

REGISTER NOW FOR
FREE AND EARN 12
CPD POINTS



VICTORIAN HEALTHCARE WEEK EXPO

Exhibition and On Floor Programs: 23-24 July 2019
Venue: Melbourne Convention Centre

THE HEALTHCARE HUB FOR VICTORIA



Louise McKinlay
Director Consumers
as Partners
Safer Care Victoria

**Adjunct Professor
Kylie Ward FACN**
Chief Executive
Officer
**Australian College
of Nursing**

Anna Love
Chief Mental Health
Nurse
**Department of
Health & Human
Services**

Dr Paul Eleftheriou
Chief Medical Officer
Western Health

Sherri Huckstep
Chief Experience
Officer
**The Royal Women's
Hospital**



1000+
ATTENDEES



100+
SPEAKERS



80+
CASE STUDIES



50+
EXHIBITORS

FREE TO ATTEND ON-FLOOR PROGRAMS

**FREE TO
ATTEND!**



**NURSES
and CLINICIANS**



**PATIENT
EXPERIENCE**

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WELCOME TO VICTORIAN HEALTHCARE WEEK 2019!

Victorian Healthcare Week has a new theme this year:
Patient Experience!

The theme embraces the shift that is taking place across healthcare, where the industry is moving from a focus on patient outcomes and efficiency, to one that also tracks, measures and improves the overall user experience.

Learn from 100+ industry experts at the **FREE EXPO** held **23-24 July at the Melbourne Convention Centre.**

Everything at the Expo is FREE to attend and FREE of charge!

It doesn't get much better than that!

6 reasons why you should attend in 2019:

1. An expanded speaker panel, with over 100 speakers, **20% of which are C-suite and 30% more speakers** and context than last year
2. Our new venue, the **Melbourne Conference and Exhibition Centre**, which enables us to add in additional content and state of the art exhibitors
3. The **Patient Experience Stage**, added this year, which reflects the increasing focus being placed on the patient journey within healthcare
4. The introduction of new conference formats, such as the **Emerging Nurses Panel** and **Spotlight Interviews**, which ensure that you won't be subjected to death by power point
5. The **expanded exhibition area**, which means we are able to double the amount of solution providers for you to network with on site
6. Earn **12 FREE CPD points** by attending the Nurses and Clinicians stage (Endorsed by the Australian College of Nursing)

I look forward to seeing you at the event in July!



Sarah Hor
Project Director
Victorian Healthcare Week 2019



WHAT'S NEW FOR 2019?

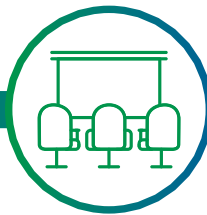
CREATING HOSPITALS OF THE FUTURE THROUGH INNOVATION AND CUSTOMER CENTRICITY

With **30% MORE speakers & content than last year**, check out the new & exciting speakers & formats that we have in stall for you in 2019!



EXTRA ON-FLOOR STAGE ON PATIENT EXPERIENCE

Focusing on how to improve patient experiences, journey and outcomes through technology, innovation and patient-centred



NEW VENUE

We've taken the leap and moved to the Melbourne Convention and Exhibition Centre!



PATIENTS AND CONSUMER ADVOCATES

We will be including your ultimate end users (and occasionally your ultimate road blocks) and giving them a voice at the event



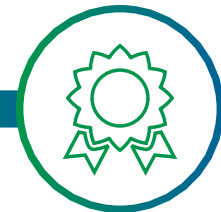
EMERGING NURSES PANEL

Giving emerging nurses the chance to share their expectations of life as a nurse and what they need in order to succeed



SPOTLIGHT INTERVIEWS

Abandoning presentations altogether and instead, asking the most pressing questions



PRIZE GIVEAWAYS

including the Golden Ticket, \$5,000 cash and much more!



NETWORKING

You will have a chance to meet and learn from industry leaders and your peers over 2 full days



