



DIGITAL HEALTHCARE

Exhibition and Main Conference: **25-26 March 2020**

Venue: **International Convention Centre, Darling Harbour, Sydney**

**DELIVERING THE INTER-CONNECTED DIGITAL HOSPITALS
FOR TODAY AND TOMORROW THROUGH BIG DATA,
INNOVATION AND HUMAN-CENTRED DESIGN**

LEARN FROM 30 EXPERT SPEAKERS, INCLUDING:



Fred McQueary
President of
Ambulatory Care
and Chief Clinical
Officer
**Mercy Virtual
Care Center**

Ien Ling Tong
Chief Health
Informatics
Officer
**Jiahui
International
Hospital**

Dr Naren Gunja
Chief Medical
Information
Officer
**Western Sydney
Local Health
District**

Patricia Liebke
IT Director
- Northern
Beaches Hospital
Healthscope

John Borchi
Chief Information
Security Officer
**eHealth
Queensland**

Stephanie Owen
Group Manager,
IT Strategy
Architecture and
Analytics
**St Vincent's
Health Australia
(NAT)**

CASE STUDY HIGHLIGHTS



How the **\$54 Million Mercy Virtual Care Centre in Missouri (US)** plans and implements telemedicine programs to support virtual care and is addressing digital challenges unique to a fully telehealth setting

Creating a seamless and hassle-free experience for patients through user-centric mobile apps at the **500 bed Jiahui International Hospital**

Delivering an immense change management project in a large and complex integrated environment: lessons learned from the **\$600 million New Northern Beaches Hospital**

How **Metro South Health** is pioneering Australia's first real-time health service to improve care and device interoperability

Interstate Cyber Security Discussion: Hear from some of Australia's leading cyber security experts on the challenges, benefits and benchmarks for a National approach to cyber security

How **Western Sydney Local Health District** is rolling out Australia's first sepsis alert system in one of the busiest emergency departments in NSW



Fred McQueary
President of
Ambulatory Care and
Chief Clinical Officer
**Mercy Virtual Care
Center (US)**



Ien Ling Tong
Chief Health
Informatics Officer
**Jiahui International
Hospital (Shanghai)**



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Healthscope



John Borch
Chief Information
Security Officer
eHealth Queensland



Amith Shetty
Clinical Director -
Patient Experience
and System
Performance Division
**Ministry of Health
NSW**



Dr Thomas Loveday
Director of Human-
Centred Design
eHealth NSW



**Dr Sidney
Chandrasiri**
Chief Medical Officer
- Alexandra District
Health & Group
Director, Academic
and Medical Services
Epworth Healthcare



Lily Liu
EMR Director
Western Health



**Dr Linda De
George-Walker**
Director, Strategic
Partnerships
Metro South Health



Cameron Ballantine
Chief Information
Officer
Metro South Health



Stephanie Owen
Group Manager, IT
Strategy Architecture
and Analytics
**St Vincent's Health
Australia (NAT)**



James Fell
Chief Information
Security Officer
**Department of
Health and Human
Services Victoria**



Professor Erwin Loh
Group Chief Medical
Officer & Group
General Manager of
Clinical Governance
**St Vincent's Health
Australia (VIC)**



Thomas Glanville
Manager of Activity-
Based-Management
and Clinical Analytics
**Murrumbidgee Local
Health District**



Jason Sawtell
Director of
Information
Technology Services,
**Gold Coast Hospital
and Health Service**



Dr Johan Verjans
Cardiologist, Royal
Adelaide Hospital
and Deputy Director,
**Australian Institute
of Machine Learning**



Anthony Kitzelmann
Chief Information
Security Officer &
General Manager
**Australian Digital
Health Agency**

2020 SPEAKERS



Debbie Cowan
Director Health
Partnerships and
Development
Queensland Health



Ian Scott
Director of Internal
Medicine
**Princess Alexandra
Hospital**



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



Phil Bailey
Manager Health
Analytics
**Gold Coast Hospital
and Health Service**



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



Jane Shrapnel
Principal Data
Scientist
**Sydney Children's
Hospital Network**



Dr Charmaine Tam
Project Lead -
Digital Health
Analytics, Centre for
Translational Data
Science
Sydney University



