

# PATIENT EXPERIENCE WEEK INITIATIVES

NORTH METROPOLITAN HEALTH SERVICE | [www.health.wa.gov.au](http://www.health.wa.gov.au)  
NMHS DISABILITY LIAISON PROJECT



PATIENT EXPERIENCE WEEK (PXW)  
Community Conversation & Leadership Breakfast  
Perth WA | April 27-28 2017  
#hccpxw #WhatMatters2U



Government of **Western Australia**  
Department of **Health**

## Our Patient Experience initiative is...

The NMHS Disability Liaison project recognises the health inequities experienced by people with disability and the need for embedding processes to improve inclusive health care. NMHS Disability Liaison Project funded by the (Health Networks & previously Disability Service Commission also) developed a resource kit of information relating to education sessions, posters and tools, including:

- 60 Staff Disability Awareness Posters placed in identified NMHS hospitals/health services (waiting rooms, wards and lifts) and highlighting the need of early identification of patients with disability requirements in terms of their care
- Education sessions were conducted to over 800 clerical and clinical staff at identified NMHS hospitals/services. Sessions focussed on:
  - general disability awareness to improve staff's level of comfort and knowledge in working with people with disability and in disability-oriented practice including individualised care and early identification of their needs
- A contemporary NMHS e-Learning package was developed together with patients, carers and the health/disability sector. The tool focusses on disability access and inclusion, including legislative requirements.

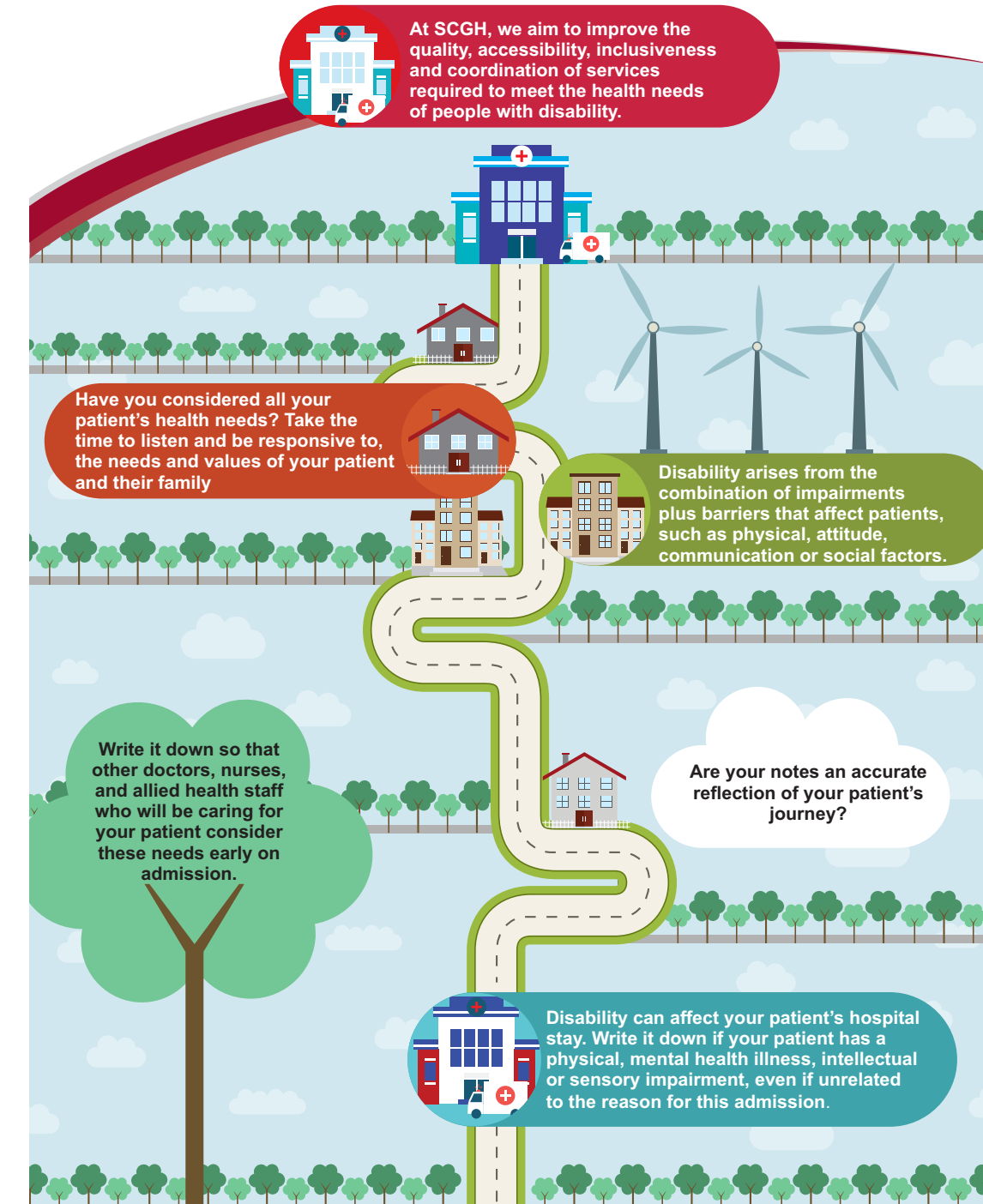
## What difference has this made?

- Advocating and educating across NMHS to promote a shared understanding of the importance of health care for people with disability.
- Share learnings and processes implemented across NMHS with other health services, to assist improvements/change in those areas
- Assist to address key issues raised by patients with disability, carers and other disability/health sectors, based on extensive consultation conducted by NMHS, including poor awareness of and attitude towards disability and lack of disability education and training.



## Disability Awareness

This is the start of your patients journey. Start co-ordinating their care now.



## A lesson that can help others...

The importance of strong engagement with patients and carers of people with disability and internal and external stakeholders within health and disability sectors focussing on creating opportunities to better inform and implement outcomes and learnings from the NMHS Disability Project. Listening to the voice of the patients and carers to better inform initiatives implemented was integral.