

2017 PATIENT EXPERIENCE SYMPOSIUM

Tuesday 2 May – Wednesday 3 May 2017

Sydney Masonic Centre
279 Castlereagh Street, Sydney NSW
#PEX2017



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|-----------------|--|---|---|---|--|--|
| 7.30am | DAY ONE: Registrations Open Sydney Masonic Centre, 279 Castlereagh Street, Sydney | | | | | |
| 8.30am | 2017 Patient Experience Symposium, Day One Sydney Masonic Centre, Grand Lodge | | | | | |
| 8.30-8.35am | Welcome to Country Aunty Ann Weldon | | | | | |
| 8.35-8.50am | Official Symposium Opening Chief Executive, Clinical Excellence Commission Chief Executive, Agency for Clinical Innovation | | | | | |
| 8.50-9.00am | Symposium Launch Elizabeth Koff, Secretary, NSW Health | | | | | |
| 9.00-10.00am | Every Patient has a Story: Connecting people and purpose for patient experience excellence Jason A. Wolf, President, The Beryl Institute, USA | | | | | |
| 10.00-10.30am | Morning Tea Sydney Masonic Centre, Banquet Hall, Level 1 | | | | | |
| | CONCURRENT SESSION A | | | | | |
| 10.30-12.00pm | Partnerships Making a Difference | Experience of Care for People who use Mental Health Services | Working to Develop Clear, Focused and Appropriate Communication | 90 Minute Workshop | 90 Minute Workshop | 90 Minute Workshop |
| Room Allocation | Grand Lodge | Tuscan | Composite | Doric | Ionic | Corinthian |
| 10.30-10.50am | Admission2Discharge Together Project <i>Janice Oliver, Disability Project Officer, SESLHD</i> | From little things big things grow, mental health experience of care measurement <i>Joanne Sharpe, NSW Manager Clinical Measurement and Benchmarking</i> | Hospital in the Home: An innovative partnership model in SWSLHD <i>Bilyana Konstantinova, Director Macarthur Ambulatory Care Service, SWSLHD</i> | Working in partnership with patients, carers and staff to improve NSW health services <i>Tara Dimopoulos-Bick, Patient Experience and Consumer Engagement, ACI</i> | Patient Reported Measures Introductory Workshop <i>Dr Hester Wilson, Primary Healthcare Advisor PRMs, ACI, Mrs Madeline Jammal & Dr Walid Jammal, GP, Hills Family Practice</i> | Focus on Health Literacy: Writing in plain English <i>Jenny Nagorcka, Data Manager, Special Projects, Clinical Governance Unit, ISLHD</i> |

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| 10.50-11.10am | <p>Positive Shift in Perinatal Depression and Anxiety using a Sequential Post-Natal Depression and Anxiety (PND) and Circle of Security (COS) Group Model</p> <p><i>Lisiane LaTouche, Director Social Work & Psychology Services, Tresillian Family Care Centres</i></p> | <p>Club HARP (Health and Recovery Programme): A model for recovery focused group therapy in older adults</p> <p><i>Kate Green, CNS Psychogeriatrics, St Vincent's Hospital</i></p> | <p>Development of a Trip Planner for Health and Medical Travel to Sydney and Key Health Hubs using Public Transport from Bathurst</p> <p><i>Jenni Brackenreg, Consumer Member, Bathurst Health Council</i></p> | | | |
| 11.10-11.30am | <p>Redesign in Rural Health Services: A consistent voice for patient and carer experience</p> <p><i>Annie Williams, Manager of Innovation & Redesign, MNCLHD</i></p> | <p>Insights into the Hospital Dementia Experience: A partnership and training project</p> <p><i>Jane Westley, Manager Development Projects, Alzheimer's Australia NSW</i></p> | <p>Parent Journeys: Parents experiences while admitted to Tresillian</p> <p><i>Marie Dickinson, Quality and Safety Manager, Tresillian Family Care Centre</i></p> | | | |
| 11.30-11.50am | <p>Intentional Rounding: Bringing patients and staff together</p> <p><i>Heather Shaw, Nursing Unit Manager, Royal Prince Alfred Hospital</i></p> | <p>Phases of Family Engagement: A five-point plan</p> <p><i>Prue Selwood, Family Carer Coordinator, Mental Health, HNELHD</i></p> | <p>Farrington Village Health Literacy Pilot</p> <p><i>Luisa Eckhardt, Project Officer-Bowraville Solution Brokerage, Nambucca Valley Integrated Care Initiative</i></p> | | | |
| 11.50-11.55am | <p>Connections and Trust to Improve Experiences and Outcomes for Clients</p> <p><i>Claudia Kefalas, Clinical & Community Project Officer, Drug Health Services, SLHD</i></p> | <p>Building Partnering Communities of Belonging for Sustained Recovery</p> <p><i>Robbie Lloyd, Community Relationships Manager, Port Macquarie Community College</i></p> | <p>It's Real to Me</p> <p><i>Debbie Schwebel, District Nurse Manager - Clinical Practice, Health Consumer</i></p> | | | |
| 11.55-12.00pm | <p>Partnerships in Practice: Developing a new model of working</p> <p><i>Helen Golightly, Clinical Nurse Consultant, SLHD</i></p> | | | | | |
| 12.00-1.00pm | <p>Lunch Sydney Masonic Centre, Banquet Hall, Level 1</p> | | | | | |

