



Elevating the Human Experience, Ministry of Health



Healing Healthcare Together

Humans Caring for Humans

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Chief Experience Officer

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Turool Yapang

This artwork was commissioned by the NSW Ministry of Health Experience Team.

We acknowledge and thank the artist, Saretta Fielding a proud Wonnarua woman of the Upper Hunter Valley and Anaiwan woman for the New England Area.



Valuing living experience



NSW Health recognises and appreciates consumers, patients, carers, supporters and loved ones.

The voices of people with living experience are powerful. Their contribution is vital to enabling decision-making for health system change.

Declaration of Conflicts of Interest

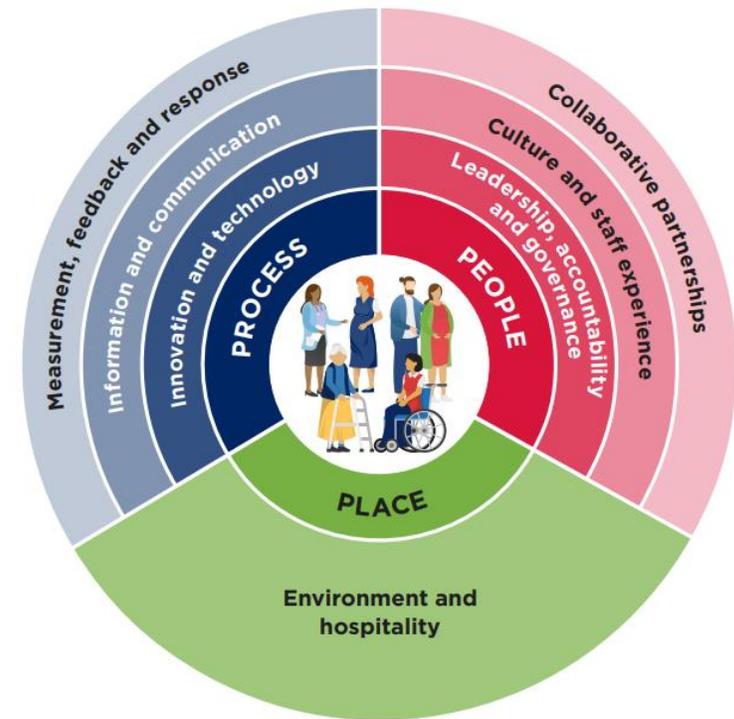
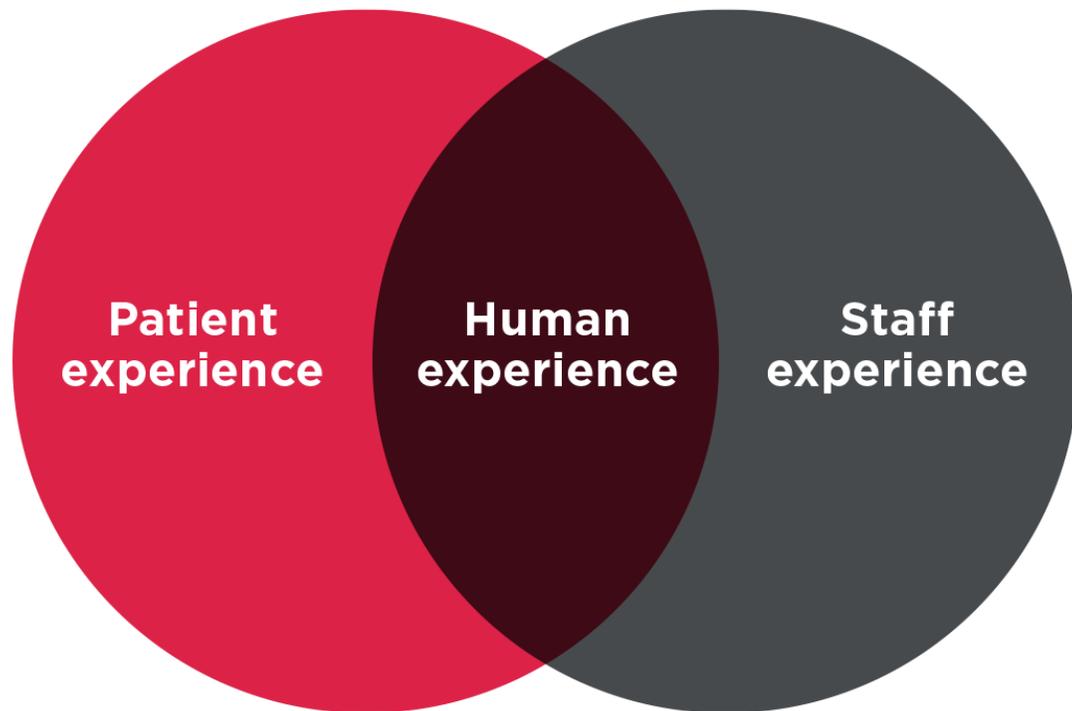
"I declare that I have no financial or personal relationships, affiliations, or interests that could be perceived as a conflict of interest in relation to the content of this presentation."

