



Health and Human Services Community



Driving an Accessible, Progressive and Secure Healthcare System

Part of the Health & Human Services National Insights Series

Online → Wednesday, 4 May 2022 | 11:00am - 1:10pm AEST

Your Inspiring Speakers



JANE EVANS

Group Manager of Improvement & Experience

St Vincent's Health Australia



LINDA SOARS

Acting Clinical Executive
Director CATALYST

NSW Health Agency for Clinical Innovation (ACI)



ROSY TIRIMACCO

Operations and Research
Manager

Integrated Cardiovascular
Clinical Network Country Health
South Australia



DEBORAH JEFFERS

Director Clinical Informatics,
Data & Analytics

Queensland Health



CLARE RAMSDEN

Deputy Director of Allied Health,
Hospitals South

Tasmanian Health Service



GARTH WORBOYS

A/Director Patient Support
Services

HealthShare NSW



DR. TIM SMART

Director Medical
Services

Far West Local Health District,
NSW Health

Benefits of Attending



Uncover what it takes to train the workforce for the future of Australian healthcare



Learn how to streamline the patient experience in a world of digital and interoperability



Equip yourself with new, actionable tools and insights going into a COVID-normal and integrated healthcare ecosystem



Hear case-studies in the implementation of new technologies, work practices leadership and health systems design

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Advancing Digitally-Enabled Patient-Centric Systems

The strong momentum and need for change in the last two years leads us into the second quarter of an eventful 2022.

A system-wide healthcare reform requires strong and multi-tiered collaboration as change adaptation varies greatly between healthcare and human services organisations. It also calls for important and mostly avoided conversations that must be had.

Impactful and sustainable change and comprehensive evidence-based policy is done in collaboration. Change requires us to summon the courage to deal with all things human, both within public health systems, as well as when facing the public. As healthcare professionals and healthcare consumers, global market demands substantial steps forward in the baseline patient-experience that requires changing the mindsets of providers and the public to both put genuine spotlight on the patient.

We will be discussing intentional designs for a patient centric customer journey, preparing ethical AI for patient experience and efficient healthcare, trust, partnerships and data-sharing for communicating and functioning in future of healthcare. Discover new ways to tackle gaps in workforce, infrastructure and access, transition to prevention-first models, to prepare for the coming years.

Join us as we dive deeper into dynamic conversations that make a difference at the virtual event: **Driving an Accessible, Progressive and Secure Healthcare System.**



Who You'll Meet

Chiefs/Directors/Heads/Managers of:

- Nursing
- Medical
- Clinical
- Digital
- Transformation
- Innovation
- Consumer and Patient Experience
- People and Culture
- Workforce
- IT
- Data & Analytics

Explore the Agenda

11:00am PSN Welcome

11:15am Welcome from Chair: The Next Stage Frameworks for a New Healthcare System

Jane Evans, *Group Manager of Improvement and Experience, St Vincent's Health Australia*

11:30am Government Keynote & Case-Study: Preparing for the Future with Digital Patient Journeys

- Developing IT systems for the future within public sector health settings often needs trusting relationships and stable boundaries to create an innovative solution
- Local developments underway in NSW for Emergency Department nurses, creating protocols requiring adaptive education and training endorsed by new partners within the IT and health ecosystem
- Collaboration within the NSW EPIC project involving multidisciplinary partners using their strengths to deliver value with digital solutions

Linda Soars, *Acting Clinical Executive Director CATALYST, NSW Health Agency for Clinical Innovation (ACI)*

11:45am Government Case Study: Applying Ethical AI for More Efficient and Trustworthy Health Systems

- Creating responsible, empowering and expansive clinical informatics systems that support the use of machine learning
- Human centred, ethical, safe and accountable design to align machine augmentation with patient-centric care
- Refining research and increasing maturity of responsible AI in healthcare organisations

Deborah Jeffers, *Director Clinical Informatics, Data & Analytics, Queensland Health*

12:00pm Government Keynote & Case-Study: The Power of Multidisciplinary & Data-Driven Teams - Tasmanian Health Service

- How the Tasmanian Health Service Hospitals South builds leadership skills in their Allied Health workforce to support more integrated multidisciplinary teams
- Reframing data knowledge and utilisation as a leadership activity, and how this builds engagement and improves data quality
- Does leadership + data + multidisciplinary teams = better patient outcomes and improved staff wellbeing? Why Hospitals South thinks so.
- How insights from Allied Health non-clinical activity data can enhance the performance of health teams

Clare Ramsden, *Deputy Director Of Allied Health, Hospitals South, Tasmanian Health Service*

12:15pm Break

12:20pm Panel Discussion

COVID Lessons - Building Resilient & Sustainable Health Systems Now

- What have been the biggest shifts in a post COVID healthcare system?
- Where are the boundaries for efficiency and ethics and how can we embed this into our new way of working with patients, providers and data?
- What have we learned regarding the new implications for stewardship, innovation and design?
- How can we apply these experiences today to future-proof Australia's healthcare system (supply chains & access, collaboration, proactive risk management, and more)?

CHAIR: Professor Erwin Loh, *Group Chief Medical Officer & Group General Manager of Clinical Governance, St Vincent's Health Australia*

Dr Tim Smart, *Director Medical Services, Far West Local Health District, NSW Health*

Garth Worboys, *A/Director Patient Support Services, HealthShare NSW*

Rosy Tirimacco, *Operations and Research Manager, Integrated Cardiovascular Clinical Network Country Health South Australia*

12:50pm Close

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It was great to get the insights from a range of speakers.

Australian Primary Health Care Nurses Association

What's On **Next**



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3 August