



HEALTH CONSUMERS' COUNCIL

YOUR VOICE ON HEALTH



Patient Experience Week 2019

“Kindness, Connection, Community – see the Whole Person”

Djinang Kwop Wirrin

Patient Experience Week 2019

Monday 29 April – Friday 3 May 2019

This event has been made possible thanks to the support of a number of people and organisations.



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



WA Country Health Service



**WA Primary
Health Alliance**
Better health, together



AHCWA
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Introduction – Patient Experience Week 2019

The Health Consumers' Council (WA) Inc. (HCC) is a not for profit organisation dedicated to ensuring the health consumer is at the heart of our healthcare system. We have been in operation since 1994 and have seen many reforms, initiatives and discussions over the years.

The Australian Commission on Safety and Quality in Health Service first included a standard explicitly requiring health services to actively engage with patients in 2012. "Standard Two – Partnering with Consumers" has facilitated a more central role for consumers in healthcare discussions, although we are often the last to be invited to the table; sometimes reluctantly so. Regularly, we hear health providers exclaim with surprise how useful our feedback has been afterwards, when the expertise of the lived experience has shed a new light on a problem or challenge. We are a massive resource that is still waiting to be properly tapped.

There are countless consumer engagement frameworks, toolkits, policies and so on in existence. What is most needed is real action to meaningfully implement them. Change is very difficult to achieve, and people are often poorly supported to do things differently. Through the annual Patient Experience Week, an international event held in the last week of April, HCC seeks to support this needed change.

HCC and Patient Experience – background

Patient Experience Week (PXW) is a global movement that provides a focused time to celebrate accomplishments, re-energise efforts and honour the people who positively impact the patient experience every day.

HCC has hosted PXW events since 2016 when our longer standing Health Consumer Excellence Awards were encompassed into the Week.

Elsewhere in Australia and internationally, events are led by health service provider organisations. Health Consumers' Council (HCC) believes it is critical that consumers and community members play an active role in highlighting the importance of a positive experience of the health system.

PXW 2019 – what we did

- Organised a Ministerial Patient Opinion breakfast to acknowledge and celebrate the value of Patient Opinion and its impact on patient experience, and announced the winner of the inaugural Patient Opinion category as part of our Health Consumer Excellence Awards.
- Held an Aboriginal health gathering focused on the patient experience. There were 100 people registered for the event, of whom 64 people attended on the day. Participants included community members and people who work in health services.
- Offered travel scholarships for two people to travel from each WA region to attend the event. These were taken up by five people from across four regions.
- Created a video record of the event, to reach community members and staff who were not able to attend the event. With promotion via HCC social media channels

it's anticipated this will reach at least 20,000 people across Facebook, Twitter, LinkedIn and Instagram (video being finalised at the time of writing this report).

- Ran the Consumer Excellence Awards to honour the everyday heroes in healthcare with a focus on people who demonstrate excellence in working with consumers. There were 57 nominees across the awards and the awards ceremony was attended by 123 people.
- Tested the design, printing and distribution of "Patient Experience appreciation" cards which were distributed to WA health services for them to provide to community members and consumers to support them to recognise the efforts of the "everyday heroes" who contribute to a positive experience of the health system.

HCC's 2019 PXW event focused on the Aboriginal patient experience of the WA Health system. This is in recognition of the fact that Aboriginal people make up 3.8% of the WA population, and yet have the greatest health needs of any group in the state.

The purpose of the main event was to create an opportunity for Aboriginal health consumers and carers to share their success stories and experiences in a collaborative setting, alongside staff from across the health system, to drive systemic change. With a focus on Aboriginal culture and traditional healing methods, HCC aimed to raise awareness of the elements that contribute to a positive experience of health and healthcare for Aboriginal people.

The WA Aboriginal Health and Wellbeing Framework 2015-2030 reports that cultural, family and community connectedness is central to Aboriginal health and wellbeing (Government of Western Australia, 2015). This has been described as interaction, supporting each other, having elders to talk to, families making spirits healthy and engaging with Aboriginal cultural beliefs and values as contributors to the health and wellbeing of Aboriginal people.

