CLAIM CPD & CHIA POINTS!

12th Annual
Australian Healthcare Week

15-16 March, 2023 • 9:30am - 4:30pm Daily
International Convention Centre (ICC) Sydney, NSW

POWERING THE FUTURE OF USER CENTRIC HEALTHCARE SERVICES

VISITOR GUIDE

150+
Expert Speakers

$20,000+
Prize Giveaways

#1
Industry Event Of the Year

6000+
Healthcare Attendees

7
Free to attend Stages

4
Networking Meet-Ups

WHERE THE HEALTHCARE INDUSTRY UNITES.

Australia transitions to a new era of preventative, integrated and value-based healthcare.

A pivotal factor in this evolution is the paradigm shift occurring where the emphasis of all transformation and reform initiatives is on user-centricity - be it nurses, VMOs, administrative staff, specialists or patients, **the new health ecosystem will be one that improves outcomes for everyone.**

New care models, digital technologies, funding mechanisms, consumer engagement, organisational culture and alternate workforce plans – these hold the keys to addressing our workforce shortages and bringing sustainability to our value based, user centered healthcare vision.

YOUR AHW 2023 EXPERIENCE: BIGGER, BOLDER, BETTER

Your AHW 2023 experience is built around these initiatives and will provide you access to 130+ case studies and discussions driven by 145+ industry leading speakers across **seven free-to-attend stages:**

- **Digital Healthcare**
- **Tech Innovation in Aged Care**
- **Aged Care Facilities Design & Development**
- **NextGen Healthcare Workforce**

NEW

- Nursing & Midwifery
- Patient Experience
- Healthcare Start-ups

What's more, we've designed **AHW Meet-Ups for enhanced networking** opportunities as well as a special **Premium Visitor pass** to elevate your experience at the 2023 show!

Plus, by attending you can earn **CHIA and NPAA CPD Points**, as well as enter our always popular AHW Grand Prize draw – this will be our very best AHW edition yet!

I hope to see you at ICC Sydney in March!

VISHAL MUDDA
Exhibition Director
12th Annual Australian Healthcare Week

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OUR #AHW INDUSTRY CHAMPIONS

Your AHW event experience is curated in close collaboration with our expert advisory board across health and aged care leaders to ensure we bring the best content, strategies & solutions to you!

#AHW ADVISORY BOARD

RICHARD TAGGART
ED Digital Health
& Innovation,
Sydney LHD

MELISSA ARGENT
Chief Executive Officer,
Rockpool Aged Care

CHRISTINA IGASTO
Chief Digital
Health Officer,
Western Sydney LHD

BYRON CANNON
Chief Executive Officer,
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Chief Digital Officer,
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DANIEL PETTMAN
Chief Information Officer,
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LUIS PRADO
Chief Medical Officer,
Epworth HealthCare

MARIA PAZ
Chief Information Officer,
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DI MANTELL
Chief Executive Officer,
Celsus

DR RAMSEY AWAD
ED Infrastructure,
Planning & Sustainability
Hunter New England LHD

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INTERNATIONAL HEADLINE SPEAKER

MARK SAVAGE
Social Determinants Of Health (SDOH) Policy Lead
Gravity Project (USA)

Mark Savage joins AHW 2023 in-person from the United States of America to offer the Australian healthcare system a vision for an integrated, collaborative, equitable and patient-centred health system through the power of digital health.

As the SDOH Policy Lead for the groundbreaking Gravity Project, Mark is instrumental in progressing a national commitment across the American health system to improve health care and health equity for patients, families and communities.

His focus is specifically directed towards integrating social determinants of health (SDOH) data for nationwide, interoperable health information documentation, exchange, and use across the health and human services ecosystems, beginning with consensus-driven SDOH standards development and FHIR-enabled interoperability.

CATCH MARK
IN ACTION @DIGITAL HEALTHCARE STAGE AT AHW 2023

1
KEYNOTE PRESENTATION:
15 March, 10:40am
around "Moving From A Provider-Centric To A Patient Centric Health System Through National Interoperability Standards Which Incorporate Social Determinants of Health"

2
PANEL DISCUSSION:
15 March, 3:50pm
drawing "Parallels and Differences in Interoperability Strategies Across Australia and the USA"

WHAT IS THE GRAVITY PROJECT?

The idea for the Gravity Project originated in 2017 in the USA and champions a grassroots approach for creating a collaborative that could build social needs data for integration in clinical care.

Its members advance and promote equitable health and social care by leading the development and validation of consensus-driven interoperability standards on social determinants of health.

WHAT'S NEW IN 2023?

1. AHW MEET UPS: CONNECTING YOU WITH PEERS

New for 2023, AHW Meet Ups* have been designed to help connect you with industry peers who have shared interests and objectives! Discuss, ideate and network in these focused break-out sessions.

DIGITAL HEALTH TRANSFORMERS MEET UP	PATIENT EXPERIENCE CHAMPIONS MEET UP	WOMEN IN LEADERSHIP MEET UP	INNOVATION & FUTURE TECH MEET UP
MARCH 15, 1PM-2PM	MARCH 15, 2.15PM - 3:15PM	MARCH 16, 11:30AM – 12:30PM	MARCH 16, 12:45PM – 1:45PM

LIMITED PASSES AVAILABLE
Be sure to sign up quick to ensure you get that all important networking time with your peer groups!

Add on a "Meet Up" pass for just $15 when you register.

2. SPEAKER MEET & GREETS

Would you love to sit down for coffee with some of the Healthcare Industry's pioneering experts? Well, your wish is our command! We will be giving away 1-2-1 coffee-meets with 3 renowned leaders in healthcare:

MARK SIMPSON
Chief Clinical Information Officer
eHealth NSW

JACQUI CROSS
Chief Nursing & Midwifery Officer
NSW Health

BETHAN RICHARDS
Chief Medical Wellness Officer
Sydney LHD

SIMPLY REGISTER
and send us in 100 words or less why you would want to connect and meet with Mark, Jacqui or Bethan. Good luck!

3. NEW & EXPANDED FREE TO ATTEND STAGES

Your visitor experience at AHW just got an upgrade! More speakers, more groundbreaking case studies, new communities to network with and all of this for free – how you ask? At AHW 2023, you will access 55+ industry trailblazers sharing case studies across 3 new free to attend theatres:

DIGITAL HEALTHCARE

TECH INNOVATION IN AGED CARE

AGED CARE FACILITIES DESIGN & DEVELOPMENT

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8 REASONS WHY #AHW IS YOUR MUST ATTEND EVENT

BE A PART OF AUSTRALASIA'S LARGEST HEALTHCARE TRANSFORMATION MOVEMENT
– join 6000 of your healthcare peers coming from across Australia and NZ's health and aged care ecosystem!

IT'S FREE-TO-ATTEND FOR EVERY HEALTHCARE PROFESSIONAL!
The future of healthcare is not just shaped by executives but by every single department, service and frontline leader. AHW is your chance to take part and have a say in the future of our health system.

LEARN FROM 145+ SENIOR HEALTH EXECS, CLINICIANS, AGED CARE, FRONTLINE LEADERS AND TECHNOLOGISTS around new policies, transformation projects and initiatives from across the health ecosystem.

BIGGER THAN EVER BEFORE, 4 NEW FREE-TO-ATTEND PROGRAMS!
Addressing the cutting edge in innovative thinking, **in 2023 we're expanding your learning opportunities with** newly added Digital Healthcare, Aged Care Facilities Design & Dev, Tech Innovation in Aged Care and NextGen Healthcare Workforce Stages!

CLAIM CPD POINTS FOR DIGITAL HEALTH AND NURSING
- through Nurse Practitioner's Association of Australia (NPAA) and CHIA by attending the Nursing & Midwifery and Digital Healthcare streams
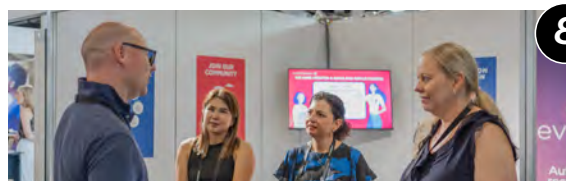
VOICE YOUR OPINIONS AND BENCHMARK YOUR STRATEGIES LIVE!
– Your #AHW experience in 2023 will see you actively participating in Voice of Audience sessions, AHW Meet Ups, Debates and ThinkTanks to push the boundaries around what's possible alongside leading policy and decision makers.

GET A FRONT SEAT TO THE FUTURE OF INNOVATION
- by joining the Healthcare Startups Pitchfest and meeting 150+ exhibitors showcasing the "next big-thing" on the expo floor in health

CHANCE TO WIN $20,000+ WORTH OF PRIZES INCLUDING THE AHW GRAND PRIZE GIVEAWAY...
register and attend to be in with a chance! #FEELINGLUCKY?

DON'T WAIT, REGISTER NOW TO BE PART OF THE BIGGEST HEALTHCARE EVENT OF THE YEAR

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DIGITAL HEALTHCARE

15-16 March 2023 • 9:30am Daily • International Convention Centre (ICC) Sydney, NSW

POWERING THE FUTURE OF **USER CENTRIC** HEALTHCARE SERVICES

HEADLINE SPEAKERS

EVENT CHAIR

DAVID ROWLANDS
Member, Roster of
Digital Health Experts,
**World Health
Organization**

SANDRA COOK
Executive Group
Manager Digital Health
Records,
ACT Health

MARK SAVAGE
Social Determinants
of Health (SDOH
Policy Lead,
Gravity Project (USA)

MARK SIMPSON
Chief Clinical
Information Officer,
eHealth NSW

LEARN FROM 35+ DIGITAL HEALTH THOUGHT LEADERS:

MR DANIEL MCCABE
First Assistant Secretary,
Medicare Benefits & Digital
Health Division,
**Australian Government
Department of Health and
Aged Care**

CHRISTINA IGASTO
Chief Digital Health
Officer and CIO,
**Western Sydney Local
Health District**

RICHARD TAGGART
Executive Director Digital
Health & Innovation,
Sydney Local Health District

GRAHAME GRIEVE
FHIR Product Manager,
HL7 International

KAROL PETROVSKA
Director of Virtual Care,
NSW Ministry of Health

MEL GOODE
Coordinator of Nursing/
Midwifery WACHS
Command Centre
WA Country Health Service

DR. AMANDEEP HANSRA
Expert Committee Member
- Practice Technology &
Management (eHealth),
**The Royal Australian
College of General
Practitioners (RACGP)**

NATHAN MOORE
Chief Nursing
Information Officer,
Western Sydney LHD

KELLIE STEER
National Integrated
Care Manager,
Ramsay Connect

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POWERHOUSE SPEAKER LINE-UP

DIGITAL HEALTHCARE

HERBERT DOWN
Clinical and Digital Health Standards Governance Branch Manager,
Australian Digital Health Agency

HARRY ILES-MANN
Consumer Representative and Lived-Experience Engagement Consultant

LAILA HALLAM
Consumer Leader

ARINDAM CHAUDHURI
Executive Director Digital Health,
Northern Adelaide Local Health Network

KYLIE WOOLCOCK
Chief Executive Officer,
Australian Hospitals and Healthcare Association (AHHA)

DR OWEN HUTCHINGS
Clinical Director,
RPA Virtual Hospital,
Sydney Local Health District

LACHLAN RUDD
Director Data & Analytics,
eHealth NSW

MICHAEL FRANCO
Chief Medical Information Officer,
Monash Health

PAUL MIDDLETON
Chief Medical Information Officer,
South Western Sydney Local Health District

