"Healthcare delivery promotes my capability to be who I value being and do what I value doing"

Health care services and staff

Have characteristics that equip and motivate them to deliver consistently good care

Act in ways that show they are willing and competent to attend to my health and care needs, *and* respect me as a person as they do so

Enable me to be and do what I have reason to value being and doing, within and beyond my healthcare encounters, for example:

Are **available, approachable and accessible** to *me*

Proactively offer help
Welcome me in my need
Are willing

Have appropriate facilities

Are **adequately resourced**

Are skilled

Recognise their limits, facilitate access to help from others if needed

Are **knowledgeable** and **competent**
about health, healthcare, disability, cultural diversity

Show insight

Offer privacy
Provide an appropriate environment for care
Keep facilities clean
Do not expose me to unnecessary risk

Take me seriously

Attend to my health issues **promptly, competently and thoroughly**

Respond to changes in my health status and care needs

Do not ignore my distress

Respect and nurture my capabilities
to think and act for myself

Guide
Show
Teach

Show interest

(Really) listen to **me**, to **my concerns** about **my health and care**, and **how these affect my life**

Are attentive

Understand me

Show compassion

Are responsive to my anxieties and concerns
Provide justified reassurance

Express my healthcare needs and concerns, and have them recognised as legitimate

Feel welcome and cared for as I use health services

Get the help I need (when I need it)
for health problems that threaten my ability to survive or flourish and for my ongoing care needs as I use health services

Know my healthcare is appropriate for me

Find my way around services

Experience continuity in my care

Be prepared
Develop my capabilities for autonomy and self care

Be enabled

Know I am in a good environment
as I use health services

Feel as comfortable as I or anyone could reasonably make me

Understand my health and healthcare issues, options and prospects

(Maintain my health as far as reasonably possible consistent with my self-determination, life plan and priorities)

Develop realistic expectations and recognise constraints to care

Ensure my interests and responsibilities beyond healthcare are attended to

Are **generous**

Are **motivated and organised to care, respect and enable**

Take pride in their work

Work well together to provide co-ordinated care
(timely and appropriately ordered care, with continuity)

Are **consistent, predictable, reliable**
in providing good care, information, advice, respect

Have practical wisdom

Are responsive to different needs

Are appropriately flexible

Are open to alternatives

Are sincere   Are honest
Have **integrity**

Are genuine

Are caring, kind, patient
Are **humane**

Are **empathetic**

Are culturally sensitive

Are **just**

Are tolerant

Communicate with me in ways appropriate to me

Recognise that how they do **their job** has implications for **my life**

Apply guidelines and work to targets with discretion

Support me when I need help to participate

Relate to me *as a person*
whatever my health issues and care needs

Are mindful of my self-identity

Take interest in my life plans as appropriate

Are mindful of my feelings

Care about me as well as for me

Are responsive to my individual needs and values

Personalise my care

Are mindful of my family and social circumstances

Negotiate and allow me to influence priorities and responsibilities in my care

Collaborate

Appreciate there is a bigger picture to my life than my health

Find a good balance between deciding and doing things for me and enabling me to decide and do things for myself

Keep me informed, help me understand relevant issues in my health and care in a timely way

Anticipate, invite, welcome and answer questions

Explain my health issues, my healthcare options, how care is organised

Discuss goals, priorities and plans for my care

Give me a say

Be treated as someone who experiences things and has feelings

Be and feel valued, accepted and respected as a person as I use health services

Be recognised and engaged with as someone whose life, self-identity and plans matter

Live by, review and develop my own values in deciding about healthcare and living my life

Be myself and be respected as who I am

Negotiate, accept and exercise appropriate agency and responsibility in healthcare and other domains

Have some control

Partner with health professionals and with my family as appropriate

Have a say

Be involved in decisions about my care (according to my capability and my own good reason)

Engage in meaningful activity in daily life

Contribute as appropriate to shaping my healthcare environment, to healthcare improvement

Contribute to my care

Help address my own health issues

Participate in social interactions

Give something back

Experience reciprocity

Promote continuity of carer

Engage in (form, maintain and provide appropriate endings for) **good care relationships with me**

Believe me, trust me (unless have good grounds not to)

Work *with* me not just *on* my health

Offer choice when appropriate

Do not intimidate

Do not talk down to me

Support appropriate transitions between professional care and self care
Facilitate

Give me appropriate time (within and beyond consultations) to discuss, consider, try

Involve me (and my family as appropriate) in decisions about my care

Enable me (and my family as appropriate) to work with them and for myself

Have and develop good relationships with health professionals (and with others)

Be on the same side

Be and feel supported

Know I am among people who care

Know I am not alone, will not be abandoned, neglected or abused

Trust and feel trusted

Not be or feel inappropriately judged

Avoid inappropriate self-blame and guilt

Maintain and use my motivation to help myself

Sustain and develop justified, positive, self evaluations

Are sincere

Do not demean or patronise me in our interactions

Do not rely on or exploit my vulnerability

Do not treat me according to stereotype

Treat me fairly in relation to others

Allocate resources in line with need and without inappropriate discrimination

Do not emphasise, exacerbate or rely inappropriately on the power differentials between us

Avoid unnecessary criticism and reprimand

Do not judge me inappropriately

Avoid making unfounded assumptions

Recognise and support my (and my family's) inclination and capacity to contribute to my care (for self care)

Invite and respond appropriately to feedback about their service (from me and others)

Help me enjoy my life

Relate to others as equally human

Be and feel safe as I use health services

Feel secure

Know my vulnerabilities will not be exploited

Be confident my privacy will be respected

Ask for help without fear of ridicule or judgemental responses

Be (and feel I am) treated fairly in relation to other service users

See and find meaning in my life (especially if my identity and plans are threatened by illness or injury)

Maintain my dignity and self respect

Feel good about myself

Hope

Cope

Live well with health problems that cannot be fully cured

Enjoy life

Entwistle VA, Firnigl D, Ryan M, Francis J, Kinghorn P. Which experiences of healthcare delivery matter to service users and why? A critical interpretive synthesis and conceptual map. *Journal of Health Services Research and Policy*, 2012; 17(2): 70-78.