

# Health Matters

Health Consumers' Council (WA) Inc. Magazine  
April 2018, Issue 1



Patient Experience  
Week 2018

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HEALTH CONSUMERS'  
COUNCIL  
YOUR VOICE ON HEALTH

PATIENT EXPERIENCE WEEK 2018

*Special  
Edition*

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## Thank You to Sponsors

The Health Consumers' Council would like to warmly thank the supporters who have made Patient Experience Week 2018 possible.

The Health Consumer Excellence Awards have been generously supported by Clinical Excellence Division, WA Department of Health



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

Child And Adolescent Health Service partnered with HCC to entice over Professor Catherine Crock, AM, Lucy Mayes and Michael Lloyd Wright to be part of Patient Experience Week 2018.



Government of **Western Australia**  
**Child and Adolescent Health Service**

WA Primary Health Alliance has funded the Patient Experience Week Breakfast catering.



Michael Greco from Patient Opinion has once again made the trip to Perth to be part of Patient Experience Week 2018 in WA.

**PATIENT  
OPINION**  
**BE HEARD.**



**Patient Experience  
Week 2018**

The Theme of 2018 is kindness, and we have created a logo to represent fabric. We see our society as a fabric which is being woven together through our interactions with each other. Each engagement provides an opportunity to weave our fabric more strongly and more beautifully to create a society where the warp and weft continue to hold each other together.



# Introduction & Welcome



2018 marks the third year that the Health Consumers' Council has celebrated Patient Experience Week and announced our Consumer Excellence Awards during the week.

Many of you have been on the journey with us since 2016. In 2016 we ran 8 separate "taster" events, including a panel discussion and a range of workshops and discussions of best practice in patient experience.

In 2017, we ran one event with the CEO of the Beryl Institute, Jason Wolf who has spearheaded the global Patient Experience Movement. He travelled from America to join us, noting that our event was the only one globally which was convened by a consumer organisation. His inspiring, moving and uplifting presentation entitled "Patient Experience is the Human Experience" is still able to be viewed on our website.

## In 2018 we are honouring the theme of Kindness.

In 2017-18 there have been headlines pointing to serious morale problems in our health services. We know there is an intimate link between the morale of staff and patient experience and we must work together to ensure a safer, kinder health system.

2017-2018 has seen the ongoing bedding in of the newly devolved area health services with a Review of Safety and Quality. This has been followed by a change in government. Patient Opinion has now been mandated for use by all public health services, and the number of stories being told, listened to, responded to and generating change is continuing to increase.

The transparency of the platform has ensured that patient stories have much greater potential to support a learning health system, rather than a health system which finds fault and blame.

The new Government also heralded the announcement of the Sustainable Health Review. Underpinning the focus on what can drive a safer, more sustainable system is the question of culture.

In February 2018 HCC partnered with WA Country Health Service to run facilitated sessions to debrief the wonderful School for Change Agents. This quote from Avedis Donabedian draws together for me the concepts of safety and quality, culture and kindness. HCC has convened Patient Experience Week events with a theme of Kindness to explore the important links between kindness, culture change and patient safety.

**"Systems awareness and systems design are important for health professionals, but are not enough. They are enabling mechanisms only. It is the ethical dimension of individuals that is essential to a system's success. Ultimately, the secret of quality is love. You have to love your patient, you have to love your profession... If you have love, you can then work backward to monitor and improve the system."**

Best M, Neuhauser D Avedis Donabedian: father of quality assurance and poet BMJ Quality & Safety 2004;13:472-473.

**Pip Brennan**  
Executive Director  
Health Consumers' Council

# Patient Opinion



The importance of building trust and relational care, rather than just collecting metrics.

By Assoc. Professor Michael Greco, Chief Executive, Patient Opinion Australia

There is a growing body of evidence that patients' experiences with healthcare are a reliable measure of its quality. A systematic review recently showed clear evidence of the association between patient experience, clinical safety and effectiveness, and health outcomes. 1 The challenge for health organisations is to gather patient experience data that is meaningful and useful in driving quality improvements in a timely manner and to share that widely with staff and the community. But that does not mean it's just about collecting the metrics.

The Patient Opinion platform ([www.patientopinion.org.au](http://www.patientopinion.org.au)) was developed to enable the public and health services to better connect in a way where both benefit from the engagement. What Patient Opinion does is make it safe, easy and effective for the Australian public to give their feedback to the health services they rely on in near real-time. With the advent of social media, health services are now under greater public scrutiny than in the past. The power of the patient voice is increasing, but its ability to be heard is stifled by the plethora of communication channels and the improbability of health service providers being able to follow and respond to all of them.

This can be addressed by having a platform that allows transparency, including an opportunity for health services to publicly address concerns in an open forum that demonstrates that they are listening and value feedback (good or bad). By doing so, it encourages those services to become more open, transparent, responsive and patient-centred. When the health service truly engages with their patients in a non-adversarial environment, patients have tangible evidence that they are being listened to. This public online form of engagement can be a scary prospect for the health service but pales in comparison to the angst a vulnerable patient might feel when addressing issues on a personal level with the health service.

