

## Pre-Conference Masterclass: Wednesday 17 March 2021

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

## DAY 1: Thursday 18 March 2021

		<b>Opening Plenary: Why it is Time to Reimagine Health and Social Care? (LIVE STREAM)</b>	
8:45 – 10:30		<b>Ms Leanne Wells</b> , CEO, Consumers Health Forum of Australia	
	8:45-8:55	<b>Welcome to Country:</b> Kari Singers	
	8:55-9:05	<b>Welcome: Mr Tony Lawson</b> , Chair, Consumers Health Forum of Australia and <b>Dr Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea	
	9:05-9:30	<b>Keynote 1: Vincent Dumez</b> , Co-Director and Patient Partner, Centre of Excellence on Partnering with Patients and the Public (CEPPP), University of Montreal	
	9:30-9:55	<b>Keynote 2: Dr Ashley Bloomfield</b> , Director General Health, New Zealand	
	9:55-10:20	<b>Keynote 3: Susan Pearce and Craig Cooper</b> , Co-Chairs, Elevating the Human Experience Steering Committee, NSW Health Re-imagining Human Experience <b>NSW HEALTH SPONSORED</b>	
	10:20-10:30	<b>Discussion</b>	
	10:30-11:00	<b>Morning Tea</b>	
11:00-12:30		<b>Plenary 2: Introducing the Themes (LIVE STREAM)</b>	
	11:00-11:10	<b>Facilitator:</b> <b>ADHA SPONSORED</b>	<b>Ms Amanda Cattermole</b> , PSM, CEO, Australia Digital Health Agency
	(10minutes on each stream: key trends and thought leadership followed by panel discussion and Q&A)		
	11:10-11:20	<b>Consumers as Researchers</b>	<b>Ms Anne Mckenzie AO</b> , Leader – Consumer and Community Involvement and Engagement
11:20-11:30	<b>Consumer-Based Health Care: Australian perspective</b>	<b>Jo Watson</b> , Deputy Chair CHF and Consumer Advocate	

	11:30-11:40	<b>Consumer-Based Health Care: New Zealand Perspective</b>	<b>Rosalie Glynn</b> , Chair, Consumer Council at Counties Manukau Health				
	11:40-11:50	<b>Consumer Leadership</b>	<b>Jane Cockburn</b> , Consumer Advocate, Co-Chair, Chris O'Brien Lifehouse Partnership Advisory Council				
	11:50-12:00	<b>Consumer Enablement</b>	<b>Dr Lyndal Trevena</b> , Professor Primary Health Care, University of Sydney				
	12:00-12:30	<b>Discussion</b>	<b>Facilitated: Ms Amanda Cattermole</b> , PSM, CEO, Australian Digital Health Agency				
12:30-13:30	<b>Lunch</b>						
	<b>Parallel Sessions</b>						
13:30 - 15:00		<b>Consumers as Researchers</b>	<b>Consumer-Based Health Care</b>	<b>Consumers Leadership</b>	<b>Consumer Enablement</b>	<b>COVID -19</b>	<b>NZ Stream</b>
		<b>Facilitator: Luke Escombe</b>	<b>Facilitator: Leanne Wells</b>	<b>Chair: Jan Donovan, CHF Board Director</b>	<b>Chair: Christine Walker, CHF Board Director</b>	<b>Chair: Jo Root, Policy Director, CHF</b>	<b>Chair: Dr Lynne Maher</b>
	13:30-13:45	<b>AHRA/ACTA SPONSORED (LIVE STREAM)</b>	<b>NSW HEALTH SPONSORED (LIVE STREAM)</b>	Person-centred care in a large emergency department: A report on a consumer-led QI project  <b>Jane Pearce</b> Fiona Stanley Hospital	Consumer roles in living evidence  <b>Professor Julian Elliott</b> Cochrane Australia	<b>(LIVE STREAM)</b>	Opening Karakia
		Consumer involvement in health and medical research	<b>PANEL DISCUSSION</b> <b>Facilitator: Leanne Wells</b>				
	13:45-14:00	Australian Clinical Trials Alliance  <b>Professor John Zalcborg OAM and Anne McKenzie AM</b>	Engagement capable organisations: How to gear an organisation's strategy, culture and practices around consumer-centred care  <b>Belinda McLeod Smith</b> Safer Care Victoria  <b>Victoria Smyth</b>	Consumer Leadership - An innovative approach to cancer consumer representative training  <b>Vicki Durston</b> Breast Cancer Network Australia	The Feedback Loop and The Feedback Figure-8: From complaints to continuous improvement  <b>Rosemary Joiner</b> West Gippsland Healthcare Group	<b>Associate Professor Holly Seale</b> Deputy Chair, Collaboration of Social Science and Immunisation  <b>Mohammad Al-Khafaji</b>	<b>Chris Walsh</b> NZ Health Quality & Safety Commission  <b>Deon York</b> NZ Health Quality and Safety Commission

