

# THE LARGEST HEALTHCARE EVENT IN AUSTRALASIA

EARN 12 CPD POINTS  
AT OUR FREE NURSING  
& MIDWIFERY EVENT!

## AUSTRALIAN HEALTHCARE WEEK EXPO

### Australian Healthcare Week 2020 EXPO Program

Exhibition & On-Floor Stages: **25-26 March 2020**

Doors Open: **10.00am - 4:00pm Daily**

Venue: **International Convention Centre, Sydney**

Start Up Pitch Fest: **25 March 2020, 3.00pm - 4.00pm**

### HEAR FROM 130+ INDUSTRY LEADERS, INCLUDING:



**Dr Simon Kos**  
Chief Executive  
Officer  
**Next Practice**

**James Liang**  
Chief Executive  
Officer  
**MyHealth Medical  
Group**

**Jeffrey Woods**  
National Patient  
Experience Manager  
**Healthscope  
Operations Pty Ltd**

**Sonia Marshall**  
Executive Director of  
Nursing & Midwifery  
**South Western  
Sydney Local Health  
District**

**Jennifer Rossiter**  
Senior Director -  
Workforce Strategy  
Branch  
**Queensland Health**

**7000+**  
ATTENDEES  
+ ONE GIANT  
EXPO

**130+**  
SPEAKERS  
+ 6 ON FLOOR  
PROGRAMS

**100+**  
CASE STUDIES

**12**  
CPD POINTS  
FOR NURSES  
& MIDWIVES

**200+**  
EXHIBITORS

**\$50,000**  
IN PRIZE  
GIVEAWAYS,  
INCLUDING  
A NEW CAR!

**FREE TO  
ATTEND!**



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## WELCOME TO AUSTRALIAN HEALTHCARE WEEK 2020!

Dear Colleague,

Celebrating our 10<sup>th</sup> Birthday in 2020, Australian Healthcare Week is returning to the **International Convention Centre in Sydney** on the **25 - 26 March 2020** and is all about **continuously improving** our hospitals and workforce for the future.

The best part? **It's FREE to attend!** Don't miss your chance to connect, learn and network with **130+ expert speakers** at the largest healthcare event of the year.

We have some exciting new experiences, formats and learning opportunities in store for 2020, including:

- **100% refreshed content** and the chance to hear from 130+ speakers
- **2 NEW FREE** to attend On-Floor programs on **Patient Experience** and **GPs and Primary Healthcare**
- The return of four of our most popular free to attend events: **Nursing and Midwifery, Women in Leadership, Start Ups and Healthcare Workforce**
- **12 FREE CPD points** available for attendees who join us for the Nursing and Midwifery Program
- The chance to participate in the **2nd Annual Start Ups Pitch Fest!**
- Access to 200+ of the top healthcare solution providers in healthcare in our expanded exhibition
- **\$50,000 in prizes up for grabs** - including the chance to WIN a NEW CAR and \$5000 in CASH!

We look forward to meeting you on the 25 - 26 March 2020 at the ICC Sydney!



**Lauren Kelleher**  
Managing Director  
**Australian Healthcare Week 2020**





# WHAT'S NEW FOR 2020?

We know it can sometimes be difficult to justify time out of the office. To help you out, here are the  
**TOP 14 Reasons why Australian Healthcare Week  
 is the must attend event of 2020!**

**1**

## **Connect & Network With Over 7,000 Attendees Expected In 2020**

and be part of the biggest  
and most inspiring  
Australian Healthcare Week  
Expo to date!

**2**

## **Access 200+ Exhibitors At The ICC Sydney**

with more opportunities to  
connect and network with  
some of Australia's leading  
solution providers across  
infrastructure, digital,  
aged care, equipment &  
consumables, workforce &  
start ups

**3**

## **Experience A 100% Refreshed Program With 130+ Speakers & 100+ Case Studies**

so you won't be short of  
new ideas, key takeaways  
and lessons learnt!

**4**

## **NEW On-Floor Event for GPs and Primary Care**

to explore new business  
models and strategies  
to improve the delivery  
of primary care and the  
wellbeing of general  
practitioners

**5**

## **NEW On-Floor Event on Patient Experience**

to improve the patient  
journey and health  
outcomes through data,  
consumer engagement and  
patient-centred care

**6**

## **Earn 12 CPD Points At Our Free Nursing & Midwifery Event**

Endorsed and accredited  
by the Australian College of  
Nursing

**7**

Go in the draw to win up  
to **\$50,000** in prizes  
including your chance to  
**win a brand NEW CAR  
and \$5,000 CASH** in  
our Golden Ticket Prize  
Draw!

**8**

## **Learn From Everyone In Healthcare With Clinicians, Emerging Nursing Leaders & Healthcare Consumers**

given a voice at the event  
to help you see things from  
their point of view

**9**

## **It's convenient!**

For the 4th year running,  
AHW will be held at the  
ICC, Sydney - centrally  
located and accessible  
via public transport and  
abundant parking options!

**10**

## **Attend our crowd favourite**

Free Events on Women  
in Leadership, Start Ups,  
Healthcare Workforce and  
Nursing & Midwifery

**11**

## **Compete at the START UP PITCH FEST**

and be crowned Healthcare  
Start Up of the Year!

**12**

## **Collaborate with your peers:**

Australian Healthcare Week  
is about community. Attend  
the expo to meet your  
peers and come away with  
ideas that'll transform your  
professional development

**13**

## **Be inspired.**

Australian Healthcare  
Week is the **ONLY** event  
in Australia that brings  
together the **ENTIRE**  
healthcare industry under  
one roof. Don't miss out  
on two days of learning,  
networking and inspiration.

**14**

## **FREEBIES! You Know You Love Them.**

Check out our **FREE** gelato,  
coffee & popcorn carts  
scattered around the expo!



### Australian Healthcare Week is home to one GIANT Expo and 6 on-floor programs that are free-to-attend!



Empowering Nurses and  
Midwives to Be Change  
Leaders and Use Informatics  
to Achieve Quality  
Improvement



**NEW FOR 2020**

Enhancing Patient Experience  
through Better Utilisation of  
Data, Customer Engagement  
and Patient-Centred Care



Effective Workforce Planning,  
Leadership and Training to  
Develop the Workforce of the  
Future



**NEW FOR 2020**

Improving the Delivery  
of Primary Care through  
Technology, Innovative  
Business Models and Improved  
GP Wellbeing



Exploring Practical Strategies  
and Lessons Learned for the  
Advancement of the Female  
Leaders in Healthcare



Accelerating Start Ups to  
Drive Innovation and Improve  
the Way People Access and  
Manage Healthcare



*I really enjoyed attending Australian Healthcare Week. I love the mix of displays and the different themed presentation areas. The nursing and clinicians area was great! There were hardly any spare chairs and the audience was very engaged*

**Jennifer Holmes**, Senior Program Manager Data and Informatics, **Ministry of Health NSW**

# CONNECT AND NETWORK WITH AUSTRALASIA'S TOP HEALTHCARE SOLUTION PROVIDERS

Australian Healthcare Week is home to some of Australia's very best solution providers. Along with the free-to-attend stages, **you will have access to Australia's BIGGEST one-stop-shop healthcare expo** with the chance to connect and learn about the latest solutions and technologies shaping healthcare now and in the years to come.





# NURSING and MIDWIFERY

Endorsed by the  
Australian College of Nursing  
Earn 12 CPD points!

**EMPOWERING NURSES AND MIDWIVES TO BE CHANGE LEADERS  
AND USE INFORMATICS TO ACHIEVE QUALITY IMPROVEMENT**

## 2020 INDUSTRY SPEAKERS



**Adj. Prof. Kylie Ward FACN**  
Chief Executive  
Officer  
**Australian College  
of Nursing**



**Luke Williamson**  
Chief Executive  
Officer  
**Australian College  
of Midwives**



**Jennifer Holmes**  
Senior Program  
Manager Data and  
Informatics  
**NSW Ministry of  
Health**



**Kerri Holzhauser**  
Nursing Director  
eHealth Mentor  
**Metro South Health**



**Lita Olsson**  
Clinical Lead  
**Queensland  
Occupational  
Violence Strategy  
Unit**



**Kate Renzenbrink**  
Chief Nursing  
and Midwifery  
Information Officer  
**Bendigo Health**



**Joanna Griffiths**  
Manager  
**Queensland Health  
Occupational  
Violence Strategy  
Unit**



**Erin Mercieca**  
Graduate Nurse  
**The Royal Women's  
Hospital Melbourne**



**Jenny McKenzie**  
Nurse Practitioner  
Palliative Care  
**Murrumbidgee Local  
Health District**



**Sam Moses**  
Founder  
**Australian Primary  
Health Care Nurses  
Association**



**Linda Govens**  
Project Director  
**Australian Primary  
Health Care Nurses  
Association**



**Lynne Stewart**  
Maternity Services  
Manager  
**Cabrini**



**Sonia Marshall**  
Executive Director of  
Nursing & Midwifery  
**South Western  
Sydney Local Health  
District**



**Alison Hutton FACN**  
Professor of Nursing  
**University of  
Newcastle**



**Tammie Breneger  
MACN**  
Registered Nurse  
**Hastings Macleay  
Community  
Withdrawal  
Management**



## 2020 INDUSTRY SPEAKERS



**Amanda Moses**  
**MACN**  
Academic & Lecturer  
**Charles Sturt**  
**University**



**Kelly Rogerson**  
**MACN**  
Chief Executive  
Officer  
**Palliative Care**  
**South East**



**Kassandra**  
**Packwood MACN**  
Acting Health  
Service Manager  
**Southern NSW Local**  
**Health District**



**Linda Sweet FACHM**  
Chair in Midwifery  
- Western Health  
Partnership  
**Deakin University**



**Catherine Murray**  
**MACN**  
Clinical Director  
**National Home**  
**Nurse**



**Kathleen Thorpe**  
Director Nursing  
& Midwifery  
**Wollongong**  
**Hospital**



**Prachi Javalekar**  
**MACN**  
ENL, Evidence  
Generation &  
Dissemination  
**Agency for Clinical**  
**Innovation**



**Kaarin Goeldner**  
**MACN**  
3rd Year Bachelor  
of Nursing  
**Southern Cross**  
**University**



**Beau Dupen MACN**  
Registered Nurse  
**Royal Darwin**  
**Hospital**



**Elissa Dabkowski**  
**MACN**  
Graduate Registered  
Nurse  
**Latrobe Regional**  
**Hospital**



**Health**  
**Professionals**  
**Bank**



**Karen Booth**  
President  
**Australian Primary**  
**Health Care Nurses**  
**Association**



**Helen Zahos**  
Registered  
Nurse, BN; MN  
(Emergency);  
GradDipScience  
(Paramedic); MACN;  
FRSA. **Nursing**  
**Ambassador**  
**for World Youth**  
**International**

### 09:50 WELCOME ADDRESS FROM THE CHAIR

#### 10:00 Keynote Presentation: The Future of Nursing in Australia

**Adj. Prof. Kylie Ward FACN**  
Chief Executive Officer  
**Australian College of Nursing**

#### 10:30 How Australia's First Nursing eHealth Mentor is Enabling Collaborative Digital Decision Making at Metro South Health

Since 2014, Kerri held Australia's first nursing eHealth mentor role to build engagement between clinicians and executives in digital decision-making and drive Metro South Health's digital strategy and projects. Kerri will provide insight into role itself and how it can be adapted into other states that are embarking on a digital journey, including:

- What are the role and responsibilities for an eHealth mentor in a digital transformation?
- The importance of an informatics role to preparing the foundations post-implementation and helping clinicians and Executives through the digital journey
- Challenges in integrating this role into the system, including how to initiate open and frank discussions in an effective way while remaining patient-focused

**Kerri Holzhauser**  
Nursing Director eHealth Mentor  
**Metro South Health**

#### 11:00 Nursing Leadership & Culture: You Can't Do One Without the Other

While nurses are the largest workforce by default, nurses are known for putting other's needs ahead of their own and therefore not looking after themselves or each other. How do we change this culture, promote better staff wellbeing and bring the joy and fun back into the workplace? Learn how to:

- Bring fun and respect back into the workplace through more transparent, heartfelt and authentic nursing leadership
- Lead by example and the importance of role modelling and visibility of senior nursing and midwifery leaders
- Build a culture that promotes work life balance, personal and professional development, including fun activities inside and outside of work to enable a commitment to staff wellness and wellbeing
- Ensure high performing teams that have the ability focus on the core business of the organisation to meet patient care expectations and enable an engaged workforce

#### Sonia Marshall

Executive Director of Nursing & Midwifery  
**South Western Sydney Local Health District**

#### 11:30 Session Reserved for Health Professionals Bank

**Health Professional Bank Speaker**  
**TBC**

#### 12:00 From Clinical to Management: Planning Your Transition from a Nurse On the Ground to Nursing Executive

Transitioning from nurse practitioner to nursing leader takes vision, courage, hard work and perseverance. To help prepare you for the ups and downs of transitioning into leadership, Jen – Winner of NSW Health's 2018 employee of the year – will share her personal story, with insight into:

- The educational and professional track she pursued and finding her voice as a businessman by combining clinical care, business, and IT knowledge
- Bringing a unique perspective to the table: How your experience in clinical leadership and the business world of IT will guide people in the right direction
- Mentorship and the vast opportunities available in the industry for nurses considering advanced nursing careers

#### Jenny McKenzie

Nurse Practitioner Palliative Care  
**Murrumbidgee Local Health District**

#### 12:30 Think Big but Start Small: Keeping up with Nursing Informatics and Health ICT in Nursing Practice

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. 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:

- Embed and integrate nursing tools into the EMR to ensure easy access to information at point of care
- Upskill workforce capability with regular training and mentorship programs to support nurses in their professional development
- Create visible and transparent leadership to support nurses on the ground and guide them through the digital transformation

