



HEALTH CONSUMERS' COUNCIL

YOUR VOICE ON HEALTH

PATIENT EXPERIENCE WEEK EVENT SERIES

Perth WA | April 28-29 2016



empower ICT



For more information, visit www.hconc.org.au or
call (08) 9221 3422
#hccpxw

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HEALTH CONSUMERS' COUNCIL (WA) INC OVERVIEW

In 2015 the Health Consumers' Council (WA) (HCC) made the decision to begin the tradition of running events during the globally recognised Patient Experience Week (April 25-29, 2016). The inaugural Patient Experience Week (PXW) Event Series will be held on the final two days of Patient Experience Week, April 28 and 29.

To coincide with the global focus of Patient Experience Week (April 25-29), the Event Series is about 'Connecting for the Patient Experience - We are ALL the patient experience'. HCC aligns with the growing evidence that when health care staff focus on the needs and wishes of the patient and meaningfully connect with the patient, their family and carers, both the patient experience and the health care staff experience not only improves but can be an exceptional mutual experience. Health consumers who sit on hospital and health care organisation boards and committees, as consumer advisors or consumer representatives, have an important patient experience role to play by assisting health care staff to understand the patient, family and carer perspective.

Patient Experience Week will close with the annual Health Consumers' Council Health Consumer Excellence Awards. Since 1997 the Health Consumers' Council has been celebrating the achievements of the unsung heroes in WA Health, from the administrator to the clinician and to recognise health consumers that go out of their way to make a difference. Nominations are now open and close end of business April 15, 2016.

Health Consumers' Council (WA) Inc (HCC) is an independent voice, advocating for patients in Western Australia. It offers a unique perspective on health policy and service delivery matters. HCC receives funding from State and Commonwealth agencies and comments publicly on all issues affecting health.

Our Vision

To be the independent and effective voice for all health consumers in Western Australia and for health consumers to be active partners in the health care system.

Our Mission

To promote an equitable consumer-centred health care system that protects the rights of all West Australians.

Our Purpose

To raise awareness of and advocate for health consumers' rights in Western Australia.
To support health consumers to be active partners in health policy, planning, review and research.

Our Values

- Respect: valuing diversity and actively seeking everyone's contribution
- Empathy: considering other peoples' world views, experiences and emotions
- Equity: advocating for the whole community
- Collaboration: working together to achieve positive outcomes
- Integrity: aligning our actions with our values
- Accountability: taking responsibility for our actions, measuring our effectiveness
- Innovation: creating new ways to achieve effective outcomes
- Knowledge: applying the latest learning to our practice and procedures

PATIENT EXPERIENCE WEEK OVERVIEW

What does Patient/Health Consumer Experience mean?

Patient Experience is the sum of all **interactions**, shaped by an organisations **culture**, that influence patient **perceptions** across the **continuum** of care. (The Beryl Institute)

What is Patient Experience Week?

Patient Experience Week (PXW) is an initiative of the Beryl Institute. The Beryl Institute definition of Patient Experience Week is an annual event to celebrate healthcare staff impacting patient experience every day. Inspired by members of the Institute community, Patient Experience Week provides a focused time for organisations to celebrate accomplishments, re-energise efforts and honour the people who impact patient experience every day. From nurses and physicians, to support staff and executive professionals, to patients, families and communities served, the Institute hopes to bring together healthcare organisations across the globe to observe Patient Experience Week. (The Beryl Institute)

Who is a health consumer?

A health consumer is anyone who uses, has used, or may use any health or health related service. It is not limited to those currently using a service. The terms "patients" and "users" generally apply only to those currently undergoing some form of treatment.

Consumers contribute in unique ways to the discussions around health care service provision because their focus and background differs from that of health service providers and medical practitioners.

Health consumers accrue experience of the health care system simply by going about their daily lives. Consumers have dealings with GPs, surgeons, oncologists, haematologists, physiotherapists, nurse practitioners and a range of other specialists.

What does partnering with consumers mean?

'Standard 2, Partnering with consumers of the National Safety and Quality Health Service Standards requires the involvement of consumers in the organisational and strategic processes that guide the planning, design and evaluation of health services.

The actions identified in the National Safety and Quality Health Service Standards partnering with consumers build on emerging evidence of the benefits partnering with consumers can bring to health services. For example, involving consumers in service planning, delivery, monitoring and evaluation is more likely to result in services that are more accessible and appropriate for consumers.' (www.safetyandquality.gov.au)



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In today's marketplace, a robust IT infrastructure and cloud strategy provides the foundation to most business' operational efficiency and ultimately employee and customer satisfaction.

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“ Changing IT providers is often a difficult decision to make. When we engaged empower ICT to take over our IT support we got so much more than we expected; superior customer service, immediate response, attention to detail, honesty and reliability. Never in 25 years have I experienced such a smooth change-over of IT providers. I highly recommend and urge you to engage empower ICT.