Therefore, the key objective for this project was to create a voice through social cohesion and connection, to improve the patient experience, and overall health and wellbeing of Aboriginal people living in WA.

HCC also organised meetings with staff across the WA health system to facilitate discussions and sharing ideas about PXW activities in health services.

The over-arching theme for PXW 2019 was:

- "Kindness, connection, community: see the whole person"

The Noongar translation of the spirit of this theme is "*Djinang Kwop Wirrin*" which translates directly as "see good spirit". This translation came from Ralph Mogridge who is a Noongar man with ties to Bindjareb, Yued and Gnarla Karla Boordja areas of the South West of WA. He has represented his people on the State Aboriginal Justice Advisory Council as well as the Aboriginal Lands Trust.

The vision for HCC's 2019 PXW event came from Tania Harris, HCC's Aboriginal Engagement Coordinator, who is an Aboriginal woman. Tania worked with HCC's Aboriginal Reference Group members to develop plans for this event.

PXW 2019 objectives

Through the activities of Patient Experience Week 2019, participants will:

- Learn more about and discuss how aspects relating to emotional, social, spiritual and physical well-being interact and contribute to a positive patient experience and health outcomes for Aboriginal people
- Develop connections and relationships with individuals, groups and organisations who support the vision of an equitable, integrated, person-centred health system and have the opportunity to explore potential partnerships for change
- Strengthen their connection to other people, nature and spirit in an environment of collaboration, community and celebration.
- Be encouraged to spread the word about what contributes to a positive patient experience with their families, friends and colleagues to extend the impact of the event beyond event participants
- Acknowledge and celebrate the actions and people who contribute to a positive experience of the health system for patients, clients and consumers.

Patient Opinion breakfast

This event was held at the Royal Perth Yacht Club (to enable easy access for guests and staff who were also attending the Aboriginal health gathering later that day).

The event was attended by 60 people with presentations by the Honourable Roger Cook MLA, Deputy Prime Minister and Minister for Health; Dr David Russell-Weisz, Director General of Health; Pip Brennan, Executive Director, HCC; and Professor Michael Greco, Chief Executive Officer of Patient Opinion.

Attendees also watched a video featuring Tania Harris talking about her experience of using Patient Opinion to influence positive change in the system.

The inaugural Patient Opinion award was also given out at this event. This award highlights best practice responses to Patient Opinion, with a focus on changes that have been made in response to a critical story. In addition, critical stories the consumer has noted the response as being helpful were also targeted for those Area Health Service who had not undertaken any changes in the 12 month period under review. We did not seek nominations for this award but examined stories from 1 April 2018 to 31 March 2019 to select the stories from each of the Area Health Services that met the criteria.

This was awarded to WA Country Health Service in recognition of the quality and nature of their responses to Patient Opinion stories that had been submitted, and the changes made as a result. North Metropolitan Health Service was highly commended.

Aboriginal health gathering

We held this event outdoors at Pelican Point, Crawley (Bootanup/Booriarup). From the outset, the vision for this event was to be “not your usual health event”.

The selected location has a 40,000 year old relationship with Noongar people. The river and plants in this area are abundant and provided a place of food, water and shelter prior to settlement. Acknowledging that Noongar spirituality lies in the belief that everything in our vast landscape has meaning and purpose, where life is a web of inter-relationships between people and nature, past and present, this was a significant location to create space for Aboriginal stories to be shared. It was also a space for the “whole person” – including consumers/carers/family and staff (people who use the healthcare system and the people who work in the healthcare system) to come together around the key concept “Aboriginal people living long, well and healthy lives” (*The WA Aboriginal Health and Wellbeing Framework 2015-2030*).

See Appendix A for an outline program of the event.

Whispering tree – a shared vision for Aboriginal patient experience

We invited attendees to share their vision and aspirations for Aboriginal patient experience and attach them to the whispering tree.

