



RATE-PCP

Person-Centred Practice: Are we doing what we say we are?

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Aim: To explore perceptions of health professionals towards Person-centred Practice (PCP) at the Townsville University Hospital.

How: An online survey based on the Person-centred Practice Framework, collected responses from 52 staff in 2022.

Who: Nursing & Midwifery (n=21), Allied Health (n=20), & Medical staff (n=11).

75% of respondents had practiced for >10 years
54% of respondents had completed the THHS PCP training
86% of respondents were female.

Results

Staff **“Prerequisites”** & **“Care Processes”** were strengths in PCP @ Townsville HHS

- Interpersonal skills, Engagement, Competency, Commitment to their job rated the highest among PCP constructs.

The **“Care Environment”** was considered an opportunity for improvement in PCP @ Townsville HHS

- Organisational systems could promote staff creativity, & emphasise culture & PCP values, while supporting professional autonomy & accountability.

Staff who had engaged in the Organisation’s PCP training module during their orientation to the service, had higher perceptions of PCP. Gender, years of practice or professional stream did not impact perceptions of PCP among staff.

What is known?

PCP underpins health care policy & guidelines throughout Australia such as National Safety & Quality Standards (1 & 5).

What does this add?

Use of a validated Framework-based tool to benchmark PCP strengths & areas for improvement within the organisation.

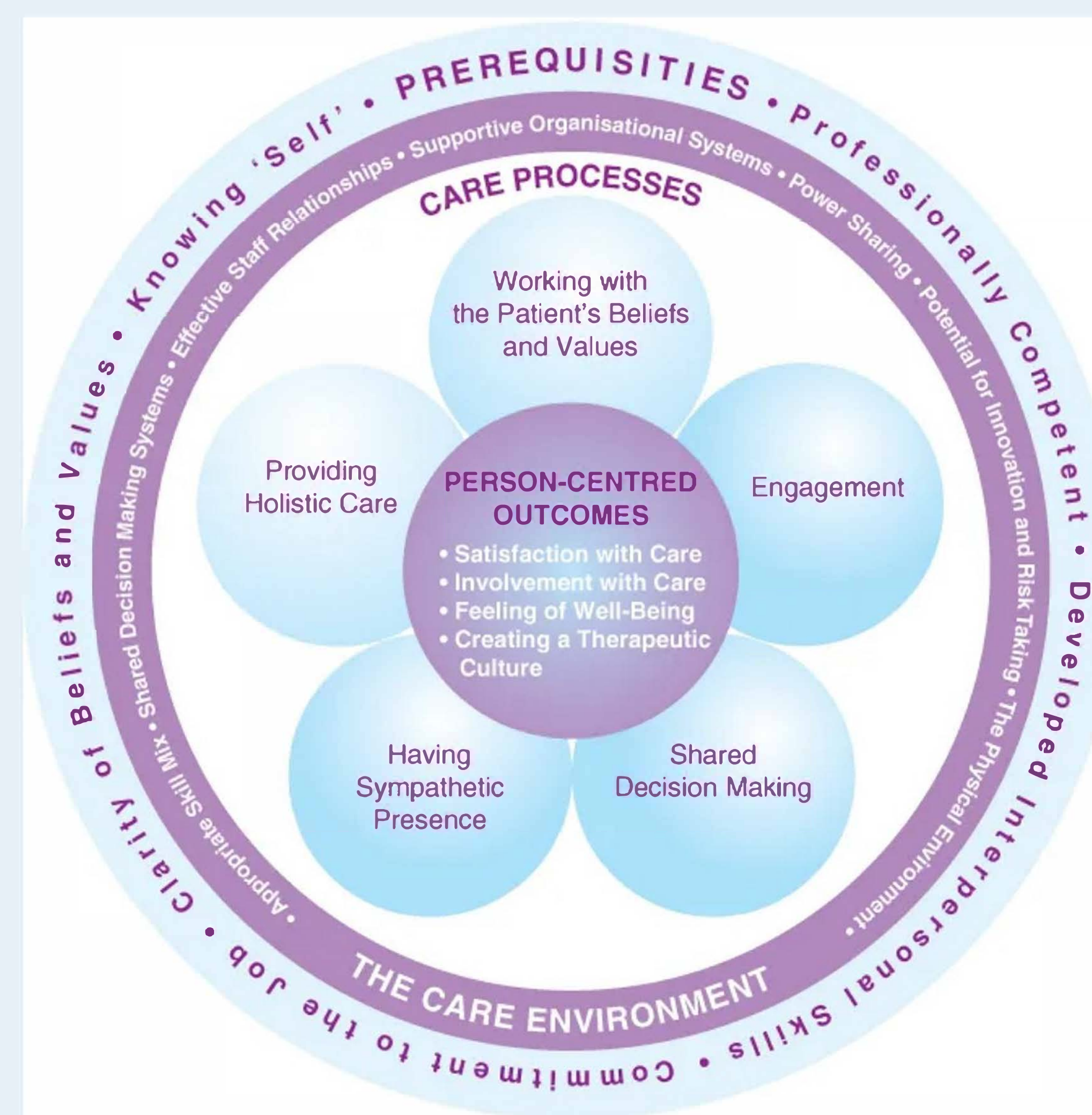
Why is this important?

Organisational environments influence staff perceptions of PCP. This can impact on the delivery of PCP. The development of staff training in PCP would benefit from underlying Framework.

Acknowledgements

This research contributed to the completion of the Primary Author’s Graduate Certificate in Research Methods, with James Cook University. With very special thanks to:

**Simone, Cate,
Melissa, Diana & the JCU Doctoral Cohort Program,
Bridee & Nerida**



Limitations, Strengths & Future research

The low response rate to the online survey was the main limitation.

- Organisational support for staff perceptions in such research essential
- Greater utilisation of advertising needed

The survey only evaluated staff working in the acute clinical setting, not the entire THHS catchment.

- Next - evaluation of other THHS facilities to explore perceptions of PCP in a variety of clinical settings, not just acute.

Multiple health professional streams enhanced generalisability.

Applied an established theoretical framework

- Next - qualitatively explore what staff feel is required to develop & tailor health professional training based on identified areas of opportunity.

Conclusions & Implications for Practice

Hospitals, staff, & consumers would benefit from determining whether they are in fact providing Person-centred Practice (PCP).

The use of validated measurement tools, based on theoretical frameworks such as the PCP-Framework, help benchmark staff & organisational performance toward achieving National Safety & Quality Standards.

The PCP Inventory for Staff allows staff & organisations to identify areas in need of improvement, while recognising & rewarding strengths.

Framework-based evaluations can shape staff training to enhance PCP.

HREC/2022/QTHS/87144



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