

# 2019 PATIENT EXPERIENCE SYMPOSIUM

Monday 29 - Tuesday 30 April 2019  
International Convention Centre Sydney

#PEXS2019



## DAY ONE: Monday 29 April 2019

7.30am	2019 PATIENT EXPERIENCE SYMPOSIUM REGISTRATIONS OPEN				
8.30am	2019 PATIENT EXPERIENCE SYMPOSIUM, DAY ONE				
8.30am 8.35am	Welcome to Country				
8.35am – 8.45am	Welcome to the 2019 Patient Experience Symposium <i>Luke Escombe, Master of Ceremonies</i>				
8.45am – 9.15am	Official Symposium Opening <i>Carrie Marr, Chief Executive, Clinical Excellence Commission, NSW</i> <i>Jean-Frédéric Levesque, Chief Executive, NSW Agency for Clinical Innovation</i>				
9.15am – 9.25am	Official Symposium Launch on Behalf of NSW Health <i>NSW Minister for 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</i>				
10.15am – 10.45am	MORNING TEA TRADE DISPLAYS AND POSTER EXHIBITION				
10.45am – 12.20pm	CONCURRENT SESSION ONE				
	Communication & Health Literacy	Experiences of Maternity Care	Mental Health	Workshop	Workshop
10.45am – 11.05am	Health Literacy Framework for NSW  <i>Kay de Ridder, Program Manager, Patient Centred Care, Clinical Excellence Commission</i>	Outreach Rural Maternity  <i>Lou Gillman, Outreach Midwife, WNSWLHD</i>	Enabling Patients, Families and Carers to Speak up for Safety: 'REACH', a Patient and Family Escalation System  <i>Bradley Lloyd, Program Coordinator, Patient Centred Care, Clinical Excellence Commission</i>	ACI & eHealth NSW Patient Reported Measures Workshop  <i>Collaboration between ACI &amp; eHealth</i>  <b>**This Workshop repeats on Day Two**</b>	Oh, the Places Jo Could Go  <i>Meredith Burke, Consumer Representative, Priority Research Centre for Stroke and Brain Injury, University of Newcastle</i>

