

**2018
PATIENT EXPERIENCE
SYMPOSIUM**

Monday 9 April – Tuesday 10 April
Hilton Sydney
488 George Street, Sydney NSW
#PEX2018



Monday, 9 April 2018

7.30am	DAY ONE: Registrations Open Hilton Sydney, 488 George St, Sydney
8.30am	2018 Patient Experience Symposium, Day One Hilton Sydney, Level 3, Grand Ballroom
8.30am	Welcome to Country <i>Uncle Allen Madden, Gadigal Clan, Eora Nation</i>
8.35am	Welcome to the 2018 Patient Experience Symposium <i>Luke Escombe, Master of Ceremonies</i>
8.45am	Official Symposium Opening <i>Chief Executive, Clinical Excellence Commission and Chief Executive, Agency for Clinical Innovation</i>
8.55am	Official Symposium Launch on Behalf of NSW Health <i>Hon Brad Hazzard, NSW Minister for Health and Minister for Medical Research</i>
9.10am	Opening Plenary Session <i>Vic McEwan, Artistic Director, The Cad Factory</i>
10.00am	Morning Tea and Trade Display Hilton Sydney, Level 3, Exhibition Area

CONCURRENT SESSION A						
10.30am-12.05pm	Celebrating Culture and Diversity	Large Scale Patient Experience Collection and Use	True Partnerships for Change #1	Measuring What Matters 95 Minute Workshop	Staff Experience and Wellness 95 Minute Workshop	True Partnerships 95 Minute Workshop
10.30am-10.50am	<p>The Pink Sari Project: A culture-centred approach to health communication, partnerships and sustainability</p> <p><i>Michael Camit, Acting Director, NSW Multicultural Health Communication Service</i></p>	<p>Patients perspectives of their perioperative care</p> <p><i>Ute Anne Conway, Registered Nurse, Perioperative Services South East Regional Hospital, SNSW LHD</i></p>	<p>First Impressions: Finding out how easy it is to get to the health service</p> <p><i>Claudia Cresswell, Health Literacy Project Officer, Health Care Consumers Association of the ACT</i></p>	<p>Are we measuring what matters? How the patient voice can influence improvements in person-centred practice</p> <p><i>Val Wilson, Professor of Nursing, University of Wollongong and IS LHD</i></p>	<p>The Heart of Caring: Caring for self to lead person-centred compassionate care</p> <p><i>Keith Jones, Nurse Manager Leadership Initiatives, SES LHD</i></p>	<p>Improving Participant and Consumer Rep Experience in Clinical Trials</p> <p><i>Janelle Bowden, CEO, Research4Me</i></p>
10.55am-11.15am	<p>Shining the light on impacts of cardiovascular disease: An Aboriginal patient perspective</p> <p><i>Reakeeta Smallwood, Lighthouse Hospital Project Officer, HNE LHD</i></p>	<p>Understanding the experience of women undergoing assessment with BreastScreen NSW</p> <p><i>Nicola Scott, Senior Research and Evaluation Officer, Cancer Institute NSW</i></p>	<p>Warden Head Lighthouse Suicide Prevention Initiative</p> <p><i>Alex Krilov, Clinical Nurse Specialist, Ulladulla Mental Health Service</i></p>			
11.20am-11.40am	<p>Dullgu Gummurr: Heart health for Aboriginal women</p> <p><i>Anthony Franks, Aboriginal Chronic Care Officer, NNSW LHD</i></p>	<p>Measuring gaps between Aboriginal and non-Aboriginal Patient Experience Results</p> <p><i>Heather Dawson, Director Performance Reporting, Bureau of Health Information</i></p>	<p>ID and IDA: A practical, patient-centred approach to the identification and management of Iron Deficiency (ID) and Iron Deficiency Anaemia (IDA)</p> <p><i>Kristen Brown, Clinical Nurse Consultant, Blood Management, M LHD</i></p>			

