



AUSTRALIAN  
HEALTHCARE WEEK

*at Home*

## FREE VIRTUAL EVENT

31 March - 1 April 2021  
10AM - 2PM (AEDT)





*at Home*

**FREE VIRTUAL EVENT & EXPO**  
**Wednesday 31 March 2021 – Thursday 1 April 2021**  
**REGISTER FREE PASS >>**

## ***WELCOME TO AHW @ HOME!***

We're excited to introduce AHW at Home! The virtual companion to Australian Healthcare Week 2021 that will provide similar insights and learning as the live event.

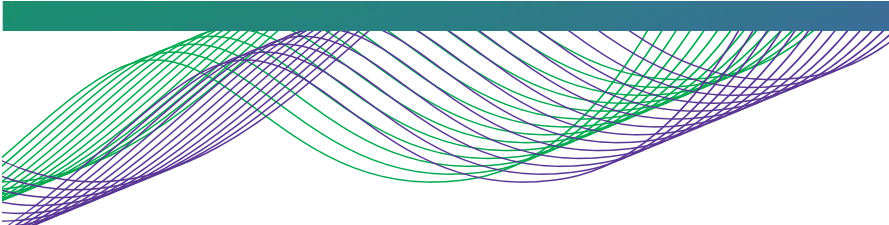
The past 12 months has been unlike no other for the Australian Healthcare sector. The challenges presented by COVID-19 has created new opportunities to reimagine our healthcare system in ways that were rarely possible during ordinary times.

In this new reality, AHW @ Home has been created to offer the healthcare community the opportunity to hear from thought leaders about the latest challenges, innovation and opportunities shaping healthcare in 2021 and beyond.

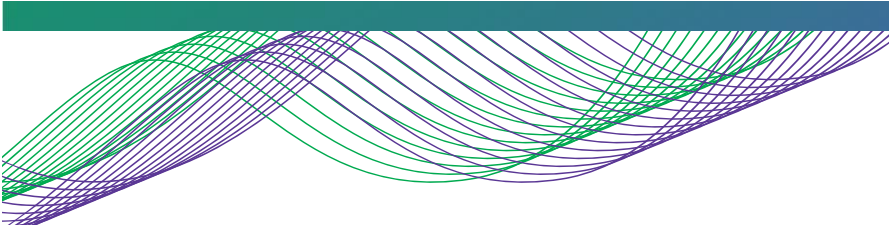
Don't miss your chance to learn from 50+ speakers, access 40+ virtual speaker presentations and discover the latest solutions and products transforming healthcare – **all from the comfort of home.**

The best part? It's FREE to attend!

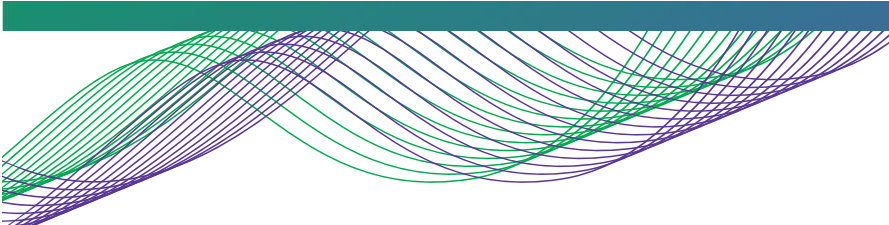
No matter what role you play in healthcare, AHW @ Home offers something for every health professional. We recognise that healthcare leaders are always seeking to learn, evolve and adapt to achieve better care and experiences for clinicians, patients and their families and are proud to provide a new platform to achieve this in a virtual setting!



Health Facilities Design & Development	
Day One: Wednesday 31 <sup>st</sup> March 2021	
1030-1100	<p><b>The Power of Effective Decision Making</b></p> <p>Hospitals can better meet budget requirements, direct capital into infrastructure expansion and maximise technology with tailored finance solutions for standard and specialised assets.</p> <p>With reference key case studies from private hospitals and health districts, learn how to improve patient outcomes and access to qualitycare with flexible funding options:</p> <p>Structured leasing programs enable your organisation to stretch its finances and do more with less</p> <ul style="list-style-type: none"> <li>• An Australian private hospital is using technology leasing solutions with flexible end of term options</li> <li>• MedEarth is adopting end of term asset management solutions to maximise their capital investments</li> </ul> <p>Michelle Gianferrari, Chief Growth Officer, <b>Maia Financial</b></p>
1105-1135	<p><b>Observations on Healthcare Infrastructure in the Peri-COVID era</b></p> <p>When many of us think about the COVID-19 pandemic, we think of it as a single event that started in late 2019 and took hold in most places around the world sometime between February and March 2020 which has been with us since.</p> <p>The health response around capacity and infrastructure however has varied in rather distinct and identifiable stages and continues to evolve as we move closer towards a vaccine.</p> <p>While different countries have experienced varied severity and spread of the virus through their respective communities, there are some common observations and potential lessons about better modulating health infrastructure capacity.</p> <p>Peter Spryszynski, Country Manager, <b>Q-Bital</b></p>
1140-1210	<p><b>Panel Discussion: Sustainable Hospitals: Is the Investment Worth it or Is It Just a Fad?</b></p> <p>With an estimated 7% of Australia's total carbon footprint being generated by the healthcare sector, sustainability has found its way into the spotlight as Australian hospitals and architects look to build state-of-the-art "green" facilities.</p> <p>With healthcare spending on an upward trajectory, there is also increased pressure on hospitals to make hard choices around sustainable healthcare with financial viability and patient safety at front of mind.</p> <p>This panel discussion will debate the viability and appropriateness of building and maintaining sustainable hospitals.</p>



