



International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**  
**SYDNEY**

24-26 July 2022

ICC Sydney  
Sydney, Australia

# EVENT GUIDE

New Horizons:

Quality improvement shaping the future

[internationalforum.bmj.com](http://internationalforum.bmj.com)

 @QualityForum #Quality2022



 Institute for  
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**BMJ**

PARTNER ORGANISATIONS

Thank you to our partners who have helped us to develop and present the International Forum Sydney 2022.

Our Host Strategic Partner and Strategic Partner have provided their insight and energy to produce an exciting programme, sharing the best of healthcare with us.

We have also received tremendous support from our international Supporting Partners who have been instrumental in engaging colleagues in their wide ranging networks - thank you.

We are appreciative of our partners and thankful for their generous support.

Host Strategic Partner



Strategic Partner



Supporting Partners



Hello and a warm welcome to the International Forum.

On behalf of the Clinical Excellence Commission (CEC), the Institute for Healthcare Improvement (IHI) and BMJ, we wish you a very warm welcome to this year’s International Forum on Quality and Safety in Healthcare in Sydney. Our healthcare community is honored and excited to meet you.

Healthcare is a complex adaptive system. But, together, we can build momentum for change.

To be prepared for future pandemics, health systems need to look to learn from the international evidence. The Forum is where health professionals can find that evidence.

After two long years of connecting virtually, we can now finally unite health professionals across the Australasian region as the annual place to participate, learn, and share experiences.

We are grateful for the support from our lead sponsor, SimConverse, and co-sponsors in helping us represent the theme of New Horizons through a dynamic and relevant programme to inspire new and better ways of delivering care.

Please enjoy this year’s Forum.

**Chris Jones**  
Chief Executive Officer, BMJ; England

We are thrilled that the IHI-BMJ Forum has returned to Australia in 2022. As we look to new horizons after a devastating and destabilizing two years, we find we need each other more than ever. That’s what the Forum is all about – learning, reconnecting and re-energizing once again.

I am proud and humbled to be a part of the quality and patient safety movement at this moment of unprecedented need. We have much to do to help renew and restore our health systems and I am certain that together, we will lay the groundwork here in Sydney for the future we all need and deserve.

**Kedar Mate, MD**  
President and Chief Executive Officer,  
Institute for Healthcare Improvement (IHI); USA

As the lead agency supporting safety and quality improvement in the NSW Health system, the Clinical Excellence Commission is delighted to be the Host Strategic Partner for this year’s Forum. This amazing event is an opportunity for us to come together to explore the theme of New horizons: Quality improvement shaping the future.

**Trish Bradd, PhD**  
Director, Patient Safety,  
Clinical Excellence Commission (CEC); Australia

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**Wifi Access** is available in all areas. Please select network **ICC Sydney** Wifi and select **complimentary Wi-Fi**.



**Assistance** If you have any questions or require any information, please visit the Registration and Enquiries Desk on the ground floor or ask a member of the International Forum Team (they will be wearing green shirts) who will be able to assist you.



**Registration** will open from 10:00 on Sunday, 08:00 on Tuesday and 07:30 on Wednesday.



**Handouts and Presentations** made available by speakers can be found on [internationalforum.bmj.com/handouts-sydney-2022](http://internationalforum.bmj.com/handouts-sydney-2022). Some of these will be available before the International Forum. We will continue to add to these during and after the conference.



**Certificates of Attendance** will be sent to all attendees. This will be emailed to you two weeks after the conference.



**RCP Accreditation** The International Forum in Sydney has been approved for a total of 18 credits. The accreditation code will be available on your certificate of attendance, sent out following the conference.



**Badges** must be worn at all times during the International Forum. Your badge guarantees you entry into the venue on the days shown on your badge.



**Badge scanning** You may be asked to scan your badge by one of our sponsors or exhibitors when visiting an exhibition stand or by a member of staff when entering a sponsored session. If you choose to have your badge scanned, we will share your contact details with that sponsor/exhibitor. Please note that having your badge scanned is optional.



**ePoster Stage Sessions** will take place in The Gallery (Level 2) on the ePoster stage on the two main event days, Monday 25 and Tuesday 26 July. These sessions provide an opportunity to hear the poster authors talk about their project during a 5 minute allocated slot. See full details on page X.



**Online Access** to live streamed sessions, including all keynotes, is available to all attendees of the International Forum. Attendees have been sent a unique login link via email to access the online Forum platform, Swapcard. You can access the platform from your phone by downloading the Swapcard app on the App Store or Google Play. If you are unable to locate the email, please visit the Enquiries Desk.

The keynote presentations will also be streamed live on the International Forum website, and will be publicly available during the conference.



**Complimentary cloakroom facilities** will be available next to the Customer Service Desk on the ground floor level of the convention centre, and will be open during the following times:

Sunday 10:00-18:00  
Monday 08:00-19:30  
Tuesday 07:15-18:15



**Speaker Check In** is located on the ground floor and will be open during the following times:

Sunday 09:00-16:00  
Monday 07:00-16:00  
Tuesday 07:00-15:30



**Coronavirus** We have put in place various safeguards to protect visitors to the conference from the risk of Covid-19. We ask that you be alert to these measures and mindful of the risk to others whilst attending the International Forum.

**Symptoms:** If you have any symptoms that could be a sign of Covid-19, we strongly advise you to follow advice issued by the New South Wales Government to self-isolate and follow the close contact guidelines. If you develop symptoms during the conference, we ask you to please exit the venue and inform us as soon as possible by contacting [events@bmj.com](mailto:events@bmj.com).

**On arrival:** In accordance with guidance issued by the New South Wales Government, we recommend that you check-in using the COVID Safe Check-In Service.

**Masks:** Face coverings are no longer a mandatory requirement. However, masks will be available from the Enquiries desk throughout the conference should you wish to wear one.

**Hand Sanitiser:** Hand sanitising stations will be available throughout the venue and we recommend that attendees make use of these facilities wherever possible.

**Social Distancing:** We ask that all attendees are mindful of others and adhere to social distancing wherever possible when moving around the conference venue.

Further details can be found at [internationalforum.bmj.com/sydney/covid-19-health-and-safety-plan](http://internationalforum.bmj.com/sydney/covid-19-health-and-safety-plan).

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Monday 25 July | 17:30-19:00 | North East Foyer (Level 2)



To find out more and share your consumer voice, please speak to the team at the BMJ stand in the Exhibition Hall.

Make your way to our Networking Zone located in the Exhibition Hall in The Gallery (Level 2) to connect with others over lunch and share your learnings and experiences from the conference.



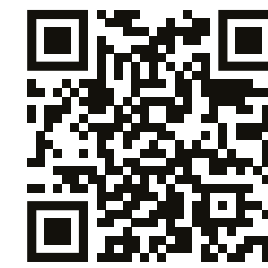
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## Keynote 0

Sunday 24 July | 11:00-12:00



**Göran Henriks**

Chief Executive of Learning and Innovation, Qulturum; Sweden

Göran has been Chief Executive of Learning and Innovation at The Qulturum in the County Council of Jönköping, Sweden, since 1997. Qulturum is a centre for quality, leadership and management development for the employees in the County and also for health care on a regional and national level.

