

together is better — 29/30
APR 19

**PARTNERING —
IN HEALTHCARE
— FORUM**



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Click on 'Partnering in healthcare forum' to access the event.

Password: **SaferCare19**

Get access to full information about our forum:

- Plan your days, and be where you need to be
- Connect with speakers and other attendees
- Get alerts on any last minute changes



Partnering in healthcare
A framework for better care and outcomes



read the framework

Our new Partnering in Healthcare framework is available at bettersafercare.vic.gov.au

stay connected

#partnerinhealth #withconsumers



welcome —



I am proud to welcome you to Safer Care Victoria's first Partnering in healthcare forum.

The theme 'Together is better' – reflects our commitment to placing consumers at the centre of everything we do. We all achieve better health outcomes when health services work in partnership with consumers, patients, carers and communities. And 300 of you have chosen to come together at this sold out event to do just that.

We have an unparalleled opportunity to work together over the next two days to focus on how we best respond to the needs and expectations of consumers and deliver care that is safe, person centred, equitable and clinically effective. Oh and kind.

We want to celebrate involving consumers in their own healthcare at all levels – an approach guided by our Partnering in healthcare framework.

Prepare to be inspired, to gain knowledge and insights from dynamic keynote speakers and practical masterclasses, and to hear some great success stories.

We look forward to seeing you at the 2020 Outcomes Summit.

Professor Euan Wallace AM
CEO Safer Care Victoria



with consumers

Both our Partnering in healthcare forum and framework have been awarded the #withconsumers tick by the Consumers Health Forum of Australia. This is in recognition of how committed we are to integrating the experiences and insights of consumers.

drop by our consumer welcome lounge

As well as the virtual connections available through our event app, we've created a physical space for peer networking and support.

Because we know 'together is better' SCV's consumer partnerships team has worked hard to make it possible for a broad, representative range of consumers from all around Victoria to attend and participate in this event.


By sponsoring registrations and supporting rural and regional accommodation needs, we expect to have around 100 consumers at the forum in a range of roles including keynote speakers, session hosts, peer support and social media ambassadors.

Make sure to connect with your consumer peers in the welcome lounge from 8am on both days.

day one —

- workshop
- masterclass
- keynote
- showcase
- networking
- general

8:30-9am  connect over coffee

9-9:30am  why together is better for partnering in healthcare
grand ballroom

Minister for Health Jenny Mikakos MP and Prof Euan Wallace, CEO, Safer Care Victoria
Official opening and welcome to country, followed by the launch of the Partnering in healthcare framework.

9:30-10:15am  consumer partnerships for REAL
grand ballroom


David Gilbert, Consumer Director, National Health Service
David will challenge how we value the role of consumers and patients and unpack the evidence on good engagement. He will share the story of the rise of 'patient leadership' in the UK and how it is transforming roles, opportunities, and models of patient partnership.

10:15-11:15am  from bedside to boardroom: how partnering in healthcare happens
grand ballroom

Consumer Ben Cryan will share his consumer patient experience story, then join a panel discussion with:

- Russell Harrison, CEO Western Health
- Lyn Swinburne AO, Board Chair, The Royal Women's Hospital
- Dr Melissa Yang, Respiratory and sleep physician, Western Health
- Adj Assoc Prof Janet Chapman, Director Regional Partnerships and Planning, Albury Wodonga Health
- Louise McKinlay, Director Consumers as Partners, Safer Care Victoria

11:15-11:45am  morning tea

11:45am-1pm  who am I and what am I doing here? patient partnership roles and opportunities
grand ballroom

David Gilbert, Consumer Director, National Health Service
David will share his experience of building The Sussex Model for Patient Leadership and explore how such a model might work in Victoria.

 are you really listening? how to become a social listening organisation
huntingfield room

Danny Vadasz, CEO, Health Issues Centre
Danny will reveal what true listening is, and how health organisations can become person-centred by tuning in instead of turning off.

 co-production: a global collaboration
stradbroke room

Jane Evans, Director Performance Excellence, Patient Experience and Consumer Engagement, Eastern Health
You will gather key insights about the benefit of co-producing healthcare and understand how to apply the concepts of co-production in your organisation.


 schwartz rounds: the monash experience
delacombe room

Anne-Marie Hadley, Chief Experience Officer and Adj Assoc Prof Leeroy William, Clinical Lead Schwartz Rounds, Monash Health
Learn how Monash Health has used Schwartz Rounds to help hospital staff talk about the emotional and social elements of providing person-centred care.