50+ SPONSORS & EXPO

Meet over 50 of Australia's leading solution providers at the expanded Expo

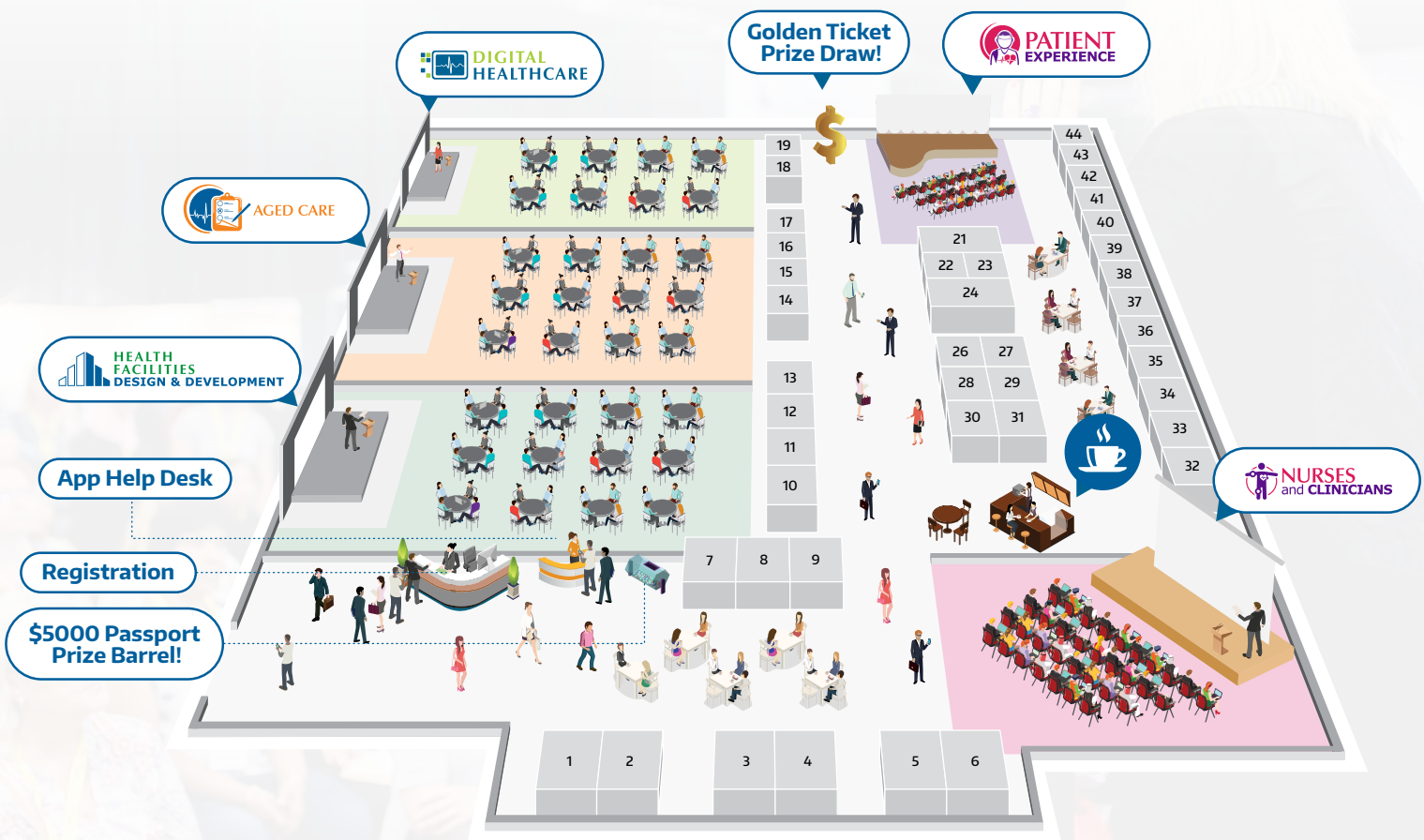


FREEBIES

We all love them. Get your hands on free merchandise and coffee!

Victorian 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 Victorian Healthcare Week's extensive 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.

FLOORPLAN



WHO ATTENDS VICTORIAN HEALTHCARE WEEK?

ATTENDEES TO THE SUMMIT ARE DRAWN FROM THE FOLLOWING SUB-SECTORS:

- Health Departments
- Local Area Health Districts
- Primary Health Networks
- Public Hospitals
- Private Hospitals
- Aged Care Facilities
- Ambulatory Healthcare Services
- Consulting Engineers
- Architects

WITH THE FOLLOWING JOB TITLES: Chief / Head / Director of:

- Clinical
- Infrastructure
- Digital & ICT
- Finance
- Nursing
- Procurement
- Workforce
- Facilities & Asset Management
- Sustainability



NURSES and CLINICIANS

REGISTER NOW FOR FREE
12 CPD POINTS

Empowering Nurses to be Change Leaders to Achieve Quality
Improvement and Positive Workplaces

2019 SPEAKERS



**Adjunct Professor
Kylie Ward FACN**
Chief Executive Officer
**Australian College of
Nursing**



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



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



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



Anna Love
Chief Mental Health
Nurse
**Department of Health
& Human Services**



Judy Smith
Lecturer,
Coordinator of
Perioperative Nursing
**University of
Technology Sydney**



Jac Mathieson
Chief Nursing Officer
**Peter MacCallum
Cancer Centre**



Jo Schlieff MACN
Manager Clinical
Education
Cabrini



Linda Davidson MACN
Director of Nursing
and Midwifery
**Hunter New England
LHD**



David Heath
Urological Nurse
Practitioner
Bendigo Health



**Hollie Jaggard
MACN ENL**
Emergency Care
Nurse
Peninsula Health



Linda Govan
Project Manager,
Building Nurse
Capacity
**Australian Primary
Health Care Nurses
Association**



Lisa Collison
Program Manager -
Nursing in Primary
Health Care and
Nursing Support
**Australian Primary
Health Care Nurses
Association**



Simone O'Brien
Nurse Practitioner
& Midwife
**Bendigo Health and
Healthcote Health**



**Lucy Osborne
MACN ENL**
RN
**Royal Children's
Hospital**



**Erin Mercieca
MACN ENL**
Health Assistant in
Nursing
**The Royal Melbourne
Hospital & North
Western Mental Health**



**Tiffany McKay
MACN ENL**
Register Nurse
Bendigo Health



**Paul Mark
MACN ENL**
Director of Nursing
**West Wimmera
Health Service**



NURSES and CLINICIANS

REGISTER NOW FOR FREE
12 CPD POINTS

Empowering Nurses to be Change Leaders and Use Informatics to Achieve
Quality Improvement and Positive Workplaces

2019 SPEAKERS



Sarah Truong-Nguyen
RN
Wyperfeld Medical
Clinic



Helen Sinnott MACN
Chief Nursing
& Midwifery
Informatics Officer
Western Health



**A/Prof Jennifer
Weller-Newton
EdD, FACN**
State Chair Victoria
Network
Chairperson
Melbourne Region



Michelle Rutherford
Director, Learning
and Teaching, Pre-
registration and
Transition to Practice
Programs
Eastern Health



Annette Nuck
Chief Executive
Officer/Director
of Nursing
Yackandandah Health



Jana Middlemis
Urological Nurse
Practitioner
Bendigo Health



Leanne Stella
NUM - ED -
Maroondah Hospital
Eastern Health

"I love the buzz and energy of Victorian Healthcare Week 2019. The VHW expo has a breadth of exhibitors that is rare to find, and look forward to exploring the latest technologies and speak directly with the experts. Very excited to be speaking at this event!"