CRAIG COOPER
Consumer Representative

DR. PAUL NICOLARAKIS
Chief Data Officer,
WentWest

ALASTAIR SHARMAN
Chief Digital Officer,
Mater

SEOK MING LIM
Head of Unit, Hospital In The Home,
Melbourne Health

DR JAMES POLLARD
Clinical Director Community Care,
Cabrini Health

LIZ HAY
Director Economics and Analysis,
NSW Ministry of Health

DR. GUN SOIN
Chief Medical Officer,
Sonic Healthcare Australia Clinical Services

ANNA STEPHENS
Senior Manager Data Analytics | Collaborative Commissioning, Patient Experience & System Performance Division
NSW Health

PETER CROLL
Chief Information Security Officer,
eHealth NSW

LILY LIU
Director Digital Health,
Western Health

ELLE CARTMILL
Workforce Development Lead
The Royal Children's Hospital Melbourne

JEANETTE ANDERSON
Director Digital Health,
The Royal Victorian Eye and Ear Hospital

JASON BROWN
Chief Digital Officer,
Metro North Health

NAOMI DOBROFF
Chief Nursing & Midwifery Information Officer,
Monash Health

SANDIP KUMAR
Executive Director Transformation & Digital,
Gold Coast Hospital and Health Service

ROBYN WHITTAKER
Clinical Director Innovation, Institute for Innovation and Improvement (i3),
Waitematā District Health Board

Senior Representative,
Zoom

DR. HAFIZ YASAR LATEEF
Cyber Security Expert-Health Manager
A Large District Health Service

MATT ROGER
Consumer Representative

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15TH MARCH 2023

DIGITAL HEALTHCARE

9:30   **Registration Opens**

9:50   **Welcome & Opening Remarks from the Chair**

David Rowlands
Member, Roster of Digital Health Experts, World Health Organization

10:00   *HEALTH CONSUMERS THINKTANK*
How Are Consumer Expectations Around Healthcare and Digital Innovation Changing In Australia?

Industry Experts
Harry Iles-Mann
Consumer Representative and Lived-Experience Engagement Consultant

Matt Roger
Consumer Representative

Craig Cooper
Consumer Representative

Laila Hallam
Consumer Leader

10:40   *INTERNATIONAL KEYNOTE (USA):*
Moving From A Provider-Centric To A Patient Centric Health System Through National Interoperability Standards Which Incorporate Social Determinants of Health

Mark Savage
Social Determinants of Health (SDOH) Policy Lead, **Gravity Project (USA)**

11:10   **Partner Spotlight**
Interested in showcasing your work? Contact us on Sponsorbranding@iqpc.com.au

11:30   **Voice of the Audience Session**

11:35   *THE GREAT DEBATE*
Enabling Integrated, Person-Centered Healthcare In Australia – Are We Heading In The Right Direction?
Volume-based models remain a commonplace yardstick 'success' in healthcare. That said, the principles of value-based care are finding their feet in Australia, which offers an entirely new approach to diagnosis and treatment in healthcare. The big question though

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is – are we really progressing in the right direction as a system to align with this vision?
Does our funding, policy support this notion or there a lot to be done? How can be bridge the gap between primary and secondary care systems? How well is our interoperability strategy developing to achieve this vision? What role can digital health investments play on this journey? Join this session to see such hard-hitting questions debated by leading healthcare experts from across Australia.

Yes:

Daniel McCabe
First Assistant Secretary, Medicare Benefits & Digital Health Division, **Australian Government Department of Health and Aged Care**

Sandip Kumar
Executive Director Transformation & Digital, **Gold Coast Hospital and Health Service**

Mark Simpson
Chief Clinical Information Officer, **eHealth NSW**

Not Quite:

Dr. Amandeep Hansra
Expert Committee Member - Practice Technology & Management (eHealth), **The Royal Australian College of General Practitioners (RACGP)**

Grahame Grieve
FHIR Product Manager, **HL7 International**

Kylie Woolcock
Chief Executive Officer, **AHHA**

12:25   **Partner Spotlight**
Senior Representative, **Zoom**

12:45   **Networking Break**

13:15   *ACT HEALTH'S DIGITAL HEALTH JOURNEY*
"Connecting public health care" – How ACT's Territory-Wide DHR Rollout Is Enabling A Connected Health System

- Why ACT Health chose to take a "big-bang" approach to its Digital Health Records (DHR) rollout

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- Linking an integrated, state-wide DHR to ACT Health's holistic, wellness centred healthcare vision that incorporates and measures social determinants of health alongside public health interventions
- How the DHR will improve consumer participation in health – looking at the COVID experience and beyond
- Lessons learned from the go-live and developing sustainable investment models to sustain continuous innovation and improvements

Sandra Cook
Executive Group Manager Digital Health Records, **ACT Health**

13:35 **Partner Spotlight**
Interested in showcasing your work? Contact us on Sponsorbranding@iqpc.com.au

13:55 **Bringing Innovation Culture To Life In Healthcare: How i3 Is Driving Cultural Transformation To Improve Innovation Partnerships**
The Institute for Innovation and Improvement (i3) at Waitemata District Health Board brings together expertise in costing analysis, data analysis, digital platforms, evaluation, innovation, leadership, patient and whānau experience, population health and quality improvement. Robyn Whittaker will share how you can build and sustain a commitment to clinical innovation through her

- How we can bridge the gap between healthcare and innovation culture
- Funding and governing an innovation hub to translate research and emerging technology into scaled adoption
- Bringing clinicians and staff along the journey
- An insight into new innovations driving clinical redesign and supporting new care model developments

Robyn Whittaker
Clinical Director Innovation, Institute for Innovation and Improvement (i3), **Waitematā District Health Board**

14:15 **Voice of the Audience Session**

14:20 **What Does Empowerment of Clinicians Through Digital Health Really Mean? – The Northern Adelaide LHN Journey To Innovate At the Edge**
- Empowerment in action at NALHN through its clinician-led virtual care and midwives-led consumer engagement platforms
- Decoupling data from computing – why the key to true healthcare innovation is at the edge rather than at the core of ICT
- Deploying an architectural based approach to solutions development rather than project-based approach in health
- Stripping away IT innovation blockers and empowering clinicians with IT light, light touch and modular systems
- Building a strong governance model to support sustainable and secure clinician innovation

Arindam Chaudhuri
Executive Director Digital Health, **Northern Adelaide Local Health Network**

14:40 **THINKTANK**
Fail Fast Culture, Agile Project Delivery, Digital Hospitals – Buzzword Galore or An Inevitable Future For Healthcare?
Through COVID, we saw rapid innovation in digital health. The big question is, can we keep this momentum going? If so, how? On this panel, we'll see healthcare experts address:

- What does a digital hospital actually mean? What must we enable/overcome to make this vision a reality?
- Agile project delivery, fail-fast culture – these are terms synonymous with any innovation-centred organization. What about healthcare? Can we do it too?
- A digital future demands a new breed of clinicians, skillsets and technologies. How are we building such a foundation for our health service?
- How does culture play a role in the digital-first healthcare vision? What are you doing to make an impact here?

Dr. Gun Soin
Chief Medical Officer, **Sonic Clinical Services**

Alastair Sharma
Chief Digital Officer, **Mater**

DAY ONE

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Richard Taggart
Executive Director Digital Health & Innovation, **Sydney Local Health District**

Christina Igasto
Chief Digital Health Officer and CIO, **Western Sydney Local Health District**

15:30

TECHNOLOGY FUTURIST KEYNOTE
Welcome to the Future: Demonstrating Scaled Application and ROI Through Locally Developed Virtual Reality Applications in WSLHD

- Why the business case for virtual reality exists today and not 10 years from now
- A look at WSLHD's scaled adoption of virtual reality to train staff around skills, patient safety and quality initiatives
- Understanding the considerations around technology infrastructure, investments and ROI

Nathan Moore
Chief Nursing Information Officer, **Western Sydney Local Health District**

15:50

CLOSING THINKTANK:
How Will the New National Interoperability Standards Move Our Connected Health System Vision Forward?

Panellists:
Herbert Down
Clinical and Digital Health Standards Governance Branch Manager, **Australian Digital Health Agency**

Grahame Grieve
FHIR Product Manager, **HL7 International**

Daniel McCabe
First Assistant Secretary, Medicare Benefits & Digital Health Division, **Australian Government Department of Health and Aged Care**

16:30   **Event Closing – Remarks from the Chair**

David Rowlands
Member, Roster of Digital Health Experts, **World Health Organization**

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9:30   **Registration Opens**

9:50   **Welcome & Opening Remarks from the Chair**

David Rowlands
Member, Roster of Digital Health Experts, World Health Organization

10:00

THINK TANK
Learning Health Systems – Navigating Legacy Health Systems, Policy and Culture To Scale Impact From Data

- It's clear that out health system needs to move towards preventative approach to healthcare. How can our primary & acute care systems collaborate and leverage data to bridge this gap?
- How can we leverage data and automation to address our workforce & care delivery challenges?
- What needs to happen at a health service level to create a data-driven culture?
- AI, machine learning, NLP – we've been talking about them for a while. What will it take to make them a reality in healthcare?

Expert Thinkers:
Christina Igasto
Chief Digital Health Officer and CIO, Western Sydney Local Health District

Michael Franco
Chief Medical Information Officer, Monash Health

Jeanette Anderson
Director Digital Health, The Royal Victorian Eye and Ear Hospital

Dr. Paul Nicolarakis
Chief Data Officer, WentWest

Lachlan Rudd
Director Data & Analytics, eHealth NSW

10:50   **Establishing A Governance Framework To Unleash The Value of Informatics Across Care Services at Monash Health**
EMR systems are only worth it if we can help clinicians access and harness value from the troves of data sitting within them. At Monash Health, Naomi and Michael have championed a governance change to elevate informatics as a key stakeholder in care transformation and improvement discussion. They will share insights around:

- Unifying clinical, quality and digital health teams over the value of informatics
- Developing an organizational-wide governance framework to elevate informatics consideration and value
- Understanding the new roles and responsibilities that will underpin the 'digital hospital' vision

Naomi Dobroff
Chief Nursing & Midwifery Information Officer, Monash Health

Michael Franco
Chief Medical Information Officer, Monash Health

11:10   **Partner Spotlight**
Please contact Sponsorship on Sponsorbranding@iqpc.com.au

11:30   **Voice of the Audience Session**

11:35

THINK TANK:
Elevating Cyber Security Posture and Hygiene To Enable Healthcare's Digital Innovation

Panellists:
Peter Croll
Chief Information Security Officer, eHealth NSW

Lily Liu
Director Digital Health, Western Health

Dr. Hafiz Yasar Lateef
Cyber Security Expert-Health Manager
A Large District Health Service

12:15   **Collaborative Commissioning In NSW: Taking A One System**
Approach Across Health Districts and Primary Care To Fund Outcome-Oriented Rather Than Volume Based Care Models

- Leveraging Lumos patient data insights to understand the patient journey across the primary and acute care system
- Using dynamic simulation modelling to evaluate, conceive and commission new care models and services
- Co-designing care models and services with stakeholders and consumers
- Understanding how we can move our health system towards outcome-oriented funding models

Anna Stephens
Senior Manager Data Analytics | Collaborative Commissioning, Patient Experience & System Performance Division, NSW Health

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12:35 **Networking Break**

12:55 *SWSLHD CASE STUDY:*
Bringing Health Economics, Data and Technology Together Through A Digital Twin That Revolutionizes Healthcare Decision Making

- What a digital twin really means and why the future is already here
- An insight into the challenges and legwork required to build the data and system foundations for digital twins in health
- How the digital twin helps model non-linear situational parameters to determine health system impact and improve planning and decision making
- A look at the ED Digital Twin at SWSLHD and mapping the end-to-end patient journey across the health service

Paul Middleton
Chief Medical Information Officer, **South Western Sydney Local Health District**

13:15 *THINKTANK:*
Re-imagining The Front-Door To Healthcare Through Virtual Care and Alternative Care Models

- ED overcrowding and health system re-design are a key focus for the health sector – how do you see new models of care playing a role in addressing this challenge in the next 2-3 years?
- What elements will be key
- We are still a system that primarily funds in-hospital volume rather than out-of-hospital services. What changes are necessary to sustain and scale momentum of virtual, HITH and community care models?
- How to we enable better integration of in-patient, HITH and community care models?
- How can we evolve virtual care governance to support scaled adoption?

