

Pre-Conference Masterclass: Wednesday 17 March 2021

13:00 - 17:00		Conference Welcome Message: Minister Andrew Little (New Zealand)
	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)	
		Ms Leanne Wells , CEO, Consumers Health Forum of Australia	
	8:45-8:55	Acknowledgment to Country: Kari Singers	
8:45 – 10:30	8:55-9:05	Welcome: Mr Tony Lawson , Chair, Consumers Health Forum of Australia and Dr Lynne Maher , Innovation and Improvement Clinical Director, Ko Awatea	
	9:05-9:30	Keynote 1: Vincent Dumez , Co-Director and Patient Partner, Centre of Excellence on Partnering with Patients and the Public (CEPPP), University of Montreal	
	9:30-9:55	Keynote 2: Dr Ashley Bloomfield , Director General Health, New Zealand	
	9:55-10:20	Keynote 3: Susan Pearce and Craig Cooper , Co-Chairs, Elevating the Human Experience Steering Committee, NSW Health Re-imagining Human Experience NSW HEALTH SPONSORED	
	10:20-10:30	Discussion	
10:30-11:00	Morning Tea		
		Plenary 2: Introducing the Themes (LIVE STREAM)	
11:00-12:30	11:00-11:10	Facilitator:	Ms Amanda Cattermole , PSM, CEO, Australia Digital Health Agency
		ADHA SPONSORED (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 AM , 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	Rosalie Glynn , Chair, Consumer Council at Counties Manukau Health				
	11:40-11:50	Consumer Leadership	Kellie O'Callaghan , Director, O'Callaghan + Co				
	11:50-12:00	Consumer Enablement	Dr Lyndal Trevena , Professor Primary Health Care, University of Sydney				
	12:00-12:30	Discussion	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
		Facilitator: Luke Escombe	Facilitator: Leanne Wells	Chair: Jan Donovan, CHF Board Director	Chair: Christine Walker, CHF Board Director	Chair: Jo Root, Policy Director, CHF	Chair: Dr Lynne Maher
13:30 - 15:00	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	(LIVE STREAM)	Opening Karakia
		Consumer Involvement in Health and Medical Research Australian Clinical Trials Alliance	PANEL DISCUSSION Facilitator: Leanne Wells Engagement Capable Organisations: How to Gear an Organisation's Strategy, Culture and Practices around Consumer-Centred Care			Associate Professor Holly Seale Deputy Chair, Collaboration of Social Science and Immunisation	LJ- National Consumer Group Are we there Yet and How will we Know? A Quality and Safety Marker for Consumer Engagement
	13:45-14:00	Professor John Zalcberg OAM and Anne McKenzie AM	Belinda McLeod Smith Safer Care Victoria Victoria Smyth Western NSW PHN	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	Mohammad Al-Khafaji CEO, Federation of Ethnic Community Councils of Australia (FECCA)	Chris Walsh NZ Health Quality & Safety Commission Deon York NZ Health Quality and Safety Commission
	14:00-14:15	Australian Health Research Alliance	Elizabeth Newton NSW Agency for Clinical Innovation	Lived Experience: Journey of a Consumer Advisor	Empowering Consumers to Ask Questions About their Health Care: A		A Consumer Eye View: Being a

