

**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	<u>Opening Plenary Session</u> <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
Room	Grand Ballroom A	Grand Ballroom B	Function Room 5	Function Room 1 & 2	Function Room 3	Function Room 4
10.30am-10.50am	<p>The Pink Sari Project: A culture-centred approach to health communication, partnerships and sustainability</p> <p>Michael Camit, Acting Director, NSW Multicultural Health Communication Service</p>	<p>Patients perspectives of their perioperative care</p> <p>Ute Anne Conway, Registered Nurse, Perioperative Services South East Regional Hospital, SNSWLHD</p>	<p>First Impressions: Finding out how easy it is to get to the health service</p> <p>Claudia Cresswell, Health Literacy Project Officer, Health Care Consumers Association of the ACT</p>	<p>Are we measuring what matters? How the patient voice can influence improvements in person-centred practice</p> <p>Val Wilson, Professor of Nursing, University of Wollongong and IS LHD</p>	<p>The Heart of Caring: Caring for self to lead person-centred compassionate care</p> <p>Keith Jones, Nurse Manager Leadership Initiatives, SES LHD</p>	<p>Improving Participant and Consumer Rep Experience in Clinical Trials</p> <p>Janelle Bowden, CEO, Research4Me</p>
10.55am-11.15am	<p>Shining the light on impacts of cardiovascular disease: An Aboriginal patient perspective</p> <p>Reakeeta Smallwood, Lighthouse Hospital Project Officer, HNE LHD</p>	<p>Understanding the experience of women undergoing assessment with BreastScreen NSW</p> <p>Nicola Scott, Senior Research and Evaluation Officer, Cancer Institute NSW</p>	<p>Warden Head Lighthouse Suicide Prevention Initiative</p> <p>Alex Krilov, Clinical Nurse Specialist, Ulladulla Mental Health Service</p>			
11.20am-11.40am	<p>Dullgu Gummurr: Heart health for Aboriginal women</p> <p>Anthony Franks, Aboriginal Chronic Care Officer, NNSW LHD</p>	<p>Measuring gaps between Aboriginal and non-Aboriginal Patient Experience Results</p> <p>Heather Dawson, Director Performance Reporting, Bureau of Health Information</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>Kristen Brown, Clinical Nurse Consultant, Blood Management, MLHD</p>			
11.45am-12.05pm	<p>Our Mob Matters: Collecting patient reported outcome measures in an Aboriginal population</p> <p>Carolynne Leon, Integrated Team Care Coordinator, Grand Pacific Health</p>	<p>What is important to patients? Incorporating a ranking of importance into patient experience measurement</p> <p>Ali Radomiljac, Manager, WA Department of Health</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>Andrew English, Consumer, Adahps</p>			

12.05pm	Lunch and Trade Display Hilton Sydney, Level 3, Exhibition Area					
1.00pm- 2.35pm	CONCURRENT SESSION B					
	Learning From Each Other for Better Communication	Researching Patient Experience	Staff Experience and Wellness	True Partnerships 95 Minute Workshop	Measuring What Matters 95 Minute Workshop	Celebrating Culture and Diversity 95 Minute Workshop
Room	Grand Ballroom A	Grand Ballroom B	Function Room 5	Function Room 3	Function Room 1 & 2	Function Room 4
1.00pm- 1.20pm	Towards a Health Literacy framework for NSW Health <i>Kay de Ridder, Program Manager, Patient Centred Care, Clinical Excellence Commission</i>	Patient reported adverse events in New South Wales: A data linkage study <i>Reema Harrison, Senior Lecturer, UNSW Australia</i>	Compassion: Value-add or core component in the provision of care? <i>Joy Forster, Psychiatric Consultation Liaison Nurse, Peter MacCallum Cancer Centre</i>	Putting the 'Co-design' back in Experience-Based Co-design <i>Tara Dimopoulos-Bick, Manager, Patient Experience and Consumer Engagement, Agency for Clinical Innovation</i>	How to connect with patients so they 'feel heard' and engage staff in improving patient experience <i>Avnesh Ratnanesan, CEO, Energesse</i> <i>Michael Greco, CEO, Patient Opinion</i>	Embracing Diversity: How can we make patients and families feel safe and welcomed within a paediatric hospital <i>Christopher Hastie, Health Service Planner, Sydney Children's Hospitals Network</i>
1.25pm- 1.45pm	"That's better!": Working together to improve communication <i>Fiorina Mastroianni, Health Literacy and Diversity Health Manager, IS LHD</i>	Unplanned readmissions within 28 days: The patient's experience <i>Dorothy Hughes, Nurse Manager Initiatives and Projects, Nursing and Midwifery Directorate, SNSW LHD</i>	Balancing caring for others and caring for ourselves: Soul time for staff <i>Elizabeth Arnott, Social Worker, Bear Cottage, Childrens Hospice</i>			
1.50pm- 2.10pm	The question patients should never answer <i>Alana Henderson, Career Consultant, Alana Henderson Pty Limited</i>	"Real connection with a real person": Exploring what matters to people attending alcohol and other drug treatment <i>Peter Kelly, Associate Professor, School of Psychology, University of Wollongong</i>	Undergraduate Assistants in Nursing (UGAIN) Evaluation Project: Exploring the impact of the UGAIN role within a collaborative nursing model on inpatient experience <i>Raelene Kenny, Acting Clinical Practice Manager, Port Macquarie Base Hospital, MDN LHD</i>			

