

Congress Program



ACHSM ASIA-PACIFIC HEALTH LEADERSHIP CONGRESS 2024

BRISBANE

23–25 OCTOBER 2024

achsm.org.au/congress

ACHSM 

**Program subject to change*

PRE-CONGRESS EVENTS	
Tuesday 22 October 2024 9.30am – 3.00pm	2024 ACHSM Board Meeting – Plaza Level, Meeting Room 8, Brisbane Convention and Exhibition Centre
Tuesday 22 October 2024 4.00pm – 5.30pm	2024 ACHSM Annual General Meeting – Plaza Level, Meeting Rooms 6 & 7, Brisbane Convention and Exhibition Centre Congress registration desk will be open between 3.00 – 5.30pm
Tuesday 22 October 2024 <i>Pre-dinner drinks from 6.15pm</i> <i>Dinner from 7.00pm</i> <i>Concludes 10.00pm</i>	ACHSM Fellows Dinner – (by invitation only, open to all ACHSM Fellows) Venue: Customs House, Long Room, 399 Queen St, Brisbane, Qld Mary Harris Oration: Michael Walsh, Director-General, Queensland Health

KINDLY SUPPORTED BY





ACHSM ASIA-PACIFIC HEALTH LEADERSHIP CONGRESS

BRISBANE 23–25 OCTOBER 2024

BRISBANE CONVENTION AND EXHIBITION CENTRE



DAY 1: WEDNESDAY 23 October | PRE-CONGRESS WORKSHOPS | 8.00–9.30am

Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5
Plaza Meeting Room 8	Plaza Meeting Room 9	Plaza Meeting Room 6 & 7	Plaza Meeting Room 10 & 11	Plaza Auditorium
<p><i>How to implement a successful virtual inpatient program in small rural hospitals: Lessons from a Pilot Project</i></p> <p>FACILITATORS: Dr Ka Chun Tse FCHSM CHE, Director of Medical Services, Kyabram District Health Service, Yarrowonga Health, NCN Health and Rochester & Elmore District Health Service Dr Christopher Sia, Chief Medical Officer & Co-founder, Telecare Dr Raymond Wen AFCHSM, Chief Growth Officer, Telecare Andrew Freeman AFCHSM CHM, Executive Director, Hume Health Service Partnership Linx Xu, Director and Chief Operating Officer, Telecare</p>	<p><i>Learning conversations: Fundamentals of feedback, why it's difficult and why it's crucial to health leadership</i></p> <p>FACILITATOR: Prof Pooshan Navathe FCHSM CHE, Executive Director Medical Services, Central Queensland Health and Hospital Service</p>	<p><i>Turning hindsight into foresight – is your organisation's Clinical Governance fit for purpose and how do you know?</i></p> <p>FACILITATORS: Adj Prof Alan Lilly FCHSM CHE, Principal Consultant, Acumenity Australia Dr Melanie Tan MCHSM, Principal Clinical Governance & Medico-legal Consultant, Dr Melanie Tan Consulting</p>	<p><i>Leading successful teams requires a high level of collaboration. Learn the essentials to enhance your personal effectiveness.</i></p> <p>FACILITATORS: A/Prof Bernie Harrison, FCHSM CHE, Director, Improvement Academy, ACHS Katie Robinson, Clinical Educator, Improvement Academy, ACHS</p>	<p><i>Leading the transformation: developing key competencies for sustainable healthcare</i></p> <p>FACILITATORS: Prof Christian Gericke, Professor of Medicine, University of Queensland A/Prof Rebecca Haddock, Executive Director Knowledge exchange, Australian Healthcare and Hospitals Association</p>




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7.00am	REGISTRATION OPEN – Plaza Auditorium Foyer	
9.30-10.00am	MORNING TEA and NETWORKING – Plaza Foyer	
OFFICIAL OPENING 10.00am-10.25am		<i>WEDNESDAY 23 October</i>
ROOM	Plaza Ballroom	
CHAIR	Dr Neale Fong FCHSM CHE, ACHSM College President	
10.00am	WELCOME TO COUNTRY Aunty Deb Sandy	
10.05am	OFFICIAL OPENING <i>A message from The Hon. Mark Butler MP, Minister for Health and Aged Care</i>	
10.10am	ACHSM WELCOME Dr Neale Fong FCHSM CHE, ACHSM College President	


<p>CHAIR</p>	<p>Dr Neale Fong FCHSM CHE, ACHSM College President</p>	<p>KINDLY SUPPORTED BY  Queensland Government</p>
<p>10.25am-10.30am</p>	<p>Platinum sponsor address: Michael Walsh, Director-General, Queensland Health</p>	
<p>10.30am-11.10am</p>	<p>KEYNOTE ADDRESS – International guest speaker Delvecchio S. Finley, President, Georgia Market, Atrium Health, USA</p>	
<p>11.10am-11.20am</p>	<p>QUESTIONS TO THE PRESENTER</p>	
<p>11.20am-12.15pm</p>	<p>KEYNOTE PANEL: The Leadership Challenges 2025 and Beyond Delvecchio S. Finley, President, Georgia Market, Atrium Health, USA Christine A. Gee AM, National President, Australian Private Hospitals Association & Chief Executive Officer, Toowong Private Hospital Michael Walsh, Director-General, Queensland Health Cam Ansell AFCHSM, Managing Director, Ansell Strategic Facilitator: Dr Neale Fong, ACHSM College President</p>	
<p>12.15pm-12.25pm</p>	<p>QUESTIONS TO THE PANEL</p>	
<p>12.25pm-12.30pm</p>	<p>DIGITAL POSTER LAUNCH Dr Neale Fong, ACHSM College President <i>Please go to the main exhibition area to view the digital posters.</i></p>	
<p>12.30PM</p>	<p>SESSION CONCLUDES</p>	
<p>12.30–1.15pm</p>	<p>LUNCH and NETWORKING – Plaza Foyer</p>	

