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.

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.