1-2pm  lunch

2-3:45pm  working together for effective communication
grand ballroom

Explore two key approaches for good communication between health professionals and consumers.
Teach-back and the communication gap
Dr Alison Beauchamp, Senior Research Fellow, Department of Medicine, University of Melbourne
Shared decision-making: what it is and what it is not
Prof Lyndal Trevena, Primary Healthcare, Public Health, The University of Sydney

 rural, regional and remote: exploring the three Rs in consumer partnership
delacombe room

Hear from regional health services on their experience of partnering in healthcare.
'No filters': Consumers as partners in educating clinicians
Bev McLaine, Consumer Participation and Patient Engagement Officer and Colleen Petrie, Clinical Nurse Educator, Bendigo Health
Consumer engagement: A regional approach to quality and safety
Alicia Cunningham, Executive Officer and Janet Wood AM, Consumer, Loddon Mallee Regional Clinical Council

 exploring system-wide engagement strategies in metropolitan health services
stradbroke room

Hear about the engaging with care framework and understanding the role interpreters play in improving services.
Partnering through story telling
Kate Barnes, Director, Patient and Consumer Experience and System Improvement, The Royal Women's Hospital, Louise Sampson, Partnering with Patients and Consumers Coordinator, The Royal Women's Hospital
How interpreters can help improve services in hospitals
Emiliano Zucchi, Manager Transcultural and Language Services, Northern Health
Co-production of an organisational model of health literacy
Jenny Barr, Community Engagement Manager and Janney Wale, Consumer Representative, Melbourne Health

 no quality without equity
huntingfield room

This session will explore how to deliver safe, high-quality healthcare by addressing equity and inclusion.
Providing high quality and safe healthcare to Aboriginal and Torres Strait Islanders
Ben Gorrie, President, Congress of Aboriginal and Torres Strait Islander Nurses and Midwives
Walking the walk: A reflection on co-production in practice
Fiona Browning, Independent Mental Health Consumer Consultant

3:45-4pm  afternoon tea

4-4:30pm  equity and inclusion in healthcare: if cultural safety is the answer, then what is the question?
grand ballroom

Dr Ruth De Souza, Academic Convenor, The Data, Systems and Society Research Network
Healthcare settings are imagined as places of altruism, heroism and care. Ruth suggests that for healthcare settings to live up to this ideal, organisations must explicitly engage with history and politics to expose and transform these inequalities through cultural safety.

4:30-6:30pm  collaborate and connect: celebrate and network
foyer



day two —

- workshop
- masterclass
- keynote
- showcase
- networking
- general

- 7:45-8:30am

 **VHES: a new era**
foyer

Dr Lance Emerson, CEO, Victorian Agency for Health Information (VAHI)
Learn more about the Victorian Healthcare Experience Survey (VHES) reform directions and VAHI's patient reported outcome data program.
- 8:30-8:45am

 **partnering in healthcare is everybody's business**
grand ballroom

Louise McKinlay, Director, Consumer as Partners, Safer Care Victoria
Louise explores our new framework, where we go next and how we'll get there.
- 8:45-9:15am

 **consumers transforming healthcare: shifting gears for real change**
grand ballroom

Leanne Wells, CEO Consumers Health Forum of Australia
Join Leanne as she outlines the transformation shifts needed to deliver a truly person-centred health system, and the key roles health consumers can play.
- 9:15-11am