Anna Love
Chief Mental Health Nurse, Department of Health & Human Services Victoria

10:20 **Welcome Address from the Chair**

Judy Smith

Lecturer, Coordinator of Perioperative Nursing
University of Technology Sydney

10:30 **KEYNOTE PRESENTATION:
The Future of Nursing**

There will be 40 million healthcare worker vacancies worldwide by 2030, with Australia facing a 80,000 nursing workforce shortage by 2025. The role of the Registered Nurse is complex and multi-faceted- it underpins the delivery of collaborative, coordinated and integrated healthcare planning. However, the impact of informatics, artificial intelligence, changing social norms and clinical specialisation will change the 'who, what and how' of healthcare delivery.

This presentation will examine that technological future and reflect on the role nursing will have on both patient management and the nursing profession.

Adjunct Professor Kylie Ward FACN
Chief Executive Officer
Australian College of Nursing

11:00 **SPOTLIGHT INTERVIEW: Supporting our Clinical Support Nurses to Learn, Grow and Play a Role in Shaping Patient Care Practices**



Clinical Support Nurses are an integral part of our healthcare system. Beyond clinical care, they are the interface between clinical staff and our patients, supporting staff to provide the highest quality of care. Jo has been involved in an innovative education program with the CSN's and will use data to demonstrate the effectiveness their program to drive better practices and safer care.

Jo Schlieff MACN
Manager Clinical Education
Cabrini

11:30 **SPOTLIGHT INTERVIEW: The Sky is Your Limit**



Have you ever had a great idea? Have you ever had a chat with someone about how good it could be if only.....? Well so did I, don't we all?

So how does an idea become reality? How do you take the possibilities - take the opportunities and follow them?

Where will they lead you? Where will you lead them? And "oh dear" what if it doesn't work? And "oh no" what if you don't have all the answers?

Samantha Moses founder and inaugural president of APNA shares her story about the journey to becoming the president of an Australian peak nursing body, ambassador and leader.

Samantha Moses
Founder
Australian Primary Health Care Nurses Association

12:00 **SPOTLIGHT INTERVIEW: How to get Nursing Staff Ready for the Digital Workforce**



Peter Mac is getting ready to launch their iEMR in May 2020. But what are the implications and opportunities of going paperless and how can nurses prepare and make the most of this data-rich environment? Jac will get us thinking about:

- What it means to go paperless
- Dashboards from the staff, patient or holistic point of view and how
- What to expect moving forward

Jac Mathieson
Chief Nursing Officer
Peter MacCallum Cancer Centre

12:30 **CASE STUDY: Good Leaders Help Staff Find Happiness in their Role**

A good leader uses their behaviour to influence their staff's development and passion to help them stay and thrive in the profession. Hear how Leanne applies this approach to leadership and recruitment to build nursing capacity for the profession - not necessarily just her department - and support the digital transformation through the energies of her team.

Leanne Stella
NUM - ED - Maroondah Hospital
Eastern Health

13:00 **SPOTLIGHT INTERVIEW: Building Sustainable Models of Nurse Clinics in Primary Healthcare**



The Australian Primary Health Care Nurses Association (APNA) is involved in a 4 year Government-funded pilot involving over 35 clinics that aims to build sustainable models of clinics in primary care. The rationale behind this is that nurses can contribute more if able to work beyond their scope of practice while raising the profile of how nurses can contribute. Learn what it takes to make a nurse clinic successful with particular regard to the 8 building blocks for setting up a nurse clinic and key considerations to ensure sustainability and financial viability

Linda Govan
Project Manager, Building Nurse Capacity
Australian Primary Health Care Nurses Association

13:30 **The Emerging Nursing Leaders Panel**



This panel will give emerging nurses a voice to express their expectations of life as a nurse and what they need in order to succeed. Understanding this will help leaders be more mindful of what's most important to this age group to ensure an excellent transition experience. Hear about:

- Technology - What students are expecting and can expect to learn when they first step into a hospital

- Breaking down misconceptions about different nursing specialities
- Aligning expectations in terms of experience
- Support and encouragement when practicing new skills to cement their learning
- Disparity in quality of training and education between public and private graduate nurse placements
- More work experience opportunities for students will help them transition into the workforce

Facilitator:

Lisa Collison

Program Manager – Nursing in Primary Health Care and Nursing Support
Australian Primary Health Care Nurses Association

Panelists:

Lucy Osborn MACN ENL
RN

Royal Children's Hospital

Erin Mercieca MACN ENL

Health Assistant in Nursing
The Royal Melbourne Hospital & North Western Mental Health

Tiffany McKay MACN ENL
Register Nurse
Bendigo Health

Paul Mark MACN ENL
Director of Nursing
West Wimmera Health Service

Sarah Truong-Nguyen RN
Wyperfeld Medical Clinic

14:00 **The Chief Nursing Information Officer's Role and Impact in EMR Implementation**

The role of Chief Nursing Information Officer (CNIO) is emerging as a major transformational leader in this era of healthcare reform. Learn about how the CNIO role:

- Champions innovation, collaboration and professional development in informatics-supported care
- Provides strategic and operational nursing leadership in the selection, development, deployment, re-engineering, and evaluation of EMR technology
- Connects and builds inter-professional relationships between staff within and outside of nursing, and is the glue during a time of rapid change

Helen Sinnott MACN

Chief Nursing & Midwifery Informatics Officer,
Western Health

14:30 **CASE STUDY: Incorporating Game Based and Virtual Reality into Clinical Education**

Simulation no longer represents a novelty in clinical education, manikin based simulation has become a regular feature in most tertiary and clinical education settings. Providing a template to immersive learning; simulated learning is fast infiltrating the game based and virtual reality space. This session explores the recent advances in game based and virtual reality platforms and the benefits and challenges of incorporating them into contemporary teaching and learning approaches.