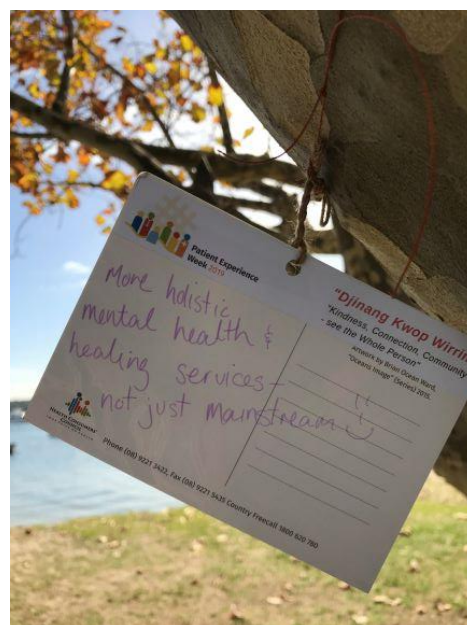
A wide range of comments were received with some themes emerging:

- Close the gap in health outcomes
- That health services become more culturally appropriate
- That there is improved access to the health system for Aboriginal people
- That there is greater respect for Aboriginal people
- That the resilience of Aboriginal people is acknowledged
- That Aboriginal people are not discriminated against
- The Aboriginal people are involved in the health community
- That there is improved access to holistic healthcare, to traditional healing and to appropriate mental health services.

See Appendix B for a full list of the responses.

Welcome to country – Dr Richard Walley

Dr Walley opened the session with a welcome to country and a presentation on the question of the way forward in health care from an Aboriginal perspective.



Stories of healing

During this session, participants heard from a panel of Aboriginal community members and staff about how aspects relating to emotional, social, spiritual and physical well-being interact and contribute to a positive patient experience and health outcomes for Aboriginal people.

Panel members:

- Leah Bonson, Child and Adolescent Health Service
- Kerri Colegate, St John of God Midland
- Christine Parry, Boodjarri Yorgas, Armadale Health Service
- Bernie Ryder, Traditional Healer, Karratha
- Annie Young, WA Primary Health Alliance – facilitator

Food as healing

Catering was provided by Bindi Bindi Dreaming. Bindi Bindi Dreaming is 100% Aboriginal owned and operated and aims to showcase and raise awareness of Noongar culture. Marissa Verma also gave a bushfood talk and an overview of native plants and the link to health and healing.

Yarning circles – see for yourself

Attendees had the opportunity to move between different parts of the outdoor space, and be part of small group discussions with community members and staff who are involved in a range of programs aimed at improving patient experience and outcomes. People had the opportunity to participate in two of these sessions.

Topic	Yarning circle host
Cultural safety	Ian Gentle, East Metropolitan Health Service
Child health	Leah Bonson, Child and Adolescent Health Service
Mappa – mapping health services closer to home	Ronda Clarke, Aboriginal Health Council WA
Integrated Team Care Country to City project – improving patient transitions	Annie Young, WA Primary Health Alliance
Traditional healing	Bernie Ryder, Traditional Healer, Karratha
Aboriginal Acute Care Coordination – supporting advocacy and health education from hospital to community	Tarnee Tester and Renee Braedon, East Metropolitan Health Service

National Justice Project – building capacity for health advocacy in the community	James Harris, Aboriginal Health Council of WA Tania Harris, Health Consumers' Council
Connection First	Storm Motohata, Wisdom in your Life

Laughter as medicine – Derek Nannup, Clown Doctor

In this session, participants heard from Derek Nannup about his work as a Clown Doctor in the WA health system.

He spoke about how he and his colleagues provide relief and care to children and adult patients at Fiona Stanley Hospital and Perth Children's Hospital. He also commented on the positive impact humour can have on staff too.

The day ended with an opportunity for participants to strengthen their connection to other people, nature and spirit in an environment of collaboration, community and celebration with a brief session of laughter yoga.