| CONCURRENT SESSION B | | | | | | |
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| 1.00-2.30pm | Collecting and using Patient Reported Measures | Building Communities that Support Patients, Staff and Carers | Integration of Care | Partnerships Making a Difference | 90 Minute Workshop | 90 Minute Workshop |
| Room Allocation | Grand Lodge | Tuscan | Composite | Corinthian | Ionic | Doric |
| 1.00-1.20pm | <p>Patients' Experiences and Perceptions Study</p> <p><i>Rhonda Halpin, Research Project Officer, Justice Health and Forensic Mental Health Network</i></p> | <p>Connecting with Consumers in an Online Community: Friends of Sydney Sexual Health Centre</p> <p><i>Heather McCormack, Social Media and Consumer Engagement Officer, Sydney Sexual Health Centre</i></p> | <p>An Integrated Approach to Advance Care Planning</p> <p><i>Tracy Greer, Advance Care Planning Clinical Nurse Consultant, SLHD</i></p> | <p>Collections and use of Outcomes</p> <p><i>Mel Tinsley, Program Manager, Patient Reported Measures, ACI</i></p> | <p>Health Consumers NSW Patient Stories Workshop</p> <p><i>Anthony Brown, Serena Joyner, Julia Brockhausen, Health Consumers NSW</i></p> | <p>Communicating with the Person in the Patient</p> <p><i>Development Directorate, Team Culture and Communication, Clinical Excellence Commission</i></p> |
| 1.20-1.40pm | <p>Case Studies in the use of Data from the NSW Patient Survey Program</p> <p><i>Diane Hindmarsh, Lead Analyst, Bureau of Health Information</i></p> | <p>Bilingual Community Education Model - Bilingual Facilitators are the Key</p> <p><i>Joyce van Akkeren, Member of the ACI Consumer Council</i></p> | <p>New Pathways for Acute Care in the Home</p> <p><i>Kylie Ditton, Clinical Nurse Consultant, The Sutherland Hospital, Southcare Services</i></p> | | | |
| 1.40-2.00pm | <p>The Consumer Voice Driving Change</p> <p><i>Ada Ryan, CX & Consumer Engagement Manager, GenesisCare</i></p> | <p>MS Advisor: Specialised support from a health professional, wherever you are</p> <p><i>Maree Maher, Business Development Manager, MS Connect, Multiple Sclerosis Limited</i></p> | <p>Wound Care in the Nambucca Valley</p> <p><i>Renee Gardiner, Project Officer, Nambucca Valley Integrated Care Initiative, MNCLHD</i></p> | <p>Client Experience Measurement and the Net Promoter Score in Aged Care Services – Baptcare’s Journey from Satisfaction to Loyalty</p> <p><i>Belinda Birt, Customer Experience Partner, Baptcare</i></p> | | |
| 2.00-2.20pm | <p>Patient Experience and Acceptability of Electronic Collection of Patient Reported Outcomes in Routine Care</p> <p><i>Ivana Durcinoska, Project Manager, Ingham Institute for Applied Medical Research</i></p> | <p>Feasibility and Acceptability of an Internet-Based Decision Aid for Ulcerative Colitis Patients</p> <p><i>Andrew Kim, PhD Candidate, UNSW/Ingham Institute</i></p> | <p>Obvious Connections</p> <p><i>Wendy Campbell, Project Manager, Nambucca Valley Integrated Care Initiative, MNCLHD</i></p> | <p>Improving the patient experience through shared electronic health records</p> <p><i>Steve Badham, Change and Adoption Manager, eHealth NSW</i></p> | | |
| 2.20-2.25pm | <p>Improving the Volunteer Experience in Paediatric Palliative Care</p> <p><i>Sarah Potter, Volunteer Coordinator, Paediatric Palliative Care, The Children's Hospital at Westmead, Sydney Children's Hospital Network</i></p> | <p>Get Involved: Online community advisory group</p> <p><i>Kellie Thomas, Redesign Program Manager, NBMLHD</i></p> | <p>'Happy Hour!' a Non-Alcoholic Drinks Trolley Promoting Optimal Hydration for Patients</p> <p><i>Amber Raco, Clinical Dietitian, St George Hospital</i></p> | <p>End of Life Experience: An Aboriginal (Dunghutti) Perspective “Uncle Bill’s story”</p> <p><i>Ro Stirling-Kelly, Consumer Engagement Coordinator, Clinical Governance Unit</i></p> | | |

