

Human Experience Week

Innovate to Elevate

Amplifying voices to inspire hope and
shifting from surviving to thriving.

29 April – 3 May 2024

MOH-PatientExperience@health.nsw.gov.au





Human Experience Week

Innovate to Elevate, 29 April – 3 May

You're invited to join the 2024 Human Experience Week celebrations!

Held annually across NSW Health Human Experience Week highlights the important connection between the experiences of patients, their families and carers, and the experiences of our staff and volunteers.

During the week, we celebrate exceptional patient and staff experiences by inviting and sharing stories to amplify voices and inspire hope.

NSW Health is dedicated to ensuring that the people in our care, along with their families and carers, and our staff have the best possible experiences.

That commitment is outlined in NSW Health's Future Health: Guiding the next decade of health care in NSW 2022-2032 and Elevating the Human Experience – Our Guide to Action, launched during Patient Experience Week 2021.

The Division of Health System Strategy and Patient Experience, Local Health Districts, Specialty Health networks, agencies and pillars, staff and consumers will come together to host in-person events, alongside a virtual program that focuses on the theme, Innovate to Elevate.



Gather, be inspired, and reconnect



There are four ways that you, your colleagues, friends, family and community members can join in the celebrations.



**IN
PERSON**

The opening of Human Experience Week **Innovate to Elevate**, will take place on Monday April 29, 9am – 2pm at **Central Coast Local Health District (CCLHD)**. An Expo that has been built by the Central Coast community for the NSW community. **Register today** to attend in-person or to receive the virtual expo details. You'll hear from Kath Koschel, the Kindness Factory; Quest for Life founder and CEO, Petrea King, CCLHD Emergency Department Staff Specialist, Dr John Scott; Paralympian, Brett Stibners; and Natalie Purchase, the Glen for Women.

Sydney Local Health District (SLHD) hosts the **Workforce Wellbeing Conference** on Tuesday April 30, 8:00am – 4:30pm. You will hear about evidence-based programs making a difference and gain important insights and tips on how to implement them. You will have the opportunity to have important conversations with wellbeing leaders in NSW Health and discover how to prioritise wellbeing in your workplace. **Register to attend in person or virtually.**

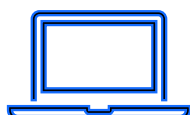
Hosted by the **Division of Health System Strategy and Patient Experience**, join a virtual showcase that shines a spotlight on human centred practices taking place across NSW Health.

NSW Health Secretary, Susan Pearce AM and bestselling author and Walkley Award winning journalist, Dr Julia Baird share a conversation about what grace looks like in our world on Thursday May 2, 10 – 11am.



VIRTUAL EVENTS

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.



ON DEMAND

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







LOCALLY

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.



Human Experience Week at a Glance

Register to attend today!

Monday 29 April (in person and virtual) 9:00am – 2:00pm	Tuesday 30 April (in person and virtual) 8:00am – 4:30pm	Wednesday 1 May (virtual) 10:00am – 12midday	Thursday 2 May (virtual)
<p>The NSW Ministry of Health and Central Coast Local Health District <u>open Human Experience Week 2024</u>. Join radio and TV presenter, podcast host, and voice of the NRL, Steve Allan host a day of vibrant conversations with Kath Koschel, Dr John Scott, Brett Stibners OAM, Natalie Purchase, and Petrea King.</p> 	<p>Sydney Local Health District and the NSW Ministry of Health host <u>Practical Pathways to Workplace Wellbeing</u>, showcasing the award-winning evidence based MDOK program, featuring expert speakers, diverse panels and fireside chats, a series of interactive breakout workshops, and multiple wellbeing “taster” sessions.</p> 	<p>A <u>virtual showcase</u>, shining a spotlight on human centred practices taking place across NSW Health. Featuring:</p> <ul style="list-style-type: none"> • The Right Path with Consumer leader, Mick Miller • Engaging with our consumers – using a human centred design approach in Nepean Blue Mountains Local Health District with Bridgette Stuth • Amplifying voices to learn through excellence in Hunter New England Local Health District with Rachael McMillan and Louise Umbers • The Nepean Palliative Care Unit, with the Palliative Care Team 	<p>10:00 – 11:00am Join a <u>Conversation with NSW Health Secretary, Susan Pearce AM and Julia Baird</u> about what grace looks like in our world, exploring how we recognise, nurture, and express grace, even in the darkest times.</p> 