Travel scholarships – enabling participation, sharing stories

As Western Australia has such a vast geographical landscape, we offered travel scholarships for two community members to travel from the regions to participate in this event. Our intention was to enable people to share their unique perspective of the patient journey experienced by people in their communities when accessing WA healthcare services.

Video stories – extending the impact

We worked with a videographer to capture these stories along with interactions between health consumers and providers to offer a visual expression of the event and the various determinants that affect Aboriginal health & wellbeing.

Traditional healing – its impact on communities

One of our aims was to inform WA health professionals of some traditional healing methods used by Aboriginal healers (Ngangkari) and highlight the importance of culturally specific elements in an attempt to influence systemic change. One of the community members who lives in Karratha and travelled to attend the event is a traditional healer. He took part in one of the panel discussions as well hosting a yarning circle.

Aboriginal people – walking in two worlds

Ronda Clarke of the Aboriginal Health Council of WA created and donated a unique chair to offer as a prize to one of the attendees who completed and returned their evaluation form.

The hand painted images illustrate the experience of Aboriginal people relating to health – including connection to community, connection to the health system, what happens when things go right,



or go wrong; and how Aboriginal people walk in two worlds – the Aboriginal world and the mainstream world.

See Appendix D for a more detailed explanation of the imagery.

The lucky winner of the prize was Murray Collard of the South West Aboriginal Medical Service.

Patient Experience postcards

Experimenting with the power of gratitude to change the world

Saying “thank you” can lead to a 50 per cent increase in helpfulness¹. So by expressing thanks for a job well done, people could be helping to make the health system just a bit better. With that in mind, we decided to test the use of “Patient Experience appreciation” postcards across WA.



HCC worked with health services to develop and promote a campaign to encourage consumers and community members to hand these cards to staff in health services who have contributed to their positive experience in the health system. The aim of these cards was to contribute to a culture of improved patient experience through positive reinforcement. A further aim was to extend the reach of PXW activities beyond those people who are able to attend the event in person.

¹ <https://hbr.org/2013/11/the-big-benefits-of-a-little-thanks>

Health Consumers' Council - Health Consumer Excellence Awards

Honouring the everyday heroes in health.

We believe it is important to leverage worldwide PXW movement dedicated to improving the patient experience to celebrate the everyday heroes in health, both the health consumers and healthcare providers.

A special thank you to our sponsors Lotterywest and the Western Australia Department of Health and our judges: Rebecca Smith – HCC board member; Mallika Macleod – HCC Chairperson; Nigel D'Cruz – HCC board member; Danae Watkins – HCC board member

Health Professional Award – Highly Commended

Dr Andrew Leech
Dr Nathan Highton
Dr Nick Gottardo
Linda Kuuse
Nicole Pates

(Pictured L-R) Nicole Pates, Dr Nick Gotardo, Dr Andrew Leech & Michael Grecco



Health Organisation Award – Winner

Nidjalla Waangan Mia (GP Down South)

(Pictured L-R) Peel Youth Medical Service, Nidjalla Waangan Mia (GP Down South) & Michael Grecco



Health Consumer Award – Winner

Tina Tuira-Waldon

**(Pictured L-R) Melissa Dimitru, Carissa Wright,
Tina Tuira-Waldon & Michael Grecco**



**Aboriginal Torres Strait Islander Award –
Winner**

Jodie Jackson

**(Pictured L-R) Jodie Jackson, Yura Yungi
Medical Service, Michael Grecco &
SMHS – Aboriginal Health Champions
Program**



Compassionate Care Award – Winner

Dr Andrew Leech

**(Pictured L-R) Dr Andrew Leech, Carli
Beanage, Carissa Wright & Karen Bradley**



To find out about all of the finalists, check our website here: <https://www.hconc.org.au/health-consumer-excellence-award-nominations/>

Events across WA health services

HCC facilitated a number of planning meetings of WA Health services to enable the cross-fertilisation of ideas for PXW activities at other sites.

