



# ASIA-PACIFIC HEALTH LEADERSHIP CONGRESS



## CAIRNS

Convention Centre  
28 – 30 October 2026

# CONGRESS PROGRAM

*\*Program subject to change*

| PRE-CONGRESS EVENTS: TUESDAY 27 October 2026                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| 9.00am                                                                                                             | REGISTRATION OPEN – Main Entry, Cairns Convention Centre                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Tuesday 27 October<br>9.30am - 3.30pm                                                                              | <p><b>Pre-Congress Workshops – NEW FOR 2026!</b></p> <p>You must be pre-registered to attend, if you would like to register click here: <a href="#">LINK</a></p> <p><b>Workshop 1: Innovating for Public Value</b><br/>Facilitator: Brad Birt MBA, GAICD</p> <p><b>Workshop 2: Better, Safer, Smarter Care: Health Leadership Intensive</b><br/>Facilitators: A/Assoc Prof John Rasa LMFCHSM CHE and Dr Margaret Way FCHSM CHE</p>                                                   |
| Tuesday 27 October<br>4.00pm - 5.30pm                                                                              | <p><b>2026 ACHSM Annual General Meeting</b></p> <p><b>Venue:</b> Cairns Convention Centre, Meeting rooms 9 &amp; 10</p>                                                                                                                                                                                                                                                                                                                                                              |
| Tuesday 27 October<br><i>Pre-dinner drinks from 6.15pm</i><br><i>Dinner from 7.00pm</i><br><i>Concludes 9.30pm</i> | <p><b>ACHSM Fellows Dinner</b> (open to all ACHSM Fellows, registration essential)</p> <p><b>Venue:</b> Hemmingways – Cairns Wharf, Wharf St, Cairns City, QLD</p> <p><b>Mary Harris Oration: Dr Shirley Bowen FCHSM (Hon)</b>, Director-General, Department of Health WA</p> <p>KINDLY SUPPORTED BY  </p> |

| DAY 1: WEDNESDAY 28 October 2026   |                                                                   |
|------------------------------------|-------------------------------------------------------------------|
| 8.00am                             | REGISTRATION OPEN – Main Entry, Cairns Convention Centre          |
| OFFICIAL OPENING   9.00am - 9.30am |                                                                   |
| ROOM                               | Auditorium, Cairns Convention Centre                              |
| 9.00am - 9.05am                    | WELCOME TO COUNTRY                                                |
| 9.05am - 9.15am                    | ACHSM WELCOME<br>Elizabeth Koff AM FCHSM, ACHSM College President |
| 9.15am - 9.30am                    | OFFICIAL OPENING                                                  |



**PLENARY 1 | 9.30am-10.35am | LEADERSHIP**
*Wed 28 Oct*

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>CHAIRPERSON</b>       | <b>Dr Neale Fong FCHSM CHE</b> , ACHSM College Vice President <div>KINDLY SUPPORTED BY</div>                                                                                                                                                                                                                                                                                                                                                                                      |
| 9.30am - 9.35am          | <b>SPONSOR ADDRESS - Queensland Health</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9.35am - 9.50am          | <b>INTERNATIONAL KEYNOTE ADDRESS:</b><br> <b>Mark Gordon</b> ,<br>CEO, Health System Intelligence                                                                                                                                                                                                                                                                                                                                                                                   |
| 9.50am - 10.35am         | <b>KEYNOTE PANEL: Overview of the state of health and the health sector. The state of the nation, including global perspectives</b><br><b>Mark Gordon</b> , CEO, Health System Intelligence<br><b>Dr Karen Luxford FCHSM CHE</b> , Group CEO, Australian Council on Healthcare Standards (ACHS) & ACHS International<br><b>Noelle Cridland</b> , Health Service Chief Executive, Metro South Health<br><b>Dr Shirley Bowen FCHSM (Hon)</b> , Director-General, Department of Health WA<br><b>Facilitator: Dr Neale Fong FCHSM CHE</b> , ACHSM College Vice President |
| 10.30am - 10.35am        | <b>QUESTIONS TO THE PANEL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>10.35am</b>           | <b>SESSION CONCLUDES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>10.35am - 11.00am</b> | <b>MORNING TEA and NETWORKING – EXPO AREA MEZZANINE LEVEL</b><br>We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!                                                                                                                                                                                                                                                                                                          |

| ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Stream 1<br>Workforce and Capability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Stream 2<br>Leadership & Culture                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Stream 3<br>Digital Health & AI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Stream 4<br>Case-in-5 / Failure-in-5<br><b>NEW FOR 2026!</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Stream 5<br>Aged care, Home care,<br>Disability care – Integration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 7 x 10min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 1 x 30min and 3 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>What Really Builds Rural Senior Doctors: Evidence for Transformative Postgraduate Training Pathways, Prof Hwee Sin Chong FCHSM</b>, Executive Director, Queensland Rural Medical Service, Darling Downs Health</p> <p><b>Building the Future Workforce: The Impact of the SA Health Young Professionals Group on Leadership, Capability and System Resilience, Jagi Sandhu</b>, YPG - Chair &amp; Campus Operations Manager SAMI, SA Health Young Professionals Group and <b>Baani Adhvaryu</b>, YPG Deputy Chair and Senior Project Manager, SA Health</p> <p><b>Bridging Generations in Healthcare Workforces, Mitch Driver MCHSM</b>, Health Management Intern, Townsville Hospital and Health Service</p> <p><b>General Medicine Horizons: Workforce mapping and accreditation process to influence workforce reform priorities, Dr Nicole Hancock</b>, Deputy Director, General Medicine, Bayside Health,</p> | <p><b>From Dutch Paediatrician to Transformational Leader as Chief Medical Officer in Aotearoa New Zealand: The Inner Work Required Beyond Targets and Performance, Dr Nathalie de Vries</b>, Kaiuringi - Chief Medical Officer and GM Child &amp; Youth, Health New Zealand - Whanganui District</p> <p><b>Leadership as the Lever: Integrating Execution and Leadership Capability to Deliver Results at Scale, Ian MacDonald FCHSM CHE</b>, Managing Director, Studer Group &amp; Australian Health Services Group and <b>Don Tidbury AFCHSM</b>, Chief Executive Officer, DPV Health</p> <p><b>When The Doors Open: Leadership Lessons from the First Weeks of a New Hospital, Sue Mathieson MCHSM</b>, Chair &amp; Board Advisor, NBC Council</p> <p><b>Equipping healthcare leaders in PNG: Capacity Building for future health executives and better health outcomes, Dr Mathias Bauri</b>, University of Papua New Guinea,</p> | <p><b>Impact of Digital Involvement in developing and embedding a new Model of Care, Clare Byrne MCHSM</b>, Senior Transformation Partner, Monash Health and <b>Mara Krokstrom</b>, Transformation and Implementation Consultant, Monash Health</p> <p><b>Beyond the pilot: what it actually takes to scale AI in health systems, Prof Andrew Way AM FCHSM CHE</b>, Independent Director and Advisor, Senior Advisor to Hunter Healthcare Australia/Beacon</p> <p><b>Human in the Loop, Dollars at Stake: From Tender to Truth in Evaluating AI Assisted Clinical Coding, Odette Taylor</b>, Director Health Information Services, Northern Health</p> <p><b>Evaluating the Feasibility of AI-Assisted Clinical Coding in Public Healthcare: A Proof-of-Concept Study</b></p> | <p><b>Harnessing AI powered analysis to drive risk maturity and patient safety improvement, Associate Professor Margaret Way FCHSM CHE</b>, Associate Professor, Teaching and Learning, Monash University</p> <p><b>Applying evidence to reduce waiting times- balancing demand and capacity, Dr Anne Lewis</b>, Research Fellow, Eastern Health/La Trobe University</p> <p><b>Reinvigorating the Daily Safety Brief: Strengthening Safety, Flow and Accountability at Northern Health, Laura Hughes MCHSM</b>, Director, Clinical Operations and Performance, Northern Health, <b>Linda Romano</b>, Chief Operating Officer, Northern Health, <b>Jennifer Gilham AFCHSM</b>, Divisional Director Emergency Services and Access, Northern Health</p> <p><b>Managing variations in HACs performance in a secondary hospital: a systematic, multidisciplinary, data-driven change model, Catherine Li</b></p> | <p><b>Creating opportunities for transition: The future of care between the public health and aged care sectors in Australia. What we can learn from each other (30mins), Adjunct Professor Alan Lilly FCHSM CHE</b>, Executive Consultant, JohnStaff Advisory and <b>Kelly Favaloro</b>, Principal, Johnstaff Advisory</p> <p><b>Establishment of an Acute Frailty Team, Dr Alisha Spiteri</b>, Geriatrician in ED   Medical Lead - Monash at Home Aged and Rehabilitation Care and <b>Clare Byrne MCHSM</b>, Senior Transformation Partner, Monash Health</p> <p><b>From Chatbots to Coordination: An AI Enabled Integrated Care Framework Across Four Tracer Conditions, Dr Madhan Balasubramanian FCHSM CHE</b>, Deputy Director, Health Care Management &amp; Business Research Lead, Flinders Business School, Flinders University</p> |

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| <p>Alfred Care Group</p> <p><b>Improving Doctor in Training Retention Through Targeted Wellbeing and Workforce Initiatives</b></p> <p><b>Dr Milly Bakker</b>, Medical Administration Registrar, Royal Darwin Hospital</p> | <p>School of Medicine &amp; Health Sciences and <b>Dr Tabian Ambang</b>, Lecturer, School of Medicine and Health Sciences, University of PNG</p> <p><b>Using a Biopsychosocial Lens to Enhance Integrated Care: Lessons from Oral Health Behaviours in Pregnant Women, Dr Minalli Vasandani FCHSM CHE</b>, Lecturer, Griffith Business School, Griffith University</p> | <p><b>A Framework for Enabling AI Applications in an Emergency Health Setting</b></p> | <p><b>AFCHSM</b>, Program Manager Clinical Best Practice, Fiona Stanley Fremantle Hospitals Group</p> <p><b>Have we adequately considered the impact of healthcare production systems on patient safety?</b></p> <p><b>Professor Sandra Leggat LMFCHSM</b>, Board Chair, Bairnsdale Regional Health Service</p> <p><b>Directing Change</b></p> <p><b>Leading the Frontline: Redefining Safety and Governance in Private Emergency Medicine</b></p> | <p><b>Rethinking, Resetting and Rebuilding the NHS, Mark Gordon</b>, CEO, Health System Intelligence</p> |
| <b>12.35pm - 12.45pm</b>                                                                                                                                                                                                  | <b>QUESTIONS TO THE PRESENTERS</b>                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                          |
| <b>12.45pm - 1.45pm</b>                                                                                                                                                                                                   | <p><b>LUNCH and NETWORKING – EXPO AREA MEZZANINE LEVEL</b></p> <p>We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there’s barista coffee – courtesy of Griffith University Coffee Cart!</p>                                                                                                       |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                          |

