

***CONFIDENTIAL***

***Resume***

**Driving Force: Innovative, dynamic leader whose focus is on making the difference that makes the difference**

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## Career History

January 2001- present- Change Champions P/L, Newcastle, NSW

### DIRECTOR January 2001- present

#### ACHIEVEMENTS:

- Established Change Champions P/L in 2005 as a launch pad for showcasing innovations in healthcare service delivery and facilitating networking building both within Australia and internationally
- Established collaborations with state health departments, health services and other organisations, both Australian and overseas, to produce seminars and webinars that address issues in patient safety (eg hospital after hours, medication safety, non-medical prescribing, clinical ethics), healthcare redesign (eg outpatients, elective surgery, rehabilitation), workforce (eg educating for health workplace, culture and performance, skill mix, rostering, aligning strategy, leadership and the team) and aged care (eg transitional care, cognitive impairment, hospital avoidance/substitution, acute/acute interface).

#### Consultancies

- Health Communication Network Ltd – management of strategic change
- Amrad Pharmaceuticals – consultant on health policy
- Medix Software Systems Australia Ltd – business and marketing development
- Organisation of The Discharge Planning Nurses Association Ltd, Biennial Conference 2006
- NSW Health -Steering Committee Member and organiser, 3<sup>rd</sup> Australasian Healthcare Redesign Summit 2007
- NHS UK, Northwest Strategic Health Authority- Australian component –preceptor speaker engagement project 2009

#### Seminars and Workshops

- Designed, developed program and organised all aspects of 70+seminars for health professionals with audiences of 100-550 delegates.

February 2002-June 2005- Australian Resource Centre for Healthcare Innovations

### EXECUTIVE DIRECTOR

Appointed to Board of ARCHI in November 2004

#### ACHIEVEMENTS:

- Developed and implemented strategy to transform ARCHI to a viable membership organisation following the loss of government funding
- Diversified ARCHI's activities to enable it to better address the needs of frontline health professionals across the healthcare sector
- Implemented web marketing strategies that saw hits and visitors to ARCHI website reach an all time high in 2004
- Initiated the development of compendia, databases and other resources for members
- Established collaborative teams to successfully tender for externally funded projects
- Identified strategic alliance partners and developed and implemented collaborative and/or revenue generating projects
- Designed and oversaw the production of seminars and training workshops for frontline health professionals
- Attracted sponsorships for seminars, advertising for website and Net News
- Developed forecasts and managed budgets with a delegation authority of \$100,000
- Provided secretariat to ARCHI Board

## Career History

October 2000-July 2001      Health Communication Network P/L, Hampshire  
England

### INTERNATIONAL POLICY ADVISOR (Secondment) - October 2000 – July 2001

#### ACHIEVEMENTS:

- Initiate access and maintain communication with key representatives of NHS Executive, Departments of Health and Departments of Trade and Industry throughout United Kingdom and Republic of Ireland to discuss policy directions and strategies for collaboration between public and private sector stakeholders in knowledge management, clinical applications and e-learning
- Initiate access to and maintain communication with key representatives of European Commission Directorates, European Union health and medical organizations, World Health Organisation and representatives of government in Europe and Canada to understand health policy directions
- Develop submissions, papers and editorials advocating for recognition of the increasing role of information technology in knowledge management, clinical service delivery, convergence of information technologies with other health technologies, challenges of electronic learning and the need to manage change effectively
- Promote the company through presentations and participation in electronic health industry and health and medical conferences
- Undertake feasibility studies market analyses to export Australian clinical software products (North America, Republic of Ireland, The Netherlands)
- Initiate a survey of clinician and health librarian views about barriers and incentives to access online health information at the point of care
- Identify new and innovative strategic alliance partners to add value to existing products and services.
- Member of the 2000 Australian delegation at European Union Telehealth study tour sponsored by the Collaborative Health Information Centre
- Member of the Disease Management Association of America Technology Committee
- Contribute to corporate development by initiating team building activities and facilitating training workshops
- Provide advice on the implementation of new Privacy Act to HCN Australia executive
- Demonstrated exceptional ability in pre-sales by generating solid leads way beyond expectations for a new product at first trade exhibition (American Thoracic Society Conference, San Francisco)

