

## Information for the Consumer Partnership Program

Patients, consumers and the community trust BHS to provide safe, **high-quality health care**. The BHS Governance Framework outlines what is in place to ensure we create the culture, the systems and the support mechanisms for excellent clinical performance and quality improvement to delivery this high quality care.

### High-quality health care is

#### Safe

*Avoidable harm during delivery of care is eliminated*

#### Effective

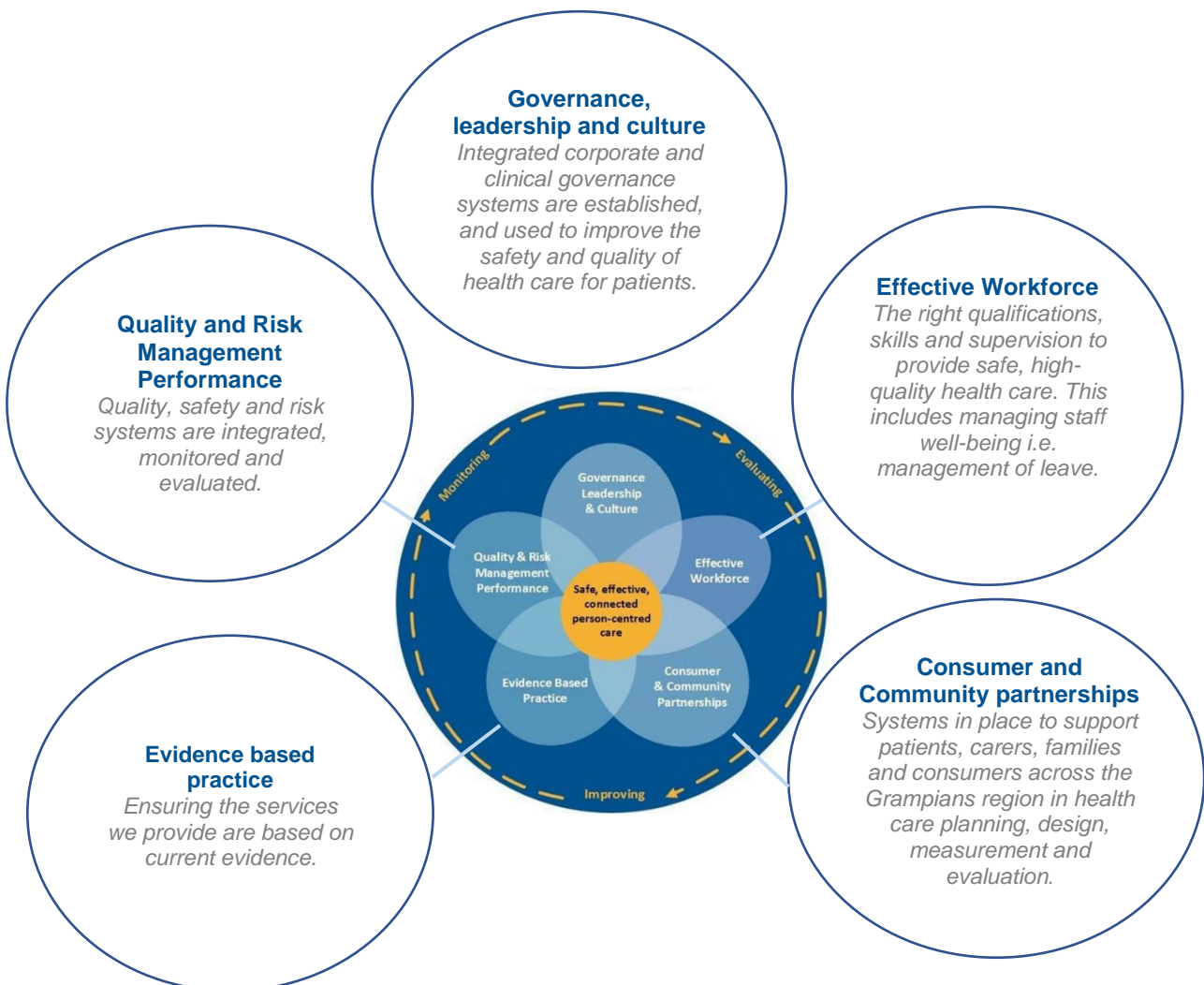
*Appropriate care delivered in the right way at the right time, with the right outcomes, for each consumer*

#### Connected

*Care is integrated, well-connected, and is organised around a person's health and social needs*

#### Person-centred

*People's values, beliefs and their specific contexts and situations guide the delivery of care and organisational planning. The health service is focused on building meaningful partnerships with consumers to enable and facilitate active and effective participation*



**Each domain is underpinned by continuous quality improvement cycles of monitoring, evaluating and improvement.**