The Patient Narrative Project

Phase 1:

Person-centered, co-ordinated care

Person centered co-ordinated care

Phase 1
What people in Ireland want to experience during their care when they require a number of health services at one time or over time

Phase 2 + 3
A framework that will hear peoples’ experiences of using more than one health service at a time

Output: Statements (19) + Definition (1)
Themes Emerging From Phase 1

My healthcare experiences

Healthcare I am confident in

My journey through healthcare
My healthcare experiences

- Staff communicate with me in a way that I understand.
- I have up-to-date information on my health condition(s), treatments, and available support services.
- Staff help me to understand the choices and services available to me now and for my future care.
- Healthcare staff listen to me so that they understand my world and what is important to me.
- I am treated with empathy, respect and dignity in all dealings with healthcare staff.
- In partnership with healthcare staff, I make choices based on what I prefer and my goals.
- If I choose, my information can be shared securely with relevant healthcare staff.
- I do not have to repeat myself each time I meet new healthcare staff involved in my care.
- I can contact the relevant healthcare staff to ask questions that are important to me and I get timely responses to my questions.
- Decisions about my care include me as much as I want and involve my carers if I choose.
Healthcare I am confident in

• Healthcare staff have the skills, knowledge and expertise to plan my care with me.

• My care is of a high quality and is delivered safely and efficiently.

• Healthcare staff are accountable for care that they give to me.

• I know I can get appropriate care when and where I need it.

• I know healthcare staff will co-ordinate my care to include my complete health status and my world.
My Journey through Healthcare

• My care includes issues that my health influences, such as finances, housing, employment, ability to travel and access to transport.

• I have services delivered by the most suitable healthcare staff in the correct setting and when I need them.

• I can have one person who will oversee and follow up on all my care.
Definition of Person-Centred Co-ordinated Care in Ireland

“Person centred co-ordinated care provides me with access to and continuity in the services I need when and where I need them. It is underpinned by a complete assessment of my life and my world combined with the information and support I need. It respects my choices, building care around me and those involved in my care”