	<p><i>Facilitated by:</i></p> <ul style="list-style-type: none"> <li>• Tim Lee, National Sales &amp; Business Development Manager - Health Industrials, <b>Veolia</b></li> </ul> <p><i>Panelists</i></p> <ul style="list-style-type: none"> <li>• Siobhan Leach, Group Sustainability Officer, <b>Ramsay Health Care</b></li> <li>• Tiernan Humpreys, Manager Environmental Sustainability, <b>Victorian Health Building Authority</b></li> </ul> <p>Want to join the debate? Please contact <a href="mailto:Sponsorbranding@iqpc.com.au">Sponsorbranding@iqpc.com.au</a></p>
1215-1245	<b>Networking Break</b>
1250-1320	<p><b>Managing Multiple Redevelopment Projects at Logan Hospital Whilst Maintaining Uninterrupted Service Delivery</b></p> <p>Logan hospital is undergoing more than half a Billion dollars worth of projects including a \$460 Million major expansion. But how are they managing multiple simultaneous projects onsite while still operating the hospital? Jonathan will take us through key elements for a successful development in a live hospital environment. Learn how to:</p> <ul style="list-style-type: none"> <li>• Develop strategy and contingency planning to deliver the project sequences with minimal disruption</li> <li>• Drive strong stakeholder engagement to ensure smooth operations, a shared vision and create meaningful relationships between builders, clinicians and end users</li> <li>• Put the practicalities front of mind when developing in a live hospital environment</li> <li>• Use regular feedback loops to monitor the stakeholders and their readiness to adopt change through</li> </ul> <p>Jonathan Hirst, Project Director, <b>Logan Hospital</b></p>
1325-1355	<p><b>Panel Discussion: Smart Hospital Design and Development: A Place Where Architecture and Technology Meet to Enhance Patient Care</b></p> <p>An intelligent hospital is more effective, highly efficient, and cost-optimised as it brings together the physical infrastructure, people, clinical processes and administrative workflows with cutting-edge technologies.</p> <p>This panel will discuss the fundamentals of smart hospital design and development, including how:</p> <ul style="list-style-type: none"> <li>• Smart hospitals create new clinical workflows, flexible spaces and new ways of working to achieve greater patient-centricity</li> <li>• The four dimensions of being a ‘smart’ hospital embody patient experience, your employees, the organisation and innovation</li> </ul>

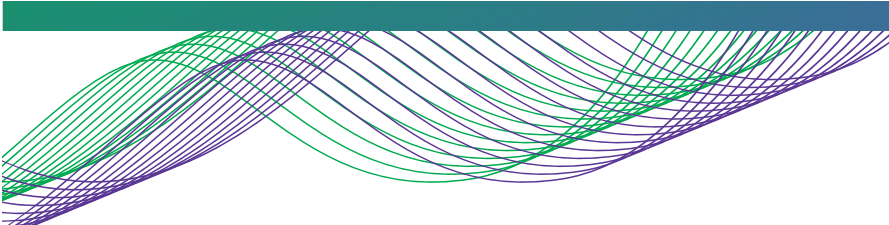


	<ul style="list-style-type: none"> <li>• Facility design is of equal importance to technology, including infrastructure and room design conducive to optimising the management of patients, supplies and devices</li> <li>• Smart hospitals improve staff productivity, patient comfort, energy efficiency and capital savings on devices, cabling, commissioning and operations</li> </ul> <p>Facilitator:</p> <ul style="list-style-type: none"> <li>• Chris Razzell, Managing Director, <b>d Rofus</b></li> </ul> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Kate Renzenbrink, Chief Nursing and Midwifery Information Officer, <b>Bendigo Health</b></li> <li>• Yvette van Eenennaam, General Manager, <b>Adelaide Bio Med City</b></li> <li>• Adj Professor Debbie McNamara, Executive Director, <b>Surgical, Treatment and Rehabilitation Service (STARS)</b></li> </ul>
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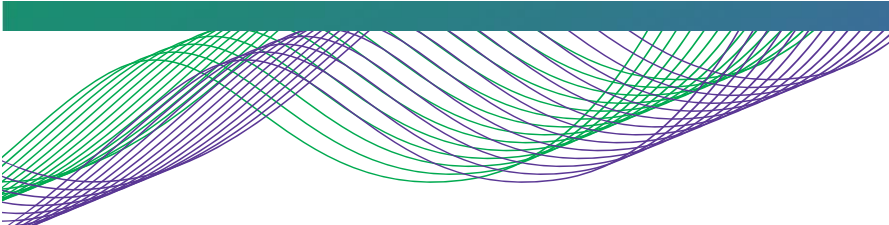
<b>Health Facilities Design &amp; Development</b>
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<b>Day Two: Thursday 1<sup>st</sup> April 2021</b>
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1030-1100	<p><b>Exploring Aerosol Transmitted Diseases (ATD) in buildings – Lessons learned from COVID 19 and insights into future trends in ventilation system design</b></p> <p>Throughout history our understanding of disease transmission has been dependent on epidemiological findings, which are inherently dependent on accuracy of records to be able to make associations between human behavior and patterns of transmission. The sophistication of modern science is such that we can shortcut this process to make informed projections on the pattern of aerosol transmission which can greatly accelerate the pace and effectiveness of industry response. The presentation will unpack:</p> <ul style="list-style-type: none"> <li>• The theory of aerosol transmission with reference to key experimental studies that have framed the current understanding of this mode of transmission</li> <li>• Discussion of parameters such as aerosol release mechanisms, relative humidity, droplet size distribution and local environment conditions with reference to the established literature to assist in demonstrating the patterns of aerosol transmission in buildings</li> <li>• A summary on key research gaps that are being targeted in order to work towards a quantitative risk assessment method that can be applied to different types of scenarios and buildings</li> </ul> <p>Patrick Chambers, Associate Mechanical Project Engineer, <b>Stantec</b>          Angus Grant, Mechanical Section Manager &amp; Principal, <b>Stantec</b></p>
1105-1135	<p><b>Using Simulation to Understand Human Factors and Improve Clinical Design</b></p> <p>Since their world first 24 hour greenfield hospital simulation, Mater Education has been engaged to simulate operational activities and test human factors on a</p>