Our experience at Patient Opinion shows that often patients do not want to complain about their healthcare experience, but would rather offer a comment

anonymously, whether good, bad or indifferent. Such comments have been shown to be linked to actual hospital performance.<sup>2</sup> Furthermore, findings from the University of Birmingham and The Tavistock Institute, involving over 1200 people who had used the Patient Opinion website, showed that patients are less likely to lodge a formal complaint if they received an appropriate response from their health service provider. In Australia, Sydney Eye Hospital found that their formal complaints were reduced by 38% in one year because the public were now using Patient Opinion to provide their feedback to them.

So, how can we capture consumer or patient views in a way that promotes a better healthcare experience for all Australians? Organisations have used surveys, focus groups, suggestion boxes, complaints systems and more recently various online mechanisms and social media such as facebook and twitter. So what makes Patient Opinion Australia, a not-for-profit charity, different from what these organisations are already doing?

The key difference is the impact that social media is having on the ways citizens are engaging with each other and with public services. This is outside anyone's control and obviously bigger than health policy. So engagement tools need to evolve to match the citizen. This is part of what Patient Opinion Australia offers. It is about preparing organisations to be future-ready, rather than using 20th century systems no matter how perfectly they seem to suit the current needs of health organisations.

Australia is ready for this innovation, but it will need champions. Patient Opinion moves beyond a tick-box approach to gathering information about patient experience. It moves beyond suggestion boxes or ratings, or even complaints. It is more than these because health service staff are able to engage more quickly and directly than with the above mechanisms. What will grab their attention is when patient engagement is a positive, learning experience for all involved.

Have a look at [www.patientopinion.org.au](http://www.patientopinion.org.au) and see what people are saying. Patient stories will help make a difference to the safety and quality of healthcare in Australia.

1 Doyle C, Lennox L, Bell D. A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. *BMJ Open* 2013; 3:e001570;doi:10.1136. Available at: [bmjopen.bmj.com/content/3/1/e001570](http://bmjopen.bmj.com/content/3/1/e001570)

2 Greaves F, Pape UJ, King D et al. Association between web-based patient ratings and objective measures of hospital quality. *Arch Intern Med* 2012; 172: 5. Available at: [archinte.jamanetwork.com/article.aspx?articleid=1108770](http://archinte.jamanetwork.com/article.aspx?articleid=1108770).

# Patient Experience Week 2018: Program

## Beyond the Stethoscope

**Friday April 27th, 7.00am - 9.00am**

HCC has partnered with Child and Adolescent Health Service and the WA Primary Health Alliance to host a Patient Experience Week Breakfast.

This free event to brings together clinicians, health professionals, consumers, carers and community to hear from Lucy Mayes, the author of Beyond the Stethoscope. This author Q&A session will be facilitated by Hush Foundation's Professor Catherine Crock AM. Mayes' book explores the desperate importance of a human-centred health care system where the needs of the patient and the health care provider are considered.

## Gathering of Kindness

**Friday April 27th, 9.30am - 1.30pm**

HCC and Child and Adolescent Health Service are celebrating Patient Experience Week with a mini-Gathering of Kindness. Dr Catherine Crock AM from the Hush Foundation, and co-founder of the Gathering of Kindness will be in Perth to convene a session for anyone passionate about the patient experience. The first Gathering of Kindness was held in Melbourne in 2016 and Catherine will be with us to provide a taster of this event. Joining her will be Dr Michael Lloyd-White, General Secretary to The World Kindness Movement (2012-2017), Chair of World Kindness Australia 2011 -current, Chief Advisor to the Board World Kindness USA & World Kindness China. They will be joined by Michael Greco, CEO of Patient Opinion.

## Health Consumers Council Excellence Awards

**Friday April 27th 2.00pm - 4.00pm**

The day concludes with the announcement of the winners of the Health Consumers Excellence Awards. We have listed all the inspiring nominees in this edition of Health Matters to highlight and celebrate our everyday heroes in health. Join us for this afternoon tea and celebration as we announce the HCC 2018 Consumer Excellence Awards finalists and winners. Generously supported by WA Health. A perfect way to close out Patient Experience Week.

**SAVE THE DATE - Achieving Equity in the Patient Journey - WORLD KINDESS DAY 13th NOVEMBER**

*This event will focus on people from culturally and linguistically diverse backgrounds and their experiences and challenges in our health system.*





# Beyond The Stethoscope

Lucy Mayes is from Central Victoria where she is a proud and passionate mother, wife and community member. Lucy is also a trained lawyer, social worker and company director who has a lifetime interest in human systems and purpose at work.