#### Kate Renzenbrink

Chief Nursing and Midwifery Information Officer  
**Bendigo Health**



### 13:00 **The Power of Mentorship to Improve Wellbeing in the Workplace**

We sometime spend more time at work than with our own families. So how can we ensure that time is useful and well spent? Learn about:

- The importance of a mentoring relationship and top tips for choosing the right mentor for you!
- Being the captain of your own ship: how to set realistic goals and stick by them, and the power of accountability
- Not being afraid to ask for help: How you can make the most of your mentor relationship

**Alison Hutton FACN**

Professor of Nursing

**University of Newcastle**

### 13:30 **Everyone Can Be a Leader if they Want to be: The Fundamentals for Leadership at the Bedside**

Everyone has a part to play in leadership, no matter what their role. Learn how to recognise different leadership styles and master the fundamentals of leadership at the bedside, by:

- Viewing leadership as a behaviour, not a role
- Positively impacting your patient's journey and empowering yourself and others with compassion, humility, resilience and strength
- Creating a positive, resilient culture through individual leadership, because everyone can have an impact

**Kassandra Packwood MACN**

Acting Health Service Manager

**Southern NSW Local Health District**

### 14:00 **Panel Discussion: The Reality of the Imposter Syndrome and How Do You Address it?**

It's common for graduates and emerging nursing leaders to feel inadequate on the transition to practice and experience the "imposter syndrome". If you don't address the issue, it will impact the professional development, motivation and retention of your graduates and emerging leaders. The participants on this panel will share their perspectives from different stages of their transition to help leadership better understand:

- What the imposter syndrome feels like and why graduates and emerging leaders develop these feelings of exclusion and inadequacy
- How to address the gap in knowledge
- The importance of empathy and seeing things from their perspective

*Panelists:*

**Kaarin Goeldner MACN**

3rd Year Bachelor of Nursing

**Southern Cross University**

**Beau Dupen MACN**

Registered Nurse

**Royal Darwin Hospital**

**Elissa Dabkowski MACN**

Graduate Registered Nurse

**Latrobe Regional Hospital**

### 14:30 **Sexual Harassment and Assault of Nurses by Patients: Why Does it Happen and What Can We Do as a Workforce to Prevent it?**

Nursing remains the most female dominated profession in the world with females accounting for approximately 90% of the workforce, internationally and domestically. Due to a number of factors, incidences of abuse are unlikely to be reported in a clinical environment and as a result, the nursing workforce continues to be subjected to physically and psychologically damaging behaviours.

Tammie will discuss factors relating to sex-based harassment and assault in nursing and how we can safety-proof our workforce and workplaces. Learn how to:

- Identify behaviors and actions that constitute sexual harassment and assault
- Support staff to lodge formal reporting, which is imperative for data collection and policy change as proof of impact on workforce
- Develop a 'safety' toolkit for de-escalating and removing oneself from a situation where sex-based harassment is being experienced

**Tammie Breneger MACN**

Registered Nurse

**Hastings Macleay Community Withdrawal Management**

### 15:00 **Lessons Learned in the Palliative Care Agency's Implementation of Voluntary Assisted Dying Across their Network**

Palliative Care South East supports voluntary assisted dying (VAD) in Victoria. Since its legalisation of on 17 June 2018, they have normalised the practice and are continuing to roll out VAD across their agency. Learn how they:

- Support staff through ongoing wellbeing checks and training and development to help them implement VAD, which is inherently challenging (both morally and ethically)
- Enable the culture shift while ensuring clients' needs and expectations stay at the forefront of everything that they do

- Meet community expectations around VAD, support clients who aren't eligible, engage trained GPs who are appropriately skilled to support clients through the process and provide ongoing grief support for families

**Kelly Rogerson MACN**  
Chief Executive Officer  
**Palliative Care South East**

15:30 **How to Keep Nursing Graduates Engaged: Building Resilience and Confidence in Graduate Programs**

Burnout and compassion fatigue are major reasons why early career nurses leave the nursing profession. Consequently, helping graduates develop resilience and confidence in practice early in the transition process is important for their health and wellbeing, and their motivation to stay within the profession. All nurses and midwives have a responsibility to support new graduates to build resilience.

Erin will share her experiences as a current graduate nurse, and discuss:

- How those in leadership can support new graduates in building resilience and confidence
- The importance of mentorship to guide new nurses in managing the challenges of transitioning to practice
- Coping techniques early-career nurses can implement in their transition to build resilience and increase their confidence

**Erin Mercieca**  
Graduate Nurse  
**The Royal Women's Hospital, Melbourne**

1600 **Nurses at the table for healthcare reform**

The future of Australia's healthcare system will be influenced by nurses.

APNA President and veteran of primary health care reform Karen Booth has been appointed by Health Minister Greg Hunt to advise on the development of the Government's Primary Health Care 10-Year Plan.

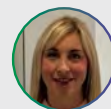
This session will explore the APNA's plan for primary health care nurse professionals from across Australia to be front and centre of healthcare policy and planning, and have a seat at the table alongside Government.

**Karen Booth**  
President  
**Australian Primary Health Care Nurses Association**

16:30 **CLOSING REMARKS FROM THE CHAIR**



*I believe collaboration, communication and sharing ideas and successes are fundamental to shaping the way we deliver care for our patients. I feel privileged and excited to be presenting and sharing my learnings and experiences at a National level at Australian Healthcare Week 2020. To have the opportunity to engage with, present to and learn from healthcare providers from across the country at Australia's largest healthcare event makes me excited about the future of care delivery and sustainability.*



**Nalani Cox**  
Nurse Manager  
CPC Integrated and Ambulatory  
Care Services  
**Gold Coast Health**



## 10:20 WELCOME ADDRESS FROM THE CHAIR

### 10:30 **Keynote Presentation: The Future of Midwifery in the Primary Health Environment**

Australia is seeing a “back to the future” shift, as midwives leave the hospital environment to work more in the primary health environment. Some are working in publicly operated group practices and some are leaving health services to start their own private midwifery businesses to deliver more woman-centred and more personalised care. This is the a growing part of midwifery’s future, creating choice for midwives and for women and families too. Learn about:

- The trends in midwifery service provision and what it means for midwives, maternity services consumers, and public services operators
- The regulatory model, and how to enter private practice
- The fundamentals of entrepreneurship and running your own business

**Luke Williamson**

Chief Executive Officer

**Australian College of Midwives**

### 11:00 **The Role Clinical Supervision Plays in Supporting Your Professional Development**

Clinical supervision (CS) promotes reflective practice and professional development. Catherine will discuss the benefits of making it an integral part of your professional life. Learn how to:

- Build your resilience by increasing your selfknowledge and discovering that your own solutions will emerge
- Improve patient care and staff retention by providing a space to reflect on behaviours and set goals for personal and professional development
- Develop your confidence and creative problem solving abilities

**Catherine Murray MACN**

Clinical Director

**National Home Nurse**

### 11:30 **Nurse 2022: A four year campaign to improve respect and recognition of nurses working in primary health care in Australia**

Nurse 2022 will improve the environment in which nurses work by communicating the value and contribution of nurses in primary health care, raising their profile, and breaking down barriers to unlock the capacity of, and enable nurses in primary health care to work to their full scope of practice, to contribute to improving the health of all Australians.

The Nurse 2022 is valued, visible and respected, and works to their full professional scope of practice. Come and hear APNA Founder and

Nurse Ambassador, Samantha Moses, give you an update on the Nurse 2022 Campaign so far

**Sam Moses**

Founder

**Australian Primary Health Care Nurses Association**

### 12:00 **Supporting Nurses When They Are Their Most Vulnerable with the Occupational Violence Incident Response Kit**

A provocative, personal tale of how a tragic Occupational Violence incident resulted in the inception, creation and deployment of the Occupational Violence Incident Response Kits across Queensland Health. Learn how to:

- Navigate the post incident space without winging it
- Implement a 5-step process to provide meaningful support to staff and utilise the principles of psychological first aid
- Make holistic, sustainable and meaningful change to support your nurses

**Joanna Griffiths**

Manager

**Queensland Health Occupational Violence Strategy Unit**

**Lita Olsson**

Clinical Lead

**Queensland Occupational Violence Strategy Unit**

### 12:30 **Overcoming the Stigma of Substance Use to Maintain High Quality Patient-Centred Care for People Who Use Alcohol and Other Drugs**

In the media, anything to do with drug use is negative. However, it is important to overcome stigma to ensure consistent quality of care for patients who use substances (alcohol and drugs). So how can we ensure that people with substance use issues aren’t neglected by the healthcare system? Learn how to:

- Drive better quality of care for patients with substance use issues through leadership and change management
- Use data drawn from the electronic Medical record to shape a positive story/business case and shift preconceptions to ensure clinicians maintain high quality person-centred care to this vulnerable group
- Help overcome the ingrained stigmatisation of this patient cohort and perpetrated by the media by building momentum and support to drive persistent incremental change from the bottom up

**Jennifer Holmes**

Senior Program Manager Data and Informatics  
**NSW Ministry of Health**

**13:00 Building sustainable models of nurse clinics in primary health care**

Nurse clinics provide an exciting opportunity to refocus the delivery of evidence-based, best practice care for a range of population health needs, while building capacity in the primary healthcare workforce. Enabling health professions to fully utilise their scope of practice is one important factor in managing the increasing demands on primary care.

APNA (Australian Primary Health Care Nurses Association) supports primary health care organisations in the implementation of nurse clinics. With a comprehensive evaluation framework in place, we continue to build our understanding of the challenges and opportunities that contribute to a successful nurse clinic. Demonstration of success is based on measures of feasibility, acceptability, effectiveness, efficiency, sustainability (including financial viability), replication and the perception of value of the clinic model. This presentation provides an overview of the key characteristics of successful nurse clinics based on the evaluation findings.

**Linda Govens**

Project Manager

**Australian Primary Health Care Nurses Association**

**13:30 Disparities and challenges of delivering healthcare in a developing country - personal narrative from a Humanitarian Nurse**

According to the World Health Organisation, the world needs 9 million more nurses and midwives if it is to achieve universal health coverage by 2030.

Educating the next generation of nurses and midwives is vital in ensuring vulnerable communities have access to quality healthcare. In 2019, I was at the World Health Assembly in Geneva when it was announced that 2020 would be the International Year Of The Nurse and Midwife. In celebration of this, I marked the beginning of 2020 with a trip to Kenya on World Youth International's Nurses In Action Volunteer Program.

This presentation will highlight the challenges of delivering healthcare in a Humanitarian Aid setting, the disparities, and the impact of sustainable projects developed and delivered by Australian Nurses to vulnerable communities within this setting.

Case studies will showcase the importance of how Nurses can inspire change where it's most needed through collaborative education and the empowerment of Nurses across various cultures and socio-economic backgrounds.

**Helen Zahos**

Registered Nurse, BN; MN (Emergency);  
GradDipScience (Paramedic); MACN; FRSA.

**Nursing Ambassador for World Youth International**

**14:00 Panel Discussion: How to Maintain the Human Element in Nursing & Midwifery Care in an Increasingly Digital Environment?**

Some of the basics of nursing & midwifery care hasn't changed, despite the changing digital environment. It's important to remember that the critical basics of personal care are of equal or more importance to patients as digitally-advanced experiences. This panel will discuss:

- Why technology should be seen as an enabler to assist better personal care; not as a replacement
- How technology needs to be in harmony with hands on nursing
- Patient-centric strategies for wellness, including net-promoter scores through weekly patient surveys that reports on the metrics of satisfaction and promotes individualised care

*Facilitator:*

**Prachi Javalekar MACN**

ENL, Evidence Generation & Dissemination  
**Agency for Clinical Innovation**

*Panelists:*

**Jennifer Holmes**  
Senior Program  
Manager Data and  
Informatics  
**NSW Ministry of Health**

**Kathleen Thorpe**  
Director Nursing  
& Midwifery  
**Wollongong Hospital**

**Alison Hutton**  
**FACN**  
Professor of  
Nursing  
**University of Newcastle**

**Lynne Stewart**  
Maternity Services Manager  
**Cabrini**

**Linda Sweet FACM**

Chair in Midwifery - Western Health Partnership  
**Deakin University**

**14:30 Top Tips for Building Confidence and Feeling Empowered in the Nursing and Midwifery Profession**

Nurses often state that they do not feel empowered by management when decisions need to be made. So what can you do when you feel disempowered? Kathleen share her top tips for building confidence and feeling more empowered at work:

- Define what success and happiness looks like: Knowing your passion and taking steps to embrace it, no matter how small the steps, will give you greater control and inner power



- Let go of fear: Fear could be the single most critical barrier between you and a life of contentment
- Embrace chaos: Comfort is the nemesis of progress. Disruption can be the sign of important changes about to present themselves and good things often come in unexpected ways

**Kathleen Thorpe**  
Director Nursing & Midwifery  
**Wollongong Hospital**

15:00 **Closing the Generational Knowledge in the Midwifery Workforce at an Individual Level**

The midwifery workforce is generationally diverse, which puts greater emphasis on the importance of mentorship and providing guidance to new graduates. To ensure effective and efficient collaboration among midwives, learn how to:

- Acknowledge each other's strengths and weaknesses and find a way to balance and positively leverage the differences in skill sets
- Overcome issues of time constraints and higher acuity that may impact the quality of mentorship
- Ensure the continuity of basic nursing care in hospital training to support new midwives in their transition into the working environment