Expert Thinkers:
Seok Ming Lim
Head of Unit, Hospital In The Home, **Melbourne Health**

Dr James Pollard
Clinical Director Community Care **Cabrini Health**

Jason Brown
Chief Digital Officer **Metro North Health**

Karol Petrovska
Director of Virtual Care, **NSW Ministry of Health**

13:55 *KEYNOTE*
Making Virtual Care Business As Usual In NSW: Applying Health Economics To Evidence, Sustain and Scale Impact From Virtual Care Models
With NSW Ministry of Health recently publishing its 2021-2026 Virtual Care Strategy, Liz Hay has been working to align the hearts and minds of clinicians and the community with the economics underpinning this technology to support scaled adoption across NSW. "We want to make virtual care business as usual", they say. In this talk, we'll learn how Karol and Liz are making inroads on this vision by:

- Bringing a systematic, health economics approach to support evidence-based adoption of virtual care models
- Focusing on care quality alongside cost efficiencies to develop clinically viable virtual care solutions
- Integrating patient feedback to ensure virtual care applications meet community expectations

Liz Hay
Director Economics and Analysis, **NSW Ministry of Health**

14:15 **Voice of the Audience Session**

14:20 **How to Develop A Data-Empowered Workforce: Learnings From The Melbourne Children's Campus Journey**
- Applying design thinking principles to develop a workforce upskilling strategy
- Career progression and skills development for a data-driven workforce of the future
- Creating and nurturing a community of practice for data experts
- Practical steps to secure buy in and get started on your data-driven workforce development journey

Elle Cartmill
Workforce Development Lead, **The Royal Children's Hospital Melbourne**

14:40 **Building An Integrated Virtual Care Ecosystem for NSW Underpinned By Public-Private Partnerships**
- The potential of public-private partnerships to deliver benefits to the healthcare sector

DAY TWO

16TH MARCH 2023

- A coalition of the willing
- Challenging the funding paradigm: funding the missing middle

Kellie Steer
National Integrated Care Manager,
Ramsay Connect

15:00 | *CASE STUDY*
Sydney LHD's RPA Virtual Hospital: Building An Integrated Care Ecosystem Underpinned By Digital Health and Virtual Care

- The 3 year strategic plan for the RPA Virtual Hospital and the expected impact on PX, cost of care and environmental efficiencies
- Identifying and developing a pipeline of non-COVID focused care models that utilize virtual care
- Leveraging virtual care as an integrator across primary care and in-hospital patient journey
- Creating an integrated EMR ecosystem incorporating wearables, e-prescribing, e-meds management and more

Dr Owen Hutchings
Clinical Director, RPA Virtual Hospital,
Sydney Local Health District

15:20 | **WACHS's Command Centre: Addressing Rural Clinician Workforce Challenges Through Nurse-Led Virtual Models of Care**

- An insight into the WACHS Command Centre's operating model and what makes a good business case for it
- A look at the Command Centre services mix including the Emergency Telehealth Service, In-patient stream service, GP stream service and the recently added palliative care and life care stream
- How the Command Centre acts as a one-stop solution for emergency care and hospital transfer avoidance across 7 regional districts
- Challenges and opportunities around integrating with diverse health systems to achieve a statewide visibility

Mel Goode
Coordinator of Nursing/Midwifery WACHS Command Centre, **WA Country Health Service**

15:40 | **Closing Remarks from the Chair & End of Event**

David Rowlands
Member, Roster of Digital Health Experts,
World Health Organization

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TECH INNOVATION IN AGED CARE

15 March 2023 • 9:30am Daily • International Convention Centre (ICC) Sydney, NSW

EMPOWERING STAFF AND SENIOR EXPERIENCES THROUGH DIGITAL AND DATA-DRIVEN INNOVATION

HEADLINE SPEAKERS

EVENT CHAIR

JULIANNE PARKINSON
Chief Executive Officer,
Global Centre for Modern Ageing

CATHERINE DALEY
Chief Executive Officer,
integratedliving

GEORGE MARGELIS
Independent Chair
Aged Care Industry Information Technology Council

DANIEL PETTMAN
Chief Information Officer,
BaptistCare

JOINED BY 12+ RAC AND COMMUNITY AGED CARE TECH INNOVATORS:

ANDREW LONGHURST
General Manager –
Information Technology,
Anglicare

TBC
Lumary

JOHNY AGOTNES
Chief Information Officer,
Bolton Clarke

DANIEL PETTMAN
Chief Information Officer,
BaptistCare

JOHN SUTHERLAND
Chief Information Officer,
HammondCare

PAUL CREECH
Chief Program Officer,
ADHA

ROSS GALLAGHER
Executive General Manager,
IRT Group

BRETT REEDMAN
Chief Information Officer,
Catholic Healthcare

JADE-ZOFII ALEXANDER
Head of Clinical Care,
Quality Assurance and
Compliance,
Jewish Care

DR ANNA BARKER
Executive Director,
Research and Innovation,
Silver Chain Group

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DAY ONE
15TH MARCH 2023

9:30 — **Registration Opens**

10:00 — **Welcome & Opening Remarks from the Chair**

Chair:
Julianne Parkinson
CEO, Global Centre for Modern Ageing

10:10 —
THINKTANK
Selling The Vision for Change: How To Overcome Legacy Systems and Culture To Truly Innovate In Aged Care?
As aged care providers take steps to transition to contemporary technology systems and SaaS software, a huge amount of legwork is necessary across architecture, regulation, change delivery, funding and culture to build an environment that supports innovation. The onus is on technology leaders and executives to sustainably secure funding and evolve the organization's systems. This panel will see such leaders deep drive into challenges and thinking around:

- Legacy systems hold back most if not all aged care providers from transforming. What factors from a technology standpoint are critical to driving a true evolution?
- Innovation culture in aged care – what does this mean to you? How are you taking practical steps to create this and measure its impact?
- How can we secure executive funding and buy-in for change and innovation in an environment of budget, staff and compliance constraints?
- What opportunities exist around tech procurement and partnerships with providers? How can we improve here?

Expert Thinkers:
Daniel Pettman
Chief Information Officer, BaptistCare

Andrew Longhurst
General Manager – Information Technology, Anglicare

Brett Reedman
Chief Information Officer, Catholic Healthcare

Johny Agotnes
Chief Information Officer, Bolton Clarke

10:50 — **ADHA KEYNOTE**

Paul Creech
Chief Program Officer, ADHA

11:15 — **Voice of the Audience Session**

11:20 — **Partner Spotlight**
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11:45 — **GCMA Keynote**

Julianne Parkinson
Chief Executive Officer, Global Centre for Modern Ageing

12:10 — **Partner Spotlight**
Please contact Sponsorship on Sponsorbranding@iqpc.com.au

12:35 — **Networking Break**

13:05 —
THINK TANK
How Can We Scale The Impact of Data Analytics To Improve Care Outcomes, Drive Growth and Personalize Services?
Workforce shortages, changing community expectations and emerging technologies and policy, these are all combining to offer the aged care sector the ability to harness value from the newest form of organizational asset - data. That said, becoming a data-driven aged care service means a thorough revision of the operating models, roles, skills and systems we build our organization around. It also means un-derstanding what's true and what's hype when we hear about buzzwords such as AI, machine learning and more.

- What does the phrase "data-driven aged care service" mean to you? What abilities/capabilities are you particularly excited about bringing to your organization?
- What factors and skills are critical to creating a modern, data-driven foundation?
- Wearables and IOT sensors have been looked at for a long time but haven't achieved scaled adoption. What is necessary for us to tap into their potential?

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- Let's talk about AI. How do you see advanced analytics and AI changing aged care? What is real and what is hype?

Expert Thinkers:

Daniel Pettman
Chief Information Officer, **BaptistCare**

Brett Reedman
Chief Information Officer, **Catholic Healthcare**

Dr Anna Barker
Executive Director, Research and Innovation, **Silver Chain Group**

13:45 **Digital Independence: How Bolton Clarke Has Created A Scaled Ecosystem of Monitoring Solutions To Predict Health Risks and Support Health Ageing**
How many aged care businesses want to scale use of monitoring and IOT solutions? Everyone. How many can say they've scaled and integrated these devices into their care models? Very few. The challenge everyone faces is with creating an ecosystem where these technologies can be integrated, scaled and bring incremental value to both, the seniors and the provider. Bolton Clarke is one of the few providers in the country that has gone the distance and brought this ecosystem of sensors, wearables and monitoring tools to life. In this talk, Johny Agotnes will take you through:

- The vision and business case behind "Digital Independence" – a startup spinning out scalable IOT innovations within a legacy, large organization
- The 4 Principles guiding Bolton Clarke's assessment and investment in wearables, sensor and monitoring devices
- What to look for in solution providers and vendors and how to optimize these relationships
- The impact made on seniors around mobility, independence and health outcomes

Johny Agotnes
Chief Information Officer, **Bolton Clarke**

14:10 **Voice of the Audience Session**

14:15 *THINKTANK*
How Can We Bring Policy, Technology and Workforce Planning Together To Re-Imagine Employee Experience in Aged Care?
Workforce shortages, high turnover rates and low sectoral engagement point to a dire need in the aged care sector to change perception and commit to structural, policy and organizational changes to solve this challenge. This panel will look at emerging thinking around all things workforce innovation with a particular focus on how digital innovation can support our intent to reform and create a culture, organ-ization and experience that care workers and staff can feel proud to be a part of.

- How is digital innovation creating opportunities to reduce workforce strain whilst improving care outcomes?
- What skills and roles will phase out and what new ones will become important as we build a strong digital foundation for aged care services?
- What opportunities are we working on to drive improvement in workforce attraction and retention?
- Human centered design, design thinking, lean principles – we are starting to apply these to our customer services. How are these influencing our thinking and approach towards our workforce strategy and plans?