| PLENARY 2   1.45pm - 3.15pm   SOCIAL CAPITAL AND INCLUSION |                                                                                                                                                                                                                                                                                                                                                                          | Wed 28 Oct |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| ROOM                                                       | Auditorium, Cairns Convention Centre                                                                                                                                                                                                                                                                                                                                     |            |
| CHAIRPERSON                                                | Dr Neale Fong FCHSM CHE, ACHSM College Vice President                                                                                                                                                                                                                                                                                                                    |            |
| 1.45pm - 2.15pm                                            | <b>KEYNOTE ADDRESS (Virtual):</b><br> <b>Hugh Mackay AO,</b><br>Social psychologist and researcher, bestselling author                                                                                                                                                                  |            |
| 2.15pm - 3.15pm                                            | <b>KEYNOTE PANEL: Social Capital and Inclusion</b><br><b>Kate Jenkins AO,</b> Chair, Australian Sports Commission<br><b>Margie Apa AFCHSM,</b> Director, Strategist, Change & Transformation Practitioner, New Zealand<br><b>Renee Williams,</b> Board Chair, Torres and Cape Hospital and Health Service<br><b>Facilitator: Holly Cook,</b> Founder and Director, North |            |
| 3.05pm - 3.15pm                                            | <b>QUESTIONS TO THE PANEL</b>                                                                                                                                                                                                                                                                                                                                            |            |
| 3.15pm - 3.45pm                                            | <b>AFTERNOON TEA – EXPO AREA MEZZANINE LEVEL</b><br>We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!                                                                                                                           |            |



## CONCURRENT 2 | 3.45pm - 5.30pm

| ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| Stream 6<br>Governance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Stream 7<br>System Flow & Efficiency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Stream 8<br>Innovation & Co-design                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Stream 9<br>Lightning Talks<br><b>NEW FOR 2026!</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Stream 10<br>Aged care, Home care, Disability<br>care – Integration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 4 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 10 x 5min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Clinical Governance Simulator for Delivery Across Queensland, Beverley Sutton FCHSM CHE</b>, Chief Executive Officer, Australasian Institute of Clinical Governance (AICG)</p> <p><b>Clinical Governance: Moving Beyond Discourse Driven Performative Assurance, James Goodwin</b>, Manager Patient Safety and Risk, Health New Zealand - Southern</p> <p><b>SAFER by Design — Clinical Governance for the Digital Health World, Dr Monica Trujillo FCHSM CHE</b>, Chief Health &amp; Risk Officer, Telstra Health</p> <p><b>Bedside or boardside? Bridging clinical risk and enterprise governance into one assurance story, Michael Howell</b>, Head of Risk Research &amp; Knowledge, Protecht</p> <p><b>Leading a New Model in an Unfamiliar Setting: Building Culture, Capability and Care for a</b></p> | <p><b>From Compliance to Capability: Reimagining Workforce Performance Reviews as a Safety and Quality Leadership Practice for Health Managers, Dr Karen Patterson FCHSM CHE</b>, Chief Nursing Officer, Ausmed, <b>Zoe Youl</b>, Head of Clinical Governance, Ausmed</p> <p><b>Short Term Escalation Plan – A Redesign of an Operational Assessment Tool to Restore Objectivity, Standardisation and System Responsiveness, Ben Wakeling AFCHSM CHM</b>, Director, Clinical Strategy and Outcomes, Illawarra Shoalhaven LHD</p> <p><b>Is a wholistic quality improvement program to reduce hospital-acquired complications economically viable in an Australian local health service?, Catherine Li AFCHSM</b>, Program Manager Clinical Best Practice, Fiona Stanley Fremantle Hospitals Group</p> | <p><b>Designing Discharge: A Co-Designed Model for Safe Care Transitions from clinics to the community, Dr Rachael Sutherland</b>, GP Liaison Consultant, St Vincent's Hospital Melbourne and <b>Meg Marmo</b>, Health Independence Program Manager, Clinics to Community Lead, St Vincent's Hospital Melbourne</p> <p><b>Aussie Aunties – An Innovation Improving Workforce Integration and Fostering a Culture of Belonging, Cate Cannon</b>, Quality &amp; Safety Manager, Volunteer Manager, Belmont Hospital, Hunter New England Local Health District, <b>Dr Neel Gobin AFCHSM</b>, Regional Director of Medical Services, Hunter New England Local Health District</p> <p><b>From review to redesign: revitalising South Australia's Statewide Clinical Networks, Heather Baron FCHSM CHE</b>, Director, Clinical Networks Program, Commission on Excellence and Innovation in Health</p> | <p><b>All presentations will centre on answering a single, thought-provoking question: What is one change you made that had a bigger impact than expected?</b></p> <p><b>International Nursing Exchange Program, Jemma Smith</b>, Central Adelaide LHN, Central Adelaide LHN</p> <p><b>Decarbonising Health Care: The Power of EV Enabled HITH, Julie Adams</b>, Director, View Health Pty Ltd</p> <p><b>Leading Digital Strategy Through AI Enabled Workforce Voice, Samantha O'Brien</b>, Head of Business Intelligence &amp; Applications, BHN Better Health Network</p> <p><b>A Structured Mentorship Roadmap for Developing Health Service Leadership Competencies: Experience from the ACHSM Mentorship Program, Prof Neeraj Bedi FCHSM CHE</b>, Professor and Head - Community Medicine, Rama Medical College Hospital Hapur UP NCR and <b>Jeffrey Asomaning</b>, Ghana Korle-Bu</p> | <p><b>Seeing the Invisible: Using Data Integrity to Improve Long Stay Patient Management and Funding, Kathleen Alloway</b>, Data Integrity Program Manager, North Metropolitan Health Service - Business, Information &amp; Performance</p> <p><b>Delayed Discharge Older Patients in Queensland: System Pressures, Insights, and Opportunities, Lloyd Hopkins</b>, Principal Planning Officer, System Planning Branch, System Policy and Planning Division, Queensland Health</p> <p><b>Beyond Distance: Why Rural Primary Care Access Remains Unequal, Tracey Silvester FCHSM CHE</b>, Lecturer, Griffith University</p> <p><b>Advancing Place-based Accountability for Effective Primary Healthcare, Prof Jeanette Ward FCHSM CHE</b>, Honorary Professor, Nulungu Research Institute, University of Notre Dame</p> |