11.45am-12.05pm	<p>Our Mob Matters: Collecting patient reported outcome measures in an Aboriginal population</p> <p><i>Carolynne Leon, Integrated Team Care Coordinator, Grand Pacific Health</i></p>	<p>What is important to patients? Incorporating a ranking of importance into patient experience measurement</p> <p><i>Ali Radomiljac, Manager, WA Department of Health</i></p>	<p>"I'm not in this alone": Consumer experiences of Adahps, a NSW health service supporting people living with HIV-related cognitive impairment</p> <p><i>Andrew English, Consumer, Adahps</i></p>			
12.05pm	<p>Lunch and Trade Display Hilton Sydney, Level 3, Exhibition Area</p>					
1.00pm-2.35pm	<p style="text-align: center;">CONCURRENT SESSION B</p>					
1.00pm-1.20pm	<p>Staff Experience and Wellness</p> <p>Compassion: Value-add or core component in the provision of care?</p> <p><i>Joy Forster, Psychiatric Consultation Liaison Nurse, Peter MacCallum Cancer Centre</i></p>	<p>Researching Patient Experience</p> <p>Patient reported adverse events in New South Wales: A data linkage study</p> <p><i>Reema Harrison, Senior Lecturer, UNSW Australia</i></p>	<p>Learning From Each Other for Better Communication</p> <p>Towards a Health Literacy framework for NSW Health</p> <p><i>Kay de Ridder, Program Manager, Patient Centred Care, Clinical Excellence Commission</i></p>	<p>Celebrating Culture and Diversity 95 Minute Workshop</p> <p>Embracing Diversity: How can we make patients and families feel safe and welcomed within a paediatric hospital</p> <p><i>Christopher Hastie, Health Service Planner, Sydney Children's Hospitals Network</i></p>	<p>True Partnerships 95 Minute Workshop</p> <p>Putting the 'Co-design' back in Experience-Based Co-design</p> <p><i>Tara Dimopoulos-Bick, Manager, Patient Experience and Consumer Engagement, Agency for Clinical Innovation</i></p>	<p>Measuring What Matters 95 Minute Workshop</p> <p>How to connect with patients so they 'feel heard' and engage staff in improving patient experience</p> <p><i>Avnesh Ratnanesan, CEO, Energisse</i></p>
1.25pm-1.45pm	<p>Balancing Caring for Others and Caring for Ourselves: Soul time for staff</p> <p><i>Elizabeth Arnott, Social Worker, Bear Cottage, Childrens Hospice</i></p>	<p>Unplanned readmissions within 28 days: The patient's experience</p> <p><i>Dorothy Hughes, Nurse Manager Initiatives and Projects, Nursing and Midwifery Directorate SNSW LHD</i></p>	<p>"That's better!": Working together to improve communication</p> <p><i>Fiorina Mastroianni, Health Literacy and Diversity Health Manager, IS LHD</i></p>			<p><i>Michael Greco, CEO, Patient Opinion</i></p>

<p>1.50pm-2.10pm</p>	<p>Undergraduate Assistants in Nursing (UGAIN) Evaluation Project: Exploring the impact of the UGAIN role within a collaborative nursing model on inpatient experience</p> <p><i>Raelene Kenny, Acting Clinical Practice Manager, Port Macquarie Base Hospital, MDN LHD</i></p>	<p>"Real connection with a real person": Exploring what matters to people attending alcohol and other drug treatment</p> <p><i>Peter Kelly, Associate Professor, School of Psychology, University of Wollongong</i></p>	<p>The question patients should never answer</p> <p><i>Alana Henderson, Career Consultant, Alana Henderson Pty Limited</i></p>			
<p>2.15pm-2.35pm</p>	<p>Improving Patient Experience through Technology</p> <p>Customised Mobile: Accessible discharge instructions so all patients leaving the emergency department know exactly What the Doctor Said</p> <p><i>Sarah Doyle, Founder, What the Doctor Said</i></p>	<p>Measuring what matters to patients: What do patients tell us about barriers and obstacles in accessing care? Insights from the NSW Patient Survey Program</p> <p><i>Nadine Hackl, Lead Researcher, Bureau of Health Information</i></p>	<p>Transparency, trust and time: Co-designing the peak Consumer and Community Council at South Eastern Sydney Local Health District</p> <p><i>Serena Joyner, Consumer Engagement Manager, Health Consumers NSW</i></p>			
<p>2.35pm</p>	<p>Afternoon Tea, Trade Display and Poster Presentations Hilton Sydney, Level 3, Exhibition Area</p>					
<p>3.05pm</p>	<p>Keynote: The Enemy Within <i>Joe Williams, Founder, The Enemy Within</i></p>					
<p>3.45pm</p>	<p>Keynote: Chronic Symphonic <i>Luke Escombe, Creator, The Vegetable Plot</i></p>					
<p>4.25pm</p>	<p>Closing Comments <i>Luke Escombe, Master of Ceremonies</i></p>					

