



Crisis drives change

virtual event
12 May 2021





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GIANT STEPS 2021



Scan the QR code for more information on how to log in to the event

Access virtual sessions and all the information you need, plus:

- plan your day and which session to watch next
- access extra features like Humans of GIANT STEPS profiles and a video tour of the HerPlace Unmasked exhibition
- rewatch recorded sessions.

Be part of the conversation

To join the online conversation before, during and after the event, follow [Safer Care Victoria](#) and the hashtag [#GIANTSTEPS21](#)



Before the day

One week before the event, you will receive an email with your unique login details.

If you can't find your email, don't worry!



Simply scan the QR code to find instructions.

If you're still having trouble, please email us at events@safercare.vic.gov.au or phone [0418 378 292](tel:0418378292).



1 in 9 patients in Australian hospitals suffers a complication.

Despite the expectation of good health outcomes that comes with being a highly-developed nation.

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About this event

GIANT STEPS 2021 is a one-day virtual conference for anyone who is interested in finding a better, safer way to deliver healthcare in Victoria.

Taking on the tough topics

A topical take from the past year, GIANT STEPS 2021 is themed around Crisis drives change with the focus on:

- Quality improvement
- Emerging health challenges
- Leadership
- Delivering person centred care.

Creating a complete (virtual) event experience

We've produced a unique virtual program bringing together five high-profile and inspirational keynote speakers. Watch an engaging lunchtime session on compassion and wellbeing, plus a fun and fiery great debate.

And to improve your experience, you can also access bonus content through our Attendee hub, digest and download your day in one of our smaller break-out sessions, and learn a fun skill (or just be entertained) with new friends at one of our interactive networking events.

Collaborating with consumers

GIANTS STEPS has once again been awarded the [#withconsumers](#) tick in recognition of our commitment to [#togetherisbetter](#) and integrating consumer experiences and insights across all levels of work. We are also proud to support a number of consumers to attend.





Attendee hub tip

Check out the **Humans of GIANT STEPS** session to see other attendees attending the virtual conference



UNLOCKING POTENTIAL

Boston Consulting Group is a global management consulting firm and the world's leading advisor on business strategy.

BCG's Health Care practice works with health care providers, payers and systems across Australia to transform their business models and deliver competitive services that improve patient outcomes and deliver sustainable growth.

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CONSULTING
GROUP

Welcome (back) to GIANT STEPS



We are so excited to bring you another GIANT STEPS conference as promised! Although things are a little different this time round, we are confident you will be happy with what we have in store for you... As we're only here for the day, our program is packed and prodigious, it will leave you energised and inspired. As we're coming to your screens instead of seeing you in person, we have applied our trademark creativity to produce an online experience like no other.

We have a lot to celebrate

GIANT STEPS 2021 falls on International Nurses Day, a week after International Day of the Midwife, and during 2021: International Year of Health and Care Workers. So throughout the day we'll be profiling the Humans of GIANT STEPS and celebrating the incredible work that each of you do for Victoria and Victorians.

We will be back in person soon

Mark your diaries now: we've locked in 26–27 May 2022 for the next conference and we will be there to welcome you in person!

And in more good news – after the success of the 2019 event and this year's virtual ticket sales, we've decided that GIANT STEPS will be a biennial flagship event.

Please enjoy GIANT STEPS 2021.
We'll see you soon enough!

A handwritten signature in blue ink, appearing to read 'Ann Keenan'.

Adj Assoc Prof Ann Maree Keenan
A/CEO Safer Care Victoria

Program

MORNING

9am

Welcome

Adj Assoc Prof Ann Maree Keenen

A/CEO, Safer Care Victoria

Juliette Alush

Master of ceremonies

Official opening and

Acknowledgment of Country

9.15am

Keynote one



Tiffany Christensen

Writer, podcast host and Vice President Experience Excellence, The Beryl Institute

My bed's eye view

How do patients define harm? What are the ways we must begin to listen more deeply if we want to deliver safe, relationship-based care? Join Tiffany Christensen for this exploration of 'systemic listening' as she shares her insights by weaving together her personal patient story and the latest research from the Beryl Institute.

