



# PATIENT EXPERIENCE

DATE: 20-21 MARCH 2024 | VENUE: ICC SYDNEY, DARLING HARBOUR

PX Event Day 1 – 20 <sup>th</sup> March 2024	
10:20	<p><b>Opening Remarks from The Chair</b> Melanie Hay, Director, <b>Xavier Pacific Healtha</b></p>
10:30	<p><b>ENABLING TRUE SHARED CARE AT SOUTH EASTERN SYDNEY LOCAL HEALTH DISTRICT</b> <b>Integrating Acute and Community Care Models and Resources To Re-Define The Patient Journey, Experience and Outcomes Across The District</b></p> <p>Barbara Daly, Nursing Director, <b>Sydney Children’s Hospital Network</b> Prof. Christopher White, Interim Executive Director, <b>Maridulu Budyari Gumal, Sydney Partnership Health Education Research &amp; Enterprise (SPHERE)</b></p>
10:50	<p><b>MODERN HEALTHCARE, PATIENT EXPERIENCE AND SUSTAINABILITY</b> <b>How Uniting is Using Electric Transport to Redefine Patient Experiences, While Lowering its Carbon Footprint</b></p> <p>David Helmy, Head of Sales, e-Mobility (Origin Zero), <b>Origin Energy</b> Chris Heptinstall, Head of Procurement, <b>Uniting NSW</b></p>
11:20	<p><b>BRINGING POPULATION HEALTH MANAGEMENT TO LIFE THROUGH DIGITAL INNOVATION</b> <b>Improving Population Outcomes For Australia’s Most Multilingual and Vulnerable Communities Through AI-Powered, Omnichannel Digital Health Literacy Efforts</b></p> <p>Dana Mouwad, Manager Strategic Partnership &amp; Programs, <b>WSLHD</b>   Director, <b>Health Literacy Hub</b></p>
11:40	<p><b>RESHAPING THE DIGITAL FRONT DOOR OF HEALTHCARE</b> <b>Providing Personalised, Connected Experiences for Patients and Care Teams Through An Omni-Channel Communications Strategy</b></p> <p><b>Moderator:</b> Tim Deveson, Account Director, <b>Genesys</b></p> <p><b>Panellists:</b> Kiran Dhanasar, TBC, <b>Lifeline</b> Dave Nair, Supporter Care Manager, <b>Canteen</b></p>
12:20	<p><b>Networking Break</b></p>
12:40	<p><b>WESTFARMERS VENTURE INTO HEALTHCARE</b> <b>Addressing Access and Fragmentation Challenges With Design-Driven Patient-Centred Digital Platforms</b></p> <p>Rob Tassie, General Manager, Digital Health and Innovation, <b>Wesfarmers Health</b></p>
13:00	<p><b>THINKTANK</b> <b>How Can Technology Help Overcome The Disparities It Inadvertently Introduces?</b></p> <p><b>Moderator:</b></p>

	<p>Melanie Hay, Director, <b>Xavier Pacific Health</b></p> <p><b>Industry Experts:</b>  Loren Sher, Director, Victorian Virtual Emergency Department, <b>Northern Health</b>  Dana Mouwad, Manager Strategic Partnership &amp; Programs, <b>WSLHD</b>   Director, <b>Health Literacy Hub</b>  Aaron Hall, Stream Lead   Patient Reported Measures, <b>Agency for Clinical Innovation</b>  Harry Iles-Mann, <b>Lived Experience Leader</b></p>
13:50	<p><b>PETER MACCALLUM CANCER CENTRE CASE STUDY</b></p> <p><b>An AI-Powered, Bidirectional Digital Platform Enabling Long-Term Diagnosis, Prediction and Management of People With An Adult-Onset Genetic Disease Predisposition</b></p> <p>Prof Alison Trainer, Clinical Geneticist, <b>Peter MacCallum Cancer Centre</b>  Prof Prem Prakash Director, Factory of the Future &amp; Digital Innovation Lab, <b>Swinburne University</b></p>
14:10	<p><b>Networking Break</b></p>
14:40	<p><b>PRIORITISING PATIENT CHOICE AND AT-HOME RECOVERY THROUGH REMOTE PATIENT MONITORING</b></p> <p><b>Releasing 3000+ Bed-Days in Acute Hospital Settings and Improving Patient Flow Across The District</b></p> <p>Dr Niladri Ghosh, District Medical Lead, Virtually Enhanced Community Care, <b>Illawarra Shoalhaven Local Health District</b>  Kristi-Lee Muir, Virtually Enhanced Community Care Service Lead, <b>Illawarra Shoalhaven Local Health District</b></p>
15:00	<p><b>THINKTANK</b></p> <p><b>Setting Up Our Patient Experience Strategy For Success: Moving Beyond Satisfaction Metrics To Support Integrated Healthcare and Outcomes Improvement</b></p> <p><b>Moderator:</b>  Melanie Hay, Director, <b>Xavier Pacific Health</b></p> <p><b>Industry Experts:</b>  Katharine See, Chief Health Outcomes Officer, <b>Northern Health</b>  Tim Leen, Executive Director, Transformation, <b>South Metropolitan Health Service (WA)</b>  Craig Cooper, <b>Lived Experience Leader</b></p>
15:50	<p><b>SOUTH METROPOLITAN HEALTH SERVICE (WA) CASE STUDY</b></p> <p><b>Prioritising, Funding and Scaling Technology-Led Innovation For Service-Wide Patient Experience Improvement Can Be Challenging. Here's How We Are Doing This.</b></p> <p>Tim Leen, Executive Director, Transformation, <b>South Metropolitan Health Service (WA)</b></p>
16:10	<p><b>Closing Remarks from Chair and End of Day</b></p> <p>Melanie Hay, Director, <b>Xavier Pacific Health</b></p>