Panelist:

Catherine Daley
Chief Executive Officer, **integratedliving**

Ross Gallagher
Executive General Manager, **IRT Group**

George Margelis
Independent Chair, **Aged Care Industry Information Technology Council**

14:55 **"One Record, One, Plan, One Client Experience" – Leveraging Technology To Integrate Aged and Health Care Service Environments and Encourage New Funding Models**
Cathy says, "We need a better way to achieving better outcomes". This presentation is an insight into how Cathy is leveraging integrat-edliving's

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'Integrated health system demonstrator' to develop a system-level solution for an age-old problem of siloed health systems, data, funding and policies across aged care and health care environments. Through partnerships with primary care and discussions with leaders in the Federal Government, she is building an evidence base for a new, one system approach to aged and healthcare which she will offer an insight into. She will cover:

- Providing interdisciplinary primary and allied healthcare access into aged care through virtual care
- Enabling a 'phases of care' focus that improves funding utilization across health and aged care systems
- Leveraging systems interoperability to drive a one-system client experience with pre-built clinical decision pathways
- A look at the evidence behind integratedcare's novel care model – ROI, benefits and opportunities

Catherine Daley
Chief Executive Officer, integratedliving

15:20

CLOSING KEYNOTE
How Jewish Care Drove a 1200% Improvement In Risk Management and Incident Reporting Through Its New System

- How the risk and incident management system is enabling a culture of shared responsibility over care incidents and risks
- How a systems approach is improving internal auditing capability for proactive governance
- Driving a culture of continuous improvement by acting on data trends and themes
- Overcoming challenges with creating a good risk reporting and compliance culture

Jade-Zofii Alexander
Chief of Clinical Care, Quality Assurance and Compliance, Jewish Care

15:45 **Closing Remarks from the Conference Chair**

Chair:
Julianne Parkinson
Chief Executive Officer, Global Centre for Modern Ageing

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AGED CARE
FACILITIES DESIGN & DEVELOPMENT

16 March 2023 • 9:30am Daily • International Convention Centre (ICC) Sydney, NSW

TAKING AGED CARE FACILITIES, SERVICES AND DESIGN INTO A PERSON-CENTERED FUTURE

HEADLINE SPEAKERS

CHRIS DAVIS
Chief Development Officer
LDK Seniors' Living

CASSIE MASON
Executive Director, Office for Ageing Well, **Department of Health and Wellbeing (SA)**

IAN NICHOL
Chief Property Officer, **Southern Cross Care (WA)**

MELISSA ARGENT
Chief Execu-tive Officer, **Rockpool Aged Care**

LEARN FROM RAC & COMMUNITY AGED CARE EXPERT SPEAKERS

ROBERT DAY
Assistant Secretary Dementia, Diversity & Design, **Australian Department of Health and Aged Care**

CHARLES MOORE
Chief Executive Officer, **BaptistCare**

GREG ZIESCHANG
Director of Property, **Opal HealthCare**

MICHAEL J OSTWALD
Associate Dean of Research & Professor of Architectural Analytics, **UNSW**

KATIE FORMSTON
Head of Design - Property and Capital Works, **HammondCare**

SERGE BOLGARSCHII
Development Director – South, **Anglicare**

CHAD KHOURY
Deputy Agency Security Executive, **Department for Health and Wellbeing (SA)**

LORRAINE CALDER
General Manager Places, **Australian Unity**

MICK MCHUGH
National Asset Manager - Aged and Community Care, **Calvary Care**

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9:30 **Registration Opens**

9:50 **Welcome & Opening Remarks from Chair**

10:00 *GROUPTHINK:*
How Should Residential Aged Care Facilities Design & Strategy Evolve for Relevance and Growth?
Traditional residential aged care facilities, designs and plans are falling out of favour due to their inability to meet the changing expecta-tions of the community and because of new innovative investors and disruptors moving quicky to address inefficiencies in models of the yester years. This panel will see leading RAC providers bring infrastructure, care models and strategy together to address:

- What factors do you see as crucial to future proofing our aged care facilities keeping COVID and the RC implications in mind?
- What steps are you taking around facilities design to meet the demand personalization and preference for ageing-in place from the community?
- In what ways can we change community perception around RACs coming out of the Royal Commission?
- Transitioning/refurbishing towards smaller, household care models increases financial and operational cost pressures. How can we diversify our funding avenues to achieve our vision and growth?

Confirmed Industry Experts
Melissa Argent
Chief Executive Officer, **Rockpool Aged Care**

Greg Zieschang
Director of Property, **Opal HealthCare**

Mick McHugh
National Asset Manager - Aged and Community Care, **Calvary Care**

Ian Nichols
Chief Property Officer, **Southern Cross Care (WA)**

10:40 **SA Health's Lessons From Leading An AI CCTV Proof-of-Concept In Aged Care Facilities For Audio Visual Surveillance and Monitoring**

Cassie Mason
Executive Director, Office for Ageing Well, **Department for Health and Wellbeing (SA)**

Chad Khoury,
Deputy Agency Security Executive, **Department for Health and Wellbeing (SA)**

11:05 **Voice of the Audience Session**

11:10 **The New Residential Aged Care Accommodation Framework: An Industry Update on Developments and Standards**

Robert Day
Assistant Secretary Dementia, Diversity & Design, **Australian Department of Health and Aged Care**

11:35 **Why Rockpool Aged Care Owns The End-to-End Design and Development of Aged Care Facilities: Learning From Australia's First 5-star Green Star Rated 180-Bed Aged Care Building**
With an ambitious vision of scaling aged care services to support 1500 beds from the current 150 beds in 5 years, Melissa Argent is among the few bullish providers that can clearly see opportunities to radically transform and scale the value proposition for RAC which, for the longest time, has been in the limelight for all the wrong reasons. In this talk, she will share insights into how the organisation is keep-ing itself a step ahead of the regulatory changes witnessed by the sector to ensure customers are at the heart of services and link this to the $43 Million, 180-bed Carseldine facility - Australia's First 5-star Green Star Rated Aged Care Building.

- Why Rockpool maintains complete control over the design, development and operation of its facilities
- The value this approach is creating for customers and for Rockpool's workforce development strategy
- Architecture and infrastructure design innovation for new age customers – a peek into the new 5 star, Castledine facility

Melissa Argent
Chief Executive Officer, **Rockpool Aged Care**

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12:00 **Partner Spotlight**
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12:25 **Plan-EAT: A Floorplan-Based Method of Assessing & Improving Dementia Design Quality in Residential Aged Care Facilities**

Michael J Ostwald
Associate Dean of Research & Professor of Architectural Analytics, **UNSW**

12:50 **Networking Break**

13:20 **How Baptist Care Is Integrating Design, Technology and Community To Uplift Staff and Seniors' Care Experi-ence**

- How Baptist Care's care model and strategy is supporting care integration across retirement living and residential aged care set-tings
- A look at how facilities design is enhancing the quality of life and experience for the evolving needs of seniors
- Bringing facility design and technology together to improve staff and seniors' experience

Charles Moore
Chief Executive Officer, **BaptistCare**

13:45 **Standardizing Australian Unity's Approach to Household Care Model Design Across Facilities Through 10 Ar-chitectural Principles**

- Uniting and contextualizing design, development and operational staff understanding of what "household" model of care and design actually means
- An insight into the 10 principles developed by Lorraine to translate person-centeredness into architectural language
- Designing for pandemic and infectious disease control – balancing connection v/s isolation
- How the design principles have led to visible improved resident and staff, health and wellbeing

Lorraine Calder
General Manager Places, **Australian Unity**

14:10 **Nursing Home Within Your Home: How LDK Seniors' Living Sustainably Integrates Dementia and High Acuity Care Services Within A Retirement Living Setting**
Overcoming the challenge of bringing various care models into a unified environment, LDK Seniors' Living has garnered strong interest in its models of care and business model that is paving the way for a future where seniors can age in place. This talk will see Byron Cannon use the Greenway Views as a case study which is currently at capacity and adding 117 units to its scope as a part of the Stage 2 develop-ment being led. You will learn about:

- Developing a sustainable business model for an assisted retirement living environment that supports care needs across the acuity continuum
- Planning experiences and services to support community cohesion and connectedness
- Overcoming challenges across resources and governance to maintain high standards across varying care acuity levels
- Supporting seniors comprehensively in their transition experience into Greenway Views which earned a 4.6/5 star rating from residents

14:35 **Voice of the Audience Session**

14:40 **Filling The Void Between Home Care and Aged Care at Greenwich Hospital: Overcoming Planning Challenges To Integrate Hospital, Serviced Seniors Living, Respite and Residential Care Services On A Campus**
Statistics show us that seniors are living longer with higher incidents of chronic conditions. Alongside this premise, there's also an in-creased desire to age-in-place and not spend time in hospital settings. For the first time in Australia, HammondCare has applied its household care model principles to integrate hospital services with residential aged care, respite services and serviced seniors living to offer seniors a one-stop-solution to this demand. In this talk, we'll see Katie take

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us through the lessons learned from the challenging ex-perience of planning and designing for such a complex integration of aged care services.

- Navigating regulatory complexities which currently don't accommodate for the design needs and requirements of an integrated hospital-aged care campus environment
- A look at the design and sustainability considerations with bringing person-centeredness to an integrated health campus envi-ronment
- Addressing capital project funding challenges to create a financially and operationally viable service vision

Katie Formston
Head of Design - Property
and Capital Works, **HammondCare**

15:05 **GROUPTHINK:**
Bridging The Gap Across Ambition, Financial Models and Design To Sustainably Bring Integrated Seniors Communities To Life
Increasingly investors, developers and providers are all backing the development of integrated communities that address the social isola-tion felt by seniors heading into retirement. The focus on also empowering seniors to live independently in an affordable manner and access varying levels of care assistance across their ageing continuum is also increasing. That said, land values are increasing

and making these integrated facilities financially viable is a significant challenge. On this panel, we'll see leaders sharing:

- What innovative integrated community models do we view as high growth opportunities and why?
- How can we ensure that infrastructure plans enhance and encourage inclusion and integration?
- How are you evolving your financial models to bring sustainability and profitability to integrated communities?
- In what way can we innovate and integrate care assistance whilst maintaining independence and ageing in place?
- How do we address challenges with congestion and density increases in integrated communities?

Confirmed Industry Experts
Serge Bolgarschii
Development Director – South, **Anglicare**

Greg Zieschang
Director of Property, **Opal HealthCare**

Adam Lambert
Manager - Capital and Major Projects, **Churches of Christ Queensland**

Ian Nichols
Chief Property Officer, **Southern Cross Care (WA)**

15:45 **Closing Remarks from the Chair**

NURSING and MIDWIFERY

15-16 March 2023 • 9:30am Daily • International Convention Centre (ICC) Sydney, NSW

DEVELOPING A NEW GENERATION OF EMPOWERED NURSES AND MIDWIVES: HARNESSING VALUE FROM WORKFORCE PLANS, INFORMATICS & CULTURAL TRANSFORMATION

HEADLINE SPEAKERS

EVENT CHAIR

KATE RENZENBRINK
Chief Nursing & Midwifery Informatics Officer,
Western Health

PROF ALISON MCMILLIAN
Chief Nursing & Midwifery Officer,
Australian Government Department of Health & Aged Care

PROF FRANCINE DOUCE
Chief Nursing & Midwifery Officer,
Department of Health Tasmania

ANNIE BUTLER
Secretary,
Australian Nursing & Midwifery Federation (ANMF)

LEARN FROM 20+ NURSING & MIDWIFERY CHANGE LEADERS

NATHAN MOORE
Chief Nursing Information Officer,
Western Sydney LHD

NAOMI DOBROFF
Chief Nursing & Midwifery Information Officer,
Monash Health

KAREN BOOTH
President,
Australian Primary Health Care Nurses Association (APNA)

SALLY DUNCAN
Chief Nursing & Midwifery Information Officer,
Northern Sydney LHD

BEN CHIARELLA
Director of Clinical Services,
Ramsay Connect

TBC
NSW NMA

TAMRA LANGLEY
Digital Health Nurse Manager,
St Vincent's Hospital, Sydney

CINDY BELL
Director of Nursing - Workforce Planning,
Metro North Health

MAREE RUGE
Chief Nursing & Midwifery Informatics Officer,
Metro North Health

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POWERHOUSE SPEAKER LINE-UP

PROF. JANE MAGUIRE
Deputy Head
of School-Research,
University of Technology Sydney