9.55am

Morning tea

Adj Prof Tanya Farrell

A/Chief Nurse and Midwifery Officer

Virtual celebration

Let's all join in celebrating International Nurses Day and (belatedly) International Day of the Midwife. We will also be recognising how incredible you all are to mark 2021 as International Year of Health and Care Workers. Grab a cup of tea, some cake and let's enjoy a virtual trio of celebrations.

10.05am Break

10.15am

Keynote two



Prof Brett Sutton

Chief Health Officer, Department of Health

The COVID-19 pandemic – pain, pressure and progress

"The COVID-19 pandemic was, at least for me, a challenge that I could hardly imagine. It was a crisis that was at once transformative and stultifying. I – like all Victorians – was subject to the restrictions and all that these entailed. I was also the decision-maker. Decisions that affected my family, my neighbours, my friends and me. Victoria was forever changed through this profound challenge. It made us think differently about office work, gender roles, public transport, online meetings, interstate travel and our friends and family overseas. We need to reflect on everything we've been through together – all the tragedy and trials; the change and churn; and the hope and triumph."

10.55am Break

11am

Keynote three



Kedar Mate MD

President and CEO, Institute for Healthcare Improvement

Emerging stronger

The COVID-19 pandemic presents new challenges and new opportunities for those engaged with healthcare quality, patient safety, and clinical reliability. In this session, we will consider how COVID-19 has affected our understanding of quality, how it has led to a culture of innovation and what new ideas we may wish to preserve in our systems that will shape health system transitions in the post-pandemic future.

11.40am Break

11.45am
The great
debate



Moderated by
Prof Euan Wallace AM
Secretary, Department of Health

When COVID arrived, quality left

The competition is already brewing for what promises to be a fun and fiery debate. The Australian Health Practitioner Regulation Agency's National Engagement Advisor **Susan Biggar** and South Australian Health Services Commissioner **Assoc Prof Grant Davies** will argue that quality left, while Peninsula Health CEO **Felicity Topp**, and Director for embedding high Quality Care **Dr Cathy Balding** will argue that quality remained. While we will have a moderator, you will be the judge!

12.30pm
Wellbeing break

Get your steps up

By now, you've been sitting at your computer for far too long. Let's all go for a walk! To keep you on theme, check out Attendee hub for our curated list of podcasts and GIANT STEPS Spotify playlist to keep you company.

