



# CHF | SUMMIT 2021 | Shifting Gears

**18–19 March 2021**

*The inaugural Australia and New Zealand Consumer Experience and Leadership in Healthcare Summit*

## Pre-Conference Masterclass: Wednesday 17 March 2021

|               |   |
|---------------|---|
| 13:00 – 17:00 | Evidence Based Co-Design (EBCD) Masterclass |
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## Summit Day One: Thursday 18 March 2021

|               |   |                            |                      |                     |
|---------------|---|----------------------------|----------------------|---------------------|
| 08:00 – 09:00 | VIRTUAL PLATFORM TO OPEN  |                            |                      |                     |
| 09:00 – 10:30 | <b>Plenary Opening Session</b><br><i>Welcome</i><br><i>Keynote Speakers</i><br><i>Introduction to the Summit Streams: Key Trends and Thought Leadership</i>   |                            |                      |                     |
| 10:30 – 11:00 | MORNING TEA BREAK   |                            |                      |                     |
| 11:00 – 12:30 | Plenary & Introduction to the Streams   |                            |                      |                     |
| 12:30 – 13:30 | LUNCH BREAK   |                            |                      |                     |
| 13:30 – 15:00 | Parallel Sessions   |                            |                      |                     |
|               | Consumers as Researchers  | Consumer-Based Health Care | Consumers Leadership | Consumer Enablement |
| 15:00 – 15:30 | AFTERNOON TEA BREAK   |                            |                      |                     |
| 15:30 – 17:00 | <b>Plenary Big Ideas Forum</b><br><i>Panel Discussion Featuring Consumers Exploring their Big Ideas to Improve Healthcare in Australia, facilitated by Ellen Fanning, from ABC TV's The Drum</i><br><i>Ms Ellen Fanning appears by arrangement with Claxton Speakers International.</i> |                            |                      |                     |
| 17:00         | DAY ONE CLOSE   |                            |                      |                     |

## Summit Day Two: Friday 19 March 2021

|               |  |                            |                      |                     |
|---------------|--|----------------------------|----------------------|---------------------|
| 08:30 – 09:00 | VIRTUAL PLATFORM TO OPEN   |                            |                      |                     |
| 09:00 – 10:00 | Plenary Opening Session, Day Two   |                            |                      |                     |
|               | Plenary Panel<br><i>Global Trends in Safety and Quality</i>  |                            |                      |                     |
| 10:00 – 10:30 | MORNING TEA BREAK  |                            |                      |                     |
| 10:30 – 12:00 | Parallel Sessions  |                            |                      |                     |
|               | Consumers as Researchers   | Consumer-Based Health Care | Consumers Leadership | Consumer Enablement |
| 12:00 – 13:00 | LUNCH BREAK  |                            |                      |                     |
| 13:00 – 14:30 | Parallel Sessions  |                            |                      |                     |
|               | Consumers as Researchers   | Consumer-Based Health Care | Consumers Leadership | Consumer Enablement |
| 14:30 – 15:00 | AFTERNOON TEA BREAK  |                            |                      |                     |
| 15:00 – 16:30 | Plenary Session<br><i>Future Horizons</i>  |                            |                      |                     |
| 16:30 – 17:00 | Plenary Rapporteur Report on Summit<br><i>2-3 Rapporteurs to Sum up the Conference Themes and Highlights</i> |                            |                      |                     |
| 17:00         | CONFERENCE CLOSE   |                            |                      |                     |