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| 2.25-2.30pm | <p>Patient-Reported Experiences of Care as Measures of Health System Performance</p> <p><i>Renee Carter, Senior Analyst, Bureau of Health Information</i></p> | <p>Transforming Consumer Engagement in Paediatric Palliative Care</p> <p><i>Elizabeth Shepherd, Program Development and Quality Manager, The Sydney Children's Hospital Network</i></p> | <p>Renal Supportive Care in Conservatively Managed Patients with Advanced Chronic Kidney Disease: Experiences of patients and their carers/ families</p> <p><i>Anna Hoffman, Renal Supportive Care Clinical Manager, St George Hospital</i></p> | | | |
| 2.30-2.50pm | <p>Afternoon Tea Sydney Masonic Centre, Banquet Hall, Level 1</p> | | | | | |
| 2.50-3.30pm | <p>Measuring what Matters: Consumer Involvement Jacob Lippa, International Consortium for Health Outcomes Measurement</p> | | | | | |
| 3.30-4.25pm | <p>Real Talk: Consumers and Clinicians – An easy Partnership? Clinical Excellence Commission</p> | | | | | |
| 4.25-4.30pm | <p>Closing Comments Agency for Clinical Innovation, Clinical Excellence Commission</p> | | | | | |
| 4.30pm | <p>CLOSE OF DAY ONE</p> | | | | | |
| 4.30pm | <p>NETWORKING DRINKS & CANAPES Sydney Masonic Centre, Banquet Hall, Level 1</p> <p><i>with thanks to our Networking Sponsor, The Agency for Clinical Innovation</i></p>  | | | | | |

