

Essentials of Care

Essentials of Care (EOC) is a program designed to enhance the patients and their families' experience of care and increase staff satisfaction in the delivery of that care by creating safe, effective and compassionate workplace cultures.

Positive patient outcomes, quality, safety and an engaged workforce are described as outcomes of an effective workplace culture.

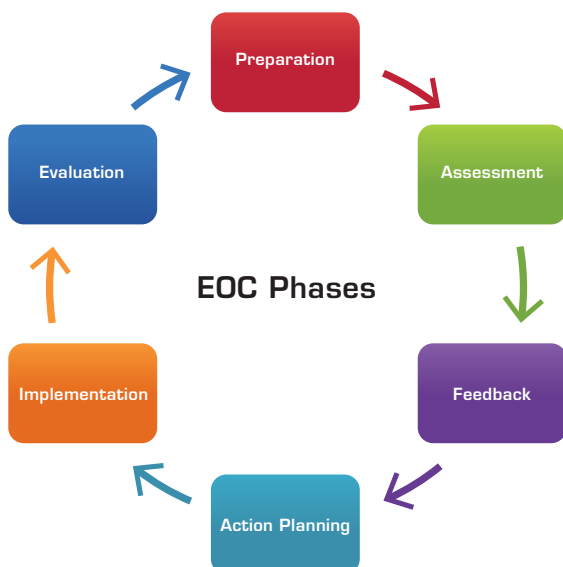
The Essentials of Care program offers an effective, sustainable strategy to achieve outcomes that align with current healthcare priorities and strategic directions.

This work is achieved by skilled facilitators engaging health care teams in transformational Practice Development in order to:

- Evaluate the quality of care delivery
- Identify opportunities for the development of practice
- Activate local action plans to improve practice
- Evaluate any changes made
- Celebrate innovation and excellence in practice
- Develop a culture of critical enquiry

The Essentials of Care framework

The framework associated with the Essentials of Care program involves an ongoing process consisting of six phases which enable a systematic and robust approach to engagement and ownership by clinical staff in reflection, quality improvement and evaluation.



Benefits and Outcomes of EOC

Evidence from local case studies and state-wide evaluation of the program has demonstrated the following outcomes;

- Increase in patient engagement and satisfaction with care
- Decrease in clinical indicators such as falls, medication errors, pressure injuries and hospital acquired infections, as well as improved documentation, multi-disciplinary communication and clinical handover.
- Increased staff satisfaction, staff retention, decreased staff absences as well as increased staff engagement in learning, research and quality outcomes
- Increased efficiencies associated with care processes and improved resource management.

For more information contact

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