

Merri Health's Better Care and Services framework

Our framework guiding how we provide safe, quality care and an outstanding consumer experience.



Consumer



**Frontline
staff**



**Managers
& Executive**



**Board of
Directors**



To receive a
quality consumer
experience.

My family and I feel
it's important that:

- > I am **respected** as a person.
- > I receive information, services and support when and how I need it.
- > I receive the best care that works for me.
- > I feel safe and have choice in my care.

To provide a
quality consumer
experience.

- > I listen to clients, their families and carers and **respond** to their needs and choices.
- > I work with my team and look for ways to do things better.
- > I am competent at what I do and I am **motivated** to provide quality care and services.
- > I keep clients from harm.

To lead quality
services.

- > I **engage** with clients, their families and carers and put them first when making decisions.
- > I look for ways to support staff to work efficiently and as part of a team.
- > I lead, **innovate**, support and guide my team through processes to provide a quality consumer experience.
- > I promote a culture of safety.

To govern
quality services.

I oversee the development, implementation and ongoing improvement of organisation-wide systems, supporting quality consumer experience and services.