<p><b>11.10am – 11.30am</b></p>	<p>Interprofessional Family Conferencing Training: Collaborating in Patient Centred Decision Making</p> <p><i>Daniella Pfeiffer, Senior Program Officer,, Health Education and Training Institute, Allied Health</i></p>	<p>Women's Wisdom: An Analysis of the Comments of 10,000 Mothers on their Recent Experiences of Labour and Birth</p> <p><i>Nadine Hackl, Lead Researcher, Bureau of Health Information</i></p>	<p>The Mental Health Carer Experience Survey</p> <p><i>Sarah Kelshaw, Experience and Outcome Measurement Project Manager, NSW Ministry of Health</i></p>		
<p><b>11.35am – 11.55am</b></p>	<p>Finding our way to the Health Service: Consumers Working with the Health System to Make it Easier to Navigate</p> <p><i>Claudia Cresswell, Health Literacy Project Officer, Health Care Consumers' Association</i></p>	<p>Engaging with CALD Women: Changing Perceptions &amp; Outcomes</p> <p><i>Robyn El-Khair, Community Participation Manager, SWSLHD</i></p>	<p>Differences in Rating Experience of Care by Patients' Characteristics: The Outpatient Cancer Clinics Survey 2016</p> <p><i>Kha Vo, Senior Analyst, Bureau of Health Information</i></p>		
<p><b>12.00pm – 12.20pm</b></p>	<p>Building the Evidence Base: The Evaluation of a Systematic and Partnership Approach to Improve the Quality of Patient Information and Education Materials</p> <p><i>Fiorina Mastroianni, Health Literacy and Diversity Health Manager, ISLHD</i></p>	<p>Improving Patient Journey for Mothers Having Elective Caesarean Section</p> <p><i>Manoj Mallikahewa, Senior Specialist Anaesthesiologist, Nepean Hospital</i></p>	<p>Development of the MSEPHS: Marrickville Side Effect &amp; Preventative Health Screening Tool</p> <p><i>Andy Simpson, Team Leader, SLHD</i></p>		
<p><b>12.20pm – 1.15pm</b></p>	<p><b>LUNCH</b> TRADE DISPLAYS AND POSTER EXHIBITION</p>				
<p><b>1.15pm – 2.50pm</b></p>	<p><b>CONCURRENT SESSION TWO</b></p>				
<p><b>1.15pm – 1.35pm</b></p>	<p><b>Improving Services</b></p> <p>Using the Patient Experience to Develop Person Centred Leaders</p> <p><i>Collette Davies, Coach: Transforming Your Experience, SWSLHD</i></p>	<p><b>End of Life Care</b></p> <p>A Little Piece of Me</p> <p><i>Tim Talty, Art Program Manager, Sydney Children's Hospitals Foundation, Randwick</i></p>	<p><b>The Patient Voice</b></p> <p>Using a Co-Design Approach with Consumers: Developing a Consumer Participation Framework</p> <p><i>Jayne James, Patient Experience Manager, CCLHD</i></p>	<p><b>Workshop</b></p> <p>Creating the Conditions for Consumer-led Improvement</p> <p><i>Ian Richards, Senior Manager, Organisational Effectiveness, Clinical Excellence Commission</i></p>	<p><b>Workshop</b></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>Improving the Experience of People who are Blind or Have Low Vision: An Experience Based Co-Design Project</p> <p><i>Helen Badge, A/Manager, Ophthalmology Network; Research Fellow, Agency for Clinical Innovation</i></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><i>Safrina Thristiawati, Senior Research Officer, Calvary Health Care Kogarah</i></p>	<p><i>"The Sky's the Limit with this Stuff": Client and Staff Perspective on Client Centred Care in Residential Substance Dependence Treatment</i></p> <p><i>Esther Davis, Research Officer, University of Wollongong</i></p>		<p><i>Claudia Bull, PhD Candidate, Griffith University</i></p>
<p>2.05pm – 2.25pm</p>	<p>Precious People: NSW Perinatal Post Mortem Service</p> <p><i>Angela Morgan, Redesign Lead, NSW Health Pathology</i></p>	<p>Innovative Palliative and Supportive Care in Rural Western NSWLHD: Developing a Community-Led Volunteering Initiative</p> <p><i>Alex Huntir, Manager, Volunteer Support Services Programme, Palliative Care NSW</i></p>	<p>Barriers for Women, and Trans and Gender Diverse People in Discussing HPV: Related Cancer with Clinicians</p> <p><i>Bella Bushby, Communications and Policy Officer, Positive Life NSW</i></p>		
<p>2.30pm – 2.50pm</p>	<p>Barriers and Facilitators to Implementing MUSIC &amp; MEMORY as a Novel Personalised Music Intervention in 21 Public Healthcare Settings in NSW</p> <p><i>Tara Dimopoulos-Bick, Manager, Patient Experience and Consumer Engagement, Agency for Clinical Innovation</i></p>	<p>You don't know if you don't ask: Implementing Patient Reported Outcomes in a Specialist Palliative Care Service</p> <p><i>Liz Lobb, Professor of Palliative Care, Calvary Health Care Kogarah</i></p>	<p>Open Access Meetings: A Tangible Approach to Engagement</p> <p><i>Jennifer Coote, District Consumer and Carer Coordinator, WNSWLHD</i></p>		
<p>2.50pm – 3.15pm</p>	<p><b>AFTERNOON TEA</b> TRADE DISPLAYS AND POSTER EXHIBITION</p>				
<p>3.15pm – 3.55pm</p>	<p><b>Keynote: The Medicalisation of Dying</b> <i>Ken Hillman, Professor of Intensive Care, UNSW</i></p>				
<p>3.55pm – 4.40pm</p>	<p><b>Keynote</b> <i>Emma Gee, Speaker, Author, Occupational Therapist and Stroke Survivor</i></p>				
<p>4.40pm – 4.45pm</p>	<p><b>Closing Comments</b> <i>Luke Escombe, Master of Ceremonies</i></p>				
<p>4.45pm – 6.00pm</p>	<p><b>WELCOME RECEPTION</b></p>				