15:30

**Lynne Stewart**  
Maternity Services Manager  
**Cabrini**

**Creating a Culture for Self-Care to Retain Top Talent in the Nursing Workforce**

Australia is facing a critical shortage of nurses, with a projected shortfall of approximately 85,000 nurses by 2025 and 123,000 nurses by 2030. Some nurses are experiencing a toxic culture at work, which affects the retention of nurses across the profession. Unless this is addressed promptly and appropriately, Australia will continue to lose top nursing talent. Learn about:

- Evidence that demonstrates the reality of the toxic culture and the subsequent impacts on nurses' health and on nursing practice and profession
- Steps nurses can take to address the negative culture, create change and promote a sense of belonging for all nurses
- Self-care strategies that support the maintenance of wellbeing and overcome the impact of experiences in a toxic culture

**Amanda Moses MACN**  
Academic & Lecturer  
**Charles Sturt University**

16:00

**CLOSING REMARKS FROM THE CHAIR**

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# PATIENT EXPERIENCE

**ENHANCING PATIENT EXPERIENCE THROUGH BETTER UTILISATION  
OF DATA, CUSTOMER ENGAGEMENT AND PATIENT-CENTRED CARE**

## 2020 INDUSTRY SPEAKERS



**Jeffrey Woods**  
National Patient  
Experience Manager  
**Healthscope  
Operations Pty Ltd**



**Richard Taggart**  
CIO  
**Sydney Local Health  
District**



**Karen Patterson**  
Director of Capability  
and Culture  
**Clinical Excellence  
Commission**



**Deborah Sims**  
Patient and Director  
of Advocacy  
**Lymphoma Australia**



**Rabia Khan**  
Head, Commissioned  
Research &  
Engagement  
**The George Institute  
for Global Health**



**Cathy Jones**  
National Manager  
Quality &  
Compliance  
**Healthscope  
Operations Pty Ltd**



**Alan White**  
Author  
**Counsellor and  
Men's Health  
Advocate**



**Dr Jeroen Hendriks**  
Integrated Care  
Management -  
Cardiac Arrhythmias  
**University of  
Adelaide**



**Dr John Zelcer**  
Senior Strategic  
Advisor  
**Murdoch Children's  
Research Institute**



**Kerrie O'Leary**  
Healthcare Redesign  
Lead  
**NSW Health**



**Nerida Bell**  
Principal Project  
Officer - Patient  
Experience  
**NSW Health**



**Tanya Hall**  
Chief Executive  
Officer  
**hearts4heart**



**Vanessa Allen**  
Nurse Manager  
Patient Flow  
**HealthShare Patient  
Transport Service  
NSW**



**Maya Smitran**  
Director Healthcare  
Improvement  
**Central Coast Local  
Health District**



**Sharon Winton**  
Chief Executive  
Officer  
**Lymphoma Australia**



**Dr Paul Eleftheriou**  
Chief Medical Officer  
**Western Health**



**Melissa Tinsley**  
Manager, Clinical  
Information and  
Decision Support  
**Agency for Clinical  
Innovation**



**David Simpson**  
Head of Strategy  
& Innovation  
**Ramsay Healthcare**



## 2020 INDUSTRY SPEAKERS



**Dr Danielle Marie Muscat**  
Post-Doctoral Research Fellow and Westmead Lead  
**Sydney Health Literacy Lab**



**Fiorina Mastroianni**  
Health Literacy and Diversity Health Manager  
**Illawarra Shoalhaven Local Health District**



**Louisa Dent Pearce**  
Corporate Consumer Consultant  
**Healthscope Operations Pty Ltd**



**Prof. Nilmini Wickramasinghe**  
Professor Digital Health & Deputy Director Iverson Health Innovation Research Institute  
**Swinburne University of Technology & Epworth HealthCare**



**Harry Iles-Mann**  
Patient/Health Consumer Advocate, Health Consumer Co-design & Engagement Consultant  
Committee Member



**Tim Shaw**  
Professor of eHealth, Director of Research in Implementation Science and eHealth (RISe)  
**University of Sydney**

### Machine Learning & Impact Healthcare Labour and Education



Dr David Gillatt,  
of Medical  
Macquarie  
Hospital



Dr. Elaine Saunders,  
Executive Chairman  
Blamey Saund



Dr. Ziyuan Wang, Senior  
Research Fellow in  
Blockchain, Swinburne  
University of Technology



10:20 **WELCOME ADDRESS FROM THE CHAIR**

10:30 **Keynote Presentation: The Power of Relational Capability: Partnering with Patients, Carers and Staff to Continuously Improve Quality and Safety as an Organisation**

The Clinical Excellence Commission (CEC) is committed to providing leadership in quality and safety to improve healthcare for patients in NSW. A strategic priority for the CEC is to establish trusted and respectful relationships with patients, carers, families and staff that enables people to feel safe and amplifies their voice for improved quality and patient safety across NSW. Learn about:

- CECs approach to relational capability building, including the skills required for making and maintaining long-term relationships
- How to create the conditions that foster trust and safety that enables relational skills to be practiced in a range of contexts and interactions
- The relationship between the reliability and safety of healthcare, person-centred care and relational capabilities

**Karen Patterson**

Director of Capability and Culture  
**Clinical Excellence Commission**

11:00 **Rolling-out a Patient Feedback Program to drive improvement and integration of healthcare across NSW**

The NSW Agency for Clinical Innovation (ACI) is leading the co-design and implementation of the NSW Health Patient Reported Measures program – a key enabler of transforming systems towards value based healthcare by processing all data electronically and in real-time to improve outcomes and experiences. As a World-leading program, learn how to:

- Ensure ongoing co-design with clinicians and consumers, even after implementation, to ensure that the system is useful and fit-for-purpose
- Overcome challenges in light of a major system transformation, including culture and behaviour challenges, ensuring a smooth transition to and ensuring effective use of the new IT system
- Address data fatigue and the burden of more data as the transformation journey is ongoing

**Melissa Tinsley**

Manager,  
Clinical Information and Decision Support  
**Agency for Clinical Innovation**

11:30 **Utilising Digital Transformation to Improve Patient Healthcare**

**Richard Taggart**

CIO  
**Sydney Local Health District**

12:00 **Lessons Learned in Healthscope's Early Adoption of a Real-Time Dashboard to Drive Quality Improvement at the Ward Level**

In January 2018, Healthscope implemented the Australian Hospital Patient Experience Question Set (AHPEQS) survey tool across their 43 hospitals nationwide. The program has been hugely successful and they received over 107,000 completed responses from patients to date. Hear lessons learned in the early adoption of the AHPEQS at the ward level to drive continuous improvement in patient experience, including how to:

- Prepare for a national roll out through staff and patient consultation and by conducting a roadshow of education workshops at each hospital
- 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
- 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

**Jeffrey Woods**

National Patient Experience Manager  
**Healthscope Operations Pty Ltd**

**Cathy Jones**

National Manager Quality & Compliance  
**Healthscope Operations Pty Ltd**

12:30 **Thinking Outside the Box: Is health system innovation really influenced by patient engagement?**

Everyone is driven to improve patient engagement in healthcare, but is this really the solution to health system innovation? Paul will get us thinking outside the box to consider whether a revised approach to patient engagement is necessary to radically innovate and improve our health system. Learn about:

- Denmark's unconventional healthcare system, which is based on the principles of free and equal access to healthcare for all citizens and is ranked as one of the best systems in the World
- Evidence of the conundrum: Does customer input in the design and improvement of their systems truly transforms healthcare?



- Maintaining an important balance of continuous improvement and the associated need for patient engagement with radical innovation in healthcare

**Dr Paul Eleftheriou**  
Chief Medical Officer  
**Western Health**

- Enabling nurses and nutritionists to provide patients with targeted guidance based on the feedback data and assist patients with medication compliance

**Dr John Zelcer**  
Senior Strategic Advisor  
**Murdoch Children's Research Institute**

**13:00 How to Ensure Patient Centricity through the Collection and Application of Real-World Patient Data**

Due to major advances in technology patients are often experts in their disease, yet the patient is rarely recognised as having a voice in a shared decision-making process in relation to their care. The collection of data from patients can also improve clinical care and patient outcomes, yet we currently have a system that is disconnected in its approach in how to best utilise and capture this data.

Hear how some Non-Government Organisations have formed collaborative alliances to progress these areas of concern with key decision makers, with a focus on:

- Putting patients as the most important part in a healthcare system that demonstrates equity for all
- Drawing on the experience of Australians living with health conditions via appropriate data collection
- Embedding patients at every step of the policy making process

**Sharon Winton**  
Chief Executive Officer  
**Lymphoma Australia**

**13:30 Case Study: Designing and Developing a self-care app to help patients manage their own condition**

Evidence shows that Type 2 diabetes can be prevented or delayed in up to 58% of cases. However, due to busy lifestyles and ignorance, people often fail to manage their dietary habits and physical activity appropriately. To help diabetic patients better manage their condition, Swinburne University of Technology collaborated with health professionals and patients at Northern Health, Victoria, to create a self-care App designed to be part of the lifestyle of diabetic patients. Learn how the app is improving the lives of diabetic patients by:

- Capturing key clinical and behavioural data to provide feedback to patients and enabling them to optimise self-management of their diet and activity
- Allowing patients to view details of their blood glucose history over a given period, to plan and find new meals, to view recommended personalized exercises, and to learn more about being a diabetic

**14:00 Panel Discussion: Improving Clinical Decision Making by Ensuring the Objectivity and Validity of Patient Data**

Data has the potential to provide improved clinical decision making and a superior patient experiences. However, while data seems to promise objectivity, the pursuant analysis is typically replete with subjective interpretation. This panel will discuss the fundamentals of ensuring the validity and objectivity of patient experience data and analysis. Learn how to:

- Choose sources of data for objectivity
  - including Patient Reported Outcome Measures (PROMS) and Patient Reported Experience Measures (PREMS) – and how you can build on PROMS and PREMS to contribute valuable and high quality data to clinicians
- Be objective towards the data we already have while recognising bias in data
- Justify adequate funding for specific data sources by eliminating the subjectivity in what sources of data are good sources of data
- Engage patients to define relevant meaningful data and metrics from the patient's perspective

*Facilitator:*  
**Kerrie O'Leary**  
Healthcare Redesign Lead  
**NSW Health**

*Panelists:*  
**Prof. Nilmini Wickramasinghe**  
Professor Digital Health & Deputy Director  
Iverson Health Innovation Research Institute  
**Swinburne University of Technology  
& Epworth HealthCare**

**Dr John Zelcer**  
Senior Strategic Advisor  
**Murdoch Children's Research Institute**

**Cathy Jones**  
National Manager Quality & Compliance  
**Healthscope Operations Pty Ltd**

INTERACTIVE  
SESSION

### 14:30 **Redesigning Atrial Fibrillation Management to Improve Patient Health Outcomes at the Royal Adelaide Hospital**

Atrial fibrillation (AF) management has become 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. Learn about the four major elements for redesign, including:

- Active patient involvement in their care through patient education and instruction to empower patients to undertake self-management
- Ensuring a multi-disciplinary team approach to better coordinate care delivery and prevent fragmentation of care
- 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

#### **Dr Jeroen Hendriks**

Integrated Care Management - Cardiac Arrhythmias

**University of Adelaide**

- The impact of education, which has been visceral and immediate and drove an overwhelming desire among staff to drive the roll out

#### **Nerida Bell**

Principal Project Officer - Patient Experience  
**NSW Health**

### 15:30 **The Future is Now: Trends in Digital Health and New Models of Care**

#### **Tim Shaw**

Professor of eHealth, Director of Research in Implementation Science and eHealth (RISe)  
**University of Sydney**

### 16:00 **CLOSING REMARKS FROM THE CHAIR**

### 15:00 **NSW Health's Multi-Pronged Approach to Improving Patient, Carer and Staff Experiences**

As Albert Einstein, famously quoted: "The definition of insanity is to keep doing the same thing and expect different results". Yet, this is what we tend to do. This session will outline an evolutionary and multi-pronged approach to improving the patient, carer and staff experience over as little as three months. Learn about:

- Why NSW Health chose to adopt a multi-pronged approach over a concentrated period of time
- Co-designing innovative solutions with patients to deploy and expose attendees from the get-go, with immersive education and coaching during the roll out



10:20 **WELCOME ADDRESS FROM THE CHAIR**

10:30 **Interactive session: At what point does clinical process overlap with customer experience?**

- How do we design high quality low variation clinical process that deliver consistent patient outcomes, while personalising the customer experience?
- How do you build excitement and commitment in the clinical workforce to see patient experience as a priority?
- How does better patient experience support the safety and quality agenda?

**David Simpson**

Head of Strategy & Innovation

**Ramsay Healthcare**

*Panelists TBD*

11:00 **Spotlight Session Reserved for Hills health solutions**

11:30 **How Epworth Healthcare's Telemedicine Discharge Solution is Improving the Discharge Process and Experience for Clinicians and Patients Alike**

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. Learn how to:

- Use telehealth to streamline the discharge process and improve patient experiences thereof
- Pilot the technology to demonstrate proof of concept, with Epworth trialing with first 20 then 100 patients before commencing the full implementation
- Implement a point of care system at the bedside to create a more seamless discharge experience

**Prof. Nilmini Wickramasinghe**

Professor Digital Health & Deputy Director  
Iverson Health Innovation Research Institute  
**Swinburne University of Technology & Epworth HealthCare**

12:00 **Consumer Advocate Spotlight: How to Engage in Meaningful Relationships with Health Consumers in Co-Design to Ensure Quality Outcomes and Experiences**

Co design with consumers will substantially improve the functionality and usability of technology and EMR. Learn how to better

engage consumers to:

- Ensure your interface with end users contributes value and meaning to their healthcare management, drawing on experience from engagement with multiple government, private, and not-for-profit health organisations
- Leverage more opportunities from co-design and core principles from a health consumer's point of view
- Build respectable working relationships with consumers by treating each other as equals
- Counter challenges in co-design, with all these learnings applicable to any digital health circumstance

**Harry Iles-Mann**

Patient/Health Consumer Advocate, Health Consumer Co-design & Engagement Consultant  
Committee Member

12:30 **The Art and Science of Measuring What Matters to Patients from a Global Perspective**

Putting people at the centre of health systems has gained momentum across the globe. At the core of people-centred care is our ability to systematically collect data on what matters most to patients.