PROF. WENLONG CHENG
Director of Research,
Monash University

DR JEN BICHEL-FINDLAY
Chair - AIDH Nursing
and Midwifery Community
of Practice,
Australian Institute of Digital Health

JOANNE TAYLOR
Nurse Manager Clinical
Practice & Innovation,
St Vincent's Health Network Sydney

LEANNE BOASE
President, **Australian College of Nurse Practitioners (ACNP)**

DR BERNADETTE EATHER
Chief Nurse and
Clinical Services Director,
Ramsay Healthcare

DIANA SLADE
Professor of Applied
Linguistics and Director of the
Institute for Communication
in Health Care,
Australian National University

KATHERINE ISBISTER
Chief Executive Officer,
CRANAplus

DR HELEN WRIGHT
Lecturer, Nursing
and Midwifery,
James Cook University

NATHANIEL ALEXANDER
Chief Nursing
Information Officer,
South Western Sydney LHD

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9:30 — **Registration Opens**

10:20 — **Welcome Address from the Chair**

DAY THEME: NURSING WORKFORCE PLANNING, LEADERSHIP AND DEVELOPMENT

10:30

FEDERAL UPDATE:
Developments Across The National Nursing & Midwifery Workforce Strategy and Policies

Prof Alison McMillan
Chief Nursing & Midwifery Officer, Australian Government Department of Health and Aged Care

11:00

PANEL DISCUSSION:
From Front Line to Front-Foot – How Can We Maximize Scope of Practice & Value Add of Nursing & Midwifery Within Our Evolving Health System?
In order to improve scope of practice and address workforce and skills shortages faced, a lot needs to be done and here we'll see mix of N&M leaders and 10 Year Nurse Practitioner Strategy Committee members having an open discussion regarding the imminent changes, opportunities and challenges with getting our frontline workforce onto the front foot.

- We hear and read a lot about amplifying nursing voice. How can we bring this to life in the ways of working, policies and care models?
- Maximizing scope of practice in nursing is a key priority for nursing leaders. Where do you see the biggest opportunities lying for both, nurses and the health system?
- What factors are preventing us from maximizing scope of practice? How can we address them?
- Can you reflect on the 10 Year Nurse Practitioner Strategy and outline how well they address the concerns and opportunities you've spoken about today?

Panellists:
Leanne Boase
President, Australian College of Nurse Practitioners (ACNP)

Karen Booth
President, Australian Primary Health Care Nurses Association (APNA)

Katherine Isbister
Chief Executive Officer, CRANAplus

Prof. Francine Douce
Chief Nursing & Midwifery Officer, Department of Health Tasmania

11:45 — **Voice of the Audience Session**

11:55

KEYNOTE:
How Tasmania Health Is Building A Sustainable Local Nursing & Midwifery Workforce In An Environment of National Shortages

Prof. Francine Douce
Chief Nursing & Midwifery Officer, Department of Health Tasmania

12:25 — **Session Reserved**
Senior Representative, NNT

12:55 — **Networking Break**

13:25

ONE-STOP SHOP FOR NURSE RECRUITMENT:
Centralizing Service-Wide Recruitment Processes At Australia's Largest Health Service To Speed Up & Standardize Candidate Journey
Metro North HHS, the largest state health service in Australia, is on a journey to change this by striking a balance between centralization of recruitment with autonomy its facility and hospital leaders across 7 hospitals and facilities enjoy to "hire their own". The goal is to streamline this process in a manner that:

- speeds up the turnaround time right from recruitment to on-boarding
- reduces duplication of effort
- improves health service oversight and influence on workforce plans
- brings a standardized experience for nursing workforce candidates that resonates the "Metro North Way" and brand

Cindy Bell,
Director of Nursing - Workforce Planning, Metro North Health

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13:55   *ANMF KEYNOTE*
Understanding The Importance of Industrial Relations In Driving Systemic Reform For The Nurses and Midwives Across Australia

Annie Butler
Secretary, Australian Nursing & Midwifery Federation (ANMF)

14:25   **Voice of the Audience Session**

14:30   **How Australia's Largest Private Healthcare Provider Is Re-Envisioning Its Workforce Strategy, Career Paths and Partnerships to Improve Nursing Staff Levels, Recruitment and Retention**
In this talk, hear how Dr. Bernadette Eather is leading Australia's largest private health provider through a transformation to ensure nurses have a rewarding career and pathway to achieve their personal and professional objectives. She will share how the organization is:

- Building a robust culture across the frontline through leadership training across NUMs
- Developing career progression pathways with supported transitions into a diverse set of specializations
- Addressing skillset shortages through strategic partnerships with aged and health care institutions

Dr Bernadette Eather
Chief Nurse and Clinical Services Director, Ramsay Healthcare

15:00   **Reducing Health Inequities In Rural and Remote Australia Through A Sustainable Career Transition Pathways**
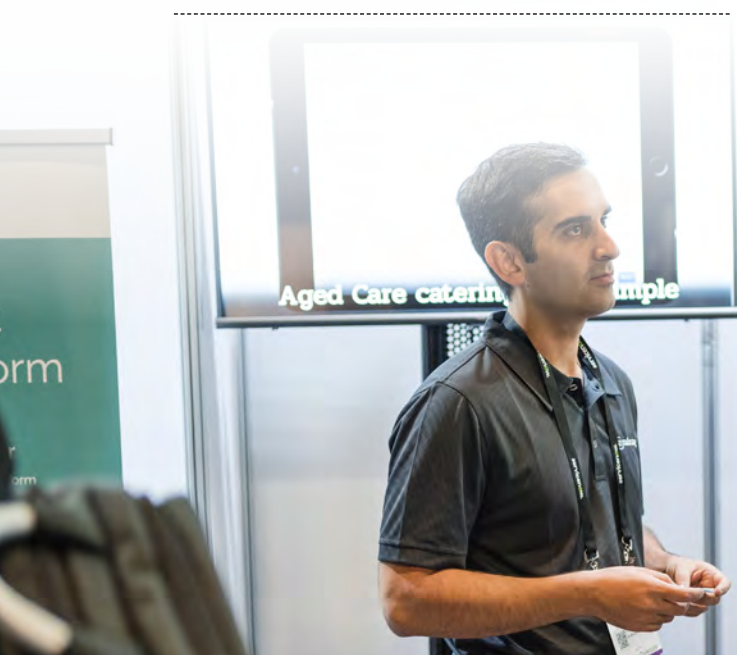
Katherine Isbister
Chief Executive Officer, CRANAplus

15:30   **Session TBC**
Nursing & Midwifery Association NSW (NMA NSW)

16:00   **Closing Remarks from the Chair & End of Day 1**

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09:30 — **Registration Opens**

10:20 — **Welcome Address from the Chair**

Kate Renzenbrink
Chief Nursing & Midwifery Informatics
Officer, Western Health

**DAY THEME: INNOVATING NURSING
& MIDWIFERY PRACTICE, TRAINING &
LEADERSHIP**

10:30 — **Even You Can Be A CNIO/CNMIO! –
Understanding The Skills, Traits and
Career Paths for A Technology-Savvy
Nursing Future**
Do our digital health systems and tools
add value to our nurses and midwives? Or
do they add more burden? Are there new
innovations we can bring to the nursing
practice to empower staff? These are
some of the questions CNIOs and CNMIOs
tackle everyday as they work to bring
innovations to life for the frontline.

This CNIO/CNMIO panel will deconstruct:
- What does a CNIO/CNMIO actually do
  and their journey to this role
- What it takes to be a successful CNIO/
  CNMIO the unique innovations they
  are working on to improve nursing
  workflows and practice
- how you can develop your career to
  be at the center of nursing and digital
  innovation

Panelists:
Naomi Dobroff
Chief Nursing & Midwifery Information
Officer, Monash Health

Nathan Moore
Chief Nursing Information Officer,
Western Sydney LHD

Maree Ruge
Chief Nursing & Midwifery Informatics
Officer, Metro North Health

Nathaniel Alexander
Chief Nursing Information Officer, South
Western Sydney LHD

Sally Duncan
Chief Nursing & Midwifery Information
Officer, Northern Sydney Local Health
District

11:15 — **Scaling Impact of The Nursing Workforce
Through Novel Digital-Enabled Care
Models**

Ben Chiarella
Director of Clinical Services, Ramsay
Connect

11:45 — **Voice of the Audience Session**

11:50 — **Solutions Provider Spolight**

12:20 — *EMERGING INNOVATION SPOTLIGHT:*
**A Bluetooth Connected "Wearable Skin"
Sensor That Monitors A Variety of Health
Conditions**
At Monash University, Prof Wenlong
Cheng and team have developed a novel
"wearable skin" which uses sensors to help
track a multitude of vital signs associated
with monitoring health conditions. This
innovation spotlight will see the various
use cases nurses and clinicians can
benefit from including monitoring of:

- blood
  pressure
- cholesterol
- glucose levels
- dementia
- autism
- foetal
  movement

Prof. Wenlong Cheng
Director of Research, Monash University

12:50 — **Networking Break**

13:20 — *THINKTANK:*
**Understanding The Potential for
Genomics To Transform The Nursing &
Midwifery Practice**
Personalised medicine and precision
health are increasingly becoming a part of
healthcare's solutions and genomics is key
to how the sector can sustainably adopt
and scale these solutions for the benefit of
patients. It only makes sense then that the
community with the highest touchpoints
with patients can understands what
genomics is, what it can and cannot do
and most importantly, how it impacts the
ways of working.

On this panel, we'll see the leading voices
in nursing and midwifery genomics take
the state to answer your questions and
leave you better equipped as nursing
professionals to prepare for this imminent
change. We'll also look at how our health
system and education must evolve to
ensure that we as nurses, are ready for this
exciting future.

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Panellists:

Prof. Jane Maguire
Deputy Head of School-Research,
University of Technology Sydney

Dr Jen Bichel-Findlay
Chair - AIDH Nursing and Midwifery
Community of Practice,
Australian Institute of Digital Health

Dr Helen Wright
Lecturer, Nursing and Midwifery,
James Cook University

14:00   **Developing A Robust Nurse-Led Change Delivery Strategy For Metro North Health's Multi-Site ieMR Rollout**
Metro North Health is latest health service in QLD to get the green light for servicewide iEMR rollout. In an environment where nurses experience change fatigue, workforce shortages and reduced time at the bedside, Maree Ruge has taken on the challenge of building a comprehensive change management strategy for the ieMR rollout led by nurses and clinicians. In this talk, she will share lessons around:

- Studying the impact of ieMR on the nursing workforce, workload and workflows
- Building a change and workforce engagement strategy that accommodates workforce shortages and change fatigue in the workforce
- Opportunities for nurses to take on innovative practices
- Taking lessons from commissioning of the STARS facility through COVID

Maree Ruge
Chief Nursing & Midwifery Informatics Officer,
Metro North Health

14:30   **Voice of the Audience Session/Networking Break**

14:35   **NSW Health 2022 Nurse of The Year Nominee**
An Insight Into SVHA's Multi-Channel Approach To Empower Patients With Insights Across Their Health Service Journey Tamara Langley's work over the last 2 years has seen SVHA create a dedicated "Digital Health Nurse Manager" role to increase the value the frontline can offer to its community and also earned her a nomination from NSW Health for the 2022 Nurse of the Year.