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| <p><b>Hotel Based Transition Care Service.</b> <b>Fiona Margrie</b>, Operations Director, Amplar Health, <b>Cara Flynn</b>, Service Manager, Amplar Health</p> | <p><b>An Australian First Partnership to Build a Quality Management System: Insights from the First Year of the SMHS Improvement Method</b></p> <p><b>Embedding the Safe and Connected Operating Model: Accelerating System Performance Improvement</b></p> | <p><b>Sustaining culture change: Empirical lessons for frontline and executive managers from a four-year speaking-up initiative evaluation,</b> <b>Sarah Moon AFCHSM</b>, Nurse Manager, Research and Benefits, Department of Health Tasmania</p> | <p>Teaching Hospital, Accra Ghana<br/>University of New South Wales</p> <p><b>Virtual ward rounds – facilitating timely, equitable access to specialist care in Regional Victorian Health Services (A pilot),</b> <b>Lisa Beach</b>, Project Manager, Royal Melbourne Hospital</p> <p><b>Transforming Clinical Services across a complex Multi-Campus Health Network,</b> <b>Louise Ford</b>, Director Operations, Surgery &amp; Anaesthetics, Eastern Health and <b>Catherine Hillman</b>, Director of Nursing / Deputy Director Operations, Surgery &amp; Anaesthetics, Eastern Health</p> <p><b>Drone-Enabled Healthcare Logistics in Rural Australia: A Scoping Review,</b> <b>Prof Nasim Salehi</b>, Bond University</p> <p><b>On the Front Line Twice: Rural Nursing in the wake of natural disasters</b></p> <p><b>From Resuscitation to Reform: Navigating the Clinician-Executive Journey in Private Emergency Care</b></p> | <p><b>Connecting Care: A Unified EMR Journey,</b> <b>Terri Fiorenza</b>, Director Electronic Medical Record, Northern Health</p> |
| <p>5.30pm - 7.30pm</p>                                                                                                                                         | <p><b>WELCOME RECEPTION</b>  <b>CAIRNS CONVENTION CENTRE</b></p>                                                                                                         |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                  |