Some health systems have started the journey of measuring what matters to patients. Hear how a number of countries and health systems have approached this. Learn about the key lessons that are critical for getting started in measuring what matters to patients:

- Take a problem-driven approach— The best practices emerged as responses to specific problems and this is often why they succeeded
- Have a clearly defined purpose for measurement — Needs to be agreed upon by all stakeholders & how the information will be used
- Focus on outcomes and experiences that matter to patients by asking and involving them — Patients have been involved throughout the development process in only 7% of PROMs development

**Rabia Khan**

Head, Commissioned Research & Engagement  
**The George Institute for Global Health**

13:00 **Project case study: How Healthcare NSW Patient Transport Service (PTS) reduced on-scene non-emergency transport cancellations by 54%**

In 2018, HealthShare NSW Patient Transport Service (PTS) collaborated with the NSW Ministry of Health and Patient Flow Collaborative Group to improve the quality and efficiency of non-emergency transport for NSW



patients. The project saw a reduction of up to a 54% of on-scene cancellations, a 7-minute reduction in turnaround time at the Westmead and St George hospitals, and continues to be rolled out across NSW Local Health Districts with a 20% reduction in on-scene cancellations over the three month period. Learn how they:

- Created a tool kit for staff to ensure appropriate and accurate information is entered when making a booking request via Patient Flow Portal; a NSW Ministry of Health tool
- Developed a consistent approach and set expectations among staff and patients to ensure enhanced knowledge of system workings and reduce anxiety and frustration
- Improved transparency with the development of reporting tools that allow staff to visually see trends for on scene cancellations; this enables them to proactively address issues affecting patient transport and flow in the moment

**Vanessa Allen**

Nurse Manager Patient Flow

**HealthShare Patient Transport Service NSW**

### 13:30 **The importance of health literacy: improving the way patients understand health information to improve health outcomes**

Poor health literacy is closely linked to poor patient experience and health outcomes, yet 60% of health consumers lack the ability to use, understand and adhere to the health information provided. Health literacy is important for healthcare consumers because it affects their capacity to make decisions and take action to manage their health and health care. Hear how the Illawarra Shoalhaven Health District (ISLHD) has taken a governance and systems approach to ensure the information provided is meeting the needs of their consumers, by:

- Partnering with consumers to implement a system-wide process to review and develop health information in plain layman terms
- Using tools to improve consumer engagement and provide information that is appropriate to their needs via the patient information portal, health literacy ambassadors and change management
- Analysing the impact of the organisation-wide approach, which is proven to have improved patient experiences by making patient information easier to understand and use

**Fiorina Mastroianni**

Health Literacy and Diversity Health Manager

**Illawarra Shoalhaven Local Health District**

**Dr Danielle Marie Muscat**

Post-Doctoral Research Fellow and Westmead Lead

**Sydney Health Literacy Lab**

14:00

### **Panel Discussion: Developing a Strong Partnership with Patient Advocates and Consumer Consultants throughout the Patient Experience Process**

When it comes to revolutionising medicine and technology, patient and clinical engagement is an increasingly important aspect of successful clinical trials. In order to improve health outcomes, organisations must amplify their focus on the patient experience and aim to incorporate the consumer voice. Hear from patient advocates and consumer consultations about:

- Their role and expectations to help you form meaningful partnerships
- The importance of greater collaboration throughout the patient experience process
- What a good partnership might look like, with strong relationship building at its core
- What technologies can support self-care and foster greater engagement between the healthcare professional and the patient

*Facilitator:*

**Jeffrey Woods**

National Patient Experience Manager

**Healthscope Operations Pty Ltd**

*Panelists:*

**Tanya Hall**

Chief Executive Officer

**hearts4heart**

**Sharon Winton**

Chief Executive Officer

**Lymphoma Australia**

**Louisa Dent Pearce**

Corporate Consumer Consultant

**Healthscope Operations Pty Ltd**

**Deborah Sims**

Patient and Director of Advocacy

**Lymphoma Australia**

INTERACTIVE  
SESSION

### 14:30 **Patient Spotlight: A first hand patient recount of being part of an Australian first clinical trial**

As a prostate cancer survivor, being on active surveillance for 10 years and subsequently robotic surgery, Alan empathises with and empowers men living with a prostate cancer diagnosis.

This has led Alan to be an active consumer advocate at Peter MacCallum Cancer Centre for the last 8 years on the NAVIGATE trial. Along with 3 other major research projects on prostate cancer culminating in the NHMRC funded trial of an online decision aid (DA), NAVIGATE, designed by men for men diagnosed with low risk prostate cancer (LRPC).

In assisting men and their partners, in making management decisions consistent with their values and expectations of the treatments available. Learn about how the program will:

- Increase the uptake of AS being the first line of management option for LRPC
- Increase preparedness for decision making
- Reduce decisional conflict and regret
- Increase decisional satisfaction
- Improve the quality of men's illness communication with partners

#### **Alan White**

Author

**Counsellor and Men's Health Advocate**



*It is exciting to be presenting at Healthcare week 2020, being able to share one of the projects HealthShare*

*NSW Patient Transport Service is working collaboratively on with its customers. Healthcare week brings together so many different aspects of health, touching so many varied components. Sharing the innovation and learnings to such a dynamic group is a honour.*



#### **Vanessa Allen**

Nurse Manager Patient Flow |  
STAHS 2.0 Project Lead

**HealthShare Patient Transport Service**

### 15:00 **CLOSING REMARKS FROM THE CHAIR**





# GPs & PRIMARY HEALTHCARE

**IMPROVING THE DELIVERY OF PRIMARY CARE THROUGH  
TECHNOLOGY, INNOVATIVE BUSINESS MODELS  
AND IMPROVED GP WELLBEING**

## 2020 INDUSTRY SPEAKERS



**Dr Michael Wright**  
Chair, Expert  
Committee for  
Funding and Health  
System Reform  
**Royal Australian  
College of General  
Practitioners**



**Dr Kean-Seng Lim**  
President  
**Australian Medical  
Association (NSW)**



**Harry Patsamanis**  
Executive Director  
for Integrated Care  
**Eastern Melbourne  
Primary Health  
Network**



**Dr Paul Eleftheriou**  
Chief Medical Officer  
**Western Health**



**Dr Patrick Aouad**  
Co-Founder and  
Managing Director  
**Loxley Health Pty  
Ltd**



**Dr Michael Bonning**  
General Practitioner,  
Chief Medical Officer  
and Chair  
**Australian Medical  
Association (NSW)**



**Simon Willcock**  
Director of Primary  
Care service  
**Macquarie  
University Hospital  
and Health Sciences  
Centre**



**Nalani Cox MACN**  
Nurse Manager -  
CPC  
**Gold Coast Health**



**Dr Daniel Mann**  
Co-Founder and  
Managing Director  
**Loxley Health Pty  
Ltd**



**Dr Johan Verjans**  
Deputy Director  
Centre for Medical  
Machine Learning  
**Australian Institute  
for Machine  
Learning**



**Kelly Rogerson**  
Chief Executive  
Officer  
**Palliative Care  
South East**



**Belinda Aisbett**  
Solution Architect  
(CHIA)  
**Eastern Health**



**Richard Colbran**  
Chief Executive  
Officer  
**NSW Rural Doctors'  
Network**



**Kirsty MacDougall**  
Lead Digital Health  
**Eastern Melbourne  
Primary Health  
Network**



**Liz Travers**  
Principal Project  
Officer  
**Clinical Excellence  
Queensland**



## 2020 INDUSTRY SPEAKERS



**Chris Raine**  
Founder & Chief  
Executive Officer  
**Hello Sunday  
Morning**



**Zoltan Kokai**  
Executive Director  
– Information,  
Technology and  
Capital Projects  
**Eastern Health**



**Dr Carolyn Ee**  
Program Lead/  
Director, Western  
Sydney Integrative  
Health, NICM Health  
Research Institute  
**Western Sydney  
University**



**Lisa Healy**  
RN, GP Practice  
Nurse, RM & Parent  
Education Facilitator  
**Engadine Medical  
Practice**



**Dr John Adie**  
Medical Director,  
Immediate Care  
**Healius Limited**



**Lavanya Naidoo**  
**MACN**  
Emerging Nurse  
Leader  
**Australia College  
of Nursing**



**James Liang**  
Chief Executive  
Officer  
**MyHealth Medical  
Group**



**Jody Paxon**  
Director  
**Clinical Excellence  
Queensland**



**Julio De Laffitte**  
Founder and CEO  
of JDL Strategies  
**Medigrow**



10:20 **WELCOME ADDRESS FROM THE CHAIR**

**Dr Simon Kos**  
Chief Executive Officer  
**Next Practice**

10:30 **Keynote Presentation: The Future of General Practice**

The newly updated Vision for general practice and a sustainable healthcare system (the Vision) will form the basis of the Royal Australian College of General Practitioners' (RACGP) advocacy strategy for health system reform. The Vision aims to demonstrate a patient-centred view on how well supported general practice (GP) teams can deliver sustainable, equitable and high-value healthcare that benefits patients, providers and funders.

Learn how the RACGP's Vision addresses a range of issues and pressures facing Australian primary health, including the need for:

- Enhanced support for evidence-based preventive care, which requires increased investment in GP research
- Increased economic productivity to support healthier living, more active contributions to society, improve access to care in a preferred community setting and reduce out-of-pocket costs
- Funding to support aspects of care currently unsupported by the Medicare system which, when combined with other reforms, would lead to increased provider satisfaction and encourage graduates to the profession, ensuring the sustainability of the future medical workforce

**Dr Michael Wright**  
Chair, Expert Committee for Funding and Health System Reform  
**Royal Australian College of General Practitioners**

11:00 **How to Design and Implement a Patient Provider Platform that Uses Telehealth to Create Efficient, Integrated and Coordinated Care**

Kean, President, Australian Medical Association (NSW), designed an innovative telehealth platform that is disrupting the patient provider paradigm. It triangulates the relationship for more efficient, integrated and coordinated care across the whole health system. With the platform now implemented across his clinics, he is now looking to expand its reach across primary and secondary care in Australia. Learn how to adapt this platform in your practice, and:

- Transform the way providers and general practitioners manage and interact with their patients by creating a more seamless, simultaneous and proactive approach to care

- Enrich the patient provider relationship and personalise care through telehealth and access to richer data sets displayed on individualised dashboards
- Implement strategies to enable this platform in light of the current environment and funding model by building awareness of the importance for providers to collaborate with each other

**Dr Kean-Seng Lim**  
President  
**Australian Medical Association (NSW)**

11:30 **PANEL: What role do GPs have in the Response to Epidemics?**

The outbreak of the coronavirus across China and other counties highlights the importance of preparing for future health epidemics. This subject will be explored in this expert panel discussion, focusing on the following:

- What role do GPs play in reducing the risk of public epidemic outbreaks?
- Are Australia's GPs prepared for an epidemic?
- What measures can we take to strengthen our response?
- What are the key challenges GPs face in dealing with this risk?

**Simon Willcock**  
Director of Primary Care service  
**Macquarie University Hospital and Health Sciences Centre**

*Panelists TBD*

12:00 **Finance & Tax Saving Strategies for Medical Professionals**

MediGrow has been educating doctors and other medical professionals for several years, helping them to better understand practice management principals, reduce their tax burden, and plan for their financial future. The RACGP & ACRRM have examined MediGrow's educational offering and deemed it relevant to GP's and other health professionals in delivering the best possible patient care. GP's aren't taught how to run their practice; how to take full advantage of their income; or how to ensure their future is financially secure for themselves and their families. MediGrow explores and demonstrates these strategies. 40 CPD points available for attending a full-day event.

**Julio De Laffitte**  
Founder and CEO of JDL Strategies  
**Medigrow**

12:30 **Implementing a Sustainable Workforce Support Methodology to Support the Capability and Wellbeing of NSW 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. 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:

- 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
- 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
- Forward planning and initiatives to support workforce capability and wellbeing, such as Rural Health Pro and Rural Health Together

**Richard Colbran**

Chief Executive Officer

**NSW Rural Doctors' Network**

**13:00 Lessons Learned in an Intersectoral Collaborative Approach to Improve Population Health Management in the Primary Care Setting**

There is an opportunity for primary and secondary care to unite and achieve greater connectivity and visibility with population health outcomes. Since 2017, Eastern Health and Eastern Melbourne Primary Health Network have entered an intersectoral partnership that connects general practitioners with the health service and primary health network, enabling better integration of primary care within the healthcare system. Learn how to:

- Establish long-lasting relationships built on trust between the health service, primary health network and general practitioner, and ensuring that digital is in the forefront of this collaboration
- Effectively engage with general practitioners to better understand their perspective and business models, with face to face interaction as the most effective strategy
- Use data extraction software to create reports on population analytics of a particular cohort that can improve the quality of care in a general practice

**Harry Patsamanis**

Executive Director for Integrated Care

**Eastern Melbourne Primary Health Network**

**Zoltan Kokai**

Executive Director – Information, Technology and Capital Projects

**Eastern Health**

**13:30 Incorporating Urgent Care into Large General Practices in Australia to Reduce Admissions to Emergency Departments**

Presentations to Emergency Departments (EDs) are increasing in Australia. However, with 10 – 25% of patients presenting to ED potentially suitable for the general practice and allied health setting, this could help address the issue of overcrowding in hospitals.

