



## 2017 CONGRESS PROGRAM

*\*Program subject to change*

PRE-CONGRESS EVENTS	
<b>25 September</b>	ACHSM Fellowship Exams
<b>26 September</b> 9.00 am – 3.00pm	ACHSM Board Meeting
<b>26 September</b> Commence 4.00pm	2017 ACHSM Annual General Meeting-Level 2, Rooms 5 & 6 <i>Pre-congress Registration desk will be open between 3-5.30pm outside the AGM</i>
<b>26 September</b> Commence 6.30pm	Fellows Dinner (by invitation)


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**DAY 1: WEDNESDAY 27 SEPTEMBER | 'LEARNING THE ROPES' | PRE-CONGRESS WORKSHOPS | 8.00–9.30AM**

High reliability Organising in Health Care – what we can learn from living and working in a submarine	Using breakthrough collaborative methods to achieve improvements in health care at scale and pace	Future proofing your organisation	HMIP Networking <i>by invitation only</i> <i>Social Media in Health</i>
<b>Dr Alison Dwyer,</b> <b>Commander Tim Brown, RAN</b> <b>Paul Taylor</b> <b>EY</b>	<b>Bernie Harrison</b> <b>ACHS</b>	<b>Stuart Schneider</b> <b>Scancorp</b>	<b>Melissa Devine</b> , Cancer Institute NSW, Manager Media and Communications <b>Troy Beer</b> , Digital Communications Advisor, Cancer Institute NSW <b>Dr Darren Saunders</b> , Senior Lecturer in Medicine at the University of New South Wales <b>Matthew Nott</b> , Director Corporate Communications, Western Sydney Local Health District
<b>7.00am</b>	<b>REGISTRATION OPEN</b>		
<b>9.30am</b>	<b>MORNING TEA IN EXHIBITION AREA</b>		
<b>10.00am</b>	<b>WELCOME TO COUNTRY</b> <b>Uncle Chicka Madden</b> , Gadigal Elder		<b>GRAND BALLROOM</b>
<b>10.10am</b>	<b>OFFICIAL OPENING</b> <b>Hon. Dr David Gillespie</b> , Assistant Minister for Health, Federal Government		
<b>10.30am</b>	<b>WELCOME</b> <b>Dr Neale Fong</b> , ACHSM National President and <b>Professor Len Notaras</b> , ACHS President		

**PLENARY 1: 'NAVIGATING IN STORMY SEAS' | 10.35–12.55PM**

<b>CHAIR</b>	<p><b>Ms Pip McGlinn, Director, Project Management, Turner &amp; Townsend</b></p> <p style="text-align: right;">KINDLY SPONSORED BY </p>
<b>10.35–11.15am</b>	<p><b>KEYNOTE ADDRESS</b></p> <p><b>Helen Bevan</b>, Chief Transformation Officer, Horizons, NHS England</p>
<b>11.20–12.05pm</b>	<p><b>KEYNOTE ADDRESS</b></p> <p><b>Dr Ray Pentecost</b>, Director of the Center for Health Systems &amp; Design at Texas A&amp;M University, 2017 President of American College of Health Architects</p>
<b>12.10–12.45pm</b>	<p><b>KEYNOTE ADDRESS</b></p> <p><b>Lesley Dwyer</b>, Chief Executive, Medway NHS Foundation Trust, Medway Maritime Hospital</p>
<b>12.45pm</b>	<p><b>QUESTION TIME</b></p>
<b>12.55pm</b>	<p><b>POSTER LAUNCH</b></p> <p>Dr Neale Fong, ACHSM President</p>
<b>1.00pm</b>	<p><b>LUNCH SERVED IN THE EXHIBITION AREA</b></p>
	<p>The option for presenting a poster will be included as part of the call for abstracts. The aim of the poster component is for presenters to showcase projects, work, research or quality improvement action on the congress themes that can be expanded to:</p> <ul style="list-style-type: none"> <li>• Models of care</li> <li>• Workforce models</li> <li>• Leadership models</li> <li>• Funding models</li> <li>• Introductions of technology – clinical and non-clinical design of healthcare buildings</li> <li>• Examples of research into practice</li> <li>• Indigenous health care; traditional and non-traditional</li> <li>• Consumer driven care</li> </ul>

