

# **Person Centred Coordinated Care** **- Practitioner Survey** **(Modified from the Person-Centred Health Care for Older Adults Survey)**

## **About this survey**

This survey aims to assess staff attitudes and practice in relation to person-centred care.

The survey will ask you to rate, on a 5-point scale, your attitudes and practices in relation to the following aspects of person-centred care:

1. Getting to know the individual
2. Finding out goals
3. Attitudes towards person-centred practice
4. Involvement in care planning
5. Meeting communication needs
6. Meeting practical needs
7. Co-ordinated contact
8. Supportive working environment

Throughout the survey, please tick the box that best corresponds with your opinion. It is expected that the survey will take approximately 20 minutes to complete.

The survey has six pages (including this one). Please ensure you have all pages.

### **Definitions**

**Person-centred care** has been defined as "*treatment and care provided by health services that places the person at the centre of their own care and considers the needs of the older person's carers*" (Improving care for older people: A policy for Health Services, 2003, pxiii).

**Person** refers in this survey to clients or patients you work with.

**Carer** refers to any family member or friend who provides care for a person. Care may include personal care, emotional support, care management, help with activities of daily living, such as transport, financial management, shopping and domestic help. It includes both primary (co-resident) and secondary carers (e.g. family members who do not usually reside with the service user).

Throughout the survey, please tick the box that best corresponds with your opinion.

## 1. Involvement in care planning

1.1 In my service, program or ward, people have an equal say with the rest of the team in the development of the care plan.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
never	rarely	sometimes	usually	always	not applicable

1.2 In my service, program or ward, people and carers have an equal say with the rest of the team in the development of the discharge plan.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
never	rarely	sometimes	usually	always	not applicable

1.3 My/our care plans are structured around the person's goals or desired outcomes.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
never	rarely	sometimes	usually	always

1.4 In my Service/Organisation, we provide services in the location that best suits the needs and preferences of the person/child and their carer/family.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
never	rarely	sometimes	usually	always

## 2. Finding out goals

2.1 I ask people what their goals/outcomes are for their health and wellbeing.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
never	rarely	sometimes	usually	always

2.2 I ask the carers/parents what their goals and needs are for the health and wellbeing of the person they support.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
never	rarely	sometimes	usually	always

### 3. Supportive working environment

3.1 I am supported to develop the skills I need to work with the people and their carers.

never rarely sometimes usually always

3.2 In my Service/Organisation I have good role models in care for people.

never rarely sometimes usually always

3.3 Expectations of my role and how I treat the people I support are communicated clearly and consistently.

never rarely sometimes usually always

3.4 I feel that I work as part of a team with a recognised and valued contribution.

never rarely sometimes usually always

3.5 The emotional and physical demands of my work are acknowledged and recognised.

never rarely sometimes usually always

3.6 I feel that I am able to use my skills to the full in my work with people.

never rarely sometimes usually always

3.7 In my Service/Organisation I have a good environment of care for people.

never rarely sometimes usually always

## 4. Co-ordinated contact

4.1 It is clear to the person or their carer/parent who their key worker is.

     

never rarely sometimes usually always not applicable

4.2 The people and their carer/parent have ready access to the key contact person (i.e. they are available by phone, messages are returned promptly).

     

never rarely sometimes usually always not applicable

4.3 In this Service/Organisation we know how to direct people to the most appropriate service without them having to make another call (single point of contact).

    

never rarely sometimes usually always

4.4 After the person is discharged/leaves my service/team, they receive a follow-up phone call or visit.

     

never rarely sometimes usually always not applicable

## 5. Meeting practical needs

5.1 My Service/Organisation provides adequate transport and parking to ensure access for people and their families/carers.

     

never rarely sometimes usually always not applicable

5.2 My Service/Organisation ensures that people's personal privacy is respected.

    

never rarely sometimes usually always

## 6. Meeting communication needs

6.1 I am able to meet the communication needs of people and families when working with them.

never rarely sometimes usually always

6.2 Written materials are provided to people and their carers in a language they can understand by my Service/Organisation.

never rarely sometimes usually always

6.3 Information is provided in a variety of ways to ensure all people and their carers have access (e.g. written, verbal, visual).

never rarely sometimes usually always

## 7. Attitudes towards person-centred practice

7.1 I welcome it when people are informed and question or challenge my advice.

never rarely sometimes usually always

7.2 The needs and preferences of the people I support, should be central in health and care services.

never rarely sometimes usually always

7.3 I like working with the people I support or care for.

never rarely sometimes usually always

## 8. Getting to know the individual

8.1 I let people and their carers know that I recognise them (e.g. call them by their preferred name, remember and repeat something they have told me).

never rarely sometimes usually always

8.2 I give people and their carers adequate time to talk to me (e.g. to discuss their concerns and their expectations).

never rarely sometimes usually always

8.3 I seek to find out what is important to people about their health and wellbeing (e.g. mobility, cognitive function, being part of the family, able to go to the gym).

never rarely sometimes usually always

## 9. About you

9.1 What is your current role?

9.2 What setting do you work in?

9.3 Which IPC site do you work in (if unsure please ask the person administering the questionnaire)?

*Thank you for completing this survey.*