	14:00-14:15	<p>Australian Health Research Alliance</p> <p><b>Jo Wilkie, Dr Darshini Ayton, Associate Professor Angela Todd and Professor Gary Geelhoed</b></p>	<p>Western NSW PHN</p> <p><b>Liz Newton</b> NSW Agency for Clinical Innovation</p> <p><b>Herbert Down</b> ACSQHC</p> <p><b>Carol Fancott</b> Canadian Foundation for Health Care Improvement</p>	<p>Lived experience: Journey of a consumer advisor</p> <p><b>Ray Newland</b> Western Health</p>	<p>Empowering consumers to ask questions about their health care: A choosing wisely Australia experience</p> <p><b>Kitty Yu</b> NPS MedicineWise</p>	<p>CEO, Federation of Ethnic Community Councils of Australia (FECCA)</p> <p><b>Dr Dawn Casey</b> Deputy CEO, National Aboriginal Community Controlled Health Organisations (NACCHO) <i>(invited)</i></p>	<p>A consumer eye view: Being a member on a national group to develop a Quality Safety Marker which incorporates Te Tiriti</p> <p><b>DJ Michael Adams</b> Member Consumer Network – Health Quality &amp; Safety Commission</p>
	14:15-14:30		<p>Engagement, understanding and action together: It starts with the words we use</p> <p><b>Victoria Smyth</b> Western NSW PHN</p>	<p>Consumers as partners in research: 2021 and beyond</p> <p><b>Elisabeth Kochman</b> Cancer Voices NSW</p>	<p>Human and Digital Navigators to Improve Access to Healthcare for people with multimorbidity</p> <p><b>Professor Brian Oldenburg</b> NHMRC CRE in Digital Technology to Transform Chronic Disease Outcome</p>	<p><b>Professor Richard Osborne</b> Director, Centre for Global Health and Equity, Swinburne University of Technology</p> <p><b>Susannah Morris</b> Consumer advocate <i>(invited)</i></p>	
	14:30-14:45	<p><b>PANEL DISCUSSION</b></p> <p><b>Lillian Leigh, Anne McKenzie AM, George Kiossoglou and Associate Professor Ed Litton</b></p>	<p><b>PANEL DISCUSSION</b></p>	<p>Academic Health Science Centre: Research in partnership with the cystic fibrosis community</p> <p><b>Angela Jones</b> Monash Partners</p>	<p>The power of public online feedback: Building connection not just data collection</p> <p><b>Assoc. Professor Michael Greco</b> Care Opinion</p> <p><b>Jan Child</b> Bass Coast Health</p>	<p><b>Diane Walsh</b> Consumer advocate and member, Australian Technical Advisory Group on Immunisation <i>(invited)</i></p>	<p>Consumer Leadership: Development of Consumer Councils in NZ</p> <p><b>Rosalie Glynn and Russ Aiton</b></p>

	14:45-15:00			Mentoring Program <b>Jemma Gonzalez</b> NPS MedicineWise	Plugging the holes of Healthcare <b>Kelly Foran</b> Friendly Faces Helping Hands Foundation		Consumer Council Chairs
15:00-15:30	<b>Afternoon Tea</b>						
	<b>Plenary 3: Big Ideas Forum (LIVE STREAM)</b>						
		<b>CSIRO SPONSORED</b>	<b>Panel Discussion:</b> Featuring lead consumers exploring their Big Ideas to improve healthcare and an innovation translation expert				
15:30-17:15	15:30-16.45	<b>Facilitator:</b>	<b>Ellen Fanning</b> , The Drum, ABC TV				
	16.45-17.15	Q & A Consumer Rapporteurs to sum up the conference themes and highlights, including a representative from Youth Health Forum					
17.15-18:00	<b>Break</b>						
	<b>Cocktail Networking Hour: "In conversation with....." (LIVE STREAM)</b>						
18:00-19:00		<b>AGPAL SPONSORED</b>	A new kind of consumer leader: <b>Mark Doughty</b> , Senior Consultant, Leadership Development, Kings Fund UK				
		<b>Facilitator:</b>	<b>Leanne Wells</b> , CEO, Consumers Health Forum of Australia				
19:00	<b>Conference Close Day One</b>						

