

Ministry of Health Patient Charter

Introduction

We all have different ideas and expectations regarding the healthcare we receive, but regardless of these expectations, all patients who access the Ministry of Health (MOH) have certain rights and responsibilities.

Therefore, the MOH has created a Patient Charter to ensure that every patient who visits our services knows exactly what they can expect and what is expected of them.

Access

The MOH provides a wide range of services which, you have the right to access in order to meet your health care needs. Some service are provided free of charge and others are charged on a sliding fee scale based on income.

Safety

You are entitled to receive high quality healthcare services, provided by skilled, competent and professional staff. We are committed to continuous improvement and have a range of systems in place through which we constantly monitor and evaluate both our work and services.

Visitors and patients must comply with hospital guidelines and policies, which are designed to enhance the safety of patient's, visitors and staff.

Respect

You have a right to be treated with respect, dignity and consideration in a clean, safe and comfortable environment where, as far as possible, your personal privacy is protected.

Communication

You have a right to be given clear, understandable information, and to ask questions about your condition, treatment options, expected outcomes, side effects and costs.

It is important that you give your healthcare provider relevant information, for example about your medical history or other medicines that you may be taking, so that they can give you the best possible care. You have a right to involve

a family member, or a chosen support person to assist you in discussions with healthcare service staff.

Participation

You have a right to take an active role in your health care, and to participate in decisions about your treatment.

You have a right to have your family and other attendants involved in your care, and to appoint someone to make medical decisions for you, if you lose the capacity to do so.

Your family and friends have a right to visit you at the hospital however children under the age of 12 must be supervised at all times (for further information please see "Guidelines for MOH patients and visitors").

Privacy

Laws exist to protect the privacy of your healthcare information. Sometimes however, our staff need to share information with others. All MOH staff that have access to protected information are legally required to keep it confidential. We also ask that patients and visitors respect the rights and privacy of other patients.

Comment

You have a right to give positive or negative feedback, ask questions and if necessary make formal complaints about your care. We ask that you raise any concerns that you may have in a calm and respectful manner.

It is always best to try to resolve concerns directly with your healthcare provider first. However, if you are unsatisfied with any aspect of the service you have received, then you have a right to make a written or verbal complaint to the program manager or the Ministry's Quality Assurance Coordinator who can be contacted on 488 2552.

For further information please contact:
The Administration Office,
Ministry of Health,
PO Box 6027,
Koror, Republic of Palau 96940.
Tel : 680 488 2552



Ministry of Health

Strategic Plan 2014-2018

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PAGE 2 & 3 Our Vision, Our Purpose, Our Priorities & the key strategies that will be used to address these priorities

PAGE 4 Our Healthcare Charter

Forward

I am pleased to present the Ministry of Health's Strategic Plan 2014 - 2018

This plan outlines the strategic priorities for the Ministry for the next four years. It will be supported by the development of annual operational plans for each of the Ministry's four bureaus/offices namely:

- Health Administration and Support Services
- Hospital and Clinical Services
- Nursing Services
- Public Health

These operational plans will provide details of how each bureau will work in partnerships to achieve our overarching strategic priorities.

The priorities outlined in this overarching plan have been determined through analysis of the internal and external environment including; consultation with staff from each of the bureaus, a review of the existing Palauan health care plans, review of the Government's Management Action Plan and feedback from patient and community members.

When we look at the evidence in front of us it is clear that during the past decade there has been a shift in the types of ill health, disease and suffering seen in Palau. The diseases and ill health commonly seen in developing countries (infection, infant and maternal

mortality and malnutrition) has declined and there has been an increase in Non-Communicable Diseases such as cancer, heart disease, obesity, diabetes and high blood pressure.

This has resulted in more people living with chronic conditions, unnecessary loss of life and the separation and suffering of families. This change is occurring at a time when, both globally and locally, we have health worker shortages and spiralling health care costs. These changes to the type of illness and diseases that are affecting our community inevitably mean that we need to change the way our services operate. The prevention and treatment of chronic conditions is very different to the treatment of acute episodic illness, and effective care requires greater collaboration between multidisciplinary teams of healthcare professionals, carers' families and patients.

The Ministry has a vision of healthy communities with access to comprehensive health care services. This requires a commitment to change, a greater focus on holistic care, the strengthening of our systems and better integration of our services, as well as a continued commitment to develop respectful and effective partnerships with our staff, patients, community, and partners.

Gregorio Ngirmang
Minister of Health

Strategic Challenges

- An aging workforce and a shortage of specialist and other health care professionals
- An increase in life style diseases (NCD)
- Increasing costs and economic vulnerability of key services
- An increase in unhealthy, risky behaviors within the community

Strategic Opportunities

- Government wide support
- Staff commitment, skills and knowledge
- Community engagement and traditional values
- Strong local and international partnerships



Our Strategic Priorities

1. The provision of accessible, high quality, patient centered hospital services for the people of Palau and our visitors. At the Ministry, we take a holistic view of health and prioritize the needs of our patients and the community. We are committed to improving health equity and strive to make our services financially, geographically and culturally accessible.