Meegan Taylor | Operations Manager, Health Consumers Council ”

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HCC PATIENT EXPERIENCE WEEK EVENT SERIES | April 28-29 2016 OVERVIEW

To coincide with the global focus of Patient Experience Week (PXW) (April 25-29), the Health Consumers' Council (WA) Inc. (HCC) Event Series is about 'Connecting for the Patient Experience - We are ALL the patient experience'. For more information or to book an event go to www.hconc.org.au/get-involved/patient-experience-week

PXW EVENT SERIES DAY 1

Time	Thursday 28 April, 2016
9:00am	HCC Patient Experience Week Event Series Launch
11:05am	Morning Tea Break
11:30am	'Two sides of the Patient Experience' Performance
12:30pm	Session 1 Registration/ Lunch Break (only for registered attendees)
1:00pm	Session 1 Organisational Approaches to Implementing Patient Experience: Lunch Box Session
2:15pm	Afternoon Tea Break
2:30pm	Session 2 Partnering with Consumers for Patient Experience Workshop
4:30pm	Day 1 Finished

PXW EVENT SERIES DAY 2

Time	Friday 29 April, 2016
9:15am	Session 1 Registration
9:30am	Session 1 Aboriginal Perspectives on Patient Experience
10:30am	Morning Tea Break
11:00am	Author Kate Ryder Talk: 'An Insiders Guide to getting the best out of the Health System' TICKET HOLDERS ONLY
12:00pm	Break
12:15pm	Session 2 Registration/ Lunch (only for registered attendees)
12:30pm	Session 2 Involving Consumers in Organisational Governance: Lunch Box Session
1:30pm	Afternoon Tea Break
2:00pm	Session 3 Measuring the Patient Experience Forum
4:30pm	Session 3 Finished
4:30pm	Break
5:30pm-7:00pm	HCC Health Consumer Excellence Awards 2016



Illuminance Solutions Pty Ltd
Unit 10, Level 3, 440 William St
Perth WA 6000
Ph: (08) 6102 7284
www.illuminancesolutions.com.au

PATIENT EXPERIENCE WEEK EVENT

Illuminance is proud to partner with the Health Consumer Council for Patient Experience Week. This annual event that celebrate accomplishments, honours those who impact patients daily, and reenergises efforts to make the patient experience the best it can be.

We believe Patient Experience is important for the healthcare industry, which is why we – along with our partner, Empower ICT – have chosen to sponsor the event. The event brings the focus back to why patient experience is an important part of patient – and industry professionals – wellbeing, and patient healthcare. The ultimate goal is to improve the health consumer experience, and to continue working together to enhance health services in WA. The event recognises the spectrum of professions that impact patient experience, from nurses and physicians, to admin and government departments. All groups have the opportunity to enhance the patient experience.

ILLUMINANCE SOLUTIONS

Technology is at the heart of every business, in every industry. Illuminance not only develops tailored solutions to fit your business and your industry, but we guide you through the project stages. We are working with companies to change the way we do business, to make them more efficient and productive. As a Microsoft Gold Midmarket Solution Provider, we use the latest technologies to deliver holistic project management.

Since our foundation in 2009, we have established a strong track record of service delivery across a range of industries, including non-profit organizations, mining, finance and investment, and government agencies. Our skills include Project Management, Business Process Mapping, IT Blueprint, Solution Architecture, Cloud Readiness, Cloud Migration, and System Integration.

INTEGRITY

Success will come and go, but integrity is forever. We value your reputation as much as we value our own. Working with respect, honesty and transparency every day ensures we deliver on our promises. We believe that the only way to build a productive, long-term relationship with you is by doing the right thing without compromise.

EXPERTISE

With countless options and solutions in the marketplace, it's often difficult to determine the best pathway – that's where we can help. Owned and managed by a technically-astute and certified solutions architect, all members of our team are very talented developers, not accountants nor salespeople. We work with you to define your organisational requirements to meet your business outcomes and then overlay our technical know-how.

PROFESSIONALISM

Recognised and accredited by the Australian Computer Society (ACS), we are committed to stringent ethical standards. We adhere to the professional code of conduct and apply our specialised knowledge for the public good. Our professionalism anchors our commitment to integrity. We are extremely professional and always keep your best interest in mind.



CONSUMER & COMMUNITY ENGAGEMENT PROGRAM

Fee for Service Workshops



HEALTH CONSUMERS'
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Consumer Advisory Committees

Consumer members of Safety and Quality Committees

Health Professionals/Health Care Organisations

Cultural Competency for the Health Sector

Do you want to improve the skills of your consumer representatives and community advisory council members? Would you like to support staff to provide positive health care experiences for people from Culturally and Linguistically Diverse (CaLD) backgrounds?

The Consumer and Community Engagement team at Health Consumers' Council (WA) Inc. (HCC) can provide the following fee for service education for:

Consumer Advisory Committees

These tailored training sessions:

- Orient consumer and community members to their role as an advisory council member. Content includes:
 - how to be effective on committees,
 - engaging with consumers and the community, and:
 - how to act as a conduit between the community and the health care organisation
- Provide ongoing education to assist CAC members to gain understanding of the relevance of governance and mandatory standards to the role of a CAC member
- Include safety and quality data analysis and the role of consumer feedback in supporting quality service provision.

Safety & Quality Committees: Consumer Members

We can provide new and existing consumer members with information on the elements of quality and why patient safety is a critical area of focus in health care. We can also tailor to meet the needs of specific safety and quality committees.

