



## Creating a 'Patient-First' Culture

Putting patients first is increasingly in the spotlight as an integral part of health policy and practice worldwide.

We all say we put patients first,  
*but do we always?*

## What's this about?

In busy jobs when we feel stressed, pressured or plain overloaded with daily heavy-duty demands, it's easy to put our priorities or procedures first.

We forget to connect or think about how we're coming across to patients. We tell ourselves we haven't got time to say that little bit extra or do those essential small acts of kindness that make a difference to patients.

Putting Patients First aims to get people on the same page about connecting and compassion in healthcare – to know what it means, what it looks like and most of all, how to act it.

The clinic focuses on 5 Patient-First Principles and practical personal tools you can use to practise a more consistently mindful, connective and compassionate approach to patient-care.

# Putting Patients First

A 1-day clinic on 5 patient-first principles to cultivate more caring, connecting & compassion in healthcare...

Designed & Presented by  
**Bill Cropper**



## 5 Reasons why you should come along to this clinic...

- ✓ Lessen your stress, manage your moods, be your best-self
- ✓ Practise ways to refresh your natural patient-first approach
- ✓ Connect positively with patients and boost your own well-being
- ✓ Be more mindful about how you come across to patients
- ✓ Learn tools to cultivate the 3-C's – caring, connecting, compassion

For next public clinic Dates near you...

Enquiries & in-house options for your Service...

Contact Bill Cropper:

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Web: [www.thechangeforum.com](http://www.thechangeforum.com)

**We can come to you... Call us on 07-4068 7591 for a quote...**

**Why not run Putting Patients First ON-SITE at your unit or facility?**

If public dates or locations don't suit, you have a large number of people you'd like to attend or you just want to run something specially for your team or unit, savings can be made by running this clinic on-site at your own facility.

*"An extremely powerful session and catalyst for great things that can occur within our own facilities. How we do things and why we do things needs to be brought back to a basic level – putting the patient first and developing a model of care that is patient-focussed and not just systems and task focused. I'm working on a model of care for my staff and this has given me so many resources and motivation to get it up and running."* Amanda B, DON - Queensland Health

### Who is this for?

This program is about enhancing the professionalism of your personal patient interactions – NOT clinical, systemic or procedural aspects of patient-centred care.

It can benefit anyone in your health-care chain – *clinical, administrative, operational* – who wants to adopt more patient-centred principles and improve their personal patient-first practices.

### What we'll cover...

- **Caring values: the 5 essential Patient-First Principles**
- **Unpacking the 3-C's – Caring, Connecting, Compassion**
- **Emotional Intelligence: patient-first, clinical connections**
- **Clinical detachment: ways we de-personalise patients**
- **Seeing us through patient eyes: is it about them or us?**
- **Emotional contagion: bad feelings infect patients**
- **Emotional self-management, hijacks & hostility**
- **How we really come across: feelings, behaviour & deeds**
- **Watch what you say: consideration & courtesy count**
- **Clinical value of connective moments – speak with heart**
- **Crank-up the care-factor: empathy & compassion count**
- **Personal practices & action formulas for patients-first**

### Your Presenter...

**Bill Cropper** is Director of The Change Forum and creator of our *Putting Patients First* clinics. He has a wealth of practical change management, leadership learning and culture change experience developed over more than 20 years' consulting with a wide range of organisations around Australia. He's a seasoned facilitator, coach and presenter and a Queensland Health preferred provider for leadership, coaching and culture change services, with extensive health-specific experience working across professional streams and levels with leaders, executives, clinicians, operational, administrative, specialist and corporate staff in city and regional facilities, corporate divisions and also with associated care agencies.

*Putting Patients First* blends Bill's extensive experience with his ongoing commitment to fostering the benefits of conversational coaching, emotional intelligence and mindfulness to promote more constructive and productive relationships, facilitate personal growth and change resilience and create more connective, compassionate work cultures.

Thousands of health professionals have participated in the public leadership forums and coaching clinics Bill's delivered around Queensland for over 10 years. He has a down-to-earth, relaxed and outgoing style and works comfortably with people from all levels, occupations and backgrounds.



**Create your own personal Action Plan with our take-away self-coaching Guide...**

**REGISTER On-Line, Phone, Fax or Email**

Single: \$363... 3 places \$990 All places \$330 [GST inc]

**Includes** • Self-coaching Toolkit plus Refreshments

**Venue** • Central location confirmed on registration

**Putting  
Patients  
First**

**Healthcare Special Event DISCOUNT: \$330 (GST inc) per person**

**Standard 1-Day Course Fee \$495 GST inc**

[Morning tea, lunch & Guidebook included]

Fee is due on registration and payable within 14 days of Invoice and prior to attending; Priority given to paid reservations; Fee is transferable up to 14 days prior to the scheduled date but not refundable; Substitute participant welcome up to commencement; EFT & Credit Card payment preferred; Minimum participation required at discretion of The Change Forum; See website for full terms & conditions  
**Fee covers course attendance, guidebook, morning tea & lunch – travel, accommodation and personal sundries not included.**

▶ **YES! Please Register me/us for [ ] place/s to attend**



AT Location: [ ]

ON: Day: [ ] Month: [ ]

**All participants receive a comprehensive *Putting Patients First* self-coaching Toolkit at no extra charge**

**Venue details provided on confirmation of booking (central location sought wherever possible)**

**Please come along by 8.15 am to meet others and settle in for an 8.30 am start; approx 4.30pm finish (Timing may vary occasionally please confirm this with us prior to attendance)**

▶ **Here are my/our Details... (Please complete all fields wherever possible)**

	Participant 1	Participant 2	Participant 3
Preferred Name:	[ ]	[ ]	[ ]
Last Name:	[ ]	[ ]	[ ]
Position Title:	[ ]	[ ]	[ ]
Unit/Div/Facility:	[ ]	[ ]	[ ]
Email:	[ ]	[ ]	[ ]
Tel BH:	[ ]	[ ]	[ ]
Mob:	[ ]	[ ]	[ ]
Catering or other Needs:	[ ]	[ ]	[ ]
Organisation:	[ ]		
Postal Address:	[ ]		
City:	[ ]	State: [ ]	PCode: [ ]

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Contact Name:	[ ]	Tel:	[ ]
Position:	[ ]	Fax:	[ ]
Unit/Div/Facility:	[ ]	Mob:	[ ]

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Name on Card:	[ ]	CVV:	[ ]
Card Number:	[ ]	Expiry:	[ ]
Signature:	[ ]	Tel:	[ ]

**~ SAVE or PRINT & Complete this form then EMAIL or FAX back to secure your booking ~**

▶ **More Information?** ☎ TEL: 07-4068 7591 📱 Mob: 0429-687591 or Bill Cropper: 0429-687513  
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