Dr Amandeep Hansra
Clinical Reference
Lead
**Australian Digital
Health Agency**



Michael Bronfman
Business
Development
Manager (Healthcare)
Openpay



Doug Gallacher
Vice President of
Sales
Enovate Medical



Speaker TBD
Nutanix



Harry Iles-Mann
Patient/Consumer
Advocate and
Consumer Reference
Lead
**Australian Digital
Health Agency**

BECOME PART OF AUSTRALIA'S LARGEST ONLINE HEALTHCARE COMMUNITY!

The **Australian Healthcare Week (AHW) Blog** is an information and content sharing platform, exploring all issues and updates in the healthcare sector in Australasia. Subscribe to the monthly newsletter to stay up to date on the latest updates on infrastructure projects, digital health and aged care news in the industry.

SUBSCRIBE NOW!

07:30 **REGISTRATION AND NETWORKING**

08:20 **Opening Remarks from the Chair**

08:30 **Grand Site Tour**
Designed to help you maximise your time on site, we will be running 'Grand Tours' throughout the event to highlight the must see presentations, introduce you to some of our key sponsors and make sure you know where all the best places for food and drink are!

INTERACTIVE
SESSION

09:00 **International Keynote: How the Jiahui International Hospital is Bringing a Transformative Healthcare Experience to Shanghai with User-Centric Mobile Technology**



INTERNATIONAL
KEYNOTE

As the first tertiary level international general hospital in Shanghai, the 500 bed Jiahui International Hospital (JIH) brings a world-class transformative healthcare experience to Shanghai by improving patient experience and patient safety through user-centric mobile solutions. With insight into JIH's transformative digital journey, learn how they created user-centric mobile technology to:

- Create a seamless and hassle-free experience for Chinese patients by integrating the widely-used WeChat app with their EMR to simplify the process for appointment booking, checking in and bill payment
- Use optical character recognition and facial recognition technology to aid national identification authentication and significantly reduce the need for having full time staff for patient registration
- Tighten rapid response team communication and coordination with lessons learnt around Wi-Fi network connectivity, patient safety response and public announcement challenges

Ian Ling Tong
Chief Health Informatics Officer
Jiahui International Hospital (Shanghai)

09:40 **Case Study TBD**

Michael Bronfman
Business Development Manager (Healthcare)
Openpay

SPOTLIGHT
SPONSOR
SESSION

10:10 **The Great Debate: Artificial Intelligence in Healthcare: Does it Facilitate or Dehumanise the Patient Experience?**



Artificial intelligence (AI) has huge potential to transform healthcare as we know it. But despite the potentially significant efficiency savings it promises, is it the right way to go? What's more, how do we ensure the human touch currently given isn't lost in AI's advancement?

Watch two teams battle it out as they debate the whether AI facilitates or endangers the relationship between the clinician and patient.

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

Professor Erwin Loh
Group Chief Medical Officer & Group General
Manager of Clinical Governance
St Vincent's Health Australia (VIC)

Harry Iles-Mann
Patient/Consumer Advocate and Consumer
Reference Lead
Australian Digital Health Agency

Against:
Ian Scott
Director of Internal Medicine
Princess Alexandra Hospital

Dr Johan Verjans
Cardiologist, Royal Adelaide Hospital and
Deputy Director
Australian Institute of Machine Learning

Amith Shetty
Clinical Director - Patient Experience
and System Performance Division
Ministry of Health NSW

10:40 **Speed Networking**
An effectively structured interactive session designed to help you expand your network through one-on-one focused conversations. Bring your business cards!

