

PATIENT EXPERIENCE WEEK

Mon 27 April (ANZAC Day)
- Friday 1 May 2020*

Let us bring the experience to your PX Week celebrations.

PROFESSOR CATHERINE CROCK AM



S P

A Physician at The Royal Children's Hospital Melbourne and a Professor at the Faculty of Health, Deakin University, Catherine has successfully implemented a raft of positive changes to healthcare in organisational culture, services and patient/family support.

Get in touch if you would like Catherine to present on the interrelationship between kindness, teamwork and patient safety. Highlighting experiences from her own work as a physician, Catherine can share her story of founding the Hush Foundation and leading the internationally celebrated Gathering of Kindness movement.

MARIA BERRY



S P W

Director of Communities of Respect, Maria is a renowned aged care advocate, health consumer representative and nationally recognised spokesperson for the prevention of elder abuse.

Sharing first-hand experiences as a carer for her ageing parents, Maria can also provide insights on positive perspectives on ageing, and tips to make your organisation a more age-friendly place to be.

ASSOCIATE PROFESSOR DAVID BREWSTER



S P (Melbourne only)

Co-author of the popular article, 'Adding kindness at handover to improve our collegiality: the K-ISBAR tool', David is nationally recognised leader in medical education. At Cabrini Health, David is the Deputy Director of Intensive Care and the Clinical Dean for the Monash University Clinical School.

Along with sharing insights on how kindness and understanding are catalysts for change at handover, David will provide examples of how Cabrini have improved teamwork and built greater support networks for junior doctors and staff.

KEY

S = Speaker

P = Panelist

W = Workshop Facilitator

Get in touch if you'd like to host a speaker or panel at your service:
info@hush.org.au

*Speakers are subject to availability.

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Kindness

hush
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FIONA FITZGERALD

Fiona is a program manager for Potential X and leads 3 projects for the Health Roundtable, Workforce Wellbeing, Patient Safety and Medical Patient Journey. In 2019 Fiona led the Workforce Wellbeing project on behalf of Health Roundtable, with the Wellbeing index now being used to measure staff wellbeing across Australian and New Zealand Health services.

Fiona will be available to join a panel with other experts, providing insights into workforce wellbeing, patient safety and the medical patient journey.



P (Melbourne only)

ANNE MARIE HADLEY

The Inaugural Chief Experience Officer for NSW Health, Anne Marie is first and foremost a mother and grandmother (pictured here with the gorgeous Ava Marie). A renowned and passionate health professional, she is committed to improving the experiences for all patients, families and carers who come into contact with the healthcare system. Previously, Anne Marie was Chief Experience Officer for Monash Health, Chief Information Officer (CIO) for Lifehouse and Northern Sydney Central Coast Area Health Service, Director of Change and Transformation at the Sunshine Coast University Hospital, and an EMR Program Director and Clinician.

Anne Marie can provide fascinating insights and practical examples of how to improve the ED patient experience.



S P

JULIA HARPER

Julia leads work with Victorian public and private hospitals and DHHS in her role as Director in KPMG's Health, Ageing and Human Services team. Prior to joining KPMG, Julia worked in leadership roles in Victorian and London health services, and now enjoys bringing her hospital experiences into a broader consulting role in the health sector.

Julia can share key insights into what influences and impacts on patient experience - for better or for worse. She will draw on the lessons learnt from the Royal Commissions currently underway.



S P

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SHAREE JOHNSON



Sharee is a registered Psychologist, Executive Coach and Meditation Teacher with over 28 years' experience across the public, private and not-for-profit sectors. She is the Founder and Director of Coaching for Doctors, Australia's first coaching practice dedicated specifically to Doctors.

'What are we learning about Doctors' wellbeing and what do Doctors need?' A conversation with psychologist and executive coach Sharee Johnson about enhancing performance, wellbeing and mental health for Doctors.

S P W

ROSIE KEELY



Currently working at WA Country Health Service as Manager of Patient Experience and Community Engagement (PEaCE), Rosie has had a career in WA Government spanning 12 years, and is a passionate advocate for a person-centred approach to healthcare. Holding positions such as Ministerial Coordinator and Mental Health Policy Advisor for two Mental Health Ministers, Rosie was also worked at the WA Child and Adolescent Health Service where she worked with patients, families and staff to resolve complaints and concerns.

An inaugural contributor to 'Gathering of Kindness', Rosie can present on how the words we choose when we respond to all kinds of feedback from patients and their families leaves a lasting impact that can effect both the experience and safety of patients.

S P W

LUCY MAYES



Lucy is a sought-after presenter, facilitator and leadership consultant. Her recent book: 'Beyond the Stethoscope, Doctors' stories of reclaiming hope, heart and healing in medicine' and her presentations on the insights from her research have been highly acclaimed. Lucy is a trained lawyer, social worker and company director, having worked in leadership, community and organisational development for over 20 years. Providing a presentation on 'Adaptive Imperfection', Lucy will consider the fine balancing act of how many of us strive for perfection in healthcare, even at the cost to our own wellbeing.

S P W

DI PERCY



Di is a writer with a background in Gestalt therapy, leadership education, corporate and Board Advisory. Di is also a poet and runs Little Pilgrimages as part of the New Elders project which centres on the positive transition from midlife to elderhood; also on building positive community mindsets to ageing.

Di provides new insights on Ageism, Positive Ageing, and on Being Kind to Yourself as well as to Others.

S P

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