



VARTA

Victorian Assisted Reproductive  
Treatment Authority

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[www.varta.org.au](http://www.varta.org.au)

# VARTA Guidance on Person-Centred Care

## Brief self-assessment tool

Victorian Assisted Reproductive Treatment Authority

Clinics are invited to use this tool to reflect on current strengths and opportunities for improvement within their organisation to deliver high quality person-centred care.

### How to use this tool

1. Review the VARTA Guidance on Person-Centred Care, including Good Practice Tips.
2. Identify current strengths and opportunities for your clinic (for providers that operate in more than one location, it is recommended that this assessment is undertaken by each individual clinic).
3. Where opportunities for improvement have been identified, develop next steps, responsibility, and timeframes for desired change.
4. Identify key priorities your clinic will focus on in the next 12 months to improve person-centred care.
5. Note that this tool is intended to assist with reviewing internal processes. You are not required to report to VARTA your findings or implementation steps / plans.

Strengths	Opportunities	Next Steps	Responsibility and timeframes
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*What is your organisation doing well?*

*Are there opportunities to do this better?*

*If opportunities have been identified, what steps / actions are required to make the necessary changes or improvements?*

*Who will be responsible for implementing the changes / improvements identified? When will this be done by? What resources will be required?*

### Patient decision making and access to information

Ensure that patients are provided with sufficient written and verbal information about their options to make informed decisions at all stages of the treatment process.

### Attitude and competence of clinic staff

Make person-centred care an integral component of all staff KPIs. Set clear expectations that all staff establish and maintain respectful, supportive, and positive relationships with patients. Offer feedback and training aimed at continuous improvement, at least annually.

### Coordination and continuity of care

Prioritise a person-centred approach by reviewing and streamlining the coordination and continuity of care, including by identifying appropriate leadership on person-centred care within the organisation and offering patients one or two key points of contact throughout treatment.

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When will this be done by?  
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## Effective and inclusive communication

**Demonstrate effective communication and inclusiveness in policies, processes, and staff practice.**

## Providing a comfortable physical environment and protecting patient privacy

**Review the clinic environment to ensure it is comfortable for all patient groups, including those returning after failed cycles, single people and LGBTQIA+ patients; and protect patient privacy.**

## Emotional support for patients

**Offer patients emotional support at key stages of the treatment cycle and particularly following adverse outcomes or when ending treatment. Provide information about internal and external support options, with appropriate referral pathways.**

## Clinic priorities for next 12 months

Make a note of the key areas of focus for the coming year.