**PLENARY 2: 'TACKLING WITH THE WINDS' | 1.45–3.30PM**

1.45-2.20pm	KEYNOTE ADDRESS Professor Catherine Stoddart-Chief Executive Officer -NT Health
2.25-2.50pm	KEYNOTE ADDRESS Elizabeth Koff, Secretary NSW Health
2.55-3.15pm	KEYNOTE ADDRESS Hon Catherine King, MP, Shadow Minister for Health and Medicare, Federal Member for Ballarat
3.20pm	QUESTION TIME
3.30pm	AFTERNOON TEA SERVED IN THE EXHIBITION AREA

**CONCURRENT 1: 'ALL HANDS ON DECK' | 4.00–5.30PM**

Stream 1 Leadership	Stream 2 Integrated Care	Stream 3 Consumers and Consumerism	Implementation Intensive	Implementation Intensive	UIA PHG WORKSHOP
Adaptive Leadership – filling the sails for change. <b>Marion Dixon, Qualitas Consortium</b>	Using the Cooperative Alliance-Improved patient outcomes & diagnoses in multilevel integrated care model. <b>Professor Anand Deva, Anna McGlynn, NSW Health</b>	Health reimagined: a new participatory health paradigm. <b>Kenny O'Neill and David Roberts, EY</b>	<b>Limit 40 participants W1.1</b>  Building and Implementing a culture of excellence through safety. <b>Dr Stephen Walker, Dr Mark O'Brien, Cognitive Institute and Varnia Muys, Melbourne Health</b>	<b>Limit 40 participants W1.2</b>  Online patient stories supporting staff learning and promoting system change. <b>Assoc Prof Michael Greco, patient opinion and Ann Hodge, NSW Health</b>	<b>Limit 40 participants W1.3</b>  <b>International Scene</b>  Short introduction of each of the key leaders in this international arena, short presentations by two, followed by a facilitated discussion.  <i>(continued next page)</i>

<p>A new vision of the role of organisation control systems: Creating synergy between two competing cultural forces in health care.</p> <p><b>Xanthe Golenko,</b> PhD Candidate</p>  <p>Learn2Lead Junior Doctors Leadership Development Program</p> <p><b>Meagan Crethar, QLD</b> Department of Health</p>					<p><b>PANEL DISCUSSION</b></p> <p><b>Warren Kerr</b>, Chair of the International Union of Architects Public Health Group (UIA PHG),</p> <p><b>Kate Copeland</b>, Chair of the Australian Health Design Council (AHDC)</p> <p><b>Ray Pentecost</b>, Director of the Center for Health Systems &amp; design at Texas A&amp;M University, 2017 President of American College of Health Architects</p> <p><b>Daryl Carey</b>, Chair of the New Zealand Health Design Council (NZHDC)</p> <p><b>Gunther de Graeve</b>, Asia Pacific Council member, International Academy of Design and Health</p> <p><b>SHORT PRESENTATIONS</b></p> <p>1.2 – Ray Pentecost on health facility planning and design issues in USA</p> <p>1.3 – Darryl Carey on health facility planning and design issues in NZ</p> <p>1.4 – Facilitated discussion Local and international issues, similarities and differences, how do we progress industry good practice and make a difference.</p>
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## CONCURRENT 1 | Continued

	<p>Beyond the 15-minute consult: the experience of implementing the At Risk Individuals model of care.</p> <p><b>Lesley Middleton, University of Wellington</b></p>	<p>Using patient surveys to guide healthcare improvement – what to measure and how to measure?</p> <p><b>Jason Boyd, NSW BHI</b></p>			
	<p>Cancer Services in North West Tasmania: the role of the community in driving policy change.</p> <p><b>Sancia West, PhD Candidate</b></p>	<p>New infrastructure and systems are needed to improve health information for patients.</p> <p><b>Tamsin Waterhouse, VMIA</b></p>			
	<p>Using technology to improve access to GP Services and continuity of care after hours.</p> <p><b>Maureen Robinson, Health Direct Australia</b></p> <p>Reducing the burden of multiple accreditation systems for integrated health care services.</p> <p><b>Peter Birkett, Hesse Rural Health and Christine Dennis, ACHS</b></p>	<p>Consumer representatives lead innovation for effective engagement.</p> <p><b>Dr Coralie Wales, Western Sydney local Health District</b></p>			
5.15pm	QUESTION TIME				
5.30pm	WELCOME RECEPTION IN THE EXHIBITION AREA				