WHO AM I AND WHAT DO I CARE ABOUT?





Human experience is the **sum of all interactions**, shaped by our culture, that influence patient perceptions across the continuum of care.



- EDUCATION AND COACHING
- QUALITY AND SAFETY
- CHANGE MANAGEMENT
- RESEARCH
- POLICY

Transforming experience



Self-Reported Information

Strategic approach to SRIs, feedback & complaints processes



Discharge planning

Prioritise patient empowerment by pioneering seamless transitions and innovative post-discharge support



Health literacy

Establish an innovative Statewide Health Literacy Hub to drive a health-literate culture



Compassionate leadership

Identify and coordinate compassionate leadership strategies that support the wellbeing of staff, and creates a culture of empathy and understanding



Consumer partnerships

Embedding principles of collaboration and co-design with patients, family and community at a system level



Schwartz Rounds

Embedding evidence-based practices that acknowledge the social and emotional aspects of working in healthcare.



Consumer Voice

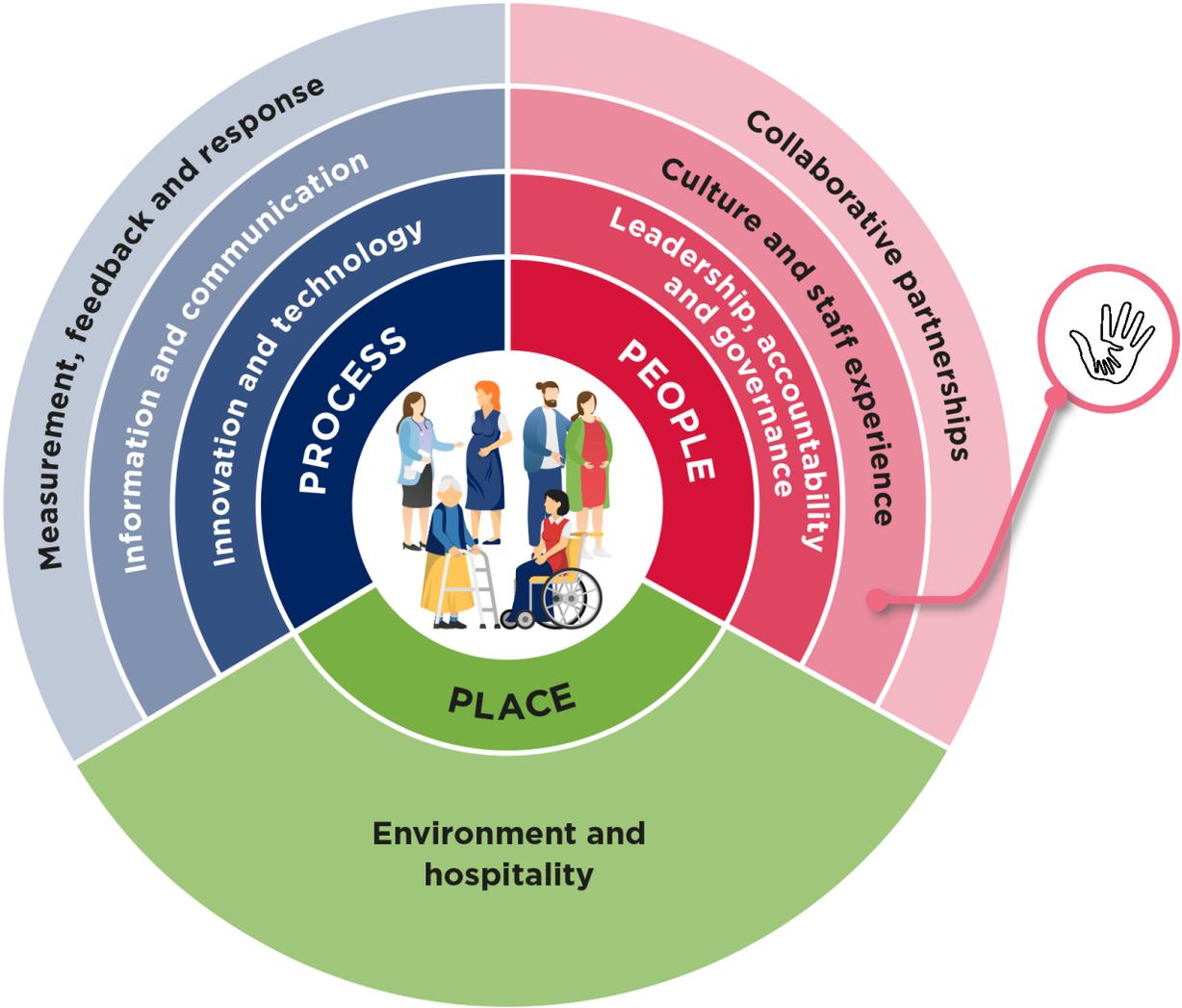
Lifting the consumer voice across the system through an evidence informed program of work