## Career History

March 2000- present      Health Communication Network P/L, Sydney, NSW

### RELATIONSHIP DEVELOPMENT MANAGER – March 2000- February 2001

#### ACHIEVEMENTS:

- Initiate high level strategic meetings and on going communication with senior representatives of Government, the Shadow Ministry and other political parties
- Initiate high level meetings with a range of health stakeholders which resulted in business expansion through product development, enhancement and diversification
- Member of NSW Health Ministerial Advisory Committee on Privacy and Personal Health Information
- Identify potential commercial opportunities and undertake preliminary negotiations with potential strategic alliance partners
- Contribute to national health policy by preparing submissions on a range of health issues
- Negotiate principled solutions to ongoing issues with key customers to revitalise business relationships
- Advise on issues management and relationship development strategy
- Initiate corporate development by:
  - research and writing policy and position statements for Australia and United Kingdom
  - establishing a Privacy Working Group and implementing a sustainable national strategy to continually audit privacy practices
  - advising on national and international developments in health care service delivery and assessing the implications for HCN
- Elected committee member Medical Software Industry Association

## Career History

Jan 1999 to March 2000      AMRAD Pharmaceuticals P/L, Kew, VIC

### HEALTHCARE LIAISON MANAGER - January 1999 to March 2000

#### ACHIEVEMENTS:

##### *The Pharmaceutical Alliance (TPA)*

- Represent AMRAD Pharmaceuticals as a principal for TPA
- Monitor and advise Managing Directors of changes in health policy directions and assess implications for TPA (eg `measure and share`, enhanced primary care MBS item numbers, establishment of National Institute of Clinical Studies)
- Negotiate for TPA representation/participation in key meetings with senior representatives of Government and health stakeholders (eg organised meeting of Managing Directors with Commonwealth Minister for Health and for TPA participation in Commonwealth electronic decision support workshop etc)
- Proactively advocate for the broader assessment of pharmaceuticals in meetings with stakeholder groups
- Develop and implement policy and undertake a quality assurance role for the Integrated Care Program (eg policies on mechanics of collaboration and communication, program progress and expansion)
- Act as TPA spokesperson for the Integrated Care Program and representative on Integrated Care Committee and liaise with senior representatives of stakeholder groups (eg ADGP, RACGP, AMA and state based general practitioner organisations)
- Contribute to development of strategic directions for the Integrated Care Program and QUM initiative and identify potential collaborators, specific expertise and funding opportunities
- Successfully negotiate exit from DiNCQUMGP with Divisions of General Practice
- Initiate the development of guidelines for collaborative working relations with Divisions of General Practice

##### *Change Management within AMRAD Pharmaceuticals*

- Explore ideas for developing mutual rewarding partnerships in health outcomes programs with Divisions of General Practice, academic and other health organisations (eg develop a concordance program, ascertain GPs' views on the development of a software solution for a cardiovascular risk assessment program and develop a proposal for a prize for innovation in concordance in general practice)
- Position AMRAD Pharmaceuticals to respond effectively to a changing external environment by:
  - strategically managing change by:
    - facilitating organisational learning to build capacity to change and building senior management commitment (eg developing scenarios, conducting workshops and hypotheticals)
    - developing and embedding strategies for change into marketing and corporate plans
    - providing advice on changes of direction in health policy and assessing the implications for AMRAD
    - assisting middle managers to better understand how to work productively with general practitioners and Divisions of General Practice
    - participating in a taskforce to re-engineer IT business processes
- Represent AMRAD Pharmaceuticals on the Australian Pharmaceutical Manufacturers Integrated Patient Care Committee and contribute to policy and strategy development

## Career History

Feb 1993 to August 1998- Royal Australian College of General Practitioners,  
Forest Lodge, NSW

### EXECUTIVE OFFICER, OFFICE OF THE SECRETARY GENERAL - April 1997 to August 1998

#### ACHIEVEMENTS:

##### *Change Management*

- Develop and implement a strategic and business planning process using a consultative framework; develop a review process
- Design a strategy to improve the efficiency of national committees
- Design and implement a feasibility study to improve the efficiency of the national offices
- Design and develop a process to resolve conflicts effectively
- Develop an equal opportunity program for the RACGP
- Develop a strategy to simplify papers submitted for Council consideration
- Assist in the development of new ideas, concepts and proposals including the development of member benefits, corporate policy and action plans
- Design and implement professional development workshops for general practitioners
- Lead initiatives for general practitioners under 40 years

##### *General Management*

- Brief the Secretary General on issues requiring attention
- Assist the Secretary General in the preparation of proposals for Council
- Assist members of College Council in the preparation of proposals and papers
- Read and action the Secretary General's day to day correspondence
- Attend meetings on behalf of the Secretary General
- Research and develop new projects
- Liaise, on behalf of the Secretary General with individual Assistant Secretaries General to address and resolve problems
- Liaise with, and maintain a close working relationship with Faculty Executive Officers
- Liaise with AMA, other GP bodies and the GP Forum regarding advancement of the RACGP/AMA Strategic Plan for General Practice
- Member Co-ordinated Care Working Party