Göran has nearly forty years' experience of management in the Swedish Health Care system. He is a member of the Jönköping County Council top management and Strategic Group. The county are ranked among the best in Swedish care with regards to patient satisfaction, access, clinical performance, safety and costs.

He is a senior fellow of the Institute for Healthcare Improvement and is the chair of the Strategic Committee of the International Forum on Quality and Safety in Healthcare.



**Helen Bevan**

Chief Transformation Officer, NHS Horizons; England

Helen is acknowledged globally for her expertise and energy for large scale change in health and care. During her 25 years as a change leader in the English National Health Service, Helen has been at the forefront of many NHS improvement initiatives that have made a difference for thousands of patients and for the staff who care for them.

She currently leads the Horizons team, which is a source of ideas and knowledge to enable the spread of improvements at scale. The team uses a variety of different tools and approaches including social movement thinking, community organising, improvement science, accelerated design and digital connectivity. It champions the role of emerging leaders, students and trainees at the forefront of radical change.

## Keynote 1

Sunday 24 July | 16:30-17:25



**Ashley Bloomfield**

Director-General of Health and Chief Executive at the Ministry of Health; New Zealand

Ashley Bloomfield is the Director-General of Health and Chief Executive at the Ministry of Health. He trained as a medical doctor at the University of Auckland, and later completed a Master's in Public Health.

Dr Bloomfield has held several positions of leadership including Chief Executive at Hutt Valley District Health Board from 2015 to 2018, Director of Public Health, and a stint at the World Health Organization. His interests in public health are in the prevention of non-communicable diseases, however recently, Dr Bloomfield's influential leadership has been on display as part of New Zealand's Covid-19 pandemic response.



## Keynote 2

Monday 25 July 2022 | 09:30-10:50



**Euan Wallace**

Secretary of the Victoria Department of Health; Australia

Professor Euan Wallace commenced as Secretary of the Department of Health in November 2020. Euan is an academic obstetrician and gynaecologist by training. With more than 30 years' experience in clinical practice and medical research, and 15 years' experience in clinical leadership and governance, Euan is a strong advocate for healthcare improvement and the consumer voice.

Euan was the inaugural CEO of Safer Care Victoria, the state's lead agency for healthcare quality and safety. In July 2020, he was seconded to DHHS as Deputy Secretary, jointly responsible for case management, contact tracing and outbreak management. Euan was also formerly the Carl Wood Professor and Head of Department of Obstetrics and Gynaecology at Monash University.

His research interests are in fetal development, maternal health, stem cell biology and patient safety.



**Teresa Anderson**

Chief Executive, Sydney Local Health District; Australia

Dr Teresa Anderson is the Chief Executive of Sydney Local Health District, one of the leading public health services in Australia. She has more than 35 years of experience as a clinician and health service executive. She has a well-established reputation for implementing strategies to foster innovation and best practice, supporting collaboration and building partnerships.

She is an internationally recognised Speech Pathologist and is passionate about developing programs and services to support and improve the health and wellbeing of all people in the community. In 2018 Dr Anderson was appointed a Member of the Order of Australia (AM).

Dr Anderson is a Vice President and has been made a Fellow of the NSW Institute of Public Administration Australia, is a member of seven Medical Research, Health and PHN boards and is an active member of the Sydney Health Partners Governing Council and Executive Management Group, one of the first four centres in Australia designated by the NHMRC as an Advanced Health Research Translation Centre.



**Stewart Dowrick**

Chief Executive, Mid North Coast Local Health District; Australia

For more than 30 years Stewart Dowrick has been at the forefront of the delivery of health services across metropolitan, regional and rural NSW.

Appointed Chief Executive of the Mid North Coast Local Health District in January 2011, Mr Dowrick works closely with a range of stakeholders and the community to provide healthcare through strategic and transformational leadership. In recent years, Mr Dowrick has led the health district through challenging times as the region faced natural disasters including bushfires and flood events, and the ongoing impact of the global COVID-19 pandemic. A passionate advocate for the health sector, Mr Dowrick sits on a range of local, regional and state committees and has an interest in higher education and research.

Mr Dowrick holds degrees from the University of NSW and University of Newcastle and is a Graduate of the Australian Institute of Company Directors. In December 2019, he received the honorary award of Doctor of Health Studies in recognition of his significant contribution to the health sector and his advocacy for greater access to quality healthcare for regional communities.



**Ashley Bloomfield**

Director-General of Health and Chief Executive at the Ministry of Health; New Zealand

Ashley Bloomfield is the Director-General of Health and Chief Executive at the Ministry of Health. He trained as a medical doctor at the University of Auckland, and later completed a Master's in Public Health.

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### Keynote 3

Monday 25 July | 16:30-17:30



**Derek Feeley**

Former CEO and President, Institute for Healthcare Improvement (IHI); Scotland

Derek Feeley, CB, DBA, is a Senior Fellow at the Institute for Healthcare Improvement (IHI). He returned home to Scotland in 2020 having spent seven years with IHI, latterly as President and Chief Executive. He was responsible for driving IHI's mission and strategy to improve health and health care worldwide.

On his return to Scotland, he was appointed as the Chair of the Independent Review of Adult Social Care which reported to the Scottish Government in February 2021. He serves as Board Advisor to the East London Foundation Trust, is a Board member of the Institute for Research and Innovation in Social Services and an Honorary Professor at the University of the West of Scotland. He also coaches and mentors several senior people in NHS Organisations.

Prior to joining IHI, Derek was the Director General for Health and Social Care in the Scottish Government and the Chief executive of NHS Scotland. In that position, he was the principal advisor to the Scottish Government on all health, health care, and social care policy matters as well as having leadership responsibility for NHS Scotland's 140,000 staff. In 2013, Derek was made a Companion of the Order of the Bath by Her Majesty the Queen.

### Keynote 4

Tuesday 26 July | 09:30-10:30



**Mary Freer**

Compassion Revolutionary; Australia

Mary is building a global Compassion Revolution. She is the creator of Compassion Labs and her focus is building compassionate leadership that will nurture a more mindful, resilient and kind workforce.

Over many years, Mary contributed to Australia's national health and social care reform agenda through her work with state and commonwealth agencies. She has held executive leadership positions with national government, not for profit health care and social welfare services and in 2014 she founded Change Day Australia.

Mary is a Westpac Bicentennial Social Change Fellow, a TEDx Speaker, an Executive Coach and is the Executive Producer of Compassion Revolution and serves on the National Steering Team for the Pandemic Kindness Movement.

Her book *Compassion Revolution: Start Now\* Use What You Have\* Keep Going\** was published in November 2021.

### Keynote 5

Tuesday 26 July | 16:15-17:15



**Donald M. Berwick**

President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); USA

A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health, and on the staffs of Boston's Children's Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first "Independent Member" of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality. He served two terms on the Institute of Medicine's (IOM's) Governing Council, was a member of the IOM's Global Health Board, and served on President Clinton's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry.

