



Hear me out!

The importance of patient stories

*Life can only be understood backwards;
but it must be lived forwards.*

Søren Kierkegaard

Robert Rix & Lauren Northey
Consumer & Patient Experience Nurse, SCHHS



Safety Quality and Innovation

Our Partnered Project

- ✓ Talk to consumers. Why were they being re-admitted to hospital with chronic wounds?
- ✓ Find a consumer with experience in this area willing to tell his story.
- ✓ Film Robert's Story to share with clinicians
- ✓ Plan education day to improve care in the community.



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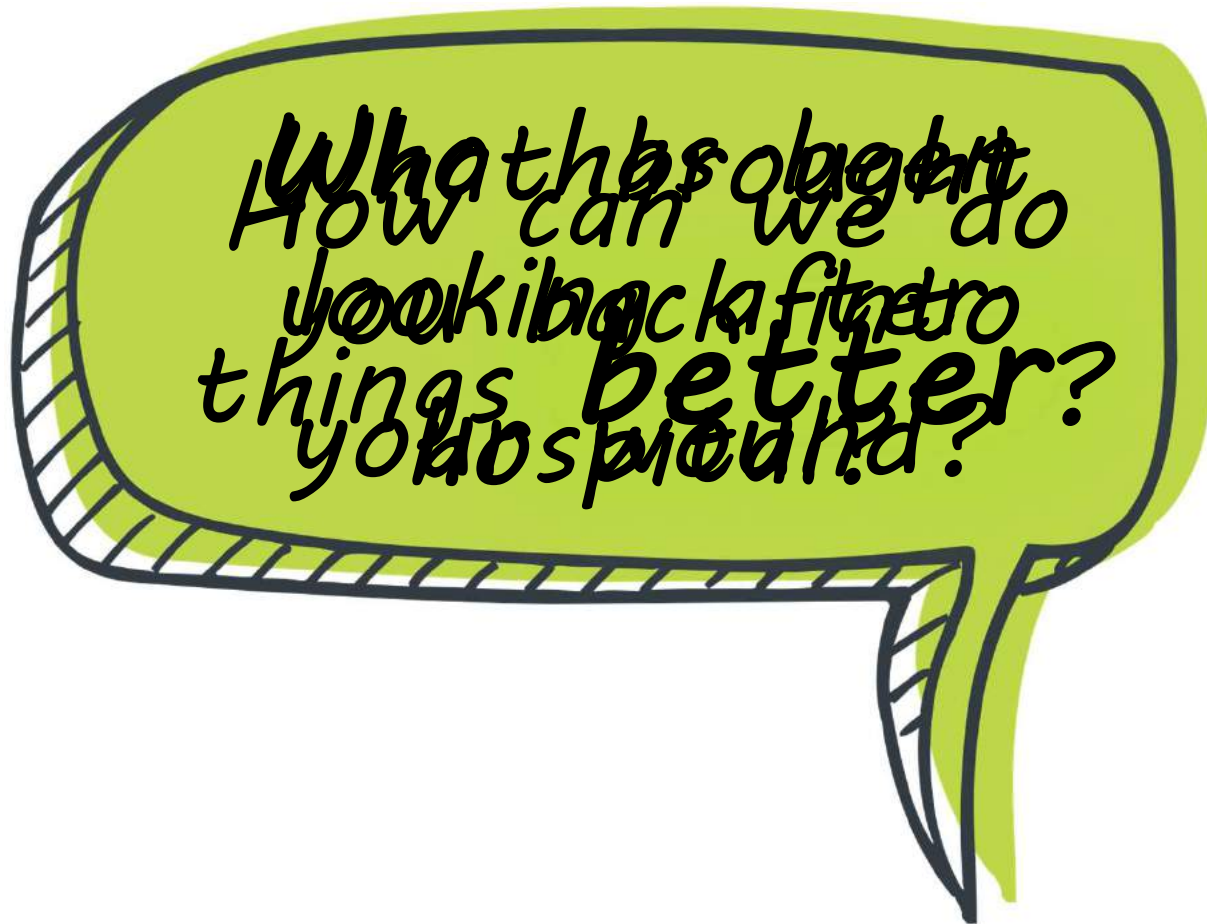
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Safety Quality and Innovation

Talk to consumers



Safety Quality and Innovation

Find the right consumer



Safety Quality and Innovation

Robert's Story



Safety Quality and Innovation

Sunshine Coast Hospital and Health Service

Vascular Surgery Wound Care and Compression Workshop



Event Details:

Saturday, 28th April 2018, 8:30am – 4pm

Venue:

Sunshine Coast University Hospital, Sunshine Coast Health Institute – Lecture Room 1

Sunshine Coast
Hospital and Health Service

Exceptional people. Exceptional healthcare.



Queensland
Government

Safety Quality and Innovation

Education Day

- 60 attendees
- Speakers
 - Doctors
 - Nurses
 - Occupational Therapists
- Practical workshops



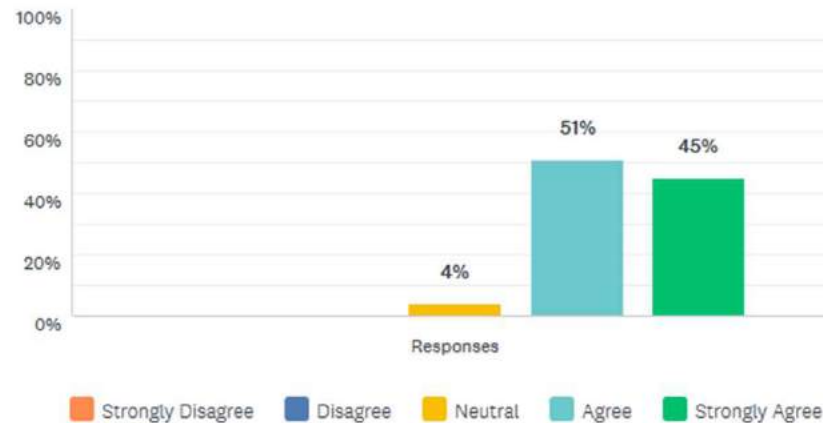
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Feedback

Knowledge Products Presenters Amazing Wound Enjoined
Excellent Lecture Great Day Understanding Session

I felt that Robert's Patient Story added value to the day

Answered: 49 Skipped: 0



What did we learn?



the power of the patient story