Health Professionals/Health Care Organisations

HCC facilitate on-site workshops that assist health care staff to increase their understanding of effective partnering with consumer representatives and consumer advocates in the governance and operational structures of their organisation. Principles of consumer partnership within the context of health service accreditation can also be a key component of this workshop. Workshops can be conducted specifically for board members, executive committee members, management and point of care delivery staff, or with a whole of organisation approach. Areas covered in this workshop include:

- Principles of partnership
- The value and relevance of partnering with consumers within the context of the Partnering with Consumers National Safety and Quality Health Service Standards
- The role of leadership in patient and staff partnerships and experience of care

Cultural Competency for the Health Sector Workshop

Nationally and internationally, research has shown the importance of cultural competency to enhanced health care delivery, greater patient adherence to directions and improved patient recovery. It is also integral to Patient Centred Care and the National Standards in Safety and Quality Health Service Standards. This workshop has been designed to assist health workers gain knowledge and skills with which to work more effectively with patients/clients from CaLD/new and emerging communities.

Areas covered include:

- Developing an understanding of the terms 'culture' and 'cultural awareness'
- Understanding our own cultural perspectives
- Identifying barriers people may face and exploring strategies to address these
- Exploring ways of applying learning in the workplace

For further information, please contact
the Health Consumers' Council (WA)
Community & Consumer Engagement Team

(08) 9221 3422

Louise Ford | Program Manager: Louise.Ford@hconc.org.au
Steph Newell | Program Coordinator: Stephanie.Newell@hconc.org.au

www.hconc.org.au

HCC PATIENT EXPERIENCE WEEK EVENT SERIES LAUNCH

You are invited to the launch of the inaugural Health Consumers' Council (WA) Inc (HCC) Patient Experience Week Event (PXW) Series. Opening with an address by Dr David Russel-Weisz, WA Department of Health Director General. You will also hear from Patient Experience experts; Jason A. Wolf, Beryl Institute, President; and Dr Karen Luxford, Clinical Excellence Commission of New South Wales, Director of Patient Based Care. This free event will showcase what Patient Experience Week means and how you can start helping to improve patient experiences.



To coincide with the global focus of Patient Experience Week (April 25-29), the Event Series is about 'Connecting for the Patient Experience - We are ALL the patient experience'. HCC aligns with the growing evidence that when health care staff focus on the needs and wishes of the patient and meaningfully connect with the patient, their family and carers, both the patient experience and the health care staff experience not only improves but can be an exceptional mutual experience.

The launch offers the opportunity for health consumers and health professionals to network and share their stories of success. After the launch, the 'Agents Improvocateurs' acting troupe will front the 2 day Patient Experience Week Event Series with 'The two sides of the Patient Experience', an interactive patient experience improvisation with audience participation.

Date:

Thursday 28 April, 2016

Time:

9:00am – 11:30am

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE**Bookings:**

To book go to
[www.hconc.org.au/
get-involved/patient-
experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
(08) 9221 3422

Refreshments:

Morning Tea provided

Parking:

Free parking is
available

Public Transport:

Buses 81, 82, 83 & 28
stop at Floreat Forum



**HEALTH CONSUMERS'
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YOUR VOICE ON HEALTH

LAUNCH

GUEST PRESENTERS BIOGRAPHIES

Welcome to Country by...

Olman Walley | Aboriginal Productions & Promotions

Olman is a descendent of the Wadjuck clan and several other clan groups within Nyoongar country. Olman is an established Aboriginal dancer and accomplished didgeridoo player and has performed at a professional level both nationally and internationally for a number of years.

Olman has worked within the WA department of education system and the private and public sector delivering cultural awareness and cultural education programs over the last ten years within the family owned company.



Dr Karen Luxford | Director | Clinical Excellence Commission

Dr Karen Luxford is a strategic and outcome-focused executive with 20+ years of innovative leadership in health in Australia and US. Dr Luxford is expert in leading new approaches in health care, engaging collaboratively with a range of stakeholders and is focused on making a difference.

Dr Luxford is the Chair of the Board of Endometriosis Australia - a not for profit organisation. Dr Luxford was a Harkness Fellow in Healthcare Policy & Practice, Beth Israel Deaconess Medical Centre, Harvard Medical School, Boston focussing on high performing, patient-focused organisations in the USA. Dr Luxford was formerly General Manager of the National Breast and Ovarian Cancer Centre in Australia.



Jason A. Wolf | President | Beryl Institute

Jason A Wolf is a respected speaker, writer and thought leader on patient experience excellence, high performance cultures, leadership and organisational change. He is the President of The Beryl Institute and Editor/Founder of Patient Experience Journal. Jason is a collaborative and visionary leader, known for building global partnerships and catalysing efforts for healthcare improvement. He is an experienced healthcare executive, with a cross-industry perspective, a passionate champion and a recognised expert on high performance in healthcare.

'THE TWO SIDES OF THE PATIENT EXPERIENCE' PERFORMANCE

You are invited to the Health Consumers' Council (WA) Inc (HCC) 'The two sides of the Patient Experience' performance. Immerse yourself in the patient experience with this Free event presented by acting troupe, 'Agents Improvocateurs'.



Agents Improvocateurs' acting troupe will front the 2 day Patient Experience Week Event Series with 'The two sides of the Patient Experience', an interactive patient experience improvisation with audience participation.

The actors representing a diverse group of people will re-enact a mixture of their real patient experiences and those that have been shared with HCC.