Recognized as a leading authority on health care quality and improvement, Dr. Berwick has received numerous awards for his contributions. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England in recognition of his work with the British National Health Service.

Dr. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School, and he's an elected member of the American Philosophical Society.

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|             |           |   |  |
|-------------|-----------|---|--|
| 10:50-11:00 |           | <b>Acknowledgement to country and introduction</b><br><b>Trish Bradd</b> Clinical Excellence Commission (CEC); Australia  | Pymont Theatre                         |
| 11:00-12:00 | <b>K0</b> | <b>Keynote: No time to stop - how thinking differently today creates a different tomorrow</b><br><b>Format:</b> Keynote   <b>Stream:</b> Building Capability and Leadership<br><b>Helen Bevan</b> Chief Transformation Officer, NHS Horizons; England<br><b>Göran Henriks</b> Chief Executive of Learning and Innovation, Qulturum; Sweden  | Pymont Theatre<br><b>Live stream</b> ▶ |
| 12:15-13:30 | <b>S1</b> | <b>Driving to the conditions - tailoring Improvement approaches to changing contexts</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Lisa McKenzie</b> Institute for Healthcare Improvement (IHI); Australia<br><b>Robert Forsyth</b> Institute for Healthcare Improvement (IHI); Australia<br><b>Rebecca Reed</b> Safer Care Victoria; Australia<br><b>Malcolm Green</b> Institute for Healthcare Improvement (IHI); Australia<br><b>Amal Abou-Hamden</b> Royal Adelaide Hospital; Australia | Room C3.4 & C3.5                       |
| 12:00-12:15 |           | <b>Refreshment break</b>  | C3 and Darling Harbour Foyers          |
| 12:15-13:30 | <b>M1</b> | <b>Be Well. Lead Well - The Victorian Wellbeing for Healthcare Workers Initiative</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Bernadette Loughnane</b> Cohuna District Hospital; Australia<br><b>Derek Feeley</b> Institute for Healthcare Improvement (IHI); Scotland<br><b>Fiona Herco</b> Institute for Healthcare Improvement (IHI); Australia<br><b>Eleanor Sawyer</b> Safer Care Victoria; Australia<br><b>Kate Gibbon</b> Alfred Health; Australia                  | Room C3.3                              |
| 13:30-14:30 |           | <b>Lunch break</b>  | C3 and Darling Harbour Foyers          |
| 14:30-16:00 | <b>M2</b> | <b>Consumer and Collaborative Leadership - the new frontier of healthcare improvement, transformation and change</b><br><b>Format:</b> Workshop   <b>Stream:</b> Person and Family-Centred Care<br><b>Debra Kay</b> Collaborative Pairs Australia; Australia<br><b>Jennie Parham</b> Jennie Parham Consulting; Australia<br><b>Leanne Wells</b> Consumers Health Forum; Australia   | Room C3.3                              |
| 14:30-15:15 | <b>S2</b> | <b>Near real time patient safety data to clinical teams across NSW</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Jim Mackie</b> Clinical Excellence Commission (CEC); Australia<br><b>Felicity Gallimore</b> Clinical Excellence Commission (CEC); Australia<br><b>Steve Bowden</b> Clinical Excellence Commission (CEC); Australia   | Room C3.4 & C3.5                       |
| 15:15-16:00 | <b>S3</b> | <b>How improvement science supported the rapid scale up of care at home for COVID positive consumers</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Eleanor Sawyer</b> Safer Care Victoria; Australia<br><b>Robert Forsythe</b> Institute for Healthcare Improvement (IHI); Australia  | Room C3.4 & C3.5                       |
| 16:00-16:25 |           | <b>Refreshment break</b>  | C3 and Darling Harbour Foyers          |
| 16:30-17:25 | <b>K1</b> | <b>Walking backwards into the future: leadership lessons from COVID-19</b><br><b>Format:</b> Keynote<br><b>Ashley Bloomfield</b> Director-General of Health and Chief Executive, Ministry of Health; New Zealand  | Pymont Theatre<br><b>Live stream</b> ▶ |



# Translate evidence into practice to improve patient care

## Key Benefits

- Promotes project alignment to strategic plan and goals
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- Easy to use interface engages team members of all skill levels
- Collaboration across teams eliminates silos
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|             |           |  |                                       |
|-------------|-----------|--|---------------------------------------|
| 09:00-09:30 | <b>O1</b> | <b>Opening ceremony and welcome addresses</b><br><b>Ashley McKimm</b> BMJ; England <b>Susan Pearce</b> Ministry of Health, NSW Health; Australia<br><b>Kedar Mate</b> Institute for Healthcare Improvement (IHI); USA  | Pymont Theatre<br><b>Livestream</b> ▶ |
| 09:30-10:50 | <b>K2</b> | <b>Keynote: Leadership lessons learnt through crisis</b><br><b>Format:</b> Keynote   <b>Stream:</b> Building Capability and Leadership<br><b>Ashley Bloomfield</b> Director-General of Health and Chief Executive, Ministry of Health; New Zealand<br><b>Euan Wallace</b> Secretary of the Victoria Department of Health; Australia <b>Stewart Dowrick</b> Chief Executive, Mid North Coast Local Health District; Australia <b>Teresa Anderson</b> Chief Executive, Sydney Local Health; Australia  | Pymont Theatre<br><b>Livestream</b> ▶ |
| 10:50-11:20 |           | <b>Refreshment break</b>   | The Gallery                           |
| 11:20-12:20 | <b>A1</b> | <b>Ending homelessness through applying Improvement Science</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>David Pearson</b> Australian Alliance to End Homelessness; Australia <b>Jeremy Harris</b> No Street Sleeping; Australia <b>Erin Longbottom</b> St Vincent’s Hospital Homeless Health Service; Australia   | Pymont Theatre<br><b>Livestream</b> ▶ |
| 11:20-12:20 | <b>A2</b> | <b>Three innovative methods for improving care in rural communities</b><br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Kathleen Brasher</b> Upper Hume Primary Care Partnership; Australia <b>Shannon Nott</b> Western NSW Local Health District; Australia  | Cockle Bay Room                       |
| 11:20-12:20 | <b>A3</b> | <b>Improving safety and reducing error in maternal health and paediatrics</b><br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Michael Nicholl</b> North Shore Hospital, Sydney; Australia <b>Harvey Lander</b> Clinical Excellence Commission (CEC); Australia  | Room C3.3                             |
| 11:20-12:20 | <b>A4</b> | <b>Building QI capability across an organisation</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Peter Hibbert</b> Australian Institute of Health Innovation, Macquarie University; Australia<br><b>Rob Padbury</b> Southern Adelaide Local Health Network; Australia <b>Barb Vernon</b> Women’s Healthcare Australasia & Children’s Healthcare; Australia <b>Rebecca Reed</b> Safer Care Victoria; Australia   | Room C3.4 & C3.5                      |
| 12:20-13:20 |           | <b>Lunch break</b>   | The Gallery                           |
| 12:30-13:00 | <b>L1</b> | <b>From planning to dissemination: Research, QI, and EBP</b><br>Session sponsored by Wolters Kluwer Health<br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Jon Ward</b> Wolters Kluwer; Australia   | Room C3.3                             |
| 12:30-13:00 | <b>L2</b> | <b>Lunchtime session: The NSW infection, prevention and control COVID-19 response: Successes, Learning and future proofing</b><br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Kathy Dempsey</b> Clinical Excellence Commission (CEC); Australia <b>Susan Jain</b> Clinical Excellence Commission (CEC); Australia  | Room C3.4 & C3.5                      |
| 13:20-14:35 | <b>B1</b> | <b>Creating fairer systems: How can we work more effectively with indigenous communities to improve outcomes?</b><br><b>Format:</b> Panel   <b>Stream:</b> Population and Public Health<br><b>Dianne Shanley</b> Griffith University; Australia <b>Marjad Page</b> Kambu Health; Australia<br><b>Mataroria Lyndon</b> University of Auckland; New Zealand  | Pymont Theatre<br><b>Livestream</b> ▶ |
| 13:20-14:35 | <b>B2</b> | <b>Meaningful consumer involvement in care</b><br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Sarah McAllister</b> Central and Northwest London NHS Foundation Trust; England <b>Sandra Jayacodi</b> Central and Northwest London NHS Foundation Trust; England <b>Geetika Singh</b> Central and North West London NHS Foundation Trust; England<br><b>Lucy Palmer</b> Central and North West London NHS Foundation Trust; England <b>Lyndel Gray</b> Patient Safety and Quality Improvement Service, Clinical Excellence Queensland, Queensland Health; Australia <b>Bec Jenkinson</b> University of Queensland; Australia <b>Rebecca Kimble</b> Clinical Excellence Queensland, Department of Health (Queensland), Royal Brisbane and Women’s Hospital and Queensland Children’s Hospital, Clinical Excellence Queensland, Department of Health (Queensland), Royal Brisbane and Women’s Hospital, University of Queensland; Australia <b>Rebecca Barnden</b> Royal Brisbane & Women’s Hospital, Queensland Children’s Hospital, and Faculty of Medicine, the University of Queensland; Australia <b>Nadine Andrew</b> Monash University; Australia <b>Erin Mills</b> Monash Health; Australia <b>Meg Harvey</b> Monash Health; Australia <b>Liat Watson</b> Safer Care Victoria; Australia <b>Jo Hansen</b> Peninsula Health; Australia | Cockle Bay Room                       |