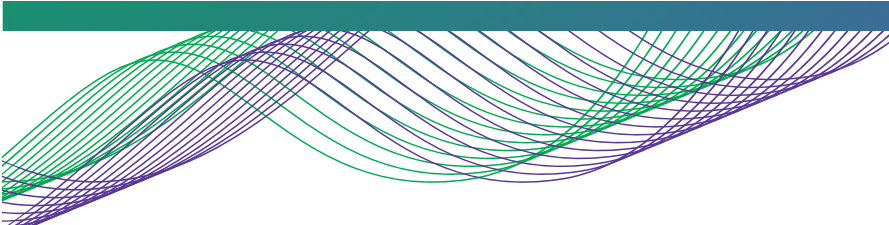
	<p>number of projects—from repurposing and refurbishing a single ward, to the design of an entire new greenfield facility. Discover what we’ve learnt about facility design and the role of simulation to help:</p> <ul style="list-style-type: none"><li>• Mitigate rework and associated contingency costs</li><li>• Deliver a proactive approach to risk and safety</li><li>• Improve patient safety and consumer experience</li><li>• Protect organisational reputation and poor patient and staff experience</li><li>• Optimise organisational processes, facilities and service delivery</li></ul> <p>Stephanie Barwick, Head of Partnerships, Programs and Innovation, <b>Mater Education</b></p>
1140-1210	<b>Networking Break</b>
1215-1245	<p><b>\$500 Million Canberra Hospital Expansion: Incorporating Clinical Feedback into Design to Improve Staff and Patient Experiences</b></p> <p>The proposed \$500+ Million new Surgical procedures, Interventional Radiology and Emergency (SPIRE) Centre will build on existing capacity at Canberra Hospital. Learn how they are reflecting custom-designed specifications on the advice of their clinicians to improve safety, patient experience and the working environment, through:</p> <ul style="list-style-type: none"><li>• Hospital Campus Modernisation” to balance the constraints of aging infrastructure and rising clinical demand</li><li>• Alignment of the expansion with Canberra Health Services’ vision, values and strategic plan to build a sustainable future</li><li>• Clinician consultation: the preeminent critical success factor in health projects</li></ul> <p>Colm Mooney, Executive Group Manager – Infrastructure and Health Support Services, <b>Canberra Health Services</b> Martin Little, Project Director – Canberra Hospital Expansion Project, <b>Major Projects Canberra</b> Brendan Sweeney, Regional Director NSW &amp; ACT, <b>Multiplex</b></p>



Digital Healthcare Stream	
Day One: Wednesday 31 <sup>st</sup> March 2021	
1030-1110	<p><b>A Transformational Approach to Healthcare: What it's like to Design, Build and Operate the World's First Hospital without Any Beds</b></p> <p>The \$54 Million Mercy Virtual Care Center in Missouri (US) demonstrates what could be the future of healthcare. With a variety of telemedicine programs that allow 330 virtual care staff to care for patients round-the-clock, Mercy Hospital reduced emergency room visits and hospitalisations by over 33% since opening in 2015, aiding the prevention of state-wide hospital readmission costs. There is no other hospital design in the World quite like it.</p> <p>Learn how Australia can adapt lessons learnt to:</p> <ul style="list-style-type: none"> <li>• Design a highly flexible space that supports advanced virtual care and is optimised to accommodate changing programs and technologies of the future</li> <li>• Plan and implement telemedicine programs that use innovative mobile devices to aid virtual care for chronically ill patients</li> <li>• Address clinical and change management challenges in a fully telehealth setting, such as breaking old habits and building trust with virtual care staff and patients to eradicate the perception that they are being monitored by "big brother"</li> </ul> <p>Fred McQueary, President of Ambulatory Care and Chief Clinical Officer, Mercy Virtual Care Center (US)</p>
1115-1145	<p><b>Interstate Cyber Security Discussion: Working Together to Build a Robust National Approach to Cyber Security in Healthcare</b></p> <p>While digitalisation is clearly the way forward, the number of cyber-attacks on the Australian healthcare industry has increased dramatically as hospitals continue to collect and store vast amounts of personal information.</p> <p>The need for a national cyber partnership to build resilience to cyber security threats has never been more paramount. Bringing you perspectives from across Australia, this panel will discuss:</p> <ul style="list-style-type: none"> <li>• Challenges of achieving a national scheme, including financial resourcing, jurisdictional barriers and achieving concrete coordination rather than abstract concepts and principles</li> <li>• Benefits around containing the investment and cost by having a unified and centralized voice</li> <li>• International benchmarks and key characteristics of successful and unsuccessful models</li> </ul> <p>Facilitator:</p> <ul style="list-style-type: none"> <li>• <b>Corne Mare</b>, Director of Security Solutions, <b>Fortinet Australia</b></li> </ul>

