

## Question 21.

The issues affecting the delivery of care in the health and/or aged care industry.

The health and/or aged care industry ~~could~~ can respond to this by having people leave complaints to take it further and sort out the problems.

Organise meetings to talk about the care delivery to patients.

Document reports and notify people in charge.

If there is conflict in the work place, make sure it is resolved immediately so there are not going to be problems with workers.

If you see or hear something that happened that shouldn't have

then report the incident straight away to allow them to do more investigating into it.

For example if you hear of or see a patient being treated wrong or badly by a nurse or doctor then you are to let the supervisor or head nurse in charge know so that something is done about the situation.

If a patient's family or visitor is being fed stories from the demented patient and is worried, you are to find out more information, observe the patient and reassure the family member/visitor.

Additional writing space on back page.