| DAY 2: THURSDAY 29 October                                                                                                                                                                           |                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                      |
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| CONCURRENT 3   8.00 - 9.30am   WORKSHOPS                                                                                                                                                             |                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                      | Thurs 29 Oct                                                                                                                                                                                                                                                                                                         |
| ROOM: TBA                                                                                                                                                                                            | ROOM: TBA                                                                                                                                                                                                                                                   | ROOM: TBA                                                                                                                                                                                                                            | ROOM: TBA                                                                                                                                                                                                                                                                                                            |
| Workshop 1                                                                                                                                                                                           | Workshop 2                                                                                                                                                                                                                                                  | Workshop 3                                                                                                                                                                                                                           | Workshop 4                                                                                                                                                                                                                                                                                                           |
| 90-minute workshop                                                                                                                                                                                   | 90-minute workshop                                                                                                                                                                                                                                          | 90-minute workshop                                                                                                                                                                                                                   | 90-minute workshop                                                                                                                                                                                                                                                                                                   |
| <b>Reframing Safety: Leadership and Collaboration for a More Resilient Health System</b><br><br><b>FACILITATOR:</b><br><b>Associate Professor Melanie Barlow</b> , Director, Reframing Conversations | <b>AI Governance in Healthcare – What Boards and Executives Need to Know</b><br><br><b>FACILITATORS:</b><br><b>Pieter Walker FCHSM CHE</b><br><b>Leah Falkingham, ACHS</b><br><b>Katie Robinson AFCHSM CHM, ACHS</b>                                        | <b>Beyond Burnout: Why Psychological Safety is the Missing Link in Workforce Wellbeing—and What to Do About It</b><br><br><b>FACILITATOR:</b><br><b>Sasha Burnham</b> , Head of Research and Executive Director, Data Drives Insight | <b>Right Care, Right Place, Right Time: Designing the Organisational Infrastructure for Relational and Patient-Centred Care</b><br><br><b>FACILITATORS:</b><br><b>Debra Zanella MCHSM</b> , Chief Executive Officer, Ruah Community Services<br><b>Elsie Blay</b> , Chief Operating Officer, Ruah Community Services |
| <b>9.30am - 10.00am</b>                                                                                                                                                                              | <b>MORNING TEA and NETWORKING – EXPO AREA MEZZANINE LEVEL</b><br>We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart! |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                      |



| ROOM              | Auditorium, Cairns Convention Centre                                                                                                                                                                                                                                                                                                                       |
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| <b>CHAIR</b>      | <b>Dr Neale Fong FCHSM CHE, ACHSM College Vice President</b> <div> KINDLY SUPPORTED BY  </div>                                                                                                                                                                          |
| 10.00am - 10.30am | <b>KEYNOTE ADDRESS: David Briggs Oration</b><br><b>Kate Jenkins AO,</b><br>Chair, Australian Sports Commission                                                                                                                                                                                                                                             |
| 10.30am - 11.00am | <b>KEYNOTE ADDRESS:</b><br> <b>Adj/Prof Janine Mohamed,</b><br>Deputy CEO, First Nations Group NDIS                                                                                                                                                                       |
| 11.00am - 12.00pm | <b>KEYNOTE PANEL: Integrated Care</b><br><b>Adj/Prof Janine Mohamed,</b> Deputy CEO, First Nations Group NDIS<br><b>Ben Edwards,</b> Chief Executive Officer, UnitingCare Queensland<br><b>Ben Tooth,</b> Chief Executive Officer, Northern Queensland Primary Health Network<br><b>Facilitator: Dr Neale Fong FCHSM CHE, ACHSM College Vice President</b> |
| 12.00pm           | <b>SESSION CONCLUDES</b>                                                                                                                                                                                                                                                                                                                                   |
| 12.00pm - 1.00pm  | <b>LUNCH and NETWORKING – EXPO AREA MEZZANINE LEVEL</b>                                                                                                                                                                                                                                                                                                    |

| PLENARY 4   1.00pm - 2.45pm   DIGITAL HEALTH |                                                                                                                                                                                                                                                                                                                                                                                                                                      | Thurs 29 Oct |
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| CHAIR                                        | KINDLY SUPPORTED BY                                                                                                                                                                                                                                                                                                                               |              |
| 1.00pm - 1.03pm                              | SPONSOR ADDRESS – Ventia                                                                                                                                                                                                                                                                                                                                                                                                             |              |
| 1.03pm - 1.30pm                              | <b>INTERNATIONAL KEYNOTE ADDRESS:</b><br> <b>Harold (Hal) Wolf,</b><br>President & CEO, HIMSS, USA                                                                                                                                                                                                                                                  |              |
| 1.30pm - 2.45pm                              | <b>KEYNOTE PANEL: Digital Revolution</b><br><b>Harold (Hal) Wolf,</b> President & CEO, HIMSS, USA<br><b>Bettina McMahon,</b> Chief Executive Officer, Healthdirect Australia<br><b>Dr Tanya Kelly,</b> Deputy Director-General, eHealth Queensland, Queensland Health<br><b>Adj Prof Malcolm Pradhan,</b> Adjunct Professor, Digital Health, University of Sydney<br><b>Facilitator: Dr Neale Fong,</b> ACHSM College Vice President |              |
| 2.30pm - 2.45pm                              | QUESTIONS TO THE PANEL                                                                                                                                                                                                                                                                                                                                                                                                               |              |
| 2.45pm                                       | SESSION CONCLUDES                                                                                                                                                                                                                                                                                                                                                                                                                    |              |
| 2.45pm - 3.15pm                              | <b>AFTERNOON TEA and NETWORKING – EXPO AREA MEZZANINE LEVEL</b><br>We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!                                                                                                                                                                        |              |