	<p>Panelists:</p> <ul style="list-style-type: none"> <li>• <b>Anthony Kitzelmann</b>, Chief Information Security Officer &amp; General Manager, <b>Australian Digital Health Agency</b></li> <li>• <b>Tony Vizza</b>, Board Member &amp; Director, <b>AISA</b></li> <li>• <b>Mina Zaki</b>, Manager NSW Cyber Security Innovation Node, <b>Aust Cyber</b></li> </ul>
1150-1220	<p><b>How the Jiahui International Hospital is Bringing a Transformative Healthcare Experience to Shanghai with User-Centric Mobile Technology</b></p> <p>As the first tertiary level international general hospital in Shanghai, the 500 bed Jiahui International Hospital (JIH) brings a worldclass transformative healthcare experience to Shanghai by improving patient experience and patient safety through user-centric mobile solutions. With insight into JIH’s transformative digital journey, learn how they created user centric mobile technology to:</p> <ul style="list-style-type: none"> <li>• Create a seamless and hassle-free experience for Chinese patients by integrating the widely-used WeChat app with their EMR to simplify the process for appointment booking, checking in and bill payment</li> <li>• Use optical character recognition and facial recognition technology to aid national identification authentication and significantly reduce the need for having full time staff for patient registration</li> <li>• Tighten rapid response team communication and coordination with lessons learnt around Wi-Fi network connectivity, patient safety response and public announcement challenges</li> </ul> <p>Ien Ling Tong, Chief Health Informatics Officer, <b>Jiahui International Hospital (Shanghai)</b></p>
1225-1255	Networking Break
1300-1330	<p><b>Modernising the delivery of healthcare with Chrome Enterprise</b></p> <p>Cloud-powering practitioners and healthcare staff on the frontlines with cloud-native solutions frees up more of their time for patient care. Chrome OS provides fast access to information for practitioners, a better patient experience, and devices that are easy to manage and deploy. Learn more about how Chrome Enterprise can help you modernise the delivery of healthcare while integrating with your existing infrastructure.</p> <p>David Eglin, Chrome Enterprise Lead, ANZ, <b>Google</b></p>
1335-1350	<p><b>So You’ve Implemented the EMR. Now What?</b></p> <p>After implementing EMR, the journey doesn’t stop there. Western Health has just completed their business case for the next phase of their seven to ten year journey to expand capabilities within their EMR and make the most of the data available. Learn how to:</p>



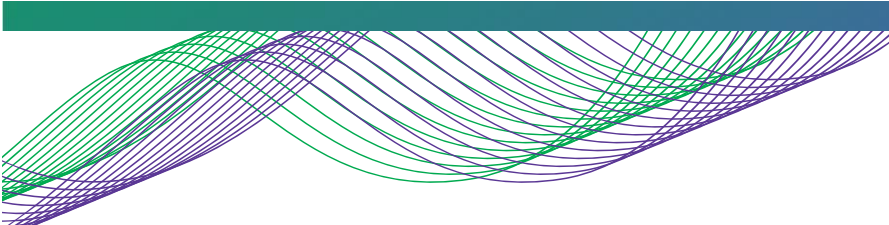


	<ul style="list-style-type: none"> <li>• Escalate your EMR, with reflection on their journey more than twelve months post Phase 1 go-live and the opportunities presented within the EMR that Western Health is now exploiting</li> <li>• Identify and leverage data to improve decision support in large hospital environments, including their Sepsis Pathway</li> <li>• Design a digital hospital with your EMR vision front of mind, with insight into new clinical workflows being introduced in the new \$1.5 Billion Footscray Hospital</li> </ul> <p>Lily Liu, EMR Director, <b>Western Health</b></p>
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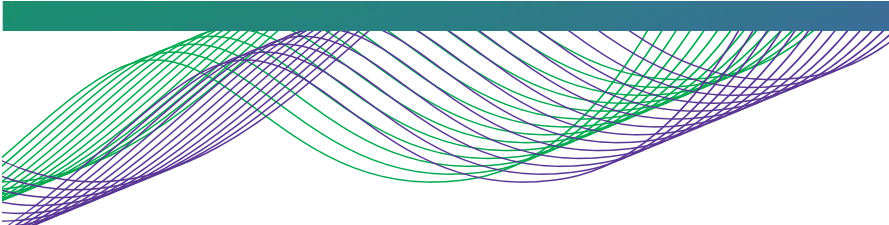
<b>Digital Healthcare</b>
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<b>Day Two: Wednesday 1<sup>st</sup> April 2021</b>
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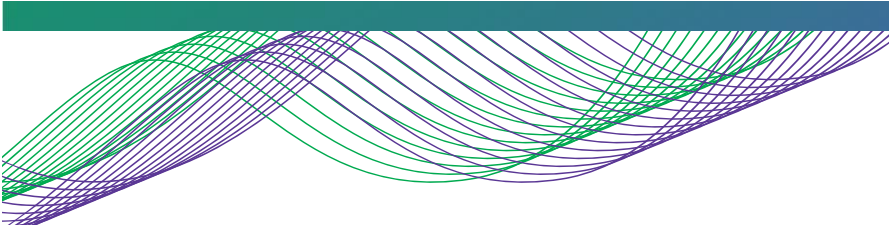
1030-1100	<p><b>A Smarter Way to Manage Healthcare Costs</b></p> <p>With premiums rising faster than wages and inflation, more Australians are left forking out costly bills to cover health procedures on top of their private healthcare costs. At Openpay, we don't want an increasing number of Aussies putting off critical health care procedures due to costs. We want them to feel in control and empowered to manage these costs in a way that works for them.</p> <p>Gain insight on:</p> <ul style="list-style-type: none"> <li>• How Openpay's 'buy now, pay later' offering enables people to be on top of their budgets with the benefits of smoothing out their cash flow</li> <li>• How Openpay has benefited merchants and partners in growing their business through sales, patient acquisition and conversion</li> <li>• How you can get started and offer a buy now, pay later solution your patients will love</li> </ul> <p>Nick Grant, Head of Healthcare, <b>Openpay</b></p>
1105-1135	<p><b>Hacking for Cash: Safeguarding Data Against the New Frontier of Cyber Crime</b></p> <p>Asked why he robbed banks, bank robber Willie Sutton quipped, "because that's where the money is." Now healthcare has become the target &amp; cybercriminals might respond, "because that's where the data is." With the continuous flow of information being crucial for patient care across the healthcare industry, we look at how you can lockdown your sensitive data from external attackers and hostile insiders, while making sure it's always available to those that need to access it.</p> <ul style="list-style-type: none"> <li>• Real-world tactics being used to target healthcare right now</li> <li>• Best practices to avoid falling victim</li> <li>• The steps you need to take to implement strong data governance and achieve compliance</li> <li>• How to sustainably reduce risk, investigate security incidents, and automate data security policies and processes for healthcare data</li> </ul> <p>Adam Gordon, ANZ Country Manager, <b>Varonis</b></p>
1140-1210	<p><b>Panel Discussion: Understand and Overcome Common Barriers to Digital Change to Ensure a Successful Transformation Journey</b></p>