Themes



Quality improvement



Leadership



Emerging health challenges

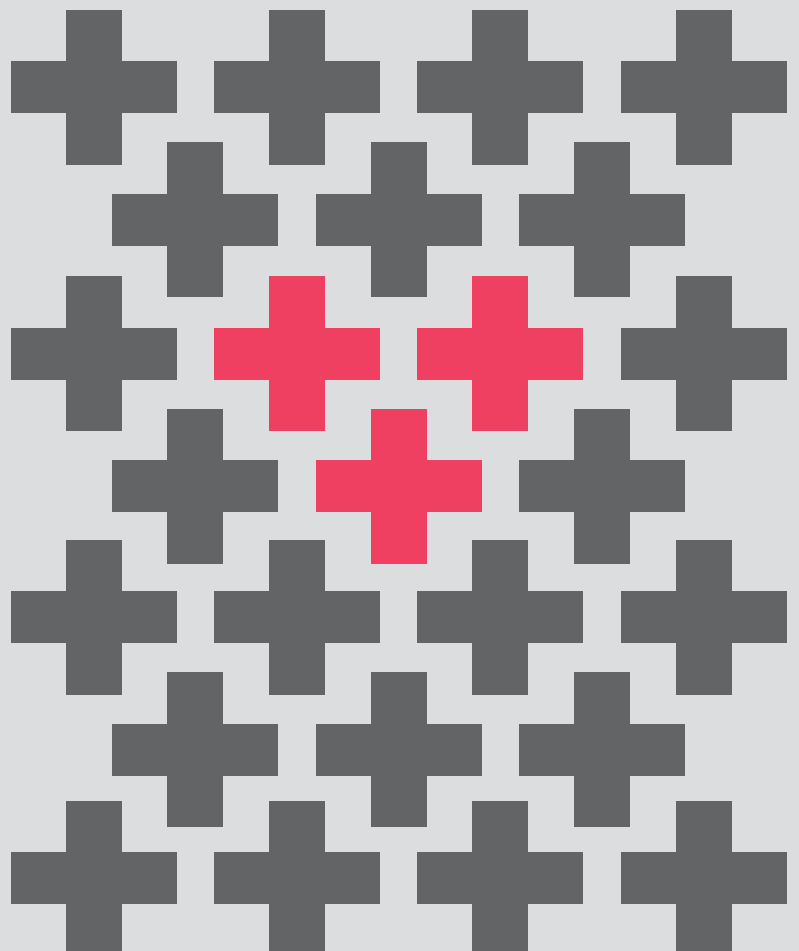


Delivering person centred care

Together, let's transform the health and wellbeing of all Victorians

Matching global insights with local collaboration, PwC Australia is helping to solve our most important healthcare challenges.

We're ready to take giant steps with you towards better, safer care.



Q PwC Health

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Program

AFTERNOON

1pm

Lunch session



Mary Freer

Executive Director,
Compassion Revolution

Day spa for the mind – 30 minutes refresh

Let's take a beat. For 30 minutes we're going to quieten our minds and practise taking care of ourselves. In this short workshop we're not going to talk about self compassion and mindfulness – we're going to dive right in and start. Mary promises you will leave feeling calmer and more alert.

1.30pm

Keynote four



Dr Richard Harris SC OAM

Australian anaesthetist and
cave diver

Diving deep into leadership

When Dr Richard Harris was asked to fly to Thailand to help rescue the soccer team from a remote cave, he embarked on an adventure that would put all his life skills to the test. But more importantly he would face the most difficult moral and ethical decisions of his career. As part of a high performing team of cave divers thrown together from all corners of the globe, this 'tip of the spear' was supported by nearly 10,000 people on the ground, and countless others around the world. Harry's talk will have you holding your breath as he walks you through the rescue, talks about the teamwork and decision making, and ponders the strength of the courageous boys at the centre of the drama.

2.10pm Break

2.15pm

Keynote five



Magda Szubanski AM

Actress and author

From the heart – Stigma and embracing vulnerability

Human beings are social creatures and during times of physical distancing and isolation, social media can be an invaluable tool for staying in touch with friends, loved ones, and the world. Ironically however, these platforms can also increase loneliness, anxiety and create divide. Magda Szubanski AO will be discussing the negative impact social media platforms can have on mental health, her attempts to achieve positive social change even during a COVID lock down and the work of Phoenix Australia where she is working to create a program to provide world's best practice PTSD skills for disaster impacted communities.

Please note: this session will not be recorded and will not be available on demand.

2.55pm Break

Themes



Quality improvement



Leadership



Emerging health challenges



Delivering person centred care

3pm
Break-out
sessions



These are facilitated sessions to break down the theme from each keynote session. We have expert speakers in each session to help get the conversation started. The keynote speakers will not be in attendance.

1. Consumers in charge: How to make this happen?

In this dynamic and provocative panel session, three 'consumers in charge' will unpack what we heard from Tiffany Christensen's 'Bed's eye view' keynote presentation. Join us to smash the myths and share truths about what it takes for genuine patient-centred care.

Speakers:

Elizabeth Newton Patient Partner, Agency for Clinical Innovation, NSW

Craig Wallace Senior Adviser, Lived Experience (Consumer), Mental Health Reform Victoria

Facilitated by **Belinda MacLeod-Smith** Collaborative Director, Improvement Partner, Safer Care Victoria



2. Leading through crisis: How to be a leader in 2021?

The way leaders behave, and their subsequent success is contextual. A forthright, heroic style of leadership may be appropriate in a crisis however as the crisis wears on, what does it mean to be a successful leader? Reflecting on Prof Brett Sutton's address, this expert panel will share personal experiences, combined with insights from a study of 10,000 frontline workers and the rolling Australian Leadership Index. It will be an opportunity to consider leadership in the context of 2020 and beyond.

Speakers:

Assoc Prof Marie Bismark University of Melbourne

Dr Tara Purcell Public Health Registrar, Melbourne School of Population and Global Health

Assoc Prof Sam Wilson Swinburne University of Technology

Facilitated by **Robyn Hudson** Director Strategy and Operations Partner, Safer Care Victoria



3. How to improve our improvement efforts in 2021?

As Kedar Mate MD explores in his presentation, 2020 has provided opportunity to improve outcomes in unexpected ways. The rise of telehealth during the pandemic has been championed in a number of forums as a win for consumers of health services. This session will provide further tips and tricks, and areas to focus when you embark on an improvement initiative tomorrow.