A number of health services held a range of activities including:

- St John of God Midland who held a PX Expo featuring stalls from a wide range of hospital services that contribute to the patient experience
- Child and Adolescent Health gathered feedback from consumers and families on what impacts on the patient experience; they also organised meetings at sites with the CEO who spoke with teams that had received a high number of compliments from patients.
- East Metropolitan Health Service held PXW stalls at various sites encouraging consumers, families and staff to talk about the patient experience
- South Metropolitan Health Service held PXW stalls. Staff from WA Country Health Service also attended to meet and talk with regional patients about their experience.

Feedback from health service staff was that they valued the opportunity to meet and brainstorm and share ideas and activities was valued. There was support for future shared working and collaboration, including exploring how to extend the momentum of PXW activities beyond the week, and to other groups who may not usually get involved.

Evaluation of the activities

Patient Opinion breakfast

I have improved my understanding of the Patient Opinion platform from attending this event



■ Strongly disagree ■ Disagree ■ Neither agree nor disagree ■ Agree ■ Strongly agree

What three things will you do differently after attending today's event?

Responses

Continue conversation

Consider changes more

Always invite direct, do not refer to consumer liaison

Attention to follow up of stories and changes

Consider the level of information re service improvement

Engage more with Aboriginal families

Better use of IT to capture Aboriginal family's opinion and care

Promote Patient Opinion

Continue with our plan for Patient Opinion

Promote Patient Opinion more amongst our executive and staff

Read Patient Opinion more often

Set a watch

Understand better our promotion of the platform

Aboriginal health gathering

This event was received positive feedback on all elements – with all areas receiving at least 4/5.

PXW Evaluation form Responses	Average Score (out of 5)
The food was well presented and suitable	4.5
I would recommend HCC's PXW event to health professionals	4.5
I valued the group activity with the Clown Doctor	4.5
I found the yarning circles valuable	4.5
I would recommend HCC's PXW event to health consumers	4.5
I felt an aboriginal perspective on the patient experience was well presented	4.5
I felt the event was culturally sensitive and aware	4.4
My interest was held throughout the event	4.4
There were opportunities to build my network	4.4
I felt there was holistic approach to the patients experience	4.3
The venue was appropriate and comfortable	4.2
I felt included and heard in the workshop discussion	4.2
I have improved my understanding of the patient experience	4.1

When asked what part of the day was most valuable, the top responses were:

- Yarning circles
- All of it
- Question time
- Panel

When asked which part of the day was least valuable, the top response was nil. Other comments related to the logistics.

When asked what people will do differently as a result of the event, the most common responses were:

- More peer involvement
- look further into traditional healing
- More consumer involvement
- More cultural safety in health setting.

Patient Experience postcards

Feedback from Health Services about these was mixed.

Worked well

- Using the postcards in conversation with patients and their families – this gave time to explain the rationale of the cards
- Giving them out at PXW stalls and other activities

Do differently

- Have more promotional information and clearer messages about the cards and how they could be used – and have this information much earlier
- Consider how to extend the use of the cards beyond the week – to extend the message and the momentum
- Including a Noongar message on the cards mean they can only be used in Noongar regions
- The word “patient” doesn’t apply in all health settings – for example, community services.

What next?

The momentum behind PXW continues to build each year. In 2020, HCC plans to focus on the power of stories as a lever for positive change. Stories of the people in health – consumers, carers, families, staff, researchers and others behind the scenes who contribute to a positive patient experience.

It is planned to launch next year's PXW activities in WA in early April 2020. HCC plans to work with consumers and health services to develop plans for activities throughout the year that will extend the message and the momentum of PXW beyond one week a year.

Join the Movement!

The Health Consumers' Council invites you to be part of the Patient Experience movement. We are always interested in hearing stories about the patient experience improvement priorities that you are working on. Contact info@hconc.org.au to join the Patient Experience mailing list.



The Health Consumers' Council (WA) Inc. (HCC) is an independent not-for-profit, community based organisation, representing and supporting the consumer voice in health policy, planning, research and service delivery in Western Australia.