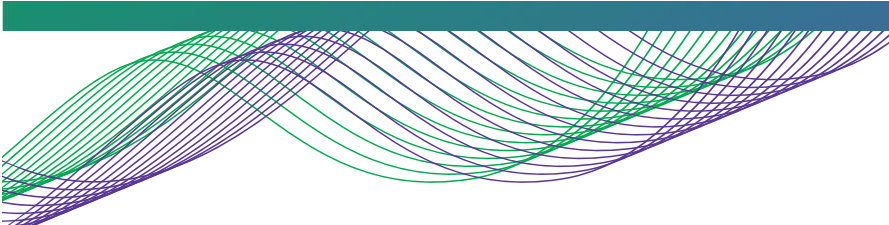
	<p>Digital change is both a technical and clinical challenge with common barriers to change. However, these barriers can be mitigated by treating digital projects as change (not IT) projects. Learn how to overcome barriers such as:</p> <ul style="list-style-type: none"> <li>• Intergenerational differences in digital literacy, health leadership and adaptability</li> <li>• Physical and environmental challenges around adapting and retrofitting devices, physical space and maintenance</li> <li>• Status quo and the fear of technology</li> <li>• Preconceived ideas of digital and the idea that digital is an 'option'</li> <li>• Change fatigue to ensure positive engagement through the transformation journey</li> </ul> <p>Facilitator:</p> <ul style="list-style-type: none"> <li>• Andrea Leverett, Senior Clinical Executive, <b>Vocera</b></li> </ul> <p>Panellists:</p> <ul style="list-style-type: none"> <li>• Marc Pelusi, Director Digital Transformation Office, <b>Sydney Local Health District</b></li> <li>• Eric Dunn, Digital Health Manager, <b>Sydney North Health Network</b></li> <li>• Kim Cantrill, Clinical Nurse Specialist, <b>BRHS</b></li> </ul>
1215-1245	<b>Networking Break</b>
1250-1320	<p><b>What Does the Future Hold for Digitally Enabled Health?</b></p> <p>Amanda will:</p> <ul style="list-style-type: none"> <li>• Deliver a 2021 update on Australia's National Digital Health Strategy, including the latest statistics on My Health Record take up rates and connections by healthcare providers</li> <li>• Explain how My Health Record supports improved health care delivery by GPs, specialists, pathology and radiology services, pharmacies and hospitals</li> <li>• Provides insights into the future of the expansion of digital health in Australia</li> </ul> <p>Amanda Cattermole, CEO, <b>Australian Digital Health Agency</b></p>
1325-1355	<p><b>Funding Innovation: Shift Investments and Reduce Time to Market</b></p> <p>Cheryl Rodenfels, CTO of Americas Healthcare, <b>Nutanix</b></p>
1400-1430	<p><b>Innovation in the Healthcare Sector</b></p> <p>Sean Scott, Healthcare Solutions Specialist- A/NZ, NetApp</p>



Aged Care Stream	
Day One: Wednesday 31 <sup>st</sup> March 2021	
1030-1100	<p><b>Incorporating New Models of Care into Facility Design to Improve Residents' Mental Health and Wellbeing</b></p> <p>Architects are entrusted with creating environments that enable Residential Aged Care providers to deliver their desired model of care. Hear lessons learned from three case studies that reflect the importance and influence of sustainable design for residents' mental health and wellbeing. Learn how to:</p> <ul style="list-style-type: none"> <li>• Enable dementia-friendly environments and small household models in your facility design</li> <li>• Apply key learnings from post-occupancy studies</li> <li>• Manage scale in multi-storey buildings</li> </ul> <p>Lara Calder, Managing Director, <b>Calderflower</b></p>
1105-1135	<p><b>How Australia's First Health Future Labs Initiative is Using Business Intelligence and Collaboration to Improve Patient Outcomes</b></p> <p>The Metro South Health Futures Lab harnesses the potential of online ideation and agile processes to inject fresh thinking into health service challenges and accelerate great ideas into viable solutions that can be implemented quickly.</p> <p>With collaborative partnering at its core, the program connects Metro South Health staff and consumers with community and industry partners to build, test and iterate and broaden their digital scope and capacity.</p> <p>Learn how Metro South is:</p> <ul style="list-style-type: none"> <li>• Identifying benefits of broader partnerships for solving health service challenges, including greater creativity and influencing decision-making from the get go</li> <li>• Extending beyond health service model improvement to include opportunities for real innovation</li> <li>• Shifting reliance on compliance based, traditional methods towards a culture of rapid results and decision-making</li> </ul> <p>Georgia Hellen, Project Manager, Partnerships and Strategic Initiatives- Strategy and Planning, <b>Metro South Health</b>            Dr Linda De George-Walker Director, Strategic Partnerships, <b>Metro South Health</b></p>
1140-1210	<p><b>Networking Break</b></p>
1215-1245	<p><b>Reimagining the Residential Aged Care: The Journey to Home. Results of an independent evaluation, reflections on experience, and next steps</b></p> <p>Lana Richards, Executive Manager (Ageing) – Practice Excellence, <b>UnitingNSW</b></p>

