



MEDIA RELEASE
12 May 2014

Expert Guidance to Improve Patient Experience at Bethesda

As part of Bethesda Hospital's ongoing commitment to staff development and patient care, the hospital will be hosting Ms Joan Meadows, who is Senior Director in Educational Services at The Advisory Board Company on Thursday 15 May to speak to nursing staff. Joan, from the USA will be specifically speaking on the topic: Elevating the Patient Experience.

Bethesda Hospital has recently become a member of The Advisory Board Company – a global performance management firm which specializes in health care and higher education. The hospital has specifically committed to the Global Centre for Nursing Executives, a division of The Advisory Board Company.

Joan has masters in nursing, and has extensive experience in patient care operations, and nursing leadership, with an emphasis on the integration of patient-centered care with professional staff development.

Hospital CEO Yasmin Naglazas said 'our staff have been externally recognized for their patient care through our top rankings in the patient satisfaction surveys conducted by health funds HBF and Medibank. Our collaboration with The Advisory Board Company will go a long way to reinforce our commitment to outstanding patient care, as well as keep us at the forefront of professional development and research'.

'We are also fortunate to be hosting Joan at our hospital during the week of International Nurses Day (12 May 2014) – which is such an important date on the nursing calendar'.

For more information about The Advisory Board Company please visit www.advisory.com/international.

Bethesda Hospital is an independent eighty-eight bed award winning Hospital in Claremont which has been providing outstanding surgical and palliative care and service to the West Australian community for seventy years.

www.bethesda.asn.au

ends.....

Media Contact :

Naomi Quinlivan

0408 598 977

nquinlivan@bethesda.asn.au