		Jo Wilkie, Dr Darshini Ayton, Associate Professor Angela Todd and Professor Gary Geelhoed	Herbert Down ACSQHC Carol Fancott Canadian Foundation for Health Care Improvement	Ray Newland Western Health	Choosing Wisely Australia Experience Kitty Yu NPS MedicineWise	Professor Richard Osborne Director, Centre for Global Health and Equity, Swinburne University of Technology Dr Susannah Morris Consumer Health Representative, Breast Cancer Network Australia (BCNA), Health Consumers' Council of WA, All.Can International Dr Nicole Allard Clinical lead, Cohealth COVID response, General Practitioner, cohealth Medical Epidemiologist, Victorian Infectious Diseases Reference Laboratory	Member on a National Group to Develop a Quality Safety Marker which Incorporates Te Tiriti DJ Michael Adams Member Consumer Network Health Quality & Safety Commission
14:15-14:30	Engagement, Understanding and Action Together: It Starts with the Words We Use Victoria Smyth Western NSW PHN		Consumers as Partners in Research: 2021 and Beyond Elisabeth Kochman Cancer Voices NSW	Human and Digital Navigators to Improve Access to Healthcare for People with Multimorbidity Dr Nana Folmann Hempler Steno Diabetes Center Copenhagen, Health Promotion Research, Denmark			
14:30-14:45	PANEL DISCUSSION Lillian Leigh, Anne McKenzie AM, George Kiosoglou and Associate Professor Ed Litton	PANEL DISCUSSION	Research in Partnership with the Cystic Fibrosis Community Angela Jones Monash Partners	The Power of Public Online Feedback: Building Connection not just Data Collection Assoc. Professor Michael Greco Care Opinion Jan Child Bass Coast Health	The Long and Winding Road: A Tale of Two Consumer Councils in NZ Rosalie Glynn and Russ Aiton Consumer Council Chairs		
14:45-15:00			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
15:30-17:15	15:30-16.45	Facilitator:	Ellen Fanning , The Drum, ABC TV
		Big Ideas Forum Participants:	David Titeu, Azure Rigney, Sarah Barter, Saran Chamberlain, Caleb Rixon, Penelope McMillan & Alejandra Pinero de Plaza
			Dr Terry Sweeney CMG , Global Digital Health Entrepreneur & CEO, Innovation Translation Expert
	16.45-17.15	Q & A Consumer Rapporteurs to sum up the conference themes and highlights, including a representative from Youth Health Forum Consumer Rapporteurs: Prof Judi Walker, Ms Roxxanne MacDonald, Ms Lara Pullin and Ms Renza Scibilia	
17.15-18:00	Break		
		Cocktail Networking Hour: "In conversation with...." (LIVE STREAM)	
18:00-19:00		AGPAL SPONSORED	A new kind of consumer leader: Mark Doughty , Senior Consultant, Leadership Development, Kings Fund UK and Louisa Walsh , PhD candidate and Research Officer, Centre for Health Communication and Participation, La Trobe University
		Facilitator:	Leanne Wells , CEO, Consumers Health Forum of Australia
19:00	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				
			Jennifer Zelmer , Chief Executive Officer, Canadian Foundation for Health Improvement				
			Professor Anne Duggan , Clinical Director, Australian Commission on Safety and Quality in Health Care				
			Dr Christine 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
		Chair: Associate Professor Yvonne Zurynski	Chair: Belinda McLeod-Smith	Chair: Dr Anthony Brown	Facilitator: ThinkPlace	Chair: Lea Kirkwood	Chair: Dr Lynne Maher

10:30 – 12:00	10:30-10:45	NHMRC PCHSS SPONSORED (LIVE STREAM) Consumers as Researchers: Consumers' Role in Sustainable Healthcare Systems Yvonne Zurynski NHMRC Partnership Centre for Health System Sustainability, Australian Institute of Health Innovation, Macquarie University	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 Dr Anthony Brown, Serena Joyner, Health Consumers NSW Shirley Baxter, Murray McLachlan, Deputy Chairs, Cancer Voices NSW	WORKSHOP ADHA SPONSORED (LIVE STREAM) 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? 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. A digital storyteller and live scribe will draw your experience and capture your views. Sky May General Manager Agile Business Transformation, ThinkPlace Rupert Lee A/Chief Digital Officer, Australian Digital Health Agency	Optimising Consumer and Community Involvement in Research and Healthcare Improvement in COVID-19 Sarah Carmody Monash Partners	From the Ground Up: A Co-Design Systemic Change 'How-To' Esther Vallero and Members of the Transgender Team
	10:45-11:00	Consumers as Educators in Healthcare Suzie May Giving Voice	Consumer Heart Health in a Post-COVID Australia Andrew Mosley Heart Foundation				
	11:00-11:15	Young People Shaping Service Design Kerryn Pennell Orygen National Centre for Excellence in Youth Mental Health	Collaborative Development of a Triage Process for COVID-19: Challenges and Lessons Brett Scholz ANU			Consumer Leadership: A Consumer Network's Reflections on Partnering with a Crown entity	
	11:15-11:30	Driving Consumer Leadership via the Collaborative Pairs Project: Evaluating the Pilot Helen Dickinson Collaborative Pairs Evaluation	It's not Rocket Science: It's 2021, Why is Asking Consumers a Novel Idea? Rob Anderson Musculoskeletal Australia			Consumer Voices	
	11:30-11:45	Introducing Collaborative Pairs Australia: An Overview Jennie Parham Consumers Health Forum	At the Outset of the COVID-19 Pandemic there was Growing Concern Amongst Consumers About Rapid Research Being			Co-Design of a Procurement Process to Support DHB Selection of a Provider of a New Alcohol & Other Drug (AOD) Peer	