4.30pm

CLOSE OF DAY ONE

Tuesday, 10 April 2018

7.30am

DAY TWO: Registrations Open
Hilton Sydney, 488 George St, Sydney

8.30am

2017 Patient Experience Symposium, Day Two
Hilton Sydney, Level 3, Grand Ballroom

8.30am

2018 Patient Experience Symposium Welcome, Day Two
Luke Escombe, Master of Ceremonies

8.35am

Didgeridoo Performance
Russell Dawson, Koomurri Aboriginal Dance Troupe

8.50am

Symposium Day Two Launch
Associate Professor Brian McCaughan AM, ACI and CEC Board Chair

9.00am

Keynote: Cancer: My Journal, My Selfies, My Learnings
Doris Zagdanski, Author and Educator

10.00am

Morning Tea and Trade Display
Hilton Sydney, Level 3, Exhibition Area

10.30am-12.05pm	CONCURRENT SESSION C				
	The Art of Patient Experience	The Use and Importance of Patient Experience	True Partnerships for Change #2	True Partnerships 95 Minute Workshop	Improving Patient Experience Through Technology 95 Minute Workshop
10.30am-10.50am	<p>Coming to our senses: co-designing a sensory room mural with adolescent mental health patients</p> <p><i>Maria Brien, Nursing Unit Manager, Sydney Children's Hospital, Randwick</i></p>	<p>Staff understanding patient experience, understanding data and connecting behaviours that improve patient experience and outcomes</p> <p><i>Beth Masling, Manager Living Well Together, WNSW LHD</i></p>	<p>Carers Corner</p> <p><i>Janet Harrison, Community Participation Manager, Liverpool Hospital</i></p>	<p>Maximise the Impact of Your Patient Story</p> <p><i>Kay de Ridder, Program Manager, Patient Centred Care, Clinical Excellence Commission</i></p> <p><i>Kelly Foran, CEO, Friendly Faces Helping Hands Foundation</i></p>	<p>Improving the patient as learner experience of seriously sick kids missing school</p> <p><i>Megan Gilmour, Co-founder and Chairperson, MissingSchool</i></p>
10.55am-11.15am	<p>Westmead Redevelopment: The art of engagement</p> <p><i>Marilyn Cintra, Arts and Cultural Coordinator, Westmead Redevelopment</i></p>	<p>The Promise of Patient Reported Measures: The use of patient reported outcome measures in a general practice</p> <p><i>Walid Jammal, General Practitioner, Hills Family General Practice</i></p>	<p>'Stayin Healthy, Stayin Deadly': A collaborative approach</p> <p><i>Matt Crawford, Clinical Nurse Consultant, Integrated Chronic Care for Aboriginal People Program, HNE LHD</i></p>		
11.20am-11.40am	<p>More than Music: Clinical perspectives for integrating a Paediatric Palliative Care Music Therapy Program</p> <p><i>Roxanne McLeod, Registered Music Therapist, The Sydney Children's Hospital Network</i></p>	<p>Patient Opinion: Measuring the collective voices of patients for Sydney/Sydney Eye Hospital- A year in review</p> <p><i>Ann Hodge, Nurse Manager-Operational Nursing Support, Sydney/Sydney Eye Hospital</i></p>	<p>Westmead Redevelopment: How consumers are transforming design of the new Central Acute Services Building</p> <p><i>Carla Edwards, Director Redevelopment Redesign and Transformation, WS LHD</i></p>		
11.45am-12.05pm	<p>Living well in multipurpose services: Not hospital, but home</p> <p><i>Jenny Preece, Rural Health Network Manager, The Agency for Clinical Innovation</i></p>	<p>"I probably wouldn't know what the results meant": Patient access to test result information after a visit to the Emergency department</p> <p><i>Mary Dahm, Research Fellow, Australian Institute of Health Innovation, Macquarie University</i></p>	<p>TAAD: The Aphasia Awareness Delegation. People with Aphasia in partnership with rotary down under</p> <p><i>Sean O'Brien, Consumer, The Aphasia Awareness Delegation</i></p>		