- Empowering nurses with resources to serve patients across disadvantaged, rural and remote communities

- Empowering Cardiothoracic, Lung Health & Men's Health out-patient services with an omni-channel engagement and resources strategy to guide patients at every step of the patient journey
- Bringing a new set of digital multimedia skills to the nursing role and digitizing nurse learning and professional development

Tamra Langley
Digital Health Nurse Manager,
St Vincent's Hospital, Sydney

14:55   **Implementing a ward-level behaviour change intervention to improve nursing handover practices at St Vincent's Public Hospitals**
This presentation will see Joanne Taylor and Professor Diana Slade talk to contextualised interventions, informed by linguistic analysis, that were developed to improve the effectiveness of nursing handover on 7 wards across three Public Hospitals between 2019-2022.

Poor communication is one of the top contributors to clinical incidents in healthcare. Nursing clinical handovers are fundamental to continuity of patient care and patient safety, and if conducted skilfully at the patient's bedside, provide an opportunity to involve patients in their care. Joanne and Diana will discuss how they:

- collected and analysed handover language and contextual data
- translated findings into communication protocols, training and recommendations for ward level changes
- improved nursing handover practices and an associated reduction in clinical incidents.

Joanne Taylor
Nurse Manager Clinical Practice
& Innovation,
St Vicent's Health Network Sydney

Diana Slade
Professor of Applied Linguistics and Director of the Institute for Communication in Health Care,
Australian National University

15:25   **Closing Remarks from the Chair & End of Event**

Kate Renzenbrink
Chief Nursing & Midwifery Informatics Officer, **Western Health**

PATIENT EXPERIENCE

15-16 March 2023 • 9:30am Daily • International Convention Centre (ICC) Sydney, NSW

ENTERING THE NEW-ERA OF PATIENT-PROVIDER RELATIONSHIP: UNLEASHING THE POWER OF CO-DESIGN, DATA INSIGHTS & DIGITAL INNOVATION

HEADLINE SPEAKERS

EVENT CHAIR

ALAN FORBES
CEO
Patient Experience Group

CHARLOTTE HESPE
Director, RACGP Board and NSW / ACT Faculty Chair, **RACGP**

MELISSA TINSLEY
Associate Director, Integrated Digital Enablement Accelerator (IDEA) Team, **NSW Agency for Clinical Innovation**

ANITA HODGE
National Manager Patient Reported Experience and Outcomes, **Healthscope**

JOINED BY 20+ PATIENT EXPERIENCE CHAMPIONS

EVENT CHAIR

MARYANNE HUMPHRIES
Nursing Director Assurance & Support, **Clinical Excellence Queensland**

COREY ADAMS
Clinical Research Officer **Macquarie University**

CHRISTOPHER MCEWAN
Clinical Leader in Prioritisation System Flow, **Health New Zealand**

NICOLE HOSKING
Operations Director Radiology & MIT, **Austin Health**

SHIREEN MARTIN
Director Integrated Care Implementation, **NSW Health**

PAULA STEVENSON
Mother and Patient Safety **Advocate**

JANE EVANS
Group Manager Innovation & Experience, **St. Vincent's Health Australia**

HARRY ILES-MANN
Consumer Representative and Lived-Experience Engagement Consultant

LAILA HALLAM
Consumer Leader

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POWERHOUSE SPEAKER LINE-UP

PATIENT EXPERIENCE

SIMON WOODS
Executive Director Medical Services,
Barwon Health

PROF. JANE ANDREWS
Gastroenterologist & Medical Lead, Surgery 3,
Central Adelaide LHN

KATHERINE HARDING
Manager/Principal Research Fellow, Allied Health Clinical Research Office,
Eastern Health

ELLIE BILLS
Clinical Manager Surgery PreHab Program,
Central Adelaide LHN

TERENCE JOE
Manager, Patient Experience,
Southern NSW LHD

DR. JOHN SHEPHARD
Deputy Director Clinical Governance & Medical Services,
South Eastern Sydney LHD

MICKAEL GIEULES
Virtual Care Manager,
SWSLHD

KERRY DAVIDSON
Program Manager, Grampians Integrated Cancer Service (GICS),
Ballarat Health Service

GLENN REEVES
Cancer Service Improvement Officer, Grampians Integrated Cancer Service (GICS),
Ballarat Health Service

SUSANNAH AHERN
Head of Clinical Outcomes Data Reporting and Research Program,
Monash University

REEMA HARRISON
Associate Professor in Health Systems and Safety,
Macquarie University

DAY ONE
15TH MARCH 2023

09:30   **Registration Opens**

10:10   **Welcome Address from the Chair**

Maryanne Humphries
Nursing Director Assurance & Support,
Clinical Excellence Queensland

SECTION THEME: INNOVATING THE PATIENT EXPERIENCE AND JOURNEY

10:20   **The HUSH Project: Using Codesign Methodology to Improve Sleep Quality in Australian Hospitals**

Corey Adams
Clinical Research Officer
Macquarie University

11:00   **Thought Leadership Session**

11:30   **Voice of the Audience Session**

11:35   **Architecting A Value Based, Integrated Health System In NSW By Bring Patient Feedback, Digital Systems and Care Models Together**
Melissa leads the Agency for Clinical Innovation's efforts help NSW Health's system transition towards value-based care. She is enabling not only a new way for patients to engage with healthcare and but also for how healthcare listens to its patients and its clinicians.

In this talk you'll hear about projects including:
- A new front-door to healthcare – what this means and examples of new care models and delivery
- Integration PROMs into the EMR across the whole of NSW for 20+ disease areas
- Blending clinical reported measures together with patient experience measures to uncover clinical innovation opportunities
- How all these efforts move the needle on value-based care in practice

Melissa Tinsley
Associate Director, Integrated Digital Enablement Accelerator (IDEA) Team,
NSW Agency for Clinical Innovation

12:05   **Embedding Real-Time PROMs Into The Patient Journey To Access Real-Time Insights, Reduce Hospitalizations and Improve Patient Wellbeing**

Kerry Davidson
Program Manager, Grampians Integrated Cancer Service, **Ballarat Health Services**

Glenn Reeves
Cancer Service Improvement Officer, Grampians Integrated Cancer Service (GICS), **Ballarat Health Service**

12:25   **"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**
Charlotte Hespe is driven to change the policies, funding and systems to reform primary care. In this talk she will share how general practice must evolve for a health system that looks at a patient not from the standpoint of symptoms but as a whole person. Armed with insights from her work across RACGP, the Consumers Health Forum and her own Glebe Medical Family Practice, she will share:

- "Patient-centred care" rather than "Doctor centred care" – what this means in the context of primary care and the role and skills of a GP
- The importance of taking a wholistic approach to health conversations in primary care
- Utilizing Lumos data from NSW Health to understand your patient's journey and drive impactful health advice
- How primary care practices can play a role in creating integrated health pathways

Charlotte Hespe
Director, RACGP Board and NSW / ACT Faculty Chair, RACGP

12:55   **Networking Break**

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AGED CARE TECH

AGED CARE FACILITIES

NURSING & MIDWIFERY

PATIENT EXPERIENCE

NEXT GEN WORKFORCE

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TICKETS & PASSES

DAY ONE
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NURSING & MIDWIFERY
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START UPS
TICKETS & PASSES

13:25

KEYNOTE:

No Fault System - If Not Now, Then When? If not You, Then Who?

Paula Stevenson is here to share her moving experience around dealing with the health system. Her poignant and inspiring story brings to light not only the strain patients feel when health services are not built around their needs but also the burden it places on frontline staff who may not have the appropriate mechanisms and systems to support the delivery of high quality, safe care.

Losing a child, lobbying for a rapid response team at the NHS and promoting a no-fault health system – Paula's journey is one of resolve, passion and justice and will leave you with insights around bringing in a new era of patient quality and safety.

Paula Stevenson
Mother and Patient Safety Advocate

- -

SECTION THEME: IMPROVING PATIENT CARE QUALITY AND SAFETY

13:55

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

Poor communication or communication failures remain a leading cause for inadvertent patient harm in the hospital setting. The nature of clinical communication is extraordinarily complex, however the methods of communication do not need to be equally as complex. The healthcare sector has embraced new technology, however:

- old technology does not necessarily get retired through this process
- the number of clinical communication methods now in use in the hospital setting is confusing, time consuming and frustrating for clinical staff
- staff experience reduced time available for direct patient care.

This presentation, by Austin Health clinical change lead Nicole Hosking, will demonstrate how Austin Health have partnered with industry (5P), to develop and implement a new, novel clinical communication application within the Microsoft Teams Platform and how it's bringing a revolution to PX and EX in healthcare.

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

- -

14:25 **Voice of the Audience Session**

- -

14:30

SESLHD CASE STUDY:

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

At SESLHD, Dr. John is leading a cultural, systems and policy transformation to support SESLHD's shift towards an "always-on" safety and quality culture. Through a clinical re-design, not only is a cultural change being enabled but also new ways of working are being created for medical and nursing staff on the frontline. "Joy at Work" is a key facet on this endeavour and will see Dr. John will talk us through:

- Linking PX and EX through a clinical governance realignment towards the Quadruple Aim in care services delivery
- Enabling a bottom-up culture to empower staff decision making, autonomy and "Joy at Work"
- An insight into the research findings with Macquarie University around building high-performance, resilient and innovation-centred teams and culture

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

DAY ONE
15TH MARCH 2023

15:00

THINKTANK:

Improving Patient Safety and Clinical Risk Management in a Digitizing Health Environment

Healthcare safety is the sum of interrelated parts of the health system that change over time and efforts to improve safety also need to modernise to pre-empt emerging risks. In this panel, we'll see leaders look at the practice of clinical governance and digital patient safety, particularly as digital system permeate into the care environments. We'll see the leaders address:

- What emerging clinical risks have you seen becoming prevalent as digital health solutions continue scaling at your organization?
- How is your approach to clinical governance maturing to build safety and quality assurance across your staff and clinicians in a fragmented systems environment?
- How are we working to innovate with and utilize data to support continuous QI?
- Does technology also have to play in improving patient safety and addressing these risks? If so, how?

Panellists:

Simon Woods
Executive Director Medical Services, **Barwon Health**

Mickael Gieules
Virtual Care Manager, **SWSLHD**

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

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

16:15

Closing Remarks from the Chair & End of Day 1

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

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DAY TWO
16TH MARCH 2023

PATIENT EXPERIENCE

9:30 **Registration Opens**

9:50 **Welcome Address from the Chair**

Alan Forbes
CEO
Patient Experience Group

DAY THEME: HARNESSING VALUE FROM PATIENT DATA AND VOICE

10:00 **What Health Consumers Think About Healthcare's Approach To Community Engagement and Co-Design**
The health sector has been investing heavily in efforts to improve community engagement and involvement. Hiring peer workers, setting up Consumer Advisory Committees, co-designing services and care models – these are just some of the ways partnerships are materializing. That said, consumer engagement is still an evolving art and skill and there is a lot to be done to harness value truly and successfully. What better way to understand what's working and where the sector can improve than hearing from consumer representatives and partners themselves?