2. We strive to ensure that all people have access to the resources, knowledge and services that they need to achieve optimal health for themselves and the community, and therefore one of our key priorities is the provision of accessible high quality primary and preventative services.

3. We recognize that health and more specifically good health is an issue that requires the support of the community, local business and the wider government and therefore we will strive to develop and maintain effective partnerships. Through these partnerships, the MOH can ensure that it maximizes efficient delivery of services through participation in international initiatives, coordination among community partners, and open communication and cooperation within the Ministry.

4. We value our staff and recognize that our success relies on attracting, developing and retaining competent and motivated people who are committed to our vision. As a Ministry we strive to create a supportive environment where staff have the resources and support necessary to achieve both their professional goals, and the goals of the Ministry.

5. At the Ministry, we believe that it is vital to ensure that our administrative systems and support services are accountable and sustainable. This is an ongoing process of continuous improvement; it will start with a review of management processes and Information Communication Technology (ICT) systems throughout the Ministry. The aim is to enhance management skills, streamline systems, avoid duplication, improve data accuracy and availability, and thereby improve the financial efficiency of the Ministry.

To the right we have highlighted some of the strategies that we will use to achieve these priorities. Details can be found in our annual operational plans.



OUR VISION Healthy communities with access to high quality healthcare services

OUR PURPOSE To provide quality, comprehensive, evidence based, accessible healthcare services to our patients and community

OUR PRIORITIES AND STRATEGIES

1. Provide accessible and high quality patient centered hospital services.

PROVIDE HOLISTIC PATIENT CENTERED CARE

- Develop a wider range of services to better meet patients' needs
- Ensure that best practice and evidence based approaches are utilized
- Expand opportunities for patient feedback and engagement
- Improve the accessibility of our services

STRENGTHEN HOSPITAL SYSTEMS

- Develop mechanisms to ensure that all the necessary resource are available
- Ensure quality assurance mechanisms are in place
- Engage in continuous quality improvement activities

2. Provide accessible and high quality primary and preventive services.

DEVELOP FLEXIBLE AND RELEVANT SERVICES

- Ensure that our services are culturally relevant
- Ensure that services recognize and strive to reduce health disparities
- Ensure that data informs service delivery models

MAXIMISE IMPACT OF DISEASE PREVENTION AND EARLY INTERVENTION INITIATIVES

- Provide evidence based services
- Develop and implement an effective communication strategy
- Establish baseline data and develop indicators to monitor progress & evaluate services
- Advocate for environments that support health

REDUCE THE IMPACT OF CHRONIC DISEASE

- Develop initiatives to enhance the quality of life for individuals living with long-term conditions
- Ensure patients and the community have access to relevant information

ENHANCE OUR EMERGENCY RESPONSE CAPABILITIES

- Review and further develop our emergency response

3. Ensure effective partnerships are developed and maintained.

STRENGTHEN INTERNAL PARTNERSHIPS

- Improve information sharing and communication mechanisms
- Eradicate duplication of services
- Work as multidisciplinary teams

MAINTAIN AND EXPAND LOCAL PARTNERSHIPS

- Ensure that two way communication is prioritized
- Ensure traditional culture and values are respected
- Develop partnerships that reflect the diverse nature of our community
- Government partnerships work towards the development of policies which enhance health

DEVELOP AND MAINTAIN INTERNATIONAL PARTNERSHIPS

- Develop partnerships that enable us to enhance standards of care
- Work with partners to increase access to resources
- Work collaboratively to enhance the skills and knowledge of the workforce

4. Value our people and support their growth and development.

ATTRACT AND RETAIN HIGH PERFORMING EMPLOYEES

- Enable employees to succeed by providing adequate resources and opportunities for growth
- Regularly review job design and workloads
- Recognize and reward high performing staff
- Recognize and value ethical behavior

PROVIDE RELEVANT AND MEANINGFUL PROFESSIONAL DEVELOPMENT

- Identify and address current and emerging training needs
- Establish a formalized management training program

CREATE A SAFE AND SUPPORTIVE WORK ENVIRONMENT

- Create policies and procedures which support a positive workplace culture
- Ensure that accident, incident and hazard reporting occurs
- Undertake research to identify initiatives designed to improve our employees' health and wellbeing
- Foster greater teamwork by effectively communicating, recognizing success, and managing performance

5. Ensure that our administrative and support services are accountable and sustainable.

STRENGTHEN LEADERSHIP AND GOVERNANCE

- Strengthen lines of accountability and responsibility
- Ensure that all policies, procedures and protocols are documented and accessible
- Ensure that managers have the necessary capacity and authority
- Develop and implement a communication plan

IMPROVE DATA MANAGEMENT AND I.C.T SYSTEMS

- Review and restructure ICT services for greater accuracy and efficiency
- Research, Plan and Implement Electronic Health Records

IMPROVE FINANCIAL EFFICIENCY

- Review and improve systems including procurement, billing and collection
- Maximize payments from NHI and private insurance
- Optimize the use of resources

ENSURE FACILITIES AND THE ENVIRONMENT ENHANCE PATIENT CARE

- Create safe, clean and welcoming environments
- Implement systems and processes that ensure appropriate medical products, vaccines, and technologies are available.