

2019 PATIENT EXPERIENCE SYMPOSIUM

Monday 29 - Tuesday 30 April 2019
International Convention Centre Sydney

#PEXS2019



DAY ONE: Monday 29 April 2019

7.00am	Pre-Registered Breakfast: Digital Health in Australia - Benefits for Consumers and Healthcare Providers, Room: Room C2.2 & C2.3				
7.00am	2019 PATIENT EXPERIENCE SYMPOSIUM REGISTRATIONS OPEN				
8.30am	2019 PATIENT EXPERIENCE SYMPOSIUM, DAY ONE				
8.30am 8.35am	Welcome to Country <i>Uncle Allen Madden, Gadigal Clan, Eora Nation</i>				
8.35am – 8.45am	Welcome to the 2019 Patient Experience Symposium <i>Luke Escombe, Master of Ceremonies</i>				
8.45am – 9.05am	Welcome and Symposium Opening <i>Susan Pearce, Deputy Secretary, System Purchasing and Performance Division, NSW Ministry of Health</i>				
9.05am – 9.25am	Official Symposium Launch on Behalf of NSW Health <i>Brad Hazzard, NSW Minister for Health</i>				
9.25am – 10.15am	Opening Plenary Session: The Secret to a Great Patient Experience is the Staff Experience <i>Professor Helen Sanderson, Founder, Wellbeing Teams, United Kingdom</i>				
10.15am – 10.45am	MORNING TEA TRADE DISPLAYS AND POSTER PRESENTATIONS				
10.45am – 12.20pm	CONCURRENT SESSION ONE				
	Communication & Health Literacy	Mental Health	Experiences of Maternity Care	Workshop	Workshop
ROOM	Pyrmont Theatre	Room C2.1	Room C2.4	Room C2.2 & C2.3	Room C2.5 & C2.6
FACILITATOR	Jason Boyd, BHI	Steve Badham, eHealth NSW	Andrea Herring, HETI	Carmel Thorn, ACI	Dominique Holt, CINSW
10.45am – 11.05am	Health Literacy Framework for NSW <i>Kay de Ridder, Program Manager, Patient Centred Care, Clinical</i>	Enabling Patients, Families and Carers to Speak up for Safety: 'REACH', a Patient and Family Escalation System	Outreach Rural Maternity <i>Lou Gillman, Outreach Midwife, WNSWLHD</i>	ACI & eHealth NSW Patient Reported Measures Workshop <i>Collaboration between ACI & eHealth</i>	Oh, the Places Jo Could Go <i>Meredith Burke, Consumer Representative, Priority Research</i>

	<i>Excellence Commission</i>	<i>Bradley Lloyd, Program Coordinator, Patient Centred Care, Clinical Excellence Commission</i>			<i>Centre for Stroke and Brain Injury, University of Newcastle</i>
11.10am – 11.30am	Interprofessional Family Conferencing Training: Collaborating in Patient Centred Decision Making <i>Daniella Pfeiffer, Senior Program Officer, Health Education and Training Institute, Allied Health</i>	The Mental Health Carer Experience Survey <i>Sarah Kelshaw, Experience and Outcome Measurement Project Manager, NSW Ministry of Health</i>	Women's Wisdom: An Analysis of the Comments of 10,000 Mothers on their Recent Experiences of Labour and Birth <i>Nadine Hackl, Lead Researcher, Bureau of Health Information</i>		
11.35am – 11.55am	Finding our way to the Health Service: Consumers Working with the Health System to Make it Easier to Navigate <i>Claudia Cresswell, Health Literacy Project Officer, Health Care Consumers' Association</i>	Equity of Care: Results from the Outpatient Cancer Clinics Survey <i>Kha Vo, Senior Analyst, Bureau of Health Information</i>	Engaging with CALD Women: Changing Perceptions & Outcomes <i>Robyn El-Khair, Community Participation Manager, SWSLHD</i>		
12.00pm – 12.20pm	Building the Evidence Base: The Evaluation of a Systematic and Partnership Approach to Improve the Quality of Patient Information and Education Materials <i>Fiorina Mastroianni, Health Literacy and Diversity Health Manager, ISLHD</i>	Development of the MSEPHS: Marrickville Side Effect & Preventative Health Screening Tool <i>Andy Simpson, Team Leader, SLHD</i>	Improving Patient Journey for Mothers Having Elective Caesarean Section <i>Manoj Mallikahewa, Senior Specialist Anaesthesiologist, Nepean Hospital</i>		
12.20pm – 1.15pm	LUNCH TRADE DISPLAYS AND POSTER PRESENTATIONS				
1.15pm – 2.50pm	CONCURRENT SESSION TWO				
	The Patient Voice	End of Life Care	Improving Services	Workshop	Workshop
ROOM	Pyrmont Theatre	Room C2.1	Room C2.4	Room C2.2 & C2.3	Room C2.5 & C2.6
FACILITATOR	Wendy Caroll, eHealth	Bernadette King, CEC	Katherine Lavery, HealthShare	Ian Richards, CEC	Michaela Lanning, ACI

