

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 , Director, Sydney Health Literacy Lab, Sydney School of Public Health, The University of Sydney

DAY 1: Thursday 18 March 2021

		Opening Plenary - Why it is Time to Reimagine Health and Social Care? (LIVE STREAM)	
9:00 – 10:30	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	Speaker from New Zealand	

	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.
		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	PANEL DISCUSSION Facilitator: Leanne Wells 10mins each followed by discussion Engagement capable organisations: How to gear an organisation's strategy, culture and practices around consumer-centred care Belinda McLeod Smith Safer Care Victoria				
	13:45-14:00		Engagement capable organisations Liz Newton NSW Agency for Clinical Innovation	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	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				
15:30-17:15	15:30-17:00	Facilitator:	Ellen Fanning , The Drum, ABC TV				
	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	Using human-centred design thinking to map and improve the consumer experience with health services Dr Lidia Najbar Latrobe Community Health Service	WORKSHOP (LIVE STREAM) Beyond a tick in the box: Consumer leadership in 2021 Elisabeth Kochman Chair Cancer Voices NSW	WORKSHOP ADHA SPONSORED (LIVE STREAM) What does a connected health system look like: A conversation about the refresh of the National Digital Health Strategy	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	- Presentation - Consumer perspective - Panel discussion - Q&A	Consumers as educators in healthcare			Consumer Heart Health in a post-COVID Australia	

		NHMRC PCHSS	Suzie May Giving Voice	Dr Anthony Brown Health Consumers NSW		Andrew Mosley Heart Foundation	
11:00-11:15	Young people shaping service design		Shirley Baxter, Murray McLachlan , Deputy Chairs, Cancer Voices NSW			Collaborative Development of a Triage Process for COVID-19: Challenges and Lessons	
11:15-11:30	Collaborative pairs evaluation		Helen Dickinson Collaborative pairs evaluation			It's not rocket science: it's 2021, why is asking consumers a novel idea?	
11:30-11:45	Introducing Collaborative Pairs Australia 2.0: A familiarisation		Dr Paresh Dawda Debra Kay Jennie Parham			Rob Anderson Musculoskeletal Australia	At the outset of the COVID-19 pandemic there was growing concern amongst consumers about rapid research being developed without community input
11:45-12:00	Poster & Sponsor Discussion Time						
12:00-13:00	Lunch						
	Parallel sessions						

		Consumers as Researchers	Consumer-Based Health Care	Consumer Leadership	Consumer Enablement	COVID-19	NZ Stream
13:00-14:30	13:00-13:15	<p>A new co-produced capability framework for successful partnerships in healthcare quality improvement</p> <p>Ruth Cox Queen Elizabeth II Jubilee Hospital, Metro South Health</p>	<p>How can social media be used as a tool for consumer engagement in hospital service improvement? Recommendations from a participatory research project</p> <p>Louisa Walsh La Trobe University</p>	<p>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</p> <p>Tara Dimopoulos-Bick NSW Agency for Clinical Innovation</p>	<p>Medicines literacy: What we know and where we need to act</p> <p>Dr Robyn Lindner NPS MedicineWise</p> <p>Dr Penelope Bergen Consumers Health Forum</p>	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.
	13:15-13:30	<p>Community Co-design: Harnessing Participatory Action Research and Modified Delphi approaches for service adaptation and innovation.</p> <p>Deborah Stockton Tresillian</p>	<p>Integrating consumer insights in educational program - opioid, chronic pain and the bigger picture</p> <p>Rawa Osman NPS MedicineWise</p>	<p>Making the invisible visible: hidden voices initiate collaboration in research</p> <p>Penelope McMillan ME/CFS SA</p>			
	13:30-13:45	<p>South Australian Health and Medical Research Institute Community Advisory Group in action: co-designing resources to support the research community</p> <p>Agustina Gancia Health Translation SA</p>	<p>Consumers shaping health policy through the WA Healthy Weight Action Plan</p> <p>Clare Mullen Health Consumers' Council WA</p>	<p>Consumer Involvement in the ANZDATA Registry: Coproduction of Consumer-specific Reports of Registry Data</p> <p>Shyamsundar Muthuramalingam ANZDATA-South Australian Health and</p>	<p>Enabling participation of CALD consumers in healthcare: A qualitative analysis in the community health services</p> <p>Reema Harrison University of NSW</p>		

				Medical Research Institute (SAHMRI)			
	13:45-14:00	Collaboration and co-design in the development of the NSW Aboriginal Patient Experience Question Set Lilian Daly Bureau of Health Information	'To Listen, Act, Make Better, Together': A commitment to new ways of patient centred care Peter King Southern Adelaide Local Health Network	Implementing a peer run and peer delivered mental health warmline service in NSW Irene Gallagher Being Mental Health Consumers	Curtin enAble Institute: Building consumer involvement from the ground up 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		
	14:15 – 14:30	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 STREAM)						
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