ROOM: Plaza Auditorium	ROOM: Plaza Meeting Room 6 & 7	ROOM: Plaza Meeting Room 10 & 11	ROOM: Plaza Meeting Room 8	ROOM: Plaza Meeting Room 9
Stream 1 Clinical Leadership and Management	Stream 2 Health Workforce and Development	Stream 3 Innovation and Technology in Healthcare	Stream 4 Sustainability in Healthcare	Stream 5 Digital Health and Virtual Care
5 X 17 min oral presentations	6 X 14 min oral presentations	5 X 17 min oral presentations	7 X 13 min oral presentations	6 X 14 min oral presentations
<p>The Crucial Role of Clinical Leadership in Healthcare: A Holistic Approach to Patient Safety, Change Management, and Quality of Care, with a Focus on Resource-Constrained Settings Dr Katrina Sanders, Chief Medical Officer, Aspen Medical</p> <p>Leading for the Future, Now - New Perspectives for Health Systems Leadership, Rebecca George, Independent Consultant</p> <p>Rabbit in the headlights: Navigating the transition from Clinician to Manager, Dr Mpilwenhle Mthunzi, General Manager & Director of Nursing - Mental Health Services, Royal Children's Hospital, Melbourne, Assoc Prof Vikas Wadhwa, Clinical Director, Peter MacCallum Cancer Centre, Melbourne</p> <p>From the Frontlines to the Forefront: Reimagining Healthcare Leadership for a Sustainable Future, Dr Katrina Sanders, Chief Medical Officer, Aspen Medical</p>	<p>Enhancing Compassionate Leadership: the role of the SMHS Coach Consultancy, Veronique Renel, Head of Organisational Development, South Metropolitan Health Service, WA</p> <p>Building the nursing workforce of the future, Samantha Lavender, Policy Officer, Department of Health and Aged Care</p> <p>National Nursing Workforce Strategy, Samantha Lavender, Policy Officer, Department of Health and Aged Care</p> <p>Improving Digital Health Competencies for Health Service Managers in Australia, Mark Brommeyer AFCHSM CHM, Senior Lecturer, Flinders University</p> <p>Psychological Safety in Healthcare: Understanding and Mitigating Psychosocial Hazards for Enhanced Team Performance and Patient Safety, Sasha Burnham, Head of Research, Data Drives Insight</p>	<p>Strategies for Success: Implementing and Scaling an Effective Outpatient Telehealth Service, Dr Christopher Sia, Chief Medical Officer, Telecare Australia, Dr Raymond Wen, Chief Growth Officer, Telecare, Cathie La Riviere, Manager - Virtual Health, Mackay Hospital and Health Service</p> <p>eHealth Love Living 2.0 Project – Transcending the boundary of health management, Dr Eris Ho Ching Man FCHSM CHE, Senior Occupational Therapist, Hospital Authority Hong Kong</p> <p>Beyond Guesswork: Using simulation modelling to understand complex patient flow challenges in a large Paediatric Intensive Care Unit, Dr Danielle Currie, Deputy Director – Simulation Modelling, The Sax Institute</p> <p>Implementing My PreHab Program: how digital technology helped to bridge the hospital-community gap and streamline hospital processes, Eleanor Bills, Clinical Manager,</p>	<p>How do we demonstrate that we have the governance and capability to deliver on our Net Zero commitments? Decarbonising Queensland Health’s portfolio – A framework to achieve Net Zero and define Carbon Risk within your healthcare portfolio, Richard Vincent, Principal, LCI Consultants</p> <p>Leading environmental sustainability in public health systems: a model for net zero action in the NSW Health state-wide shared services organization, Dr Carly Hollier, A/Senior Manager, Sustainability, HealthShare NSW, Dr James Walters FCHSM CHE, Associate Director, Delivery Excellence (Corporate & Specialized Services), HealthShare NSW</p> <p>Clinical practice guideline development and regulatory processes in Australia: International lessons in best practice, clinical governance, and Value Based Health Care, Dr Kathryn Antioch AFCHSM CHM, Chief Executive Officer, Guidelines and Economists Network</p>	<p>Codesigning microlearning for industry and professional learning to address digital health and cybersecurity skills gaps, Dr Sheree Lloyd FCHSM CHE, Dr Joel Scanlan, Senior Lecturers, Australian Institute of Health Service Management, University of Tasmania, Mark Upton FCHSM CHE, Vice President, VIC/TAS State Branch Council, ACHSM</p> <p>Technology advances enabling sustainable hospital in the home care models, Tricia Liebke, GM Customer & Clinical Engagement, Telstra Health</p> <p>Virtual Technology Applications in Emergency Care Delivery, Adelaide Michael MCHSM, Research Assistant, Gold Coast Health</p> <p>Transforming healthcare processes to improve safety and productivity, Jake Arnold-Foster, Executive Chair, Carradale Futures</p>