<p>1.15pm – 1.35pm</p>	<p>Using a Co-Design Approach with Consumers: Developing a Consumer Participation Framework</p> <p><i>Jayne James, Patient Experience Manager, CCLHD</i></p>	<p>A Little Piece of Me</p> <p><i>Tim Talty, Art Program Manager, Sydney Children's Hospitals Foundation, Randwick</i></p>	<p>Using the Patient Experience to Develop Person Centred Leaders</p> <p><i>Collette Davies, Coach: Transforming Your Experience, SWSLHD</i></p>	<p>Creating the Conditions for Consumer-led Improvement</p> <p><i>Ian Richards, Senior Manager, Organisational Effectiveness, Clinical Excellence Commission</i></p>	<p>Choosing the Right Tool for the Job: Selecting a Patient-Reported Experience Measure to Suit your Research and Quality Improvement Objectives</p>
<p>1.40pm – 2.00pm</p>	<p>"The Sky's the Limit with this Stuff": Client and Staff Perspective on Client Centred Care in Residential Substance Dependence Treatment</p> <p><i>Esther Davis, Research Officer, University of Wollongong</i></p>	<p>"What do I need to Know About You as a Person to Give you the Best Care Possible?": Implementing the Patient Dignity Question into a Specialist Palliative Care Service</p> <p><i>Safrina Thristiawati, Senior Research Officer, Calvary Health Care Kogarah</i></p>	<p>Improving the Experience of People who are Blind or Have Low Vision: An Experience Based Co-Design Project</p> <p><i>Helen Badge, A/Manager, Ophthalmology Network; Research Fellow, Agency for Clinical Innovation</i></p>		<p><i>Claudia Bull, PhD Candidate, Griffith University</i></p>
<p>2.05pm – 2.25pm</p>	<p>Barriers for Women, and Trans and Gender Diverse People in Discussing HPV: Related Cancer with Clinicians</p> <p><i>Bella Bushby, Communications and Policy Officer, Positive Life NSW</i></p>	<p>Innovative Palliative and Supportive Care in Rural Western NSWLHD: Developing a Community-Led Volunteering Initiative</p> <p><i>Alex Huntir, Manager, Volunteer Support Services Programme, Palliative Care NSW</i></p>	<p>Precious People: NSW Perinatal Post Mortem Service</p> <p><i>Angela Morgan, Redesign Lead, NSW Health Pathology</i></p>		
<p>2.30pm – 2.50pm</p>	<p>Open Access Meetings: A Tangible Approach to Engagement</p> <p><i>Jennifer Coote, District Consumer and Carer Coordinator, WNSWLHD</i></p>	<p>You don't know if you don't ask: Implementing Patient Reported Outcomes in a Specialist Palliative Care Service</p> <p><i>Liz Lobb, Professor of Palliative Care, Calvary Health Care Kogarah</i></p>	<p>Barriers and Facilitators to Implementing MUSIC & MEMORY as a Novel Personalised Music Intervention in 21 Public Healthcare Settings in NSW</p> <p><i>Tara Dimopoulos-Bick, Manager, Patient Experience and Consumer Engagement, Agency for Clinical Innovation</i></p>		
<p>2.50pm – 3.15pm</p>	<p>AFTERNOON TEA TRADE DISPLAYS AND POSTER PRESENTATIONS</p>				
<p>3.15pm – 3.55pm</p>	<p>Keynote: The Medicalisation of Dying <i>Ken Hillman, Professor of Intensive Care, UNSW</i></p>				