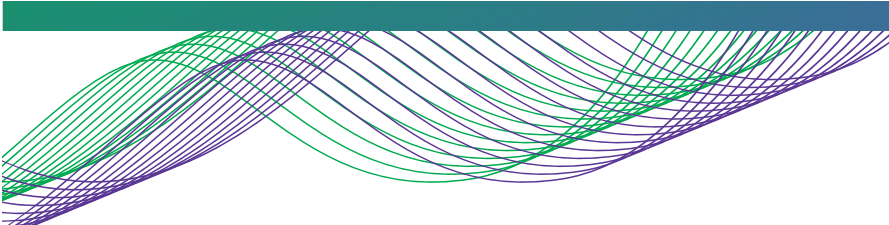


1250-1320	<p><b>Rebuilding Trust after Failure: Key learnings from the Inquiry into the Oakden Older Persons' Mental Health Service and South Australian Service Reform</b></p> <p>The Oakden Older Persons' Mental Health Service in Adelaide provided residential aged care services to people with complex needs resulting from dementia or enduring mental illness. The campus was closed in 2017 after the landmark Oakden Report led by the South Australian Chief Psychiatrist, which revealed systemic failures in governance, culture and care.</p> <p>As a co-author of the Oakden Report and subsequent clinical lead of reform processes, Duncan will discuss key learnings with a particular focus on how to:</p> <ul style="list-style-type: none"><li>• Ensure the lived experience and voice of people and their families remain at the centre of service development and accountability</li><li>• Redesign services to respond to the needs of clinically complex populations, particularly those with severe to extreme responsive behaviours resulting from dementia or enduring mental illness</li><li>• Deliver compassionate care with excellence through workplace cultures that are values-based, psychologically safe and transparent</li></ul> <p>Duncan McKellar, Head of Unit, Older Persons' Mental Health Service, <b>Northern Adelaide Local Health Network</b></p>
1325-1355	<p><b>Applying Innovative Activity Programs in Both Residential and Community Settings to Assist Residents Living with Dementia and their Carers</b></p> <p>Fear often accompanies a diagnosis of dementia, especially for those diagnosed with mild cognitive decline and their families or carers. With an overview of their Brain Trainer, Healthy Brains and Dementia Live programs that aim to mentally stimulate residents in a fun and engaging way, learn how Blue Care is:</p> <ul style="list-style-type: none"><li>• Utilising new and innovative technology to create an invigorative and interactive experience for residents</li><li>• Ensuring residents are engaged with their community and remain as active as possible, both mentally and physically</li><li>• Involving carers and families to help increase understanding and minimise frustration</li></ul> <p>Shaye Brown, Acting Integrated Service Manager, Blue Care Catherine Sherlock, Integrated Service Manager, Blue Care</p>
1400-1420	<p><b>Stay Ahead of the Competition: How to Personalise Care and Gain Customer Loyalty through Meaningful Consumer Engagement</b></p> <p>With the increased focus on quality outcomes for consumers, this means that we should consider how to better engage with consumers to partner, co-design and target services that meet their expectations and needs. Learn how to:</p> <ul style="list-style-type: none"><li>• Understand matters to and empathise with consumers and their family members</li></ul>