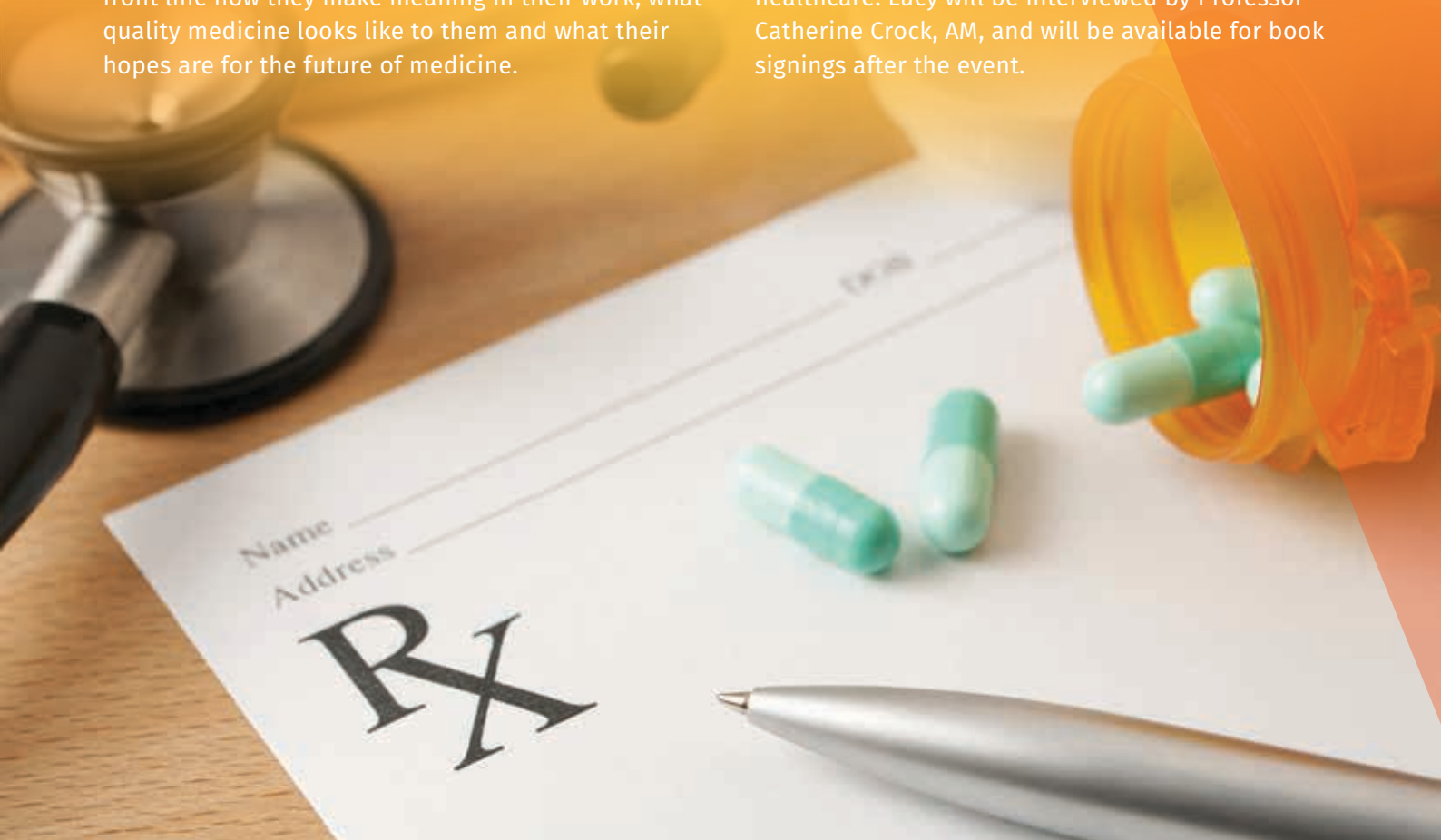
## Patient Experience Week Special Event

Author of *Beyond The Stethoscope*, she is a writer and facilitator and consults in leadership development, community development and purpose and wellbeing at work. *Beyond the Stethoscope* charts Doctors' stories of reclaiming hope, heart and healing in medicine.

Her interest in the medical profession stems from her role as 'doctor's wife,' and an early career practicing medical litigation law. Witnessing worrying burnout in her doctor husband, Lucy Mayes asked doctors on the front line how they make meaning in their work, what quality medicine looks like to them and what their hopes are for the future of medicine.

What emerged were consistent messages about elements of practice that the culture and systems of medicine still struggle to understand and support; the power of humanism, compassion, listening, the therapeutic relationship, preventative care and the doctor's own wellbeing journey.

*Beyond the Stethoscope* is for doctors, patients and for those who work in or have an interest in healthcare. Lucy will be interviewed by Professor Catherine Crock, AM, and will be available for book signings after the event.



# Gathering of Kindness



Professor Catherine Crock AM is co-founder of a Victorian-based grass roots movement, 'The Gathering of Kindness'.

As an influencer in the areas of medical

innovation and the Arts, Catherine is an acclaimed key note speaker based in Melbourne. In 2015 Professor Crock became a Member of the Order of Australia for her contribution to medicine, to community healthcare standards and to the Arts. A Physician at The Royal Children's Hospital Melbourne, Catherine has successfully implemented a raft of positive changes to healthcare in the areas of organisational culture, services and patient and family support.

**The Gathering of Kindness has a bold ambition: to commit to a healthcare culture based on kindness, trust and respect, and to eliminate bullying.**

There is a direct correlation between organisational negativity and poor staff morale, which affects both staff wellbeing and effectiveness. The evidence is also clear; there is a direct relationship between staff wellbeing and patient wellbeing. It is well understood that disruptive or intimidating behaviours by staff undermine team effectiveness and create barriers to cooperation.

