

TRANSFORMING THE PATIENT AND STAFF EXPERIENCE

Live Online Training: A must attend course if you are looking for opportunities, ideas or direction to positively transform your patients and staff's satisfaction with your health care organisation.

September

Course Parts will commence at **09:30** and end at **12:30** (AEST). There will be short breaks during each course Part.

Part 1: **8th September**

Part 2: **9th September**

2 Part Series



Our Expert Course Instructor



Michele Moreau

Michele Moreau is a registered nurse and midwife. She has worked in multiple health care environments both in Australia and England, which has exposed her to a broad range of organisations and how they manage the patient experience. She has personally experienced the challenges of delivering patient centred care as a clinician in high stress environments.

Key Learning Objectives

- ▶ Recognise how improving the patient experience can improve clinical outcomes, patient satisfaction and reduce staff stress
- ▶ Understand why standards relating to patient participation exist in the accreditation systems of health, aged care, mental health and disability services.
- ▶ Be able to identify and plan ways to improve the patient and staff experience
- ▶ Recognise the risks to achieving a positive experience and discover ways to manage them

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ABOUT THE COURSE

This course will take you on an interactive journey to transform the patient and staff experience. We will start by looking at the vision for how and why transforming the patient experience has the potential to reap financial, staff, reputational and patient benefits.

We will reflect on the context in which we are tasked to transform patient experience, the expectations of patients, the public, media, government, accreditation bodies and the environmental constraints of money, time and staff. The risks involved and ways to manage them. We will look at examples and practice transforming service design and delivery to enable person centred care.

To finish we will look at how to achieve the most important success factor for improving the patient experience – a positive staff experience. Research has clearly shown, that organisations who fail in this area will only achieve change in patient experience at the cost of the physical and mental health of staff.

You will leave with practical ideas on how to take your staff on the journey to transforming the patient experience.

WHO SHOULD ATTEND

This course will benefit leaders, managers, quality and risk management staff. It is particularly suited to people directly involved in quality improvement initiatives to transform the patient experience or implement accreditation standards relating to person centred care.

EXPERT COURSE INSTRUCTOR



Michele Moreau

Michele Moreau is a registered nurse and midwife. She has worked in multiple health care environments both in Australia and England, which has exposed her to a broad range of organisations and how they manage the patient experience.

She has personally experienced the challenges of delivering patient centred care as a clinician in high stress environments. In addition to experience as the Regional Manager, Risk Management and Patient Safety for tertiary hospitals, responsible for medico-legal, police, complaint and regulatory cases.

Michele has a unique insight into the current expectations of the patient experience in her role as a clinical governance advisor for PHI. She has been involved in the open disclosure and investigation of serious adverse events, the resolution of complaints at an organisational and regulatory level, and the accreditation of hospital, aged and mental health services. She has seen first-hand the consequences of when things go wrong and the prevention opportunities the vision of patient centred care can deliver.

Michele works with organisations to improve the patient and staff experience through improvements in leadership, staff development, service access, delivery, communication, documentation, risk, incident and complaint management. She is currently working with aged care organisations to transform their systems to meet the new aged care standards requirement for person centred care.

Michele's qualifications include a Masters of Health Service Management, in addition to her clinical qualifications in nursing and midwifery.

Michele is motivated by the avoidable harm and stress staff, patients and families experience because of preventable events. Preventing Harm Initiative (PHI) aim is to share skills, knowledge and systems with staff to actively protect themselves and patients from error.

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Course Outline

1. The Vision

- What a transformed patient experience looks like through the eyes of a patient
- The role of accreditation standards in achieving this transformation
- What do the words mean in practice – patient centred, choice, control, partnering, re-enablement, independence, cultural sensitivity, dignity of risk, self-management
- The evidence on the financial, reputational, clinical, staff and patient benefits

2. The Risks

- The expectations of patients, the public, media, government and accreditation bodies
- Time, finance and staff limitations
- The consequences of failure
- Opportunities to successfully reduce risk

3. Designing services to transform patient experience

- Examples of patient centred design and delivery
- Identifying need
- Practice transforming service design and delivery - Service access, care delivery, incident and complaint management

4. Transforming the Staff Experience

- Teamwork to improve working environments
- How to develop good relationships with patients
- Encouraging staff to be empathic, caring and responsive especially in times of high stress and conflicting priorities
- Minimising the risk of aggression
- Communication skills to calm, empathise, inform, apologise and smile

WHAT OUR CLIENTS SAY

"Michele was very engaging, easy going and engaging throughout the course."

Clinical Quality Manager, **Department of Defence**

"Very good course, Michele was an excellent presenter. Contribution from the group was well facilitated."

Nursing Manager, **Lavarack Health Centre**

"Very engaging – good at moderating the flow of conversation."

Regional Medical Advisor, **Department of Defence**

"Very good course and the presenter. Would encourage others to attend."

Health Governance Manager (Central & West Australia), **Department of Defence**

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Easy Ways to Register

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Transforming the Patient and Staff Experience

| Course Code | Location | Course Parts | Month | Standard Price | 4+ Dels Discount |
|--------------|----------------------|--------------|--------------|----------------------|---|
| P20GL17PE02V | Live Online Training | All 2 Parts | September 20 | \$1,495 + 149.50 GST | \$1,644.50 Great Savings: When you book 4 or more participants! Call us today on +61 (2) 9080 4395 or email training@informa.com.au to take advantage of the discount offer. |

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Informa Corporate Learning has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants.

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- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

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Speak with **Anton Long** or **Holly Baldwin** on **+61 (02) 9080 4455** to discuss your customised learning solution, or email training@informa.com.au

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