



**RACP**  
Specialists. Together  
EDUCATE ADVOCATE INNOVATE

6 – 8 May 2019  
Aotea Centre, Auckland, New Zealand

**Impacting  
health along  
the life  
course**

**RACP** 2019  
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# RACP Consumer Advisory Group



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# PERTH TO AUCKLAND



Distance Perth to Auckland 5,343 k's



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# PATIENT EXPERIENCE

## WHAT IS THE DEFINITION

*“The sum of all **interactions** ,  
shaped by an organizations  
**culture**, that influence  
patient **perceptions** across  
the **continuum of care**”*

*Jason Wolfe,  
The Beryl Institute*

## PATIENT EXPERIENCE WEEK

*• “We are all  
the patient  
experience”*

# PATIENT STORIES

- **THE GOOD PATIENT EXPERIENCE**
- My experience as a Carer for my
- Mother in Law, who is an 89 year
- old frail lady with dementia.



# PATIENT STORIES

## Sibling Carer for my Brother

### The Big Sister Act



# WHAT MADE THE DIFFERENCE?



**What is the key to what  
Consumers want?**



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# What is the key?

The smallest things make the biggest difference

**“KINDNESS”** - builds teams which then increases patient safety. It breaks down barriers and changes mindsets” ~

Debra Letica, Consumer/Carer Representative  
Bridge Builders – Health Care Collaboration Australia

Bridge Builders Collaborative Health Care Australia





# CARE

**C - Communication**

**Collaboration**

**Commitment**



# CARE

## - A Access

The health care at the right time, in the right place

Health Care of the Air?

Help me to integrate my care

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# INTEGRATED CARE

Currently many barriers & invisible silos exist.



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# COLLABORATION

- **South Metro Health Service - Fiona Stanley Hospital, Connect Groups WA & Health Consumers Council(WA)**



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# COMMUNITY CONNECTIONS



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**Te Urupu (Perth) Indigenous, Maori & Pacific Island Community Development Inc  
Tina Tuira- Waldon & Lindsay Calyun.**

# CARE

- **R – Respect**
- **Respect my perceptions, values & beliefs**
- **Respect that my family, carer's & support workers can add value to my care**
- **Respect that I'm the expert in my own life**

PEOPLE WILL FORGET  
WHAT YOU SAID.  
PEOPLE WILL FORGET  
WHAT YOU DID. BUT  
PEOPLE WILL NEVER  
FORGET HOW YOU MADE  
THEM FEEL.

# CARE

- E Experience - The Patient Experience

*“The sum of **all interactions** , shaped by an organizations **culture**, that influence patient **perceptions** across the **continuum of care**”*

*Jason Wolfe,  
The Beryl Institute*

# TOP 3 TAKE OUTS

## The Key is kindness

Kindness builds teams which then increases patient safety

▪ It breaks down barriers and changes mindsets.

- **“CARE”** - Communication, Access, Respect, Experience – the Patient Experience
- **COMMUNITY**

- **“Impacting health along the life course”**



# IN CLOSING

*Tena Koutou*

*Tena Koutou*

*Tena Koutou Katoa*

*Thankyou*

*Thankyou*

*Thank you all for listening*