In 2015, Mary Freer and Dr Catherine Crock AM (Hush Foundation) created Gathering of Kindness, after identifying the direct correlation between

organisational negativity and staff wellbeing and effectiveness.

The Gathering of Kindness aims to redress this by building, nurturing and instilling a culture of kindness throughout the healthcare system.

The 2016 event invited 100 participants - actors, healthcare clinicians, artists, musicians and innovators to imagine that kindness, trust and respect were the fundamental components of the healthcare system, and that bullying was unacceptable. Collectively they proposed a better way forward.

The overwhelming success of the inaugural event inspired the expansion in 2017 into a global event with multiple venues to broaden participation, with supports for people wanting to conduct their own Gathering of Kindness events.

Over the last two years the Gathering of Kindness has opened up conversations about how:

- Health care workers are often disengaged, fatigued and stressed.
- Many health care workers feel socialised into denying their feelings and humanity in the pursuit of professionalism.
- Hospital managers and executives struggle to balance decisions of finite resources and endless demands.
- Pressure and stress mean we've forgotten how to work together.
- Health care workers want to give the care that they would want for their loved ones.
- They want to keep patients and their colleagues safe.



The key theme of the 2017 Gathering of Kindness was The Power of Kindness/Continuing the Conversation. The five-day Gathering provided participants with the opportunity to share their ideas, their work and their projects. Through this, we aim to better understand how we can improve our healthcare environment for all stakeholders, including staff and consumers.

Everyone has a role to play: kindness starts within all of us.

Register at the Gathering of Kindness website to stay in touch with latest news and events.

Visit the Hush Foundation at [hush.org.au/about](http://hush.org.au/about) to read more about Professor Catherine Crock AM's work and commitment to transforming the culture of health care.

### Michael Lloyd-White

Michael Lloyd-White is the Founder & Chair of World Kindness Australia, which was founded in May 2011 as a registered Not For Profit organisation. This followed the success of a local school campaign in 2009 to address the issues of bystander behaviour with the "Courage To Be Kind". This saw World Kindness Day (November 13th) placed on both the NSW State and Australian Federal School Calendars by the Departments of Education resulting in 400 events in the following months.

The goal of World Kindness is to bring diverse communities together regardless of politics, race, religion, gender, sexual preference, age and even post codes, in a world which often finds itself being captured by a campaign of fear and hate. Harnessing the research, goodwill and ideas of many from across the nation and indeed the world, World Kindness have can deliver the outcomes to bring about real change by creating a platform for collaboration based on a foundation of kindness.



### Michael Greco

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.

Michael Greco is a semi-regular visitor to Perth as WA is the first state to have all public health services as subscribers to the Patient Opinion platform.



**Lucy Mayes and the two Michaels will be part of the discussion at the Gathering of Kindness to provide their perspectives and answer your questions about creating a kinder health system.**



HEALTH CONSUMERS'  
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YOUR VOICE ON HEALTH

# Health Consumers Council Excellence Award Nominees

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# Health Organisation Awards

This category is for organisations working effectively with consumers to improve services. The Award recognises health organisations that demonstrate an ongoing partnership with health consumer to improve health outcomes.

## **Armadale Hospital Chronic Disease Model of Care**

The Complex Care Co-ordination team was created to ensure the person's care needs are assessed holistically and that patients can access the right care, at the right time, in the right place by the right provider. The team aims to improve the assessment of care needs, improve communication regarding care provision and facilitate access to required services.

## **Armadale Mental Health Service Complex Care Co-Ordination**

The Complex Care Co-ordination team was created to ensure the person's care needs are assessed holistically and that patients can access the right care, at the right time, in the right place by the right provider. The team aims to improve the assessment of care needs, improve communication regarding care provision and facilitate access to required services.

## **Bentley Hospital Pet Therapy Program**

The Pet Therapy Program at Bentley Hospital provides the opportunity for people receiving care within the Aged Care and Rehabilitation wards to take part in optional allocated pet therapy. Initially posted on the Royal Perth Bentley Group's Ideas Platform by enthusiastic dog owner Marilyn Sebastian, the program now involves the services of local WA charity Animal Companions and volunteer dog owner Maggie with her dog Yallah. Patients have expressed that Yallah's visits are something to look forward to.

## **The Bump WA**

This organisation provides independent childbirth education and support to women and families. Consumer testimonies came from a homebirth mum, who otherwise would not have found out about the Community Midwifery Program, a mum who had a caesarean and felt very prepared for her birth as she had an understanding of what would happen, a mum who had trouble establishing breastfeeding, and another mum who needed support to cope with the transition to motherhood.

## **Cancer Clinic Regional Health Campus**

Nominated by two times cancer survivor the clinic is commended for 'improving my breast cancer experience immensely... Medical terms were explained clearly with help available at any time'. This clinic is described as 'a haven of help for patients'.

## **Connect Groups**

"Connect Groups strives to support hundreds of members in multiple ways, including finding out what is current, using innovative and exciting approaches. They consistently engage their members and the community in events, training and initiatives that bring people together. You feel heard, understood and relevant. It's probably one of the only organizations I've ever worked with who does this successfully and consistently."