Speakers:

Lisa McKenzie Regional Director, Asia Pacific, Institute for Healthcare Improvement

Dr Nicola Yuen Deputy Chief Medical Officer, Bendigo Health

Facilitated by **Rebecca Power** Director Centres of Clinical Excellence, Safer Care Victoria



4. How to make a difference in care outcomes when times are tough?

We can be proud of ourselves for what has been achieved in 2020. The characteristics of the past year are not dissimilar from those faced in the rescue described by Dr Richard Harris – a single purposeful goal, an outcome everyone is aligned to, a degree of urgency and the importance of trying something new. For Victorians it may have meant working from home, wearing PPE when caring for patients or changing our ways of delivering care. Without a doubt further innovation and change will come. What is required for us to do this in our current health system environment?

Speakers:

Shelley Dolan CEO, Peter MacCallum Cancer Centre

Shane Crowe Executive Director Nursing and Midwifery, Western Health

Kate Pryde CEO, Stawell Regional Health

Facilitated by **Adj Assoc Prof Donna Markham** Chief Allied Health Officer



5. Is it time we shifted our focus on how we improve and design the system?

'There's really no such thing as the voiceless. Only the deliberately silenced or the preferably unheard'. Join our experts to unpack what Magda Szubanski shared in the last keynote of the day.

Speakers:

Matiu Bush, Founder One Good Street, and General Manager, Infection Prevention and Control at COVID Quarantine Victoria

Dr Nadia Chaves, Infectious Diseases Specialist, cohealth

Facilitated by **Louise McKinlay**, A/Director Improvement Partner, Safer Care Victoria

3.45pm

Wrapping up
the day

Adj Assoc Prof Ann Maree Keenen

A/CEO, Safer Care Victoria

Juliette Alush

Master of ceremonies

Join us as we wrap up the (formalities) of the day with a live illustration by the incredibly talented Zahra Zainal. Trust us, you don't want to miss how Zahra magically brings together the day - right in front of your eyes!

4.00pm

Virtual
networking
sessions

TRAVEL

How to get back out into the world

After 15 months of global isolation returning to international travel won't be easy, but we're all craving it. How have your travel dreams changed in that time? Where do you want to get back to or visit for the first time?

It's time to rewrite your bucket list, dust off that passport, be brave, think big and explore Planet Earth once more.

I'll help you sow the seeds of desire, plan your extreme dreams, and write your own 'Atlas of Adventure'.

Your host

Ben Southall Adventurepreneur and best known for winning The Best Job in the World to become the Caretaker of the Islands of the Great Barrier Reef in 2009

COOKING

In the kitchen with Masterchef's Tim Bone

This is your chance to cook along with much loved MasterChef Australia 2019 Semi-finalist Tim Bone from the comfort of your own home.

Guaranteed to be fun and interactive, Tim will whip up a family friendly dish to tantalise your taste buds while sharing a few useful tips and tricks along the way. You can choose to join in and cook along with him step by step or simply sit back and enjoy the show. The choice is yours, but we take no responsibility for watering mouths and rumbling tummies if you choose not to cook along! Do not miss the opportunity to spend a night 'In the Kitchen with Tim Bone' - you will not regret it.

Your host

Tim Bone MasterChef Australia semi-finalist

MIND FIT

Happy done different – Relaxation and happiness hacks

The first half explores postures and breathing techniques to reduce stress, increase calm and improve focus, memory and wellbeing. This is designed to connect individuals with the powerful mental clarity that exists within every person but is often masked by an overloaded mind.

The second half explores what happiness at work and in life looks like, why it matters, and how to cultivate it. We will look at the key factors that empirical research has linked to happiness, zeroing in on practices such as gratitude, and kindness. Finally, a few tried-and-true #HappinessHacks to boost mood and build happier people.

Your hosts

Gina Carlon-Tozer Global Director and founder of MindFit at Work

Gena Kenny Meditation and Yoga Team Lead

Brought to you by the Healthcare worker wellbeing centre

Attendee hub tip

Not sure which break-out or networking session you're booked into? Scan this QR code to log back in to view or change your selections at anytime.