## DAY 2: THURSDAY 28 SEPTEMBER

## CONCURRENT 2: 'BATTEN DOWN THE HATCHES' | 8.00–9.30AM

Stream 4 Data/Digital	Stream 5 International	Stream 6 Technology, innovation and human interface	Implementation Intensive	Implementation Intensive	Implementation Intensive
<p>An Extensible Digital health implementation – towards healthcare big data and machine learning at the HKU-SHENZHEN Hospital</p> <p><b>Edward Cheng, Shenzhen Hospital</b></p>	<p>Collaboration in the region to professionalise healthcare leadership</p> <p><b>Heather Smith, General Manager, Shanghai United Family Hospital &amp; Clinics</b></p>	<p>Digitisation of Facilities Design, Operation and Maintenance</p> <p><b>Julian Soper, Arup Health</b></p>	<p><b>Limit 40 participants W2.4</b></p> <p>Building the science of quality improvement into the way we do business round here</p> <p><b>Bernie Harrison, ACHS</b></p>	<p><b>Limit 40 participants W2.5</b></p> <p>Effectively leading waves of change in America, Europe, Asia Pacific and Africa: Using health economics, epidemiology, planning and regulation reform</p> <p><b>Kathryn Antioch, Rhonda Kerr, A/Prof Priscilla Robinson-GENI and Adj/Professor Warren Kerr, .AM</b></p>	<p><b>Limit 40 participants W2.6</b></p> <p>Aboriginal Workforce Development: "Exploring Possibilities"</p> <p><b>Adam Jogee, Francis Group International, Martin Freeman, Francis Health and Gay Foster, NSW Ministry of Health</b></p>
<p>Telehealth strategy – Western NSW Local Health District</p> <p><b>David Wright, Sharyn Cowie, NSW telehealth Network</b></p>	<p>Implementation of internal quality audit (IQA) in a private hospital in Hong Kong</p> <p><b>Siu Fong Fanny Wong, Union Hospital Hong Kong</b></p>	<p>The human side of innovation</p> <p><b>John McGuire, Aurecon</b></p>			

CONCURRENT 2   Continued					
<p>When the lights go out – maintaining care delivery when the EHR is not available</p> <p><b>Darren Daff, SA Health</b></p>	<p>Enhancing the value of the patient journey – the Hong Kong Experience in quality improvement</p> <p><b>Dr LIU Shao Haei, HKCHSE</b></p>	<p><b>Workshop</b></p> <p>Developing a vibrant network of Living Labs for Health Design innovation in Australia - what's possible?</p> <p><b>Julie Bernhardt, A/Professor Sonja Pedell, Director of Swinburne's Future Self and Living Lab, and Gareth Priday, Co-Director of the Australian Living Labs Innovation Network</b></p>			
<p>Clinical governance in the dynamic telehealth service arena</p> <p><b>Maureen Robinson, Health Direct Australia</b></p> <p>Measuring what matters – moving from process to outcome measurement to identify hospital performance</p> <p><b>Dr David Rankin, Medibank Private</b></p>					
<p><b>9.30–10.00am</b></p>		<p><b>MORNING TEA SERVED IN THE EXHIBITION AREA</b></p>			



**PLENARY 3: 'TIME AND TIDE WAITS FOR NO MAN!' | 10.00AM–12.40PM**

<b>10.00–10.45am</b>	<b>KEYNOTE ADDRESS</b> <b>Rachel De Sain</b> , Executive General Manager of Innovation and Development, Australian Digital Health Agency
<b>10.50–11.30am</b>	<b>KEYNOTE ADDRESS</b> <b>Scott Slotterback</b> , Policy Director, Global Green and Healthy Hospitals, Health Care Without Harm
<b>11.35–12.30pm</b>	<b>KEYNOTE ADDRESS</b> <b>Stan Grant</b> , Journalist and Media Host
<b>12.35</b>	<b>QUESTIONS</b>
<b>12.45–1.30pm</b>	<b>LUNCH SERVED (A BOXED LUNCH WILL BE PROVIDED FOR THE DELEGATES GOING ON THE SITE VISITS)</b>

