

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

Impacting health along the life course



# **RACP Consumer Advisory Group**





#### PERTH TO AUCKLAND





Distance Perth to Auckland 5,343 k's



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



#### PATIENT EXPERIENCE

WHAT IS THE DEFINITION

PATIENT EXPERIENCE WEEK

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

 "We are all the patient experience"

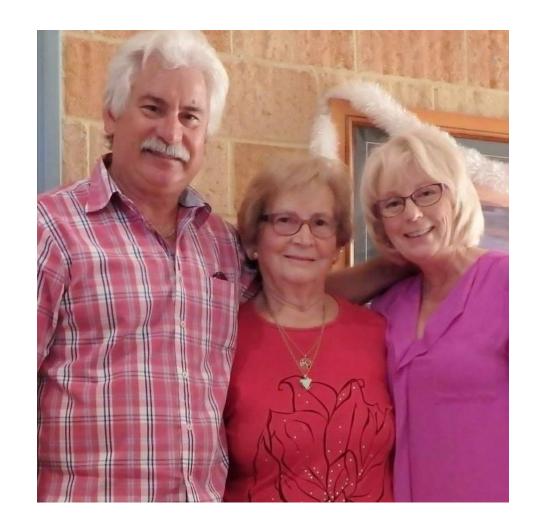


Jason Wolfe, The Beryl Institute

#### 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?



# 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** 





#### **C** - Communication

Collaboration

Commitment





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#### - A Access

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

Health Care of the Air?

Help me to integrate my care





### INTEGRATED CARE

**Currently many barriers & invisible silos exist.** 





6 - 8 May 2019

#### **COLLABORATION**

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





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## **COMMUNITY CONNECTIONS**





RACP CONGRESS 20191

Aotea Centre, Auckland, New Zealand, 6 - 8 May 2019 Te Urupu (Perth) Indigenous, Maori & Pacific Island Community Development Inc Tina Tuira- Waldon & Lindsay Calyun.

- 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.

• 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





RACP