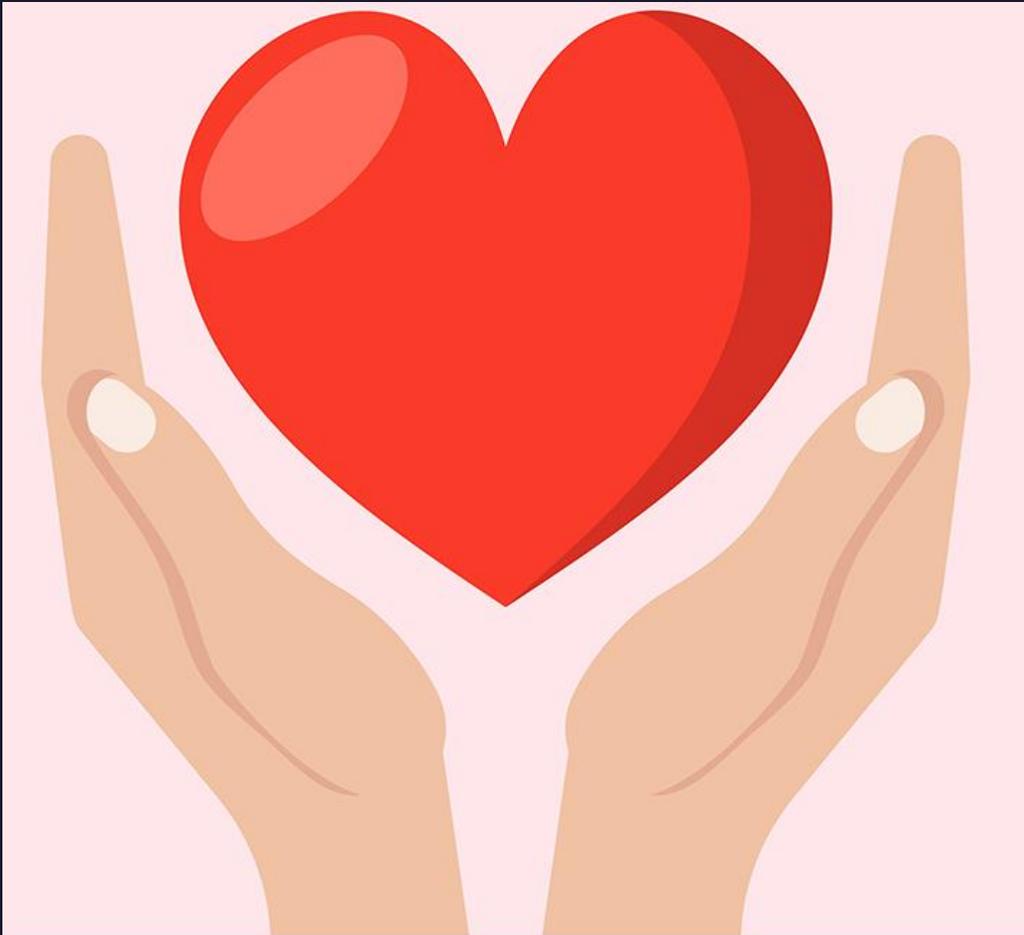
Visitors

Co-designing thoughtful and contemporary guidance to improve visitation – for our visitors, patients, and staff.

Enabler 2: Culture and staff experience



The compassion crisis



- **63%** of healthcare providers have observed a **decline in compassionate care** in the past 5 years.
- **64%** of patients reported a healthcare experience with a **meaningful lack of compassion**



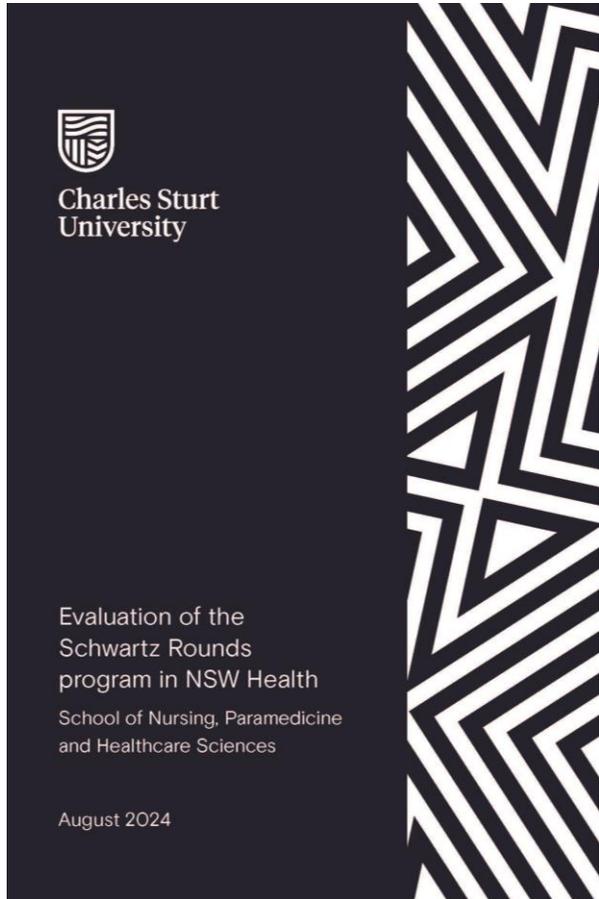


Schwartz Rounds allowed us to focus on a very different area of our practice – how it makes us FEEL! – Schwartz Rounds participant

*[The experience] renewed a spark to **look for the kindness** offered by those around us, our colleagues, our patients, their families. But also, to look for opportunities to **spread kindness** as well. – Schwartz Rounds participant*



Evaluation of the Schwartz Rounds program in NSW Health



Evaluation Aim

Evaluate the **acceptance** and **impact** of Schwartz Rounds in NSW Health (January 2022 – April 2024).

Method

Mix of qualitative and quantitative data - survey data; interviews with NSW Health staff; in depth analysis of one case study site (Westmead Hospital, Western Sydney LHD).

Data Analysis

Descriptive statistics; content analysis.

Staff experience

- The program was overwhelmingly positively received by those who participated in it.
- Staff valued the program as humanising and validating of their experiences working in healthcare.
- Participants found that the program emphasises empathy, compassion and kindness – both for one another and patients.