Date:

Thursday 28 April, 2016

Time:

11:30am – 12:30pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE

Bookings:

To book go to
[www.hconc.org.au/
get-involved/pa-
tient-experience-week](http://www.hconc.org.au/get-involved/patient-experience-week)
or call (08) 9221 3422

Parking:

Free parking is
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Public Transport:

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**HEALTH CONSUMERS'
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AGENTS IMPROVOCATEURS

PERFORMERS BIOGRAPHIES



Nichola Renton

Nichola Renton received her Honours in Theatre and Drama Studies from Murdoch University in 1998 and Dip. Ed. from Notre Dame University. She is actively and passionately involved in the Performing Arts Industry in Western Australia, where she works as a Multi-Hyphenate; actor, improviser, teacher, writer, director and producer. Nichola has been the Creative Director of The Actors Workshop since 2000.

Nichola sits on the Education Board for the non-for-profit organization WIFTI WA (Women in Film and Television). She is also proudly a member/actor of the Playback Theatre Company in Perth. She is also the Creator and Director of the Acacia Prison Performing Arts Program.



Anastasia Carlson

Anastasia Carlson combined her love of writing with performance and studied broadcasting at WAAPA. She has voiced a trilogy of children's books published both here and internationally.

After the success of "The Square of Sevens" fringe show in 2014, she has accent-trained her peers, performed park theatre and written and performed stories for delighted audiences. She is a member of Actors Workshop Perth.



Liban Liben

Somali born, Liban has travelled and worked around Australia and after retuning to Perth, he re-discovered his love of performance. In 2015, he completed a full-time intensive acting program. Performing improv-comedy every Friday for 8 months, he definitely proved his skills as a crowd favourite, also winning the highly coveted LipSynch Battle Final 2015. He graduated a stage combat 6 week intensive with Andy Fraser and went on to perform Flute/Thisbe in the highly acclaimed Acacia's Midsummer Night's Dream. Liban is busy writing a web-series sketch comedy show.



Tim Walker

Tim moved into teaching, with a BA and Dip Ed from UWA, after a few years of professional acting in Perth theatres. He has taught Drama in Perth high schools for 28 years, with a strong focus on improvisation and performance. He currently works with students from the Intensive English Centre at Lynwood Senior High School.

For the past five years, Tim has been a member of Perth Symphonic Chorus, performing such works as Mozart's Requiem, Beethoven's 9th symphony and Handel's Messiah. Last year the choir travelled to Singapore to perform Mahler's 8th symphony, as part of Singapore's 50th anniversary of independence.

ORGANISATIONAL APPROACHES TO IMPLEMENTING PATIENT EXPERIENCE: LUNCH BOX SESSION

Do you run a Health Service/Hospital?
Would you like to hear how you can improve your interaction with patients and families?

Have you been to Hospital recently?
Would you like to hear how hospitals can improve interactions with you as a patient?

Guest Speakers:

- Anita Deakin & Carmel Crock | Emergency Medicines Events Register
- James Sherriff | General Manager | St John Ambulance Western Australia
- Dr Martin Whitely | Advocacy, Policy & Research Manager | Health Consumers' Council (WA) Inc
- Professor Norman Stomski | Murdoch University

Session will cover:

- Emergency Medicines Events Register (EMER) Consumer reports of adverse events in emergency departments for quality improvement.
- St John Ambulance WA, organisational wide implementation of the Patient Experience.
- Health Consumers' Council personal patient experiences, informing systems change and research.

Date:

Thursday 28 April, 2016

Time:

Registration 12:30pm;
Starts at 12:45pm –
2:15pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE**Bookings:**

To book go to
[www.hconc.org.au/
get-involved/patient-
experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
(08) 9221 3422

Refreshments:

Light lunch provided

Parking:

Free parking is
available

Public Transport:

Buses 81, 82, 83 & 28
stop at Floreat Forum



HEALTH CONSUMERS'
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ORGANISATIONAL APPROACHES TO IMPLEMENTING PATIENT EXPERIENCE: LUNCH BOX SESSION

GUEST SPEAKERS BIOGRAPHIES



Anita Deakin | Emergency Medicines Events Register

Anita is the Research Fellow/Data Analyst at the APSF.

Anita has been working in incident monitoring and patient safety since 1999, for the Patient Safety International and Australian Patient Safety Foundation (APSF). Anita's expertise in data management and incident classification inform her work with The Australasian College of Emergency Medicine (ACEM) and The Royal Australian and New Zealand College of Radiologists (RANZCR).



Dr Carmel Crock | Emergency Medicines Events Register

Dr Carmel Crock, FACEM, is an Emergency Physician and is the Director of Emergency Department at the Royal Victorian Eye and Ear Hospital in Melbourne. She is Chair of ACEM's Quality Management Subcommittee, which advises the College on matters and policies relating to quality in emergency medicine. Dr Crock is also an active member of ACEM's Patient Safety Working Group and is a founding member of the Society to Improve Diagnosis in Medicine in the USA.



James Sherriff | General Manager | St John Ambulance Western Australia

James Sherriff General Manager Metropolitan Ambulance, St John Ambulance Western Australia. His team is responsible for the operation of the emergency ambulance service of the Perth metropolitan area, serving two million people with a fleet of over one hundred ambulances, a staff compliment of over 700 paramedics and 40 additional support staff. James joined St John Ambulance in 2009 as a paramedic. He worked in the roles of clinical support and training and then moved into leadership in 2011 as Manager of Metro Operations and was given the opportunity of General Manager in 2013.