<p>Care to Lead – a sustainable leadership development approach building compassionate, collective leadership across a Western Australian Health Service, Véronique Renel, Head of Organisational Development, South Metropolitan Health Service WA</p>	<p>“Key” Shaped Professionals for the 21st Century: A Sustainable Approach for Building the Health and Social Care Workforce, Dr Sheree Lloyd FCHSM CHE, Senior Lecturer, Australian Institute of Health Service Management, University of Tasmania, Assoc Prof Helen Almond, Head of School of Nursing, IHM Australia</p>	<p>Surgery PreHab Program, Prof Jane Andrews, Gastroenterologist and Medical Lead, Surgery Program, Central Adelaide Local Health Network</p> <p>Innovation in eReferral communication across Tasmania, Neil Cumming, Primary Health Consultant - Digital Transformation, Primary Health Tasmania, Danielle Ryan-Mills, Project Manager Digital Health - Health ICT, Tasmanian Department of Health</p>	<p>International</p> <p>Leading and managing sustainability transitions: Exploring potential Scope 3 co-benefits of renewable energy in health systems, Urvi Thanekar, Health Services Research Assistant, Deakin University, The University of Melbourne</p> <p>Measuring carbon emission avoided by virtual care, Bettina McMahon, CEO and Jane Muirsmith, Chair, Board of Directors, Healthdirect Australia</p> <p>The journey to net zero: learnings from Northern Sydney Local Health District’s inaugural Planetary Health Framework and tracking progress to reduce emissions, Nicola Groskops, Manager, Planetary Health Northern Sydney Local Health District, NSW Health</p> <p>A description study of health service collaboration in Hong Kong-Macao-Guangdong Greater Bay Area (GBA) to address issues in sustainability, Dr Shao Haei LIU FCHSM CHE, President, Society for Innovative Healthcare Hong Kong, HKCHSE, Bernadette Wong, Director, Society for Innovative Healthcare Hong Kong, Dr Gloria Siu, CEO, GUM</p>	<p>The Virtual Hospital: A qualitative study exploring the barriers and enablers that drive bed utilisation and referral volumes, Dr Emily Kirkpatrick, Senior Clinical Lecturer, Australian Institute for Machine Learning, University of Adelaide</p> <p>Digital solutions vs the quadruple aims: Where to from here for the healthcare workforce? Dr Rob Pearlman, Founder & CEO, Med App</p>
<p>2.45pm</p>	<p>QUESTIONS TO THE PRESENTERS</p>			
<p>3.00pm-3.30pm AFTERNOON TEA and NETWORKING – Plaza Foyer</p>				

PLENARY 2 | 3.30pm - 5.30pm | Focus Issues for Now – Towards Sustainability and the Future of Digital Transformation

WEDNESDAY 23 October

ROOM	Plaza Ballroom	
CHAIR	Dr Neale Fong FCHSM CHE, ACHSM College President	KINDLY SUPPORTED BY 
3.33pm–4.00pm	KEYNOTE ADDRESS: Beyond the bricks – system change is required to realise carbon reduction targets in health care Gunther De Graeve FCHSM CHE, Managing Director, Destravis	
4.00pm–4.30pm	KEYNOTE ADDRESS – International guest speaker Harold (Hal) Wolf, President & CEO, HIMSS, USA	
4.30pm–4.35pm	QUESTIONS TO THE PRESENTER	
4.35pm–5.30pm	KEYNOTE PANEL: Digital Health Harold (Hal) Wolf, President & CEO, HIMSS, USA Dr Tanya Kelly, Acting Deputy Director-General, eHealth Queensland David Rowlands, Director, Digital Health Leadership Australasia Facilitator: Dr Isobel Frean, Director of Digital Health Integration, Digital Health Cooperative Research Centre (DHCRC)	
5.25pm-5.30pm	QUESTIONS TO THE PANEL	
5.30pm	SESSION CONCLUDES	
5.30pm–7.15pm	WELCOME RECEPTION Brisbane Convention and Exhibition Centre, Plaza Foyer	