INTERACTIVE
SESSION

11:00 **NETWORKING MORNING TEA**

11:30 **How Metro South Health is Pioneering Australia's First Real-Time Health Service to Improve Care and Device Interoperability Across Queensland**

As Australia's first digitalised health service, Metro South is forming a visionary outlook to become a "real time" health service - a concept that is unique to Australia. Metro South has a five to eight year strategy to lay out the trajectory they need to be on to achieve this. Learn about:

- Key elements that define and shape a "real time health service" as an integrated, collaborative, and patient centric care delivery system
- Challenges to becoming a real time health service, including gaps in ICT infrastructure, lack of physical interconnectedness of all stakeholders and variations in service that impact quality of care

- Opportunities for greater efficiency and productivity in the system through business intelligence and data analytics to measure the impact of a new service model

Cameron Ballantine
Chief Information Officer
Metro South Health

12:00



Interstate Panel Discussion: Getting the Basics Right to Ensure Success in Advanced Data Analytics

Hospitals are struggling to get the foundations right for advanced data analytics. An underlying issue is the tendency to underestimate the complexity in EMR and what's required from a skills set point of view. To make the most of advanced data analytics, you need to ask the right questions. Learn how to:

- Get the basics right to ensure success, including the skills set and level of executive support and engagement required to support an advanced data analytics team
- Build a robust framework to support advanced data analytics and lessons learnt from partnering with universities to bridge the gap in the workforce skills set
- Gain momentum on the transformation journey by defining your strategic direction and getting executive buy-in on the value of advanced data analytics in a clinical environment

Jane Shrapnel
Principal Data Scientist
Sydney Children's Hospital Network

Dr Charmaine Tam
Project Lead - Digital Health Analytics, Centre for Translational Data Science
Sydney University

Lily Liu
EMR Director
Western Health

Phil Bailey
Manager Health Analytics
Gold Coast Hospital and Health Service

12:30

NETWORKING LUNCH

13:30

Become a Hospital of the Future: Exploring the Challenges and Roadmap for a Virtual Health System in Australia

Internationally, the shift towards virtual hospitals is gaining momentum, with the Australian healthcare system slowly catching up. At NSW Health, they are trialing virtual monitoring and virtual care in many pockets across NSW. Learn how to:

- Define key principles for becoming a virtual hospital, which include the need for funding models, high priority on quality and safety of care, integrated clinical pathways and willing coalition of clinicians

- Break the boundaries with digital innovation to aid this transformation, such as emerging AI technologies that improve patient experience by providing real-time access to medical knowledge
- Apply lessons learned from national and international examples of hospitals that are on the virtual care journey

Amith Shetty
Clinical Director - Patient Experience and System Performance Division
Ministry of Health NSW

14:00

People, Process and then Technology: Getting it Right After the Opening of the \$600 Million Northern Beaches Hospital

Opening a digitally supported hospital and ensuring clinical adoption is a huge change management piece, especially in large complex integrated environments like the Northern Beaches Hospital. It's all about the human factor and understanding how people interact with the technology. So how do you manage this in a fully integrated digital environment?

Learn how to:

- Work collaboratively with external and internal stakeholders to prioritise tasks and identify critical areas for improvement
- Be people-centred throughout the EMR journey and empower clinicians to drive the change and be clinically led in their decision making
- Contingency plan in system design to recognise and address the inevitability of human error around data input

Patricia Liebke
IT Director - Northern Beaches Hospital
Healthscope

14:30

Bedside EHR Documentation Equipment: Key Insights on the Past, Present and Future of Point-of-Care Computing from an Industry Veteran

Enovate Medical has been designing and manufacturing mobile and fixed EHR workstations for twenty years. For the past four of those years they've been developing an entirely new approach to the business - one that takes into consideration the many challenges faced by clinicians, IT professionals and hospital administrators as they try to maintain their sanity in the post-EHR deployment era. Doug will share lessons learned from the front lines on topics, ranging from:

- Life and death of the Sealed Lead Acid battery
- One size doesn't fit all - device selection in consideration of departmental workflow
- The three principles of point-of-care computing - Visibility, Mobility and Availability

