

2017 PATIENT EXPERIENCE SYMPOSIUM

Tuesday 2 May – Wednesday 3 May 2017

Sydney Masonic Centre
279 Castlereagh Street, Sydney NSW
#PEX2017



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>

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

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 Corscadden, Bureau of Health Information and Agency for Clinical Innovation</i>	Invitation Only Workshop

<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>				

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>		

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>			