DAY 2: THURSDAY 24 October



CONCURRENT 2 | 8.00–9.30am

ROOM: Plaza Meeting Room 9	ROOM: Plaza Auditorium	ROOM: Plaza Meeting Room 10 & 11	ROOM: Plaza Meeting Room 8	ROOM: Plaza Meeting Room 6 & 7
Stream 6 Research and Evidence-Based Practice	Stream 7 Governance and Policy in Healthcare	Stream 8 Patient Care and Safety	Stream 9 Significant Learning from PechaKucha Presentations	Stream 10 Health Equity and Access
7 X 12 min oral presentations	7 X 12 min oral presentations	6 X 13 min oral presentations	10 x 6.5min PechaKucha	5 X 14 min oral presentations
<p>Nurses' experiences in voluntary error reporting: An integrative literature review, Jeffrey WOO FCHSM CHE, Adjunct Lecturer and PhD Candidate, Curtin University (Singapore), Co-Author Dr Mark Avery, Senior Lecturer, Health Services Management, Griffith University</p> <p>Learning from your scars: A grounded theory study of healthcare leader's experiences, through an adult developmental lens, Shannon Richards-Green, PhD candidate, Bond University</p> <p>Leadership Capability Needed in Health, to Retain Talent and Grow Sustainable Workforces: Results of a longitudinal research study into health sector leadership, Sasha Burnham, Head of Research, Data Drives Insights</p> <p>The role of research in health system improvement and sustainability – addressing health</p>	<p>Navigating the Challenges of Clinical Governance in a Global Health System: A Chief Medical Officer's Perspective, Dr Katrina Sanders, Chief Medical Officer, Aspen Medical</p> <p>Factors Influencing the Sustainability and Effectiveness of Accreditation Program. Establishment and Implementation in Low- and Middle-Income Countries (LMICs), Dr Dilantha Dharmagunawardene, PhD Student, School of Applied Psychology, Griffith University, Dr Mark Avery, Senior Lecturer, Health Services Management, Griffith University, Prof. Reece Hinchcliff, Academic Lead and Program Director, Griffith University</p> <p>Building sustainable governance structures for long stay patient management in an acute hospital, Amanda O'Keefe FCHSM, Director Allied Health, Royal Darwin</p>	<p>Sustainable community-based services for people with dementia matte wareware in Aotearoa New Zealand, Catherine Cooney FCHSM CHE, Chief Executive, Dementia New Zealand</p> <p>Boosting Male Participation in Nursing: Global Policy Insights and Opportunities for New South Wales Jodie Brabin MCHSM, Head of Discipline, Health Management and Leadership Charles Sturt University</p> <p>Navigating the Intricacies of Cancer Care: Unveiling the Challenges and Triumphs, Dr Melanie Murray FCHSM CHE, Senior Lecturer – Nursing, Murdoch University, Prof Anne Williams, Emeritus Professor, Murdoch University, Dr Karen Taylor, A/Coordinator of Nursing, Cancer Network WA</p> <p>Human Centred Design for Wellbeing of Workers and Clients, Thomas Tolchard, Founder/CEO, Tolchard Pty</p>	<p>Optimizing Space and Efficiency: WISER Solution to revitalizing treatment area and workflow in rehabilitation setting, Dr Eris Ho Ching Man FCHSM CHE, Senior Occupational Therapist, Hospital Authority Hong Kong</p> <p>Saving the trees, one research project at a time! Melanie Wright AFCHSM CHM, Director Research, South Metropolitan Health Service</p> <p>Building a sustainable, skilled allied health workforce in an evolving “at home” program, Melissa Roberts, Allied Health Workforce Advisor, Monash at Home, Monash Health</p> <p>Sustaining change in communication for the future: the implementation of new communication technology in a large health network, Lucy Whitelaw, Allied Health Informatics Advisor, Monash Health</p> <p>Transformational and Innovative Quality Improvement: growing leadership from a bottom-up approach, The CARE Village's</p>	<p>Innovative Emergency and Primary Healthcare Delivery in Remote South Australia: William Creek case study, Anthony Pryzibilla AFCHSM CHM, Operations Director, Royal Flying Doctor Service SA/NT</p> <p>Stress-testing a new Networked Services Framework: Supporting equity and sustainability in regional, rural and remote areas, Amanda Rojek, Director, System Planning Branch, Queensland Health, Jodi Hallas, Executive Director, System Planning Branch, Queensland Health</p> <p>Experience with a new Single-Service, Multi-Unit, Dual Site Digitally Supported Endoscopic Pathway – benefits and lessons, Prof Jane Andrews, Gastroenterologist and Medical Lead, Surgery Program, Central Adelaide Local Health Network</p>