<b>DAY 2: Friday 19 March 2021</b>							
	<b>Plenary 4: Panel: Global Trends in Safety and Quality (LIVE STREAM)</b>						
9:00-10:00		<b>Facilitator:</b>	<b>Dr Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea				
		<b>Panellists:</b>	<b>Jeffrey Braithwaite</b> , Director, Australian Institute of Health Innovation and President, International Society for Quality in Health Care				
			<b>Jennifer Zelmer</b> , Chief Executive Officer, Canadian Foundation for Health Improvement				
			<b>Dr Robert Herkes</b> , Chief Medical Officer, Australian Commission on Safety and Quality in Health Care				
			<b>Dr Christine Walsh</b> , NZ Health Quality and Safety Commission				
10:00-10:30	<b>Morning Tea</b>						

Parallel Sessions							
		Consumers as Researchers	Consumer-Based Health Care	Consumer Leadership	Consumer Enablement	COVID-19	NZ Stream
		Chair: Associate Professor Yvonne Zurynski	Chair: Belinda McLeod-Smith	Chair: Dr Anthony Brown	Facilitator: Think Place	Chair: Bernadette King	Chair: Dr Lynne Maher
10:30 – 12:00	10:30-10:45	<b>NHMRC PCHSS SPONSORED (LIVE STREAM)</b> Consumers as researchers: Consumers' role in sustainable healthcare systems	Using human-centred design thinking to map and improve the consumer experience with health services <b>Dr Lidia Najbar</b> Latrobe Community Health Service	<b>WORKSHOP (LIVE STREAM)</b> Beyond a tick in the box: Consumer leadership in 2021 <b>Elisabeth Kochman</b> Chair Cancer Voices NSW	<b>WORKSHOP ADHA SPONSORED (LIVE STREAM)</b> Person-centred care driving digital health: where are we now in the digital health journey and what do we need to do to improve health outcomes for our diverse communities?	Optimising Consumer and Community Involvement in research and healthcare improvement in COVID-19 <b>Sarah Carmody</b> Monash Partners	From the ground up: a co-design systemic change 'how-to' <b>Esther Vallero</b> and Members of the Transgender Team
	10:45-11:00	<b>Yvonne Zurynski</b> NHMRC Partnership Centre for Health System Sustainability, Australian Institute of Health Innovation, Macquarie University	Consumers as educators in healthcare <b>Suzie May</b> Giving Voice	<b>Dr Anthony Brown</b> Health Consumers NSW	Join the Australian Digital Health Agency in a facilitated engagement session to share your views on the future direction of digital health for Australia and the development of the next National Digital Health Strategy.	Consumer Heart Health in a post-COVID Australia <b>Andrew Mosley</b> Heart Foundation	
	11:00-11:15	<b>Jeffrey Braithwaite</b> Australian Institute of Health Innovation, Macquarie University	Young people shaping service design <b>Kerryn Pennell</b> Orygen National Centre for Excellence in Youth Mental Health	<b>Shirley Baxter, Murray McLachlan,</b> Deputy Chairs, Cancer Voices NSW		Collaborative Development of a Triage Process for COVID-19: Challenges and Lessons <b>Brett Scholz</b> ANU	Consumer Leadership: A compilation of consumer voices and their thoughts on leadership
	11:15-11:30		Collaborative pairs evaluation <b>Helen Dickinson</b> Collaborative pairs evaluation		A digital storyteller and live scribe will draw your experience and capture your views.	It's not rocket science: it's 2021, why is asking consumers a novel idea? <b>Rob Anderson</b> Musculoskeletal Australia	

	11:30-11:45		Introducing Collaborative Pairs Australia: An Overview  <b>Jennie Parham</b> Consumers Health Forum			At the outset of the COVID-19 pandemic there was growing concern amongst consumers about rapid research being developed without community input  <b>Anne McKenzie</b> Telethon Kids Institute	Co design of a procurement process to support DHB selection of a provider of a new Alcohol & other Drug (AOD) Peer Support Service  <b>Channa Perry</b> Executive Advisor
	11:45-12:00	<b>Poster &amp; Sponsor Discussion Time</b>					
12:00-13:00	<b>Lunch</b>						
	<b>Parallel sessions</b>						
		<b>Consumers as Researchers</b>	<b>Consumer-Based Health Care</b>	<b>Consumer Leadership</b>	<b>Consumer Enablement</b>	<b>COVID-19</b>	<b>NZ Stream</b>
		<b>Chair: Kylie Woolcock</b>	<b>Chair: Lea Kirkwood</b>	<b>Chair: Roxxanne MacDonald, CHF Director</b>	<b>Chair: Bronwyn Smith</b>	<b>Co-Chairs: Dr Erin Evans and Melissa Fox</b>	<b>Chair: Dr Lynne Maher</b>
13:00-14:30	13:00-13:15	A new co-produced capability framework for successful partnerships in healthcare quality improvement  <b>Ruth Cox</b> 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  <b>Louisa Walsh</b> 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  <b>Tara Dimopoulos-Bick</b> NSW Agency for Clinical Innovation	Medicines literacy: What we know and where we need to act  <b>Dr Robyn Lindner</b> NPS MedicineWise  <b>Dr Penelope Bergen</b> Consumers Health Forum	The role of state health consumers peaks in the COVID response  Speakers to be confirmed	Co-designing cancer services with Pacific Women with Endometrial Cancer  <b>Larissa Ferguson</b> Cancer & Palliative Care  <b>Karin Jansen</b> Adult Rehabilitation and Health of Older People (ARHOP)