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| 7.30am | DAY TWO: Registrations Open Sydney Masonic Centre, 279 Castlereagh Street, Sydney | | | | | |
| 8.30am | 2017 Patient Experience Symposium, Day Two Sydney Masonic Centre, Grand Lodge | | | | | |
| 8.30-8.35am | Welcome Day Two Clinical Excellence Commission, Agency for Clinical Innovation | | | | | |
| 8.35-8.40am | Didgeridoo Performance Koori People of NSW East Coast | | | | | |
| 8.40-9.00am | Symposium Day Two Launch Associate Professor Brian McCaughan AM, ACI/CEC Board Chair | | | | | |
| 9.00-10.00am | Looking Beyond Everyday Conversation: Bringing culture and diversity together Jason A. Wolf, President, The Beryl Institute, USA Agency for Clinical Innovation, Clinical Excellence Commission, Health Consumers NSW | | | | | |
| 10.00-10.30am | Morning Tea Sydney Masonic Centre, Banquet Hall, Level 1 | | | | | |
| | CONCURRENT SESSION C | | | | | |
| 10.30-12.00pm | Involving Patients in Making Healthcare Safer | Collecting and using Patient Reported Measures | Partnerships Making a Difference | 90 Minute Workshop | 90 Minute Workshop | 90 Minute Workshop |
| Room Allocation | Grand Lodge | Composite | Corinthian | Tuscan | Ionic | Doric |
| 10.30-10.50am | An Outsider on the Inside: A different view of ICU <i>Philip Greenwood, Health Consumer</i> | Living Well in a Multipurpose Service: Creating a homelike environment in aged care <i>Jennifer Parkin, Implementation Manager, Agency for Clinical Innovation</i> | Improving Patient Care and Connecting People: It is not a one-person job! <i>Eureka van der Merwe, Nurse Manager Essentials of Care and Projects Coordinator, FWLHD</i> | How to Evolve the Patient Experience in your LHD - Live Workshop & Case Studies <i>Kay De Ridder, Patient and Carer Experience Manager, WSLHD, Jennie Barry, Director of Nursing and Support Services, SESLHD</i> | Conducting your own Patient Survey: The what, why, where, who and how - and help! <i>Jason Boyd, Melissa Tinsley, Sophie Sharman, Nicole Cook, Lisa Corcadden, Bureau of Health Information and Agency for Clinical Innovation</i> | Invitation Only Workshop |

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| <p>10.50-11.10am</p> | <p>Personal Patient Preferences: Shaping research on management of pathology and imaging test results through consumer engagement</p> <p>Mary Dahm, Postdoctoral Research Fellow, Australian Institute of Health Innovation, Macquarie University</p> | <p>A Rollercoaster Ride: Implementing patient reported measures in clinical settings</p> <p>Mel Tinsley, Program Manager, Patient Reported Measures, ACI</p> | <p>Standardising Health Education and Promotion within an Aboriginal Maternal and Child Health Service</p> <p>Michelle Foster, Midwife, Birra Li Aboriginal Maternal and Child Health Service, HNELHD</p> | <p>Ann Hodge, NUM-Operational Nurse Support SESLHD, Avnesh Ratnanesan, CEO, Energesse and Michael Greco, CEO, Patient Opinion Australia</p> | | |
| <p>11.10-11.30am</p> | <p>Developing a Person-Centred Safety and Quality Framework</p> <p>Kay Maddison, Hand Clinical Nurse Consultant, Sydney Hospital & Sydney Eye Hospital</p> | <p>"Giving Patients and Carers a Voice" A Creative Competition</p> <p>Gay Woodhouse, Essentials of Care Coordinator, SNSWLHD</p> | <p>More than Just Words</p> <p>Delia Gray, General Manager Community Services, Royal Rehab</p> | | | |
| <p>11.30-11.50am</p> | <p>A Uniquely Different Approach and Perspective to Person-Centred Care Following an Adverse Outcome</p> <p>Sharon Coulton, PhD Candidate/Consumer, Western Sydney University</p> | <p>Understanding Families' Experiences of a Paediatric Botulinum Toxin A (BoNT-A) Service</p> <p>Karen Bau, Physiotherapist, The Children's Hospital at Westmead</p> | <p>Beyond Satisfaction: Patient stories as learnings - a study of participant experience</p> <p>Jan Aiello, Nurse Educator, Tresillian</p> | | | |
| <p>11.50-11.55am</p> | <p>Connecting to our Patients Experience by Listening to Their Stories</p> <p>Lily Pho, Essentials of Care Consultant, SLHD</p> | <p>Breaking Down the Barriers</p> <p>Leanne Kelly, Nursing Unit Manager, Nambucca Valley Dialysis Unit, MNCLHD</p> | <p>From Helped to Helper</p> <p>Deslyn Raymond, Senior Social Worker, SLHD</p> | | | |
| <p>11.55-12.00pm</p> | <p>Improving Medication Safety for Vulnerable Children by Engaging Families in Action Research</p> <p>Laura Johnston, Registered Nurse, Sydney Children's Hospitals Network</p> | <p>Patient Reported Measures Healthy Homes and Neighbourhoods</p> <p>Bronwyn Smith, Clinical Nurse Consultant, SLHD</p> | | | | |