**CONCURRENT 3: 'SAILING CLOSE TO THE WIND' | 1.30–3.00PM**

1.30–5.00pm		SITE VISITS Maximum 40 per tour W3.9			
Stream 7 Hospitals/Acute		Stream 8	Stream 9	Implementation Intensive	QI Awards Presentation
<p>Fiona Stanley Fremantle Hospitals Group Back on track Initiative 2016</p> <p><b>Susan Mylne, Fiona Stanley Hospital WA and Taylor Carter, Fremantle &amp; Fiona Stanley Hospital</b></p>		<p><b>PARIS anyone?</b> Creating a movement at Tauranga Hospital to transform acute care of patients at risk of increase stay (PARIS) – the Frail and Elderly</p> <p><b>Rosie Winters, Tauranga Hospital and Crystal Halbmaier, Francis Health</b></p> <p><b>(40 minutes)</b></p>	<p><b>1.30–5.00pm</b></p> <p>Workshop run by <b>Helen Bevan, Chief Transformation Officer, Horizons, NHS England</b></p> <p><i>By invitation only</i></p>	<p><b>No Limit W3.7</b></p> <p>Climate and Health Alliance</p> <p><b>Health services in a changing climate: Risks, rewards and opportunities</b></p> <p>This workshop will outline key initiatives in Australia and around the world that are building capacity and leadership in the health sector to respond effectively to climate change. It will involve experts and leaders in climate change, health policy and advocacy; including national and global leaders from the international network Global Green and Healthy Hospitals. The workshop will showcase innovative programs and initiatives that are supporting health services to drive policy change.</p> <p><i>(continued next page)</i></p>	<p>The 20th ACHS Quality Improvement Awards is an annual program that's recognises and encourages outstanding quality improvement activities implemented in healthcare organisations. This session will consist of the awarding and oral presentation by the winners of the awards' three categories:</p> <p><b>Clinical Excellence and Patient Safety</b></p> <p><b>Non-Clinical Service Delivery</b></p> <p><b>Healthcare Measurement</b></p> <p><b>1 hr 20 min</b></p>

## CONCURRENT 3 | Continued

			<p>Participants will learn about the campaign for a National Strategy on Climate, Health and Well-being for Australia; have the opportunity to hear case studies from hospitals and health systems reducing their greenhouse gas emissions and minimising their environmental footprint. Participants will also learn the opportunities and benefits for improving environmental health, saving money and protecting public health through participation in the Global Green and Healthy Hospitals network.</p> <p><b>Scott Slotterback, Global Green and Health Hospitals</b></p>		
<p>The Sensible Test Ordering Project: A Pathology Rationalization Initiative</p> <p><b>Taryn Medcalf ,NSW Health</b></p>	<p>NSW Ambulance – redesign of service delivery and infrastructure across metropolitan Sydney</p> <p><b>Jenny Green and Clare Beech, NSW Health</b></p>				
<p>Adjusting “Sale” Strategies – balancing clinical and commercial procurement goals</p> <p><b>Karen Bennett, Blue Care Darren Clarke,UCare</b></p>	<p>Making Aboriginal Health Everyone’s Business – Aboriginal Leadership in WA Health</p> <p><b>Russell Simpson, WA Country Health</b></p>				

CONCURRENT 3   Continued					
Identifying opportunities to build capacity for improvement – insights from the blood unit transfer process at Concord Hospital <b>Rina Ward</b>					
<b>3.00–3.20pm</b>	<b>AFTERNOON TEA SERVED IN THE EXHIBITION AREA</b>				
<b>3.15pm</b>	<b>POSTER PRIZE WINNER ANNOUNCED</b>				
CONCURRENT 4: 'WEATHER THE STORM'   3.20–5.00PM					
Stream 10 Quality	Stream 11 Workforce	Implementation Intensive	Implementation Intensive		
Making quality everyone's business: a new approach to engaging staff in quality improvement <b>Donna Cohen, Meerqat Pty Ltd</b>	Aligning Politics, Purpose, Quality, Context and Efficiency through functional reform in medical education across WA and SA <b>Janice Bell, WAGPET, Christine Cook, GPEX, Stephanie Clota, Modmed and Kirsten Campbell, WAGPET</b>	<b>1.30–5.00pm</b>  <b>Workshop run by Helen Bevan, Chief Transformation Officer, Horizons, NHS England</b>  <b>By invitation only</b>	<b>Limit 40 Participants W4.11</b>  Outcome Measurement in the Private Hospitals Setting  <b>Dr David Rankin, Nick Bailey, Rory Atchinson and Liz Sleeman, Medibank Private</b>		