##### *Human Resource Management*

- Select and recruit project and administrative staff within area of responsibility and undertake regular performance appraisals
- Manage work flows staff employed on internally and externally funded projects
- Initiate team building and personal development (including multiskilling) activities

##### *Financial Management*

- Develop budgets for the mid year and end of financial year reviews
- Monitor expenditure for the Office of the Secretary General, Forest Lodge administration, projects and consultancies
- Prepare RACGP annual report in accordance with ASC requirements
- Negotiate with external bodies and liaise with the RACGP legal advisers about matters related to the management of RACGP properties
- Manage the Forest Lodge and Darwin buildings

## Career History

### SENIOR PROJECTS MANAGER (temporary) - Jul 1996 to April 1997

#### ACHIEVEMENTS

- Initiate project development, identify collaborative partnerships and seek funding for new projects and consultancies
- Manage externally funded projects including human resource and financial management
- Identify opportunities to promote RACGP project achievements to stakeholder groups
- Negotiate contracts with funding bodies and prepare detailed progress reports
- Participate in the development and implementation of the RACGP/AMA Strategic Plan for General Practice
- Assist with the development of departmental strategic plans
- Attend meetings on behalf of the Secretary General
- Undertake a project to examine approaches to funding the delivery of health care services through General Practice
- Member, Co-ordinated Care Working Party and Research Committee of College Council

### MANAGER RACGP Field Support Team - Apr 1995 to June 1996

### ACTING MANAGER RACGP Field Support Team - May 1994 to Mar 1995

#### ACHIEVEMENTS:

- Manage and organise the RACGP field support team staff
- Brief Secretary General about issues raised by general practitioners
- Prepare draft correspondence, tender documents, service delivery agreements and reports
- Design, organise and facilitate workshops
- Initiate a new model of field support delivery
- Use adult learning principles to facilitate learning in strategic planning, personnel management, organisational change and project development, implementation and evaluation
- Initiate and establish networking opportunities for Divisions of General Practice with key stakeholders
- Critically examine Divisions and Projects Program policy documents
- Co-opted member Research Committee of College Council

### RACGP FIELD SUPPORT OFFICER - Feb 1993 to May 1994

#### ACHIEVEMENTS:

- Facilitate general practitioner learning in the establishment of Divisions of General Practice, strategic planning, policy and procedure development, human resource recruitment and training, project planning, implementation and evaluation including budgeting, report writing, questionnaire design, data entry and data analysis
- Provide advice about the development of projects designed to improve the quality of health service delivery and critically review project applications
- Write reports, newsletter articles and prepare educational materials.
- Facilitate focus group discussions and educational workshops
- Use of EpiInfo 6, Word for Windows, WordPerfect 5.1, DBase IV, Ventura, Excel, Access and Paradox computer software packages

## Education and Other Details

### Tertiary Education

2003	<b>Company Directors Course Diploma</b> , Australian Institute of Company Directors
2000	<b>Change Management Qualification, Executive Master of Business Administration Program</b> - Australian Graduate School of Management, University of New South Wales
1997	<b>Business Management Certificate</b> - Australian Institute of Management
1996	<b>Certificate in Health Economics</b> - Monash University
1990-1991	<b>Medicine 1&amp;2</b> - University of Newcastle
1988	<b>Bachelor of Arts (majors in Sociology and French)</b> - University of New South Wales

### Short Courses

2009	<b>Master Coaching Certification</b> , Behavioural Coaching Institute, NY <b>Member, International Coaching Council</b> <b>Unlocking Creativity</b> , Bronte Writer's Studio NSW <b>Humour Writing</b> , Gotham Writer's Workshop, New York, NY <b>Non Fiction 101</b> , Gotham Writer's Workshop, New York, NY
1999	<b>Media Training</b> – Hill & Knowlton <b>Principles and Practice of Marketing</b> – Monash Mt Eliza Business School <b>7 Habits of Highly Effective People</b> – Franklin Covey Group
1998	<b>Strategic Management of Change and Innovation</b> - Australian Graduate School of Management, University of New South Wales
1996	<b>Negotiation and Leadership Skills</b> - Deakin University
1995	<b>Qualitative Methods in Health Services Research</b> - Latrobe University
1994	<b>Public Speaking</b> - Chatswood Evening College
1987	<b>Langue et civilisation françaises</b> - Langueurop, France

### Voluntary Activities

1996-1997	Interviewer, Graduate Medical Program, University of Sydney
1984-1986	Hotline telephone counsellor, Ankali counsellor, Albion Street Centre, Surry Hills