## CONCURRENT 4 | 3.15pm - 5.00pm

| ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ROOM: TBA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Stream 11<br>Equity & Inclusion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Stream 12<br>Education & Development                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Stream 13<br>Clinical Practice Transformation<br>& Models of Care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Stream 14<br>Significant Learning from<br>PechaKucha Presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Stream 15<br>Aged care, Home care, Disability<br>care – Integration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 10 x 6.5min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 5 x 15min oral presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>International Recruitment at Latrobe Regional Health: A whole of community approach, Don McRae AFCHSM CHM</b>, Chief Executive, Latrobe Regional Health</p> <p><b>Strengthening Aboriginal Health Partnerships Through MoUs and Shared Governance: The EMHS–ACCHS Approach to Embedding Aboriginal Authority and Improving Continuity of Care, Sharon Clews</b>, Director Aboriginal Health, East Metropolitan Health Service</p> <p><b>From 5% to 100%: Transforming Workforce Performance Reviews in Health and Aged Care, Dr Karen Patterson FCHSM CHE</b>, Chief Nursing Officer, Ausmed, <b>Zoe Youl</b>, Head of Clinical Governance, Ausmed</p> <p><b>From 1,085 Days to 2: How Remote Capsule Endoscopy Reporting Is Eliminating Diagnostic Inequity in Regional Queensland, Dr Raymond Wen AFCHSM</b>, Chief Growth Officer,</p> | <p><b>Preparing Future Health Leaders for Future Health Systems: Designing a Postgraduate Unit on Innovation, Emerging Technologies, and Responsible AI Use, Dr Melanie Murray FCHSM CHE</b>, Senior Lecturer, Murdoch Uni</p> <p><b>Hollie Tinetti MCHSM</b>, Lecturer in Postgraduate Studies, Murdoch University</p> <p><b>Improving Digital Competencies for Health Service Managers and Implications for Australia, Dr Mark Brommeyer AFCHSM CHM</b>, Senior Lecturer, Flinders University</p> <p><b>Shaping podiatry careers in public health through innovative career pathway models, Dr Michelle Kaminski</b>, Allied Health Research Advisor, Monash Health</p> <p><b>Research as Active Transport: Embedding Research within Rural Healthcare Leadership</b></p> | <p><b>Closing the Gap Between Evidence and Practice: A National Care Pathways Reset, Rhonda Morton FCHSM</b>, Director Strategy and Partnerships, Streamliners Australia</p> <p><b>What happens when you ask doctors: Taking a design thinking approach to hand hygiene routines, Associate Professor Mark Mattiussi FCHSM CHE</b>, Chief Medical Officer and Director Medical Services, RBWH - Metro North Health</p> <p><b>Embedding a short stay arthroplasty model in a public Hospital, Sarah Hobson</b>, Program Director, Fiona Stanley Fremantle Hospital Group</p> <p><b>Safe, Smart, and Virtual: A Multidisciplinary Pre-Admission Anaesthetic Clinic Addressing Perioperative Workforce and Safety Challenges in Regional Queensland, Dr Raymond Wen AFCHSM</b>, Chief Growth Officer, Telecare Australia</p> | <p><b>Bold, grounded and coherent: leading strategic planning in times of change, Simon Bailey</b>, Manager Strategic Communications and Partnerships, Better Health Network (BHN) and <b>Philippa Goddard</b>, Consultant, Impact Co.</p> <p><b>AI and its impact on Strategic Asset Management, Aida Burke</b>, Head of Automation and Performance, Defence &amp; Social Infrastructure, Ventia</p> <p><b>Cultural governance as the engine of health equity reform across Torres and Cape, Rex O'Rourke FCHSM CHE</b>, Health Service Chief Executive, Torres and Cape Hospital and Health Service and <b>Tahlia O'Regan</b>, Project Manager, Health Equity Strategy, Torres and Cape Hospital and Health Service</p> <p><b>Using Social Capital to Build a Speaking Up Culture Across Hospitals and Aged Care, Jane Graham AFCHSM</b>, Head of Safety Culture, Calvary Health Care</p> | <p><b>Metro North Health and JobAccess inclusive workforce innovation: How leadership &amp; national collaboration are transforming disability inclusive practice for the future health system, Kellie Wheeler</b>, Professional Adviser, National Disability Recruitment Coordinator and <b>Shannon Dawson</b>, Disability Program Director, Metro North Health</p> <p><b>Standing Up a Transition Care Service in a Hotel in 90 Days: The Pullman Adelaide Experience, Sarah McRae MCHSM</b>, Chief Executive Officer, Amplar Health Home Hospital</p> <p><b>Consumer risk profile an integrated view, Amanda Bandeira Ranger</b>, AI Lead, Silverchain</p> <p><b>Abstract title: Co-HIVE: Building a sustainable future for the care of Older Adults, Dr Zarrin Allam MCHSM</b>, Head of Department, Cohive Aged Care, East Care Connect; Royal Perth Hospital</p> |