 **how do we measure success in partnering in healthcare?**
grand ballroom

Jacinta Cubis, Facilitator, Partnership practitioner
Join us for a dynamic and interactive discussion about meeting the challenges of implementation, progress and measurement.
- 11-11:30am

 **morning tea**
- 11:30am-1pm

 **walking the tightrope of patient partnership**
grand ballroom

David Gilbert, Consumer Director, National Health Service
David will explore key challenges experienced by patient leaders both here and in the UK. He'll take us through the sometimes tricky balancing act faced by our 'patient partners'.
-  **from text size to target audience and beyond!**
exploring the new health information guidelines
huntingfield room

Assoc Prof Sophie Hill, Head, Centre for Health Communication and Participation and Louisa Walsh, Research Officer, La Trobe University
The new health information guidelines provide practical advice and useful resources to develop and source high-quality health information.

-  **using data to improve outcomes: patient reported experience and outcome measures**
stradbroke room

Prof Mei Krishnasamy, Chair in Cancer Nursing, University of Melbourne and the Victorian Comprehensive Cancer Centre and Sue Evans, Academic Lead, Prostate Cancer Outcomes Registry and ANZ Director, CRE in Patient Safety Public Health and Preventive Medicine, Monash University
Learn about the application of patient reported outcomes and experience measures in cancer care in Victoria and how patient reported data will drive future VAHI outcomes and experience programs.
-  **your skills matter**
delacombe room

Prof Peter Martin, Professor of Clinical Communication and End-of-Life Care, School of Medicine, Deakin University and Director, Centre for Organisational Change in Person-Centred Healthcare (OCPH)
This session will focus on interventions, evidence and clinical communication skills that matter, and empowering the consumer.
- 1-2pm

 **lunch**
- 2-3pm

 **how do I do cultural safety?**
grand ballroom

Ruth De Souza, Academic Convenor, The Data, Systems and Society Research Network
Cultural safety recognises that power is embedded in the policies and practices of the health system and attempts to re-balance it in favour of consumers. This workshop encourages you to identify how you can make small steps in your own practices.
-  **carers as safety contributors in hospitals: from the periphery to partnership**
huntingfield room

Dr Bronwyn Merner, Centre for Health Communication and Participation and Assoc Prof Sophie Hill, Head, Centre for Health Communication and Participation, La Trobe University
Hear about research showing how carers perceive they make significant contributions to patient safety, but in isolation rather than partnership.
-  **how behaviour change can help to optimise healthcare**
stradbroke room

Assoc Prof Peter Bragge, Director of Health Programs, BehaviourWorks Australia, Monash Sustainable Development Institute
Learn the key theories underpinning behaviour change science and how these have been applied between researchers and policymakers in Victoria.
-  **building relationships for change: the collaborative pairs australia demonstration trial**
delacombe room

Ms Louisa Walsh Facilitator, Collaborative Pairs Australia, Consumers Health Forum of Australia
Hear about the progress of the Collaborative Pairs Australia demonstration trial and get a taste of what it's like taking part in the program.
- 3-3:30pm

 **that's a wrap: reflections and where to next**
grand ballroom

A consumer-and clinician-led summary of the key learnings, insights and future opportunities for partnering in healthcare.
- 3:30-4pm

 **close and roaming afternoon tea**

keynote speakers —



david gilbert

consumer director, national health service (NHS)

David Gilbert is a well-known social innovator, inspirational speaker and specialist trainer/facilitator. Author of the forthcoming book 'The Patient Revolution' and of the sometimes controversial 'Future Patient' blog (futurepatientblog.com). David is also the first UK Patient Director, a senior executive leadership role in a statutory healthcare provider (for musculoskeletal and integrated pain services).

His three decades in health consumer engagement and health improvement have seen him develop robust improvement resources such as the Engagement Cycle (www.engagementcycle.org) and 'Bring it on: 40 steps to supporting patient leadership'. David is also recognised for his work to pioneer the concept of patient leadership and was co-founder and a Director of the UK Centre for Patient Leadership.