<p>2.15pm-2.35pm</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>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>Lisa Corscadden, Lead Researcher, Bureau of Health Information</i></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>2.35pm 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>					
<p>4.30pm – 5.30pm</p>	<p>NETWORKING DRINKS</p>					



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BRINGING THE PATIENT VOICE TO PEOPLE WHO CARE



Tuesday, 10 April 2018

7.30am	DAY TWO: Registrations Open Hilton Sydney, 488 George St, Sydney
8.30am	2018 Patient Experience Symposium, Day Two Hilton Sydney, Level 3, Grand Ballroom
8.30am	2018 Patient Experience Symposium Welcome, Day Two <i>Luke Escombe, Master of Ceremonies</i>
8.35am	Didgeridoo Performance <i>Russell Dawson, Koomurri Aboriginal Dance Troupe</i>
8.50am	Symposium Day Two Welcome <i>Associate Professor Brian McCaughan AM, ACI and CEC Board Chair</i>
9.00am	Symposium Day Two Launch <i>Hon Tanya Davies MP, Minister for Mental Health, Minister for Women and Minister for Ageing</i>
9.10am	Keynote: Cancer: My Journal, My Selfies, My Learnings <i>Doris Zagdanski, Author and Educator</i>
10.00am	Morning Tea and Trade Display Hilton Sydney, Level 3, Exhibition Area
10.30am-12.05pm	CONCURRENT SESSION C

	True Partnerships for Change #2	The Use and Importance of Patient Experience	The Art of Patient Experience	True Partnerships 95 Minute Workshop	Improving Patient Experience Through Technology 95 Minute Workshop
Room	Grand Ballroom A	Grand Ballroom B	Function Room 5	Function Room 1 & 2	Function Room 3 & 4
10.30am-10.50am	Carers Corner Janet Harrison, Community Participation Manager, Liverpool Hospital	Staff understanding patient experience, understanding data and connecting behaviours that improve patient experience and outcomes Beth Masling, Manager Living Well Together, WNSW LHD	Coming to our senses: co-designing a sensory room mural with adolescent mental health patients Alexandra Blundell, Occupational Therapist, Sydney Children's Hospital Randwick	Maximise the Impact of Your Patient Story Kay de Ridder, Program Manager, Patient Centred Care, Clinical Excellence Commission Kelly Foran, CEO, Friendly Faces Helping Hands Foundation	Improving the patient as learner experience of seriously sick kids missing school Megan Gilmour, Co-founder and Chairperson, MissingSchool
10.55am-11.15am	'Stayin Healthy, Stayin Deadly': A collaborative approach Matt Crawford, Clinical Nurse Consultant, Integrated Chronic Care for Aboriginal People Program, HNE LHD	The Promise of Patient Reported Measures: The use of patient reported outcome measures in a general practice Walid Jammal, General Practitioner, Hills Family General Practice	Westmead Redevelopment: The art of engagement Marily Cintra, Arts and Cultural Coordinator, Westmead Redevelopment		
11.20am-11.40am	Westmead Redevelopment: How consumers are transforming design of the new Central Acute Services Building Carla Edwards, Director Redevelopment Redesign and Transformation, WS LHD	Patient Opinion: Measuring the collective voices of patients for Sydney/Sydney Eye Hospital- A year in review Ann Hodge, Nurse Manager-Operational Nursing Support, Sydney/Sydney Eye Hospital	More than Music: Clinical perspectives for integrating a Paediatric Palliative Care Music Therapy Program Roxanne McLeod, Registered Music Therapist, The Sydney Children's Hospital Network		
11.45am-12.05pm	TAAD: The Aphasia Awareness Delegation. People with Aphasia in partnership with rotary down under Sean O'Brien, Consumer, The Aphasia Awareness Delegation	"I probably wouldn't know what the results meant": Patient access to test result information after a visit to the Emergency Department Mary Dahm, Research Fellow, Australian Institute of Health Innovation, Macquarie University	Living well in multipurpose services: Not hospital, but home Jenny Preece, Rural Health Network Manager, The Agency for Clinical Innovation		
12.05pm	Lunch and Trade Display Hilton Sydney, Level 3, Exhibition Area				