Panellists:
Harry Iles-Mann
Consumer Representative and Lived-Experience Engagement Consultant

Laila Hallam
Consumer Leader

10:40 **Supporting A Whole-of-Person Approach to Care Services In NSW By Scaling The Values and Practice of Integrated Care**
Integrated care has various definitions and is not often understood well by the health sector. That said, the benefits of scaling such care models fundamentally change the conversations we have with patients, their families and how they access and navigate through our complex health system. Shireen leads a stream of projects at NSW Health to bring this notion of integrated care to life in NSW and will present with the goal of offering us a practical insight into:

- What integrated actually means and what it looks like in practice

- The commitment required at a health service level to adapt resources and care models to support a whole-of-person approach to care services
- An insight into integrated care pathways and initiatives that are improving patient outcomes, cost of care

Shireen Martin
Director Integrated Care Implementation, NSW Health

11:10 **Voice of the Audience Session**

11:15 **Thought Leadership Session**

11:45 **How Central Adelaide LHN's Digital Prehabilitation Program Is Improving Surgical Outcomes and Optimise Triaging**
ALHN implemented a Dig Prehabilitation program across the Royal Adelaide Hospital and The Queen Elizabeth Hospital to prepare patients for elective surgeries and manage waitlists in a manner that puts patients first.

Referrals placed on category 2 or 3 waitlists for consideration of orthopaedic hip and knee joint replacement and complex hernia repair surgeries already have a digital pathway in place. Soon rectal cancer, bariatric and other general surgical speciality areas will get on-board too. The benefits include:
- Proactive communication and engagement
- Better triaging, flow and prioritization of waitlist
- Improved health literacy
- Setting clear shared expectations between consumers and providers
- Improved wholistic wellbeing in patients
- Improved surgical outcomes for patients
- Reduced waiting time for patients

Prof. Jane Andrews and Ellie Bills will reflect on this journey to share lessons learned to help you modernize patient engagement for our digital health future.

Prof. Jane Andrews
Gastroenterologist & Medical Lead, Surgery 3, Central Adelaide LHN

Ellie Bills
Clinical Manager, Surgery PreHab

12:15 **Networking Break**

DAY TWO
16TH MARCH 2023

12:45 **How SVHA Is Outperforming National Patient Experience Rating Averages by Listening to Real-Time Patient Feedback At Scale**

With a network of private, public, and aged care facilities across Australia, SVHA handles more than 1 million episodes of patient care each year. The organization has been on a 3-year journey to truly listen to its patients across these interactions that has helped it achieve an increase in 9 and 10 out of 10 ratings by its patients across its services nationally. In this talk, Jane Evans will share insights around the key focus areas that helped the organization amplify patient voice and translate it into actionable insights that staff and services are using for continuous improvement. She will share how to:

- listen to feedback at scale in real-time – creating the foundations to support actionable insights generation
- empower frontline problem solving and operational efficiencies generation from patient insights
- benchmarking performance over time to influence investments, strategies and service improvements

Jane Evans
Group Manager Innovation & Experience, **St. Vincent's Health Australia**

13:15 **What Are We Waiting For? A New Approach To Managing Demand for Outpatient and Community Services**

The management and length of waiting lists for ambulatory, community or outpatient services is a wicked problem for many health services.

The STAT (Specific & Timely Appointments for Triage) model has been developed to re-think how referrals are managed in high demand services. This presentation will show that wait lists are not inevitable; this evidence-based, demand-driven approach provides a better way to provide timely access to care

Katherine Harding
Manager/Principal Research Fellow, Allied, Health Clinical Research Office, **Eastern Health**

13:45 **Filling Gaps In Our Patient Experience Strategy To Solve Our Health Equity Challenges – Lessons From Leading UK's Largest Hospital's Patient Experience Program**

The ultimate success of patient experience programs would be to demonstrate impact not only through positive survey ratings but also through impact on care outcomes across a diverse cohort of patients. In this talk, Terence Joe will reflect on his experiences with running the Patient Experience Program at St. George's Hospital – UK's largest hospital and now at Southern NSW LHD to reflect on:

- Evolving patient experience surveys to improve demographic and psychographic insights from a diverse cohort of patients
- Running an ACI funding PRMs program for Aboriginal communities in the Eurobodalla region to generate improvement opportunities
- Opportunities to improve the experience of patients with disabilities
- Looking at the key strengths and weaknesses of patient experience programs – the UK way v/s the AUS way

Terence Joe
Manager, Patient Experience, **Southern NSW LHD**

14:15 **Voice of the Audience Session**

14:20 *THINKTANK:*
Linking Patient Feedback (PREMs and PROMs) To Value Based Care and Payment Models – How Can We Make This Possible?
Understanding the patient perspective is integral to delivering value-based care. PREMs have been well utilized and understood by health services but the same cannot be said about Patient-reported outcome measures (PROMs) which have the potential to systematically incorporate patient input for improvement in both quality and cost of care.

Very little literature exists, if any, around how Patient-Reported Outcome Measures (PROMs) can be integrated and linked effectively to the payment of health services. This panel will probe and explore the challenges and opportunities to bring comprehensiveness to how we use

DAY TWO
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patient feedback and insights holistically in reforming care services and payment.

Panellists:

Anita Hodge
National Manager Patient Reported Experience and Outcomes, **Healthscope**

Jane Evans
Group Manager Innovation & Experience, **St. Vincent's Health Australia**

Reema Harrison
Associate Professor in Health Systems and Safety, **Macquarie University**

15:00 **Entering the Testy Waters of PROMs: How Health New Zealand Is Bringing Equity and Social Dimensions at the Centre of Elective Surgery Prioritization**
PROMs use cases are rare to come by and with good reason – the complexity of sifting through qualitative insight around a patient's perception of their health and needs and linking it to healthcare decisions is clear. That said, Prioritising patients for elective surgery remains one of the biggest challenges of health systems around the world and Christopher McEwan has set out to address this problem for the NZ Health system – and from his experience, this ambitious undertaking has brought to light ground-breaking implications to how we leverage patient insight and PROMs to make decisions that are in favour of consumers and not the health system. In this talk he will share insights around:

- The Clinical Prioritization Tool (CPT) that incorporates clinical, patient centred, and social dimensions to identify patients needing urgent access to surgery

- A look at the Impact on Life (IoL) Questionnaire, a patient-reported outcome measure (PROM) built into the CPT
- Understanding the challenges with securing buy-in from the health system to adopt a new way of making decisions and planning services
- What needs to happen for PROMs to make an impact

Christopher McEwan
Clinical Leader in Prioritisation System Flow, **Health New Zealand**

15:30 **Overcoming Barriers with Harnessing Value from Clinical Quality Registries to Drive Quality Improvements For Patients**
Clinical quality registries (CQRs) systematically collect data on pre-agreed markers of quality of care for a given procedure, that can be reliably and reproducibly defined and collected across multiple sites. That said, the value remains untapped due to barriers such as difficulty of accurate data capture, lack of a fit for purpose ethical review system, the constraints of existing Qualified Privilege legislations and the need for protected funding. Susannah will share her efforts with health services to overcome these challenges and develop analytics, benchmark-driven governance & improvements in care.

Susannah Ahern
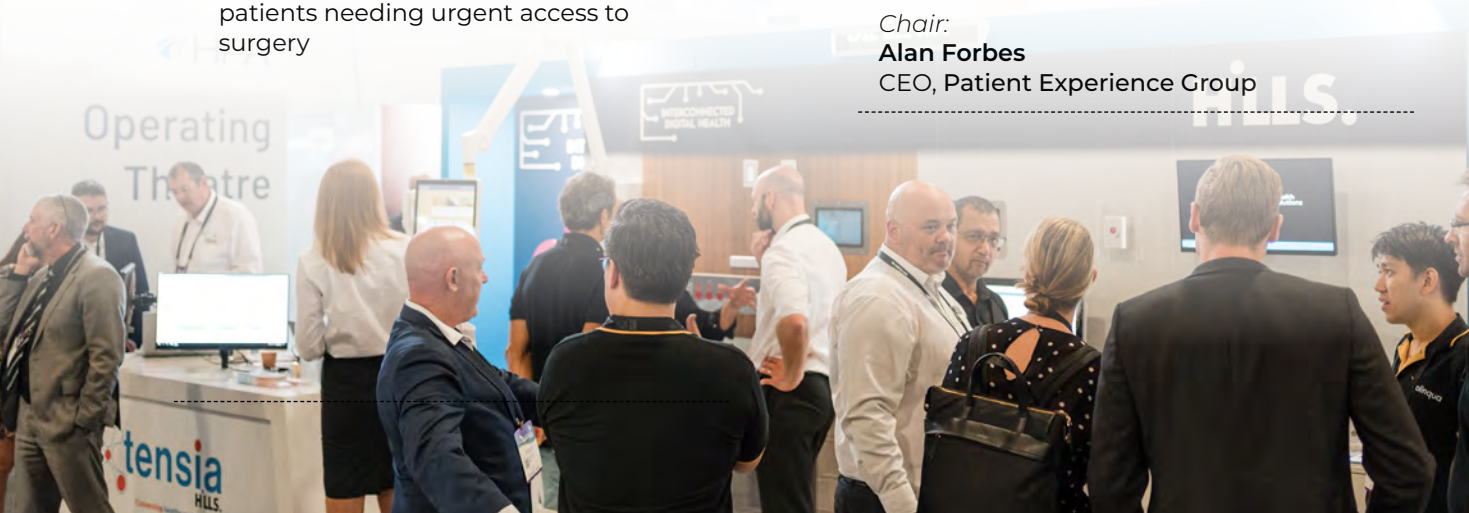Head of Clinical Outcomes Data Reporting and Research Program, **Monash University**

16:00 **Closing Remarks from the Chair & End of Conference**

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

NextGen WORKFORCE

15 March 2023 • 9:30am Daily • International Convention Centre (ICC) Sydney, NSW

REPOSITIONING TODAY'S WORKFORCE STRATEGY, DEVELOPMENT & EXPERIENCE FOR A SUSTAINABLE HEALTHCARE FUTURE

HEADLINE SPEAKERS

EVENT CHAIR

SALLY LAUGESEN
Associate Director - Organisational Development and Workforce Strategy, **Sydney Children's Hospitals Network**

DR. JASON GOH
Director Medical Services| Monash Doctors Workforce, **Monash Health**

A/PROF SUSAN WEARNE
Senior Medical Adviser, Health Workforce Division, **Australian Department of Health & Aged Care**

ANNETTE SOLMAN
Chief Executive Officer, **Health Education and Training Institute**

JOINED BY 11+ WORKFORCE & CULTURE REFORM LEADERS

GAIL FORREST
Director of Clinical Education Strategy, Research and Evaluation, **Health Education and Training Institute**

DR. KEAN KUAN
Director of Medical Services, **Northern Health**

BRENDAN GOODGER
General Manager of Primary Care Improvement, **Central and Eastern Sydney PHN**

BETHAN RICHARDS
Chief Medical Wellness Officer, **Sydney LHD**

CINDY BELL
Director of Nursing - Workforce Planning, **Metro North Health**

TODD HUNT
Manager Workforce Planning, **NSW Ministry of Health**

HELEN EMMERSON
Director, People and Culture, **Murrumbidgee LHD**

PAULA WILLISCROFT
Director of People & Culture, **North Sydney LHD**

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NextGen WORKFORCE

09:30   **Registration Opens**

10:30   **Welcome Address from the Chair**

Sally Laugesen
Associate Director - Organisational Development and Workforce Strategy, **Sydney Children's Hospitals Network**

10:40   **Unpacking The Practical Challenges With Bringing The 10 Year National Medical Workforce Strategy To Life**
Susan Wearne will discuss her reflections from the national strategy development experience to outline:

- the key changes on the horizon for medical workforce development and allocation
- the bottlenecks we need to overcome
- how you as a workforce leader and clinician can play a role in helping solve our challenges faced on the frontline – today and for tomorrow.