Judy Smith

Lecturer, Coordinator of Perioperative Nursing
University of Technology Sydney

15:00 **CASE STUDY: How to Improve Staff Wellbeing and Resilience in Mental Health**

In the context of mental health where the environment is high pressure and demanding, there's a number of key elements you need to have in place to support your staff and help them come to work everyday. Anna will take us through the DHHS' investment in key programs of work, including their:

- Clinical supervision framework to help staff to reflect on the practice and seek support
- Staff resilience program to teach staff to be proactive, work through an incident and to see it as a positive rather than a negative experience

Anna Love

Chief Mental Health Nurse
Department of Health & Human Services

15:30 **What is Engagement and How do we Achieve it?**

To be a influential nursing leader, it's important to effectively engage your team during times of change and make them excited and curious about new ways of working and new models of care. Main Takeaways:

- Curiosity can begin the cycle of change
- Being vulnerable and showing weakness allows others to do the same
- Acknowledgement leads to staff empowerment
- Curiosity and Enthusiasm is free

Paul Mark MACN ENL

Director of Nursing
West Wimmera Health Service

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

10:20 **Welcome Address from the Chair**

Judy Smith

Lecturer
Coordinator of Perioperative Nursing
University of Technology Sydney

10:30 **KEYNOTE PRESENTATION: Addressing the Under-Utilisation of Primary Care Nurses and Midwives in Australia**

A recent survey involving 2,052 primary healthcare nurse respondents found that 1 in 4 felt they were not only under-utilised but that their ambitions to maximise their skillset are supported by their employer. Nurses feel isolated, unappreciated and under-whelmed as a result. However, with the impending nursing shortfall, poor retention rates and population health trends, we will pay dearly for this lack of attention to our nurses and midwives.

Karen takes us through the importance of enabling nurses and midwives to reach their full potential and how it will promote good health, well-being and equitable access to health services.

Karen Booth

President
Australian Primary Health Care Nurses Association

11:00 **CASE STUDY: How to Use Nurse Sensitive Data through your ePR to Capture the Value of Nursing**

Bendigo Health are designing and embedding Nursing & Midwifery Sensitive Indicators into their electronic patient record (ePR) to demonstrate the contribution nurses and midwives make to patient safety and health outcomes. Learn how nursing and midwifery sensitive indicators help capture data in a meaningful way and demonstrate evaluation of patient safety interventions as a positive direction in nursing informatics.

Kate Renzenbrink MACN

Chief Nursing and Midwifery Information Officer
Bendigo Health

11:30 **SPOTLIGHT INTERVIEW: Diversifying Your Career in Nursing and Midwifery**



As the first nurse in Australia to use biopsy in prostate, David takes us through his journey in becoming a specialised nurse and why he's a big believer in being a proactive driver for change:

- Volunteering to move your profession forward – be open to giving it a go
- Nursing can be a diverse and rewarding career; you just have to “open the doors”
- Mentorship – to help you overcome the hurdles when you step into the unknown
- Tips for building your professionalism, such as joining professional networks and writing scientific papers

David Heath

Urological Nurse Practitioner
Bendigo Health

12:00 **CASE STUDY: Developing Leadership at the Coalface to Build and Sustain an Aligned Workforce and Culture**

With an aging workforce, turnover is inevitable. Yet many of those who leave will be leaders who have been pivotal to creating your unique culture. So when the time comes, how do you retain and rebuild your culture as your organisation grows but groups of people retire? Yackandandah Health is looking 5 years ahead to prepare for the inevitable cultural shift. With some unique rural challenges, learn how they are:

- Choosing staff who aren't only competent but also share in their values and understand their vision
- Developing leadership at the coalface to retain and re-establish their unique culture
- Evolving with the community that is every growing and changing
- Involving community representatives in governance restructure

Annette Nuck

Chief Executive Officer/Director of Nursing
Yackandandah Health

12:30 **CASE STUDY: Don't Lose Sight of the Human Element in Care Giving**

As we move towards future ways of working with modern technology being integrated into practiced care, it's important to maintain a sense of human connectedness and to raise critical thinking in care givers. If we get this balance right, we'll have less hospital complications, better patient experiences and improved staff satisfaction:

- Staff wellbeing goes hand in hand with patient safety and experience
- Rethink the way we think – a reminder that clinicians don't know everything and communication is vital
- Reframe and role model standards of care that bring the patient back as the thinker of the universe
- Comprehensive care – why it's important to have the same conversation with other disciplines

Linda Davidson MACN

Director of Nursing and Midwifery
Hunter New England LHD

13:00 **Nursing on the Go – How Advanced Nursing Roles are Changing the Lives for Our Most Vulnerable**

Simone holds a very unique role – the only one of its kind in Victoria! – doing her bit to drive better health outcomes for the most marginalised members of our community. Often small rural and remote communities lack nurse practitioners with the necessary skill, experience and flexibility, and her work out in the community helps to close this gap. HeR about the ups and downs of her advanced role in nursing and community care and why it's both challenging and highly rewarding:

- Why being mobile is so unique, beneficial and satisfactory
- Overcoming the challenges in being mobile, including isolation from peers and high-levels of autonomy
- Why is it so enriching? Not only is it taking what's traditionally advanced care outside of the hospital and to the patient's home, patients receive amazing health outcomes from it, including significantly reduced bed days, increased access to specialty services and increased interaction with the community and health service

Simone O'Brien

Nurse Practitioner & Midwife

Bendigo Health and Healthcote Health

13:30



Nurse Practitioner Panel Discussion: How to Leverage the Digital World for Your Career Progression

There's huge potential to expand your role as a nurse in the digital world. The key is to be open-minded! Hear from nurses who were brave enough to step into the unknown and expand their horizons:

- Explore niche and emerging specialities in nursing
- Don't pigeon hole yourself into one aspect of the role
- The different types of technology that a nurse can leverage, particularly telehealth
- Overcoming challenges with thinking outside the box, such as overcoming fear of change

Facilitator:

David Heath

Urological Nurse Practitioner

Bendigo Health

Panelists:

Jana Middlemis

Urological Nurse Practitioner

Bendigo Health

Simone O'Brien

Nurse Practitioner & Midwife

Bendigo Health and Healthcote Health

Samantha Moses

Founder

Australian Primary Health Care Nurses Association

Lucy Osborne

MACN ENL

RN

Royal Children's Hospital

Hollie Jaggard MACN ENL

Emergency Care Nurse

Peninsula Health

Want to join the panel? Please contact us at sponsorbranding@iqpc.com.au

14:00

Nurses' Experience as the Consumer - The Ups and Downs of Being on Receiving End

Often the best way to deliver care is to experience it from the receiving end. Jenny will share the ups and downs nurses experienced as the consumer, including her own experiences as a patient at Monash Health:

- Ethical dilemmas around whether to disclose their health professional background as this might impact the care being given
- Just being treated as a bed number - often there was a lack of engagement between clinician and patient
- How their experience influenced the way they practiced as they recognise the importance of empathetic care

A/Prof Jennifer Weller-Newton EdD, FACN

State Chair Victoria Network

Chairperson Melbourne Region

14:30

CASE STUDY: Putting Staff First - How Can We Improve the Who/When/Where/Why/How of Staff Engagement to Build Positive Workplace Morale

Peninsula Health's workplace wellbeing committee is striving to create a positive workplace that promotes multi-level relationships. This will be the foundation for improved staff wellbeing. Learn about Peninsula Health's agenda to:

- Build staff connections, strengthen staff relationship and build relationships across disciplines
- Better understand what a staff wants to get out of workplace relationships and how they want to engage with people in a work and non-work context
- Educate staff around the benefits of strong multi-level relationships that directly impacts their day to day

Hollie Jaggard MACN ENL

Emergency Care Nurse

Peninsula Health

15:00

Growing the Future Workforce

Learn how Eastern Health's Nursing and Midwifery Graduate Program offers a contemporary program which sets a strong foundation for socialisation to the profession and to the health service and consistently maintains retention rates at 96% and in 2018 a 24% increase in applications, demonstrating short term success in the long term strategy for Growing the Future Workforce.

Michelle Rutherford

Director, Learning and Teaching, Pre-registration and Transition to Practice Programs

Eastern Health

15:30

CLOSING REMARKS FROM CHAIR



PATIENT EXPERIENCE

REGISTER NOW FOR FREE

Enhancing the Patient Experience and Journey through Technology, Innovation and Patient-Centred Care

2019 SPEAKERS



Sherri Huckstep
Chief Experience Officer
The Royal Women's Hospital



Garth McDonald
General Manager of Technology
Delivery and Projects, Australian Digital Health Agency



Karen Patterson
Director of Capability and Culture
Clinical Excellence Commission



Louise McKinlay
Director Consumers as Partners
Safer Care Victoria



Sandra Rogers
Manager, Patient Experience
Monash Health



Katrina Lewis
Lead for Patient Experience and Consumer Participation
Alfred Health



Dr Paul Eleftheriou
Chief Medical Officer
Western Health



Prof. Kon Mouzakis
Director
Applied Artificial Intelligence Institute



Tam Nguyen
Deputy Director of Research
SVHA



Rajesh Vasa
Deputy Director
Deakin Software & Technology Innovation Lab



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



Alan White
Author
Counsellor and Men's Health Advocate



Prem Prakash Jayaraman
Head - Digital Innovation Lab
Swinburne University



Suellen Bruce
Executive Director People, Culture & Communications
Western Health



A/Prof Munjed Al Muderis
Orthopaedic Surgeon and Founder
Osseointegration Group of Australia



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



Brent Richards
Medical Director of Innovation and Director of Critical Care Research
Gold Coast Hospital and Health Service



Alicia Cunningham
Executive Officer, Loddon Mallee Regional Clinical Council and former Experience & Innovative Practice Coordinator
Kyabram District Health Service



PATIENT EXPERIENCE

REGISTER NOW FOR FREE

Enhancing the Patient Experience and Journey through Technology, Innovation and Patient-Centred Care

2019 SPEAKERS



Prof. Penelope Schofield
Head of Behavioural Science in Cancer
Peter MacCallum Cancer Centre



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



Dr Angela Watt
Director Research Governance and Ethics
Melbourne Health



Glenn Bedwell
Patient Advocate



Louisa Walsh
Assistant Managing Editor, Cochrane Consumers and Communication
La Trobe University



Dr Chi Li
Palliative Care Physician
Alfred Health



Jenny Barr
Community Engagement Manager
The Royal Melbourne Hospital and North Western Mental Health



Janney Wales
Consumer representative
The Royal Melbourne Hospital



Rowena Sannang
Consumer consultant
Merri Health



Amelia Watkins
Business Development Manager
Aged & Primary Care Merri Health



Priscilla Hiromi Correa
Accredited Practising Dietitian and Community Participation Officer
Hepatitis Victoria



Carolyn Rowan
Consumer Advisor
Western Health



Dr Stephen Vaughan
Chair
Cancer services Institute Epworth Health Care



Leanne Foster
Patient Advocate

“What a great opportunity to be with like-minded people and share our work, experiences, successes and shortfalls. This is about learning. One thing we have learned at Safer Care Victoria is that we can’t do this alone – together is better! That is why I am thrilled to be speaking at VHW and appreciate the opportunity to engage and share our thinking on this very important area in healthcare reform and improvement.”



