

# PCC is about concrete actions

## Listening and respecting the patient

- Do we know what the patient thinks about our care? How does he /feel about it? How do we communicate with him/her? What do they complain about?

## Enabling patients to be autonomous

- Are we making our patients depending on us? Can they teach us something too? Do patients know what disease they have?

## Prevent and manage abuse

- What knowledge do we have on patients rights? What are the main risks related to abuse on patients? What measures can we take to reduce them?

## Engage in community dialogue

- Do we have discussions with population? How involved are we in let them be part of the care we deliver? Can they teach us something too?

## Coordinate to avoid silos care

- Is care tailored to the whole or to the disease?
- Can patient navigate the system easily?

## Support patients beyond medical needs

- Who is our patient? What are the barriers he/she has to have a dignified care? What are his unmet critical needs? How far MSF can support?

## Valorise and empower teams

Do they feel acknowledged in what they do? What do staff complain about ?