<p>priorities and integrating research in health care, Assoc Prof Angela Todd, Research Director, Sydney Health Partners</p> <p>Projecting Future Demand for Residential Aged Care in Queensland, Imogen Page, A/Manager, Queensland Health</p> <p>Paid Nursing and Midwifery Student Employment Models: An Integrative Review, Hollie Tinetti, Lecturer, Murdoch University</p> <p>Co-creating a translation pathway for structured journal clubs, Prof Sharon Mickan FCHSM CHE, Consultant, Educator, Researcher, Mosaic Health Consulting</p>	<p>Palmerston Hospital</p> <p>Clinician research capacities in Local Hospital Networks: A black-box challenge, Peter Frederiksen, Director, Ramsay Psychology, Assoc Prof Christina Malatzky, Associate Professor Faculty of Health, Queensland University of Technology</p> <p>Use machine learning approaches to explore better heatwave measurement for vulnerability assessment and timely management of heat-related health services, Adj Prof Le Jian, Senior Analyst and Research Officer, Department of Health, Western Australia</p> <p>Evaluating the Triple Bottom Line impacts of the Virtual Women’s Assessment Service, Chris Barber FCHSM CHE, Corporate Service Operations, Women’s and Children’s Health Network SA, Rachel DeSain, CEO, CODESAIN</p> <p>Doctor’s Engagement in Clinical Governance, Dr David Rankin FCHSM CHE, Lead Fellow – Clinical Governance, RACMA</p>	<p>Implementing a Collective approach to reducing unnecessary emergency department presentations, Rohie Marshall, Project Lead - Complex Care Models, Health Alliance</p> <p>The journey to a safe and calm hospital: the implementation of a Digital Coordination Centre at the Royal Melbourne Hospital, Jackie McLeod AFCHSM, Chief Operating Officer, Royal Melbourne Hospital, Catherine Humphrey, Projects Director – Clinical Operations, The Royal Melbourne Hospital</p>	<p>Indigenous Staff create a sustainable and culturally safe care model, Therese Jeffs FCHSM CHE, Chief Executive, Jacqueline Jeffs, Operations Manager, The CARE Village</p> <p>Advancing Sustainability in Healthcare: A Global Approach to Clinician Experience Assessment, Isabella Corsello, Clinical Strategy Officer, Aspen Medical</p> <p>Our Journey to Employer of Choice - HNECC Primary Health Network, Catherine Turner, Executive Manager, Commissioning, HNECC Primary Health Network</p> <p>Understanding the root cause of the youth mental crisis, Hannah Kennedy AFCHSM, Consultant, Impact Co.</p> <p>Allied health trainees: Sustaining the allied health workforce pipeline whilst preserving designated roles, Sarah Brown, Head of Occupational Therapy and Hand Therapy, Monash Health</p> <p>The East Experience: leading transformational change for our junior medical workforce, Dr Clare Fellingham AFCHSM, A/Deputy Director Clinical Services, Royal Perth Bentley Group</p>	<p>Lessons learned from co-designing a best-practice CAMHS model of care in regional setting, Dr Peter Nagel AFCHSM CHM, Director, Aspex Consulting</p> <p>Arteriovenous fistula surveillance - a case study on investigating sustainable methods to maintain dialysis access in a regional centre, Mike Wu, Vascular surgery trainee, James Cook University Townsville</p>
<p>9.15am</p>	<p>QUESTIONS TO THE PRESENTERS</p>			
<p>9.30-10.00am</p>	<p>MORNING TEA and NETWORKING – Plaza Foyer</p>			

PLENARY 3 | 10.00am – 12.10pm | The Ongoing Challenges of Attracting and Retaining Good People for our Workforce

Thursday 24 October

ROOM	Plaza Ballroom	
CHAIR	<p>Prof Nick Zwar, Executive Dean - Health Sciences & Medicine, Bond University</p>	<p>KINDLY SUPPORTED BY</p>  
10.00am-10.55am	<p>KEYNOTE PANEL: Workforce Wellbeing/Organisational Culture. Retention Strategies for Health Organisations</p> <p>Andrew Harding, Managing Director & CEO, Aurizon</p> <p>Prof Analise O’Donovan, Pro Vice Chancellor Health, Griffith University</p> <p>Holly Cook, Founder and Director, North</p> <p>Dr Peter Steer, Group Chief Executive, Mater Misericordiae Ltd</p> <p>Facilitator: Helen Trinca, The Australian</p>	
10.55am-11.00am	<p>QUESTIONS TO THE PANEL</p>	
11.00am-11.20am	<p>2024 Bond University Sustainable Healthcare Awards</p> <p>The announcement of, and presentation to, this year’s Award winners for <i>Leadership in Service Delivery, Policy Innovation, Research and Education & Health Literacy</i></p>	
11.20am-12.10pm	<p>KEYNOTE PANEL: Sustainable Leadership in Healthcare</p> <p>Prof Brian Dolan OBE, Director, Health Service 360</p> <p>Noelle Cridland, Health Service Chief Executive, Metro South Health</p> <p>Colleen Jen, Deputy Director-General Clinical Planning and Service Strategy, Queensland Health</p> <p>Gemma Hodgetts, Acting Chief Executive Officer, Health and Wellbeing Queensland</p> <p>Facilitators: Rhonda Morton, Bond University & Claire Stokes, Griffith University</p>	
12.10pm	<p>SESSION CONCLUDES</p>	
12.10-1.05pm	<p>LUNCH and NETWORKING – Plaza Foyer</p>	

PLENARY 4 | 1.05pm – 2.45pm | Is Better Connection and Collaboration the Magic Bullet for Healthcare?