Dr Martin Whitely | Advocacy, Policy & Research Manager | Health Consumers' Council (WA) Inc

Martin joined HCC team in December 2013 as Senior Advocate. He is a former teacher, university lecturer, author and was a member of the Western Australian Parliament from 2001 to 2013. Martin has extensive experience advocating for both individual constituents and systemic change to improve health, mental health, housing and educational outcomes. He believes that health consumers have the fundamental right to make fully informed choices based on robust evidence and truly independent advice.



Professor Norman Stomski | Murdoch University

Dr Norman Stomski holds a PhD in the Health Sciences. He has worked as a post-doctoral researcher at Murdoch University since 2011. Norman has undertaken research across a broad range of areas, including mental health, chronic pain, and Indigenous health. He has a particular interest in understanding how the interactions between health professionals and consumers influences health outcomes. Norman has published numerous articles in highly ranked international journals and has been invited to speak at several international conferences.

PARTNERING WITH CONSUMERS FOR PATIENT EXPERIENCE WORKSHOP

Do you run a Health Service/Hospital?
Would you like to hear how you can improve your interaction with patients and families?

Have you been to Hospital recently?
Would you like to hear how hospitals can improve interactions with you as a patient?

Facilitators:

- Professor Anne Williams BSc (Hons), MSc, PhD, RN | Chair, Health Research | Murdoch University
- Steph Newell | Consumer & Community Engagement Coordinator | Health Consumers' Council (WA) Inc
- Helen Fernando | Health Consumer Advocate | South Australia

Session will cover:

Professor Williams will share: The patient's perceived level of security, level of knowing, level of personal value and level of connection. This questionnaire, which is completed by hospitalised patients, differs from other instruments because it evaluates the interactions of all hospital staff rather than only nursing staff. This tool used to identify patients who may be in need of additional emotional care.

Helen Fernando will share: The consumer representative working within the Messenger Model. Partnering with both patients and the health-care providers in a patient-centred approach. The representative providing a conduit for information about health care needs and experiences to reach front-line staff in a timely way to provide positive feedback about what has gone well or otherwise alert staff to issues that may be addressed whilst the patient and family are still in the care of the health professional team.

Date:

Thursday 28 April, 2016

Time:

Registration 2:15pm;
Starts at 2:30pm –
4:30pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE

Bookings:

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get-involved/patient-
experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
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Refreshments:

Afternoon Tea provided

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HEALTH CONSUMERS'
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PARTNERING WITH CONSUMERS FOR PATIENT EXPERIENCE WORKSHOP FACILITATORS BIOGRAPHIES



Professor Anne Williams BSc (Hons), MSc, PhD, RN | Chair, Health Research | Murdoch University

Professor Williams has over 20 years' experience researching healthcare issues within Western Australia. She was appointed as the inaugural Chair of Health Research, in the School of Health Professions at Murdoch University in 2014.

As a Registered Nurse in 1985, and was one of the first cohorts in the United Kingdom to achieve a nursing degree. Her clinical experience as a nurse was obtained primarily working in acute care surgical wards. And was one of the first Research Nurses employed in Western Australia within the Nursing Career Structure based at Sir Charles Gairdner Hospital (1990-1994).

She developed a substantive theory relating to the experience of hospitalised patients for her PhD in 2003, and for her post-doctoral work (funded by the National Health & Medical Research Council) she developed a research instrument: "Patient Evaluation of Emotional Care experienced during Hospitalisation" (PEECH). PEECH is now being used in various studies throughout the world. She is currently developing a new research instrument: "Patient Evaluation of Emotional Comfort Experienced" (PEECE).



Steph Newell | Consumer & Community Engagement Coordinator | Health Consumers' Council (WA) Inc

Steph's experience as a consumer advocate, consumer representative and educator, has seen her partner with consumers, policy makers, health service providers and health care organisations across all levels of the health system to increase the understanding and implementation of partnership with consumers within healthcare systems governance, patient safety and health care quality.

Over the past 12 years, Stephanie has collaborated with Australian and international health consumers, providers, organisations and government to embed consumer involvement throughout health care service delivery and to ensure that health consumers are involved as partners in the governance, design, delivery, evaluation and monitoring of health services.



Helen Fernando | Health Consumer Advocate | South Australia

Helen Fernando is a consumer representative working within the Messenger Model. Partnering with both patients and the health-care providers in a patient-centred approach. The representative provides a conduit for information about health care needs and experiences to reach front-line staff in a timely way to provide positive feedback about what has gone well or otherwise alert staff to issues that may be addressed whilst the patient and family are still in the care of the health professional team.

ABORIGINAL PERSPECTIVES ON PATIENT EXPERIENCE

Do you run a Health Service/Hospital? Do you want to learn more about Aboriginal perspectives on patient experience?



Panelists include:

- Michelle Nelson-Cox | Chair | Aboriginal Health Council WA
- Dr Paula Edgill
- Wendy Casey | A/Director | Aboriginal Health | Department of Health

Session will cover:

This panel will highlight Aboriginal views on strategies and services that are making a difference.

Session background:

In the eighth annual report card on disadvantage impacting Aboriginal and Torres Strait Islander people, the Prime Minister, Malcolm Turnbull highlighted that despite efforts to bridge the gap in life expectancy compared to all other Australians, it remains at an unacceptable difference of around 10 years. In 2008 the Council of Australian Governments committed to closing the gap within a generation.

The commitments included developing a long-term plan of action that addresses inequalities in health services and ensures the full participation of Aboriginal and Torres Strait Islander peoples and their representative bodies in all aspects of addressing their health needs.