Louise McKinlay
Director, Consumers as Partners, **Safer Care Victoria**

10:20 **Welcome Address from the Chair**

Tam Nguyen

Deputy Director of Research, **SVHA**

10:30 **KEYNOTE PRESENTATION: Approaches to Improving Person-Centred Care at the NSW Clinical Excellence Commission**

Partnering with patients is essential to providing safe, quality care. However it can be difficult for patients, families and carers to voice concerns or understand how to be more involved in their care. Hear how the NSW Clinical Excellence Commission (CEC) is collaborating with frontline clinicians and consumers to actively promote partnership through their:

- REACH program, which encourages consumers to speak up if they are worried about changes in their condition
- Consumer Council, which is tackling strategic issues in safety and quality
- State wide Health Literacy Framework, which is a guide to improving health literacy at an individual and a system level

Karen Patterson

Director of Capability and Culture
Clinical Excellence Commission

11:00 **CASE STUDY: Coaching Staff to Build an Emotional Connection with Patients and Families**

Based on recent research, better staff experience results in better patient experience. We need to coach rather than train staff in mindfulness and help them reconnect with patients to create a kinder healthcare system. Learn about the difference between coaching and training and how the "Monash Care" program is helping staff to:

- Manage the stress of relentless activity, because if staff feel stressed, this will translate into how they relate to their patients
- Talk openly with their peers about their challenges to create a positive and supportive working environment
- Overcome the misconception that clinicians don't care by teaching staff to be mindful of the patient and their journey

Sandra Rogers

Manager, Patient Experience, **Monash Health**

11:30 **SPOTLIGHT INTERVIEW: How a Doctor's Experience with Machine Learning Translates into Better Health Outcomes for Patients**



The Australian Institute for Machine Learning is the largest machine learning group in Australia and the third most productive computer vision group in the world., Johan will reflect on his experience connecting world-class machine learning (ML) and AI capabilities to the new Adelaide Biomed City and demonstrate how it will impact hospitals, medical imaging and ultimately improve patient experiences, safety and health outcomes by:

- Analysing relationships between prevention or treatment techniques and patient outcomes

- Offering an objective opinion to improve efficiency, reliability, and accuracy
- Reducing the risk of misdiagnosis and improve patient survival rates

Dr Johan Verjans

Deputy Director Centre for Medical Machine Learning

Australian Institute for Machine Learning

12:00 **Patients Come First(PCF) Strategy: Alfred Health's Roadmap for patient centred care**

Developed in conjunction with community, consumers and staff , Alfred Health's four year "Patients Come First" strategy is a 'roadmap' for consumer participation and patient experience and aims to put patients and their families at the centre of care through supporting their own individual healthcare needs and rights. Learn about their journey over the past 7 years, including tools and mechanisms for measuring patient experience, what worked, what didn't and how they went about co-designing their patient feedback mechanisms

- Learn about the collaborative approach to the development of the strategy, alignment with other mandatory requirements, how it has evolved over time, the 8 pillars that underpin it and how it is measured
- Hear about lessons learnt from having nonintegrated feedback systems that measured patient experience and their improvement initiative Feedback...its everyone's business that has improved integrating reporting to board, executive, clinicians to effect local change and improve patient experience
- Tools tried and tested that capture the patient experience, surveys, focus groups, stories, complaints and compliments
- Next steps, meaningful engagement with our more vulnerable, hard to reach patients

Katrina Lewis

Lead for Patient Experience and Consumer Participation, **Alfred Health**

12:30 **PATIENT SPOTLIGHT: Discover the Potential of Mind Controlling Prosthesis**



Specialised nerve-reassignment surgery uses high-tech electronics control to translate nerve impulses into movement of the extremity. Learn about specialised nerve-reassignment surgery and how it is changing lives with one of Munjed's patients sharing their amazing journey and experiences before, during and after the surgery.

A/Prof Munjed Al Muderis

Orthopaedic Surgeon and Founder
Osseointegration Group of Australia

Glenn Bedwell, Patient Advocate

13:00 **CASE STUDY: How to Leverage Data Platforms to Personalise Treatment**

Up until now, data has been a cost to healthcare but we need to switch our way of thinking and see data

as an asset. But in order to use big data to deliver the most cost effective care at minimal waste, you need to first understand the fundamentals of AI. With reference to their data platform project, Brent will explain the level of data you need for AI and how you can effectively use it to achieve precision medicine and better health outcomes for patients.

Brent Richards

Medical Director of Innovation and Director of Critical Care Research
Gold Coast Hospital and Health Service

13:30 **CASE STUDY: Bespoke Model of Healthcare - Creating Comprehensive Patient-Centric Care by Integrating Digital Health Technology with Direct Clinical Contact**

There's an escalating global crisis where the current healthcare model cannot meet increasing demands. So how do we reconceptualise the provision of healthcare to produce better outcomes regardless of location and at no greater cost? Learn how a personalised bespoke healthcare system (BHS) can do just that by placing consumers in the position of authority to direct their own care and:

- Further develop iEMR into a BHS to effectively use big data and respond to consumer needs; not just be a passive repository of medical information
- Adopt a holistic team approach that includes Government, funders, advocacy groups, clinicians, community groups and universities
- Serve as an education platform to upskill patients and carers and offer an intelligent model of healthcare that is ubiquitous, efficient and continuously improving

Prof. Penelope Schofield

Head of Behavioural Science in Cancer
Peter MacCallum Cancer Centre

14:00 **PATIENT SPOTLIGHT: Finding Our Voice in Healthcare**



In healthcare, patients often experience a lack of communication and engagement driven by the assumption that the clinician knows best. This can result in misdiagnosis and feelings of isolation and frustration.

Hear from Alan White, an engaging Men's Health Advocate, who takes us through his own personal story after being first diagnosed with prostate cancer back in early 2000. Alan will reflect on the complications, how he was able to bounce back and keep enjoying life and share on how he continues to influence, inspire and empower prostate cancer survivors and patients to beat their inner demon and take ownership of their care and well being.