Our Services

Individual Advocacy

HCC provides an individual advocacy service to assist people with problems accessing our health system, and in providing feedback or making a complaint. The service is free and available to people anywhere in Western Australia. Our Advocates are experienced in consumer rights, knowledge of the health system and consumer responsibilities and advocate for your wishes. Our individual advocacy service informs the systemic advocacy we do on behalf of WA health consumers. HCC is keenly aware of the difficulties facing people in remote locations and regions outside the metropolitan area. Patients in rural and remote areas are encouraged to use our service by calling the country free-call number, 1800-620-780.

Consumer, Community and Stakeholder Engagement

The Engagement Program provides support for health consumers to create positive change in healthcare through forums and workshops. We also support public health services to better engage with consumers through our workshops and advice. Where projects are

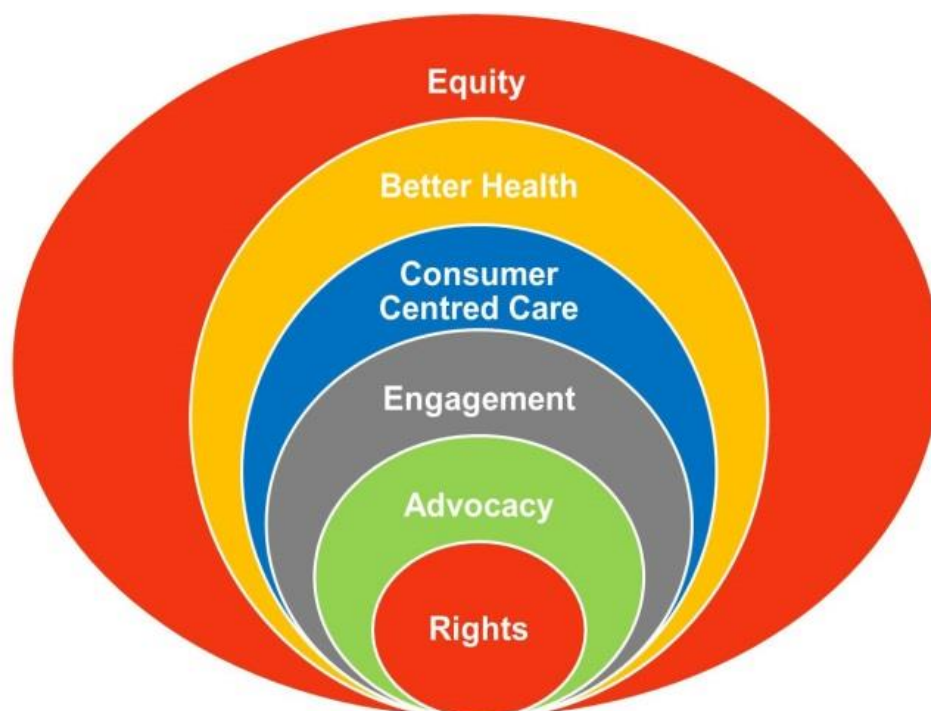
outside our existing funding, the team undertakes a range of training and engagement activities on a consultancy/fee for service basis.

Culture and Diversity

We also offer several workshops and forums to assist with effective engagement and care provision to people from Culturally and Linguistically Diverse (CaLD) backgrounds. These include Diversity Dialogues forums, Supporting Cultural Diversity in Healthcare workshops (which run twice a year), and Working Effectively with Interpreters in a Healthcare Environment workshop. We also run a fee for service course Cultural Competency for the Healthcare Sector.

Supporting health services in consumer engagement

The Health Consumers' Council offers fee for service workshops and consultation to assist private health services gain increased understanding in effectively partnering with consumers in the governance and operational structures of their organisation. We can tailor workshops to an organisation's requirements, e.g. conducted specifically for board members, executive, management and point of care delivery staff or as a whole of the organisation approach. Our services support health services to become confident in consumer engagement practices which can support of an organisation's plan to meet Standard Two, Partnering with Consumers.