Thursday 24 October

ROOM	Plaza Ballroom
CHAIR	Catherine Chaffey AFCHSM , Chief Executive Officer, ACHSM
1.05pm-1.30pm	KEYNOTE ADDRESS: Professor Cindy Shannon AM , Chair of Gold Coast Hospital and Health Board
1.30pm-2.40pm	KEYNOTE PANEL: The challenges of creating a connected health and social care system Delvecchio S. Finley , President, Georgia Market, Atrium Health, USA Harold (Hal) Wolf , President & Chief Executive Officer, HIMSS, USA Tracey Johnson , Chief Executive Officer, Inala Primary Care Dr Michael Young , Chief Executive Officer, Hospital in Your Home (HiYH) Professor Cindy Shannon AM , Chair, Gold Coast Hospital and Health Board Facilitator: Dr Neale Fong FCHSM CHE , ACHSM College President
2.40pm-2.45pm	QUESTIONS TO THE PANEL
2.45pm	SESSION CONCLUDES
2.45pm-3.15pm	AFTERNOON TEA and NETWORKING – Plaza Foyer

CONCURRENT 3 | 3.15–5.00pm

Thursday 24 October

ROOM: Plaza Meeting Room 6 & 7	ROOM: Plaza Meeting Room 9	ROOM: Plaza Auditorium	ROOM: Plaza Meeting Room 8	ROOM: Plaza Meeting Room 10 & 11
Stream 11 Quality Improvement	Stream 12 Professional Development and Training	Stream 13 Health System Design and Capacity Management	Stream 14 Health Planning and Diversity Inclusion	Stream 15 Workforce Sustainability
6 x 14min oral presentations	6 x 15 min oral presentations	7 x 12min oral presentations	8 x 11min oral presentations	6 x 14min oral presentations
<p>Great leadership needed to embed palliative care in the aged care system, Camilla Rowland, Chief Executive Officer, Palliative Care Australia</p> <p>Applying implementation science drivers to achieve evidenced and outcomes informed clinical care, Helen Cunningham, Director Clinical Innovation and Development, The Queen Elizabeth Centre (QEC)</p> <p>How to achieve and sustain Quality of Care in Clinical Practice, Prof David Kandiah FCHSM CHE, Clinical Professor, University of Western Australia</p> <p>Social Insurer incentivisation model to sustain improvement program in healthcare, Cecile Carbonnel, Harm Prevention Program Lead, VMIA</p> <p>Transformational change to improve patient outcomes, Michelle Azizi FCHSM CHE,</p>	<p>The Transition from Clinician to Manager: The Paramedic Experience, Dr Melanie Murray FCHSM CHE, Senior Lecturer, Murdoch University</p> <p>The Science of Happy Employees; how to have a psychosocially safe work environment, Dr Brenda Jamnik, Business Transformational Specialist, OrgCD</p> <p>Implementation and sustainability of an asynchronous general practitioner to specialist eConsultant service in Australia, Dr Caroline Nicholson, Director Operations & Principal Research Fellow, Mater Research Institute UQ</p> <p>Enhancing Wellbeing in Emergency Department Allied Health Clinicians: A Multifaceted Intervention Approach, Oscar Lee, Project Lead, ED Care Coordinator, Monash Health</p>	<p>Harnessing the power of co-design in public mental health, Dr Rachel Tindall, Program Implementation Manager, Barwon Health</p> <p>Towards Sustainability in Intensive Care Capacity Planning, Renee Giannopoulos MCHSM, Director, Health Service Planning, Southern Adelaide Local Health Network, Dr Ken Lang, Executive Director, Planning and Commissioning, Department for Health and Wellbeing, SA Health</p> <p>Winners, Losers, Ostriches 2035, Cam Ansell AFCHSM, Managing Director, Ansell Strategic</p> <p>Effectiveness and acceptability of the Allied Health Demand and Capacity Management tool: A mixed methods study, Dominique Murray, Allied Health Lead (HITH, GEMITH and Interim Care) and Advanced Clinical Psychologist, Sara Burrett, Executive Director of Allied Health and Rehabilitation Services, Gold Coast Hospital and Health Service</p> <p>Creating conditions for innovation in</p>	<p>Revolutionizing Pharmacy Recognition: Evolution of the Australian and New Zealand College of Advanced Pharmacy, Kylee Hayward, Head of Workforce Advancement, Advanced Pharmacy Australia</p> <p>Sustaining Diversity: A Descriptive Analysis of the Evolving Role of Men in Nursing within New South Wales (NSW) Public Health Services - A Workforce Perspective, Jodie Brabin, Head of Discipline, Health Management & Leadership Charles Sturt University</p> <p>Australasian Association of Health Planners, Isabelle Mansour AFCHSM, Principal Health Advisor, Mott MacDonald, Lesley Alway, Director, Strategic Health Resources</p> <p>14 Months In and Still 100% Recruited: How the A Quaternary Health Service In WA Solved its JMO Workforce Crisis, Dr George Eskander FCHSM CHE, Area Director Clinical Services, North Metropolitan Health Service - Sir Charles Gairdner Osborne Park</p>	<p>The Patient Navigator Trainer- A key role to achieving workforce sustainability and job satisfaction, Gianna Lopez, Patient Navigator Training Officer, Peter MacCallum Cancer Centre</p> <p>Voyage of Discovery: Exploring the Australian and Aotearoa New Zealand Paramedicine Workforce, Alecka Miles, Lecturer & PhD Candidate, Western Sydney University & Edith Cowan University, Jemma Altmeier, Advocacy and Government Relations Manager, Australasian College of Paramedicine</p> <p>Factors influencing retention and attrition in 12 regulated practitioner groups, Dr Jade Tan, Senior Research and Evaluation Officer, Australian Health Practitioner Regulation Agency</p> <p>Beyond the Ambulance: Redefining Paramedic Roles Beyond the Siren, Alecka Miles, Lecturer & PhD Candidate, Western Sydney University & Edith Cowan University</p>