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| <p>Telecare Australia<br/> <b>Filling the gap between policy and multicultural safety, Dr Helen Nelson</b>, Director of Research, Carey Hope Ltd and <b>Hayley Harrison</b>, Co-ordinator Consumer, Western Australian Child and Adolescent Health Service</p> | <p><b>Developing a Northern Territory specific Health Services Management degree: The role of Course Advisory Committees in curriculum co design</b></p> | <p><b>Agile Co-Design: Leading Continuous Improvement in Public Mental Health Services, Jonathan Tyler</b>, Program Implementation Manager, Barwon Health and <b>Dr Rachel Tindall AFCHSM CHM</b>, Chief of National Programs, Orygen</p> | <p><b>System improvement, redesign &amp; performance The Ecosystem of Digital Health and AI for Smart Health care in Hong Kong, Dr Fowie Ng FCHSM CHE</b>, Associate Professor, Tung Wah College</p> <p><b>Learnings from the National Maternity Workforce Strategy Project, Tessa Pascoe AFCHSM CHM</b>, Director, Department of Health, Disability and Ageing, <b>Toni Kely-Brown</b>, Manager, Queensland Health</p> <p><b>Real-Time Prediction and Display of Emergency Department Waiting Times Using Machine Learning, Ben Smith MCHSM</b>, Project Manager (Clinical Operations), Royal Melbourne Hospital</p> <p><b>Aligning EMR Enhancement processes with IHI methodology, Clare Byrne MCHSM</b>, Senior Transformation Partner, Monash Health, and <b>Mara Krokstrom</b>, Transformation and Implementation Consultant, Monash Health</p> <p><b>Australian bundling payment reforms: Facilitating cost-effective value-based healthcare for the National Health Reform Agreements (NHRA) 2026-2031 Addendum, Dr Kathryn Antioch AFCHSM CHM</b>, Chief Executive Officer, Guidelines and Economists Network International</p> | <p><b>It's all in the mix: Developing a mixed public private funding model for home care support services (HCSS) in Aotearoa-New Zealand (Aotearoa-NZ), Carolyn Stewart MCHSM</b>, Senior Lecturer, University of Waikato</p> |
| 4.45pm - 5.00pm                                                                                                                                                                                                                                                | <b>QUESTIONS TO THE PRESENTERS</b>                                                                                                                       |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                               |
| 5.00pm                                                                                                                                                                                                                                                         | <b>SESSION CONCLUDES – see next page for Congress Dinner information....</b>                                                                             |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                               |

# CONGRESS DINNER



THURSDAY 29 OCTOBER

7.00PM-10.45PM

**THEME: GO TROPPO!**

**PRIZES FOR BEST DRESSED!**

**AUDITORIUM, CAIRNS CONVENTION CENTRE**

**THREE-COURSE DINNER + DRINKS, FOLLOWED BY BAND AND DANCING!**

**PRE-DINNER DRINKS FROM 6.30PM**

No black tie allowed! We want to see your brightest neon colors, wildest patterns, and most eccentric outfits. Dress to express, push the boundaries, and let's get a little bit crazy! The most delightfully mad, creative, and over-the-top outfit will walk away with our ultimate Best Dressed Prize! Go big or go home!

## PLENARY 5 | 8.30am - 10.45am | INSPIRATIONAL CLOSING PLENARY

|                          |                                                                                                                                                                                                                   |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ROOM</b>              | <b>Auditorium, Cairns Convention Centre</b>                                                                                                                                                                       |
| <b>CHAIR</b>             | <b>Dr Neale Fong FCHSM CHE, ACHSM College Vice President</b>                                                                                                                                                      |
| <b>8.30am</b>            | <b>PLATED BREAKFAST SERVED</b>                                                                                                                                                                                    |
| 8.35am - 8.50am          | <b>Digital Poster prizes announced and Exhibition Prize Giveaway</b>                                                                                                                                              |
| 8.50am - 9.25am          | <b>KEYNOTE ADDRESS:</b><br> <b>Professor Zoe Wainer FCHSM CHE,</b><br>Director General,<br>Australian Centre for Disease Control |
| 9.25am - 9.40am          | <b>QUESTIONS TO THE PRESENTER</b>                                                                                                                                                                                 |
| 9.40am - 10.15am         | <b>KEYNOTE ADDRESS:</b><br> <b>Dr Rolf Gomes,</b><br>Founder, Heart of Australia<br>2026 Australian of the Year for Queensland |
| 10.15am - 10.30am        | <b>QUESTIONS TO THE PRESENTER</b>                                                                                                                                                                                 |
| <b>10.30am - 10.45am</b> | <b>CONGRESS CLOSE AND ANNOUNCEMENT OF NEXT YEAR'S CONGRESS!</b>                                                                                                                                                   |