|             |           |  |                                       |
|-------------|-----------|--|---------------------------------------|
| 13:20-14:35 | <b>B3</b> | <b>Applying quality improvement science to root cause analysis to ensure effective implementation of recommendations</b><br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Bernie Harrison</b> Australian Council on Healthcare Standards; Australia <b>Peter Hibbert</b> Australian Institute of Health Innovation, Macquarie University; Australia  | Room C3.3                             |
| 13:20-14:35 | <b>B4</b> | <b>Better collaboration through care co-ordination and rapid response team management</b><br>Session sponsored by Ascom<br><b>Format:</b> Roundtable   <b>Stream:</b> Building Capability and Leadership<br><b>Owen Hutchings</b> RPA Virtual Hospital; Australia <b>Melanie Berry</b> Western NSW CCIC (Covid Care in the Community); Australia <b>Karol Petrovska</b> NSW Ministry of Health; Australia <b>Aaron Hall</b> Agency for Clinical Innovation; Australia  | Room C3.4 & C3.5                      |
| 14:35-15:00 |           | <b>Refreshment Break</b>   | The Gallery                           |
| 15:00-16:00 | <b>C1</b> | <b>Are consumers the chief improvement change agents? A debate.</b><br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Paresh Dawda</b> Prestantia Health; Australia <b>Jeffrey Braithwaite</b> International Society for Quality in Health Care (ISQua); Australia <b>Karen Patterson</b> Clinical Excellence Commission (CEC); Australia<br><b>Laila Hallam</b> Health Consumer Representative; Australia <b>Leanne Wells</b> Consumers Health Forum of Australia; Australia <b>Liz Newton</b> NSW Agency for Clinical Innovation (ACI); Australia <b>Liz Marles</b> Macquarie University; Australia | Pymont Theatre<br><b>Livestream</b> ▶ |
| 15:00-16:00 | <b>C2</b> | <b>Improving aged care through multidisciplinary intervention</b><br><b>Format:</b> Presentation   <b>Stream:</b> Integrated Care<br><b>Kara Joyce</b> NPS MedicineWise; Australia <b>Raelene Simpson</b> NPS MedicineWise; Australia <b>Kristen James</b> Wide Bay Hospital and Health Service; Australia <b>Jasper Duane-Davis</b> Queensland Health; Australia  | Room C3.4 & C3.5                      |
| 15:00-16:00 | <b>C3</b> | <b>Ara mai he tete kura: Restorative responses after healthcare harm</b><br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Jo Wailing</b> Centre for Restorative Practice, Te Herenga Waka, Victoria University of Wellington; New Zealand <b>Graham Cameron</b> Victoria University of Wellington, Bay of Plenty District Health Board/ Interim Public Health Agency; New Zealand <b>Heather Gunter</b> National Collaborative for Restorative Initiatives in Healthcare / Heath Quality Safety Commission; New Zealand <b>Caroline Tilah</b> Health Quality Safety Commission; New Zealand                                      | Room C3.3                             |
| 15:00-16:00 | <b>C4</b> | <b>What is the opportunity to rethink governance, risk and assurance in the context of workforce pressures, clinician burn out and a care backlog?</b><br>Session sponsored by RLDatix<br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Darren Kilroy</b> RLDatix <b>Mark Britnell</b> KPMG UK   | Cockle Bay Room                       |
| 16:00-16:30 |           | <b>Refreshment Break</b>   | The Gallery                           |
| 16:30-17:30 | <b>K3</b> | <b>Keynote: Joy and wellbeing at work - truths and myths</b><br><b>Format:</b> Keynote<br><b>Derek Feeley</b> Former CEO and President, Institute for Healthcare Improvement (IHI); Scotland   | Pymont Theatre<br><b>Livestream</b> ▶ |
| 17:30-17:35 |           | <b>End of day One - closing remarks</b><br><b>Ashley McKimm</b> BMJ; England   | Pymont Theatre<br><b>Livestream</b> ▶ |



Welcome Reception  
Please join us at the International Forum Welcome Reception in North East Foyer (Level 2) from 17:30.



