

# PATIENT EXPERIENCE WEEK INITIATIVES

WESTERN AUSTRALIA DEPARTMENT OF HEALTH | PATIENT SAFETY & CLINICAL QUALITY  
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PATIENT FIRST PROJECT



PATIENT EXPERIENCE WEEK (PXW)  
Community Conversation & Leadership Breakfast  
Perth WA | April 27-28 2017  
#hccpxw #WhatMatters2U



Government of **Western Australia**  
Department of **Health**

## Our Patient Experience initiative is...

The Patient First Program includes a suite of resources for patients and carers to use in their hospital journey.

The initiative aims to help patients to:

- Be active and involved in their care.
- Improve their health literacy.
- Better understand their hospital journey.
- Understand their rights and responsibilities.
- Make informed decisions.
- Stay safe in hospital.
- Ask questions.

## What difference has this made?

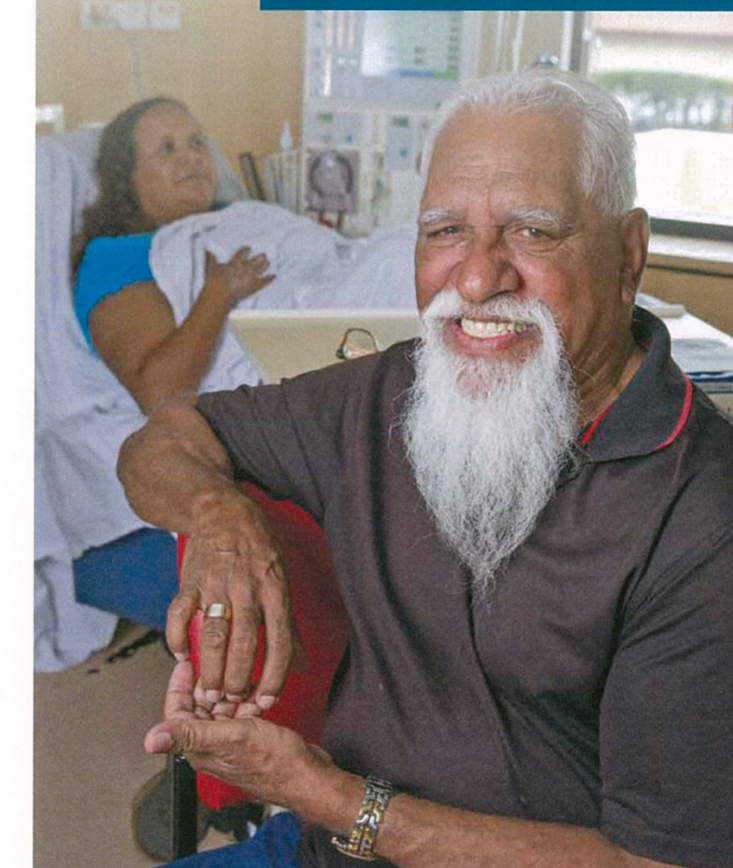
- Resources and information are more consumer friendly and easy to understand.
- Better informed patients, carers and families.
- Consistent patient resources across Western Australia.



Government of **Western Australia**  
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## Patient**First**



Help us  
to help you  
in hospital

better health = better care = better value

## A lesson that can help others...

Allow adequate time for extensive stakeholder consultation and implementation planning. Piloting resources through hospitals can identify many challenges which can be addressed prior to implementation of the program.