

Human Experience Week

All of Us: the Power of
Community

Love, Belonging, and Healing

01 May – 07 May 2023

MOH-PatientExperience@health.nsw.gov.au





Human Experience Week

1 - 7 MAY 2023

Love, Belonging, and Healing

NSW Health has a long and proud history of celebrating Patient Experience Week, hosting events annually since 2013.

In 2021, NSW Health launched *Elevating the Human Experience – Our Guide to Action*. Last year, we celebrated the Power of Storytelling, and NSW Health was announced as the winner of The Beryl Institute’s global Organisational Innovation Award for Human Experience.

We listened to the voices of NSW Health staff and consumers and have rebranded Patient Experience Week to Human Experience Week. This change reinforces that the experiences of our patients, their families and carers cannot be separated from the experiences of our carergivers (staff and volunteers).

Human Experience Week builds on previous years, celebrating and honouring those who impact the experiences of all people who come in contact with NSW Health.

Over five days, the Division of Health System Strategy and Patient Experience, Local Health Districts, Speciality Health networks, agencies and pillars, staff and consumers will come together to host in-person events, alongside a virtual program focusing on the importance of love, belonging and healing.



Gather, be inspired, and reconnect

Join us as we gather to be inspired and explore the importance of love, belonging and healing in elevating human experiences. There are four ways that staff, volunteers, patients, their families and carers, and community members can join in the celebrations.



The opening of Human Experience Week **All of Us: the Power of Community**, will take place at **Western Sydney Local Health District** (WSLHD) and will embrace the diversity of the District, engage audiences and demonstrate values of kindness, care, and empathy within the healthcare system. Contact WSLHD Corporate Communications Team to register to watch the live stream of the launch on Monday May 1, 8:30 – 12:00midday.



**IN
PERSON**

Southern NSW Local Health District (SNSWLHD) will launch the **Human Experience Action and Learning (HEAL)** forum at five focused events at Eurobodalla, South East Regional Hospital – Bega, Goulburn, Queanbeyan, and Cooma Hospitals. Learn more and register here.

Central Coast Local Health District's (CCLHD) **'Connections Expo: All of Us: the Power of Community'**, features information stalls from local health and wellbeing services and support groups, and a conversation with Registered Nurse and Humanitarian, Sarah Morse, and Consumer, Author, Inspirational Keynote Speaker, Petrea King about the power of love, belonging and healing. To learn more contact CCLHD Consumer and Carer Engagement Team.

Targeting front line staff and consumers, **Illawarra Shoalhaven Local Health District** (ISLHD) sets to operationalise the District's Kindness Promise and further implement the SEED, Stability, Encompassing, Education and Direction Program across the District. Contact ISLHD's Clinical Governance Unit to learn more.



VIRTUAL EVENTS

You're invited to join in a curated series of virtual events. You can expect to be immersed in new ideas, innovation, with best practice reinforced and new information introduced.

Register now to join thought leaders and industry experts from across NSW Health and beyond.



ON DEMAND

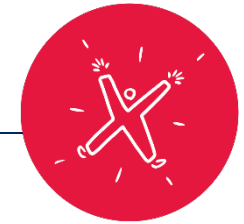
Catch up on panel discussions, keynote sessions and conversations on demand on the Elevating the Human Experience Human Experience Week intranet site at a time convenient for you.

The recordings will be made available as soon as is possible on the Elevating the Human Experience Human Experience Week Intranet Page and in the Elevating the Human Experience bimonthly newsletter.

Host local Human Experience Week celebrations that recognise our amazing workforce! Gather with your colleagues and host a 'Watch Party' of the virtual sessions and connect with your tribe across the state.











LOCALLY



Human Experience Week at a Glance

Register to attend today!