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| 12.00-1.00pm | Lunch Sydney Masonic Centre, Banquet Hall, Level 1 | | | |
| 1.00-2.30pm | CONCURRENT SESSION D | | | |
| | Technology Improving the Patient Experience | Child, Youth and Carers | 90 Minute Workshop | 90 Minute Workshop |
| Room Allocation | Grand Lodge | Corinthian | Doric | Ionic |
| 1.00-1.20pm | Use of Telehealth for the Assessment of Response to Botulinum Toxin A (BOTOX) Injections in Children with Cerebral Palsy: Improving access and empowering local therapists <i>Katie Banerjee, Staff Specialist, Sydney Children's Hospital Network</i> | Sydney Children's Hospitals Network Patient and Carer Experience Video: An alternative way to educate staff <i>Laura Griffin, Network Manager - Consumer Engagement, Sydney Children's Hospitals Network</i> | Best Practice Methods for Improving Patient Reported Measures <i>Blaik Wilson and Jerrard September, Cemplicity</i> | Systematic Implementation of Patient Reported Outcome Measures within Clinical Settings: The challenges and solutions <i>Afaf Girgis, Director, Psycho-oncology Research Group, Ingham Institute for Applied Medical Research and Cancer Institute NSW</i> |
| 1.20-1.40pm | Being Aware of the Patient Journey: Instant notification to GPs of patient admission and discharge to hospital <i>Tim Marsh, Snr Project Coordinator/Project Lead, NNSWLHD</i> | 'Bridging Gaps': Paediatric rehabilitation and NSW schools working together to aid the transition of children and young people back to school <i>Jacqueline Tudball, Project Officer, The Children's Hospital at Westmead</i> | | |
| 1.40-2.00pm | Improving Patient Experience through Implementation of a Real-Time Survey System: An early case study from Western Sydney Local Health District (WSLHD) <i>Kay de Ridder, Patient and Carer Experience Manager, Clinical Governance</i> | The Rainbow Revolution: Supporting LGBTIQ+ Kids in Hospital Care <i>Simon Reid, Paediatric Registrar, Sydney Children's Hospitals Network</i> | | |
| 2.00-2.20pm | Support my Spine ASAP: A rural telehealth model of care for patients who have suffered a spinal fracture <i>Ryan Gallagher, Senior Physiotherapist Neurosciences, HNELHD</i> | Closing the Gap with Aboriginal Specific Antenatal Classes <i>Michelle Foster, Midwife, Birra Li Aboriginal Maternal and Child Health Service, HNELHD</i> | | |
| 2.20-2.25pm | The Silent Generation: Technophobes? <i>Karin Robinson, CNC CDM, Grand Pacific Health</i> | The Parental Experience: Caring for an Infant with Gastro-Oesophageal Reflux Disease (GORD) in NSW <i>Joanne Matthews, President, Reflux Infants Support Association</i> | | |

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| 2.25-2.30pm | <p>e-TC: Development and pilot testing of an online psychological intervention for testicular cancer survivors</p> <p>Ben Smith, Translational Research Fellow, Centre for Oncology Education and Research Translation (CONCERT), Ingham Institute of Applied Medical Research</p> | <p>Empowering Patients through Technology</p> <p>Laura Griffin, Network Manager - Consumer Engagement, Sydney Children's Hospitals Network</p> | | |
| 2.30-2.50pm | <p>Afternoon Tea Sydney Masonic Centre, Banquet Hall, Level 1</p> | | | |
| 2.50-3.30pm | <p>Our Journey: How digital health communities helped us through one of the hardest times of our lives Tim Blake, Engaged Patient and Carer, and Managing Director of Semantic Consulting</p> | | | |
| 3.30-3.50pm | <p>Health Consumers Communicating and Connecting: Stories from health consumers, carers and families Anthony Brown, Serena Joyner, and Julia Brockhausen, Health Consumers NSW</p> | | | |
| 3.50-4.00pm | <p>Closing Comments Clinical Excellence Commission, Agency for Clinical Innovation</p> | | | |
| 4.00pm | <p>SYMPOSIUM CLOSE</p> | | | |