Monday, 29 April

Innovate to Elevate – Amplifying all voices and inspiring hope



To celebrate **Human Experience Week 2024**, the NSW Ministry of Health and Central Coast Local Health District Invite you to attend the Central Coast Connections Expo. Radio and TV presenter, podcast host, and voice of the NRL, Steven Allan is hosting this day of vibrant conversations, where all voices are amplified and hope inspired.

When: **9:00am – 2:00pm**

Where: **Mingara Recreation Club, 12-14 Mingara Drive, Tumbi Umbi 2261**

Registration: **Register today to join in person or to receive the livestream details.** *Registrations close 12 April 2024.*



Enquires email: CCLHD-EACCE@health.nsw.gov.au or Phone: 02 4320 9365

9:00 – 10:00am	Arrival and Registration Information stalls open to the public	
10:00 – 10:15am	Welcome to the Opening of Human Experience Week 2024 Acknowledgement of Country with <u>The Glen Women’s Dance Group</u> Acknowledgement of Lived and Living Experience	
10:15 – 10:30am	Opening of Human Experience Week 2023, Innovate to Elevate with NSW Health Secretary, Susan Pearce AM and Central Coast Local Health District Chief Executive, Scott McLachlan	
10:30 – 11:10am	<u>Kindness</u> - Keynote Speaker <u>Kath Koschel</u> – Founder of <u>The Kindness Factory</u>	
11:10 – 11:40am	Refreshments Information stalls open to the public	
11:40 – 12:20pm	Kindness and Connection - panel discussion with Central Coast Local Health District Emergency Department Staff Specialist, Dr John Scott; Australian wheelchair basketball player <u>Brett Stibners</u> OAM; and Carer and Program Manager at <u>The Glen for Women</u> , <u>Natalie Purchase</u> .	
12:20 – 12:50pm	Inspiring Hope - Keynote Speaker <u>Petrea King</u> CEO of <u>Quest for Life</u> .	
12:50 – 1:00pm	Presentation of artwork by <u>Garry Purchase</u> Closing comments	
1:00 – 2:00pm	Information stalls open to the public	

Tuesday, 30 April

Practical Pathways to Workplace Wellbeing



The NSW Ministry of Health and Sydney Local Health District (SLHD) host **Practical Pathways to Workplace Wellbeing**.

The program showcases the award-winning evidence based My District OK (MDOK) program, feature expert speakers, diverse panels and fireside chats, a series of interactive breakout workshops, and multiple wellbeing “taster” sessions.

You can expect to hear insights, practical solutions, lived experience opportunities, and have networking opportunities to address the unique challenges of introducing workplace wellbeing into healthcare settings.

When: **8:00am – 4:30pm**

Where: **Telstra Customer Insight Centre, 400 George Street, Sydney 2000**

Registration: **Register today and book to attend in person or virtually.**

NB: the interactive workshops will not be live streamed.