|             |     |   |  |
|-------------|-----|---|--|
| 08:00-09:00 | BR1 | Early detection of patient deterioration and the impact to the general wards<br>Session sponsored by GE Healthcare<br><b>Format:</b> Presentation<br><b>Ben Edwards</b> GE Healthcare; Australia  | Room C3.3                              |
| 08:00-09:00 | BR2 | Learning how to use AI to improve communication skills training at your institution<br>Session sponsored by SimConverse<br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>William Pamment</b> SimConverse; Australia   | Room C3.4 & C3.5                       |
| 09:15-09:30 | O2  | Welcome and recap<br><b>Karen Luxford</b> The Australian Council on Healthcare Standards (ACHS); Australia  | Pymont Theatre<br><b>Live stream</b> ▶ |
| 09:30-10:30 | K4  | Keynote: Leading the compassionate revolution<br><b>Format:</b> Keynote<br><b>Mary Freer</b> Author, Compassion Revolution / Freerthinking; Australia   | Pymont Theatre<br><b>Live stream</b> ▶ |
| 10:30-11:00 |     | Refreshment break   | The Gallery                            |
| 11:00-12:15 | D1  | Environmental sustainability metrics: From an externality to Q.A. business as usual<br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Alexandra Barratt</b> University of Sydney; Australia <b>Forbes McGain</b> Western Health; Australia<br><b>Martin Hensher</b> Menzies Institute for Medical Research of the University of Tasmania; Australia<br><b>Scott McAllister</b> University of Sydney and University of Melbourne; Australia                                     | Pymont Theatre<br><b>Live stream</b> ▶ |
| 11:00-12:15 | D2  | Development of digital multimedia resources to support provision of person-centered in care on the post-natal ward<br><b>Format:</b> Workshop   <b>Stream:</b> Person and Family-Centred Care<br><b>Stacey Goad</b> Epworth HealthCare Freemasons; Australia <b>Damien Khaw</b> Deakin University/ Epworth HealthCare Partnership; Australia <b>Jane Wilcox</b> Deakin University/ Epworth HealthCare Partnership; Australia <b>Ana Hutchinson</b> Deakin University/ Epworth HealthCare Partnership; Australia | Room C3.4 & C3.5                       |
| 11:00-12:15 | D3  | Safety Intelligence: Integrating the patient safety data conversation<br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Jim Mackie</b> Clinical Excellence Commission (CEC); Australia <b>Steve Bowden</b> Clinical Excellence Commission (CEC); Australia <b>Trish Bradd</b> Clinical Excellence Commission (CEC); Australia  | Room C3.3                              |
| 11:00-12:15 | D4  | Surviving, Performing or Transforming?<br><b>Format:</b> Leadership summit   <b>Stream:</b> Building Capability and Leadership<br><b>Donald M Berwick</b> Institute for Healthcare Improvement (IHI); USA <b>Derek Feeley</b> Institute for Healthcare Improvement (IHI); Scotland <b>Helen Bevan</b> NHS Horizons; England   | Cockle Bay Room                        |
| 12:15-13:15 |     | Lunch Break   | The Gallery                            |
| 12:15-13:15 | L3  | Write it right, reduce the risk, and reap the rewards - a how to guide to clinical documentation improvement<br>Session Sponsored by CDIA<br><b>Format:</b> Presentation   <b>Stream:</b> Improvement Methods<br><b>Nicole Draper</b> Director & Co-founder, CDIA <b>Mike Kertes</b> National Director, CDIA  | Room C3.3                              |

|               |    |   |  |
|---------------|----|---|--|
| 13:15-14:30   | E1 | The future of safety and quality assessment?<br><b>Format:</b> Panel   <b>Stream:</b> Improvement Methods<br><b>Karen Luxford</b> ACHS; Australia <b>Donald M. Berwick</b> Institute for Healthcare Improvement (IHI); USA <b>Helen Bevan</b> NHS Horizons; England <b>Amanda Larkin</b> South Western Sydney Local Health District; Australia <b>Jean-Frederic Levesque</b> Agency for Clinical Innovation; Australia <b>Kate Bowles</b> University of Wollongong; Australia | Pymont Theatre<br><b>Live stream</b> ▶ |
| 13:15-14:30   | E2 | Learning from consumer experience<br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Jane Evans</b> St Vincent’s Health; Australia <b>Kylie Preece</b> St Vincent’s Health; Australia<br><b>Kylie Thitchener</b> Peter MacCallum Cancer Centre; Australia <b>Apurva Kasture</b> Taranaki District Health Board; New Zealand   | Cockle Bay Room                        |
| 13:15-14:30   | E3 | Reducing waiting times for community and outpatient services: A data driven approach<br><b>Format:</b> Workshop   <b>Stream:</b> Quality, Cost, Value<br><b>Katherine Harding</b> Eastern Health; Australia <b>Annie Lewis</b> Eastern Health; Australia<br><b>Nicholas Taylor</b> La Trobe University, Eastern Health; Australia   | Room C3.3                              |
| 13:15-14:30   | E4 | Creating a culture of safety<br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Chanelle McEnallay</b> Ramsay Health Care; Australia <b>Stephen Priestley</b> Cognitive Institute; Australia <b>Robyn Hudson</b> Safer Care Australia; Australia  | Room C3.4 & C3.5                       |
| 14:30-15:00   |    | Refreshment Break   | The Gallery                            |
| 15:00-16:00   | F1 | Systems Management: From thinking to practice<br><b>Format:</b> Presentation   <b>Stream:</b> The Big Picture<br><b>Mike Roberts</b> Safer Care Victoria; Australia <b>Göran Henriks</b> Qulturum; Sweden   | Pymont Theatre<br><b>Live stream</b> ▶ |
| 15:00-16:00   | F2 | “Sub-optimal health” predicts the risk of non-communicable disease in the general population<br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Wei Wang</b> Edith Cowan University; Australia <b>Monique Garcia</b> Edith Cowan University; Australia  | Room C3.4 & C3.5                       |
| 15:00-16:00   | F3 | Does integrating mental health and long-term condition support into primary care teams improve access and outcomes?<br><b>Format:</b> Presentation   <b>Stream:</b> Improvement Methods<br><b>David Cordyre</b> Tamaki Health; New Zealand  | Room C3.3                              |
| 15:00-16:00   | F4 | Value Based Care<br><b>Format:</b> Presentation   <b>Stream:</b> Quality, Cost, Value<br><b>Lisa Mckenzie Jansen Koh</b> Changi General Hospital; Singapore <b>Lim Eng Kok</b> Singapore Health Services Pte Ltd (SingHealth); Singapore <b>Shalika Hegde</b> Dental Health Services Victoria; Australia<br><b>Susan McKee</b> Dental Health Services Victoria; Australia   | Cockle Bay Room                        |
| 16:15-17:15   | K5 | Keynote: Expanding the role of health care to affect determinants of health<br><b>Format:</b> Keynote<br><b>Donald M. Berwick</b> President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); USA   | Pymont Theatre<br><b>Live stream</b> ▶ |
| 17:15 - 17:30 |    | Conference close and summary - join us next year...<br><b>Mike Roberts</b> Safer Care Victoria; Australia   | Pymont Theatre<br><b>Live stream</b> ▶ |

The ePoster displays are an integral part of the International Forum, providing an opportunity for teams to share and discuss their improvement strategies and achievements.

All ePosters will be displayed on digital screens in the Exhibition Hall in The Gallery (Level 2).

You can also get involved in the ePoster presentations and ePoster clinics, see information below.