MUSIC

Rob Snarski – By request

Velvet-voiced troubadour, multiple ARIA Award nominee, accomplished author and national treasure, Rob Snarski has rubbed shoulders with the best.

Johnny Cash, Leonard Cohen, Marianne Faithful and Jackson Browne are just some of the artists Rob has graced the stage with locally and abroad.

For this special session, Rob will not only perform his own material but also sing songs from some of his musical heroes by special request from YOU.

Your host

Rob Snarski the velvet-voiced troubadour and singer with The Blackeyed Susans

PROFESSIONAL SKILLS

How to better manage your LinkedIn presence

LinkedIn is a powerful tool to help you stay up to date with industry news, build your online presence, network with like minded professionals and learn from thought leaders across the globe.

At this interactive session you will be introduced to five key ways to manage your LinkedIn presence, including:

- Deciding your focus on LinkedIn
- Making meaningful connections
- Publishing on LinkedIn
- Optimising your profile
- Customising your feed

Your host

Karen Hollenbach independent LinkedIn specialist trainer and Founding Director Think Bespoke

Attendee hub tip

Have a spare few minutes in your day? Check out our video tour of the exhibition Unmasked: Celebrating Nursing and Midwifery, Victoria and beyond at the Her Place Women's Museum Australia.



114 strategies for hospitals to end violence



Keynote speakers



Tiffany Christensen

Writer, podcast host and Vice President, Experience Excellence, The Beryl Institute

 @sickgirlspeaks

A patient experience professional and thought-leader, Tiffany is a life-long cystic fibrosis patient who has received two double-lung transplants and is currently receiving hemodialysis while awaiting a donor kidney.

Tiffany is Vice President for Experience Excellence at The Beryl Institute (based in Nashville), where she is focused on elevating the human experience in healthcare through improvement science, reverence for the lived experience and personal growth/reflection. She is also faculty for the Institute for Healthcare Improvement's Patient Safety Executive Development and Chief Quality Officer Programs, and a member of several boards dedicated to bridging the gap between healthcare policy and the lived experience of patients.

Tiffany has authored three books exploring advocacy, end-of-life planning and partnership strategies in healthcare. A TeamSTEPPS Master Trainer and a Respecting Choices Advance Care Planning Instructor, she has previously worked as a patient advocate at Duke University Hospital (Durham) and an Improvement Specialist at the North Carolina Hospital Association.

Dr Richard Harris SC OAM

 @drharry64

In July 2018, South Australian anaesthetist Dr Richard Harris and retired vet Dr Craig Challen made worldwide headlines when they joined an international team that rescued a group of 12 boys and their soccer coach, after they had become trapped three kilometres deep in a cave in Chiang Rai, Thailand.

For their unwavering and selfless bravery, Richard and Craig were together awarded the Star of Courage and Medal of the Order of Australia in 2018, and then named joint Australians of the Year in 2019.

Harry (as he prefers to be called) is a specialist in aeromedical retrieval, and a diver with 30 years' experience. He has previously participated in complex diving recoveries, appeared in National Geographic documentaries and, in 2015, was recognised for his outstanding contribution to cave exploration. In 2017 he was awarded The Australasian Technical Diver of the Year.



Kedar Mate MD

President and Chief Executive Officer, Institute for Healthcare Improvement



After serving as the Chief Innovation and Education Officer with the Institute for Healthcare Improvement (IHI), Kedar was appointed its President and Chief Executive Officer in July 2020. Based in Virginia, he is also President of the Lucian Leape Institute (Boston), and a member of the faculty at Weill Cornell Medical College (New York).

Kedar's scholarly work has focused on health system design, healthcare quality, strategies for achieving large-scale change, and approaches to improving value. He has published numerous peer-reviewed articles, book chapters and white papers and has received multiple honors including serving as a Soros Fellow, Fulbright Specialist, Zetema Panelist, and an Aspen Institute Health Innovators Fellow.

He graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree. Kedar has previously worked with Partners In Health, the World Health Organization, and Brigham and Women's Hospital (Boston).



Prof Brett Sutton

Chief Health Officer, Victorian Department of Health



Professor Brett Sutton is Victoria's Chief Health Officer. The Chief Health Officer undertakes a variety of statutory functions under health and food-related legislation. He also provides expert clinical and scientific advice and leadership on issues impacting public health.