<p>A/Director Clinical Networks, Nepean Blue Mountains Local Health District</p> <p>CALHN NOC - Connected Learning System, Matthew Tuk, Director Network Operations and Performance, Central Adelaide Local Health Network, Amber Jenkins, Advanced Nurse Consultant - Clinical Improvement and Redesign, Central Adelaide Local Health Network</p>	<p>An Advanced Practice Program that develops leadership and critical thinking skills to create a sustainable health workforce, A/Prof Pieter Van Dam, Program Director Advanced Practice, University of Tasmania</p> <p>Relaunching Wellbeing at Children's Health Queensland, Leah Hague, Wellbeing Lead, Children's Health Queensland</p>	<p>complex health systems, Prof Sharon Mickan FCHSM CHE, Consultant, Educator, Researcher, Mosaic Health Consulting</p> <p>Designing a new regional hospital for Roma, Queensland, Chris Richardson, Technical Leader, Jacobs</p> <p>Developing an Integrated Planning Framework for Queensland Health, Melissa Johnstone, Principal Planning Officer, Strategic Planning System Planning Branch, Clinical Planning & Service Strategy Division, Jodi Hallas, Executive Director, System Planning Branch Clinical Planning & Service Strategy Division, Queensland Health</p>	<p>Health Care</p> <p>Putting older people first: using human centered design to make a difficult information, meaningful, Kate Wylie AFCHSM, Director, Health, Liquid Interactive, Jessica Evans, Assistant Secretary, Market Intelligence Branch, Department of Health and Aged Care</p> <p>IMG Journey, Dr Thi Aung FCHSM CHE, Senior Staff Specialist Infectious Disease, Director of Clinical Training, Sunshine Coast Hospital and Health Service</p> <p>Capability development of home Care workers for integrated home care to older people, Sunil Kumar, PhD Candidate, University of Tasmania</p> <p>From Clinician to Commissioner - Development of Competencies for Primary Care Commissioning, Catherine Turner, Executive Manager, Commissioning, HNECC PHN</p>	<p>Recruitment Challenges in the Clinical Coding Industry, Mary-Ellen Wetherspoon, Director Clinical Coding Education Services, Health Information Management Association Australia (HIMAA)</p> <p>How to attract, retain and grow the Aboriginal and Torres Strait Islander health workforce: a self-determined approach, Jayde Fuller, National Director, Aboriginal and Torres Strait Islander Health Strategy Unit, Australian Health Practitioners Regulation Agency, Melissa Browning, Program Manager, Aboriginal and Torres Strait Islander Health Strategy Unit, Australian Health Practitioner Regulation Agency, Tanya McGregor, CEO, Aboriginal Health Council of South Australia</p>
<p>4.45pm-5.00pm</p>	<p>QUESTIONS TO THE PRESENTERS</p>			
<p>5.00pm</p>	<p>SESSION CONCLUDES</p>			
<p>7.00pm–10.45pm</p> <p><i>Pre-dinner drinks from 6.30pm</i></p>	<p>CONGRESS DINNER: Plaza Ballroom, BCEC</p> <p>Three-course dinner + drinks, followed by band Theme: Casino Royale (James Bond style)</p> <p>Channel Bond's suave style with a sleek black tuxedo, embrace the elegance with a glamorous evening gown and killer heels. Think elegance, sophistication, and timeless style, or dress as your favourite Bond villain.</p> <p style="text-align: right;">Prizes for best dressed!</p> 			

DAY 3: FRIDAY 25 October**PLENARY 5 | 8.30–10.45am**

ROOM	Plaza Ballroom
CHAIR	Dr Neale Fong , ACHSM College President
8.30am	PLATED BREAKFAST SERVED
8.35am	Digital Poster prizes announced
8.40am	Exhibition Prize Giveaway
8.50am – 9.15am	KEYNOTE ADDRESS: A Career in Health Leadership: Reflections and Key Lessons Kate Copeland AM FCHSM CHE , Adjunct Associate Professor, Executive Health Leader, Board Chair
9.15am – 9.20am	QUESTIONS TO THE PRESENTER
9.20am – 10.20am	KEYNOTE ADDRESS: Demographic Outlook: predictable challenges for the health sector Simon Kuestenmacher , Director and Co-founder, The Demographics Group Simon describes how and why Australia keeps growing, what jobs in the health sector you will be running out of, the role of housing in the prolonged skills shortage, and what you must do to navigate your organisation through these challenges.
10.20am – 10.30am	QUESTIONS TO THE PRESENTER
10.30-10.45am	CONGRESS CLOSING BY ACHSM College President AND ANNOUNCEMENT OF NEXT YEAR'S CONGRESS!