**Viewing the ePosters**  
Where: ePoster area in Exhibition Hall

This year, our poster displays are presented digitally as ePosters. You will find the digital ePoster screens in the ePoster area in the Exhibition Hall. These are also accessible on our ePoster platform online, through our Swapcard app. You will be able to navigate, share and rate each ePoster, as well as connect directly with authors.

**ePoster Stage Sessions**  
Where: ePoster Stage in ePoster area, Exhibition Hall

Drop into any of our facilitated sessions at our ePoster stage to hear authors deliver short presentations about their project and answer questions from the audience. These sessions are open to all attendees and we invite you to take the time to start conversations with colleagues worldwide.

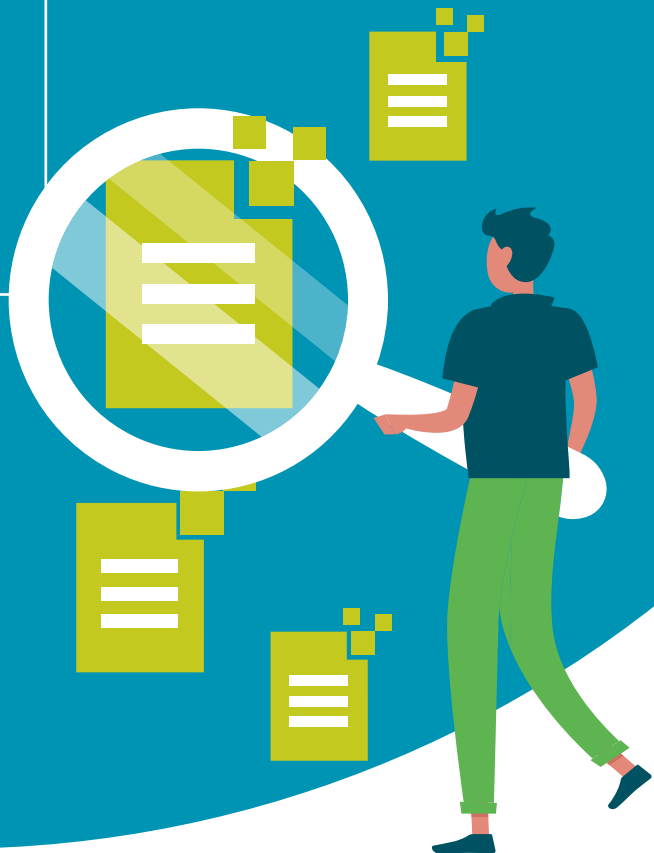
These sessions run alongside our main programme, you can find the timings below.

| Monday 25 July | Tuesday 26 July | Location  |
|----------------|-----------------|---|
| 11:00-12:20    | 11:00-12:15     | ePoster Stage,<br>Exhibition Hall; The<br>Gallery (Level 2) |
| 13:20-14:35    | 13:15-14:30     |   |
| 15:00-16:00    | 15:00-16:00     |   |

**ePoster Clinics**  
Where: Networking Zone in Exhibition Hall

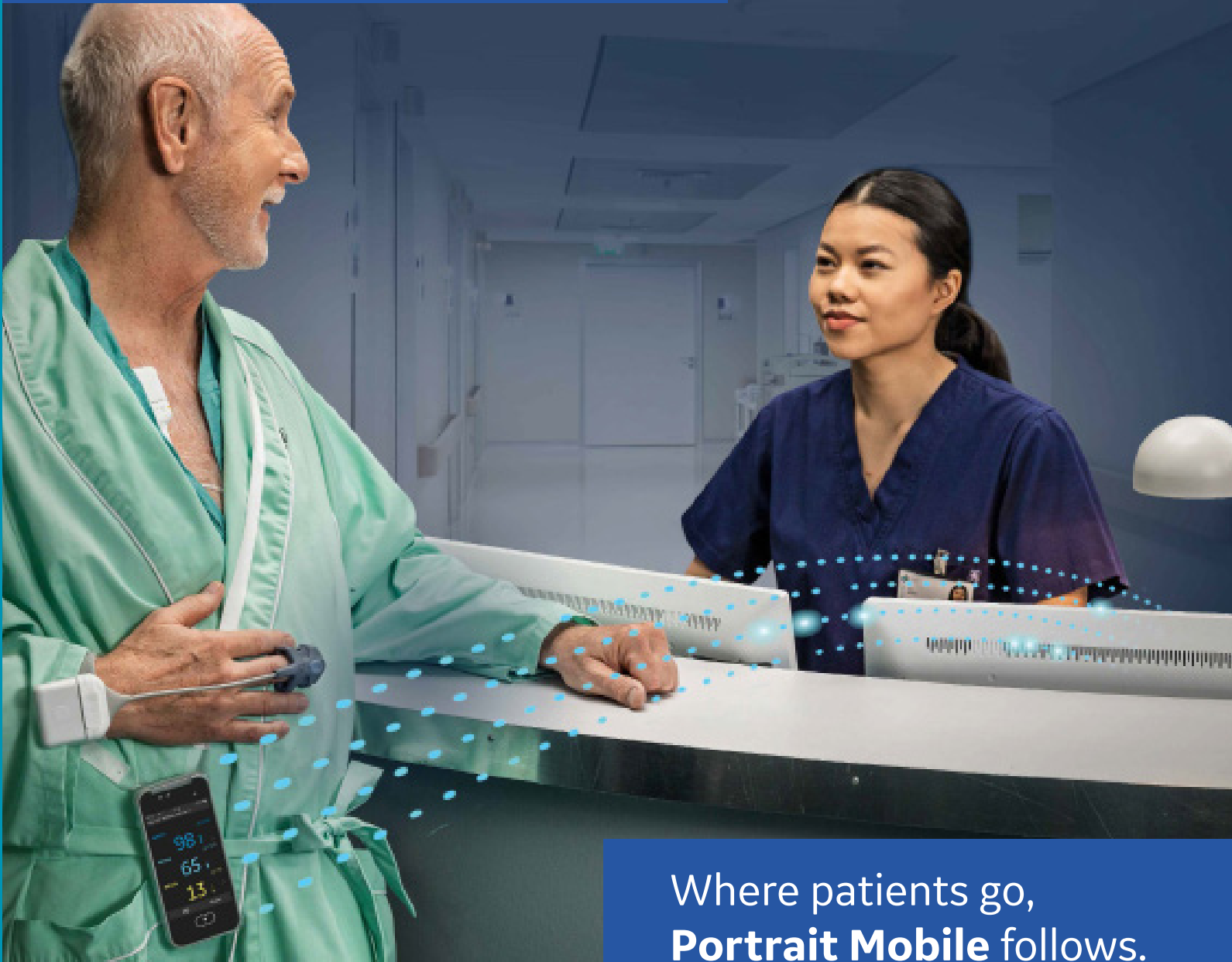
If you are an ePoster author or presenter attending the conference in Sydney and haven't signed up for one of the ePoster clinics, head to the ePoster area and register via one of the International Forum team members stationed there.

The ePoster Clinics allow you to meet for 15 minutes with one of our expert reviewers to discuss your project.