**PX Event Day 2 – 21<sup>th</sup> March 2024**

10:30	<p><b>Opening Remarks from The Chair</b></p> <p>Terry Grundy, Managing Director, <b>Grundy &amp; Associates</b></p>
10:40	<p><b>THINKTANK</b></p> <p><b>Bringing Data, Clinical Governance and Culture Together To Elevate Patient Experience, Quality &amp; Safety</b></p> <p><b>Industry Experts:</b>  Judica Roux, Transforming Your Experience Coach, <b>South Western Sydney Local Health District</b>  Rachyl Brooks, Patient Feedback Lead, Best Care Governance and Support Division, <b>Western Health</b>  Melissa Clune, National Quality Improvement Manager, <b>Healthscope</b>  Brigitte Sigl, <b>Lived Experience Leader</b></p>

11:20	<p><b>BRINGING VALUE BASED CARE TO LIFE AT NORTHERN HEALTH</b>  <b>How Digital Interventions and New Generation KPIs Are Driving Proactive and Predictive Health Management Across The Patient Care Journey</b></p> <p>Katharine See, Chief Health Outcomes Officer, <b>Northern Health</b></p>
11:40	<p><b>TŌ TĀTOU PŪKETE/OUR HEALTH PROFILE</b>  <b>Empowering Health Planners With Population Health Data Insights To Meet Emerging Healthcare Needs for People Living in the Southern District of New Zealand</b></p> <p>Dr Susan Jack, Clinical Director, National Public Health Service – Southern, <b>Te Whatu Ora – Health New Zealand</b></p>
12:00	<p><b>IMPROVING THE READINESS OF MHEALTH PRACTICE AND POLICIES</b>  <b>What Research Evidence Shows Us About Supporting Ongoing Chronic Care Management and Influencing Positive Patient Behaviours Through Digital Health</b></p> <p>Katrina Campbell, Director, Healthcare Excellence and Innovation, <b>Metro North Hospital and Health Service</b></p>
12:20	<p><b>Networking Break</b></p>
12:50	<p><b>THE VICTORIAN-FIRST PROMS PROGRAM AT CABRINI HEALTH</b>  <b>Giving Colorectal Cancer Patients a Voice Through Improved Symptom Monitoring and Enhanced Patient-Clinician Communication</b></p> <p>Prof. Paul McMurrick, Head, Cabrini Monash University Department of Surgery, <b>Cabrini Health</b></p>
13:10	<p><b>RETHINKING THE ROLE OF PRIVATE HEALTH INSURANCE TO SUPPORT HEALTHCARE ACCESS AND OUTCOMES</b>  <b>Addressing Patient Experience Gaps Through An Ambitious, Complimentary Services Strategy</b></p> <p>Rebecca Psellos, General Manager ANZ Corporate Strategy (Interim), <b>Bupa</b></p>
13:30	<p><b>TURNING 'INNOVATION' FROM AN IDEAL TO AN ORGANISATIONAL CAPABILITY AT METRO SOUTH HEALTH</b>  <b>Developing, Prioritising and Executing Improvement Projects Through Central Governance &amp; Frameworks</b></p> <p>Michelle Padget, Assistant Director of Nursing, Clinical Improvement Unit, <b>Metro South Health</b></p>
13:50	<p><b>INCORPORATING ABORIGINAL VOICES IN ORGANISATIONAL DECISION MAKING</b>  <b>How A Shared Governance Approach Is Helping Delivery of Culturally Appropriate Population Health Services</b></p> <p>Kristy Crooks, Aboriginal Program Manager – Health Protection, <b>Hunter New England Local Health District</b></p>
14:10	<p><b>NEXT-GEN PATIENT EXPERIENCE AT RPA VIRTUAL HOSPITAL</b>  <b>How Innovative PX Principles and Industry Partnerships Are Driving Inclusive and Accessible Patient Care</b></p> <p>Freya Raffan, Patient Experience and Service Development Manager, <b>RPA Virtual Hospital</b></p>
14:30	<p><b>Closing Remarks from Chair and End of Day</b>  Terry Grundy, Managing Director, <b>Grundy &amp; Associates</b></p>
14:40	<p><b>Digital Health Pitchfest at Healthcare Startups Stage</b></p>
16:05	<p><b>Grand Prize Giveaway at Healthcare Startups Stage</b></p>