

Vision

A health system that recognises patient reported outcomes and experiences as vital; where feedback is available in real time for clinical and consumer decision-making, and information is used at health service and system levels to drive excellence and innovation.

Principles



- **Excellent user experience** : A system which is co-designed, user friendly, and provides access to the right tools for the right people at the right time.
- **Safety** : For clinicians and consumers, and culturally. Information privacy and security.
- **Transparency** : Informed consent. Consumers understand the purpose of personal information (health literacy).
- **Inclusive and equitable** : Available to all those who are willing and ready; with deliberate and considered actions and approach; co-designed with consumers (including vulnerable communities); identify and remove barriers for people to get involved; information is accessible to everyone and fed back at all levels.
- **Consumers and Clinicians in partnership** : Is build into existing workflows and primarily informs patient care, shared decision making, as well as continuous improvement and innovation.
- **Don't wait** : Get on and start, acknowledge existing initiatives and then refine.

Enablers

Technology

Collaboration

Resources

Partnership

Leaders