Date:

Friday 29 April, 2016

Time:

Registration 9:15am;
Starts at 9:30am –
10:30am

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE

Bookings:

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experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
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HEALTH CONSUMERS'
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ABORIGINAL PERSPECTIVES ON PATIENT EXPERIENCE: PANELIST BIOGRAPHIES

Welcome to Country by...

Olman Walley | Aboriginal Productions & Promotions

Olman is a descendent of the Wadjuck clan and several other clan groups within Nyoongar country. Olman is an established Aboriginal dancer and accomplished didgeridoo player and has performed at a professional level both nationally and internationally for a number of years.

Olman has worked within the school education system and the private and public sector delivering cultural awareness and cultural education programs over the last ten years within the family owned company.



Michelle Nelson-Cox | Chair | Aboriginal Health Council WA

Actively involved with Aboriginal Health for over 30 years, has a level of expertise and knowledge on the social determination of Aboriginal affairs is explicit having worked for the Department of Housing, Health Insurance Commission, Disability Service Commission, and Department of Education and currently professionally working in 2 roles firstly as the Chairperson of the Aboriginal Health Council of Western Australia, the second role is with the South West Aboriginal Land and Sea Council (Native Title) as a Coordinator in developing Community Partnership Agreements with Mining Industries and Traditional Custodians, in reference to the community engagement strategy enterprise and workforce of Aboriginal people of the Gnaala Karla Booja (South West) region of Western Australia.

Michelle's commitment to ensuring that Aboriginal Community Controlled Organisations continues to maintain its credibility in the excellence of "Culturally Secure" holistic primary health care service to Aboriginal people throughout the State is achieving the desired outcomes and will continue to excel the social and emotional well-being of our people. Throughout the entirety of existence Aboriginal Community Controlled Health Services is recognised by our continued efforts at all levels Local, State and National, her willingness to continue to lead our aspirations in campaigning with both State and Federal Government that history is the evidence and the key to improving Aboriginal Health by Aboriginal Community Controlled Services such as ours.

Wendy Casey | A/Director | Aboriginal Health | Department of Health

Mrs Casey belongs to the Karajarri and Yawuru people and her extended family reside in the West Kimberley region of Western Australia. She currently is the Director of the Aboriginal Health Policy Directorate, WA Health. She has worked within the community controlled and government sectors, in metropolitan and remote area regions and in a variety of roles that include strategic policy and planning, workforce and resource development, community development and clinical alcohol and drug services.

AUTHOR KATE RYDER TALK: AN INSIDER'S GUIDE TO GETTING THE BEST OUT OF THE HEALTH SYSTEM



Do you want to know how to get the best out of the Health System?

Come and hear Kate Ryder, MPH, BA (Hons), RN talk about her book 'An Insiders Guide to Getting the Best out of the Health System'. Kate Ryder is a clinical professional, with experience as a patient advocate and a senior investigator with the New South Wales' Office of the Health Care Complaints Commission. She has a passion for influencing the culture shift towards patient centred care.

'I knew this was a book that needed to be written when a colleague remarked: "You haven't told them that, have you?", after I informed her I had written in this book that no intravenous antibiotic should be administered to a patient in less than two to three minutes because of the damage it may do to a patient's vein. As you can see, some of my professional colleagues are seeming concerned with patients knowing what should happen to them in hospital. This book is written with you and them in mind.'" (an excerpt from 'An Insiders Guide to Getting the Best out of the Health System')

Signed copies of Kate Ryder's book will be available to purchase from the author on the day.

Date:

Friday 29 April, 2016

Time:

11:00am – 12:00pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: \$10 per person

Bookings:

To book go to
[www.hconc.org.au/
get-involved/pa-
tient-experience-week](http://www.hconc.org.au/get-involved/patient-experience-week)
or call (08) 9221 3422

Parking:

Free parking is
available

Public Transport:

Buses 81, 82, 83 & 28
stop at Floreat Forum



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

ADVOCACY SERVICE

A Free Service Helping you Achieve your Health Care Rights

Our Advocacy Service

Assists you when making a complaint about you, your family or community's health services. This free service is available to anyone in WA.

We can help you by:

- Talking through your complaint
- Contacting the service to try and resolve the problem
- Helping you to make a formal complaint about a doctor, hospital, psychiatrist, allied health professional or any health service

Advocates are knowledgeable about your health rights and the WA health system.

Sharing your patient experience, helps the Health Consumers' Council to advocate for better health services in WA.

How we work with you...

- Talking through your issues to identify what outcomes you hope to achieve
- Providing advice and resources to assist you to manage your own complaint
- Approaching the service provider to attempt to resolve the complaint
- Assisting you to obtain patient records
- Assisting you to complete complaint forms for Health and Disability Services Complaints Office (HaDSCO) and Australia Health Practitioner Regulation Agency (AHPRA)
- Attending conciliation meetings as your advocate
- Helping you access legal advice, (in extreme situations)

How you can help us help you...

Our Advocates work on your behalf. Please help them by clearly identifying the problem and how you would like to see it resolved.

When you call it will greatly assist us to progress your concerns if have notes ready including:

- Name(s) of person(s) involved
- Details of incident(s)
- A timeline of events
- What action(s) you have already taken

(08) 9221 3422
info@hconc.org.au
www.hconc.org.au



HEALTH CONSUMERS'
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INVOLVING CONSUMERS IN ORGANISATIONAL GOVERNANCE: LUNCH BOX SESSION

Are you a health consumer representative? Do you sit on a health board or committee? Do you work with health consumer representatives?