# Portrait™ Mobile

A continuous wearable, wireless monitoring solution



Where patients go,  
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To learn more, speak to the GE Healthcare team at the International Forum On Quality & Safety In Healthcare, 24 - 26 July, ICC Sydney.

[gehealthcare.com.au](http://gehealthcare.com.au)

No order, delivery or installation of this product can be done in the Australian and/or New Zealand market, until all required regulatory authorisations have been obtained as required in the local marketplace.





## Level 3



## Level 2

Pymont Theatre

C2.3

The Gallery  
Exhibition Hall  
ePosters  
Catering

North East Foyer

Escalators and stairs  
up to Level 3,  
down to Ground Floor

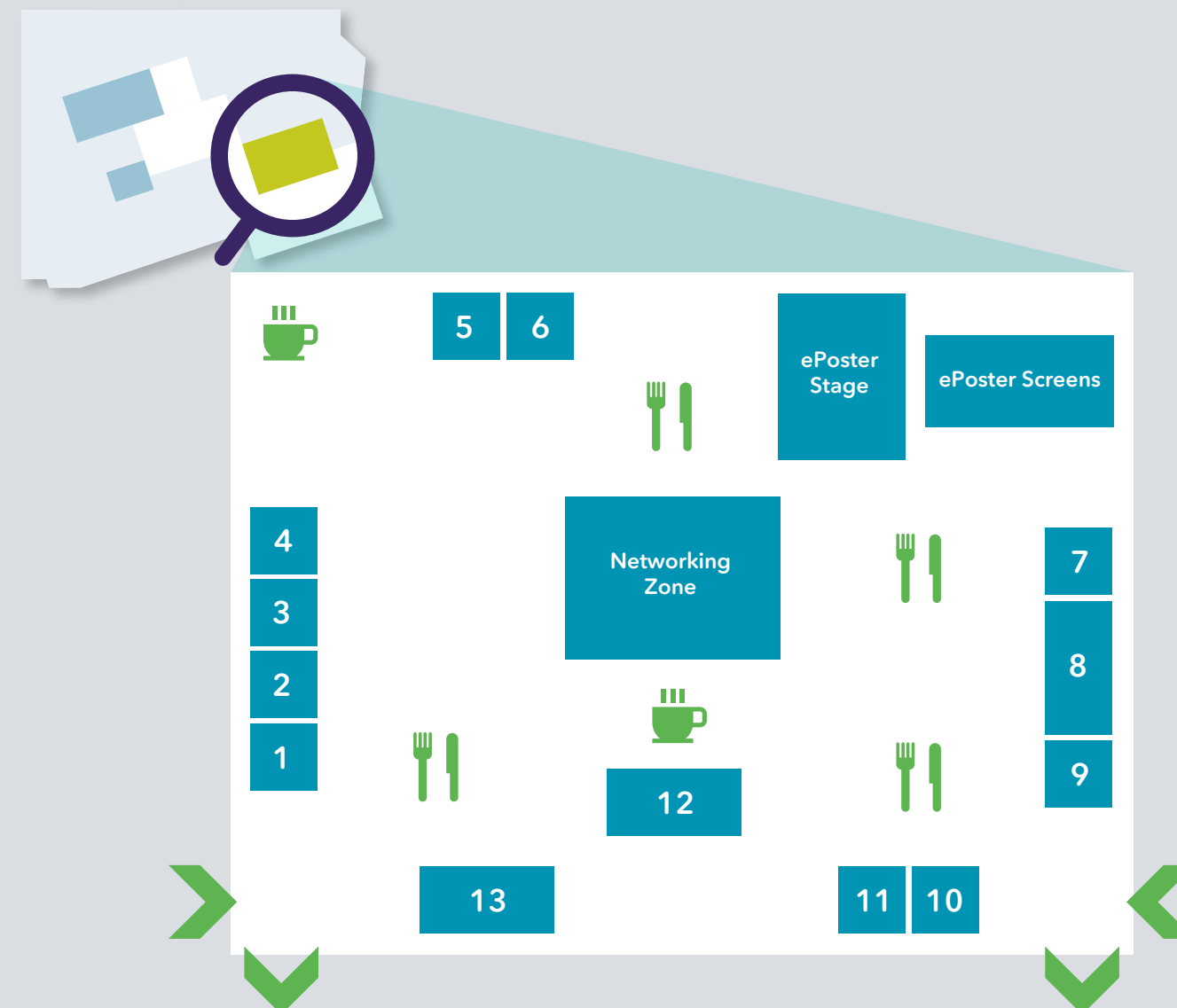
Speakers check-in

Registration and  
information desk

Entrance

Escalators and stairs  
up to Level 2 and 3

## Ground Floor



## Exhibitors

- |   |                         |
|---|-------------------------|
| 1. BMJ  | 8. SimConverse          |
| 2. International Forum Hub                    | 9. CDIA                 |
| 3. Institute for Healthcare Improvement (IHI) | 10. Cognitive Institute |
| 4. Ascom                                      | 11. GE Healthcare       |
| 5. Tendable                                   | 12. RLDatix             |
| 6. Wolters Kluwer                             | 13. ACHS                |
| 7. BioClinical Services                       |                         |

## Organisers



### BMJ

BMJ is a global healthcare knowledge provider with a vision for a healthier world. The company supports health providers globally, from individual clinicians to major institutions, with evidence-based tools and resources:

**The BMJ:** One of the world's top five most cited general medical journals, The BMJ has built a reputation for challenging inadequate, unethical or outdated practice.

**Latest clinical knowledge and opinion:** BMJ publishes 70 journals, some of which are the most cited and influential titles in their specialty.

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E: [support@bmj.com](mailto:support@bmj.com) @bmj\_company



### Institute for Healthcare Improvement (IHI)

For 30 years, the Institute for Healthcare Improvement (IHI) has used improvement science to sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI works in collaboration with the growing IHI community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better.

W: [ihi.org](http://ihi.org) T: +1 617-301-4800  
E: [info@ihi.org](mailto:info@ihi.org) @TheIHI

## Headline Sponsor



### SimConverse

SimConverse train healthcare workers to communicate better and more safely by using AI to play the role of any patient, colleague or casualty in any given communication scenario. Our technology is incredibly flexible to one's educational needs and as such is used across health curricula from year 1 of an undergraduate through to board registration and CPD training. We specialise in verbal communication, everything we do is firmly based in learning theory and it's important to us that we enable the best communication skills training possible.

If you're interested in improving communication skills training, please send us a message, we'd love to hear from you.

W: [simconverse.com](http://simconverse.com)  
E: [info@simconverse.com](mailto:info@simconverse.com)  
T: +61 (0)43410 2720

## Sponsors



### Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions—anytime and anywhere. Ascom's mission is to provide mission-critical, near real-time solutions for highly mobile, ad hoc, and time-sensitive environments. We are trusted by some of the world's largest companies and public sector organisations. By providing critical information to the right person, in the right place, at the right time, to make the right decisions. We are the leading company in mobile workflow orchestration solutions. We work with them and thousands of customers across six continents and in over 40 sectors - from hospitals and long term care organisations to prisons, high-risk industries and retailers.

