

Pre-Conference Masterclass: Wednesday 17 March 2021

13:00 - 17:00		Conference Welcome Message: Minister Greg Hunt (Australia) and Minister Andrew Little (NZ) - invited
	13:00 - 17:00	Half Day Masterclass 1: Experienced Based Co-Design (EBCD) (LIVE STREAM) Professor Lynne Maher , Innovation and Improvement Clinical Director, Ko Awatea Health System Innovation and Improvement
	13:00 - 17:00	Half Day Masterclass 2: Health Literacy (LIVE STREAM) Professor Kirsten McCaffery , Health Literacy Lab, University of Sydney

DAY 1: Thursday 18 March 2021

9:00 – 10.30	Opening Plenary - Why it is Time to Reimagine Health and Social Care? (LIVE STREAM)	
	9:00-9:10	Welcome to Country: Kari Singers
	9:10-9:20	Welcome: Mr Tony Lawson , Chair, Consumers Health Forum of Australia and Dr Lynne Maher , Innovation and Improvement Clinical Director, Ko Awatea
	9:20-9:45	Keynote 1: Vincent Dumez , Co-Director and Patient Partner, Centre of Excellence on Partnering with Patients and the Public (CEPPP), University of Montreal
	9:45-10:10	Keynote 2: Dr Ashley Bloomfield , Director General Health, New Zealand - <i>invited</i>
	10:10-10:20	NSW HEALTH SPONSORED: Keynote 3: Susan Pearce , Deputy Secretary, Patient Experience and System Performance
	10:20-10:30	Discussion and Q & A
10:30-11:00	Morning Tea	
11:00-12:30	Plenary 2 - Introducing the Themes (LIVE STREAM)	
	11:00-11:10	ADHA SPONSORED Chair: Ms Amanda Cattermole PSM, CEO, Australian Digital Health Agency (10minutes on each stream: key trends and thought leadership followed by panel discussion and Q&A)
	11:10-11:20	Consumers as Researchers Ms Anne Mckenzie AO , Leader – Consumer and Community Involvement and Engagement
	11:20-11:30	Consumer-Based Health Care: Australian perspective Jo Watson , Deputy Chair CHF and Consumer Advocate
	11:30-11:40	Consumer-Based Health Care: New Zealand Perspective Renee Greaves , Experience and Engagement Adviser, Counties Manukau District Health Board

	11:40-11:50	Consumer Leadership	Jane Cockburn , Consumer Advocate, Co-Chair Chris O'Brien , Lifehouse Partnership Advisory Council				
	11:50-12:00	Consumer Enablement	Dr Lyndal Trevena , Professor Primary Health Care, University of Sydney				
	12:00-12:30	Discussion and Q & A	Facilitated: Ms Amanda Cattermole PSM, CEO, Australian Digital Health Agency				
12:30-13:30	Lunch						
	Parallel Sessions						
		Consumers as Researchers	Consumer-Based Health Care	Consumers Leadership	Consumer Enablement	COVID -19	NZ Stream
	13:30-13:45	AHRA/ACTA SPONSORED (LIVE STREAM)	NSW HEALTH SPONSORED (LIVE STREAM)	Person-centred care in a large emergency department: A report on a consumer-led QI project Jane Pearce Fiona Stanley Hospital	Consumer roles in living evidence Professor Julian Elliott Cochrane Australia	More information coming soon...	This stream will feature a number of presentations of consumer-focused service and research reform from NZ... More information coming soon.
			PANEL DISCUSSION Facilitator: Leanne Wells 10mins each followed by discussion				
	13:45-14:00	Summary of the Australian Clinical Trials Alliance's (ACTA) work to support consumer and community involvement (CCI) in research Facilitator: Luke Escombe Health consumer representative, comedian and musician	Engagement capable organisations: How to gear an organisation's strategy, culture and practices around consumer-centred care Belinda McLeod Smith Safer Care Victoria	Consumer Leadership - An innovative approach to cancer consumer representative training Vicki Durston Breast Cancer Network Australia	The Feedback Loop and The Feedback Figure-8: From complaints to continuous improvement Rosemary Joiner West Gippsland Healthcare Group		