Monday 1 May	Tuesday 2 May (virtual)	Wednesday 3 May	Thursday 4 May (virtual)	Friday 5 May (virtual)
<p>Opening of Human Experience Week, co-hosted by the NSW Ministry of Health and Western Sydney Local Health District.</p>  <p>See the full program and register to watch the livestream here, or join the livestream directly on the day.</p>	<p>10am – 12pm Co-design / co-creating for Elevating the Human Experience:</p>  <ul style="list-style-type: none"> The Denture Venture – Turing Pink. A co-design process to develop Aboriginal Renal Health Videos. Communication for Safe Care: co-designing communication accessible healthcare settings. 	<p>Healing in COVID and other natural disasters the NSW Ministry of Health:</p>  <ul style="list-style-type: none"> A custom designed learning opportunity for Emergency Department Patient Experience Officers. <i>* Invitation Only</i> Launch of the expansion of Schwartz Rounds (internal link only), a wellbeing program for NSW Health staff at 20 hospitals. <i>* Invitation Only</i> 	<p>10am – 12pm Human Experience in Action:</p>  <ul style="list-style-type: none"> H.U.S.H: Help us Support Healing, a program at St Vincent’s Hospital, Sydney. ‘There’s more to it than just treating the wound. You’ve got to scrape the surface and get to know your client’. Embedding a youth voice across Northern Sydney: true voice, true action, true change. Mo’s Journey: amazing humans working together, transforming lives. 	<p>10am – 11am Evidence for Elevating the Human Experience:</p>  <ul style="list-style-type: none"> The power of patient experience: using data to improve health outcomes. Transforming patient experience at the bedside by understanding the ‘Why’.
	<p>2.00 – 3.00pm Power of Love and Belonging with Dr Rana Awdish and Dr Ben Bravery.</p>  <p>Learn more here.</p>	<p>2.00 – 3.00pm Evidence for Elevating the Human Experience</p>  <ul style="list-style-type: none"> Making use of patient survey information. <p><i>A Bureau of Health Information session on navigating and making use of NSW Patient Survey Program data. Find out more and register here.</i></p>	<p>2.00 – 3.30pm Education and Coaching for Elevating the Human Experience:</p>  <ul style="list-style-type: none"> ‘See through my eyes’: Simulation education to improve cultural empathy of Hospital staff. Coaching in Action: knowing self and sparking the inner light. The Volunteer Taster Program - Elevating empathy in our future doctors and nurses. 	<div style="background-color: #004a87; color: white; padding: 10px; text-align: center;"> <p>Registration for the 2023 NSW Health Human Experience Week virtual events</p>  </div>

Monday, 1 May

The Power of Love and Belonging



IN
PERSON

The NSW Ministry of Health and Western Sydney Local Health District open **Human Experience Week 2023, All of Us: The Power of Community**.

When: **9.00am – 12:30pm**

Where: **Westmead Conference Centre, Westmead Hospital**

Registration: Contact WSLHD Corporate Communications Team to register to watch the live stream the launch on Monday May 1, 9:00 – 12:00midday.

Join the livestream directly on the day, with the virtual room opening at 8:30am.

08:30am	Arrival and Registration
09:00 – 09:10am	Welcome to Country
09:10 – 09:15am	Opening of Human Experience Week 2023, All of Us: the Power of Community
09:15 – 09:35am	The Launch of All of Us: A Guide to Engaging with Consumers, Carers, and Communities in NSW.
09:35 – 10:05am	Join <u>Sandy Greenwood</u> , a proud and passionate First Nations actor, writer, and producer for Matriarch Using drama, dance, and music, <i>Matriarch</i> explores cultural identity, the effects of intergenerational trauma, and what it means to be a fair skin Black woman in modern Australia.
10:05 – 10:25am	A Conversation with <u>Belinda Cashman</u> , Acting Director of Aboriginal Health at Western Sydney Local Health District and Sandy Greenwood about Aboriginal healthcare, Closing the Gap, and what more needs to be done.
10:25 – 10:35am	A Conversation with Daniel Doody and WSLHD staff and consumer about the importance of empathetic care.
10:35 – 10:50am	How to collaborate to create best practice kindness-centric models of care?
10:50 – 11:05am	Break
11:05 – 11:35am	Rich Cultures Should Have Rich Relationships , a codesigned theatre production with Multicultural Health Services and the community reflecting Human Experience in Action.
11:20 – 11:35pm	Co-design for Elevating the Human Experience, how Western Sydney Local Health District co-designs redevelopment projects.
11:35 – 12:00pm	Our People. Our Culture. A story about how kindness and care has become organisational culture.
12:00pm	Kamilaroi Dancers close the Opening of Human Experience Week 2023.

Tuesday, 2 May



Co-design / co-creating for Elevating the Human Experience and the Power of Love and Belonging

Register now to join your tribe of thought leaders and industry experts and be inspired by the **Power of Love and Belonging**, and how to **co-design / co-create for Elevating the Human Experience**.

10:00 – 12:00midday Join us virtually for a Conversation about **Co-design / co-creating for Elevating the Human Experience** featuring:

The Denture Venture – Turning Pink

Presented by South Eastern Sydney Local Health District

South Eastern Sydney Local Health District ‘turned pink’ to improve the patient experience by reducing the incidence of lost dentures with a practical, sustainable and cost-effective strategy.

A co-design process to develop Aboriginal Renal Health videos

Presented by the Agency for Clinical Innovation

An Aboriginal Community member leads the development of a series of experience videos that recognise the patient as the expert in their care and shift the power balance in treatment and care.

Communication for Safe Care: co-designing communication accessible healthcare settings

Presented by South Western Sydney Local Health District

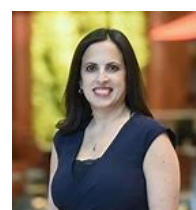
A transferrable model of practice and tools that can be adopted by any health care service to assess communication accessibility and use a process of partnering with consumers to co-design local solutions.

2:00 – 3:00pm

KEYNOTE SPOTLIGHT

The **Power of Love and Belonging** with Dr Rana Awdish and Dr Ben Bravery.

Dr Rana Awdish is an American Critical Care Physician, Pulmonologist, Medical Director, and author of [In Shock: My Journey from Death to Recovery and the Redemptive Power of Hope](#).



