

Philosophy of Care Statement



Document Owner: Quality

Approved By: Medical Director

Relevant Standards / Legislation (if applicable):

National Safety and Quality Health Service Standards (2nd Ed.)

Background

The Philosophy of Care Statement for the Royal Flying Doctor Service Victoria (RFDS) provides a clear and concise statement on the standard of care that the organisation delivers and the core principles that support the organisation in delivering a high standard of healthcare to all consumers.

This statement is a component of the Clinical Governance Framework and supports consumers and stakeholders in understanding the level of care that they can expect from RFDS staff, contractors and volunteers delivering health services.

Policy Purpose

The purpose of this policy is to outline the philosophy of care for the organisation that guides interactions with patients and supports staff, contractors and volunteers in delivering high quality health services.

This policy details the organisations expectations of staff, contractors and volunteers and the standard of care that they provide.

The Royal Flying Doctor Service Victoria Philosophy of Care is based in the Australian Charter of Healthcare Rights and the values of the organisation.

Scope

This policy applies to all RFDS health services; and staff, contractors and volunteers that support service delivery.

This policy will provide guidance for the Board and Executive Leadership Team when making decisions about the strategic direction of healthcare for the organisation.

Definitions

Australian Charter of Healthcare Rights	The Charter describes the rights that consumers, or someone they care for, can expect when receiving health care. These rights apply to all people in all places where health care is provided in Australia. This includes public and private hospitals, day procedure services, General Practice and other community health services.
National Standards	Related to the National Safety and Quality Health Service Standards (2nd ed.) governed by the Australian Commission on Safety and Quality in Health Care
Social Determinants of Health	The social determinants of health (SDoH) are the conditions in which people are born, grow, work, live, and age, and a wider set of forces and systems shaping the conditions of daily life. These forces

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	and systems include economic policies and systems, development agendas, environmental forces, social norms, social policies and political systems.
Stakeholder	Refers to RFDS partners, community groups, and funders as well as the family and carers of consumers the access healthcare provided by RFDS.

Policy

All RFDS patients can expect to access healthcare that is aligned with the Australian Charter of Healthcare Rights.

RFDS delivers patient centred health services that enables patients to have choice and control over their healthcare. RFDS sees consumers as equal partners in their care and promotes shared decision making and self-management of care.

RFDS values client autonomy with respect to their practitioner, and will so far as reasonably practical, offer clients choice with regards to gender, service location and service frequency for example.

All patients have the right to access healthcare regardless of their culture, gender, sexuality, religion, economic status or level of ability.

RFDS staff, contractors and volunteers will ensure a sensitive, collaborative, safe and non-judgemental environment for clients receiving the service.

Feedback from patients and stakeholders on the services provided is valued and encouraged.

Patients and stakeholders can expect that services delivered by RFDS Victoria are safe, accessible, evidence based and of a high quality, aligned with the Australian Charter of Healthcare Rights and the National Standards.

RFDS Victoria adopts a Social Determinants of Health approach to service design and delivery to facilitate equitable access to services that consider the diversity of population groups.

The RFDS Clinical Governance Framework provides governance and support to ensure that this philosophy is embedded into all health services.

References and Related Documents

- Australian Charter of Healthcare Rights (2nd ed.)
- RFDS Clinical Governance Framework
- Partnering with Consumers Policy
- RFDS Victoria Values
- Access and Equity Policy
- RFDS Privacy Statement