	14:00-14:15	Summary of the Australian Health Research Alliance's (AHRA) work to support CCI in research Facilitator: Luke Escombe	Engagement capable organisations Herbert Down ACSQHC	Lived experience: Journey of a consumer advisor Ray Newland Western Health	Empowering consumers to ask questions about their health care: A choosing wisely Australia experience Kitty Yu NPS MedicineWISE		
	14:15-14:30	Health consumer representative, comedian and musician	Engagement capable organisations Carol Fancott Canadian Foundation for Health Care Improvement	Consumers as partners in research: 2021 and beyond Elisabeth Kochman Cancer Voices NSW	Digital navigators: The Danish experience Brian Oldenburg		
	14:30-14:45	Panel discussion (involving 2 consumers and 2 researchers) Facilitator: Luke Escombe Health consumer representative, comedian and musician	Engagement, understanding and action together: It starts with the words we use Victoria Smyth Western NSW PHN	Academic Health Science Centre: Research in partnership with the cystic fibrosis community Angela Jones Monash Partners	Digital inclusion is social inclusion: why digital health literacy matters and what can be done to promote it?		
	14:45-15:00	Health consumer representative, comedian and musician	Q & A	Mentoring Program Jemma Gonzalez NPS MedicineWise	Plugging the holes of Healthcare Kelly Foran Friendly Faces Helping Hands Foundation		
15:00-15:30	Afternoon Tea						
	Plenary 3: Big Ideas Forum (LIVE STREAM)						
		CSIRO SPONSORED	Panel Discussion: Featuring lead consumers exploring their Big Ideas to improve healthcare in Australia and NZ Regions				
	15:30-17:00	Facilitator:	Ellen Fanning , The Drum, ABC TV				

15:30-17:15	17.00-17.15	Q & A Consumer Rapporteurs to sum up the conference themes and highlights, including a rep from Youth Health Forum	
17.15-18:00	Break		
Cocktail Networking Hour: "In conversation with....." (LIVE STREAM)			
18:00-19:30		AGPAL SPONSORED	A new kind of consumer leader: Mark Doughty , Senior Consultant, Leadership Development, Kings Fund UK and David Gilbert , Patient Director and Author
		Facilitator:	Leanne Wells , CEO, Consumers Health Forum of Australia
19:30	Conference Close Day One		

DAY 2: Friday 19 March 2021							
Plenary 4: Panel: Global Trends in Safety and Quality (LIVE STREAM)							
9:00-10:00		Facilitator:	Dr Lynne Maher , Innovation and Improvement Clinical Director, Ko Awatea				
		Panellists:	Jeffrey Braithwaite , Director, Australian Institute of Health Innovation and President, International Society for Quality in Health Care				
			Carol Fancott , Patient Lead, Canadian Foundation for Health Improvement				
			Melissa Fox , CEO, Health Consumers Queensland				
			Dr Robert Herkes , Chief Medical Officer, ACSQHC				
			Chris Walsh , NZ Health Quality and Safety Commission				
10:00-10:30	Morning Tea						
Parallel Sessions							
		Consumers as Researchers	Consumer-Based Health Care	Consumer Leadership	Consumer Enablement	COVID-19	NZ Stream
10:30 – 12:00	10:30-10:45	NHMRC PCHSS SPONSORED LIVE STREAM Consumers' Role in Sustainable Healthcare Systems - Presentation	Using human-centred design thinking to map and improve the consumer experience with health services Lidia Najbar Latrobe Community Health Service	WORKSHOP Beyond a tick in the box: Consumer leadership in 2021	WORKSHOP ADHA SPONSORED LIVE STREAM What does a connected health system look like: A conversation about the refresh of the National Digital	Optimising Consumer and Community Involvement in research and healthcare improvement in COVID-19 Sarah Carmody Monash Partners	This stream will feature a number of presentations of consumer-focused service and research reform from NZ... More information coming soon.