3.55pm – 4.40pm	Keynote: Bouncing Higher in Person Centred Care: Dual Insights from a Therapist & Consumer <i>Emma Gee, Speaker, Author, Occupational Therapist and Stroke Survivor</i>
4.40pm – 4.45pm	Closing Comments <i>Luke Escombe, Master of Ceremonies</i>
4.45pm – 6.00pm	WELCOME RECEPTION

DAY TWO: Tuesday 30 April 2019

7.00am	Breakfast Debate: Improved Patient Experiences are more Important than Efficiencies in Health Care, Room: Room C2.2 & C2.3				
8.30am	2019 PATIENT EXPERIENCE SYMPOSIUM, DAY TWO				
8.30am – 8.35am	2019 Patient Experience Symposium Welcome, Day Two <i>Luke Escombe, Master of Ceremonies</i>				
8.35am – 8.50am	Muggera Dancers				
8.50am – 9.00am	Symposium Day Two Launch <i>Associate Professor Brian McCaughan AM, ACI and CEC Board Chair</i>				
9.00am – 9.20am	Keynote <i>Service NSW</i>				
9.20am – 9.40am	Keynote <i>Wayne Jones, Chief Executive, Northern NSW LHD</i>				
9.40am – 10.00am	Keynote: Listening and Learning: What Patients Have Told Us About their Experiences of Care <i>Diane Watson, Chief Executive, Bureau Health Information</i>				
10.00am – 10.30am	MORNING TEA TRADE DISPLAYS AND POSTER PRESENTATIONS				
10.30am – 12.05pm	CONCURRENT SESSION THREE				
	Survey Methods & Data Collection	Working Smarter Together	Aboriginal Care Experiences	Workshop	Workshop
ROOM	Pyrmont Theatre	Room C2.1	Room C2.4	Room C2.2 & C2.3	Room C2.5 & C2.6
FACILITATOR	Diane Watson, BHI	Tara Dimopoulos-Bick, ACI	Amanda Mulcahy, BHI	Nicole Tripney, NSW Health Pathology	Dominique Holt, CINSW
10.30am – 10.50am	Listening to Patients and Carers to Improve Experience and Service <i>Jayne James, Patient Experience Manager, CCLHD</i>	Patient Experience of Technology in the Hospital Setting <i>Jennifer Warrilow, Clinical Lead PowerChart Maternity, Canterbury Hospital</i>	Together We Can: Integrated Aboriginal Chronic Care <i>Marilyn Tolman, Clinical Nurse Consultant, Chronic Disease, Aboriginal Health Directorate, NNSWLHD</i>	Anyone can Participate in Experience Based Co-Design <i>Helen Badge, A/Manager, Ophthalmology Network; Research Fellow, Agency for Clinical Innovation</i>	Measuring the Value of Mental Health Services in Rural Communities <i>Trent Dean, Head of Clinical Governance, Royal Flying, Doctor Service, QLD</i>
10.55am – 11.15am	Are Experiences of Maternity Services in NSW Improving?	The Patient's Voice - A Patient Delivered Handover	Towards Systematic Monitoring of the Experiences of Care of Aboriginal and		

