



PATIENT EXPERIENCE

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

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

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

PX Event Day 2 – 21th March 2024	
10:30	<p>Opening Remarks from The Chair Terry Grundy, Managing Director, Grundy & Associates</p>
10:40	<p>THINKTANK Bringing Data, Clinical Governance and Culture Together To Elevate Patient Experience, Quality & Safety</p> <p>Industry Experts: Judica Roux, Transforming Your Experience Coach, South Western Sydney Local Health District Rachyl Brooks, Patient Feedback Lead, Best Care Governance and Support Division, Western Health Melissa Clune, National Quality Improvement Manager, Healthscope Brigitte Sigl, Lived Experience Leader</p>
11:20	<p>BRINGING VALUE BASED CARE TO LIFE AT NORTHERN HEALTH How Digital Interventions and New Generation KPIs Are Driving Proactive and Predictive Health Management Across The Patient Care Journey</p>

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