



DAY ONE | 15 MARCH 2023

10:00	<p>CONFERENCE OPENING – REMARKS FROM THE CONFERENCE CHAIR</p> <p>Maryanne Humphries, Nursing Director Assurance & Support, Clinical Excellence Queensland</p>
10:10	<p>The HUSH Project: Using Codesign Methodology to Improve Sleep Quality in Australian Hospitals</p> <p>Corey Adams, Clinical Researcher, Australian Institute of Health Innovation (AIHI)</p>
10:40	<p>Need Directions? How BindiMaps is Redefining Hospital Navigation and Improving the Patient Experience</p> <p>Lucy Serret, Head of User Experience and Design, BindiMaps</p>
11:10	<p>Architecting A Value Based, Integrated Health System In NSW By Bring Patient Feedback, Digital Systems and Care Models Together</p> <p>Melissa Tinsley Associate Director, Integrated Digital Enablement Accelerator (IDEA) Team, NSW Agency for Clinical Innovation</p>
11:40	<p>Embedding Real-Time prompts Into The Patient Journey To access real-time insights, reduce Hospitalizations and Improve Patient Wellbeing</p> <p>Kerry Davidson, Program Manager, Grampians Integrated Cancer Service, Ballarat Health Services</p> <p>Glenn Reeves, Cancer Service Improvement Officer, Grampians Integrated Cancer Service (GICS), Ballarat Health Service</p>
12:10	<p>Virtual Presentation</p> <p>“Generally Practicing” The Art of Patient Centricity: How Glebe Medical Family Practice Is Utilizing Patient Journey Data and Person-Centered Care Principles To Bring A Holistic, Integrated Approach To Primary Care</p> <p>Charlotte Hespe, Director, RACGP Board and NSW / ACT Faculty Chair, RACGP</p>
12:40	<p>Networking Break</p>
13:10	<p>STAT Model: What Are We Waiting For? A New Approach To Managing Demand for Outpatient and Community Services</p> <p>Katherine Harding, Manager/Principal Research Fellow, Allied Health Clinical Research Office, Eastern Health</p>
13:40	<p>KEYNOTE: No Fault System- If Not Now, Then When? If Not You, Then Who?</p> <p>Paula Stevenson, Mother and Patient Safety Advocate</p>
14:10	<p>VOICE OF THE AUDIENCE SESSION/COFFEE BREAK</p>
14:20	<p>ThinkTank: Improving Patient Safety and Clinical Risk Management in a Digitizing Health Environment</p> <p>Moderator:</p> <p>Alan Forbes, CEO, Patient Experience Group</p> <p>Panellists:</p> <p>Simon Woods, Executive Director Medical Services, Barwon Health</p>

Mickael Gieules, Virtual Care Manager, **South Western Sydney LHD**

Dr. John Shephard, Deputy Director Clinical Governance & Medical Services, **South Eastern Sydney LHD**

Maryanne Humphries, Nursing Director Assurance & Support, **Clinical Excellence Queensland**

15:10 **Closing Keynote**

SESLHD Case Study: Re-Designing Clinical Governance to Develop a Bottom-Up Workforce Culture and Improve Patient Quality, Safety and Value

Dr. John Shephard, Deputy Director Clinical Governance & Medical Services, **South Eastern Sydney LHD**

15:40 CONFERENCE CLOSING – REMARKS FROM THE CONFERENCE CHAIR

Maryanne Humphries, Nursing Director Assurance & Support, **Clinical Excellence Queensland**

DAY TWO | 16 MARCH 2023

10:20 CONFERENCE OPENING – REMARKS FROM THE CONFERENCE CHAIR

Alan Forbes, CEO, **Patient Experience Group**

10:30 **What Health Consumers Think About Healthcare’s Approach To Community Engagement and Co-Design**

Moderator:

Alan Forbes, CEO, **Patient Experience Group**

Panellists:

Harry Iles-Mann, **Consumer Representative**

Laila Hallam, **Consumer Leader**

Kathryn Trippe, Volunteer, **Australian Patients Association**

11:15 **Supporting A Whole-of-Person Approach to Care Services In NSW By Scaling The Values and Practice of Integrated Care**

Shireen Martin, Director Integrated Care Implementation, **NSW Health**

11:45 VOICE OF THE AUDIENCE SESSION/COFFEE BREAK

11:50 **How Central Adelaide LHN’s Digital Prehabilitation Program Is Improving Surgical Outcomes and Optimise Triaging**

Anastasia Dimopoulos, Project Administration Officer, Surgery PreHab Program, **Central Adelaide LHN**

Ellie Bills, Clinical Manager, Surgery PreHab, **Central Adelaide LHN**

12:20 **Improving Clinical Communication at Austin Health: Baret Communication App Implementation to Streamline Clinical Communication Processes, Reduce Inefficiency, and Improve Patient Care**

Nicole Hosking, Operations Director Radiology & MIT, **Austin Health**

12:50 **Networking Break**

13:20	<p>How SVHA Is Outperforming National Patient Experience Rating Averages by Listening to Real-Time Patient Feedback At Scale</p> <p>Jane Evans, Group Manager Innovation & Experience, St. Vincent's Health Australia</p>
13:50	<p>Filling Gaps In Our Patient Experience Strategy To Solve Our Health Equity Challenges – Lessons From Leading One of UK's Largest Hospital's Patient Experience Program</p> <p>Terence Joe, Manager, Patient Experience, Southern NSW LHD</p>
14:20	<p>ThinkTank: Linking Patient Feedback (PREMs and PROMs) To Value Based Care and Payment Models – How Can We Make This Possible?</p> <p>Moderator:</p> <p>Alan Forbes, CEO, Patient Experience Group</p> <p>Panellists:</p> <p>Anita Hodge, National Manager Patient Reported Experience and Outcomes, Healthscope</p> <p>Jane Evans, Group Manager Innovation & Experience, St. Vincent's Health Australia</p> <p>Reema Harrison, Associate Professor in Health Systems and Safety, Macquarie University</p>
15:10	<p><u>Closing Keynote:</u> Entering the Testy Waters of PROMs: How Health New Zealand Is Bringing Equity and Social Dimensions at the Centre of Elective Surgery Prioritization</p> <p>Christopher McEwan, Clinical Leader in Prioritisation System Flow, Health New Zealand</p>
15:40	<p>CONFERENCE CLOSING – REMARKS FROM THE CONFERENCE CHAIR</p> <p>Alan Forbes, CEO, Patient Experience Group</p>