John will discuss the Urgent Care model that exists in other Western Countries and provide practical examples of success in Australasia with suggestions of upscaling this model of care. Learn how to:

- Establish Urgent Care Clinics by extending hours, enabling unscheduled appointments and providing a larger range of services to manage overflow from primary care and low to mid acuity ED cases
- Leverage existing models of care to manage non-life-threatening urgent conditions in the community
- Be part of the solution by giving patients the option of having their minor illnesses and injuries treated in your general practice community
- Access resources available online and through colleges to upskill GPs and clinical staff in the provision of Urgent Care

**Dr John Adie**

Medical Director, Immediate Care

**Healius Limited**

**14:00 Panel Discussion: Emerging Apps that are Disrupting and Enabling General Practice**

With 79% of all Australians own a smartphone, while six out of 10 Australian mobile consumers own multiple mobile devices, the possibilities presented by mobile health are exciting, but care must be taken when implementing it in general practice. This panel will discuss:

- Innovative mobile health solutions that are transforming the way GPs manage patients with chronic disease, including self-care monitoring, self-education and fitness apps/wearables
- The privacy breach debate: How much of our privacy are we willing to give up for apps that lack scientific validation?
- Whether apps are improving clinical health outcomes, with examples of international best practice for health management apps from the US

**Chris Raine**

Founder & Chief Executive Officer

**Hello Sunday Morning**

**Dr Paul Eleftheriou**

Chief Medical Officer

**Western Health**

INTERACTIVE  
SESSION



**Dr Simon Kos**  
Chief Executive Officer  
**Next Practice**

**Dr Daniel Mann**  
Co-Founder and Managing Director  
**Loxley Health Pty Ltd**

- Overcome challenges around making sense of data and interoperability, by implementing PDSA model and SMART goal setting for patient-centred care

**Lavanya Naidoo MACN**  
Emerging Nurse Leader  
**Australia College of Nursing**

**14:30 How Next Practice's Next Generation Business Model for Primary Care is Supporting Doctors in Entrepreneurship**

Next Practice introduced Australia's first licensee-business model to primary care, allowing practitioners to independently run their business with the reassurance of a larger team supporting them. Using state-of-the-art technology and a personalised approach to care, their mission is to eradicate the assembly line approach to healthcare and improving experiences for doctors and patients alike. Learn how to achieve business excellence, with insight into:

- What makes Next Practice clinics unique and lessons learnt in the implementation journey, including the build of state of the art, purpose built technology, modern management software, smart medical devices and innovative clinic design
- How technology can pave the way for a brighter future and benefit doctors and patients by driving patient empowerment and reducing administrative burdens faced by practitioners
- Future-proofing: What does the future of primary care hold and how do you prepare for it now? Simon will explore what technology should you be aware of now and looking to integrate within your clinic

**Dr Simon Kos**  
Chief Executive Officer  
**Next Practice**

**15:30 Changing Cross-Sector Behaviour to Ensure Appropriate Patient Referrals to Specialist Outpatient Clinics**

As the role of medicine changes and with the growing expectations of consumers to have access to a variety of specialised treatments, the efficiency of medical services must also improve. By utilising standardised criteria to access specialist outpatient services and mandating essential referral information, patients can be triaged more efficiently and effectively, ensuring those patients requiring urgent specialist review are seen in a timely manner. Learn how to:

- Establish long-lasting relationships built on trust between the health service, primary health network and general practitioner, and ensuring that digital is in the forefront of this collaboration
- Utilise a whole-of-system engagement strategy to implement large scale reform initiatives
- Shift the focus from episodic care of individuals in hospitals to management in primary care through a partnership strategy between state government, local hospitals and primary care agencies to embed a streamlined and standardised referral process

**Liz Travers**  
Principal Project Officer  
**Clinical Excellence Queensland**

**Jody Paxon**  
Director  
**Clinical Excellence Queensland**

**15:00 A Nurse's Role in Leveraging Informatics to Improve Interoperability in the General Practice**

Nurses in general practice can enhance patient care and improve the quality of patient engagement. This session will focus on how you can collaborate with nurses to make the most of SMART goal setting and the "Plan Do Study Act" (PDSA) model to improve patient safety and outcomes with interoperability in General Practice? Learn how to:

- Collaborate with teams: This is an important part of developing and implementing interoperability for SMART goal setting and the PDSA model
- Use the data at the point of care to achieve better patient solutions, by improving health targets and patient health literacy
- Ensure ongoing training and support for effective problem solving, solution-focused care and best value for money

**16:00 CLOSING REMARKS FROM THE CHAIR**

10:20 **WELCOME ADDRESS FROM THE CHAIR**

**Dr Simon Kos**  
Chief Executive Officer  
**Next Practice**

10:30 **Keynote Presentation: Using Automation to Simplify and Improve the eReferral Process for General Practices**

Since 2017, Eastern Melbourne Primary Health Network collaborated with three major health services (Eastern Health, Austin Health and Northern Health) to develop and roll out the integrated HealthPathways/eReferral solution across 275 general practices in the region. This solution allows GPs to send electronic referrals that are auto populated from their clinical information system, creating more seamless experience for patients. With 13,000 eReferrals received via this tool by the end of 2019, learn how to:

- Educate GPs around the value of using software effectively to get the most out of their referrals, help them shift out of old habits like faxing and address technical issues around the new technology
- Use the tool to increase staff and patient satisfaction, improve appointment times and the referral process, and empower GPs to make informed clinical decisions using HealthPathways based on data
- Adapt the tool across hospitals and clinics for improve patient outcomes

**Kirsty MacDougall**  
Lead Digital Health  
**Eastern Melbourne Primary Health Network**

**Belinda Aisbett**  
Solution Architect (CHIA)  
**Eastern Health**

11:00 **Moving Away from the Bulk-Billing Culture: Be at the Front Line of Preventive Evidence-Based Medicine to Achieve Long-Term Patient Outcomes**

Over 80% of GP consultations bulk billed nationally. Along with the increased cost of business, a relatively frozen Medical Benefits Schedule (MBS) and consumer confusion fuelled through the wellness industry and the internet, many GPs hands are tied and must practice volume medicine to survive.

Ultimately, prevention is better and cheaper than a cure, but patients experience "bandaid medicine" in an environment where GPs are rewarded for seeing more patients in less time.

So how do we move away from this bulk billing culture? Patrick will get us asking the right questions:

- Is it possible to educate the public so that paying a private gap for good medical care is valued as much as vitamins and gym memberships?
- Is it possible to draw money out of areas in the economy other than the government to incentivise primary care business models that take a holistic approach?
- Beyond a gap based model, is a subscription based medical practice more appealing?
- If bulk billing is unavoidable, what is the best way to structure for a high yield both financially and to improve the overall health outcomes of patients?

**Dr Patrick Aouad**  
Co-Founder and Managing Director  
**Loxley Health Pty Ltd**

11:30 **Spotlight Interview: Embracing Opportunities to Accelerate Your Professional Development and Medical Practice – Lessons learned from MyHealth, Australia's Fastest Growing Medical Practice Franchise**

MyHealth is the fastest growing medical practice franchise in Australia with 82 medical centres and 3.5 million consultations per year, putting through about \$1 Million a day in gross billing with a turnover of \$200 Million+ in gross billing annually. James will share his personal story, from humble beginnings to where he is today, sharing lessons learned in establishing his franchise enterprise, including:

- Be a "Yes" man – be open to opportunities and be willing to throw yourself into the deep end
- Mistakes are good learning points – don't be afraid of making mistakes but always reflect on lesson learned
- The three fundamentals to good business: people, location and processes

**James Liang**  
Chief Executive Officer  
**MyHealth Medical Group**

12:00 **Case study: How one organisation is developing and deploying an app to dramatically reduce alcohol related health issues**

GPs encounter an increasing case of patients with substance abuse. Instead of challenging the entrenched drinking culture of Australia, Hello Sunday Morning moves away from the norm by providing a Government-funded app called Daybreak that helps people change their own relationships with alcohol and curb the rising cases of substance abuse in Australia. A recent Curtin University evaluation of Daybreak showed weekly alcohol consumption dropping from 37 to 17 standard drinks at three-month follow up.

To support this tool, Chris has had to implement fundamental changes in nearly all aspects of his company. Learn how he:

- Introduced a tightened and heightened data protection and user-privacy mindset throughout the company to alleviate data sensitivity
- Adopted of governance and operating standards in line with registered health services
- Ensured principles of best psychological practice were incorporated into the technical and design elements
- Initiated a research program, aimed at building a body of evidence to support the framework for developing the Daybreak app, and to determine its effectiveness as a support tool

**Chris Raine**

Founder & Chief Executive Officer  
**Hello Sunday Morning**

12:30 **A Collaborative Approach: How to Adapt a Scalable Model for Greater Engagement with General Practice**

Since 2016, Queensland is shifting its focus at a ministerial level to address the fragmentation between primary and secondary care, increase general practitioners' engagement within the health system and ensure that its state-wide initiatives benefit both the health service and primary care. Nalani shares her experience undertaking a wide-scale engagement program that aimed to empower general practitioners, acknowledge their feedback and build trust across the sectors to create better health outcomes. Learn how to:

- Adapt this model in your own local health district or health service to better understand general practitioners' needs and expectations and create a more holistic health system
- Build a trust relationship between sectors utilising wide-scale face to face engagement
- Overcome challenges around the lack of understanding of needs and expectations from both sides of the system and barriers to establishing trust with general practitioners to ensure a streamlined patient journey

**Nalani Cox MACN**

Nurse Manager - CPC  
**Gold Coast Health**

13:00 **Goodbye Fax and Paper, Hello Artificial Intelligence and Robots: How the Emerging Digital Landscape will Impact GPs and Translate into Better Health Outcomes for Patients**

As the largest machine learning group in Australia, the Australian Institute for Machine Learning (AIML) connected world-class machine

learning and artificial intelligence capabilities to the new Adelaide Biomed City. Johan will reflect on his experience as a clinician adjusting to the emerging digital landscape and share insight on how these emerging capabilities will affect GPs. Learn about:

- The opportunities and limitations of AI and machine learning for general practice
- How machine learning and artificial intelligence ultimately improve patient experiences, safety and health outcomes
- What to expect within the next decade and how to prepare yourselves for this shift

**Dr Johan Verjans**

Deputy Director Centre for Medical Machine Learning

**Australian Institute for Machine Learning**

13:30 **Prevention is Better than Cure: Connecting with the Community to Better Meet their Needs with Personalised and Preventative Care**

Mental Health is the number one reason people visit their GP in Australia with an average of 20 minutes per consultation. However, GPs need a lot more time to properly assess, plan and review a psychological issue. This puts GPs in a position where they cannot properly care for our 'at risk' community. Increasing the amount of time GPs and practice nurses spend with these clients can significantly improve outcomes for all involved. Learn how to:

- Improve the overall health of clients with mental health issues by having additional Medical Benefits Schedule (MBS) numbers for mental health care visits and including a mental health care plan for all clients of the practice
- Connect with the community by commencing a nurse clinic in the GP practice to prevent acute admissions to mental health care facilities and reduce trauma to clients, GPs and support workers
- Prevent mental health from affecting your everyday tasks by providing bulk billing psychologists in your practice

14:00 **Panel Discussion: Consumer-Driven Healthcare: Understanding the Forces that are Shaping the Delivery of Primary Care**

The interplay between technology evolution, social media and the wellness industry is evolving the priorities, needs and expectations of the modern healthcare consumer. This panel will explore the major healthcare consumer forces impacting the future and delivery of primary care, including:

- Consumerism and patient activism, where consumers have more choice and are more engaged, informed and demanding about what they want based on self-research

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- Fragmentation of trust between healthcare consumers and practitioners and the friction point where consumers feel like they know more than you do!
- Disruption of consumer services with patients seeking different modalities for healthcare delivery

## **Dr Carolyn Ee**

Program Lead/Director, Western Sydney Integrative Health, NICM Health Research Institute

**Western Sydney University**

## **Jody Paxon**

Director

**Clinical Excellence Queensland**

## **Dr Patrick Aouad**

Co-Founder and Managing Director

**Loxley Health Pty Ltd**

### 14:30 **Top Tips for Self-Care as a GP: Looking after Yourself will Benefit You, Your Teams and Patients**

As a health professional, you spend most of your time thinking about and caring for others. Yet one of the greatest challenges GPs have yet to master is the one of self-care. As a leader, it is your duty to ensure that you are present and resilient to provide high level of care to others. Kelly will share top tips on how to:

- Incorporate self-care in your busy schedule and make mindfulness part of your every day
- What strategies can really work to build resilience in our workforce
- How we support the workforce of the future to achieve work life balance

## **Kelly Rogerson**

Chief Executive Officer

**Palliative Care South East**

### 15:00 **Leveraging Data to Improve Clinical Governance in Primary Care**

Primary Care has the potential to use its longitudinal data for the significant betterment of patients and the community as a whole, however there are significant challenges for secondary use of patient data that must be overcome. To transform and utilise this data, you need safe, consistent and functional frameworks for the secondary use of patient data, underpinned by good clinical governance to support patients and practitioners in making better health choices guided by evidence. Michael will get you thinking about the following three questions:

- How do you manage appropriate secondary use of data?
- How do you develop better systems within primary care?
- How do you transform primary care from a responsive patient driven service to a proactive patient-centred service?