## **Day Surgery Unit Kelmscott**

"The staff from the Receptionist to the Orderly right through to the Operating Room staff all were extremely knowing of my procedure and reassured me with compassion and comfort as well as being aware of the circumstances. The personal interest and welfare given to me gave me every comfort knowing that they are there for me. The staff seem to go beyond the niceties and really show their commitment and professionalism whilst dealing with a very nervous patient."

## **Drug and Alcohol Withdrawal Network (DAWN)**

DAWN is a unique service providing in home withdrawal services. Many consumers are not willing to access withdrawal services that take them away from their families, pets, gardens, communities. DAWN views the client in a more holistic sense, seeing firsthand the struggles and successes they encounter in their own environments. They leverage the opportunity to increase the consumer's health and awareness, thus producing better long-term outcomes.

## **East Metropolitan Health Service, Walk a Day In My Shoes**

The Walk a Day in My Shoes Program was developed to ensure the Voice of the Patient is the most important part of what we do in the health service. We have produced a video that has real patients and staff presenting their stories and capturing empathy and compassion as it is expressed through the eyes of the patient and the staff members. The leader Rounding program means that senior staff from the organization will discuss with staff, patients and the community what matters most to them.

## **Esperance Ambulatory Care**

"I had a mishap and burnt my finger quite badly, the ladies there were incredible and had me on the mend in no time at all. Without this service, I think our very remote town would be in big trouble. They take the pressure off the Emergency Ward at the Hospital just next door."

## **Exmouth Hospital**

"I was in a near fatal dirt bike crash when I hit a rock on the beach. They finally found me 90 minutes later floating in the sea, bleeding heavily and unresponsive ... I returned to Exmouth hospital about five weeks later walking around and thanks to the great service these girls provided and met the nurse that held my spleen together and had to give her a hug just to thank her for what she did without the staff at this hospital I wouldn't be here today ..."

## **Living Improvements For Everyone (L.I.F.E)**

The Chronic Disease Self-Management Living Improvements for Everyone (L.I.F.E) Program objective is to improve the capacity and participation of Aboriginal people in Metropolitan region of Perth in the self- management of chronic disease. This is achieved through the delivery of the LIFE course and culturally secure training and education programs to increase knowledge of chronic disease management for health care professionals and community members.

## **School Of Medicine, Notre Dame, Fremantle**

The medical school has positioned awareness of patients' experience as a grounding foundation for providing compassionate care. It has achieved this through creating 'patient-centered care' videos and embedding them in the communication skills program. These videos capture the patient experience and highlight the importance of listening and aim to promote lasting commitment in the way doctors relate to patients.

## **WA Cervical Cancer Prevention Program**

WA Cervical Cancer Prevention Program (WACCPP) worked with consumers to develop the Cervical Screening Flipchart Resource. This flipchart was designed to assist healthcare providers to engage with Aboriginal women in WA about the importance of regular cervical screening.

In partnership with Aboriginal women from across WA it has contributed to better healthcare outcomes for Aboriginal women in respect to cervical cancer. It has created a better understanding of health risks and a subsequent reduction in the cultural, social and educational biases that have previously existed in relation to cervical cancer prevention strategies for this group of women.



# Health Professional Awards

This Category is for individuals demonstrating excellence in patient care. The Award recognises health professionals who demonstrate ongoing commitment to improving health outcomes through delivering patient centred, evidence-based healthcare.

## **Dr Ackinclose | Collie Hospital**

Made me relax and even laugh when treating me for a head injury, late at night in Collie Hospital. All the local doctors do a great job in the community and all have to be on call at the hospital as well as their day jobs as GP's.

## **Leah Bonson | Child & Adolescent Health Services**

Leah is a highly motivated promoter and advocate at the Child and Adolescent Health Service, particularly in the mental health area in providing essential services to the wider Aboriginal and Torres Strait Islander communities. She works hard at maintaining essential networks as well as collaborating with consumers to make a difference in the communities.

## **Bernadette Bragg | Complex Care Co-ordinator Armadale Hospital**

Three months after a patient was discharged from care after presenting, catatonic with the impact of post-traumatic stress, she walked back into Armadale with her husband to personally thank Bernadette and the rest of the staff for all their treatment, support and kindness. Her husband wrote "The quality service we have and still receive from all hospital staff is amazing. Especially the care coordinator Bernie goes way beyond excellent service more like family care.. Bernie has gone out of her way to help both of us."

## **Kerri Colgate | St John of God Hospital, Midland**

Kerri has continuously strived both within her organization and out in the community to ensure the highest quality of care for both the patients and their families. Kerri continues to educate health care professionals around the importance of Indigenous culture, and what that means for the provision of healthcare.

## **Trish Connery Clinical Nurse | Royal Perth Hospital**

Clinical Nurse for the Scoliosis surgery service at RPH, Trish is a dedicated health care practitioner who works tirelessly to ensure patients, family and carers are comfortable and confident in their patient journey. With a generous and kind attitude to her profession she readily makes herself available pre-to her colleagues and patients.

## **Dr Andrew Davies | Homeless Healthcare**

Andrew founded a charity in 2008 dedicated to providing health services to Perth's homeless now has over 20 doctors, nurses and support people. Andrew and his team hold regular mobile clinics It is Andrew's vision not only to improve the health of homeless and marginalised people but to provide education to other health professionals and trainees regarding the healthcare needs of this portion of our population.