Dr [Ben Bravery](#) is a member of the Elevating the Human Experience tribe, Psychiatry Registrar at South Eastern Sydney Local Health District, and author of the best-selling book, [The Patient Doctor](#). His experience as both patient and doctor provides a unique perspective where he understands both sides of the story.



Wednesday, 3 May



Healing in COVID and other natural disasters

Today, focusing on **Healing in COVID and other natural disasters** the NSW Ministry of Health is supporting the phenomenal workforce across the state.

Emergency Department Patient Experience Officers are invited to participate in a specially crafted session to build knowledge and capability.

* *Invitation Only*

The launch of the expansion of the Schwartz Rounds (internal link only), a wellbeing program for NSW Health staff.

* *Invitation Only*

Evidence for Elevating the Human Experience



Register now to join your tribe of thought leaders and industry experts and be inspired by the **Evidence for Elevating the Human Experience**.

2:00 – 3:00pm Join us virtually for a Conversation about the **Evidence for Elevating the Human Experience**.

Making use of patient survey information

Presented by the Bureau of Health Information (BHI)

This session will provide an overview of the NSW Patient Survey Program and its place in the wider patient experience landscape. Participants will learn how to find and navigate survey results, and how they can be used to answer key questions about performance, benchmarking and informing improvement.



Thursday, 4 May

Human Experience in Action and Education and Coaching for Elevating the Human Experience

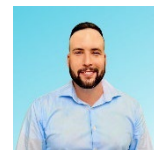


Register now to join your tribe of thought leaders and industry experts and be inspired by **Human Experience in Action** and **Education and Coaching for Elevating the Human Experience**.

**10:00 –
12:00midday**

Join us virtually for a Conversation about **Human Experience in Action** featuring:

H.U.S.H: Help us Support Healing, a program at St Vincent's Hospital, Sydney
Presented by Corey Adams, Researcher at the Australian Institute of Health Innovation



Sleep is important for recovery, but it can be hard to sleep in hospitals. Learn how St Vincent's Hospital, Sydney, approached this challenge.

There's more to it than just treating the wound. You've got the scrape the surface and get to know your client'

Presented by the Agency for Clinical Innovation, Western NSW and Southern NSW Local Health Districts, and the Carer and Amaranth Foundation

Stories of people with living experience of chronic wounds are used to change perspectives and transform care for chronic wound consumers across NSW.

Embedding a youth voice across Northern Sydney: true voice, true action, true change

Presented by Northern Sydney Local Health District

The employment of Youth Health Consultants who work with the District to shape services and health initiatives.

Mo's Journey: amazing humans working together, transforming lives

Presented by Northern NSW Local Health District

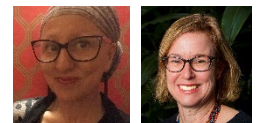
This is a story about Mo and the collaboration between Local Health Districts and amazing humans who have supported Mo to not only live but thrive.

**02:00 –
03:30pm**

Join us virtually for a Conversation about **Education and Coaching for Elevating the Human Experience** featuring:

'See through my eyes': Simulation education to improve cultural empathy of Hospital staff

Presented by Jenni Graves and Jacqueline Stephenson, South Eastern Sydney Local Health District



An e-simulation education session was implemented with Hospital staff to increase empathy towards culturally and linguistically diverse patients.

Coaching in Action: knowing self and sparking the inner light

Presented by South Eastern Sydney Local Health District

Stories will be shared showcasing the impact that lived experiences and coaching has on people and workplace cultures. By sparking this new awareness and inner light, individuals have the capability of igniting the potential of others.

The Volunteer Taster Program - Elevating empathy in our future doctors and nurses

Presented by Central Coast Local Health District

A collaboration between the University of Newcastle and Central Coast Local Health District investigates the impact of volunteering on medical and nursing students on communication, empathy, and rapport building.

Friday, 5 May

Evidence in Elevating the Human Experience



[Register now](#) to join your tribe of thought leaders and industry experts and be inspired by **Evidence in Elevating the Human Experience**.

**10:00 –
11:00am**

[Join us](#) virtually for a Conversation about **Evidence in Elevating the Human Experience** featuring:

The power of patient experience: using data to improve health outcomes
Presented by [Dr Diane Watson](#), Chief Executive, [Bureau of Health Information](#)

Learn how high-quality survey data can be used to better understand the relationship between patient experiences and outcomes that matter.



Transforming patient experience at the bedside by understanding the “WHY”
Presented by [Hunter New England Local Health District](#)

The stories of patients have shaped how staff use care boards improve communication, patient outcomes, reduce adverse events, and readmission rates.

Elevating the Human Experience Showcase

Tuesday 27 June 2023
11:00 – 12:30pm

The showcase will shine a spotlight on projects that are transforming patient and staff experiences across NSW Health

#HumansCaringforHumans



Don't miss out, and register now to attend via this QR code.

Registrations will close at 5pm, Monday 26 June 2023.



NSW Health

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