13:15-13:30	<p>Community Co-design: Harnessing Participatory Action Research and Modified Delphi approaches for service adaptation and innovation</p> <p><b>Deborah Stockton</b> Tresillian</p>	<p>Integrating consumer insights in educational program - opioid, chronic pain and the bigger picture</p> <p><b>Rawa Osman</b> NPS MedicineWise</p>	<p>Making the invisible visible: hidden voices initiate collaboration in research</p> <p><b>Penelope McMillan</b> ME/CFS SA</p>	<p>The Patient Leadership Triangle: the benefits of patients and carers as partners for change</p> <p>An interview with <b>David Gilbert</b></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><b>Agustina Gancia</b> Health Translation SA</p>	<p>Consumers shaping health policy through the WA Healthy Weight Action Plan</p> <p><b>Clare Mullen</b> Health Consumers' Council WA</p>	<p>ANZDATA-South Australian Health and Medical Research Institute (SAHMRI)</p> <p><b>Shyamsundar Muthuramalingam</b> 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><b>Reema Harrison</b> University of NSW</p>		
13:45-14:00	<p>Collaboration and co-design in the development of the NSW Aboriginal Patient Experience Question Set</p> <p><b>Lilian Daly</b> Bureau of Health Information</p>	<p>'To Listen, Act, Make Better, Together': A commitment to new ways of patient centred care</p> <p><b>Peter King</b> Southern Adelaide Local Health Network</p>	<p>Implementing a peer run and peer delivered mental health warmline service in NSW</p> <p><b>Irene Gallagher</b> Being Mental Health Consumers</p>	<p>Curtin enAble Institute: Building consumer involvement from the ground up</p> <p><b>John Fitzgerald</b> Curtin University</p>		
14:00-14:15	<p>Nothing about us without us? and that includes research</p> <p><b>Suzanne Robinson</b></p>	<p>Exploring five-year trends in patient experience and care improvement initiatives</p> <p><b>Hayley Forbes</b></p>	<p>The National Strategic Action Plan for Rare Diseases: a consumer-led, collaborative, multi-stakeholder approach to effective</p>	<p>Person-centred care: Taking it to the next level</p> <p><b>Dr Paresh Dawda</b> Prestantia Health <b>Dr Tina Janamian</b></p>		<p>Mental Health: Restraint/seclusion Maori/Pacific focus</p>

		Digital Health CRC and Curtin University	Bureau of Health Information	rare disease policy reform <b>Nicole Millis</b> Rare Voices Australia	AGPAL		Closing Karakia  LJ- National Consumer Group
	14:15 – 14:30	<b>Poster &amp; Sponsor Discussion Time</b>					
14:30-15:00	<b>Afternoon Tea</b>						
		<b>Closing Plenary: Future Horizons (LIVE STREAM)</b>					
		<b>Facilitator:</b>	<b>Suzanne Robinson</b> , Professor and Theme Leader, Health Systems and Health Economics, Curtin University				
	15:00 – 15:25	<b>Keynote 4:</b>	Health Care Neighbourhoods and Social Prescribing <b>Kate Mulligan</b> , Director, Policy and Communications, Alliance for the Healthier Communities, Ontario, Canada				
		<b>Future Horizons Panel (LIVE STREAM)</b>					
15:00-16:30		<b>Facilitator:</b>	<b>Suzanne Robinson</b> , Professor and Theme Leader, Health Systems and Health Economics, Curtin University				
	15:25-16:30	<b>Panellists:</b>	<b>Harry Iles-Mann</b> , Youth Health Advocate & Member of CHF				
			<b>Dr Rob Grenfell</b> , Director, CSIRO Health and Biosecurity				
			<b>Professor Tim Shaw</b> , Director of Research and Workforce Capacity, Digital Health CRC				
			<b>Professor Lynne Maher</b> , Innovation and Improvement Clinical Director, Ko Awatea Health System Innovation and Improvement				
			<b>Panel Discussion</b>				
16:30-17:00		<b>Rapporteur Report on Summit (LIVE STREAM)</b>					
		3-4 Consumer Rapporteurs to sum up the conference themes and highlights, including a representative from Youth Health Forum					
17:00	<b>Conference Close</b>						