

'CARE' (Conversation and reflective experience)

Did you know that sharing your healthcare experiences can help health services understand what consumers want and need?

Did you know that gathering and understanding consumer experiences can lead to healthcare improvements?

Did you know that consumer-led healthcare improvements lead to better experiences and outcomes for everyone?

CARE discussions are designed for patients, carers and community members to share their healthcare journey, experiences and ideas to help the health service understand what consumers want and need and how we can improve healthcare experiences and outcomes for everyone.

During conversations we ask you to share how you were treated, the information you were given, your involvement in care decisions and how you felt about the healthcare environment.

The information from CARE discussions is de-identified, and considered by a small consumer and staff working group to identify themes in consumer experiences and plan improvements in healthcare design and delivery to meet the needs of consumers and improve their healthcare experience.

If you are interested in working with us or would like further information, please contact the Organisational Performance and Development Manager on phone (03) 5857 0250 or email: patientexperience@kyhealth.org.au