Professor Sutton has extensive experience and clinical expertise in public health and communicable diseases, gained through emergency medicine and field-based international work, including in Afghanistan and Timor-Leste.

He represents Victoria on a number of key national bodies including the Australian Health Protection Principal Committee (AHPPC). He is also Chief Human Biosecurity Officer for Victoria. Professor Sutton has a keen interest in tropical medicine and the incorporation of palliative care practice into humanitarian responses.

Professor Sutton is a Fellow of the Royal Society for Public Health, a Fellow of the Australasian College of Tropical Medicine and a Fellow of the Australasian Faculty of Public Health Medicine (AFPHM). He is also a member of the Faculty of Travel Medicine.



Magda Szubanski AO

Actress and author



@MagdaSzubanski

Magda Szubanski AO is a multi-award-winning actor best known for her work in making Australia laugh for over three decades.

Aside from her theatrical work, Magda also played what many have described as a crucial role in the marriage equality campaign. Most recently she reprised her role of Sharon Strzelecki from the comedy program Kath & Kim, producing a public health advertisement in a bid to encourage people to follow Victorian Government health advice regarding the wearing of masks. It was this commercial that attracted online trolling and social media attacks for demonstrating her support.

Juliette Alush

Master of ceremonies

Juliette is passionate about helping people to achieve their full potential and supports them to realise their career and personal dreams.

Her early career commenced in the airline industry, where she developed her expertise in leading change and organisational transformation, specifically within global airlines, which included British Airways in London.

She was the Executive lead for People and Culture at Western Health in Victoria and provides consultant support to a number of Australia's public health services.

In addition to her consultancy work, Juliette tries to divide her time between coaching and mentoring young women, serving as a Director on the Board of Foodbank Victoria and acting as an MC for numerous fundraising events.



Hot tip

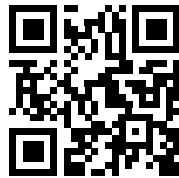
Check out all our session speakers (including for our break-out sessions) under '**Speakers**' and you'll find ways to message or tag them.

Important information

Logging in to the event

Your unique link to access the event will be included in the confirmation email sent in the lead up to the event. Please ensure you log in using the email address that you registered with.

Further information on how to log into the event can be found by scanning this QR code.



Having trouble connecting to a session?

As long as you're registered for the event, you will be able to join each session.

A few tips that may help you:

- Make sure you have high speed internet access.
- Be mindful that your internet can be slowed down by other users.

If you're still having trouble, please email us at events@safercare.vic.gov.au or phone **0418 378 292**.

Looking after yourself

Take advantage of the conference breaks, join the virtual group walk, listen to our curated podcasts and songs or watch the program on the go from your mobile.

Check out Attendee hub for all the links.

Changing a break-out or networking session

You can change your selection at any time, as long as the session you want is not booked out. Scan the QR code to make any changes.



Please note: Attendance at these sessions is capped as they are more interactive and work best in smaller numbers.

On demand content

If you get called away from your computer, or you want to be in each of the concurrent break-out sessions – don't worry, all of our sessions will be recorded (except for Magda Szubanski's keynote), and you'll be able to view them for up to 90 days on Attendee hub.

You may also be able to access speaker slides, if they have agreed to make them available.

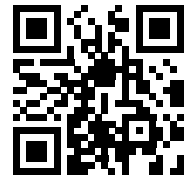
Certificate of attendance

Please email events@safercare.vic.gov.au after the event if you would like a Continuous Professional Development certificate.

Have a question?

Check out the FAQ page by scanning the QR code.

If you still need an answer, please email events@safercare.vic.gov.au and one of our friendly staff will quickly get back to you.



SAVE THE
DATE

GIANT
STEPS²⁰²²

26 - 27
May 2022

Thank you

Sponsors



Programming committee

Thank you to the members of the GIANT STEPS 2021 programming committee who helped us organise this amazing event: Annie Moulden, Dan Ussher, Denise Fitzpatrick, James Fowler, Kim Boniwell, Ben Nowotny, David Rosaia and Jac Mathieson.

**GIANT
STEPS** ²⁰₂₁