Doug Gallacher
Vice President of Sales
Enovate Medical

SPOTLIGHT
SPONSOR SESSION

15:00 **NETWORKING AFTERNOON TEA**

15:30 **So You've Implemented the EMR. Now What?**
After implementing EMR, the journey doesn't stop there. Western Health has just completed their business case for the next phase of their seven to ten year journey to expand capabilities within their EMR and make the most of the data available. Learn how to:

- Escalate your EMR, with reflection on their journey more than twelve months post Phase 1 go-live and the opportunities presented within the EMR that Western Health is now exploiting
- Identify and leverage data to improve decision support in large hospital environments, including their Sepsis Pathway
- Design a digital hospital with your EMR vision front of mind, with insight into new clinical workflows being introduced in the new \$1.5 Billion Footscray Hospital

Lily Liu
EMR Director
Western Health

16:00 **Lessons Learned from a Unique Patient-Centred EMR Roll-Out Model at One of the Busiest Emergency Departments in NSW**
Sepsis is a life-threatening disease and cause of significant in-hospital morbidity and mortality. As an Australian-first in Western Sydney, the eMR Enhance team developed the Emergency Department (ED) sepsis alert system; a valuable tool for the early identification of patients suitable for the sepsis pathway that issued 2,154 alerts for 2,075 patients in a three month analysis. Learn how the:

- Unique patient-centred EMR roll-out model improved patient tracking, workflow documentation, medication safety and patient discharge
- ED sepsis alert systems serves as a safety net tool and compliments ED clinician judgment in the diagnosis and early treatment of septic patients
- ED staff required training of triage nurses and doctors to change behaviour and act on the alert system, with further refinement of the algorithm to improve its predictive value post-implementation

Dr Naren Gunja
Chief Medical Information Officer
Western Sydney Local Health District

16:30 **Lessons Learned in Migrating Data Silos onto an Enterprise Data Platform in a Complex Jurisdictional Healthcare Environment**
St Vincent's Health Australia (SVHA) has a complex organisational ecosystem across both public and private, aged care and medical

research across three state jurisdictions. To deliver more efficient and effective care to patients and residents, SVHA is progressing on a multi-year journey to integrate their data capabilities and data silos on disparate technologies. Learn how to:

- Identify a starting point for unifying disparate technologies and data silos, and communicate benefits to get buy-in
- Meet the challenges of choosing among technologies, achieve common data definitions and move from control to enabling
- Build on successes and collaborate to build data culture across the organisation

Stephanie Owen
Group Manager, IT Strategy Architecture and Analytics
St Vincent's Health Australia (NAT)

17:00 **Interstate Panel Discussion: Understand and Overcome Common Barriers to Digital Change to Ensure a Successful Transformation Journey**



PANEL DISCUSSION

Digital change is both a technical and clinical challenge with common barriers to change. However, these barriers can be mitigated by treating digital projects as change (not IT) projects. Learn how to overcome barriers such as:

- Intergenerational differences in digital literacy, health leadership and adaptability
- Physical and environmental challenges around adapting and retrofitting devices, physical space and maintenance
- Status quo and the fear of technology
- Preconceived ideas of digital and the idea that digital is an 'option'
- Change fatigue to ensure positive engagement through the transformation journey

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

Thomas Glanville
Manager of Activity-Based-Management and Clinical Analytics
Murrumbidgee Local Health District

Patricia Liebke
IT Director - Northern Beaches Hospital
Healthscope

Jason Sawtell
Director of Information Technology Services
Gold Coast Hospital and Health Service

17:30 **NETWORKING DRINKS**

08:00 **REGISTRATION AND NETWORKING**

08:50 **Opening Remarks from the Chair**

09:00 **A Transformational Approach to Healthcare: How the World's First Hospital Without Any Beds is Delivering Innovative Virtual Care Programs to Improve Patient Outcomes and Experiences**



INTERNATIONAL
KEYNOTE

The \$54 Million Mercy Virtual Care Center in Missouri (US) demonstrates what could be the future of healthcare. With a variety of telemedicine programs that allow 330 virtual care staff to care for patients round-the-clock, Mercy Hospital reduced emergency room visits and hospitalisations by over 33% since opening in 2015, aiding the prevention of state-wide hospital readmission costs that add \$41.3 Billion to hospital costs annually.