## **Dr Guminpilla Dumidu | Corfield Medical Practice**

Dr Guminpilla Dumidu consistently supported me as a single woman, then newly married struggling with fertility, now a new mother. He makes you feel like you're not a number. He doesn't hurry you and is thorough.

## **Dr John Edwards | Cambridge Clinic**

He cares, is great at what he does and meets the individual where they are at without judgement or ridicule. He has been nominated also because of his sincere drive to 'make a difference.' Committed to all areas of addiction and mental health everyone is treated as equal.



### **Dr Jan Franzone | King Edward Hospital**

I was a patient who came into Jan's care at 38.5 Weeks pregnant. She went above and beyond to ensure we were made comfortable and educated on all our options. She is constantly ensuring ALL patients have equal and fair care. I watched her over a 11 hour period and she never discriminated or treated any patients which anything but the friendliest care. She is a stunning example of someone who has pride in their profession and takes it seriously.

### **Dr Hans Grobbelaar | Exmouth Health Service**

Hans Grobbelaar is a GP at Exmouth Health Service. Hailing from South Africa Hans moved to Australia in 2004 and began working as a GP in Corrigan. During his time there Hans won the "Town Treasure" award for being generally loved by the town.

Since moving to and working in the rural town of Exmouth in 2010, Hans has not only diagnosed severe illnesses, saved many lives but also reassured patients, carers and families with his empathetic and compassionate approach. He has been a strong advocate to maintain adequate resources to be able to treat people in this isolated environment.

### **Dr Anne Karzcub | King Edward Memorial Hospital**

At 38.5 weeks pregnant we were transferred to King Edwards due our baby being breech and us wanting to explore natural delivery. Anne took the time to explain the process and what options we had, she allowed us time to process the information at all times made us feel secure in whatever decision we felt we were going to make. She also followed up with us the next day and will continue to work with us through the remainder of our pregnancy. We really appreciate the care she has taken to make us feel empowered in our decision.

### **Judy Lyttle | Fresh Start**

Judy is as a support worker who consistently provides care at an exceptional level. Her everyday actions ensure the best outcomes for clients that are in the process of addiction recovery. Judy establishes and maintains strong therapeutic relationship and ensures that she advocates for clients. The client is vulnerable when engaging with the organisation and Judy partners with them to give them a voice in their care and in their recovery

### **Dr Lisa Miller | WAEDOCS – Eating Disorders Clinic**

Dr Miller works tirelessly with healthcare teams throughout the state, advocating for people with Eating Disorders that have traditionally been denied care. Lisa upskills health professionals in best practice treatment approaches for incredibly complex patients that she sees individuals above and beyond their diagnosis and is dedicated to 'problem solving' pathways of care for people that are very unwell and often ambivalent to treatment. I have only ever heard her speak about her patients with the utmost respect and concern

### **Lindsay Richmond | Cancer Co-ordinator | Cancer Clinic Regional, Geraldton**

Described by her nominator as 'her hero' Lindsay was extremely helpful in explaining medical treatments in a compassionate and helpful manner. She was able to assist 'any time' by phone and is now warmly extending the same help to another family member.

### **Dr Smita Samuelraj | Kiara Family Practice**

Dr Smita is there for you when you need her if she knows you are unwell. She will always find a way to see patients, even during her lunch break. She has helped me live a more comfortable life with my chronic pain. She has also expertly handled our 11 year old autistic who is normally not responsive in such situations. She is an excellent doctor.

### **Melissa Vernon | WA Country Health Service**

Melissa is an ardent and committed community focused value- based leader and advocate of consumer and carer rights. Melissa has created a sustainable legacy for country communities from the variety of initiatives she has led for WACHS. People's lives have been saved and improved, and people who were without access to services now have that opportunity in their own community.



# Aboriginal and Torres Strait Islander Award

This award is to acknowledge outstanding service to Aboriginal/Torres Strait Islander health consumers. The candidate can be an Aboriginal/Torres Strait Islander person or organisation.

## Aboriginal Health Team

This holistic services offers a range of health services and screening in one clinic. There are 9 locations for this innovative service. There are also 4 playgroups across the metropolitan offered after consulting with consumers. The purpose of the playgroup is to get the children ready for school, plus empower the mothers, assist the mums to read to their children, plus mimic the activities utilised each week.

## Boodjari Yorgas Family Care Program

The Boodjari Yorgas family care group, including its Aboriginal Grandmothers, are involved on a daily basis with Aboriginal women and their families as 'consumers' of maternity care, making sure their needs are met, that they are able to attend appointments, and have a consistent person available to them to answer questions and help them negotiate the, often complex, maternity care system.

## Christine Parry | Boodjari Yorgas Family Care Program

Christine Parry has been part of the Moort Boodjari Yorga's antenatal program since its beginning. Christine's knowledge is exceptional, and she has contributed to improving non-Aboriginal health professionals cultural understanding of women's needs and that her Aboriginal and non-Aboriginal colleagues are able to effectively work within the health system to care for Aboriginal women during the important events of pregnancy, birth and early parenting.

