

VERONICA JOHN

Specialist consultant

 (02) 8610 1950

 veronicajohn@anchorexcellence.com

 anchorexcellence.com

 linkedin.com/in/veronicajohn



QUALIFICATIONS

2020

Clinical Governance online course –Australasian Institute of Clinical Governance

2005 - 2010

Aged care courses (Sydney University): Age and Ageism, Age and Chronic illness & Age and Acute Illness

2002

AHPRA Nursing and Midwifery Board of Australia- RN, DIV 1

Pursue excellence in Consumer Care supporting and leading Health or Aged Care Facilities in best practice for continuous quality improvement and sustainability.

Work collaboratively with organizations and stakeholders in best practice continuous improvement consistent with aged care standards, person centred care and organization's brand and values.

EXPERIENCE

2021

■ **Specialist Consultant - Anchor Excellence**

2019 -

■ **Quality Business Partner Region - NSW - Japara Health Care**

2021

Attend and participate actively in all 7 aged care facilities accreditation- unannounced spot visits as well as unannounced re-accreditation visits by the Aged Care Quality and Safety Commission (ACQSC). Prepare responses for submission following report from aged care commission addressing unmet standards and plan for improvement.

Lead management and staff driving continuous improvement/ skills and knowledge education in response to non-compliance in the aged care facility. Actively identify, address and manage potential risk and apply risk mitigation systems and processes to enhance compliance.

EXPERIENCE CONTINUED

- 2020 - 2020** ■ **Appointed Advisor - Japara Health Care**
Established plan for continuous improvement and later decommissioning plans with successful resident transition to the facility of their preference.
- 2018 - 2019** ■ **Senior Manager of Clinical Governance - Christadelphian Aged Care**
Support managers and provide guidance and mentorship in clinical care and continuous improvement plans and activities, assist in analysis of audits for corrective action plan. Ensure company's policy and procedures are implemented and reviewed. Support educators to highlight and target education needs to address policy and procedures and clinical competency with relevant staff.
Attend meetings and prepare sites to comply for accreditation visits/attend accreditation visits on sites and follow up from visits/ reflective lessons, development of improved systems. Assist compliance manager to address and respond to complaints to stakeholders and regulation bodies.
- 2016 - 2018** ■ **Group Support and Compliance Manager - Advantage Care**
Support the company's nursing homes providing leadership, advice and assistance ongoing and site visits at facility support and clinical care level. Continue to promote compliance and accreditation standards throughout the day to day running of the facility. Attend meetings with clients / families on behalf of the company. Supervise/manage audits for all the facilities of the company. Assist with analysis where needed.

PROFESSIONAL MEMBERSHIPS

AWARD

Clinical Excellence in Nursing- Gold medal (Pakistan)

High Distinction "Developing People and Teams"

Merit award in Mental Health Nursing

100% quality performance in Aga Khan Hospital

Best Essay Award – Pragmatic solutions to community applications
Best Graduate of the Year 2001

Nominated for National Award in Nursing -Pakistan

On Dean's Honour Roll list 1990 and 2001

Anchor Excellence

LEADERS ENABLING LEADERS

Choosing the right path is easier if you've walked it before.

With a commitment to excellence in aged care delivery, business transformation, leadership, mentoring and training – Anchor Excellence will ensure your organisation achieves its objectives.