A/Prof Susan Wearne
Senior Medical Adviser, Health Workforce Division, **Australian Department of Health & Aged Care**

11:10   **Thought Leadership Session**

11:40   *THINKTANK:*
Getting Creative – The Role of Alternate Workforces, Data & New Care Models In Solving Our Workforce Planning Challenges
With skillset shortages and the lag times associated with training up and building a nursing and medical workforce, health services are re-evaluating their care models, roles, and practices to find creative solutions and efficiencies that reduce strain whilst offering solutions around workforce needs. This panel will offer an insight into:

- Traditional care models and policies – in what ways can be bring change here to alleviate our burgeoning workforce challenges? How are virtual and digital health creating opportunities?
- How is the need in skillsets changing and how can education and health services improve support here?
- In what ways can alternate workforce solutions add value to our nurse and medical workforce supply shortages? How can we overcome challenges with practically implementing these solutions?

- Let's look at our forecasts and workforce plans – what opportunities exist around data and forecasting to improve our efforts?
- How can we measure and improve impact of workforce plans for our health services?

Panellists:
Cindy Bell
Director of Nursing - Workforce Planning, **Metro North Health**

Chelsea Evans
Manager Workforce Strategy and Engagement, **Gold Coast Health**

Todd Hunt
Manager Workforce Planning, **NSW Ministry of Health**

Mary Chiarella
Professor Emerita, Susan Wakil School of Nursing and Midwifery, **The University of Sydney**

12:20   *CENTRAL AND EASTERN SYDNEY PHN CASE STUDY*
Scaling The Value of Alternate Workforce Models in Primary Care with Allied Health and Nursing Staff

Brendan Goodger
General Manager of Primary Care Improvement, **Central and Eastern Sydney PHN**

12:50   **Networking Break**

13:20   *THINKTANK:*
Elevating Retention, Employee Experience and New Ways of Working in Healthcare
Various sectors like banking and retail, for example, have over the last 5 years committed to creating an employee experience strategy to prepare for a new generation of empowered, mobile and tech savvy workers. The COVID response period propelled healthcare to do the same. We are seeing health services actively re-define the roles, scope and workplace policies and technologies that underpin the modern work environment. On this panel, we'll hear leading minds share their vision around:

- Leading and motiving the new generation requires new approaches. How are expectations from workers changing and how are you evolving policies, leadership, and culture at your health service in line with this?

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- What will be the key differences in the employee experience of a modern hospital environment v/s a traditional one?
- What new skills and traits will underpin the healthcare workforce of the future?
- How can workplace systems and technologies make a positive impact across the attraction-engagement-retention lifecycle?

Panellists:

Georges Khoury
Senior Director, People Performance, **Mater**

Sally Laugesen
Associate Director - Organisational Development and Workforce Strategy, **Sydney Children's Hospitals Network**

Dr. Kean Kuan
Director of Medical Services, **Northern Health**

Paula Williscroft
Director of People & Culture, **North Sydney LHD**

14:00 **MDOK: How Australia's first Wellbeing Centre's Is Operationalizing a Data-Driven Approach to Its Wellbeing Program To Improve Impact Across 15,000+ Staff**
Dr Bethan Richards was appointed as Australia's first ever Chief Medical Wellness Officer at Sydney LHD.

This talk will see her document the progress made on the journey at Sydney LHD to prioritize staff wellbeing and see her share:

- An insight into the novel Medical Wellness Program "MDOK" and why such models need to become mainstream
- Making the case for funding and scaling a dedicated wellbeing and leadership program founded upon evidence
- Understanding misconceptions key Learnings from quality and safety programs to become evidence based and KPI driven in wellbeing management

Bethan Richards
Chief Medical Wellness Officer, **Sydney LHD**

14:30 **How Monash Health Has Reduced Vacancy Rates, Improved Staff Retention and Developed A Sustainable 3000+ Strong Medical Workforce Through The Pandemic**
While the narrative in the health sector emerging out of pandemic response is one riddled with attrition, fatigue and burnout, at Monash Health Jason Goh has been leading a journey that's on a complete tangent to this narrative. Through the 2020-22 period, Jason's 3000+ medical services team has seen:

- A reduction in staff vacancy rates from 3% to 1%
- An improvement in staff retention from 87% to 90%
- 80% of the medical staff willing to recommend Monash Health as a great place to work

This talk will see Jason share what Monash Health has been doing differently to be in this enviable position and how you can learn from their journey to bring a positive change to your medical workforce planning and development strategy.

Dr. Jason Goh
Director Medical Services| Monash Doctors Workforce, **Monash Health**

15:00 **How We Can Bring Agility to Staff Education to Address Skill Shortages and Meet The Dynamic Capability Needs of Our Health System**

Annette Solman
Chief Executive Officer, **Health Education and Training Institute**

Gail Forrest
Director of Clinical Education Strategy, Research and Evaluation, **Health Education and Training Institute**

15:30 **Closing Keynote: Re-imaging Workforce Culture To Empower A New Era of Leaders and Workers At MLHD**

Helen Emmerson
Director People & Culture
Murrumbidgee Local Health District

16:00 **Closing Remarks from the Chair**

Sally Laugesen
Associate Director - Organisational Development and Workforce Strategy, **Sydney Children's Hospitals Network**

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HEADLINE SPEAKERS

RICHARD TAGGART
Executive Director Digital Health & Innovation,
Sydney LHD

BOB SOH
Senior Investment Manager,
Brandon Capital Partners

ANNE O'NEILL
Director of Enter-prise and International Partner-ships | Office for Health and Medical Research,
NSW Health

RICHARD MACLIVER
Program De-livery Lead,
Australian Clini-cal Entrepreneur Program

LEARN FROM 10 DISRUPTIVE HEALTHCARE LEADERS

GRACE LETHLEAN
Chief Product Officer
ANDHealth

CHRISTINA IGASTO
Chief Digital Health Officer and CIO,
Western Sydney LHD

Senior Representative
Zoom

TAM NGUYEN
Deputy Director of Research,
St. Vincent's Hospital Melbourne

SARAH MEIBUSH
Principal
OneVentures

JEANETTE ANDERSON
Director Digital Health,
The Royal Eye and Ear Hospital

DR. AMANDEEP HANSRA
Co-Founder, MedAngels; Chair of the Board of Directors,
Coviu Global

MAKENZIE THOMAS
Portfolio Manager,
MedTech Actuator

DINA TITKOVA
Senior Program Manager MedTech & Portfolio,
UNSW Founders

GRACE MATHEW
Advisory Board Member, Venture Partner,
Healthcare Ventures, LP

DAY ONE
16TH MARCH 2023

9:30 **Registration Opens**

10:00 **Welcome Address from the Chair**

TBC, Zoom

10:10 **Opening Keynote Address - ZOOM**

TBC, Zoom

10:30 **Getting Ready for Take-Off: How Startups Can Overcome Hurdles to Commercialization and Scaling**

- Let's start with regulation's role in health innovation. What challenges must startups be prepared to overcome? In what ways can the government and accelerators support?
- What incentives exist for clinicians and early-stage startups and researchers to commercialize their ideas?
- How should startups make a decision regarding the accelerators and network mechanisms available to them?
- Business models and reimbursements are often a stumbling block towards scale and commercialization. Can you offer your view of the challenges and how startups can overcome them?

Panel Chair:
Zoom

Panelists:
Dina Titkova
Senior Program Manager, MedTech & Portfolio, UNSW Founders

Anne O'Neill
Director of Enterprise and International Partnerships | Office for Health and Medical Research, NSW Health

Sarah Meibush
Principal, OneVentures

Makenzie Thomas
Portfolio Manager, MedTech Actuator

11:10 *VC AND INVESTORS SPEAK:*
What Aspects Influence The Attractiveness of Startups For Funding/ Investment Backing?

- Can you outline the investment philosophy driving healthcare funding activities at your organization?
- What type of ideas and areas around health startups make great investment opportunities particularly keeping the Australian health sector context in mind?
- When is funding the right avenue for startups and when is it not?
- How do you look to access the scalability of a startup? And can you share a practical example to highlight your point if possible?

Panel Chair:
Tam Nguyen
Deputy Director of Research, St. Vincent's Hospital Melbourne

Panelists:
Bob Soh
Senior Investment Manager, Brandon Capital

Vinayak Smith
Head of New Ventures, Virtus Health

Grace Mathew
Advisory Board Member, Venture Partner, Healthcare Ventures, LP

11:50 **Digital Health Startup Ecosystem Keynote**

Adam Wardell
Executive - In Residence, ANDHealth

12:10 **Networking Break**

12:40 *INSIDE-OUT PERSPECTIVE:*
What The Healthcare Industry Expects from The Startups Ecosystem
Startups are great at understanding the potential of emerging, innovative technologies. Clinicians and healthcare leaders are great at understanding the nuances of the health sector and the needs of their staff and patients. But do health startups and healthcare providers really understand each other? On this panel, we'll see seasoned healthcare executives offer their view of what startups need to do to demonstrate their value and ensure their value proposition is built for viability and scalability in the health sector.

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- What areas around the healthcare startup/innovation space are you particularly excited by and why?
- What is your advice to startups around engaging and securing buy in from a health service? What do you seem them often challenged by?
- Innovation culture and commitment is key to improve experimentation, trials and collaboration. How can health services improve efforts here?

Panel Chair:
Tam Nguyen
Deputy Director of Research,
St. Vincent's Hospital Melbourne

Panellists:
Richard Taggart
Executive Director Digital Health, Sydney LHD

Richard Macliver
Program Delivery Lead, Australian Clinical Entrepreneur Program

Jeanette Anderson
Director Digital Health, The Royal Eye and Ear Hospital

Christina Igasto
Chief Digital Health Officer & CIO, Western Sydney LHD

13:20 **Building A Strong Board and Leadership Team for Your Startup**
A start-up's commercial success is not just tied to its value proposition but also its leadership team and board. A strong board and executive leadership team links directly to the commercial success a startup is able to achieve. On this panel we'll see investors and scale-up board members highlight:

- What role must a board serve for a healthcare startup?
- What lessons have you learned from your dealings around when a board works well and when it doesn't?
- How must the role of the board evolve as the startup evolves from early stage to scaling?
- What skills/traits are critical in the leadership team and culture particularly when going through the rigours of building a successful startup?

Panel Chair:
Zoom

Panelists:
Dr. Amandeep Hansra
Co-Founder, MedAngels; Chair of The Board of Directors, Coviu Global

Bob Soh
Senior Investment Manager, Brandon Capital

AHW 2023 HEALTHCARE STARTUP PITCHFEST

PITCHFEST JUDGES:

Grace Lethlean
Chief Product Officer, ANDHealth

Dina Titkova
Senior Manager MedTech & Portfolio, UNSW Founders

Dr. Amandeep Hansra
Co-Founder, MedAngels; Chair of The Board of Directors, Coviu Global

Bob Soh
Senior Investment Manager, Brandon Capital

14:00	**Welcome Remarks - Zoom**
14:05	**Pitchfest Category One – In Hospital Solutions (Treatment, Diagnostics & Hospital Operations Improvement)**
15:10	**Pitchfest Category One – In Hospital Solutions Winner Announced**
15:15	**Pitchfest Category Two – Out of Hospital Solutions (Remote Solutions, Wearables, Health Tracking, Falls Prevention)**
16:20	**Pitchfest Category Two – Out of Hospital Solutions Winners Announced**
16:25	**Closing Remarks from the Chair** Zoom

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