Learn how Australia can adapt lessons learnt to:

- Integrate technology into the physical space to support advanced virtual care and accommodate changing programs and technologies of the future
- Plan and implement telemedicine programs that use innovative mobile devices to aid virtual intensive care and sepsis units for chronically ill patients
- Address digital challenges around clinical adoption, drawing meaningful insights from clinical metrics gathered remotely and developing personal relationships with patients via virtual care

Fred McQueary

President of Ambulatory Care and Chief Clinical Officer

Mercy Virtual Care Center (US)

09:40 **Case Study TBD**

SPOTLIGHT
SPONSOR
SESSION

Speaker TBD
Nutanix

10:10 **Interstate Cyber Security Discussion: Working Together to Build a Robust National Approach to Cyber Security in Healthcare**



While digitalisation is clearly the way forward, the number of cyber-attacks on the Australian healthcare industry has increased dramatically as hospitals continue to collect and store vast amounts of personal information. The need for a national cyber partnership to build resilience to cyber security threats has never been more paramount. Bringing you perspectives from across Australia, this panel will discuss:

- Challenges of achieving a national scheme, including financial resourcing, jurisdictional barriers and achieving concrete coordination rather than abstract concepts and principles

- Benefits around containing the investment and cost by having a unified and centralised voice
- International benchmarks and key characteristics of successful and unsuccessful models

Ien Ling Tong

Chief Health Informatics Officer
Jiahui International Hospital (Shanghai)

John Borchi

Chief Information Security Officer
eHealth Queensland

James Fell

Chief Information Security Officer
Department of Health and Human Services Victoria

Stephanie Owen

Group Manager, IT Strategy Architecture and Analytics
St Vincent's Health Australia (NAT)

Anthony Kitzelmann

Chief Information Security Officer
& General Manager
Australian Digital Health Agency

11:00 **NETWORKING MORNING TEA**

11:30 **Digital Health - A Human Imperative**

Amandeep will:

- Deliver a 2020 update on Australia's National Digital Health Strategy, including the latest statistics on My Health Record take up rates and connections by healthcare providers
- Explain how My Health Record supports improved health care delivery by GPs, specialists, pathology and radiology services, pharmacies and hospitals
- Provide insights into the future of the expansion of digital health in Australia

Dr Amandeep Hansra

Clinical Reference Lead
Australian Digital Health Agency

12:00 **Embedding Human Centred Design in eHealth NSW to Improve Usability of Health IT Solutions**

eHealth NSW is investing in Human-Centred Design as a means to ensure that delivered software solutions are easy to use, useful and used by doctors, nurses, allied health and patients in NSW. This presentation will discuss how eHealth NSW is implementing Human-Centred Design practices in projects with varying levels of scope, impact and complexity. Learn about:

- Key Human Centred Design activities like field observations, user personas and journey narratives, and user testing of proposed designs

- Examples of how Human Centred Design has been used to improve the usability of health IT solutions
- How eHealth is embedding Human-Centred Design practices in projects by aligning HCD activities in agile project management and establishing new design governance processes

Dr Thomas Loveday

Director of Human-Centred Design
eHealth NSW

12:30 **NETWORKING LUNCH**

13:30 **How Australia's First Future Labs Initiative is Using Business Intelligence and Collaborative Thinking to Improve Patient Outcomes**

The "Metro South Health Future Lab" harnesses the potential of online ideation and agile processes to inject fresh thinking into health service challenges and accelerate great ideas into viable solutions that can be implemented quickly. With collaborative partnering at its core, the program connects Metro South Health staff and consumers with community and industry partners to build, test and iterate and broaden their digital scope and capacity. Learn how Metro South is:

- Identifying benefits of broader partnerships for solving health service challenges, including greater creativity and influencing decision-making from the get go
- Extending beyond health service model improvement to include opportunities for real innovation
- Shifting reliance on compliance based, traditional methods towards a culture of rapid results and decision-making

Dr Linda De George-Walker

Director, Strategic Partnerships
Metro South Health

Debbie Cowan

Director Health Partnerships and Development
Queensland Health

14:00 **Developing Patient-Owned Care Plans by Empowering Consumers at Murrumbidgee Local Health District**

Murrumbidgee Local Health District is driving patient-owned digital care plans as part of their move to empowering and enabling consumers control in health care journeys, with digital solutions enabling them to be at the Centre of their own health journey. Their aim is to improve experiences and outcomes for consumers, clinical teams and the community while driving efficiencies in the healthcare system.

Learn from Murrumbidgee Local Health District insights to delivering Digital Health solutions on:

- Lessons learnt around implementing a human-centred design approach to understand the holistic palliative care patient and carers journeys in regional NSW
- Delivering a mental health consumer recovery plan to promote concepts key to the recovery for individuals who have mental illness, including hope, personal empowerment and respect
- Planning for scalability to achieve wellness and recovery beyond initial solutions for mental health recovery and palliative care and applying the approach for all health system consumers in Murrumbidgee Local Health District to deliver truly patient centred care

Jenny McKenzie

Nurse Practitioner Palliative Care
Murrumbidgee Local Health District

Thomas Glanville

Manager of Activity-Based-Management and Clinical Analytics
Murrumbidgee Local Health District

14:30 **NETWORKING AFTERNOON TEA**

15:00 **How to Leverage Emerging Machine Learning Applications in Clinical Practice to Improve Patient Flow**

Learn how Metro South Hospital and Health Service is using machine learning applications to improve patient flow and health outcomes, with insight into:

- Emerging machine learning applications currently, including risk prediction tools for patient deterioration, predictive analytics for patient flow and imaging data
- Limitations and challenges around data quality, insensitivity to context and how poorly constructed algorithms can hinder decision-making
- The future and prospects of machine learning over the next decade

Ian Scott

Director of Internal Medicine
Princess Alexandra Hospital

15:30 **A Practical Guide to the Challenges and Opportunities of Public Private Partnerships in the Digital Space**

Epworth Healthcare is building affiliations and integrations with Alexandra District Health as part of a unique public-private-partnership that draws on the private sector's ability and capacity to aid rural health services in delivering digital healthcare. The basic principles of this partnership can be adapted to other contexts and health settings. Learn how to:

- Create and nurture a public/private and metropolitan/rural partnership to optimise resources, technology and clinical governance and share expertise to improve health outcomes
- Increase capacity and community-care opportunities for metropolitan doctors with the fly-in-fly-out working arrangement unique to rural health services
- Address the challenge of distance by demonstrating the benefits and quantifying the value of a public-private-partnership in digital

Dr Sidney Chandrasiri

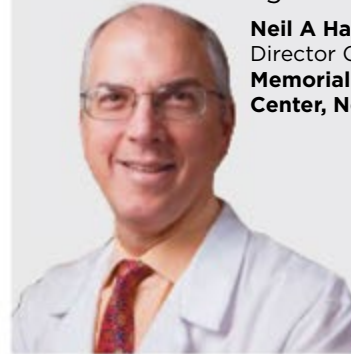
Chief Medical Officer - Alexandra District Health & Group Director, Academic and Medical Services

Epworth Healthcare



It was my great pleasure to participate in Australia Healthcare Week. I found the set-up, the vendors and most of all, the sessions to be quite illuminating, interesting and educational. I look forward to participating in this program again in the future.”

Neil A Halpern
Director Critical Care Center
Memorial Sloan Kettering Cancer Center, New York (USA)



16:00

**CLOSING REMARKS FROM THE CHAIR AND
CONFERENCE CLOSED**