## Kerri Colgate | St John of God Midland

While patients are in hospital Kerri supports staff to deliver a culturally safe model of care. In addition, Kerri creates relationships between the hospital and community service providers to ensure people get what they need after discharge back into the community. She maintains contact once people have been discharged and supports people to understand their health and how to stay well.

## Living Improvements For Everyone (L.I.F.E)

The Chronic Disease Self-Management Living Improvements for Everyone (L.I.F.E) Program objective is to improve the capacity and participation of Aboriginal people in Metropolitan region of Perth in the self-management of chronic disease. This is achieved through the delivery of the LIFE course and culturally secure training and education programs to increase knowledge of chronic disease management for health care professionals and community members.

## Leah Bonson | Child and Adolescent Health Service

Leah has worked tirelessly to support the Child and Adolescent Health Service to be more culturally supportive of Aboriginal patients, with a focus on supporting the Child and Adolescent Mental Health Service.

## Peter Humphries and Natasha Garlett | Aboriginal Health Liaison Officers, East Metro Health Service

The liaison officers in the LIFE program both Peter and Natasha provide support to improve Aboriginal health by working with the Aboriginal community and other relevant agencies. They do this effectively by treating consumers with dignity and respect. They share information and knowledge with skill and care. As LIFE Program facilitators they have a wonderful rapport with participants based upon respect and sharing of information in a culturally appropriate way. The partnership between facilitator and consumer is a two-way learning that is professionally embraced.

## WA Cervical Cancer Prevention Program

The creation of this resource in partnership with Aboriginal women from across WA has ensured that relevant, timely, culturally appropriate and user friendly information is utilised in the educational strategies targeted to this consumer group. It results in a better understanding of health risks and greater acceptance of cervical cancer prevention strategies for this group of women.



**Nominees have given outstanding service to Aboriginal/Torres Strait Islander health consumers**



# Health Consumer Award

This category celebrates health consumers 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.

## **Beverly Barndon | Volunteer with Royal Perth Bentley Group**

Passionate about making a difference and Beverly always looks for opportunities to help others in need. She is a long serving volunteer Lived Experience Representative with our Mental Health Service across Royal Perth Bentley Group (RPBG) as well as member of the RPBG Lived Experience Advisory Group. She is also a valued carer representative on the Service 3 Mental Health Clinical Quality and Safety Committee. From reviewing consumer mental health publications to raising awareness of community support and services to knitting beanies to homeless people she is a dedicated volunteer who contributes whole heartedly to improving the patient experience.

## **Julie Knuckey & Judy Mal | Friends of Royal Perth Hospital – Concierge Service**

The Concierge Service at Royal Perth Hospital (RPH) is wholly made up by a team of volunteers, drawn from the community of consumers and the general public to RPH and is one of the invaluable supportive roles that the Friends of RPH provide. The 'Friends' provide valuable and assistance the daily needs and well-being of patients, families and visitors to the hospital to compliment the clinical care provided to our consumers. They are embody their titles; 'being a friend to people in need'.

## **Debra Letica | Rockingham Peel Group Community Advisory Committee Chair**

Commencing her journey as a Carer by wanting to "safeguard" her younger brother Steve, Debra has actively advocated on his behalf to ensure he lived his best life. Steve was born with a birth injury which resulted in a learning disability, and several other diagnoses including Cerebral Palsy and genetic Leukodystrophy which has resulted in him having a complex chronic health condition. Debra initially joined as a member of the Community Advisory Council (CAC), then progressed to become the deputy chair within her first year and is the current Chair of the Rockingham Peel Group (RkPG) CAC. Her insight and ability to apply a systemic view of the health service and to work collaboratively with health professionals has been of a significant benefit to RkPG and the broader health arena.

## **Kath Mazzella**

Kath Mazzella OAM has been tirelessly campaigning for greater awareness of women's Gynaecological, Sexual and associated Mental Health for the past 23 years. She continues to champion for a break down in the stigmas and barriers for women, seeking to lift the lid of silence in this area that affects millions of women in Australia and many more around the globe. While a registered business a large part of her work is self-funded which means her time and resources are a gift to our community. She is applauded as dedicated consumer advocate in women's health.

## **James Stockwell | Black Swan Health's Headspace Program**

Twenty-three-year-old James Stockwell is a passionate advocate, peer supporter and change-maker in youth mental health, drawing on his personal experience with psychosis to transform the consumer experience at every touchpoint, from barbecue banter to boardroom breakthroughs. Following his own experiences with trauma and mental health James was referred to Black Swan Health's headspace Youth Early Psychosis Program (hYEPP) in 2015. After months of treatment and support, James turned his attention to the recovery of his peers and was later invited to join hYEPP's Clinical Governance Committee as a Consumer Representative. He is recognised as someone who considers the experiences of his peers as well as his own personal experience when giving feedback, "really making an effort to represent the consumer voice beyond himself."

## **Antonella Segre | Connect Groups**

CEO Antonella Segre displays a unique passion for the sector. Everyone is made to feel relevant. She has created an amazing team which support all members in countless ways. Countless community engagement events, training and initiatives have strengthened the group. A significant outcome this support group has become a National Network and hopes soon to receive charity status.