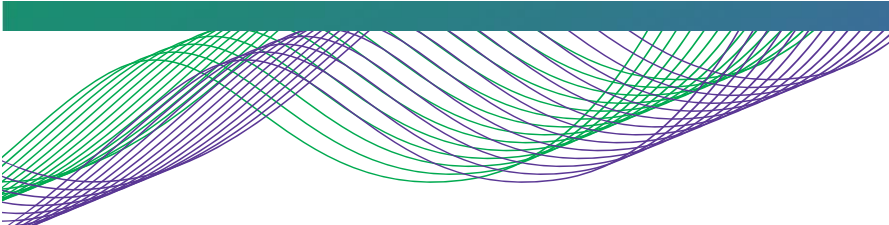


	<ul style="list-style-type: none"> <li>• Measure and monitor the impact of your services, your client experience, satisfaction and loyalty</li> <li>• Improve your relationship with consumers by acting on feedback and creating a supportive and transparent culture of co-design</li> </ul> <p>Lynda Chalmers, General Manager Home Care, <b>Mercy Health</b></p>
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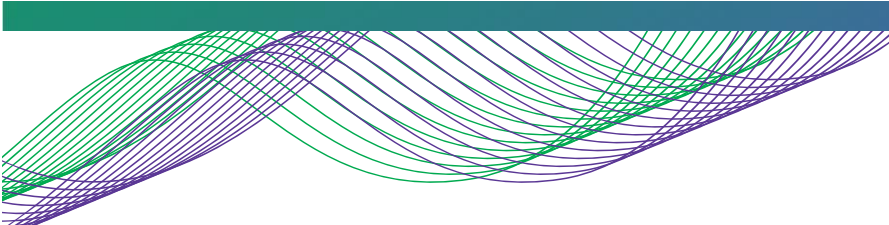
Aged Care Stream	
Day Two: Thursday 1 <sup>st</sup> April 2021	
1030-1100	<p><b>How can Aged Care Can Provide More Inclusive Services for LGBTI Residents</b></p> <p>It's no secret that residents can experience loneliness and lack of socialization and connection in aged care facilities. This is an ongoing challenge for the industry. This session will explore strategies to advocate for groups that are hit the hardest. This session will explore:</p> <ul style="list-style-type: none"> <li>• Why traditional models of aged care may not be suitable for certain resident demographics</li> <li>• Developing a people centric approach to service delivery in aged care that's culturally safe and inclusive: what this looks like</li> <li>• Strategies to engage and get key stakeholders on board with inclusion strategies in the aged care industry</li> </ul> <p>Samantha Edmonds, Managing Director, <b>Aging with Pride</b></p>
1105-1135	<p><b>It's time to Talk with Ted</b></p> <p>Building on years of experience in learning innovation, 'Talk with Ted' is the latest in an online simulation experience where participants communicate with an Artificially Intelligent Avatar, programmed with symptoms commonly associated with dementia. This presentation will explain why and how this innovative new training program came to be, and the significant learning opportunity it presents to the aged care workforce. Talk with Ted won the 2020 Victorian iAward in the Not-For-Profit and Community Solution of the Year category.</p> <p>Mr Jess Creasey, Manager, Centre for Dementia Learning, NSW and ACT, <b>Dementia Australia</b></p>
1140-1210	<p><b>Networking Break</b></p>
1215-1245	<p><b>Where Clinical Meets IT: Streamlining Processes through Electronic Journey Boards to Make the Most of Big Data</b></p> <p>As the first in Australia to implement digital journey boards in a community care setting, Silver Chain Group is adapting the application traditionally used by hospitals to support hospital in the home, chronic disease management and palliative care. Learn how to:</p>



	<ul style="list-style-type: none"><li>• Digitise clinical workflows to streamline processes, be more timely and efficient with resources, minimise human error in administration and support patient confidentiality</li><li>• Draw data from community client systems to enable digital journey boards without impacting workflow efficiency</li><li>• Phase into a digital environment by building a culture that guides and supports staff through the transition</li><li>• Bridge the gap between clinical and IT to define what is needed by each party and better understand each other's expectations and requirements</li></ul> <p>Caroline Marasovic, Director of Clinical Operations, <b>Silver Chain Group</b> Simon Jennings, Group Manager, Core Platforms, <b>Silver Chain Group</b></p>
1250-1320	<p><b>The role of food in the Health of Older Adults in Aged Care</b></p> <p>Taking into account new aged care quality standards, the diverse needs of residents and the Royal Commission Interim Report, Executive Director of Healthcare for Medirest, Jeannine Biviano, connects with Dr. Sandra Luliano from the University of Melbourne, to explore the findings of her research which show a correlation between clinical care costs of residents and spend on food and nutrition. The findings report on nutritional considerations and current nutritional status of residents and the impact of food intervention on health and wellness and clinical costs from injury and malnutrition.</p> <p>Jeannine Biviano, Executive Director Healthcare, <b>Compass Group</b> Dr Sandra Luliano, <b>University of Melbourne</b></p>



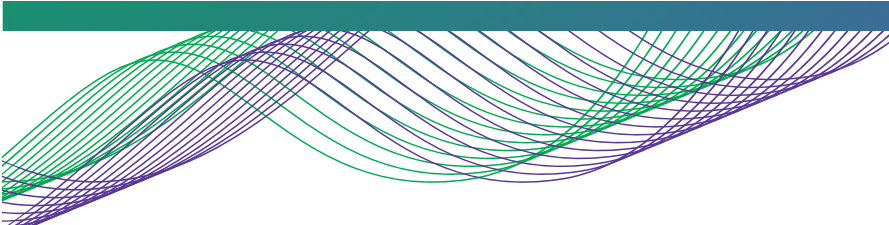
Nursing & Primary Healthcare Stream	
Day One: 30 <sup>th</sup> March 2021	
1030-1100	<p><b>How to Stay Safe Online</b></p> <p>This panel discussion will explore strategies to improve cyber hygiene as members of the healthcare workforce. Join this session to learn:</p> <ul style="list-style-type: none"> <li>• What is cyber hygiene and how to spot the difference between a scam and fraud</li> <li>• Tips &amp; strategies such as tips on passwords &amp; fake profiles</li> <li>• Why it's important not to use the same password</li> <li>• Personal information online – what information you give away by your posts on social media</li> </ul> <p>Speakers:</p> <ul style="list-style-type: none"> <li>• Con Nikolaou, Head of Cyber Protection, <b>Health Professionals Bank</b></li> <li>• Craig Tye, Head of Technology, <b>Health Professionals Bank</b></li> <li>• Dermot McGuire, Social Media Manager, <b>Health Professionals Bank</b></li> </ul>
1105-1135	<p><b>Keynote Presentation: The Future of Nursing in Australia</b></p> <p>Adj. Prof. Kylie Ward FACN, Chief Executive Officer, <b>Australian College of Nursing</b></p>
1140-1210	<p><b>Utilising Digital Transformation to Improve Patient Experience</b></p> <p>Richard Taggart, CIO, <b>Sydney Local Health District</b></p>
1215-1245	<p><b>Lessons Learned in Healthscope's Early Adoption of a Real-Time Dashboard to Drive Quality Improvement at the Ward Level</b></p> <p>In January 2018, Healthscope implemented the Australian Hospital Patient Experience Question Set (AHPEQS) survey tool across their 43 hospitals nationwide.. Hear lessons learned in the early adoption of the AHPEQS at the ward level to drive continuous improvement in patient experience, including how to:</p> <ul style="list-style-type: none"> <li>• Prepare for a national roll out through staff and patient consultation and by conducting a roadshow of education workshops at each hospital</li> <li>• Customise interactive dashboards to allow nurse managers to view real-time quantitative and qualitative feedback from patients and make proactive changes to improve patient experience</li> <li>• Ensure clear and open communication at all levels from the ground up to the Executive and Board to ensure the successful roll out of AHPEQS across your network</li> </ul> <p>Jeffrey Woods, Chief Nursing Officer, <b>Healthscope</b></p>
1250-1320	<p><b>Networking Break</b></p>
1325-1355	<p><b>Think Big but Start Small: Keeping up with Nursing Informatics and Health ICT in Nursing Practice</b></p>



