

## Summary: Overview of relationship between Patients Come First and the Vulnerable Patients Initiative

At Alfred Health we recognise that all patients are supported through our existing Patients Come First strategy. We also recognise that some patients may be considered as having *increased* vulnerability due to multiple and complex socio-demographic factors and/or health needs. These factors and needs may be static or dynamic, and may change across the lifespan. Some of these factors are described in Figure 1 (below). At Alfred Health we are working towards improving services for patients who may be vulnerable through the Vulnerable Persons Initiative.

Alfred Health is undertaking a program of work which aligns to the Vulnerable Persons Initiative and contributes to the Patients Come First Strategy.

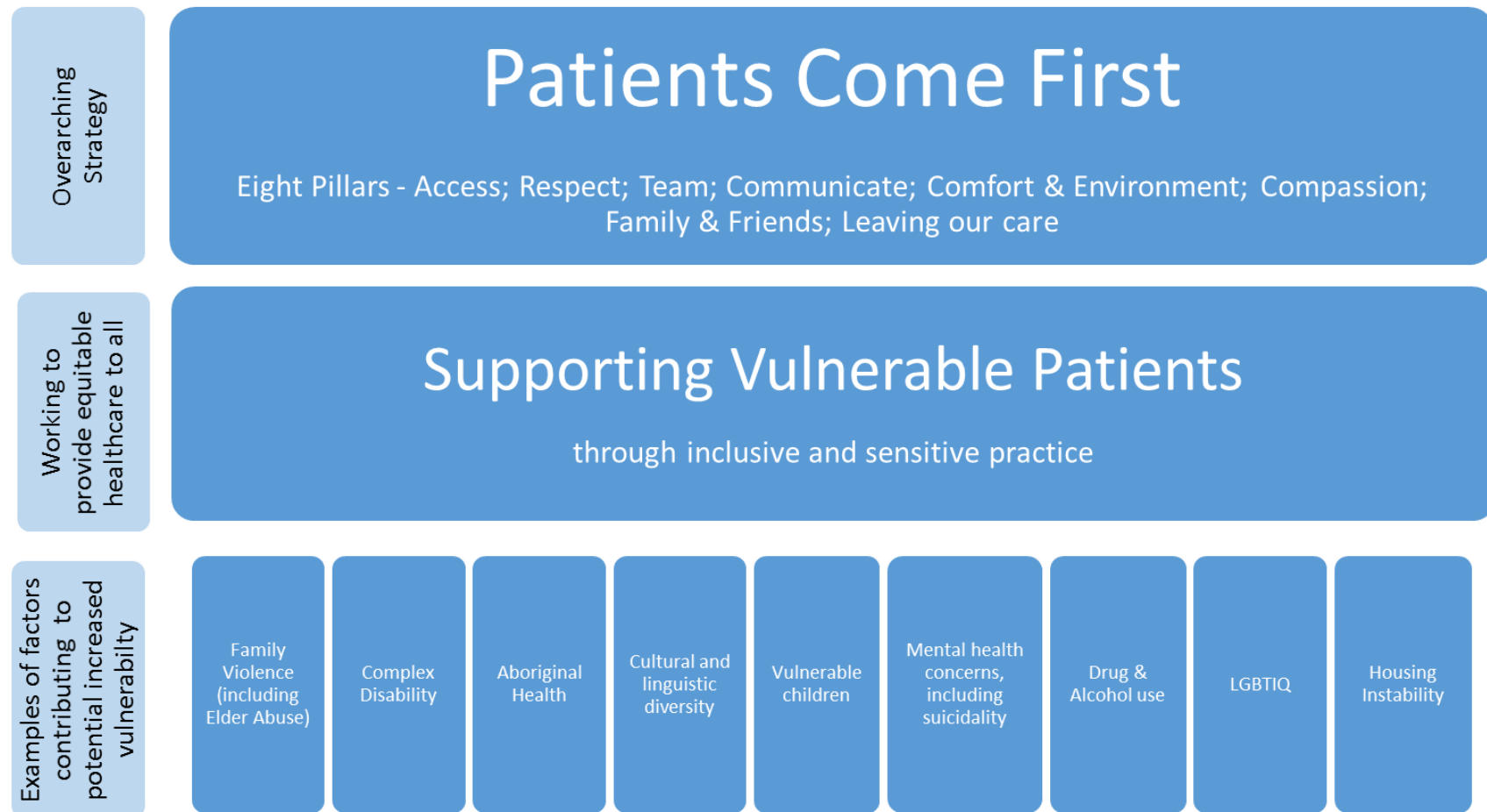


Figure 1: Framework guiding Alfred Health's organisational approach to vulnerable patients.