

Allied Health Student training: Comprehensive Care

Comprehensive care is the coordinated delivery of the holistic health care required or requested by a patient. “This care is aligned with the patient’s goals of care and healthcare needs, considers the impact of the patient’s health issues on their life and wellbeing, and is clinically appropriate (National Safety and Quality Health Service Standards, second edition, 2017)”.

Comprehensive care ensures:

- Patients and families are actively involved in their care
- Patients goals are established and achieved
- Shared decision making between patients, their families and health professionals
- Patient harm is minimised.

This module is intended to orientate students to the four criteria within the Comprehensive Care Standard as reported by the Australian Commission on Safety and Quality in Health Care. The Comprehensive Care Standard integrates patient care processes to identify patient needs and prevent harm. It includes actions related to falls, pressure injuries, nutrition, mental health, cognitive impairment and end-of-life care. You can access more information on each Criterion by clicking on the links below.

[Criterion 1: Clinical governance and quality improvement to support comprehensive care](#)

This criterion ensures systems are in place to support clinicians to deliver comprehensive care including actions to integrate clinical governance, partner with consumers, apply quality improvement systems and design systems to deliver comprehensive care through collaboration and teamwork.

[Criterion 2: Developing the comprehensive care plan](#)

This criterion informs the actions required for the integrated screening and assessment process. Integrated screening and assessment processes are used in collaboration with patients, carers and families to develop a goal-directed comprehensive care plan.

[Criterion 3: Delivering comprehensive care](#)

This criterion explains how safe care is delivered based on the comprehensive care plan, and in partnership with patients, carers and family. Comprehensive care is delivered to patients at the end of life. *Clinicians are advised to work in partnership with patients, families and carers to deliver comprehensive care.*

Criterion 4: Minimising patient harm

This criterion explains how patients at risk of specific harm are to be identified, and clinicians are to deliver targeted strategies to prevent and manage harm.

This criterion includes:

- Preventing and managing pressure injuries
- Preventing falls and harm
- Nutrition and hydration
- Preventing and managing delirium and managing cognitive impairment
- Predicting, preventing and managing self-harm and suicide
- Predicting, preventing and managing aggression and violence
- Minimising restrictive practices: restraint
- Minimising restrictive practices: seclusion

For more detailed information on the key actions within comprehensive care please review the [National Safety and Quality Health Service Standards](#).

Reflective Questions

1. Has an awareness of the information in this learning module raised questions regarding your current understanding of the care provided by your profession? If so list the questions here to discuss with your clinical educators or lecturers.

2. Do you have any thoughts on how knowledge of the comprehensive care standard may guide your consumer care as a student professional? If so list them here for further reflection and discussion whilst on placement.

Additional resources:

- Visit the [Commission's page](#) on cognitive impairment for more information or resources
- Find more falls prevention resources on the [Commission's falls page](#)

Adapted from National Safety and Quality Health Service Standards, second edition, 2017.