"They reduce the burden on the system by motivating people, particularly those with chronic diseases, both physical and mental, to be a better version of themselves and to strive towards our individual goals and dreams."



# Compassionate Care Award

This award is to acknowledge people providing direct patient care who demonstrate compassion. We are looking for compassionate individuals working in any capacity in the health service or organisation. We are also looking for compassionate teams of healthcare providers who demonstrate effective multi-disciplinary care.

## **Dr Andrew Davies | Homeless Healthcare**

Andrew founded a charity in 2008 dedicated to providing health services to Perth's homeless now has over 20 doctors, nurses and support people. Andrew and his team hold regular mobile clinics. It is Andrew's vision not only to improve the health of homeless and marginalised people but to provide education to other health professionals and trainees regarding the healthcare needs of this proportion of our population.

## **Kerri Colegate | St John of God Hospital**

Kerri ensures ongoing partnerships with her consumers through the creation of relationships between the hospital and community service providers. Kerri nurtures the patient journey experience to ensure that the consumer is culturally safe. She provides assistance and advocacy for both the individual and their family. She continues to ensure that patients are educated around their health, and provided with support until it has been confirmed that they have been linked up with a community service provider.

## **Jacqueline Pemberton | Royal Perth Hospital**

Jacqueline (Jackie) Pemberton is an outstandingly compassionate and caring Assistant in Nursing (AIN) employed at Royal Perth Hospital (RPH). Working across a number of wards she is often requested from other nurses. She is always friendly and compassionate to all patients and ensures that no patient needs are left unattended.

## **Dr Smita Samuelraj | Kiara Family Practice**

Dr Smita is there for you when you need her if she knows you are unwell. She will always find a way to see patients, even during her lunch break. She has helped me live a more comfortable life with my chronic pain. She has also expertly handled our 11 year old autistic who is normally not responsive in such situations. She is an excellent doctor.

## **Colleen McLevie | Kalamunda District Hospital**

Colleen's dedication and commitment to patients, families and staff is astounding! Her understanding of what Palliative care truly means for patients and their families is the 'heart' behind the evolution of the Kalamunda Hospice. She is so much more than a chaplain; she takes on the role of counsellor, confidant, friend, daughter, mother, and sister – helping those who are confronted with life, death and dying to come to terms with their situation. Her role in bringing families together during such a distressing time is invaluable. Colleen always goes that extra mile for families and staff.



# 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.

## **Dr Andrew Davies | Homeless Healthcare**

Andrew's foundational work in creating Homeless Healthcare GP service has formed the lynch pin of the East Metropolitan Health Service's Homeless Healthcare service. This is a partnership of health and housing services addresses the multiple needs of people who find themselves homeless. "It is vitally important that we recognise that a homeless person is exactly that – a person. They just happen to be homeless. Like all people, recognition of our individual needs and desires is important, as is the process of building trust."

## **Dr John Edwards | Cambridge Clinic**

A health professional who is respected for treating everyone as an equal, Dr John Edwards is highly regarded for his compassionate approach to every patient.

## **CEO Antonella Segre & Team | Connect Support Groups Support Group Australia**

CEO Antonella Segre displays a unique passion for the sector. Everyone is made to feel relevant. She has created an amazing team which support all members in important ways. Countless community engagement events, training and initiatives have strengthened the group. A significant outcome this support group has become a National Network and hopes soon to receive charity status.

## **Melissa Vernon | WA County Health Service**

Melissa is an ardent committed community focused, value-based leader and advocate of consumer and carer rights. Melissa has created a sustainable legacy for country communities from the variety of initiatives she has led for WA Country Health Service. People's lives have been saved and improved, and people who were without access to services now have that opportunity in their own community.



**SAVE THE DATE**

# World Kindness Day Event

## November 13<sup>th</sup> 2018

Louise Ford, Manager Cultural Diversity Program

On the 13th November HCC is delighted to be celebrating World Kindness Day with an event focusing on achieving equity in the patient journey. Specifically, equity for people from new and emerging communities and those for whom English is not a first (or second, or third) language. During the event we will hear from professionals and community members about their experiences of kindness in healthcare. This may include how they have received it or how they have given it, or both.

As coordinator of this event, my thoughts went to how to represent the cultural diversity we enjoy in WA. Then the thought of fabric came to mind. Fabrics come in all kinds of textures and colours, thicknesses and patterns. Some are traditional, others are contemporary, some as delicate as gauze with others hard wearing and durable. Much like members of our society.

Weaving is an integral part of fabric and I see our society as being something which is being woven together through our interaction with each other. Whether those interactions are formal or informal, social, or business orientated doesn't really matter. Each engagement provides an opportunity to weave our fabric more strongly and more beautifully and to create a society where the warp and the weft continue to hold each other together.

Look out for the promotions, I promise they will be colourful, diverse and interesting, just like we are.

## Sustainable Health Review

Throughout May and June, the Health Consumers' Council will be seeking your feedback on the Sustainable Health Review's Interim Report. Keep an eye out on our website for more details, or email [info@hconc.org.au](mailto:info@hconc.org.au) or call 9221 3422 if you have any questions.







**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](mailto:info@hconc.org.au)  
Web [www.hconc.org.au](http://www.hconc.org.au)

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