					Dr Fiona Martin Australian Digital Health Agency	Developed without Community Input Anne McKenzie Telethon Kids Institute	Support Service Channa Perry Executive Advisor
	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
		Chair: Kylie Woolcock	Chair: Bernadette King	Chair: Roxanne MacDonald, CHF Director	Chair: Broni Smith	Co-Chairs: Melissa Fox	Chair: Dr Lynne Maher
13:00-14:30	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	(LIVE STREAM) The Role of State Health Consumers Peaks in the COVID Response Melissa Fox CEO, Health Consumers Queensland Michael Morris Consumer Member, COVID-19 Consumer Leaders Taskforce, Health Consumers NSW	Co-Designing Cancer Services with Pacific Women with Endometrial Cancer Larissa Ferguson Cancer & Palliative Care Karin Jansen Adult Rehabilitation and Health of Older People (ARHOP)
		Community Co-Design: Harnessing Participatory Action Research and Modified Delphi Approaches for	Integrating Consumer Insights in Educational Program: Opioid, Chronic Pain and the Bigger Picture Rawa Osman	Making the Invisible Visible: Hidden Voices Initiate Collaboration in Research Penelope McMillan ME/CFS SA	The Patient Leadership Triangle: The Benefits of Patients and Carers as Partners for Change An interview with David Gilbert	Danny Vadasz CEO, Health Issues Centre VIC	

	14:15 – 14:30	Poster & Sponsor Discussion Time	
14:30-15:00	Afternoon Tea		
		Closing Plenary: Future Horizons (LIVE STREAM)	
		Facilitator:	Suzanne Robinson , Professor and Theme Leader, Health Systems and Health Economics, Curtin University
	15:00 – 15:25	Keynote 4:	Health Care Neighbourhoods and Social Prescribing Dr Kate Mulligan , Assistant Professor, Dalla Lana School of Public Health, University of Toronto
		Future Horizons Panel (LIVE STEAM)	
15:00-16:30	15:25-16:30	Facilitator:	Suzanne Robinson , Professor and Theme Leader, Health Systems and Health Economics, Curtin University
		Panellists:	Harry Iles-Mann , Youth Health Advocate & Member of CHF
			Dr Rob Grenfell , Director, CSIRO Health and Biosecurity
			Professor Tim Shaw , Director of Research and Workforce Capacity, Digital Health CRC
			Professor Lynne Maher , Innovation and Improvement Clinical Director, Ko Awatea Health System Innovation and Improvement
		Panel Discussion	
		Rapporteur Report on Summit (LIVE STREAM)	
16:30-17:00		Consumer Rapporteurs to sum up the conference themes and highlights, including a representative from Youth Health Forum Consumer Rapporteurs: Prof Judi Walker , Ms Roxanne MacDonald , Ms Lara Pullin and Ms Renza Scibilia	
17:00	Conference Close		

***All program timings are in Australian Eastern Daylight Times*

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