Digital Poster Presentations

Posters will be displayed in the Plaza Ballroom foyer

WEDNESDAY 23 OCTOBER 2024 LUNCH 12.30-1.15PM				
#	Time	TV	Author/s	Title
11	12.40-12.50pm	1	Kylee Hayward, Advanced Pharmacy Australia	Revolutionizing Pharmacy Recognition: Evolution of the Australian and New Zealand College of Advanced Pharmacy
29	12.40-12.50pm	2	Dr Eris Ho Ching Man, Hospital Authority Hong Kong	Optimizing Space and Efficiency: WISER Solution to revitalizing treatment area and workflow in Occupational Therapy Department
43	12.40-12.50pm	3	Dr Mitchell Dwyer, University of Tasmania	The Development and Evaluation of the Nursing Leadership Excellence in Practice Program (L-EPP)
50	12.55-1.05pm	1	Prof. Neeraj Bedi, Mahaveer Institute of Medical Sciences and Research Bhopal	A Visionary Leadership Case Study
57	12.55-1.05pm	2	Dr Louise Hansell, Northern Sydney Local Health District, NSW Health	Targeting low value care to reduce healthcare associated carbon emissions: Reducing the unnecessary use of intermittent pneumatic compression in intensive care
63	12.55-1.05pm	3	Kasey Irwin, The University of Adelaide / SA Health	Exploring Operating Room Staff Engagement in The Planning and Design of The Built Environment in Australia
WEDNESDAY 23 OCTOBER 2024 AFTERNOON TEA 3.00–3.30 PM				
66	3.05–3.15pm	1	Dr Sarah-Jane Le, Queensland Health	Advancing robotics – better outcomes, workforce attraction and service sustainability
79	3.05–3.15pm	2	Prof Jane Andrews, Eleanor Bills, Central Adelaide Local Health Network	Implementing My PreHab Program: how digital technology helped to bridge the hospital-community gap and streamline hospital processes
84	3.05–3.15pm	3	Ellie Harvey, Dawn Macrae, Antoni Caserta, Shai Bynon, Anna Lotakov, Monash Health	Unlocking Sustainable Excellence: The Power of Transformation Improvement Cadence
THURSDAY 24 OCTOBER 2024 MORNING TEA 9.30–10.00 AM				
93	9.35–9.45am	1	Beverley Sutton, Australasian Institute of Clinical Governance (AICG)	Clinical governance is everybody's responsibility: Designing a clinical governance program
98	9.35–9.45am	2	Narelle Basham, Terri Antonio, Serco	Introducing MyCred: Elevating Workforce Credentialing, Compliance & Efficiency
209	9.35–9.45am	3	Jerry Yik, Advanced Pharmacy Australia	Scope of practice – Pharmacists prescribing and pharmacy technicians dispensing advance hospital safety, quality and efficiency

THURSDAY 24 OCTOBER 2024 LUNCH 12.10–1.05 PM				
#	Time	TV	Author/s	Title
174	12.20–12.30pm	1	Jerry Yik , Advanced Pharmacy Australia	Pharmaceutical Benefits Scheme data in hospitals - what does it tell us about our healthcare system?
31	12.20–12.30pm	2	Dr Eris Ho Ching Man , Hospital Authority Hong Kong	Love Living 2.0 Project – Transcending the boundary of eHealth management
104	12.20–12.30pm	3	Jo Grounell , Health New Zealand - Waitematā	Resilient and sustainable service models post Covid-19: Health NZ Waitematā
106	12.35–12.45pm	1	Dr Shahid Islam , University of New England (UNE)	The role of positive work environments and management competencies in reducing workplace bullying in nursing
132	12.35–12.45pm	2	Fiona Sherwin , Monash Health	Decentralised sustainability leadership: a three-tiered maturity model to integrate sustainability into quality and business planning systems
187	12.35–12.45pm	3	Alisa Hodgson, Renee Giannopoulos, Zita Splawinski, Corey Lemieux , Southern Adelaide Local Health Network, Professor Kate Laver , Flinders University	Driving Community-Centric Health Planning: Southern Adelaide’s Proactive Approach and Advocacy
206	12.50-1.00pm	1	Jerry Yik , Advanced Pharmacy Australia	Inequities for First Nations peoples’ medicines access in hospitals
210	12.50-1.00pm	2	Jessica Murray, Kathryn Van Klooster , Hola Health	Advancing Healthcare Accessibility and Sustainability: Hola Health's 24/7 On-Demand Telehealth Services
226	12.50-1.00pm	3	Jonathan Rea, Dr Minalli Vasandani , Griffith University	The SECRET ADVANTAGE: Enhancing sustainability in healthcare workforce through life coaching
THURSDAY 24 OCTOBER 2024 AFTERNOON TEA 2.45–3.15 PM				
190	2.50-3.00pm	1	Veronique Renel , South Metropolitan Health Service	South Metropolitan Health Service – sustainable strategies to drive compassionate, collective leadership from a Western Australian perspective
194	2.50-3.00pm	2	Raymond Ching , North District Hospital, Hospital Authority, Hong Kong	Health Management and Leadership to Nurture Smart Workforce of an Allied Health Department in a General Hospital
197	2.50-3.00pm	3	Dr Tharapriya Ramkumar , Central Adelaide Local Health Network	Challenges in change management: moving from a ‘face-to-face’ to a ‘telehealth’ pre-anesthetic clinic



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