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leanne wells

CEO consumers health forum

Leanne is a health advocate and service executive with more than 30 years' experience in health and social policy, program and service development. She has held executive positions in federal government and in national and state non-government organisations. Leanne is Board Director of Coordinare South East New South Wales' Primary Health Network, the Ozhelp Foundation, PainAustralia and the Australian Pharmacy Council. She is the Independent Chair of Coordinare's Community Advisory Committee.

Leanne has several advisory appointments including the Commonwealth's Primary Health Care Advisory Group, NSW Agency for Clinical Innovation's International Expert Advisory Committee and the Primary Care Committee of the Australian Commission on Safety and Quality in Health Care's Board. Leanne has tertiary qualifications in communications and business. She is a member of both the Australian Institute of Company Directors and the Australian Institute of Management.



ruth de souza

academic convenor, the data, systems and society research network (DSSRN)

Dr Ruth De Souza is a Honorary Senior Research Fellow in Clinical Informatics and Population Health Informatics at the University of Melbourne.

Ruth is a nurse researcher with a passionate interest in expanding the anti-racist potential of cultural safety in health and social care in order to improve health care outcomes for marginalised groups through theory, practice and policy and to examine the role nurses and other health professionals can play in social justice.



about this event —

together is better

FACT: Patients have better outcomes when we partner with consumers, carers and communities.

This forum celebrates involving consumers in their own healthcare – from interacting with their health professional, to participating in hospital activities, decisions and future government strategies.

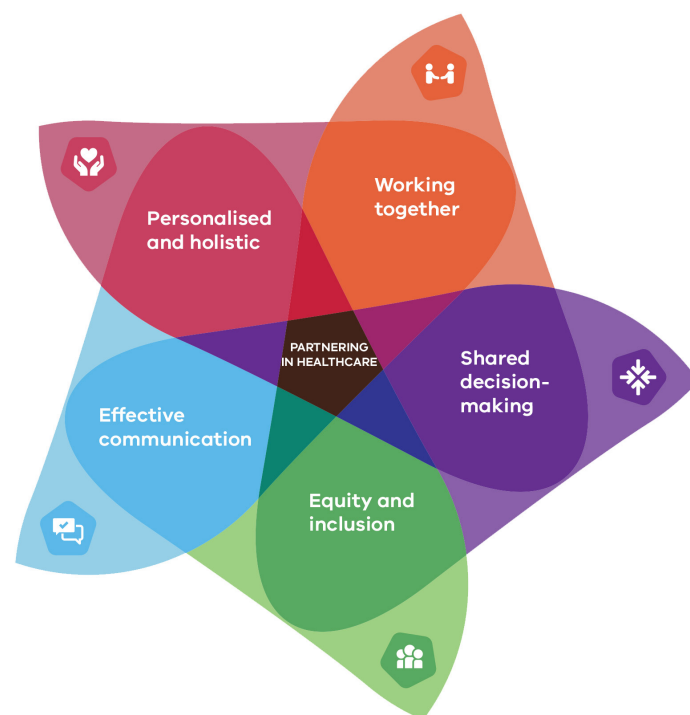
Our program features inspirational keynotes and practical masterclasses. Over two days you will celebrate and network with your peers while learning useful strategies to help you work together.

We will share success stories from clinicians and consumers who have done this and achieved great outcomes.