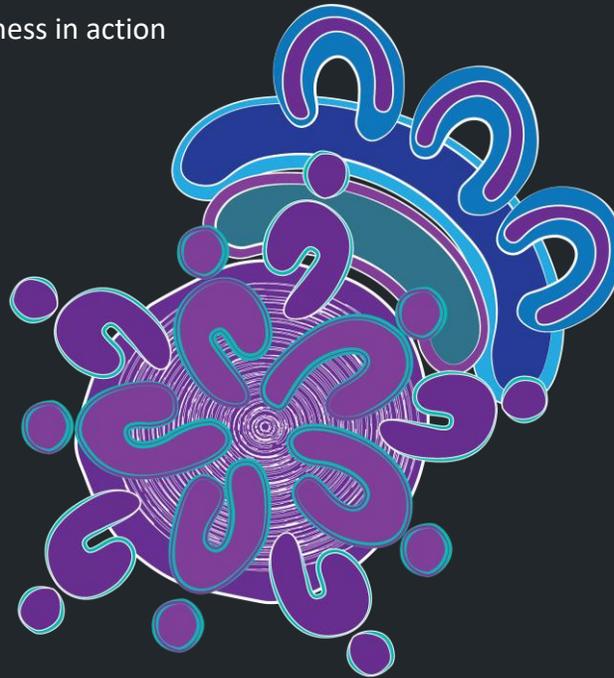
Acceptance and impact

- High attendance rates and positive participant feedback indicated acceptance of the program.
- Participants found the program encouraged belonging – caring for each other as ‘one team’.
- Staff identified that the organisation’s investment in the program signalled the value placed on staff wellbeing.

NSW Health

Gathering of Kindness

Kindness is my superpower, seeing kindness in action



11-15 November 2024



#KindnessWorksHere



hush
foundation

Nursing and Midwifery

The team enriching health in millions of ways every day.

NSW Health



Kindness is my superpower



#KindnessWorksHere



The team enriching health
in millions of ways every day

Kindness and compassion underpins everything that we do.

Image: Sydney Children's Hospital Network Superheroes

KINDLAB: KINDNESS IN ACTION

- A kindness-driven innovation platform that invites NSW Health staff-members and community members to pitch their ideas to create a kinder, more compassionate healthcare system.
- Kindlab aims to promote compassion, collaboration, and empathy in healthcare.



Kindlab: Kindness in action

Kindlab is an opportunity to recognise our patients as not just medical record numbers but as people with stories who are coming into our healthcare system at a very vulnerable time. – Cindy Lyons and Lou Diviney, Tell Her From Me

I like the opportunity to try something new. To get creative and test an innovative idea in a supportive environment. - Frances Wood, The Kind Side Podcast



**The
Kind
Side**



Stories from NSW Health

The Kind Side



Stories from NSW Health

Celebrating and inspiring small acts of kindness

After listening to an episode, **150 healthcare workers** were surveyed.

94% agreed or strongly agreed they:

- Better understood the person's experiences in and perspectives on health.
- Felt inspired to perform more acts of kindness in health.
- **Would commit to performing an act of kindness in health that week.**

Source: <https://the.kindsidepodcast.com/>

KINDNESS TROLLEYS and HEALING HEARTS



Scaling and Supporting Best Practices

SEED



My District OK (MDOK)



THE PAUSE



CODE LAVENDER

“ In a perfect world,
for every Code Blue
called to resuscitate
the heart and lungs
there is a Code
Lavender called
directly after to
resuscitate the mind,
body and spirit. ”

~ **M. Bridget Duffy, MD**

Small is All



- Small is important and important things need time
- Small has a rhythm of its own
- Small has an inbuilt ability to slow down and focus, whereas, big can be chaotic in a clinical setting
- Many smalls make a big
- We see the big in little things and sees the little in big things.