Enquiries email: SLHD-MDOK@health.nsw.gov.au

8:00 – 8:30am	Arrival and registration
8:30am – 10:40am	Session One: Workforce Wellbeing – Where to Start? <ul style="list-style-type: none"> • Emcee Introduction, Dr Adam Spencer • Welcome to Country with Michael West, Metropolitan Aboriginal Land Council • NSW Health Address, Phil Minns, Deputy Secretary, People, Culture, Governance • Operationalising Workplace Wellbeing: Insights, Lessons Learned and a Positive Way Forward, Dr Bethan Richards, Chief Medical Wellness Officer, SLHD • Workplace Wellbeing: From Policy to Practice, a panel discussion with Phil Minns, Dr Bethan Richards, and Dr Teresa Anderson, Chief Executive SLHD
10:40 – 11:10am	Morning Tea
11:10 – 12:45pm	Session Two: Foundational Programs Rejoin the plenary session or join a 90-min workshop. <ul style="list-style-type: none"> • Plenary Session Learning From What We Do - RESET; The Power of Peer Support – Colleague Care Program; and Data Driven, Group Up Solutions. • Workshops Evidence in Action; RESET; Neurobiology of Human Connection
12:45 – 1:30pm	Lunch
1:30 – 3:00pm	Session Three: Wellness Centred Leadership Rejoin the plenary session or join a 90-min workshop. <ul style="list-style-type: none"> • Plenary Session

Growing Leaders at All Levels; Supporting Leaders on the Ground; Coaching, Compassion, and Centredness; Leadership in Healthcare

