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For immediate release

Awards honour those making a difference in health care

Health Consumers' Council (HCC) has honoured the everyday heroes in health with the annual Health Consumer Excellence Awards.

HCC announced the winners of the awards during Patient Experience Week on Tuesday 30th April at an outdoor event at the beautiful riverside site at Pelican Point. This year the theme was "Kindness, connection, community: see the whole person". "Djinang Kwop Wirrin" (See Good Spirit) is the Noongar sentiment that reflects this theme.

Patient Experience Week is a global movement and provides a focused time to celebrate accomplishments, reenergise efforts and honour the people who impact patient experience every day. This is the fourth year we have announced the awards during Patient Experience Week.

The Health Consumer Excellence Awards were created to honour the everyday heroes in health in WA, from the administrator to the clinician. We also recognise health consumers who go out of their way to make a difference to our health system.

"The Health Consumers' Council is passionate about creating a kinder, more person-centred health system. We share a vision to improve the health care journey for both the patient and valued health care providers. These awards acknowledge the strong link between the morale of staff and how patients experience health care," Health Consumers' Council executive director Pip Brennan said.

"Today, we say thank you for making a difference, and for the important work you do."

A full list of winners and finalists can be found on the following pages.



Health Organisation Award

This category is for health organisations working effectively with consumers to improve services. The Award recognises health organisations that demonstrate an ongoing partnership with health consumers to improve health outcomes and the patient experience.

FINALISTS

Nidjalla Waangan Mia (GP Down South)

Peel Youth Medical Service

Te Urupu IMPI

WINNER

Nidjalla Waangan Mia (GP Down South)

Nidjalla Waangan Mia was established in 2010 to help meet the needs of the Aboriginal and Torres Strait Islander people in the Peel region by providing Culturally Appropriate Health and Wellbeing Services for clients who live in Mandurah, Murray, Waroona and Pinjarra. It is an AGPAL accredited practice.

Services include a nurse-led GP clinic, and Integrated Team Care including an outreach worker and Transport Officer. The centre also offers Wellness Programs including such as cooking and healthy lifestyle, runs podiatry clinics, and has a visiting paediatrician. All activities and programs are directed towards achieving maximum improvement in health outcomes for clients. “We try to deliver them in a fun, non-clinical and non-threatening way to reduce barriers and maximise attendance.”

Health Professional Award

This category is for health professionals demonstrating excellence in patient care. The Award recognises health professionals who demonstrate ongoing commitment to improving health outcomes and/or the patient experience. The judging panel felt all finalists were of a very high standard and as such all were highly commended.

HIGHLY COMMENDED

Dr Andrew Leech (Queensgate Medical Centre)

Dr Nathan Highton (Royal Perth Hospital – Emergency Department)

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Dr Nick Gottardo (Perth Children's Hospital – Head of Department of Paediatric Oncology and Haematology)

Linda Kuuse (Stirling Community Care Day Clubs – Senior Coordinator)

Nicole Pates (Paediatric Physiotherapist – Director)

Health Consumer Award

This category is for consumers demonstrating excellence in contributing to the improvement of the patient experience. The Award recognises a health consumer who demonstrates commitment to improving health outcomes and/or the patient experience.

FINALISTS

Carissa Wright

Tina Tuira-Waldon

Melissa Dimitru

WINNER

Tina Tuira-Waldon

Tina said “I have been the support person for those seeking help and those that are grieving due to suicide. Whether it's supporting them to the hospital or service provider for medical attention or counselling sessions. At least there is someone that they can count on to ensure their health and wellbeing is looked after, even if they can't understand it themselves. It's a 'guiding hand' at least.

“I have had to use intervention skills when someone is thinking of suicide. But I keep going, encouraging people that life is worth living even if they feel it isn't. I say 'take one moment at a time, and one day at a time, it will get easier for you as time goes by'”.

Aboriginal and Torres Strait Islander Award

This award is to acknowledge outstanding service to Aboriginal/Torres Strait Islander health consumers. The candidates can be an Aboriginal/Torres Strait Islander person or organisation. They can be a health professional, consumer, other individual or organisation.

FINALISTS

Jodie Jackson (Mawarnkarra – WA Country Health Service)

Yura Yungi Medical Service

South Metropolitan Health Services – Aboriginal Health Champions Program

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WINNER

Jodie Jackson (Mawarnkarra – WA Country Health Service)

Jodie works in the metro area to assist patients who have to go to Perth for appointments from the Roeburne area. This position is unique among all the Aboriginal Medical Services. Jodie has been praised for her enthusiasm, passion and commitment to supporting Aboriginal people while in Perth.

Jodie supports Aboriginal people to attend their appointments often by transporting them to and from the airport, accommodation and appointments. She visits them in hospital, liaises with other health professionals to coordinate their appointments and psychosocial support to ensure they get the care they need.

Compassionate Care Award

This award is to acknowledge people providing direct patient care who demonstrate compassion. We are looking for compassionate individuals working in any capacity in the health service or organisation. We are also looking for compassionate teams of health care providers who demonstrate effective multi-disciplinary care. Evidence of compassionate care in the form of feedback letters from consumers and cares will strengthen the nomination.

FINALISTS

Carissa Wright (Mental Health Advocate at Our Voice 4 Change)

Carli Beange (Clinical Midwife – Armadale Kalamunda Group)

Dr Andrew Leech (Queensgate Medical Centre)

WINNER

Dr Andrew Leech (Queensgate Medical Centre)

Dr Andrew Leech is passionate about family health and the integral role of a GP. He believes that GPs have a unique opportunity to see patients regularly, see their concerns from another perspective, and work through the impact those problems can have on each individual member of that family.

“Time after time [he has] gone above and beyond the call of duty for our kids and family, showing such dedication to his job and patients.”

Patient Opinion Award

This award highlights best practice responses to Patient Opinion, with a focus on changes that have been made, feedback that has been listened to, and instances where the consumer’s point of view has been altered by the compassionate and proactive response from a healthcare provider. We did

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not seek nominations for this award but selected stories from each of the Area Health Services to create a shortlist that was reviewed by a judging panel.

HIGHLY COMMENDED

North Metropolitan Health Service

WINNER

WA Country Health Service

ENDS

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About Health Consumers' Council

The Health Consumers' Council (WA) Inc. is an independent, not for profit organisation passionate about ensuring the consumer is at the heart of our state's health care system. HCC is an advocate for patients in WA.

We offer a unique perspective on health policy and service delivery matters. HCC receives funding from State agencies and comments publicly on all issues affecting health.

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