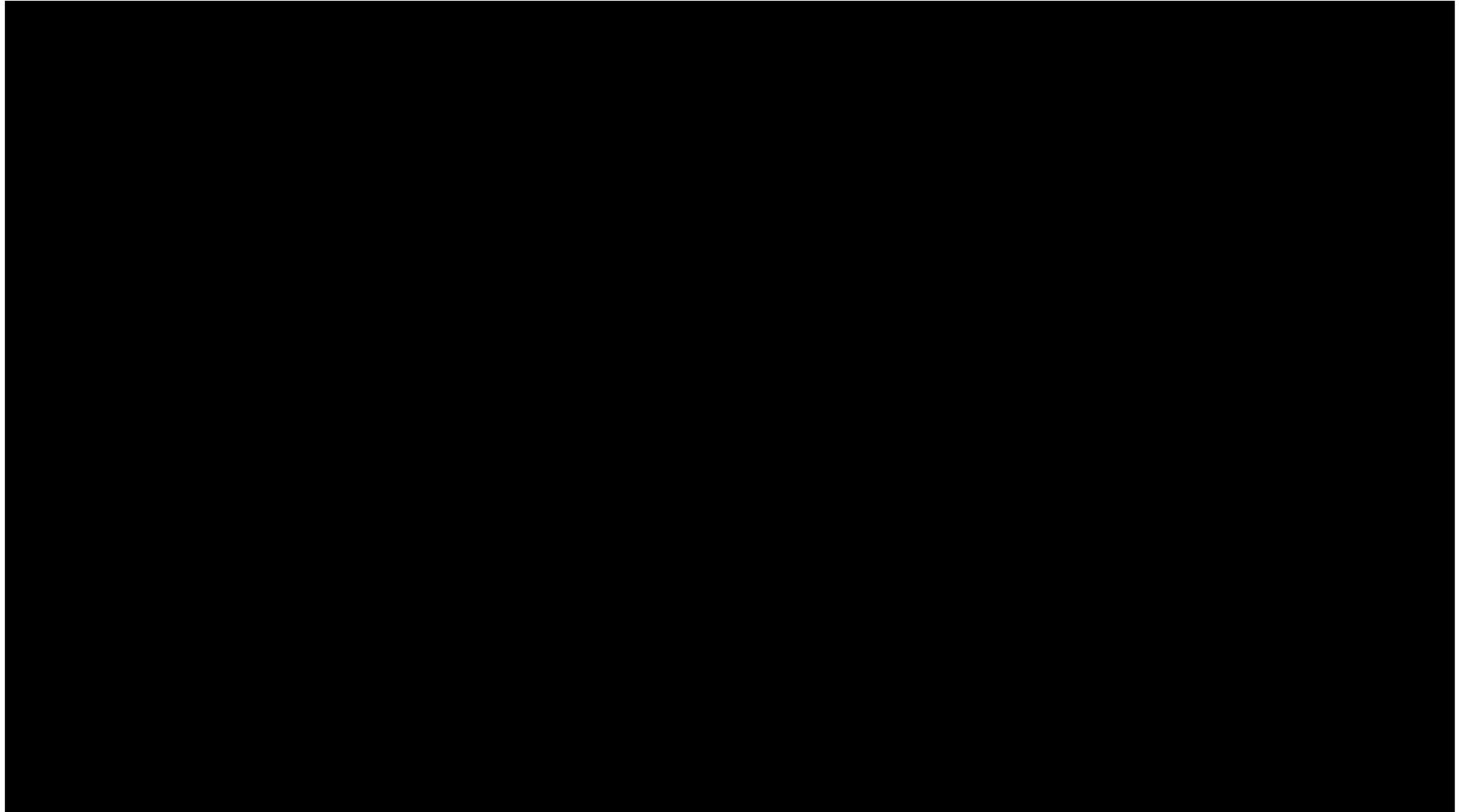


Received kindness ---- Gave kindness ---- Witnessed kindness



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” - Margaret Mead

We are the Human Experience



People will forget what you said.

People will forget what you did.

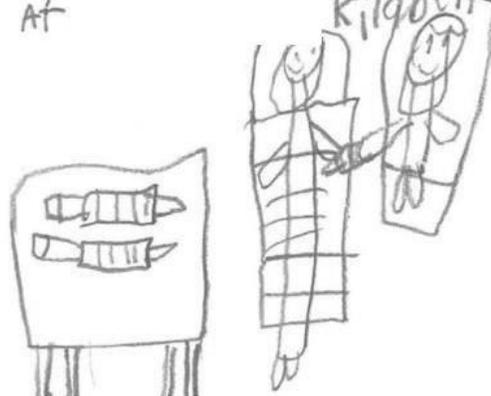
**But people will never forget how you made
them feel**

MAYA ANGELOU



Thank you

Dear Doctor, thank
you for helping,
all of the people in
Newcastle my name is
Arabella I am in zone
2 blue
at Killgobbin bay



The best kept secret to exceptional care
is about human beings caring for other
human beings.