It is important that consumer representatives know their role in organisational governance and that the members of the board/committee know how consumer representatives can contribute towards improving health services.

Presenters:

- Pip Brennan | Executive Director | Health Consumers' Council (WA) Inc
- Steph Newell | Consumer & Community Engagement Coordinator | Health Consumers' Council (WA) Inc
- Louise Ford | Consumer & Community Engagement Manager | Health Consumers' Council (WA) Inc

Session will cover:

- What do the National Safety and Quality Health Service Standards mean for consumers.
- Why partnerships important
- Role of consumer reps
- Provide tips on how organisations can support consumers on committees/boards

Date:

Friday 29 April, 2016

Time:

Registration 12:15pm;
12:30pm – 1:30pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE

Bookings:

To book go to
[www.hconc.org.au/
get-involved/patient-
experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
(08) 9221 3422

Refreshments:

Light lunch provided

Parking:

Free parking is
available

Public Transport:

Buses 81, 82, 83 & 28
stop at Floreat Forum



HEALTH CONSUMERS'
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INVOLVING CONSUMERS IN ORGANISATIONAL GOVERNANCE: LUNCH BOX SESSION

PRESENTERS BIOGRAPHIES



Pip Brennan | Executive Director | Health Consumers' Council (WA) Inc

Pip Brennan has worked in the health sector for the last 15 years. Inspired by her own experiences of the opaque maternity care system, Pip started her consumer representative journey in the maternity sector, campaigning for clearer information for women to make informed choices in childbirth.

She began her paid health career as an Advocate working at HCC in 2006. She moved to the Office of Health Review (now Health and Disability Services Complaints Office) in 2007 and took up a position as a Conciliator of Health Complaints. From 2010-2013 Pip took on the role of managing Community Midwifery WA (now The Bump WA). She also undertook a considerable number of maternity consumer representation roles including Co-Chair of the King Edward Memorial Hospital Community Advisory Council and Consumer Representative on the Women's and Newborn's Health Service Executive Advisory Group. In November 2013 Pip took up a contractual position with the WA Council of Social Service (WACOSS) to work on the Towards Better Health Outcomes Project to support contracting reform in the health sector.

In 2015 Pip took on the Executive Director role at HCC. It offered a wonderful homecoming for Pip in the organisation that provided her first professional opportunity in the health sector and a chance to utilise community service organisation management, outcomes based contracting, advocacy and consumer representation skills to continue the work of this unique and important organisation.



Steph Newell | Consumer & Community Engagement Coordinator | Health Consumers' Council (WA) Inc

Steph's experience as a consumer advocate, consumer representative and educator, has seen her partner with consumers, policy makers, health service providers and health care organisations across all levels of the health system to increase the understanding and implementation of partnership with consumers within healthcare systems governance, patient safety and health care quality.

Over the past 12 years, Stephanie has collaborated with Australian and international health consumers, providers, organisations and government to embed consumer involvement throughout health care service delivery and to ensure that health consumers are involved as partners in the governance, design, delivery, evaluation and monitoring of health services.



Louise Ford | Consumer & Community Engagement Manager | Health Consumers' Council (WA) Inc

Louise Ford has worked extensively with new and emerging communities/CaLD people in a range of capacities. She holds a BA (Double Major) in Aboriginal and Intercultural Studies, a Graduate Diploma of Education (Secondary), Cert IV Workplace Trainer and Assessor and TESOL. Louise was also invited to present at the African Woman Summit at the UN Headquarters, New York in 2014.

MEASURING THE PATIENT EXPERIENCE FORUM

Do you want to find out how you can measure the patient experience? Do you want to know how measuring the patient experience can benefit your organisation? Do you want to know how measuring the patient experience can improve health services for everyone?



Panelists include:

- Professor Anne Williams BSc (Hons), MSc, PhD, RN | Chair, Health Research | Murdoch University
- Learne Durrington | CEO | WA Primary Health Alliance
- Michael Greco | CEO | Patient Opinion Australia
- Karen Lennon | WA Department of Health
- Candice Patterson | WA Department of Health
- Melissa Vernon | WA Country Health Service
- Todd Gogol | Director of Consumer Engagement | Royal Perth Hospital
- Petrina Lawrence | CAC Chair | Royal Perth Hospital

Hear from members of the panel of respected health sector professionals, followed by a Q&A session.

The resulting resolutions will be presented in a report to the WA Department of Health. The forum will end with a networking afternoon tea to allow the audience to mix with the panelists.

Date:

Friday 29 April, 2016

Time:

Registration 1:45pm;
Starts at 2:00pm –
4:30pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE

Bookings:

To book go to
[www.hconc.org.au/
get-involved/patient-
experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
(08) 9221 3422

Refreshments:

Afternoon Tea provided

Parking:

Free parking is
available

Public Transport:

Buses 81, 82, 83 & 28
stop at Floreat Forum



HEALTH CONSUMERS'
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MEASURING THE PATIENT EXPERIENCE FORUM

GUEST PRESENTER BIOGRAPHIES



Professor Anne Williams BSc (Hons), MSc, PhD, RN | Chair, Health Research | Murdoch University

Professor Williams has over 20 years' experience researching healthcare issues within Western Australia. She was appointed as the inaugural Chair of Health Research, in the School of Health Professions at Murdoch University in 2014.

