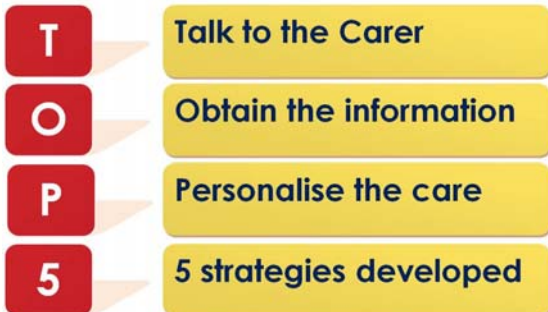




TOP 5 Initiative

The Patient Based Care Directorate of the Clinical Excellence Commission (CEC) considers carer engagement as integral to *Partnering with Patients* in promoting safety and quality of health care services across NSW.

The TOP 5 concept was conceived and implemented in the Central Coast Local Health District (CCLHD). The HCF Health and Medical Research Foundation is supporting the CEC in implementing and evaluating the TOP 5 Initiative in 15 public hospitals and five private hospitals in NSW.



The TOP 5 initiative acknowledges the value of carer information about patients who have memory and thinking problems. For this initiative, the focus is on patients with dementia who require hospitalisation.

TOP 5 is an approach to engage with carers to gain information that personalises care. It formalises personal information gathered from the carer which is then available to every member of the team who will interact with the patient, thus improving communication.

Talking to the carer helps staff to understand cues given by the patient, allowing them to communicate better and to allay patient fears. Strategies are developed in partnership with the carer to ensure that they are workable in a hospital environment.

The benefits (as shown by CCLHD) include improved treatment outcomes, reduced length of stay, improved care experience and staff satisfaction.

TOP 5 supports the CEC model of patient based care where each patient is everyone's responsibility from the board to the ward.

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