

**Focus Eye Centre will ensure:**

**1. PATIENT CENTERED CARE**

- i. respect for the individual and their needs
- ii. clear communication with patients
- iii. effective care coordination between clinicians
- iv. efficient staffing processes to ensure care meets patient's goals
- v. credentialing and training to provide professional care

**2. CULTURAL COMPETENCE AND DIVERSITY**

- i. staff education program to ensure respect for patients' individual backgrounds and needs

**3. ENGAGEMENT OF FAMILIES AND CARERS**

- i. key stakeholders involved in the patient's healthcare journey
- ii. emotional support and education provided to support patient care

**4. BEAUTIFUL SPACES**

- i. physical comfort, aesthetic appeal and easy access for all
- ii. preventative maintenance program to ensure environmental safety

**5. CONSUMER ENGAGEMENT AND COMMUNICATION**

- i. obtain value and feedback from the informal conversations every day
- ii. informal targeted discussions with patients during care episodes, as appropriate
- iii. patients involved in review and update of information handouts
- iv. patients involved in review of safety and quality outcomes