## Digital Poster Presentations - Posters will be displayed in Exhibition Area

| Title                                                                                                                                                   | Author/s                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transforming Rehabilitation in the Home (RITH): A Client-Centred Redesign to Improve Flow and Outcomes                                                  | <b>Shelley Fulton</b> , Operations Manager NSR, CALHN                                                                                                                                                                                                           |
| Reorganization of Psychiatric Occupational Therapy Services and Its Impact on Patient Outcomes and Workforce Competency                                 | <b>Dr Ching Man Eris HO FCHSM, CHE</b>                                                                                                                                                                                                                          |
| South Metropolitan Health Service of WA hospital-network approach to psychosocial risks & hazards: collaborative co-design, challenges and celebrations | <b>Assoc Prof Jon Chan</b> , Chief Wellbeing Practitioner & Consultant Physician in Rehabilitation Medicine, South Metropolitan Health Service WA                                                                                                               |
| Implementing Delirium Surveillance in Hospitalized Older Adults: A Quality Improvement Initiative                                                       | <b>Alice Yuk-Yu Cheng</b> , Chief Nursing Officer, St Paul's Hospital                                                                                                                                                                                           |
| From Leadership Development to System Impact: Building a Collaborative and Resilient Health Service through SMHS Care to Lead                           | <b>Assoc Prof Jon Chan</b> , Chief Wellbeing Practitioner & Consultant Physician in Rehabilitation Medicine, South Metropolitan Health Service WA                                                                                                               |
| Preventable paediatric dental visits to Public Emergency Departments in South-East Queensland, Australia.                                               | <b>Leah Hobbs</b> , Principal Project Officer, Metro South Health                                                                                                                                                                                               |
| Reinvigorating the Daily Safety Brief: Strengthening Safety, Flow and Accountability at Northern Health                                                 | <b>Laura Hughes MCHSM</b> , Director, Clinical Operations and Performance, Northern Health, <b>Linda Romano</b> , Chief Operating Officer, Northern Health , <b>Jennifer Gilham AFCHSM</b> , Divisional Director Emergency Services and Access, Northern Health |
| Legal Literacy as a Patient Safety Intervention: Strengthening Clinical Decision-Making for Resilient Health Systems                                    | <b>Dr Rohit Sharma AFCHSM CHM</b> , Senior Practitioner, SA Health                                                                                                                                                                                              |
| A role-based workforce capability model for aged care workers under the Aged Care Act 2024                                                              | <b>Rhylee Ford MCHSM</b> , Health Management Intern, ACHSM, <b>Johanna Hayes</b> , Divisional Director Subacute and Hospital Without Walls, Northern Health<br><b>Nina Colon MCHSM</b> , Health Management Intern, ACHSM                                        |
| Embedding a culture of quality Improvement through strategic practice innovation                                                                        | <b>Caroline Kratzing</b> , Deputy Manager, Dietetics and Nutrition, Alfred Care Group, Bayside Health                                                                                                                                                           |
| Sustaining improvement beyond implementation: Lessons for change strategies from an eight-year evaluation                                               | <b>Sarah Moon</b> , Nurse Manager, Research and Benefits, Department of Health Tasmania                                                                                                                                                                         |

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| <b>Lessons for change Leaders on sustaining cultural change: A four-year evaluation of a speaking-up program in a tertiary Hospital</b>                                   | <b>Sarah Moon</b> , Nurse Manager, Research and Benefits, Department of Health Tasmania                                                                                                                |
| <b>Redesigning Autism Diagnostic Pathways: A Whānau Centred Super Clinic Model of Care to Improve Access, Experience and Workforce Capability</b>                         | <b>Debbie Paotama</b> , Clinical Team Leader, Te Oranga O Nga Rito, Waitemata District, Health New Zealand and <b>Jo Grounsell AFCHSM</b> , Operations Manager, Waitemata District, Health New Zealand |
| <b>AI-Enabled Real-Time Patient Experience Management: A Leadership and Service Transformation Approach</b>                                                               | <b>Dr Omer Ahmed</b> , Health Policy Advisor, Insight Excellency and Care                                                                                                                              |
| <b>Breaking the stigma of workplace hormonal health: A collaborative journey of women's wellbeing at South Metropolitan Health Service Western Australia</b>              | <b>Assoc Prof Jon Chan</b> , Chief Wellbeing Practitioner & Consultant Physician in Rehabilitation Medicine, South Metropolitan Health Service WA                                                      |
| <b>Transforming Paediatric Cancer Care: The Power of Human-Centered AI</b>                                                                                                | <b>Mahalakshmi Shivashankar</b> , Health Information Technology Expert / Project Manager, College of Business, Creative Arts, Law and Social Sciences   Flinders University                            |
| <b>A Bilateral Workforce Solution: The Live Well Pathways Model for Personal Care and Workforce Development in Rural Australia</b>                                        | <b>Michael Barns</b> , CEO, LiveWell Pathways and <b>Alice Evans FCHSM CHE</b> , CEO, Madec Ltd                                                                                                        |
| <b>Challenges faced by obstetricians and gynaecologists in cervical cancer screening among rural Malaysian women - pilot case study</b>                                   | <b>Dr Ibrahim Tahir Bin Dato' Dr. Hj. Naosherwan Anwar MCHSM</b> , Deputy Director, Penang General Hospital                                                                                            |
| <b>Shift work, chronotype and poor sleep among Hong Kong nurses</b>                                                                                                       | <b>Prof Yuen Ting Julie MA</b> , Director & Principal Consultant, Innovative Healthcare EHS Consultancy                                                                                                |
| <b>Navigating Pregnancy with Congenital Heart Disease: Exploring Perinatal Healthcare Needs Through a Mixed-Methods Approach</b>                                          | <b>Dyone Bettiga MCHSM</b> , Health Services Planner, Western Sydney Local Health District                                                                                                             |
| <b>Insights into the development and testing of a "Home First" approach</b>                                                                                               |                                                                                                                                                                                                        |
| <b>Shifting the Model: ADKAR Change Management to Improve Medications Reconciliation at Transitions of Care</b>                                                           |                                                                                                                                                                                                        |
| <b>Healthcare Workers' (HCWs) Role in Inclusive Disaster Risk Reduction (IDRR) for Individuals with Chronic Illnesses (ICIs) in the Fiji Islands: A qualitative study</b> |                                                                                                                                                                                                        |

# CAIRNS

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28–30 October 2026



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