- Workshops

Workplace Culture; Colleague Care; Neurobiology of Human Connection

3:00 – 3:20pm

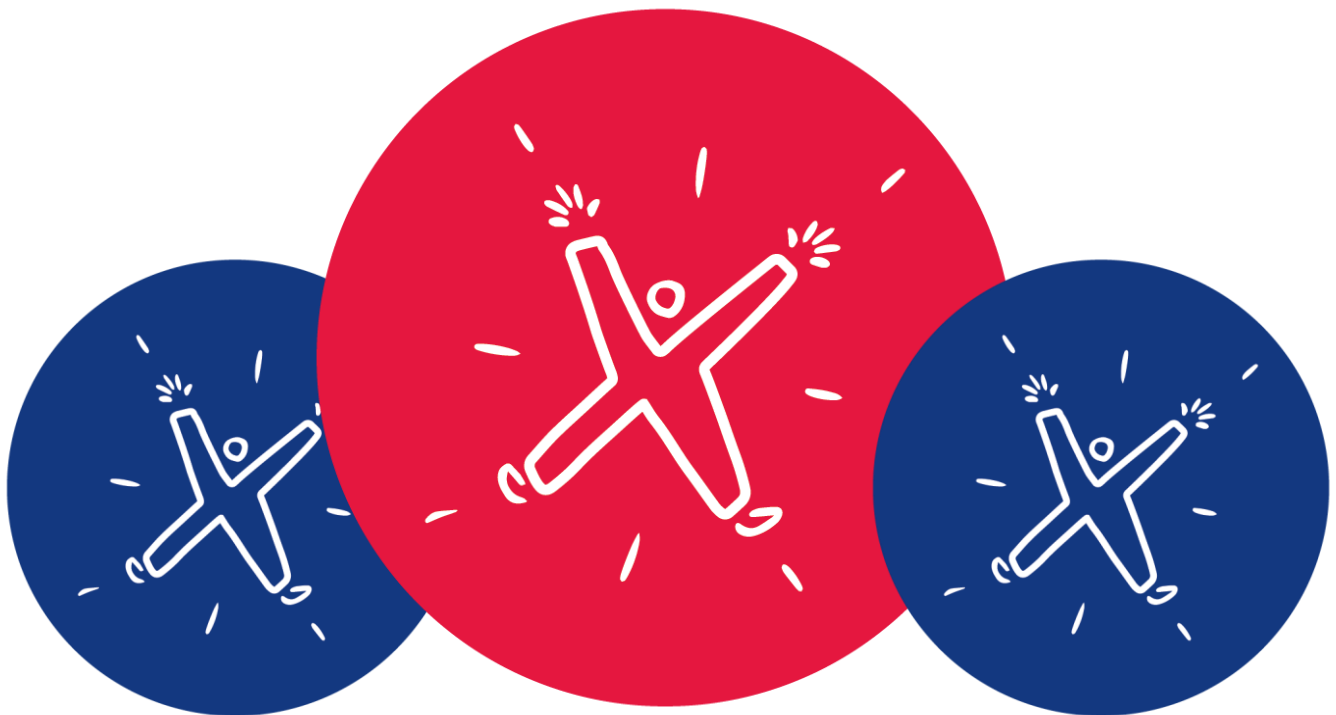
Afternoon Tea

3:20 – 4:30pm

Session Four: Creating Healthy Workplaces and Beyond

- Creating Healthy Workplaces and Beyond
- Where to Now? Unit Level Interventions: Removing the Pebbles in our Shoes

Closing Remarks, Dr Teresa Anderson, Chief Executive SLHD



Wednesday, 1 May

Shining a spotlight on human centred practices taking place across NSW Health



Join a virtual showcase that shines a spotlight on innovative human centred practices that are taking place across NSW Health.

10:00 – 12:00 midday

[NSW Health staff can download a calendar appointment here.](#)

Our valued consumers, NSW Health affiliated staff, and community members can [register to attend here.](#)

[Join the livestream directly on the day.](#)

You will be inspired as you hear from consumers and NSW Health staff about how they are amplifying voices to inspire hope and shifting from surviving to thriving:

The Right Path, Mick Miller, Consumer Leader

Consumer Leader, Mick Miller shares The Right Path Cancer Wellbeing Program which amplifies the voices of those who have navigated cancer treatment, enabling patients, carers, and caregivers to increase their wellbeing.

Engaging with our consumers – using a human centred design approach in Nepean Blue Mountains Local Health District with Bridgette Stuth

Hear our Nepean Blue Mountains Local Health District used a human-centred design approach to planning renal services, focusing on the needs of patients, their families and carers.

Amplifying voices to learn through excellence in Hunter New England Local Health District with Rachael McMillan and Louise Umbers

Hunter New England Local Health District, John Hunter Hospital's, Intensive Care Unit share how they have celebrated moments of excellence to create a culture that fosters high morale, collaboration and engagement, an environment of continuous improvement.

The Nepean Palliative Care Unit, with Nepean Blue Mountains Local Health District, Palliative Care Team

Nepean Blue Mountains Local Health District share how they amplified consumer, carer, and community voices to plan and design the new Palliative Care Unit at Nepean Hospital.

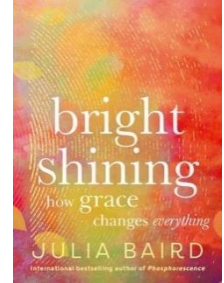
Thursday, 2 May



Bright Shining: how grace changes everything

What does grace look like in our world, where, in some ways we have choked our ability cut each other slack, to allow each other to stumble, to forgive one another. NSW Health Secretary, [Susan Pearce AM](#) and [Dr Julia Baird](#) explore how we recognise, nurture, and express grace, even in the darkest times.

Buy Julia Baird's newly published, [Shining Bright: how grace changes everything](#), the book that *the Guardian* says *the world needs now*.



10:00 – 11:00am

[NSW Health staff can download a calendar appointment here.](#)

Our valued consumers, NSW Health affiliated staff, and community members can [register to attend here.](#)

[Join the livestream directly on the day.](#)

Join a Conversation with NSW Health Secretary, [Susan Pearce AM](#) and award winning journalist and best-selling author, Dr [Julia Baird](#) about the mysterious and necessary human quality: grace.



Julia Baird has had a wide-ranging career in print and broadcast journalism in the United States and Australia. She is the former host of *The Drum*, columnist for the *Sydney Morning Herald*, the *Age*, and the *New York Times*. She has written multiple bestselling books. [Phosphorescence: On awe, wonder, and the things that sustain you when the world goes dark](#) is a number one best seller in Australia. Her biography of [Victoria the Queen](#) made one of the *New York Times*' critics best books of 2016.