## **Dr Michael Bonning**

General Practitioner,  
Chief Medical Officer and Chair

**Australian Medical Association (NSW)**

### 15:30 **Understanding the Issues of Burnout, Self-Care and Wellbeing Amongst GPs**

Evidence tells us that GPs are at greater risk of mental illness and stress-related problems and more susceptible to substance abuse, burnout, psychological distress, and sickness absence than other professionals. The 2019 Health of the Nation Report released by the RACGP indicated that four out of ten GP's delayed seeking care for their health in the past two years. Learn about:

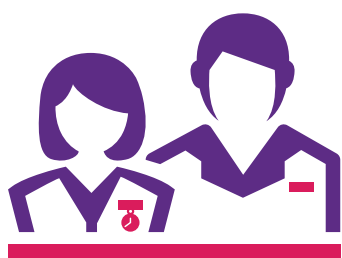
- Burnout in GPs: prevalence, causes and impact
- The importance of self-care for GP's including evidence-based strategies such as mindfulness-based interventions for achieving wellbeing
- Overcoming barriers to self-care, and the importance of having your own GP
- Being a GP to another GP: what you need to know

## **Dr Carolyn Ee**

Program Lead/Director, Western Sydney Integrative Health, NICM Health Research Institute

**Western Sydney University**

### 16:00 **CLOSING REMARKS FROM THE CHAIR**



# HEALTHCARE WORKFORCE

**EFFECTIVE WORKFORCE PLANNING, LEADERSHIP AND TRAINING  
TO DEVELOP THE WORKFORCE OF THE FUTURE**

## 2020 INDUSTRY SPEAKERS



**Jennifer Rossiter**  
Senior Director -  
Workforce Strategy  
Branch  
**Queensland Health**



**Paula Williscroft**  
Director People  
and Culture  
**Northern Sydney  
Local Health District**



**Captain Amanda  
Garlick**  
Director Fleet Health  
**Royal Australian  
Navy**



**Jane Warneke**  
Graduate Nurse  
Coordinator  
**Austin Health**



**Kathy Flanigan**  
Nursing Director  
- Emergency and  
Clinical Support  
Logan Bayside  
**Health Network**



**Sulal Mathai**  
Senior Executive  
Officer - Workforce  
Strategy and  
Planning  
**Danila Dilba Health  
Service**



**Georges Khoury**  
Director of People  
and Culture  
**eHealth Queensland**



**Aimee Solomon**  
Chief Pharmacy  
Information Officer &  
Senior Director  
**ACT Health  
Directorate**



**Tanya Critchlow**  
Manager Nursing,  
Midwifery and Allied  
Health Education  
**Western Sydney  
Local Health District**



**Lorraine Salloum**  
People, Performance  
& Culture Executive  
(CHRO)  
**Achieve Australia**



**Sally Duncan**  
Chief Nursing  
& Midwifery  
Information Officer  
**Northern Sydney  
Local Health District**



**Aaron Jones**  
Chief Nursing  
and Midwifery  
Information Officer  
**Sydney Local Health  
District**



**Dr Shannon Nott**  
Rural Director of  
Medical Services:  
**Western NSW Local  
Health District**



**Leani Viljoen**  
Executive Director  
People & Culture  
**South West  
Healthcare**



**Greg Taylor**  
Head of Change  
**Healix - Pathology**

## 2020 INDUSTRY SPEAKERS



**Virginia Boyd**  
Executive Director -  
People, Workforce  
& Support  
**Albury Wodonga  
Health**



**Tracy McCrohan**  
Strategic Workforce  
Planner and  
Onboarding  
Business Partner  
**Albury Wodonga  
Health**



**Jenna Leo**  
Chief Executive  
Officer  
**Home Care Heroes**



**David Sweeney**  
Director Leadership  
NSW  
**Health Education  
and Training  
Institute**





### 10:20 WELCOME ADDRESS FROM THE CHAIR

**Georges Khoury**

Director of People and Culture

**eHealth Queensland**

### 10:30 Keynote Presentation: Back to Basics: Implementing a Strategic Workforce Plan to Align with the Digital Transformation of Healthcare

eHealth Queensland are developing a strategic workforce plan which identifies the need for change and a move towards a future workforce that aligns with the organisations objectives. The main challenge is the unpredictable digital transformation of healthcare that will affect long term business objectives. Learn how to:

- Identify the capability requirements of multiple departments within an organisation with the use of big data to support workforce planning activity
- Implement effective scenario planning as a strategy to prepare the workforce for the future
- Align the strategic workforce plan with long term business objectives to future-proof your workforce

**Georges Khoury**

Director of People and Culture

**eHealth Queensland**

### 11:00 ACT Health Directorate: Beginning the Journey of Finding One Single Platform to Obtain Accurate Data

ACT Health Directorate has the challenge of obtaining accurate data from multiple sources which has led them to shift the focus to become out-come based. To overcome this challenge they are utilising technology to effectively collect data that will close the gaps in workforce capabilities. Learn how to:

- Analyse data from multiple sources to achieve accuracy
- Look for an efficient workforce management system to collect data using one platform
- Effectively utilise technology to obtain data to close workforce capability gaps in skill requirements

**Aimee Solomon**

Chief Pharmacy Information Officer & Senior Director

**ACT Health Directorate**

### 11:30 Solution Provider Session – Please contact Sponsorbranding@iqpc.com.au

### 12:00 How AI and New Tech Can Be Used to Better Support Health Workforce Medical Practices

The development of virtual models of care across healthcare systems is used to support a digital future with artificial intelligence. The use of artificial intelligence for GPs and clinicians is there to support medical practices and prepare the workforce for future needs. Learn how to:

- Implement virtual models of care to demonstrate how AI and new tech are driving the delivery of health services
- Communicate and engage with stakeholders to understand that artificial intelligence is there to support and not replace medical practices
- Gain executive buy-in to ensure clinicians are engaged and apart of developing digital health service solutions

**Dr Shannon Nott**

Rural Director of Medical Services

**Western NSW Local Health District**

### 12:30 Panel Discussion: Attracting and Retaining Talent to Meet the Future Demand for Skilled Health Professionals

Australia's healthcare industry faces challenges of employee scarcity, education and age demographics in relation to attracting and retaining, health and medical professionals. This panel discussion will explore different ways to improve the future of employment that is unique to the healthcare industry. Learn how to:

- Close the knowledge gap between recruited graduates and older workforce
- Create roles that are flexible and enticing benefits packages to attract talent
- Develop relationships with local educational institutions to recruit the right talent
- Diversify the experience levels of your employees during the recruitment process

**Paula Williscroft**

Director People and Culture

**Northern Sydney Local Health District**

**Jane Warneke**

Graduate Nurse Coordinator

**Austin Health**

**Sulal Mathai**

Senior Executive Officer – Workforce Strategy and Planning

**Danila Dilba Health Service**

**Lorraine Salloum**

People, Performance & Culture Executive (CHRO)

**Achieve Australia**

**Want to join the panel?**

**Please contact Sponsorbranding@iqpc.com.au**

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### 13:00 **Providing Employment Pathways to Promote the Healthcare Sector as a Career Path for Indigenous Australians**

Danila Dilba Health Service delivers a range of primary health services to about 80% of indigenous population in the region. They have changed the organisation structure to create better opportunities for Indigenous Australians in rural and remote areas through the promotion of the healthcare sector as a career path. Learn how to:

- Promote the healthcare sector as a career path through the development cultural competency programs to further to train and upskill the Indigenous Australian workforce
- Support career growth by providing flexible employee pathways internally in clinical and non-clinical roles
- Establish Indigenous specific healthcare services which are managed by Indigenous Australians to support their community and culture

#### **Sulal Mathai**

Senior Executive Officer –  
Workforce Strategy and Planning  
**Danila Dilba Health Service**

### 13:30 **Grow Your Own: Building a Strong and Sustainable Local Health Workforce for Queensland**

As the health sector is projected to be one of the largest creators of new jobs in Queensland over the next five years, the sector needs to attract, develop and retain future workforce in a more contemporary way, implementing innovative workforce models, with a focus on reducing location based disadvantage.

To start this journey, at a system-wide level, Queensland Health is undertaking a phased and multi-faceted approach with key partners. Experience the approach undertaken and understand lessons learned and next steps:

- Phase 1 – Grow Your Own Workforce feasibility study and resource hub
- Phase 2 – Choose Your Own health career online resource
- Phase 3 – promotion of the GYO and CYO to hospital and health services, broader health sector, education sectors and other stakeholders and partners for use
- Phase 4 – piloting and expanding workforce models and initiatives aligned to GYO/CYO approaches to sustain a pipeline of skilled and capable healthcare workers
- Phase 5 – further developing health education to employment pathways including the Aboriginal and Torres Strait Islander health strategic framework and incentivised career pathways.

#### **Jennifer Rossiter**

Senior Director - Workforce Strategy Branch  
**Queensland Health**

### 14:00 **Transforming a Healthcare Organisation Through Change Leadership Not Just Change Management**

In any transformation, it's not the organisation that makes real change happen – it's the people. Large scale programs need a critical mass of people who are aligned around a common purpose for change. This requires effective change leadership to establish purpose, energise and mobilise people, role model the change and demonstrate commitment to realise the future vision. With real examples from the healthcare sector, this session will show you how to:

- Help people understand the difference between having good change management and building capable change leaders within the organisation
- Focus your change strategy on business-led transformation
- Implement activities that help people develop confidence to lead change in an environment of anxiety

#### **Greg Taylor**

Head of Change  
**Healix - Pathology**

### 14:30 **How Monash Rural Health Are Finding the Right Talent and Developing Workforce Stickiness in Rural Areas**

Monash Rural Health's (MRH) support of health professional student placements and health workforce during the clinical training phase is crucial in developing the pipeline into practice in rural communities. MRH supports supervisors and colleagues have a person-centred approach and to understand that retention starts at recruitment. Learn how to:

- Identify the opportunities that rural and remote areas offer to attract people with the right fit while being transparent about the challenges that working rurally may pose
- Find the right fit for the community by developing a person-centred approach to the recruitment process identifying individual's capabilities and potential to stay and stick in the community
- Retain staff by strengthening onboarding, actively facilitating community connections early, checking in regularly and genuinely gauging early vulnerability to leave early to potentiate strategies to support

### 15:00 **The Power of Mentorship: How the Hero Academy is Creating a More Skillful and Diverse Workforce through Companionship**

Home Care Heroes created an online educational program via an app called "Hero Academy". It is designed to achieve consistent and person-centred care and address the ongoing challenge of attracting and retaining talent by advocating for the aged care industry through companionship, attracting the next generation of workers and giving their "heroes" the opportunity to mentor. Learn how to:

- Utilise app technology to gather timely and relevant data to better understand customer needs, track what works and what doesn't, feed the data back to mentors to help them adapt their mentorship programs, and improve usability of the app
- Create a culture with companionship at its core, resulting in more satisfied workers with richer skill sets
- Overcome challenges around consistent mentorship, matching mentors with mentees based on their experiences, personal goals and character, and educating mentees to effectively use the channel

**Jenna Leo**  
Chief Executive Officer  
**Home Care Heroes**

### 15:30 **How to Create a Comprehensive Wellness Program that Improves the Health and Wellbeing of Staff**

South West Healthcare is taking a structured approach to creating a comprehensive wellness program that aims to improve the health and wellbeing of staff. This initiative focuses on physical and mental health, and financial wellbeing to assist the workforce and prepare them for the future demand of service delivery. Learn how to:

- Create a structured comprehensive wellness program in the different streams of wellbeing and health
- Take a multi-pronged approach to teaching to provide different channels for staff to participate in the programs e.g. webinars and face to face lessons
- Utilise both internal and external providers to support the teachings of the wellness programs

**Leani Viljoen**  
Executive Director People & Culture  
**South West Healthcare**

### 16:00 **CLOSING REMARKS FROM THE CHAIRS**





## 10:20 WELCOME ADDRESS FROM THE CHAIR

**Georges Khoury**  
Director of People and Culture  
**eHealth Queensland**

## 10:30 Keynote Presentation: Increasing the Retention of the Workforce through a Value-Based Leadership Initiative

Home Nursing Group obtained a set of authentic values based on staff feedback and experience to develop a recruitment and retention strategy referred to as a value-based leadership initiative. These values were developed to outline clear expectations of performance which has decreased staff turnover below 25%. Learn how to:

- Create a set of values that set the expectations of staff to retain workforce starting at the recruitment process
- Develop a value-based leadership initiative that focuses on culture and inclusion to increase the retention of your workforce
- Create an inclusive values based communication strategy for your business to align customer and staff engagement
- Ensure that your organisation has the capacity to deliver change through the value-based leadership initiative to impact the immediate workforce

## 11:00 Digital Nursing Workforce Transformation: The Increasing Value of the Executive Nursing Informatics Role Within Health Organisations

An executive nursing informatics role has the crucial expertise to support and drive successful planning, implementation, workforce adoption and management of both digital technologies and new models of care within any healthcare settings. Learn how to:

- Recognise the national body, known as the ACN Chief Nursing Information Officer's Community of Interest to understand what they advocate
- Identify how nurses and midwives play a critical role in ensuring clinical information and communication systems are designed to deliver high quality, coordinated care to all those living in Australia
- Outline the value of such a role going forward, calling on all healthcare organisations to look to establish a CNIO or equivalent position within their healthcare organisations

**Sally Duncan**  
Chief Nursing & Midwifery Information Officer  
**Northern Sydney Local Health District**

**Aaron Jones**  
Chief Nursing and Midwifery Information Officer  
**Sydney Local Health District**

## 11:30 Recruiting for Specialist Health Roles in the Royal Australian Navy to Build a Sustainable Workforce

The Navy Health Workforce requires unique skill and capability requirements to ensure that the specialist healthcare workforce is attracting the right talent. To ensure this a capable workforce, they have created a more extensive recruitment process that uses a professional body with existing specialist health officers to help determine the best fit. Learn how to:

- Identify the role capabilities for specialist healthcare workers in the Royal Australian Navy
- Develop a recruitment process that will utilise the experience and knowledge of specialist health officers to determine the best fit
- Provide in house training and specialist training to support the career development in a unique workforce

