

Committed to Participate

Session 6: The CAC and the Health Professional

Beating a Path to Health Professionals from your CAC—Do they know what we're trying to do—and if not, why not?

by Beryl Shaw, author, public speaker, consultant

Searching research papers across the world you find the same word at the top of the list of failures within health organisations of all kinds—Communication. This is, of course, most dangerous in the place where the health professional meets with a patient in a hospital or other setting of acute illness.

Personal and group experience within Community Advisory Committees (CACs) suggests the same problem exists between the CAC and health professionals. Minimal communication or knowledge of the role—or even the existence—of CACs by the professionals seems to be quite wide spread. If doctors, nurses, receptionists, any or all hospital staff, do not know their CAC exists, how does this impede the desired effectiveness of the CAC?

Communication counts. What are the mechanisms for bringing together health professionals and consumers in ways that achieve understanding of the shared roles? What is the role of CAC members in this, as individuals and a group?

Rapport comes from understanding how to use words and create systems for active communication.

Health and aged care professionals need to know what their CACs are doing. Otherwise how can we have the cross culture receiving and giving of information we need to make CACs effective?

Do CACs need to be more pro active in submitting workable recommendations for inter disciplinary contact? Let's look at these issues. Nothing gets solved if nothing is done.

Beryl is happy to discuss these issues with interested parties.

Beryl Shaw—Author and Public Speaker, provides presentations, seminars, workshops for health and aged care professionals. As an expert Wordsmith, she shows participants new ways of relating with their patients. A structure of words that is so easy to learn and transfer immediately to the workplace, making your job easier, more effective—and even fun.

She is also available for private consultations and talks for groups of individuals who need the tools that help them put one foot in front of the other after major trauma, such a cancer, heart attack, death of a loved one. Her books, CDs, DVDs are listed on her website.

Contact Beryl on: Ph: 03 9569 1412 or 0408 142 133, Email: berylshaw@netspace.net.au
View her websites at: www.anotherlie.com.au and www.anotherlife.com.au/health