CONCURRENT SESSION D					
1.00pm-2.35pm	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
Room	Grand Ballroom A	Grand Ballroom B	Function Room 5	Function Room 1 & 2	Function Room 3 & 4
1.00pm-1.20pm	<p>Supporting patients to self-manage: Patients' perceptions of the PROMPT-Care resources</p> <p><i>Ivana Durcinoska, Project Manager, Psycho-Oncology Research Group, Ingham Institute for Applied Medical Research</i></p>	<p>Patients' stories do matter: A narrative-based study on patient experiences of hospitals</p> <p><i>Rose Petranovic, Volunteer, 3Bridges Community</i></p>	<p>Co-design and partnering to improve our community's response to young people's mental health</p> <p><i>Ruth Hennessy, Mental Health First Aid Youth Program Strategic Director, Senior Clinical Psychologist, Community Partnership Unit, Directorate Planning, Population Health and Equity</i></p>	<p>Building consumer representative partnerships for person-centred care: Evidence-based co-design strengthens outcomes of staff-consumer engagement</p> <p><i>Coralie Wales, Manager Community and Consumer Partnerships, WS LHD</i></p>	<p>Life giving stories: Performance and presentation on creating an effective and award-winning program on organ and tissue donation</p> <p><i>Michael Camit, Acting Director, NSW Multicultural Health Communication Service</i></p>
1.25pm-1.45pm	<p>Patient facing apps integrated with clinical eMRs supporting better self-care: My Health Memory</p> <p><i>Laura Griffin, Network Manager, Patient and Family Engagement, The Sydney Children's Hospital Network</i></p>	<p>Women's experiences of in-utero transfer in NSW/ACT: A qualitative study (The WANTe study)</p> <p><i>Lyn Passant, Clinical Midwifery Consultant, NSW Pregnancy and Newborn Services Network (PSN-SCHN)</i></p>	<p>Police Ambulance Early Access to Mental Health Assessment via Tele-Health (PAEMHATH)</p> <p><i>Elizabeth Newton, Senior Consumer Advisor, Manager Consumer Participation Unit, NSW Health</i></p>		
1.50pm-2.10pm	<p>My Surgery Journey: A smartphone app improving the experience of the journey towards surgery</p> <p><i>James Brinton, Clinical Nurse Consultant Surgery, IS LHD Wollongong Hospital</i></p>	<p>'I can be fine, and the next minute I'm in hospital': Stories of those living with COPD</p> <p><i>Elizabeth Lucas, Clinical Nurse Consultant Chronic Disease, Grand Pacific Health</i></p>	<p>Parenting, research and partnerships in the Sub-Acute Mental Health Service</p> <p><i>Kristen Burriel, Senior Social Worker, IS LHD</i></p>		

2.15pm-2.35pm	<p>An automated platform supporting patients receiving Alemtuzumab for Multiple Sclerosis (MS): The Alemtuzumab MS Safety Systems (AMS3) study</p> <p><i>Stephen Reddel, Neurologist, Medical Safety Systems</i></p>	<p>How well do the CORE values drive patient and community satisfaction?</p> <p><i>Deborah Armitage, Clinical Nurse Consultant Older Person Acute Care, HNE LHD</i></p>	<p>Measuring What Matters</p> <p>In Your Hands</p> <p><i>Debbie Schwebel, District Nurse Manager, MNC LHD</i></p>		
2.35pm	<p>Afternoon Tea, Trade Display and Poster Presentations Hilton Sydney, Level 3, Exhibition Area</p>				
3.05pm	<p>Panel: Should We or Shouldn't We? Sharing Health Data with Consumers</p>				
3.50pm	<p>Keynote: Is This My Beautiful Life? <i>Jessica Rowe AO, TV Presenter</i></p>				
4.20pm	<p>Closing Comments <i>Luke Escombe, Master of Ceremonies</i></p>				
4.30pm	<p>SYMPOSIUM CLOSE</p>				



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.