**Captain Amanda Garlick**  
Director Fleet Health  
**Royal Australian Navy**

## 12:00 Lessons Learnt Working in the Disability Sector: How to Culturally Transform Your Workforce

Achieve Australia, has implemented a workforce strategy for a growing workforce of more than 1,300 employees across NSW. At Achieve, the focus is driving work performance outcomes to create the best possible services for people with a disability and their families whilst ensuring a positive employee experience. Learn how to:

- Start your model transformation with the strategy and business outcomes not the HR activity
- Shift workforce capability and improve client care through organisational redesign, linking your clinical governance framework to a capability framework, redesigning recruitment, learning, performance, and remuneration and benefits
- Focus on outcome driven results through a cultural transformation that goes beyond professions

**Lorraine Salloum**  
People, Performance & Culture Executive (CHRO)  
**Achieve Australia**

## 12:30 Panel Discussion: Introducing Staff Engagement Initiatives to Improve Workforce Productivity

Staff engagement initiatives motivate staff to contribute to the success of the organisation whilst maintaining their own sense of well-being. This can be achieved by building relationships between the organisation and staff to benefit the success of the future workforce. Learn how to:



- Develop effective staff engagement initiatives to improve performance and productivity
- Use effective communication channels to engage with staff to build stronger relationships
- Prepare for the future workforce to improve service delivery and patient experience

### Kathy Flanigan

Nursing Director -  
Emergency and Clinical Support  
**Logan Bayside Health Network**

### Tracy McCrohan

Strategic Workforce Planner and Onboarding  
Business Partner  
**Albury Wodonga Health**

### Want to join the panel?

Please contact [Sponsorbranding@iqpc.com.au](mailto:Sponsorbranding@iqpc.com.au)

#### 13:00 **How Austin Health Are Implementing a Supportive Learning Culture to Create Multi-Skilled Emerging Nurses**

Austin Health is supporting nurses in the first 12 months of their career to help them become a well-rounded novice nurse to meet the demand of flow for the healthcare industry. The challenge is to continuously support a learning culture that encourages novice nurses to be a part of the future workforce. Learn how to:

- Encourage nurses to remain in the workforce through incentive offerings such as benefit packages
- Foster a supportive learning culture to retain the next generation of workers past the first 12 months of employment
- Develop foundational programs to further support the continuous professional development of nurses to transition into the workforce

### Jane Warneke

Graduate Nurse Coordinator  
**Austin Health**

#### 13:30 **How Western Sydney Local Health District is Using Advanced Technology to Develop Digital Workforce Capabilities**

Western Sydney Local Health District is developing digital workforce capabilities by utilising advanced technology to train and develop the skills of healthcare professionals. Simulation technology, virtual reality and augmented reality are examples of the technology that is used to enhance multidisciplinary team education. Learn how to:

- Identify the challenges of utilising advanced technology to educate healthcare professionals which may hinder their soft skills

- Utilise advanced technology to encourage multidisciplinary education systems
- Establish the need to horizon scan in the technology space to create a workforce fit for the future

### Tanya Critchlow

Manager Nursing,  
Midwifery and Allied Health Education  
**Western Sydney Local Health District**

#### 14:00 **How Logan Hospital is Using Effective Succession Planning to Build Future Healthcare Leaders**

The cliental at Logan Hospital is considered low socio-economic with a culturally diverse patient flow which has posed as a challenge to attract the new emerging health care workforce. To overcome this challenge, the focus is on building strong relationships with new talent to mould them into future healthcare leaders through effective succession planning. Learn how to:

- Identify and address healthcare workforce challenges in low-socio economic areas with over 220 languages
- Build relationships with the emerging workforce through social media channels such as Facebook
- Form an effective succession plan to create future healthcare leaders

### Kathy Flanigan

Nursing Director -  
Emergency and Clinical Support  
**Logan Bayside Health Network**

#### 14:30 **Solution Provider Session - Please contact Sponsorbranding@iqpc.com.au**

#### 15:00 **How Albury Wodonga Health's Workforce Plan Assisted in Creating a Positive Culture and Increased Staff Engagement**

Albury Wodonga Health had a particular hotspot within the organisation where they were seeing significant complaints in regards to alleged inappropriate workplace behaviour, bullying and harassment. They were witnessing divisions between management, surgeons and the nursing teams, and experienced high sick leave and staff turnover within this specific area. Learn how they:

- Introduced a positive workplace behaviours program across the organisation
- Created and introduced a new structure to support the team
- Implemented a workforce plan that increased employee engagement, and workplace culture

### Virginia Boyd

Executive Director -  
People, Workforce & Support  
**Albury Wodonga Health**

**Tracy McCrohan**

Strategic Workforce Planner and Onboarding  
Business Partner

**Albury Wodonga Health**

15:30 **Building Capabilities and Hands-On Experience  
among the Next Generation of Leaders and  
Managers Within NSW Health**

NSW Health and the Health Education & Training Institute (HETI) are in their fourth year of running a program designed to support the professional and personal development of emerging or new managers and leaders in healthcare. Learn how they:

- Link classroom learning with exposure to support the next generation of leaders in developing their leadership skills over a two year period
- Identified the key measure for success as the amount of support and mentoring participants receive in the workplace, creating a sense of real trajectory to their career
- Overcome the challenge of allowing opportunities to be fully realised despite all the pressures and complexes that happen in health

**David Sweeney**

Director Leadership NSW

**Health Education and Training Institute**

16:00 **Closing Remarks from the Chair**



*I am excited to have the opportunity to share insights from my own journey with others within the healthcare industry. AWH offers a unique platform for experts from diverse fields within health to share their knowledge and solutions. It offers a fantastic opportunity to network, and learn from others within the Australian and international healthcare industry.*

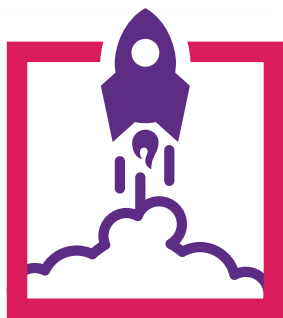


**Leani Viljoen**

Executive Director People & Culture  
**South West Healthcare**







# START UPS

**ACCELERATING START UPS TO DRIVE INNOVATION AND IMPROVE  
THE WAY PEOPLE ACCESS AND MANAGE HEALTHCARE**

## 2020 INDUSTRY SPEAKERS



**Tam C. Nguyen**  
Deputy Director  
of Research  
**St Vincent's Hospital  
Melbourne**



**Dr Amandeep**  
Hansra, Clinician,  
Medical Executive  
& Founder  
**Creative Careers in  
Medicine**



**Ross Chippendale**  
Global Head  
of Workplace  
Technology  
**Atlassian**



**Dr John MacLean**  
Co-Founder & Chief  
Executive Officer  
**Docklink**



**Dr Kean-Seng Lim**  
President  
**Australian Medical  
Association (NSW)**



**Edwina Sharrock**  
Founder & Director  
**Birth Beat**



**Alister Coleman**  
Managing partner  
**Tempus**



**Anthony Johnston**  
CEO  
**CoVentured**



**Danielle Owen  
Whitford**  
Chief Executive  
Officer  
**Pioneera**



**Jenna Leo**  
Chief Executive  
Officer  
**Home Care Heroes**



**Dr Rebecca  
Sanderson**  
Cofounder & Chief  
Executive Officer  
**Consentic**



**Dr Annie McAuley**  
Founder & Chief  
Executive Officer  
**TalkiPlay**



**Laura Simmons**  
Chief Executive  
Officer  
**Theratrak**



**Dr Patrick Aouad**  
Co-Founder and  
Managing Director  
**Loxley Health Pty  
Ltd**



**Sally-Ann Williams**  
Chief Executive  
Officer  
**Cicada Innovations**

## 2020 INDUSTRY SPEAKERS



**Mathieu Bertrand**  
Chief Operating  
Officer  
**Home Care Heroes**



**Dr Vijay Paul**  
Co-CEO  
**Vantari VR**



**Manuri  
Gunawardena**  
Founder & Chief  
Executive Officer  
**HealthMatch**



**Dr Ken Apen**  
Director of  
Obstetrics &  
Gynaecology  
**Tamworth  
Obstetrics and  
Gynaecology  
(TOGS)**



**Amanda Derham**  
Investor  
**Scale Investors**



**Speaker TBD**  
**CoVentured**



**Melinda Webber**  
Founder  
**South West Kids  
Clinic**



**Philip Jedlin**  
Director Operations  
**Workers  
Compensation  
Independent Review  
Office (WIRO)**



**Home Care Heroes  
Client  
TBD**



10:20 **WELCOME ADDRESS FROM THE CHAIR**

**Tam C. Nguyen**  
Deputy Director of Research  
**St Vincent's Hospital Melbourne**

10:30 **A Global View on How Corporates are Engaging with Startups**

Understanding how corporates are dealing with change is important for any startup who wants to partner or collaborate. Market forces, management (re)structures, reprioritisation of strategies and competing short/long term demands are effecting the way corporates engage with their partners – as a startup it's critical you are prepared to navigate through these challenges:

- How are corporates behaving in an environment of change
- The competing layers of the startup ecosystem
- Observations on engaging with corporations

**Anthony Johnston**  
CEO  
**CoVentured**

11:00 **Lessons Learned from Israel's Successful Start Up Culture that can Evolve the Australian Healthcare Start Up Landscape**

Israel has long been renowned as a hub for high-tech innovation in healthcare, with an active investment scene and spinout-friendly research centres helping to push the country's med tech sector to new heights. What are the secrets behind the outsized performance of Israeli med tech in recent years? Amandeep will share key characteristics that define Israel's successful start up landscape and get you asking the right questions about:

- Culture: In Israel, it's every man for themselves, so people have more drive to improve. This, coupled with the country's devotion to foster innovating at an early age, is key to embedding innovation in society
- Funding and support: Israel handpicks creative minds at a young age and provide a start up grant to support entrepreneurship; it's a loan they aren't expected to pay back unless they make a profit
- Talent: Many start ups will leave Australia for countries such as Israel that are renowned for med tech innovation. How can Australia build its reputation as an innovation hub while attracting and retaining top talent?

**Dr Amandeep Hansra**  
Clinician, Medical Executive & Founder  
**Creative Careers in Medicine**

11:30

**From Idea to MVP: Scaling a Health Tech Startup**

This session explores the journey of scaling a health tech startup from idea to MVP. Taking a health tech to market has its many challenges from building product, growing a team, raising capital and securing healthcare customers.

Manuri, CEO and founder of HealthMatch, a platform connecting patients with life-changing clinical trials, will share insights on what it takes to launch and begin to scale a health tech product in market. This fireside chat will explore the HealthMatch journey including:

- From idea to MVP
- Launching product in the healthcare and pharma market
- Overcoming the biggest challenges faced when scaling health tech
- Raising capital to level up the business

**Manuri Gunawardena**  
Founder & Chief Executive Officer  
**HealthMatch**

**Alister Coleman**  
Managing partner  
**Tempus**

12:00

**Panel Discussion: How Do You Enable Disruptive Technology in an Industry that is Slow Moving?**

Besides branding and positioning, commercial success is ultimately about pro-creation between the end user and start up. However, the healthcare industry is fundamentally not very agile, rigid or dynamic, making it challenging for start ups to collaborate with them. This panel will explore strategies for introducing new and disruptive technology to and improving engagement with end users, including:

- Greater collaboration to align the product with expectations and get the right messaging across
- Using change management and consumer engagement tools throughout the implementation process to help them integrate new technology into their environment
- Educating clinicians to build trust and raise awareness around the benefits of the technology to help manage natural resistance to change
- Balancing the needs and expectations between start ups and larger organisations to foster a collaborative and progressive partnership

**Dr Vijay Paul**  
CO-CEO  
**Vantari VR**





**Edwina Sharrock**  
Founder & Director  
**Birth Beat**

**Dr Annie McAuley**  
Founder & Chief Executive Officer  
**TalkiPlay**

**Sally-Ann Williams**  
Chief Executive Officer  
**Cicada Innovations**

**Dr Patrick Aouad**  
Co-Founder and Managing Director  
**Loxley Health Pty Ltd**

**Talk A:**  
**Edwina Sharrock**  
Founder & Director  
**Birth Beat**

**Dr Ken Apen**  
Director of Obstetrics & Gynaecology  
**Tamworth Obstetrics and Gynaecology (TOGS)**

**Talk B:**  
**Philip Jedlin**  
Director Operations  
**Workers Compensation Independent Review Office (WIRO)**

**Talk C:**  
**Jenna Leo**  
Chief Executive Officer, Home Care Heroes;  
**Client TBD**

12:30 **Top tips for Fast Tracking Your Healthcare Start Up into Commercialisation**

Fast track your start up by knowing who, what, when and how to secure a large sum with an investor. Annie will share top tips for how she prepared and justified her business case to successfully secure \$750,000 in funding. Learn how to:

- Choose the right investor is not just about the money: Ask yourself – can you work with them through the whole journey? Do you have an aligned goal?
- Make sure you know your stuff! Engage a business coach to develop business acumen, build your network, do your own number crunching to map out the growth and potential value
- Keep it simple stupid: Less is more for your business case
- Forecast 5 years and beyond: It's a challenge, but you need to think about it

**Dr Annie McAuley**  
Founder & Chief Executive Officer  
**TalkiPlay**

**Amanda Derham**  
Investor  
**Scale Investors**

13:30 **Ensure Successful Clinical Adoption with a Consumer-Centric Product or Service**

It is important to allow user feedback to dictate the design and implementation of your product or service. Not only does it ensure customer-centricity, it also ensures successful clinical adoption. Learn how to:

- Integrate user feedback into all stages of the design and implementation process to ensure it is customisable, relevant, fit-for-purpose and create a sense of ownership for clinicians
- Balance expectations and acknowledge the time it will take for a clinician to fully adopt the tool in their day to day
- Build trust through regular face to face consultations to help to alleviate the fear of new and disruptive technology

**Laura Simmons**  
Chief Executive Officer  
**Theratrak**

**Melinda Webber**  
Founder  
**South West Kids Clinic**

13:00 **Lightening Talks: Hit the Ground Running With Your First Customer - Your Most Valuable Asset**

Whether it be word of mouth or brand advocacy, your first customer can help you grow your customer base, develop your product or service and accelerate your healthcare start up. This session will feature three 10-minute lightening talks based on key lessons learned in finding, securing and maintaining your "first customer".

