

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 – 8.55am	Official Symposium Launch <i>The Hon Brad Hazzard MP, Minister for Health, Minister for Medical Research</i>				
8.55am – 9.10am	Official Symposium Welcoming <i>The Hon Victor Dominello MP, Minister for Customer Service</i>				
9.10am – 9.25am	Official Symposium Opening <i>Ms Elizabeth Koff, Secretary of Health, NSW 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				
ROOM	Pyrmont Theatre	Room C2.1	Room C2.4	Room C2.2 & C2.3	Room C2.5 & C2.6
FACILITATOR	Jason Boyd, BHI	Mary Ryan, CEC	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</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</i>	Oh, the Places Jo Could Go <i>Meredith Burke, Consumer Representative,</i>

	Care, Clinical Excellence Commission	Bradley Lloyd, Program Coordinator, Patient Centred Care, Clinical Excellence Commission		between ACI & eHealth NSW	Priority Research Centre for Stroke and Brain Injury, University of Newcastle
11.10am – 11.30am	Interprofessional Family Conferencing Training: Collaborating in Patient Centred Decision Making Daniella Pfeiffer, Senior Program Officer, Health Education and Training Institute, Allied Health	The Mental Health Carer Experience Survey Sarah Kelshaw, Experience and Outcome Measurement Project Manager, NSW Ministry of Health	Women's Wisdom: An Analysis of the Comments of 10,000 Mothers on their Recent Experiences of Labour and Birth Lisa Corscadden, Lead, Performance Reports, Bureau of Health Information		
11.35am – 11.55am	Finding our way to the Health Service: Consumers Working with the Health System to Make it Easier to Navigate Claudia Cresswell, Health Literacy Project Officer, Health Care Consumers' Association	Equity of Care: Results from the Outpatient Cancer Clinics Survey Kha Vo, Senior Analyst, Bureau of Health Information	Engaging with CALD Women: Changing Perceptions & Outcomes Robyn El-Khair, Community Participation Manager, SWSLHD		
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 Fiorina Mastroianni, Health Literacy and Diversity Health Manager, ISLHD	Development of the MSEPHS: Marrickville Side Effect & Preventative Health Screening Tool Andy Simpson, Team Leader, SLHD	Improving Patient Journey for Mothers Having Elective Caesarean Section Manoj Mallikahewa, Senior Specialist Anaesthesiologist, Nepean Hospital		
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 NSW	Bernadette King, CEC	Katherine Lavery, HealthShare NSW	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>Jayne James, Patient Experience Manager, CCLHD</p>	<p>A Little Piece of Me</p> <p>Tim Talty, Art Program Manager, Sydney Children's Hospitals Foundation, Randwick</p>	<p>Using the Patient Experience to Develop Person Centred Leaders</p> <p>Collette Davies, Coach: Transforming Your Experience, SWSLHD</p>	<p>Creating the Conditions for Consumer-led Improvement</p> <p>Ian Richards, Senior Manager, Organisational Effectiveness, Clinical Excellence Commission</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>Esther Davis, Research Officer, University of Wollongong</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>Safrina Thristiawati, Senior Research Officer, Calvary Health Care Kogarah</p>	<p>Improving the Experience of People who are Blind or Have Low Vision: An Experience Based Co-Design Project</p> <p>Helen Badge, A/Manager, Ophthalmology Network; Research Fellow, Agency for Clinical Innovation</p>		<p>Claudia Bull, PhD Candidate, Griffith University</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>Bella Bushby, Communications and Policy Officer, Positive Life NSW</p>	<p>Innovative Palliative and Supportive Care in Rural Western NSWLHD: Developing a Community-Led Volunteering Initiative</p> <p>Alex Huntir, Manager, Volunteer Support Services Programme, Palliative Care NSW</p>	<p>Precious People: NSW Perinatal Post Mortem Service</p> <p>Angela Morgan, Redesign Lead, NSW Health Pathology</p>		
<p>2.30pm – 2.50pm</p>	<p>Open Access Meetings: A Tangible Approach to Engagement</p> <p>Jennifer Coote, District Consumer and Carer Coordinator, WNSWLHD</p>	<p>You don't know if you don't ask: Implementing Patient Reported Outcomes in a Specialist Palliative Care Service</p> <p>Liz Lobb, Professor of Palliative Care, Calvary Health Care Kogarah</p>	<p>Barriers and Facilitators to Implementing MUSIC & MEMORY as a Novel Personalised Music Intervention in 21 Public Healthcare Settings in NSW</p> <p>Tara Dimopoulos-Bick, Manager, Patient Experience and Consumer Engagement, Agency for Clinical Innovation</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 Ken Hillman, Professor of Intensive Care, UNSW</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 <i>Aboriginal and Torres Strait Islander Cultural Performance</i>				
8.50am – 9.00am	Symposium Day Two Launch <i>Associate Professor Brian McCaughan AM, ACI and CEC Board Chair</i>				
9.00am – 9.20am	Symposium Opening Plenary, Day Two <i>Susan Pearce, Deputy Secretary, System Purchasing and Performance Division, NSW Ministry of Health</i>				
9.20am – 9.40am	Keynote: The Importance of Patient Experience to Value Based Health Care – A Systems and LHD Perspective <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	Carmel Thorn, 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? <i>Lisa Corscadden, Lead, Performance Reports, Bureau of Health Information</i>	The Patient's Voice - A Patient Delivered Handover <i>Kim Maddock, Nurse Manager, NBMLHD</i>	Towards Systematic Monitoring of the Experiences of Care of Aboriginal and 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	Pyrmont Theatre	Room C2.1	Room C2.4	Room C2.2 & C2.3	Room C2.5 & C2.6
FACILITATOR	Anthony Brown, Health Consumer NSW	Romana de Beer, HealthShare NSW	Nicole Tripney, NSW Health Pathology	Bernadette King, CEC	Tara Dimopoulos-Bick, 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	The View from the Hospital Bed: How Patient Input Improves Patient Outcome	Living Well and Feeling Better: Multipurpose Service Evaluation Unpacked		

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



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