	<i>Lisa Corscadden, Lead, Performance Reports, Bureau of Health Information</i>	<i>Kim Maddock, Nurse Manager, NBMLHD</i>	Torres Strait Islander people with Cancer: Phase One <i>Monica Green, Research Officer and Project Manager, Menzies School of Health Research</i>		
11.20am – 11.40am	Transforming patient and staff experience in South Western Sydney Local Health District <i>Natalie Wilson, Director Transforming Your Experience, SWSLHD</i>	Keeping Patients Well and at Home in Winter: NNSW Winter Strategy <i>Sharyn White, Director of Integration, North Coast Primary Health Network</i>	Seeking Authentic Engagement for Heart Health: An Aboriginal Patient Perspective <i>Rhian Nathan-Marsh, Clinical Nurse Consultant, John Hunter Hospital, HNELHD</i>		
11.45am – 12.05pm	Understanding Client Experience of Screening with BreastScreen NSW <i>Sandra Rickards, Senior Research and Evaluation Officer, Cancer Institute NSW</i>	The Nature, Burden and Management of Psoriatic Arthritis-Related Foot Problems: From the Perspective of Patients and Health Professionals <i>Kate Carter, PhD candidate, Western Sydney University</i>	Yarning About Quitting: Upskilling Health Professionals to Support Aboriginal Women to Quit Smoking <i>Linda Bootle, Clinical Midwife Consultant, Aboriginal Maternal Infant Health Service, WNSWLHD</i>		
12.05pm – 1.00pm	LUNCH TRADE DISPLAYS AND POSTER PRESENTATIONS				
1.00pm – 2.35pm	CONCURRENT SESSION FOUR				
ROOM	Empowering Consumers	Children and Pediatrics	Aged Care	Workshop	Workshop
FACILITATOR	Pyrmont Theatre	Room C2.1	Room C2.4	Room C2.2 & C2.3	Room C2.5 & C2.6
	Anthony Brown, Health Consumer NSW	Romana de Beer, HealthShare NSW	Vanessa Janssen, NSW Health Pathology	Bernadette King, CEC	Carmel Thorn, ACI
1.00pm – 1.20pm	Patient Empowered Care <i>Abbey Perumpanani, Director Clinical Programs, NNSWLHD</i>	Partnering with Australian Families to Better Manage their Children's Health Information <i>Jemma Black, Change Analyst, National Children's Digital Health Collaborative, eHealth NSW</i>	Mrs Dean's Story: A Consumer Collaboration to Reduce Injury <i>Lorraine Lovitt, Lead NSW Falls Program, Clinical Excellence Commission</i>	What are the Barriers and Enablers of Patient Centred Care? <i>Bradley Lloyd, Program Coordinator, Patient Centred Care, Clinical Excellence Commission</i>	Improving Patient Experience in the Emergency <i>Kim McClymont, Executive Director, System Purchasing Branch NSW Ministry Health</i>
1.25pm – 1.45pm	The Patient's Voice- Embedding Person-Centred Care within Outpatients in Chronic and Complex Care <i>Jane Bradshaw, Physiotherapist, Nepean Hospital, NMBLHD</i>	The View from the Hospital Bed: How Patient Input Improves Patient Outcome <i>Alicia Wood, Program Lead, Integration and Enablers, WSLHD</i>	Living Well and Feeling Better: Multipurpose Service Evaluation Unpacked <i>Hassan Assareh, Senior Analyst, Agency for Clinical Innovation</i>		

1.50pm – 2.10pm	<p>Yes, We Can Hear You: Engaging Consumer Participation in Drug and Alcohol Services</p> <p><i>Corinne Maynard, Drug and Alcohol Nurse Manager, NNSWLHD</i></p>	<p>The Benefits of a Home Like Environment near Children's Wards</p> <p><i>Tracey Webster, General Manager. Programs & Impact, Ronald McDonald House Charities</i></p>	<p>The Integration of Specialist Podiatry Services within a Rheumatology Multidisciplinary Team to Enhance the Patient Experience</p> <p><i>Kate Carter, PhD Candidate, Western Sydney University</i></p>		
2.15pm – 2.35pm	<p>Shared Value of Consumer Engagement: How we have Applied this in the Severe Burn Service in NSW</p> <p><i>Dale Forbes, Consumer Representative, Statewide Burn Injury Service, Agency for Clinical Innovation</i></p>	<p>SCHN Youth Advisory Council: The Impact and Opportunities for Adolescents</p> <p><i>Laura Griffin, Network Manager - Patient and Family Engagement, Sydney Children's Hospitals Network</i></p>	<p>Advance Care Planning: A Pragmatic Randomised Controlled Trial</p> <p><i>Anne Meller, Clinical Nurse Consultant - Advance Care Planning, Prince of Wales Hospital</i></p>		
2.35pm – 3.05pm	<p>AFTERNOON TEA TRADE DISPLAYS AND POSTER PRESENTATIONS</p>				
3.05pm – 3.45pm	<p>Keynote: The Truth is Rarely Pure and Never Simple: Dispatches from the Front <i>Don Palmer, Malpa, Tjungurrayi</i></p>				
3.45pm – 4.45pm	<p>Keynote: The Intersection Between Technology and Humanity <i>Dr Jordan Nguyen, TV Presenter and Biomedical Engineer</i></p>				
4.45pm – 5.00pm	<p>Closing Comments <i>Luke Escombe, Master of Ceremonies</i></p>				
5.00pm	<p>SYMPOSIUM CLOSE</p>				



Health

- Agency for Clinical Innovation
- Bureau of Health Information
- Clinical Excellence Commission
- Cancer Institute NSW
- eHealth NSW
- Health Education & Training Institute
- HealthShare NSW
- NSW Health Pathology
- System Purchasing Branch