	<p>For nurses on the floor, their relationship with digital health is very different to a managers' experience with digital. In order to successfully integrate technology into daily nursing practice, hospitals must close the gap in digital literacy and capacity.</p> <p>With 1,700 nurses and midwives in Bendigo Hospital, they are going back to the basics to close this skills gap and ensure solid foundations for digital. Learn how to:</p> <ul style="list-style-type: none"> <li>• Embed and integrate nursing tools into the EMR to ensure easy access to information at point of care</li> <li>• Upskill workforce capability with regular training and mentorship programs to support nurses in their professional development</li> <li>• Create visible and transparent leadership to support nurses on the ground and guide them through the digital transformation</li> </ul> <p><b>Kate Renzenbrink</b>, Chief Nursing and Midwifery Information Officer, <b>Bendigo Health</b></p>
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Nursing & Primary Healthcare Stream	
Day Two: 1 <sup>st</sup> April 2021	
1030-1100	<p><b>Transforming the Patient Experience Through Smart Room Technologies</b></p> <p>Andy Hall, Head of Health, <b>Hills Health Solutions</b>            Fiona Johnson, General Manager Health Solution Sales, <b>Hills Health Solutions</b></p>
1105-1135	<p><b>How Epworth Healthcare's Telemedicine Discharge Solution is Improving the Discharge Process and Experience for Clinicians and Patients Alike</b></p> <p>Discharging patients is an important part of the patient experience. If patients experience a poorly executed discharge process, this can negatively impact their whole acute care health experience. Moreover, a poorly implemented discharge can also be a frustration for clinicians and other hospital staff. To address this, Epworth Healthcare is trialing a telemedicine discharge solution that allows clinicians to discharge patients remotely in a private hospital environment.</p> <p>Learn how to:</p> <ul style="list-style-type: none"> <li>• Use telehealth to streamline the discharge process and improve patient experiences thereof</li> <li>• Pilot the technology to demonstrate proof of concept, with Epworth trailing with first 20 then 100 patients before commencing the full implementation</li> <li>• Implement a point of care system at the bedside to create a more seamless discharge experience</li> </ul> <p>Prof. Nilmini Wickramasinghe, Professor Digital Health &amp; Deputy Director, Iverson Health Innovation Research Institute, <b>Swinburne University of Technology &amp; Epworth HealthCare</b></p>





1140-1200	<p><b>Implementing a Sustainable Workforce Support Methodology to Support the Capability and Wellbeing of NSW</b></p> <p>Rural Health Professionals Recruitment and retention of health professionals to rural and remote areas is a global challenge. The maldistribution of health professionals across primary and tertiary health services contributes to the existing health inequalities between rural and urban areas.</p> <p>In light of this, the NSW Rural Doctors Network (RDN) aims to support the attraction and recruitment of a sustainable rural healthcare workforce. Learn about RDN's:</p> <ul style="list-style-type: none"><li>• Whole-of-person and whole-of-life workforce support methodology, which has proven fundamental to success in engaging clinicians across their entire career path and enhanced retention in rural practice</li><li>• Investigation into the importance of capability factors beyond clinical competence in recruitment and retention for rural health practice such as emotional, cultural and workplace wellbeing</li><li>• Forward planning and initiatives to support workforce capability and wellbeing, such as Rural Health Pro and Rural Health Together</li></ul> <p>Richard Colbran Chief Executive Officer, <b>NSW Rural Doctors' Network</b></p>
1205-1235	Networking Break
1240-1300	<p><b>Integrated Care for AF: The Key Components</b></p> <p>Atrial fibrillation (AF) management has becoming highly complex, resulting in significant increases in healthcare utilisation for AF in hospitals. In order to improve patient outcomes, Royal Adelaide Hospital is redesigning AF management systems and processes to be better integrated and patient-centric.</p> <p>Learn about the four major elements for redesign, including:</p> <ul style="list-style-type: none"><li>• Active patient involvement in their care through patient education and instruction to empower patients to undertake self-management</li><li>• Ensuring a multi-disciplinary team approach to better coordinate care delivery and prevent fragmentation of care</li><li>• How a comprehensive approach to care and the integration of eHealth and decision support technology by patients and healthcare providers is possible beyond AF management</li></ul> <p>Dr Jeroen Hendriks, Integrated Care Management – Cardiac Arrhythmias, <b>University of Adelaide</b></p>