

CONSUMERS IN TRAINING AND EDUCATION



Gemma Cooper
Community Engagement Coordinator
Quality & Safety



the women's
the royal women's hospital
victoria australia

A LITTLE BIT ABOUT ME!



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THE WOMEN'S STRATEGIC PLAN 2016-2020

Our values

In everything we do, we value
courage, passion,
discovery and respect.

The Women's Declaration

We will lead health research for women and newborns • We recognise that sex and gender affect women's health and healthcare • We are committed to the social model of health • We will care for women from all walks of life • We will innovate healthcare for women and newborns • We will be a voice for women's health



WHY CONSUMERS IN EDUCATION AND TRAINING?

- Social model of health
- Standard 2 – Partnering with Consumers
- Innovation in clinical education
- Patient experience



MAKING IT HAPPEN

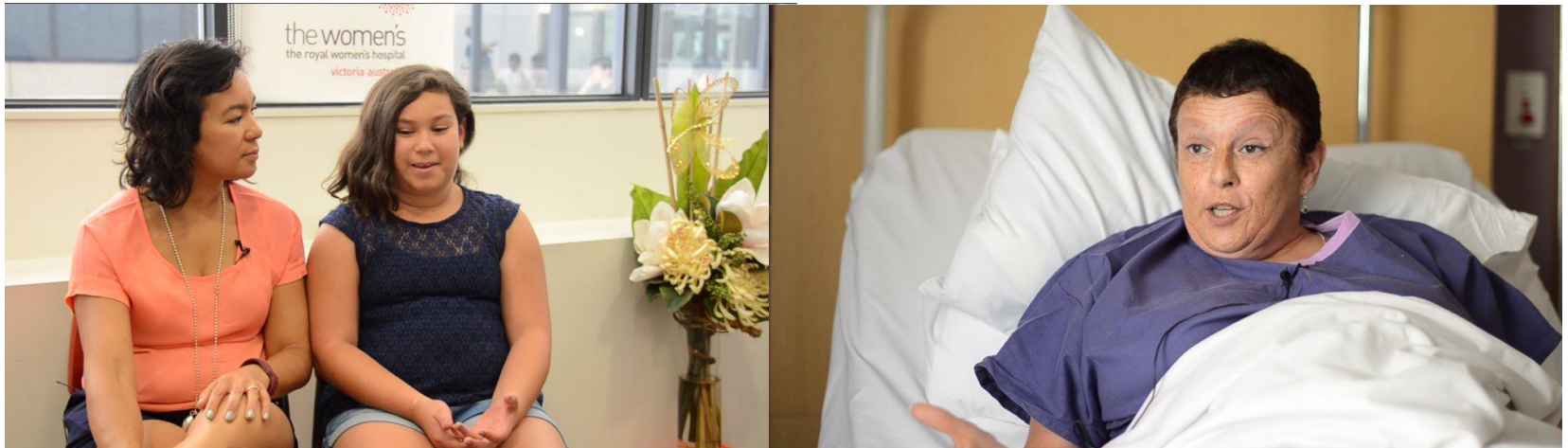
- Clinical Education and Staff development training
 - Nurses, Midwives, Medical and Allied Health staff



THE FUTURE - PATIENT EXPERIENCE

New strategic direction

CREATING EXCEPTIONAL EXPERIENCES



BONNIE'S STORY



THE POWER OF PATIENT STORYTELLING

*"Be more mindful of patients needs and wants
opposed to policies"*

*"The personal journey of the two women with
cancer was the highlight of the
day from a purely nursing point of view Very
moving!"*



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IMPACT FOR STAFF

"This was a great insight as a student nurse/midwife. A lot was learnt."

"It is always the most influential, relating back to practice"

"Brilliant and heartfelt and recommend to happen at further seminars, excellent teaching tool to reflect on how we communicate and act as health care professionals"



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