

DAY ONE | 28 JUNE 2022

9:00	COFFEE AND REGISTRATION
10:20	Conference Opening Remarks from the Conference Chairperson Anja Christoffersen, Founder and Director, Champion Health Agency
10:30	Keynote: Planetree Person-Centred Care Gold Certification at Children's Health Queensland - What Australia's First and Only Health Service Recognized for Patient Centred Care Excellence Is Doing Differently Frank Tracey, Chief Executive, Children's Health Queensland
11:00	Panel Discussion: ThinkTank: How Can We Generate Evidence-Based Impact from Co-Design and Consumer Engagement? – Dos and Don'ts Moderator: Satyan Chari, Program Director CEQ Bridge Labs, Clinical Excellence Queensland Panel Members: Anja Christoffersen, Founder and Director, Champion Health Agency Trisha Hansen, Senior Engagement Officer, West Moreton Health Dr Adrienne Young, Research Coordinator, Nutrition and Dietetics, Metro North Health Jessica Cheers, Experience Design Fellow Healthcare Improvement Unit, Clinical Excellence Queensland
12:00	How Cairns and Hinterland HHS's Cultural Safety Program in The Emergency Department Has Improved Outcomes Stefan Kuiper, Staff Specialist Emergency Physician, Cairns and Hinterland Hospital and Health Service
12:30	LUNCH BREAK
13:00	PREMs Innovation at The Royal Brisbane Women's Hospital – A Novel, Consumer-Led Approach to Harnessing Insights & Value from PREMs Data Kelsey Pateman, Principal Research Fellow, Allied Health, Royal Brisbane and Women's Hospital Anja Christoffersen, Founder and Director, Champion Health Agency
13:30	Patient Wellness Initiative: Empowering Patients to Take Ownership of Their Health Through a Proactive, Holistic Risk Assessments During Elective Surgery Waiting Periods Claudia Regan-Knights, Health Promotion Officer, Health Contact Centre, Queensland Health
14:00	An Insight into Metro North Health's Collaborating in Health Strategy: Developing A Consumer and Community Engagement Strategy That Drives Behavioural Change and Evidences Improvements in Person-Centred Healthcare Christine Petrie, Manager Metro North Engage, Metro North Health
14:30	Beyond Consultation: Creative Methods for Engaging Consumers and Clinicians in Co-Design Jessica Cheers, Experience Design Fellow Healthcare Improvement Unit, Clinical Excellence Queensland
15:00	Building A Case for Consumer Centred Care by Co-Designing a Multi-Disciplinary Prehabilitation Program for Surgery Patients – What I Learned Usha Gurunathan, Staff Anaesthetist, Prince Charles Hospital
15:30	CONFERENCE CLOSING – Closing Remarks from the Chairperson Anja Christoffersen, Founder and Director, Champion Health Agency

DAY TWO | 29 JUNE 2022

9:00	COFFEE AND REGISTRATION
10:20	Conference Opening Remarks from the Conference Chairperson Anja Christoffersen, Founder and Director, Champion Health Agency
10:30	Don't Worry About KPIs, Worry About Culture" – An Insight into The Philosophy That's Winning the Hearts and Minds of Staff to Drive a Strong Safety & Quality Culture at West Moreton Health (WMH) Assoc Prof Deepak Doshi, Chief Medical Officer, West Moreton Health Tim Jauncey, Staff Wellbeing Psychologist (Advanced), West Moreton Health
11:00	Taking An Evidence Based Approach to Triage Safety Incidents and Enable Least Restrictive Practices At THHS: Lessons on Improving Safety, Quality, Governance and Cultural Change Ross Nicholls, Clinical Nurse Consultant – Least Restrictive Practices, Townsville Hospital and Health Service
11:30	Panel Discussion: ThinkTank: Enhancing Clinical Governance, Quality & Patient Safety for The Rapidly Digitizing Health Sector in Queensland Panel Members: Assoc Prof Deepak Doshi, Chief Medical Officer, West Moreton Health Dr Debra Tennett, Executive Director of Medical Services & Clinical Governance, South West Hospital and Health Service Shirley Thompson, A/ADON Patient Safety and Quality Improvement, Metro South Health Melanie Hay, Director, Australasian Institute of Clinical Governance
12:30	LUNCH & NETWORKING BREAK
13:00	Logan Emergency Department Case Study: Changing the Conversations Around Patient Quality, Safety and Risks by Harnessing the Power of Data Analytics & Reporting Emma Versluis, Business Practice Improvement Officer/Quality Clinical Nurse Consultant, Logan Emergency Department
13:30	Making Consumer Partnering Business-As-Usual: How A Clinical Governance Re-Design Will Prioritize, Scale and Sustain the Value of Consumer Partnerships Across Metro South Health Jodie Nixon, A/Manager Consumer Partnering Clinical Governance, Metro South Health Anna Voloschenko, MSH Consumer Partner
14:00	MOET: A Training & Health Services Collaboration Strategy Which Is Improving Rural Workforce Retention and Creates a Baseline for Consistent Care Quality and Access Dr Dan Halliday, Senior Medical Officer, Darlings Downs Hospital and Health Service
14:30	How Clinical Coaches Shifted Patient Safety Measures from A Reactive to A Just-In-Time Intervention Model at Sunshine Coast HHS Judi Gonzalez, Acting Nursing Director Education, Practice Development Team, Sunshine Coast Hospital and Health Service
15:00	How ADHA Is Re-designing Its Clinical Governance to Resonate in a Health Technologies Organisation Liz Keen, Director Clinical Governance - Clinical and Digital Health Standards Governance, Australian Digital Health Agency
15:30	CONFERENCE CLOSING – Closing Remarks from the Chairperson Anja Christoffersen, Founder and Director, Champion Health Agency