Julia is an expert play-do maker, bug catcher, baker of brownies with her two little children. She lives near the sea, which she swims in as long and often as possible.

Do you have a question for Julia Baird?
[Ask it here before 19 April.](#)

Here's what's happening near you...

The Ministry of Health's Experience Team provides strategic leadership to elevate the human experience across NSW Health. Seed funding was offered to local health districts, specialty health networks, agencies and pillar agencies to host in-person events for their patients, carers, families, communities, and caregivers. We are proud to be supporting Human Experience Week across NSW and where possible, invite you to connect with these events.

Western Sydney Local Health District

On Monday, 29 April, a panel of staff from the district host a sparQ tank. Launched in 2023, the sparQ initiative was launched and aims to capture all of our Quality, Safety and Experience initiatives. Staff are encouraged to submit innovative proposals outlining how human experience can be elevated across the district.

To learn more, contact: [Western Sydney Local Health District Corporate Communications Team](#).

Illawarra Shoalhaven Local Health District

During Human Experience Week, Illawarra Shoalhaven Local Health District (ISLHD) will host two forums, open to First Nations consumers, carers, and members of the ISLHD workforce to develop a wellbeing resource for Aboriginal staff and consumers, reflecting an understanding, acceptance, and respect for the importance of Aboriginal identity, culture, community, and endurance.

Please note: participation in this event is by invitation only.

Also taking place will be a program of events across the week where consumers, carers, community members, and staff can enjoy music from local musicians, hope discussions, patient and staff coffee catch ups, roving kindness crews, and a virtual showcase of the innovative work that is elevating experiences across the district.

To learn more, contact: [Illawarra Shoalhaven Local Health District Clinical Governance Team](#).

South Eastern Sydney Local Health District

Dr Renee Lim hosts the unique and inspiring workshop 'Grace Under Pressure', telling the stories of health professionals in their words. A facilitated group discussion follows, where you will explore opportunities that inspire hope and enable the workforce to thrive.

Workshops to take place at Sydney Eye Hospital, Prince of Wales Hospital and Royal Hospital for Women, St George Hospital, and The Sutherland Hospital. Staff working across the district, mental health services, population and community health are invited to attend the one-hour workshop at their closest location.

Please note: South Eastern Sydney Local Health District workforce only.

To learn more, contact: [South Eastern Sydney Local Health District](#).

Northern Sydney Local Health District

On Monday, 29 April, you're invited to attend a hybrid event on the *Virtual Care and Emergency Department Ambulance Avoidance Strategy*.

Alison Zecchin, Acting Executive Director, Operations, will explore the importance of amplifying voices to inspire hope and make the shift from surviving to thriving. You can expect to hear how the innovative advances in virtual care have elevated the experiences of staff and consumers.

To learn more, contact: [Northern Sydney Local Health District Consumer and Patient Experience Team](#).

Nepean Blue Mountains Local Health District

On Friday, 3 May, join the **Health Innovation Forum: Bridging Lived Experience, Health Advocacy, and Health Care**, a synergetic forum where lived experience, health advocacy and health care expertise unite. You can expect to be inspired by the innovative and consumer-led approaches to healthcare within the district.

A spotlight will shine on The Tree of Life project; use of video language interpreting in the Oral Health Service; the Intensive Care Unit's Bundle of Care program; and Consumer Leader, Harry Iles-Mann who will share the value of integrating living experience to achieve innovative and important changes in healthcare.

To learn more, contact: [Nepean Blue Mountains Local Health District](#).

Calvary Mater Newcastle

As the major cancer centre for Hunter New England Local Health District, Calvary Mater Newcastle is partnering with Look Good Feel Better, providing workshops to learn about living well with cancer. This event looks to enable Calvary Mater Newcastle patients to move beyond surviving to thriving and take ownership of their own wellbeing.

Please note: patients of Calvary Mater Newcastle only.

To learn more, contact: [Calvary Mater Newcastle](#).

NSW Health

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St Leonards NSW 2066**

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