

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

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 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 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)	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)	WORKSHOP ADHA SPONSORED (LIVE STREAM)	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	Consumers' Role in Sustainable Healthcare Systems - Presentation - Consumer perspective - Panel discussion - Q&A		Beyond a tick in the box: Consumer leadership in 2021 Elisabeth Kochman Chair Cancer Voices NSW	What does a connected health system look like: A conversation about the refresh of the National Digital Health Strategy		

		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		Kerryn Pennell Orygen National Centre for Excellence in Youth Mental Health			Brett Scholz ANU	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		Helen Dickinson Collaborative pairs evaluation			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>ANZDATA-South Australian Health and Medical Research Institute (SAHMRI)</p> <p>Shyamsundar Muthuramalingam ANZDATA-South Australian Health and Medical Research Institute (SAHMRI)</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>		

	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		
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						