

WNSWLHD Peri Operative Services

Goal

Improving healthcare access for people with communication support needs.

Solution

Education and training to build the capacity of staff in the pre-admissions clinic.

Outcomes



Co-designing service improvements – Developed and implemented solutions tailored to WNSWLHD Dubbo Peri-Operative service needs with consumers and healthcare staff.



Enhancing communication support – Raised awareness of communication accessibility and reasonable adjustments through staff engagement and education.



Building staff capacity – Delivered targeted staff training to enhance communication skills, with a focus on supporting patients with communication support needs.



Driving systemic change – Raised awareness and engaged staff to embed communication accessibility in Peri-Operative services.

Best practice

Strategies to improve communication accessibility

Enhance accessibility of patient resources – Translate materials into Plain English and Easy Read formats, with regular updates based on input from individuals with lived experience.

Streamline pre-appointment processes – Implement systems to identify and communicate patient support needs in advance, ensuring smoother interactions and better care preparation.

Expand staff training – Provide ongoing inclusive communication training, supported by disability champions to offer expertise and guidance.

Develop communication aids – Create and implement visual tools to enhance patient-provider interactions, ensuring effective and patient-centered communication.

Feedback

“The training made me feel more comfortable using Teach Back and active listening to ensure patients fully understand their care”

Healthcare Worker