EMBEDDING A CULTURE OF KINDNESS INTO HEALTHCARE

ANNE MARIE HADLEY
CHIEF EXPERIENCE OFFICER
What do you know about Australia?
Melbourne Victoria

- Capital Melbourne
- Voted the world's most liveable city
- Pop 6.2m
- Home of the Australian Open
- Fanatical AFL supporters
- Amazing Food and Café Culture
Victoria’s Largest health service
• 17,000 staff
• 8 Hospitals
• 40 Community Health Centres
• Births- Palliative Care
• Stand alone Children’s Hospital
• 30% NESB
• Lowest socio economic areas in Australia
What matters to me is...

Caring and loving care by all staff at Monash.

My name is

[Signature]

[Date]
KINDNESS CAFFES

Lead up Events for Staff

• Workshops, lectures, mindfulness, music and theatre
• Power of Positive Communication
• # Hello My Name is
• Narrative workshops
• Leading with Kindness & Compassion
The Gathering of Kindness
Kindness is coming!
Save the date
Gathering of Kindness 2018
12-16 November

Sign up for updates
The world is full of kindness. You only have to look...

Colleagues and friends across the world are actively contributing to the conversation for kindness in health care. Here we include links and information about a variety of organisations, endeavours and resources in research and professional development in specialised and more general applications throughout the health care sector and beyond. Be it information or inspiration, we're here to share.
The Kindness Exchange provides a collaborative place online to share and promote local kindness innovation and improvement projects. This is the place to showcase the great work that is happening to promote Kindness and joy at work across Australia and Internationally. It is also an opportunity to recognise the commitment and expertise of staff working in healthcare.
OUTCOMES — Monash Health

Launch of Monash Care

- Peer Support Program
- Psychological First Aid
- Schwartz Rounds
- “Kindness” – a guiding principle of our new Strategic Plan
- Conversation changing
- Improvements in our Patient Experience Scores

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<tr>
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<th>Financial year 2016-17</th>
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<tr>
<td></td>
<td>State Q4</td>
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<tr>
<td>Adult inpatient</td>
<td>93%</td>
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<tr>
<td>Adult emergency</td>
<td>86%</td>
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<tr>
<td>Paediatric inpatient</td>
<td>94%</td>
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<td>Paediatric emergency</td>
<td>89%</td>
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<tr>
<td>Maternity</td>
<td>92%</td>
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KINDNESS STARTS AT HOME
And in Closing

Kindness makes you the most beautiful person in the world, no matter what you look like.
General Session
Keynote: Lee Woodruff
10:30 AM
Grand Ballroom

Win a chance for a Complimentary 2019 Conference Registration by completing the evaluation for each session you attend. Just an easy click on the Feedback Icon found on your mobile app and a few moments of your time to complete the evaluation. Your feedback is very important to us.