Alan White

Author, **Counsellor and Men's Health Advocate**

14:30 **TOP TIPS PANEL: How to Promote a Positive Clinical Trial Experience for Patients**



When it comes to revolutionising medicine and technology, patient and clinical engagement is an increasingly important aspect of successful

clinical trials. However, organisations face increasing trial costs and time to market due to low patient enrolment rates, increasing dropout rates and limited patient engagement. In order to successfully execute clinical trials, organisations must amplify their focus on the patient experience and aim to incorporate the patient voice.

Hear from patient advocates, researchers and clinicians on how you can promote a positive clinical trial experience and better collaborate with patients, including:

- Creating awareness among patient communities
- Accelerating identification of qualified patients
- Driving patient retention and adherence
- Maintaining patient engagement and connections

Prof. Nilmini Wickramasinghe

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

Alan White

Author, **Counsellor and Men's Health Advocate**

Dr Stephen Vaughan

Director of Cancer Institute, **Epworth Health Care**

Leanne Foster, Patient Advocate

15:00 **Case Study: Learn How Co-Design and Innovation Improves Patient Experience and Clinical Outcomes**

Paul will share key learnings in producing a positive experience for patients, while still delivering high quality and safe care, centered around the principles of co-design, open disclosure, innovation and technology. Paul will use local examples from his organisation, Western Health, to leave the audience with pragmatic strategies and tips.

Dr Paul Eleftheriou

Chief Medical Officer, **Western Health**

15:30 **Co-Production of an Organisational Model of Health Literacy**

Melbourne Health has developed an organisational health literacy framework to inform the actions required to achieve partnering with patients, consumers and carers for better health outcomes. The framework has been co-produced, driven by a consumer representative and executive. The development process and framework outcome will be shared.

Jenny Barr

Community Engagement Manager
The Royal Melbourne Hospital and North Western Mental Health

Janney Wales

Consumer representative
The Royal Melbourne Hospital

16:00 **CLOSING REMARKS FROM CHAIR**

10:20 **Welcome Address from the Chair**

Dr Angela Watt

Director Research Governance and Ethics
Melbourne Health

10:30 **KEYNOTE PRESENTATION: Digital health - Better Health for all Australians**

Australian Digital Health Agency GM Garth McDonald will discuss how integration of digital health services is improving patient health outcomes. He will explain where Australia sits globally following the Agency's Digital Health Evidence Review, and he will discuss initiatives such as the Children's Digital Health Collaborative that is digitising paper-based baby books. Mr McDonald will also discuss the Agency's test beds program that is addressing health priority areas such as medicines safety at transitions of care, and health data interchange for improved management of chronic health conditions.

Garth McDonald

General Manager of Technology
Delivery and Projects

Australian Digital Health Agency

11:00 **Co-Designing a Framework for Consumer Engagement & Participation in Healthcare**

Safer Care Victoria (SCV) partnered with local staff and patients to co-design a framework that promotes greater clinical and consumer engagement and participation in healthcare improvement and innovation activity. Louise will demonstrate the power of co-design and:

- The 5 domains of the framework with priorities as defined by staff and consumers, and why the framework is important to Victorians
- The impact of co-design as it enables them to be engaged in healthcare and be advocates for change
- How your staff is just as important as your patients
- How you can implement the framework, including commitment and terms of action SCV recommends to achieve better outcomes

Louise McKinlay

Director Consumers as Partners
Safer Care Victoria

11:30 **Partnering with Consumers for Better Care and Outcomes: Practical Strategies at a System and Individual Health Service Level in the Loddon Mallee Region**

In this session you'll hear about enhancing the engagement, visibility and voice of consumers in the design, function and improvement of the Loddon Mallee's health care system, through the work of the Loddon Mallee Regional Clinical Council (LMRCC). The session will also touch on practical and innovative strategies to apply the SCV Partnering in Healthcare framework at individual small rural health services.

Alicia Cunningham

Executive Officer, Loddon Mallee Regional Clinical Council and former Experience & Innovative Practice Coordinator
Kyabram District Health Service

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, with insight into how customers collaborate with the ADHA to get the outcomes
- 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/Consumer Advocate and Consumer Reference Lead
Australian Digital Health Agency

12:30



Panel Discussion: Collaborative Pairs Australia: Transformative Consumer/Provider Leadership for a More Satisfactory Healthcare System

Collaborative Pairs Australia is a unique national leadership training program from the Consumers Health Forum of Australia that draws its foundation from the Kings Fund in the UK. It is designed to reconfigure and transform the way health and care services are delivered by shifting the way clinicians, patients and consumers collaborate and build productive relationships. Learn how this program:

- Trains consumers and service providers to embody the necessary skills for developing collaborative partnerships
- Breaks down the cultural barriers that often exist between those providing the services and those receiving them
- Allows participants to practice different roles and perspectives and appreciate how our differences can be a constructive force for change

Facilitators:

Louisa Walsh

Assistant Managing Editor, Cochrane Consumers and Communication
La Trobe University

Dr Chi Li

Palliative Care Physician
Alfred Health

Panelists:

Rowena Sannang
Consumer
consultant
Merri Health

Amelia Watkins
Business Development
Manager
Aged & Primary Care
Merri Health

Carolyn Rowan
Consumer Advisor
Western Health

Priscilla Hiromi Correa
Community Participation
Officer
Hepatitis Victoria

13:00 **CASE STUDY: Learn How to Address Health-Related Needs through Digital Innovation in a Non-Confronting, Culturally Sensitive Manner**
Digital technology provides us unparalleled opportunities to design, develop and deploy solutions that can be tailored to address all individuals health and wellness needs. However, it is important that we do not fall into the trap of the one size fits all mentality. Learn how to address health-related needs by combining 3 key elements to deliver services that meet all people's needs:

- Critical aspects of digital and health literacy
- A sensitivity to various aspects of age, gender, cultural and language preferences
- A design thinking approach to design, develop and deploy digital health solutions

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

13:30 **CASE STUDY: Top Tips for Driving a Positive Workplace Culture**
Western Health is seeing improved productivity and job satisfaction as a result their 5 tier strategy to drive a positive workplace culture that in turn, results in improved patient outcomes. Get top tips for:

- From Board to Ward, Culture is everyone's responsibility
- Engaging medical staff in the journey and messaging so they own a part of the strategy
- Empowering teams through a program called SCORE (Strengthening Culture and Organisational Respect and Engagement) to own and drive their team culture
- Bringing credibility to the culture shift and sustaining the focus and commitment against other busy agendas

Suellen Bruce
Executive Director People, Culture & Communications
Western Health

14:00 **Internet of Things: Towards delivering People-Centered Care**
The internet of things (IoT) is gaining significant interest and adoption across several sectors, including healthcare. It offers enormous opportunities to drive efficiencies and disruption, and greatly influences patient experiences, safety and outcomes by providing the ability to deliver people-centered care. This talk will provide an overview of IoT-driven people-centered care and discuss 2 applications of IoT in Healthcare that have the potential to deliver people-centered care. The talk will also present a related application of IoT for Health and Wellbeing in the Manufacturing Industry. In particular, the talk will cover the following 3 case studies:

- Improving Medication Adherence
- Supporting Independent Living and Social Connectedness in Elderly
- Worker Health and Wellbeing - A case from manufacturing industry

Prem Prakash Jayaraman
Head - Digital Innovation Lab
Swinburne University

14:30 **TOP TIPS: Experience Feedback System in Action: Learn how the Royal Women's Hospital is using different sources of patient feedback to engage staff in improving patient experience**
The Royal Women's Hospital has been on a 3 year journey to RAISE the bar on patient and consumer experience. They started with a focus on culture and inspiring staff and volunteers to be involved in this effort. The development of a feedback system that utilises qualitative and quantitative patient experience feedback and promotes celebration of achievements and a focus on improvement was a next natural step.

- Learn about the tools that have worked best and what information and processes are meaningful, including a near-real time measurement program developed with consumers
- Hear how RWH is analysing and using this data to find trends, have conversations with staff and volunteers, celebrating the wins and engaging them in improvement
- Appreciate how organisational readiness for improvement of patient experience is essential

Sherri Huckstep
Chief Experience Officer
The Royal Women's Hospital

15:00 **CASE STUDY: Applying Artificial Intelligence in Trauma Bays to Drive Better Patient Outcomes**

As the first hospital in Australia to standardise decision support system for trauma bays, Alfred Health was able to reduce errors of admission and average stay by 22% respectively. This technology is now being used extensively in trauma hospitals across the globe to significantly improve outcomes for patients:

- Reviewing and modifying the original application to contemporise it
- Important to get accurate and relevant information while the patient is in transit and first arrives in the hospital
- How to get specialist help whilst the patient is in transit and remotely communicate
- Using technology to make information easy to read and a succinct snapshot of patient data through data visualisation and interactive technology

Prof. Kon Mouzakis
Director
Applied Artificial Intelligence Institute

- AI technology runs on probabilities so we need to remain competent and consider how to deal with failure always
- Tip and use case examples of leveraging AI to support clinicians and increase empathy, safety and quality of care

Panelists:

Brent Richards
Medical Director of Innovation and Director of Critical Care Research
Gold Coast Hospital and Health Service

Prof. Kon Mouzakis
Director
Applied Artificial Intelligence Institute

Rajesh Vasa
Deputy Director
Deakin Software & Technology Innovation Lab

16:00 **CLOSING REMARKS FROM CHAIR**

15:30 **PANEL DISCUSSION: How AI Will Change the Future of Work and Facilitate More Humanised Patient Experiences**



It's projected that by 2030, 100% of jobs will change because of AI. But change can be for the better! AI is adopting a more prominent role in data analysis and reporting, enabling clinicians to step away from the computer and be back in front of the patient. Learn about key pitfalls to avoid with AI, including:

- Be careful to not over-trust it
- We need to understand its capabilities and limitations

“I am delighted to be a part of Victorian Healthcare Week 2019, especially with this year’s new theme of Patient Experience. The breadth and depth of speakers, all providing their insights into understanding and working to improve the patient experience, is really exciting. Enhancing patient experience is important because a positive patient experience is related to better health outcomes and that is what is at the heart of healthcare.”



Sandra Rogers
Manager, Patient Experience
Monash Health



IT'S YOUR TIME TO SHINE AT VICTORIAN HEALTHCARE WEEK 2019!

As the healthcare hub for Victoria, Victorian Healthcare Week 2019 will bring together all the key decision makers - from Executives to Clinicians - under the one roof to explore and learn about the latest technologies and innovations shaping the industry.

Victorian Healthcare Week provides the ideal platform for solution providers because of its size and location.

WHY?

1	2	3	4	5
<p>Victoria is 2nd to NSW in investing the most in healthcare, investing \$4.3 Billion in healthcare; over \$3 Billion of this being dedicated to infrastructure</p>	<p>Different audience demographic to Australian Healthcare Week, with a majority attendance from Victoria</p>	<p>Smaller sized Expo means greater opportunities to shine and really impress upon the audience your position as an exclusive provider</p>	<p>Brand awareness and exposure to 1000+ attendees set to walk through the doors of the Melbourne Convention and Exhibition Centre</p>	<p>Get up and personal with key decision makers across Victoria's metro, regional and remote hospital</p>

For more information about sponsorship and exhibition opportunities at Victorian Healthcare Week 2019 get in touch with us today via:

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