**CONCURRENT 4 | Continued**

<p>Improving patient experience through implementation of a real-time survey system – a case study from Westmead Hospital</p> <p><b>Wendy Cain, Kay Babalis, Westmead Hospital Avnesh Ratnanesan, Energesse</b></p>	<p>Innovation in Community Based General Practitioner Professional Development</p> <p><b>Bernadette Suter</b></p>				
<p>Improving Quality – lessons from the evaluations of national improvement programs</p> <p><b>Karen Osborn, NZ Health Quality and Safety Commission</b></p>	<p>Getting the sails to catch the wind whilst juggling: What’s needed from Health Service Managers to achieve health improvement in rural and remote Aboriginal and Torres Strait Islander communities</p> <p><b>Barbara Schmidt, Barbara Schmidt &amp; Associates</b></p>				
<p>Minimising harm for patients – the role of quality data</p> <p><b>Dominic Dawson, SESLHD</b></p>					

**5.00pm** QUESTION TIME

**7.00pm**

CONGRESS DINNER – A MASQUERADE DINNER AT D0LTONE HOUSE HYDE PARK kindly sponsored by



**DAY 3: FRIDAY 29 SEPTEMBER****8.15am****ARRIVAL MORNING TEA SERVED****CONCURRENT 5: PLANNING, PROCUREMENT, PROGRESSING PROJECTS | 8.30–10.00AM****Stream 12**

Strategic Asset Planning

**Annabel Frazer- Destravis Associate Director**

Public Private Partnerships – factors for successful PPPs and how to manage them

**Michael Palassis, Paxon Group**

Herston Quarter Redevelopment – Specialist Rehabilitation and Ambulatory Care Centre

**Megan Reading**

Innovative infrastructure design solutions in the rural setting

**Rob Pulsford, Director, Infrastructure, WA Country Health Service****9.30–10.00am****MORNING TEA SERVED/EXHIBITION PRIZES DRAWN****CONCURRENT 6: STAKEHOLDER ENGAGEMENT | 10.30–12.00PM****Stream 13**

Changing the conversation in facility design

**Catherine Muhlebach, ClarkeHopkins, Clarke Architects**

Effective Inter-professional Collaboration in the Design of Healthcare Facilities

**Jane Carthey, HDR Rice Daubey**

Collaboration and design

**Paul Emmett, Conrad Gargett**

Engaging design through community engagement

**Nicole Bartholomeusz, cohealth**

<b>PLENARY 4: 'ROCK THE BOAT'   9.15AM–12.00PM</b>	
<b>9.15–9.45am</b>	<b>Medal presentations ACHS and ACHSM</b> – strictly 15 minutes each
<b>9.45–10.45am</b>	<b>Ita Buttrose AO OBE</b> , -A truly exceptional Australian: Media trailblazer, businesswoman, best-selling author, committed community and welfare contributor and 2013 Australian of the Year
<b>10.45–11.45am</b>	<b>Dr Roberto Leonardi</b> -Health Futurist
<b>12.00pm</b>	<b>CONGRESS CLOSING BY NEALE FONG AND ANNOUNCEMENT OF NEXT YEAR'S CONGRESS</b>
<b>12.00pm</b>	<b>BOXED LUNCH</b>
<b>POST CONGRESS SESSION   UIA PHG &amp; AHDC ACTIVITIES   1.30–5.30PM</b>	
<b>1.30–5.30pm</b>	<b>UIA PHG &amp; AHDC Hospital Project Visit</b> – off site
<b>6.30pm</b>	<b>UIA PHG &amp; AHDC Dinner</b> (at attendees own cost)