	10:45-11:00	<ul style="list-style-type: none"> - Consumer perspective - Panel discussion - Q&A NHMRC PCHSS	<p>Consumers as educators in healthcare</p> <p>Suzie May Giving Voice</p>	<p>Elisabeth Kochman Chair Cancer Voices NSW</p> <p>Dr Anthony Brown Health Consumers NSW</p>	Health Strategy	<p>Consumer Heart Health in a post-COVID Australia</p> <p>Andrew Mosley Heart Foundation</p>		
	11:00-11:15		<p>Young people shaping service design</p> <p>Kerryn Pennell Orygen National Centre for Excellence in Youth Mental Health</p>	<p>Shirley Baxter, Murray McLachlan, Deputy Chairs, Cancer Voices NSW</p>		<p>Collaborative Development of a Triage Process for COVID-19: Challenges and Lessons</p> <p>Brett Scholz ANU</p>		
	11:15-11:30		<p>Collaborative pairs evaluation</p> <p>Helen Dickinson Collaborative pairs evaluation</p>			<p>It's not rocket science: it's 2021, why is asking consumers a novel idea?</p> <p>Rob Anderson Musculoskeletal Australia</p>		
	11:30-11:45		<p>Introducing Collaborative Pairs Australia 2.0: A familiarisation</p> <p>Dr Paresh Dawda Debra Kay Jennie Parham</p>			<p>At the outset of the COVID-19 pandemic there was growing concern amongst consumers about rapid research being developed without community input</p> <p>Anne McKenzie Telethon Kids Institute</p>		
	11:45-12:00	Poster & Sponsor Discussion Time						

12:00-13:00	Lunch						
13:00-14:30	Parallel sessions						
		Consumers as Researchers	Consumer-Based Health Care	Consumer Leadership	Consumer Enablement	COVID-19	NZ Stream
	13:00-13:15	A new co-produced capability framework for successful partnerships in healthcare quality improvement Ruth Cox Queen Elizabeth II Jubilee Hospital, Metro South Health	How can social media be used as a tool for consumer engagement in hospital service improvement? Recommendations from a participatory research project Louisa Walsh La Trobe University	Bursting the Bubble: An experience-based co-design quality improvement project to address the controlled delivery of oxygen in acute care for people living with chronic obstructive pulmonary disease Tara Dimopoulos-Bick NSW Agency for Clinical Innovation	Medicines literacy: What we know and where we need to act Dr Robyn Lindner NPS MedicineWise Dr Penelope Bergen Consumers Health Forum	More information coming soon...	This stream will feature a number of presentations of consumer-focused service and research reform from NZ... More information coming soon.
	13:30-13:45	South Australian Health and Medical Research Institute Community Advisory Group in action: co-designing resources to support the research community Agustina Gancia Health Translation SA	Consumers shaping health policy through the WA Healthy Weight Action Plan Clare Mullen Health Consumers' Council WA	ANZDATA-South Australian Health and Medical Research Institute (SAHMRI) Shyamsundar Muthuramalingam ANZDATA-South Australian Health and Medical Research Institute (SAHMRI)	Enabling participation of CALD consumers in healthcare: A qualitative analysis in the community health services Reema Harrison University of NSW		
13:45-14:00	Collaboration and co-design in the development of the NSW Aboriginal Patient Experience Question Set	'To Listen, Act, Make Better, Together': A commitment to new ways of patient centred care Peter King	Implementing a peer run and peer delivered mental health warmline service in NSW Irene Gallagher	Curtin enAble Institute: Building consumer involvement from the ground up			

		Lilian Daly Bureau of Health Information	Southern Adelaide Local Health Network	Being Mental Health Consumers	John Fitzgerald Curtin University		
	14:00-14:15	Nothing about us without us? and that includes research Suzanne Robinson Digital Health CRC and Curtin University	Exploring five-year trends in patient experience and care improvement initiatives Hayley Forbes Bureau of Health Information	The National Strategic Action Plan for Rare Diseases: a consumer-led, collaborative, multi-stakeholder approach to effective rare disease policy reform Nicole Millis Rare Voices Australia	Changing the pace of patient recovery. How peer support workers can make a difference (FND Case Study) Kerri Hruza		
Poster & Sponsor Discussion Time							
14:30-15:00	Afternoon Tea						
Closing Plenary: Future Horizons (LIVE STREAM)							
	15:00– 15:25	Keynote 4: Health Care Neighbourhoods and Social Prescribing Kate Mulligan , Director, Policy and Communications, Alliance for the Healthier Communities					
Future Horizons Panel (LIVE STEAM)							
15:00-16:30		Facilitator:	TBA				
		Panellists:	Harry Iles-Mann , Youth Leader, CHF's Youth Health Forum				
			Dr Rob Grenfell , Director, CSIRO Health and Biosecurity				
			Professor Tim Shaw , Director of Research and Workforce Capacity, Digital Health CRC				
		Panel discussion and Q&A					
Plenary - Rapporteur Report on Summit (LIVE STREAM)							
16:30-17:00		3-4 Consumer Rapporteurs to sum up the conference themes and highlights, including a rep from Youth Health Forum					
17:00	Conference Close						