W: [ascom.com/en-au](http://ascom.com/en-au)  
E: [au-marketing@ascom.com](mailto:au-marketing@ascom.com)  
T: +61 (0)2 9698 9000  
@AscomWS



### Australian Council on Healthcare Standards

ACHS is an independent, not-for-profit organisation dedicated to improving quality in health care. Our Council represents governments, consumers and peak health bodies from throughout Australia. We are Australia's leading health care assessment and accreditation provider. ACHS works with health care professionals, consumers, and government and industry stakeholders to develop and continually review health standards.

W: [achs.org.au](http://achs.org.au)  
@ACHSaccred



### BioClinical Services

BioClinical Services provides an organisation-wide document solution for hospitals' medical device, surgical instruments and equipment user documentation requirements. Our web-based searchable Library enables staff to access and manage all of their manufacturers' Instructions For Use, reprocessing and decontamination guides and more at the point-of-care. All one click away from your hospital intranet, plus scanning system integration for your CSSD.

Together with our UK distributor, Althea UK and Ireland ([www.althea-group.com/uk/](http://www.althea-group.com/uk/)), our services support over 300 Australian and UK hospitals. The Library minimises the administrative burden on frontline staff and supports your organisation's NSQHS or CQC accreditation and legal obligations with regards to access to this information.

Our latest product provides custom quizzes for your staff, where they can demonstrate competency in anything from following organisation's policies and procedures to using complicated equipment, complete with report generation and annual refresher courses.

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E: [info@bioclinicalservices.com.au](mailto:info@bioclinicalservices.com.au)  
T: +61 (0)43781 0269







## Clinical Documentation Improvement Australia

Clinical Documentation Improvement Australia (CDIA) was born out of a group of Australian doctors and nurses who observed how the quality of clinical documentation was impacting patients from a safety, quality and communication perspective, and hospitals from a funding perspective.

Since 2016, CDIA has partnered with many of Australia, New Zealand, and Saudi Arabia's leading hospitals and have educated more than 9,000 clinicians and health professionals about clinical documentation improvement.

In 2021, CDIA supported the inaugural CDI-dedicated conference in Australia. CDIA also released the first ever Clinical Documentation Specialist Certification (CCDS) for countries using ICD-10-AM and the CDIA Community – the global home of healthcare professionals passionate about CDI.

### Our mission

Empowering clinicians to deliver safer care to every patient.

- By partnering with hospitals, we create a documentation culture that reflects the clinical truth
- Ensures hospital funding reflects patient complexity
- Enhances the integrity of healthcare data

**W:** [cdia.com.au](http://cdia.com.au)

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**T:** +61 (0)42071 2752



## Cognitive Institute

Cognitive Institute partners with healthcare organisations throughout the world to deliver our KnowHow™ – knowledge, insights and experience, to equip leaders and their teams with the skills to practise safer, more reliable and kinder healthcare.

For over 20 years, the Institute has provided independent, professional advice and multi-disciplinary education to engage and support all staff for sustainable organisation-wide culture change.

Cognitive Institute is part of Medical Protection Society (MPS), a not-for-profit protection organisation dedicated to healthcare professionals and organisations around the world.

Learn how Cognitive Institute's Promoting Professional Accountability Programme is supporting Ramsay Health Care in addressing behaviours that undermine a culture of safety. Join Channele McEnallay, Chief of Risk, Ramsay Health Care and Dr Stephen Priestley, Senior Medical Educator, Cognitive Institute in session at BMJ on 'Commitment to a speaking up and professional accountability culture is critical to achieving zero preventable harm'.

**W:** [cognitiveinstitute.org](http://cognitiveinstitute.org)



## GE Healthcare

As a leading global medical technology, diagnostics and digital solutions innovator, GE Healthcare enables clinicians to make faster, more informed decisions through intelligent devices, data analytics, applications and services, supported by its Edison intelligence platform. With over 100 years of healthcare industry experience and around 50,000 employees globally, the company operates at the centre of an ecosystem working toward precision health, digitizing healthcare, helping drive productivity and improve outcomes for patients, providers, health systems and researchers around the world. We embrace a culture of respect, transparency, integrity and diversity.

**W:** [gehealthcare.com.au](http://gehealthcare.com.au)

@GEHealthcare



## RLDatix

We are RLDatix. We'd love to talk to you about how bringing workforce, risk, governance and compliance solutions together can support a safer experience for your patients, people and organisations.

**W:** [rldatix.com](http://rldatix.com)

**E:** [apac@rldatix.com](mailto:apac@rldatix.com)

**T:** +61 (0)39686 0009

**T:** @RLDatix



## Tendable

Tendable is a health tech company that brings people together to better understand and improve quality in health and social care.

We apply the best digital technology to solve one of healthcare's most important challenges: how to continuously improve quality.

Our products lead a transformation in the culture of quality across care and clinical environments. Helping frontline teams provide better care, team managers to better understand quality issues and the leadership team to make informed decisions based on insights from real-time data.

**W:** [tendable.com](http://tendable.com)

**E:** [info.anz@tendable.com](mailto:info.anz@tendable.com)

**T:** +61 (0)88257 9144

**T:** @wearetendable



## Wolters Kluwer Health

Variations in care cost the healthcare industry trillions of dollars annually. And the cost to patients is no less concerning. In this climate of variability, Wolters Kluwer Health solutions deliver clarity when and where it matters most — so every patient benefits from the best knowledge and evidence. Our solutions engage clinicians making decisions about care, healthcare leaders paving the road to value-based care, patients taking a more active role in their health, researchers defining the cutting edge of medicine, and students preparing to become the next generation of healthcare providers. By providing meaningful insight and context to the people who need it most – at the most opportune time – Wolters Kluwer Health solutions reduce the variability that stands in the way of effective care. Every day around the world, healthcare professionals, students, and researchers are making important decisions using our trusted medical evidence and technology solutions through familiar names, such as Lippincott and Ovid®.

**W:** [wolterskluwer.com/en/about-us/organization](http://wolterskluwer.com/en/about-us/organization)



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**Trish Bradd**

Director Patient Safety, Clinical Excellence Commission; Australia

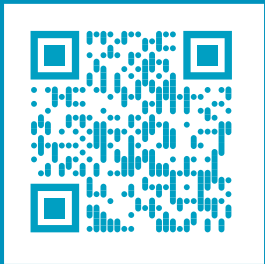


ihi.org

# We share a commitment to patient and workforce safety

Health care and safety leaders increasingly recognise that patient safety is not possible without a workforce that is physically and psychologically safe, joyful, and thriving.

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International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**  
**MELBOURNE**

**30 October - 1 November 2023**

Melbourne Convention Exhibition Centre  
Melbourne, Australia



# Save the date

We invite you to join us in Melbourne in 2023 to continue your QI journey and get updated on the latest research into quality and safety improvement.

► **Registration opens February 2023** ► **Call for Posters opens March 2023**

[internationalforum.bmj.com](https://internationalforum.bmj.com)