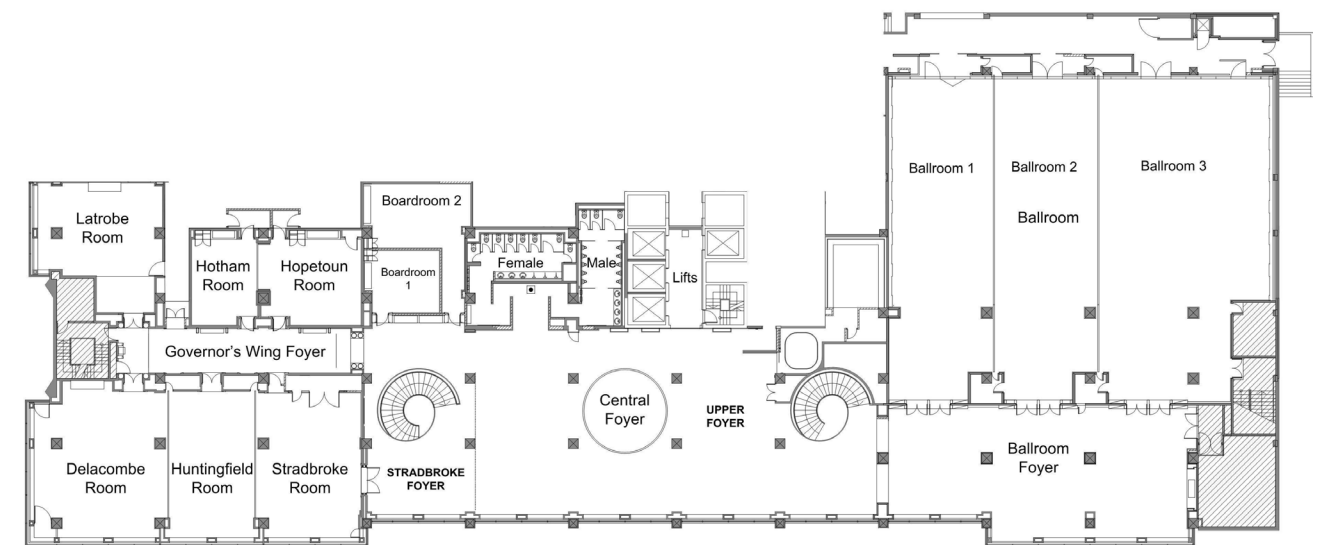
Plus, we will focus on how we can make the Partnering in healthcare framework a reality in Victorian health services.

Co-designed with consumers and health professionals, our framework outlines a new approach to partnering with consumers to achieve high quality care that is safe, person and family centred, equitable and clinically effective.

Both the forum and framework are the first step to achieving better partnerships.



level 1 pullman melbourne on the park



registration desk

Here you can print your own ticket using the scanners and printers.

You will need your ticket to enter all sessions and networking events. If you have any difficulties, the desk will be staffed between 8am and 12pm.

wi-fi

How to connect

Step 1: Connect to Pullman-Conf in Wi-fi settings

Step 2: It will redirect you to a login page

Step 3: Accept terms and conditions and enter the password: SaferCare19 to continue

general enquiries

Please connect with us through the event app, or email events@safercare.vic.gov.au.

using the app

Login Open your email from us and click on Verify account. Tap Open app to complete the verification. OR Under the menu, tap on Log in for more features and enter your details. You will receive a verification email and code.

Update your details Tap on your name in the menu to upload a photo, add contact information and link to social media.

Make yourself visible Tap the attendees icon then the silhouette icon. Tap Show on attendee list if you see the option. If you don't see the option, you are already on the list.

Connect with others Tap on someone's name to access their profile. From here you can send them a message, make an in-app appointment, or request their details through Add contact. If they accept, they'll receive your details too. You'll later be able to export your contacts.

Post to social media Under the menu tap Activity feed and Post using the #partnerinhealth and #withconsumers hashtags. Your post may take a couple of moments to appear.

Be where you need to be Tap My schedule to see your chosen sessions. Tap a session to ask a question, leave feedback, access live polls, or share to socials.

Stay up-to-date with the latest event news and announcements like schedule changes, reminders. Under the menu, tap Activity feed and Notifications.

Troubleshooting If you're having trouble downloading the app, please make sure your phone is up to date.

In order to receive updates, such as content changes and push notifications, you'll need to be connected to Wi-Fi. If the app is not functioning properly, try removing the event from your device and downloading again.

PARTNERING IN HEALTHCARE FORUM

Safer Care Victoria would like to acknowledge the support of the following sponsors