As a Registered Nurse in 1985, and was one of the first cohorts in the United Kingdom to achieve a nursing degree. Her clinical experience as a nurse was obtained primarily working in acute care surgical wards. And was one of the first Research Nurses employed in Western Australia within the Nursing Career Structure based at Sir Charles Gairdner Hospital (1990-1994).

She developed a substantive theory relating to the experience of hospitalised patients for her PhD in 2003, and for her post-doctoral work (funded by the National Health & Medical Research Council) she developed a research instrument: "Patient Evaluation of Emotional Care experienced during Hospitalisation" (PEECH). PEECH is now being used in various studies throughout the world. She is currently developing a new research instrument: "Patient Evaluation of Emotional Comfort Experienced" (PEECE).



Learne Durrington | CEO | WA Primary Health Alliance

Boasting a wealth of experience in the management of government and not-for-profit organisations, Learne Durrington has a reputation for driving innovation within and across the health and social care sectors. Learne is passionate about achieving a connected and accessible health system that is patient and outcome focused. As the CEO of WA Primary Health Alliance, Learne is leading the establishment of strategic alliances and partnerships across WA to support systemic change within the primary healthcare system.

Learne leads with the principle that good health outcomes can only be achieved through the combined effort of all levels of government, clinical and social care services together with private and public organisations



Michael Greco | CEO | Patient Opinion Australia

Michael is one of the founding Directors and CEO of Patient Opinion Australia which is a not-for-profit charity. In the UK, Professor Greco was Patient Experience Director for the NHS National Clinical Governance Support Team, and the national Primary Care Development Team. In Australia, he is a Director on a number of Boards including CheckUP Australia (formerly General Practice Queensland), Health Leaders Australia and Change Day Australia. He holds professor and senior research fellow posts at the School of Medicine, Griffith University (Australia) and the Medical School, University of Exeter (United Kingdom). His academic background focused on healthcare, evaluation and clinical pastoral education, and includes a PhD in medical education and a Bachelor of Theology.

HEALTH CONSUMERS' COUNCIL, HEALTH CONSUMER EXCELLENCE AWARDS 2016

You are invited to attend...
Health Consumers' Council
Health Consumer Excellence Awards
2016



The inaugural HCC Patient Experience Week Event Series will close with the annual Health Consumers' Council Health Consumer Excellence Awards.

Since 1997 the Health Consumers' Council (WA) Inc. has been celebrating the achievements of the unsung heroes in WA health with the Health Consumer Excellence Awards. The awards recognise the achievements of the individuals and organisations that go out of their way to make a difference in WA health, from the administrator to the clinician, to the health consumer.

Date:

Friday 29 April, 2016

Time:

5:30pm – 7:00pm

Location:

Boulevard Centre, 99
The Boulevard, Floreat
(lower level of
Cambridge Library)

Cost: FREE**Bookings:**

To book go to
[www.hconc.org.au/
get-involved/patient-
experience-week](http://www.hconc.org.au/get-involved/patient-experience-week) or call
(08) 9221 3422

Refreshments:

Cocktail Menu
Champagne on arrival
Cash Bar

Dress:

Cocktail attire

Parking:

Free parking

Taxi:

Taxi rank located near
TAB



HEALTH CONSUMERS'
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HEALTH CONSUMER EXCELLENCE AWARD CATEGORIES

Category 1: Health Organisation Award

This category is for working effectively with consumers to improve services. The Award recognises health organisations that demonstrate an ongoing partnership with health consumers to improve health outcomes and/or the patient experience. Evidence of this in the form of feedback letters from patients and/or measures (KPIs, goals, objectives) will help support the organisation's candidacy.

Category 2: Health Professional Award

This category is for demonstrating excellence in patient care. The Award recognises health professionals who demonstrate ongoing commitment to improving health outcomes and/or the patient experience. Evidence of this in the form of feedback letters from patients and/or measures (KPIs, goals, objectives) will help support the health professional's candidacy.

Category 3: Health Consumer Award

This category is for demonstrating excellence in contributing to the improvement of the patient experience. It recognises a health consumer who demonstrates commitment to improving health outcomes and/or the patient experience. Evidence of this in the form of feedback letters from consumers/patients/health professionals will help support the health consumer's candidacy.

Category 4: Rosemary Caithness Award

This award is to acknowledge outstanding service to health consumers. This award is highly selective and typically the recipient has supported health consumers over many years. The Health Consumers' Council will only award the Rosemary Caithness Award should there be a worthy recipient in any given year.

Category 5: Aboriginal/Torres Strait Islander Health Award

This award is to acknowledge outstanding service to Aboriginal/Torres Strait Islander health consumers. The candidate(s) is an Aboriginal/Torres Strait Islander person and can be a health professional, consumer, or other individual. Evidence of this in the form of feedback letters from consumers/patients/health professionals will help support the nomination.



HEALTH CONSUMERS' COUNCIL

YOUR VOICE ON HEALTH

Health Consumers' Council

GPO Box C134, PERTH WA 6839
Phone (08) 9221 3422 | Fax (08) 9221 5435
Country Freecall 1800 620 780
Email info@hconc.org.au
Website www.hconc.org.au

Opening Hours

Monday to Friday 9:00am - 4:30pm | Closed Public Holidays