

## Healthcare Statement

CareFlight is committed to the delivery of safe and high-quality patient centered healthcare. We recognise that the provision of patient centered healthcare requires a commitment to a partnership between patients, clinicians, families, and carers. This statement reflects CareFlight's commitment to this partnership, and the additional requirements required to support the provision of excellence in clinical care.



### We are committed to:

- connecting with consumers as partners in planning, design, delivery, measurement and evaluation of our systems and services.
- including patients in shared decision making, to ensure that patients are partners in their own care, to the extent that they choose, or are able to choose.
- the principles of the CareFlight Clinical Governance Framework.
- the principles of the National Safety and Quality in Healthcare Standards (2<sup>nd</sup> Ed.) as they apply to the CareFlight environment.
- the rights and responsibilities of patients and staff as defined within our "Working Together" poster.
- ensuring our clinical staff are appropriately credentialed, onboarded, provided with ongoing education, and supported to enable them to work safely and effectively.
- working in partnership with Aboriginal and Torres Strait Islander people to improve their health outcomes.
- providing culturally safe and appropriate care by clinicians, who have undergone *cultural competency* training.
- infection control processes appropriate to the environments in which we work in.
- written documentation and verbal handovers that support the transfer of relevant, accurate and current information about a patient to ensure continuity of patient care is maintained.
- having an open and transparent incident and complaint process, including the commitment to resolve complaints within 30 working days.
- using patient and consumer feedback to continuously review and improve the services we deliver.
- engaging in transparent, authentic, and productive open disclosure discussions when required
- encouraging an open dialogue with patients and carers through our "Please Tell Us" Initiative, which encourages a patient or carer to speak up if they see anything unsafe, feel unsafe or have any questions and concerns regarding their care, or the care of the person they are with.
- ensuring our medical and drug management processes meet or exceed industry standards and support safe patient care.
- ensuring the privacy and confidentiality of personal and medical information through our privacy and documentation management procedures, and IT systems.
- ensuring our clinical care and drug guidelines are evidenced based and adhere to current best practice.
- clinical innovation in the field of aeromedical operations.
- providing unbiased, nonjudgmental care irrespective of age, religion, disability, race, sex, intersex status, gender identity and sexual orientation.
- continuous improvement in our clinical care and supporting practices and processes.



Signed:



**Dr. Toby Fogg,**  
National Medical Director CareFlight



**Mr. Mick Frewen**  
Chief Executive Officer CareFlight