Appendix A Aboriginal health gathering program

Patient Experience Week 2019 event – Tuesday 30 April 2019

10am	Registrations and morning tea
All day	Whispering wall – take a moment to share your aspirations and vision for Aboriginal patient experience
10.30am	<p>Morning session</p> <ul style="list-style-type: none">• Welcome to Patient Experience by Pip Brennan, Health Consumers' Council• Welcome to Country and opening address, Dr Richard Walley• Stories of healing – stories from community members and health professionals on the partnerships that have contributed to healing for individuals and communities
12.20pm	<p>Lunch</p> <p>Catering will be provided by Bindi Bindi Dreaming. Bindi Bindi Dreaming is 100% Aboriginal owned and operated and aims to showcase and raise awareness of Noongar culture. They will also deliver a bushfood talk with a taste tester of the foods as well as an overview of native plants and the link to health and healing.</p>
1.00pm	<p>Afternoon session</p> <ul style="list-style-type: none">• Yarning circles - "see for yourself" (see below)• Group activity – Clown Doctor, Derek Nannup
3pm	Event ends

Supporters

This event has been made possible thanks to the support of a number of people and organisations



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Appendix B What is your vision and aspiration for Aboriginal Health?

- Aboriginal people to feel comfortable and safe in Healthcare
- Access to culture and traditional healing
- That the strength and resilience of Aboriginal culture is more widely understood and applied in all communities and cultures
- I want Aboriginal people to be able to receive the same level of care as non-Aboriginal people, so we can at least attempt to close the gap
- Cultural Healing should be embraced in the health system
- Aboriginal people should be treated equally
- Patients should always have a family escort of their choice Aboriginal people should be included in their treatment
- Healthy, Accessible and Conscious
- How hard would it be to make it standard practice to meet outside for most or all meetings with Aboriginal people
- An experience where cultural, social, emotional aspects are constituted in distinguishable treatment, and healing
- An experience that they feel respects them – that does respect them and that learns from this old culture
- Freely available Respecting Cultural Diversity
- My wish is for the Aboriginal patient experience to be equitable and accessible for all
- To have a director general of WA Health to be an Aboriginal Person
- For Aboriginal people, by Aboriginal people. The future needs to be collaborative.
- That we see the strength resilience of Aboriginal people rather than focusing on vulnerable disadvantaged
- More holistic Mental health, Healing Services – not just mainstream 😊
- All people are treated with dignity, respect and receive care and services that respond to their Physical, Mental, Emotional Spiritual and Cultural needs
- Join together with ideas, experiences and knowledge to improve the delivery of aboriginal health services in the way they can be engaged with which is culturally safe and appropriate
- The same standard of medical care – regardless of race, gender, age, mental health or addiction
- Include counselling and Psychotherapy (Medicare??)
- Help consumers understand what is going for them mentally emotionally spiritually into mental health words
- Less judgement more kindness & holistic treatment
- Inclusion – Whole State, respect to individuality
- I want Aboriginal people to be able to have safe affordable health services in the future, that works well
- For everyone to be able to access healthcare closer to home on country and with family
- Better Experiences with more respect support and kindness. There needs to be more understanding of indigenous culture and what needs to be incorporated into health systems for better patient outcomes.

Appendix C Free text what will you do differently as a result of today's event (Aboriginal health gathering)

Advocate
Approach
Ask where you from
Be approachable and provide a culturally safe service
Be more sensitive to Aboriginal patients.
Understand that paediatric patients may be in a hospital for 1st time
Bring more laughter
Connect
Encourage staff
Explore innovative way to capture the voice of families
Explore traditional healing
Follow up on some connection
Have the discussion
Know other services
Listen
Look at NT Traditional healers
Look at SA traditional healers
Look into traditional healing
Mental Health
More conscious of cultural hierarchy
More cultural safety in health setting
more peer involvement
Seek resources
Share my experiences with colleagues
Support [people] to use patient opinion
Support staff to support others to share their stories
Talk about the issues to others
Tell other people about the event
Tell some of those clown jokes

Appendix D - Hand painted chair explanation

