



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Quality Improvement Division



Patient Perspective

Forum for National Clinical and Integrated Care

18th October 2016



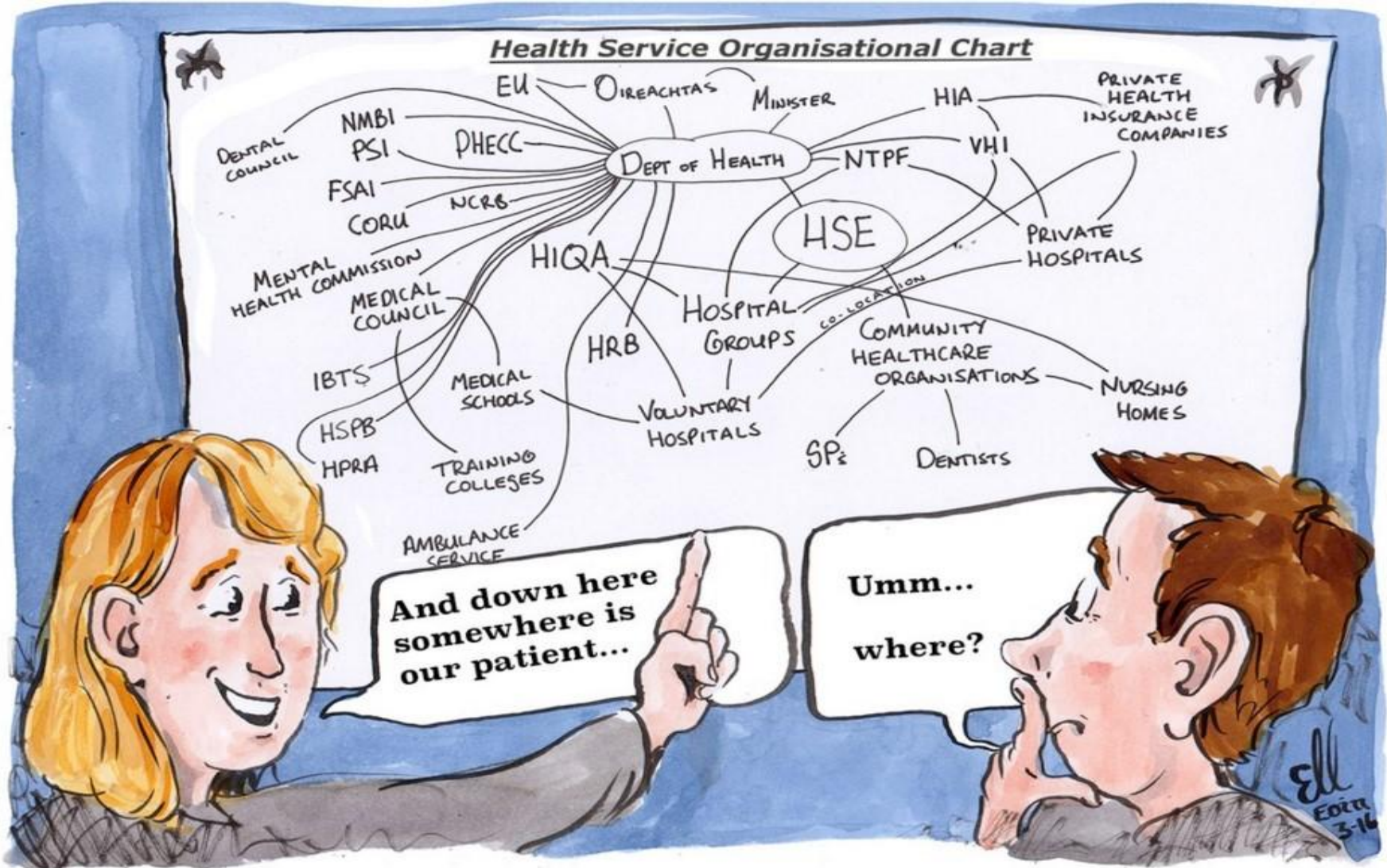
hello my name is...



Greg Price



Where is the patient?



PATIENT-CENTERED CARE



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Person centred leadership checklist

- 1. Inclusion:** Did I include patients in decisions that affect them? If not, did I find a way to ensure that their voice is heard?
- 2. Assessing:** Did the questions I raised about statistics or numbers “peoplize” the issue, or put a face on the numbers, so that we have an understanding of what the numbers mean from a patient perspective?
- 3. Learning:** What did a patient teach me today? This requires direct conversation with 2-3 patients a week.
- 4. Sharing:** Have I shared a story about something that made a positive difference to the experience of patients?

Leslee Thompson, former President & CEO of Kingston General Hospital, Kingston, Ontario, Canada



Thank you

Our  values
Care **Compassion** **Trust** **Learning**