

Webinar: Patient-Focused Engagement



Patient-Focused Engagement: Navigating Challenging Cases from Day One

Date: Thursday 5 March

Time: 7:30 – 8:30 PM AEDT (Melbourne)

Online via Teams | Free to Attend

WEBINAR OVERVIEW

Challenging lymphoedema and chronic oedema cases demand more than technical skill alone.

Therapists are often working with patients who feel overwhelmed, discouraged, and fatigued by years of complex care long before compression or treatment plans begin.

As part of **Lymphoedema Awareness Month** in March, this 60-minute live webinar brings together **lived experience, psychosocial insight, and neuroscience** to help lymphoedema clinicians understand what shapes engagement from the very first appointment and how small, intentional shifts in communication can reduce resistance, build trust, and support more sustainable care.

Using a real-world case of long-standing lower-limb oedema, the panel will explore how assumptions form, how chronic stress affects decision-making, and how clinicians can support engagement without rushing, overloading, or burning out themselves.

WHAT YOU'LL LEARN

Participants will gain practical strategies to:

- Recognise key factors influencing engagement in complex lymphoedema and chronic oedema cases
- Build trust using curiosity-based communication
- Reduce cognitive overload and support decision-making under chronic stress
- Integrate lived experience, psychosocial, and neuroscience perspectives from the first appointment

THANKS TO OUR EVENT SPONSORS

Lymphoedema Education Solutions is grateful to Huntleigh, Essity and Haddenham Healthcare for supporting this learning opportunity.

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PRESENTERS



Mary Toomey

Sociologist & Former High-Performance Health Leader



Megan Bayliss

Mental Health Social Work Supervisor & Researcher



Dr Izelle Labuschagne

Neuroscientist | Research Mentor | Founder, Complete Thesis Support

REGISTER
<https://linky.link/2XAIO>

REGISTRATION INCLUDES

- Live webinar access
- Opportunity to submit questions
- Access to the webinar recording (available from 7 March)
- Three follow-up podcast episodes extending the discussion



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