- What did your start up offer that others didn't, and why did you choose to implement that solution?
- Being the early advocate or champion for something new is tough - what support do you suggest is necessary to get something implemented?
- How important are your company's teams and people in adapting to new technologies?

INTERACTIVE  
SESSION

14:00 **Panel Discussion: How to Attract and Retain Top Talent in Your Healthcare Start Up**

Talent is integral to any business sector. This couldn't be more true of the startup ecosystem where human intellectual capital is behind the delivery of the innovative high value products. This panel will discuss the good, the bad and the ugly and provide an opportunity to learn from our mistakes:

- The power of word of mouth, being surrounded by like-minded people, tangible and intangible incentives for retention and the importance of company culture
- Overcoming challenges around lack of resourcing, misaligned expectations, communicating that it's a high risk high reward, finding people with a genuine interest in start ups and

INTERACTIVE  
SESSION

- Lessons learned from start ups at different stages of maturity, including the importance of keeping people engaged in a volatile environment and leading by example

*Facilitator:*

**Dr Rebecca Sanderson**

Cofounder & Chief Executive Officer

**Consentic**

*Panelists:*

**Dr Vijay Paul**

Co-CEO

**Vantari VR**

**Dr John MacLean**

Co-Founder & Chief Executive Officer

**Doclink**

**Ross Chippendale**

Global Head of Workplace Technology

**Atlassian**

**Mathieu Bertrand**

Chief Operating Officer

**Home Care Heroes**

**Sally-Ann Williams**

Chief Executive Officer

**Cicada Innovations**

**Dr Amandeep Hansra**

Clinician, Medical Executive & Founder

**Creative Careers inMedicine**

14:30

### Step into the Clinician's Shoes: Understand the Impact of Med Tech Solutions on Clinical Practices

Innovative solutions that threaten to disrupt status quo makes clinical adoption an ongoing challenge for start ups. Kean, who designed an innovative telehealth platform that is disrupting the patient provider paradigm, will discuss why it can be difficult to integrate your solution in healthcare to help you understand from the clinical.

Learn how to implement strategies to improve clinical workflow and adoption to enable this platform in light of the current environment and funding model while building awareness of the importance for clinicians to collaborate and pro-create.

**Dr Kean-Seng Lim**

President

**Australian Medical Association (NSW)**

15:00

### Pitch Fest

The pitch fest will feature 6 – 8 of the leading health start ups in Australia and New Zealand, battling it out to be crowned the 'Healthcare Start Up of the Year'!

*2020 Judging Panel:*

**Anthony Johnston**

CEO

**CoVentured**

**Sally-Ann Williams**

Chief Executive Officer

**Cicada Innovations**

**Tam C. Nguyen**

Deputy Director of Research

**St Vincent's Hospital Melbourne**

INTERACTIVE  
SESSION

16:00

**CLOSING REMARKS FROM THE CHAIR**

## ABOUT THE START UPS PITCH FEST!

3PM - 4PM, Wednesday 25 March 2020 ICC, Sydney

Returning for the second year running at Australian Healthcare Week 2020, the Pitch Fest is your chance to educate both the healthcare industry, and leading technology players, about your organisation and the problems you help to solve.

It will feature 8 of the leading health startups in Australia and New Zealand, battling it out to be crowned this year's champion!

In partnership with

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# WOMEN IN LEADERSHIP

**EXPLORING PRACTICAL STRATEGIES AND LESSONS LEARNED FOR  
THE ADVANCEMENT OF THE FEMALE LEADERS IN HEALTHCARE**

## 2020 INDUSTRY SPEAKERS



**Loretta Johnson**  
Executive Manager  
Queensland  
Ambulance Service  
**South West Local  
Ambulance Service**



**Dr Sarah Dalton**  
Clinical Executive  
Director NSW  
**Agency for Clinical  
Innovation**



**Dr Clare Skinner**  
Director of  
Emergency Medicine  
**Hornsby Ku-ring-gai  
Hospital**



**Kate McCormack**  
Executive Director  
People, Learning  
& Culture  
**Mercy Health**



**Daniel Shaw**  
Manager Innovation  
**South Eastern  
Sydney Local Health  
District**



**Jennifer Rossiter**  
Senior Director -  
Workforce Strategy  
Branch  
**Queensland Health**



**Claire Phelan**  
Director Oral Health  
Services  
**South Eastern  
Sydney Local Health  
District**



**Carmen Rechbauer**  
Chief Executive  
Officer  
**HealthShare NSW**



**Kia Wallwork**  
Director PMO,  
Redesign &  
Innovation  
**Illawarra Shoalhaven  
Local Health District**



**Catherine Murray**  
**MACN**  
Clinical Director  
**National Home  
Nurse**



**Prachi Javalekar**  
MACN, ENL,  
Evidence Generation  
& Dissemination  
**Agency for Clinical  
Innovation**



**Leani Viljoen**  
Executive Director  
People & Culture  
**South West  
Healthcare**



**Sulal Mathai**  
Senior Executive  
Officer - Workforce  
Strategy and  
Planning:  
**Danila Dilba Health  
Service**



10:20 **WELCOME ADDRESS FROM THE CHAIR**

**Kia Wallwork**

Director PMO, Redesign & Innovation  
Illawarra Shoalhaven Local Health District

10:30 **Banishing the Imposter: Transitioning from Peer to Leader**

Join Chief Executive, Carmen Rechbauer as she shares the lessons she has learned on her journey to becoming the head of HealthShare NSW – provider of services to NSW public hospitals and Australia's largest shared services organisation. Learn how to:

- Adapt and redefine your leadership style throughout your career
- Build trust and combat resistance in a complex and changing landscape
- Get out of the weeds and leap into vision-led leadership
- Banish imposter syndrome to become the leader you are meant to be

**Carmen Rechbauer**

Chief Executive Officer  
HealthShare NSW

11:00 **Spotlight Interview: Leave a Leadership Legacy: How to Have a Positive Powerful Presence in the Room**

INTERACTIVE SESSION

How can you be an inspirational female leader who people notice when you walk into a room? As the first female superintendent for southwest Queensland Ambulance and named as the Queensland Rural, Regional and Remote Women's Network - Woman of the Year, Loretta is leaving a leadership legacy in Queensland by making the impossible possible. Learn how to:

- Find your passion and your purpose: Let it embody you and your journey
- Leave a leadership legacy that is sustainable: It has to be able to continue without you
- Never say never: You should be curious and agile about where your career takes you
- Accept that what doesn't kill you makes you stronger

**Loretta Johnson**

Executive Manager Queensland Ambulance Service  
South West Local Ambulance Service

11:30 **Female Mentorship: The Secret to Building Sustainable Female Leadership**

For women to be more empowered in the workplace, it is crucial to have structured mentorships where women can learn from each other. This is one of the best ways to build sustainable female leadership. Having a structured mentoring program at Danila Dilba Health Service, Sulal will reflect on the value of

mentorship and how it helped Danila Dilba to help women achieve:

- Self-recognition – celebrate the wins when pursuing a goal by identifying key measures for success and put them in achievable bite-sized chunks
- Self-awareness – identify your strengths and weaknesses to help you develop an action plan and ideate about what you will become
- A strong network of like-minded people and inspirational leaders: It's not what you know but who you know!
- Gateway to increased confidence through improved skills and developed leadership competencies

**Sulal Mathai**

Senior Executive Officer –  
Workforce Strategy and Planning  
Danila Dilba Health Service

12:00 **Be an Emotionally Engaged Leader to Shift Resistance and Create Momentum**

Leaders who know when and how to connect with and emotionally engage individuals and teams not only earn loyalty and trust, they create an environment that supports creativity and innovation. Clare will speak about her personal journey in medical leadership and discuss how she overcame structural issues that women typically face in leadership roles. Learn about:

- The power of emotional intelligence for leaders to shift resistance and create momentum
- How emotionally engaged leaders can build a positive workplace culture that encourages teamwork, open and honest communication and gender diversity in leadership
- Overcoming common structural issues faced by women in leadership; including implicit bias, inequity in parenting and flexible work policy, and misconceptions about the gender pay gap

**Dr Clare Skinner**

Director of Emergency Medicine  
Hornsby Ku-ring-gai Hospital

12:30 **The Unique Impact that Women in Leadership have had in Daniel's Own Personal Journey**

Across both clinical and corporate roles, Dan has worked closely with a broad range of senior leaders, most of which have been women. Dan will share his experience and draws on his key lessons learned from those women in leadership roles. He will touch on:

- What women bring to leadership roles and what is the impact of this?
- How these experiences have helped him shape his own leadership journey

- The impact of such experiences across his career by influencing the way he applies leadership in his day-to-day role and acting as a positive impact on his personal growth

**Daniel Shaw**

Manager Innovation

**South Eastern Sydney Local Health District**

### 13:00 **The Role Clinical Supervision Plays in Supporting Your Professional Development**

Clinical supervision (CS) promotes reflective practice and professional development. Catherine will discuss the benefits of making it an integral part of your professional life. Learn how to:

- Build your resilience by increasing your self-knowledge and discovering that your own solutions will emerge
- Improve patient care and staff retention by providing a space to reflect on behaviours and set goals for personal and professional development
- Develop your confidence and creative problem solving abilities

**Catherine Murray MACN**

Clinical Director

**National Home Nurse**

### 13:30 **What Does Innovation and Change Mean to a Leader?**

Innovation is often underestimated in health. Creating the environment for change will inevitably impact on organisational capability to innovate, create and improve. Prachi gets you asking the right questions:

- What does innovation mean to me?
- The potential contribution of innovation to everyday practice and to quality improvement efforts
- A leader's key role in creating environments conducive to innovation, spread and improvement

**Prachi Javalekar**

MACN, ENL, Evidence Generation & Dissemination

**Agency for Clinical Innovation**

### 14:00 **Panel Discussion: Say Goodbye to Rigid Hierarchical Patriarchies! Building a Culture that Supports the Next Generation of Female Leaders**

Healthcare at its core remains rigid, hierarchical and male-dominated, which drastically needs to change if it is to support the next generation of female leaders. Greater opportunity, respect, diversity are key elements for improving workplace culture. This panel will discuss each in turn and the important role female leaders play to drive this shift:

- Opportunity: How can you promote greater opportunity in the workplace?
- Respect: Everyone is deserving of respect, no matter their age or level of experience
- Diversity: Greater diversity in age, culture and gender is important for varied opinions and a richer team and culture

*Facilitator:*

**Dr Sarah Dalton**

Clinical Executive Director

**NSW Agency for Clinical Innovation**

*Panelists:*

**Kate McCormack**

Executive Director People, Learning & Culture

**Mercy Health**

**Dr Clare Skinner**

Director of Emergency Medicine

**Hornsby Ku-ring-gai Hospital**

**Carmen Rechbauer**

Chief Executive Officer

**HealthShare NSW**

**Sulal Mathai**

Senior Executive Officer –

Workforce Strategy and Planning

**Danila Dilba Health Service**

### 14:30 **Addressing the Issue of Age, Culture and Gender Discrimination in the Workplace**

Everyone has something to contribute, no matter their age, culture or gender. Claire will share her personal experiences with a recount of what the workplace was like in the “dark ages”, and discuss:

- How far we've come in terms of equality in the field of oral health
- Intergenerational acceptance, respect and collaboration
- Mentoring the next generation of leaders

**Claire Phelan**

Director Oral Health Services

**South Eastern Sydney Local Health District**

### 15:00 **How To Be A Politically Savvy Leader**

If not prepared and ready, a competent leader can be undone publically. This creates a domino effect that in turn affects their business and personal reputation. Learn how you can spot the signs, plan ahead and respond appropriately to minimise risk by:

- Understanding the political environment that you are working in
- Being able to quickly assess a situation that may represent a reputational risk
- Having the appropriate systems and tools in place to be able to respond without delay, and minimising risk

- Acknowledging that the best executed strategies do not always go to plan, and there is always remedial action you can take after the event

**Jennifer Van Cleef**

Executive Director, Clinical Support Services  
**HealthShare NSW**

15:30 **Leading during emergencies**

When emergencies happen, women often take a back seat and feel they don't have an important role to play in incident control and emergency management. Leading through emergencies can be chaotic and frightening, and requires strong leadership skills to support organisations through it. Some of the insights Leani will share include:

- Know your strengths and play to them
- Communication is essential
- Speak the same language or find common ground

**Leani Viljoen**

Executive Director People & Culture  
**South West Healthcare**

16:00 **CLOSING REMARKS FROM THE CHAIR**



**'Find your passion, find your purpose'**

*As a Female Leader in the Queensland Ambulance Service and the 2019 QLD Rural, Regional and Remote Woman Leader of the Year, it gives me great pleasure to be given the opportunity to speak to so many other emerging Leaders in the healthcare industry to ultimately achieve improved healthcare for all patients. 'Working together as one to enhance care in our Communities is what we aspire to accomplish every day'.*



**Loretta Johnson**  
Executive Manager  
**Queensland Ambulance Service**  
**South West Local, Ambulance Service**





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