## DAY TWO: Tuesday 30 April 2019

7.00am	<b>Breakfast Event</b> <i>more information to come – express your interest when registering</i>				
8.30am	<b>2019 PATIENT EXPERIENCE SYMPOSIUM, DAY TWO</b>				
8.30am 8.35am	<b>2019 Patient Experience Symposium Welcome, Day Two</b> <i>Luke Escombe, Master of Ceremonies</i>				
8.35am – 8.50am	<b>Muggera Dancers</b>				
8.50am – 9.00am	<b>Symposium Day Two Welcome</b> <i>Associate Professor Brian McCaughan AM, ACI and CEC Board Chair</i>				
9.00am – 9.20am	<b>Symposium Day Two Launch</b> <i>Ms Elizabeth Koff, Secretary of Health, NSW Health</i>				
9.20am – 9.40am	<b>Keynote</b> <i>Nigel Lyons, Deputy Secretary Strategy and Resources, NSW Ministry of Health</i>				
9.40am – 10.00am	<b>Keynote: Listening and Learning: What Patients Have Told Us About their Experiences of Care</b> <i>Diane Watson, Chief Executive, Bureau Health Information</i>				
10.00am – 10.30am	<b>MORNING TEA</b> TRADE DISPLAYS AND POSTER EXHIBITION				
10.30am – 12.05pm	<b>CONCURRENT SESSION THREE</b>				
	<b>Survey Methods &amp; Data Collection</b>	<b>Working Smarter Together</b>	<b>Aboriginal Care Experiences</b>	<b>Workshop</b>	<b>Workshop</b>
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>Caroline Kovacic, A/ PEACE Manager, 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, 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	<b>LUNCH</b> TRADE DISPLAYS AND POSTER EXHIBITION				
1.00pm – 2.35pm	<b>CONCURRENT SESSION FOUR</b>				
	<b>Children and Paediatrics</b>	<b>Empowering Consumers</b>	<b>Aged Care</b>	<b>Workshop</b>	<b>Workshop</b>
1.00pm – 1.20pm	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>	Patient Empowered Care  <i>Abbey Perumpanani, Director Clinical Programs, NNSWLHD</i>	Mrs Dean's Story: A Consumer Collaboration to Reduce Injury  <i>Lorraine Lovitt, Lead NSW Falls Program, Clinical Excellence Commission</i>	ACI & eHealth NSW Patient Reported Measures Workshop  <i>Collaboration between ACI &amp; eHealth</i>  <b>**Workshop repeated from Day One**</b>	What are the Barriers and Enablers of Patient Centred Care?  <i>Bradley Lloyd, Program Coordinator, Patient Centred Care, Clinical Excellence Commission</i>
1.25pm – 1.45pm	The View from the Hospital Bed: How Patient Input Improves Patient Outcome  <i>Alicia Wood, Program Lead, Integration and Enablers, WSLHD</i>	The Patient's Voice-Embedding Person-Centred Care within Outpatients in Chronic and Complex Care  <i>Jane Bradshaw, Physiotherapist, Nepean Hospital, NMBLHD</i>	Living Well and Feeling Better: Multipurpose Service Evaluation Unpacked  <i>Hassan Assareh, Senior Analyst, Agency for Clinical Innovation</i>		
1.50pm – 2.10pm	The Benefits of a Home Like Environment near Children's Wards	Yes, We Can Hear You: Engaging Consumer Participation in Drug and Alcohol	The Integration of Specialist Podiatry Services within a Rheumatology Multidisciplinary		

	<i>Tracey Webster, General Manager. Programs &amp; Impact, Ronald McDonald House Charities</i>	Services  <i>Corinne Maynard, Drug and Alcohol Nurse Manager, NNSWLHD</i>	Team to Enhance the Patient Experience  <i>Kate Carter, PhD Candidate, Western Sydney University</i>		
<b>2.15pm – 2.35pm</b>	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>	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>	Advance Care Planning: A Pragmatic Randomised Controlled Trial  <i>Anne Meller, Clinical Nurse Consultant - Advance Care Planning, Prince of Wales Hospital</i>		
<b>2.35pm – 3.05pm</b>	<b>AFTERNOON TEA</b> TRADE DISPLAYS AND POSTER EXHIBITION				
<b>3.05pm – 3.45pm</b>	<b>Keynote: The Truth is Rarely Pure and Never Simple: Dispatches from the Front</b> <i>Don Palmer, Malpa, Tjungurrayi</i>				
<b>3.45pm – 4.45pm</b>	<b>Keynote: The Intersection Between Technology and Humanity</b> <i>Dr Jordan Nguyen, TV Presenter and Biomedical Engineer</i>				
<b>4.45pm – 5.00pm</b>	<b>Closing Comments</b> <i>Luke Escombe, Master of Ceremonies</i>				
<b>5.00pm</b>	<b>SYMPOSIUM CLOSE</b>				



Agency for Clinical  
Innovation

Clinical Excellence  
Commission

Cancer Institute NSW

eHealth NSW

Health Education  
& Training Institute

HealthShare NSW

NSW Health Pathology

System Purchasing  
Branch

