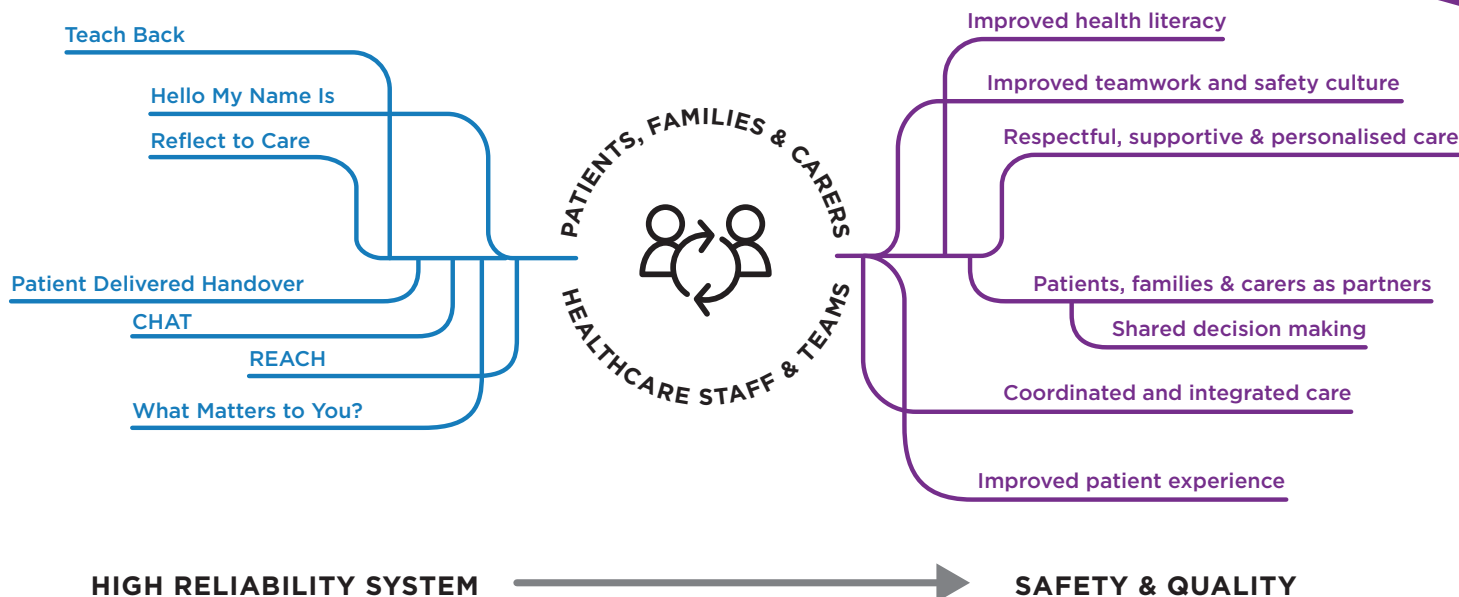


Safety Fundamentals for Person Centred Communication

The Safety Fundamentals for Person Centred Communication support healthcare staff in building partnerships with patients to provide safe, respectful and reliable care.



Teach Back	“Hello my name is...”	Patient Delivered Handover	REACH
A conversational method to help patients understand and recall important information.	A simple phrase used at the start of a healthcare relationship. It recognises that healthcare is an interaction and relationship between two human beings.	A process that acknowledges the patient as the expert in the daily handover. Prompting questions are provided to guide the patient delivered conversation.	A staged process of escalation that recognises that patients, and their families and carers, may detect deterioration before healthcare staff.

What Matters to You?	CHAT	Reflect to Care
A question to capture important individualised information about a person that can influence their care experience and outcomes.	Ten open-ended questions that can be used conversationally as part of the patient assessment process to explore health literacy support needs.	A framework to help staff recognise their assumptions and biases and the impact these may have on patient outcomes.

For further information visit www.cec.health.nsw.gov.au