12.05pm	Lunch and Trade Display Hilton Sydney, Level 3, Exhibition Area				
1.00pm-2.35pm	CONCURRENT SESSION D				
	Improving Patient Experience Through Technology	Hearing What Matters Most to Patients	Mental Health	True Partnerships 95 Minute Workshop	The Art of Patient Experience 95 Minute Workshop
1.00pm-1.20pm	Supporting patients to self-manage: Patients' perceptions of the PROMPT-Care resources <i>Ivana Durcinoska, Project Manager, Psycho-Oncology Research Group, Ingham Institute for Applied Medical Research</i>	Patients' Stories Do Matter: A narrative-based study on patient experiences of hospitals <i>Rose Petranovic, Volunteer, 3Bridges Community</i>	Co-design and partnering to improve our community's response to young people's mental health <i>Ruth Hennessy, Mental Health First Aid Youth Program Strategic Director, Senior Clinical Psychologist, Community Partnership Unit, Directorate Planning, Population Health and Equity</i>	Building Consumer Representative partnerships for person-centred care: Evidence-based co-design strengthens outcomes of staff-consumer engagement <i>Coralie Wales, Manager Community and Consumer Partnerships, WS LHD</i>	Life Giving Stories: performance and presentation on creating an effective and award-winning program on organ and tissue donation <i>Michael Camit, Acting Director, NSW Multicultural Health Communication Service</i>
1.25pm-1.45pm	Patient facing apps integrated with clinical eMRs supporting better self-care: My Health Memory <i>Laura Griffin, Network Manager, Patient and Family Engagement, The Sydney Children's Hospital Network</i>	Women's experiences of in-utero transfer in NSW/ACT: A qualitative study (The WANTe study) <i>Lyn Passant, Clinical Midwifery Consultant, NSW Pregnancy and Newborn Services Network (PSN-SCHN)</i>	Police Ambulance Early Access to Mental Health Assessment via Tele-Health (PAEMHATH) <i>Elizabeth Newton, Senior Consumer Advisor, Manager Consumer Participation Unit, NSW Health</i>		
1.50pm-2.10pm	My Surgery Journey: A smartphone app improving the experience of the journey towards surgery <i>James Brinton, Clinical Nurse Consultant Surgery, IS LHD Wollongong Hospital</i>	'I can be fine, and the next minute I'm in hospital': Stories of those living with COPD <i>Elizabeth Lucas, Clinical Nurse Consultant Chronic Disease, Grand Pacific Health</i>	Parenting, research and partnerships in the Sub-Acute Mental Health Service <i>Kristen Burriel, Senior Social Worker, IS LHD</i>		

2.15pm-2.35pm	An automated platform supporting patients receiving Alemtuzumab for Multiple Sclerosis (MS): The Alemtuzumab MS Safety Systems (AMS ₃) study <i>Stephen Reddel, Neurologist, Medical Safety Systems</i>	How well do the CORE values drive patient and community satisfaction? <i>Deborah Armitage, Clinical Nurse Consultant Older Person Acute Care, HNE LHD</i>	Measuring What Matters In Your Hands <i>Debbie Schwebel, District Nurse Manager, MNC LHD</i>		
2.35pm	Afternoon Tea, Trade Display and Poster Presentations Hilton Sydney, Level 3, Exhibition Area				
3.05pm	Panel <i>More information coming soon...</i>				
3.50pm	Keynote: Is This My Beautiful Life? <i>Jessica Rowe AO, TV Presenter</i>				
4.20pm	Closing Comments <i>Luke Escombe, Master of Ceremonies</i>				
4.30pm	SYMPOSIUM CLOSE				



The 2018 NSW Patient Experience Symposium is committed to incorporating the experience of patients as experts in living with their condition while ensuring they are neither excluded nor exploited. Contributions to ongoing discussion concerning the #PatientsIncluded conference charter on Twitter are invited.

