



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

2023

30 October - 1 November

Melbourne Convention
and Exhibition Centre

People powered
change - a healthier
life, a fairer system, a
sustainable future



Highlights

- ▶ Never-seen-before sessions
- ▶ Projects from around the world
- ▶ Unmissable keynotes



H Institute for
Healthcare
Improvement

BMJ

OUR PARTNERS

Invaluable support from longstanding and new partners

Improving healthcare quality and safety has been a growing focus for healthcare organisations across the world for a while and we are extremely grateful to have worked with some of them to deliver this International Forum to you.

Thank you to our Host Strategic Partner, Safer Care Victoria, and Strategic Partner, Australian Council on Healthcare Standards, for building momentum amongst their expansive networks of improvers as well as for their insight and energy for the development of an exciting and relevant programme this year.

We would also like to thank our Experience Day hosts for sharing their time and knowledge with us, and especially with our delegates: West Wimmera Health Service, Melbourne Connect, ANDHealth, Victorian Aboriginal Community Controlled Health Organisation (VACCHO).

We have also received tremendous support from our Supporting Partners who have been instrumental in engaging colleagues in their wide ranging networks of health and care improvers.

Host Strategic Partner



Strategic Partner



Supporting Partners



Improving quality with our partners

Why not speak to us about becoming a partner, getting special rates, participating remotely or hosting the International Forum in your city?

Get in touch

Warren Lee
Manager, Strategic Partnerships & Alliances
E: wlee@bmj.com T: +44 (0)203 655 5713

WELCOME

Greetings and a warm welcome to the International Forum on Quality and Safety in Healthcare 2023 in Melbourne!

We extend our heartfelt welcome to you on behalf of Safer Care Victoria (SCV) and the Victorian Department of Health (DH) as we come together for this year's International Forum in the charming city of Melbourne, Australia.

As co-hosts of this esteemed gathering, in collaboration with the Institute for Healthcare Improvement (IHI) and BMJ, we are thrilled to have you join us in our vibrant city, consistently acclaimed as one of the world's most liveable destinations.

We extend a special invitation to our distinguished guests participating in the Senior Leaders Symposium, a convergence of experts, scholars, and professionals from the healthcare and care sectors, both nationally and internationally. This exclusive forum has been thoughtfully curated for Victorian Health Service CEOs, accompanied by esteemed representatives from SCV, DH, as well as international and interstate leadership.

This year's conference theme, "People Powered Change - A Healthier Life, A Fairer System, A Sustainable Future," underscores our commitment to exploring the latest advancements and innovations in health and care.

In the spirit of knowledge exchange and collaboration, we have crafted a comprehensive programme encompassing presentations, a panel, workshops, and networking opportunities that promise to ignite insightful discussions and foster collaborative endeavours. Our goal is to demonstrate the transformative potential of healthcare when individuals unite to "power change."

Over the course of the conference, our speakers will provide an opportunity to unearth innovative ideas, gain diverse perspectives, acquire valuable practical skills, share knowledge, and forge meaningful connections with like-minded healthcare professionals.

You'll get a chance to hear about how a small rural health service is doing big things through innovation and collaboration, how evidence-based digital health technologies can transform healthcare accessibility, how the voices of people with lived experience can make a big contribution to breaking down barriers in patient care, and much more.

With so many exciting topics to look forward to, we extend our heartfelt thanks to all those who contributed to this conference with unwavering dedication and effort; your contributions to inform and inspire attendees and participants alike towards a better, safer, and higher quality of care are both acknowledged and deeply appreciated.

Let us come together, share our insights, and collectively shape the future of healthcare quality and safety.

Thank you for being an essential part of this exciting journey!



Professor Mike Roberts (he/him)
MB ChB MA MD FRCP FAcadMED
Chief Executive Officer, Safer Care Victoria
Enterprise Professor, University of Melbourne

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PRACTICAL INFORMATION

What you need to know

✓ **Registration** is open from 09:00 on Monday, and 08:00 on Tuesday and Wednesday.

👤 **Badges** must be worn at all times during the International Forum. They show the days you are eligible to attend and guarantee you entry into the venue on those days.

📶 **Badge scanning** Your badge will be scanned outside session rooms. For sessions that are fully booked, we will ensure that attendees who have registered in advance for the session are admitted first.

You may also choose to have your badge scanned by sponsors, exhibitors or staff upon entering a sponsored session, and if so, we will share your contact details with that sponsor/exhibitor. Having your badge scanned by exhibitors and sponsors and when attending sponsored sessions is optional.

📄 **ePoster Stage sessions** will take place on Tuesday and Wednesday in the Exhibition Hall. Join these sessions to hear poster authors discuss their projects. See the schedule on pages 22-23.

📄 **Session handouts and presentations** can be found at internationalforum.bmj.com/handouts-melbourne-2023. We will continue to add these as and when they are made available during and after the conference.

★ **Certificates of Attendance** will be emailed to you two weeks after the conference.

🏆 **We are RCP accredited.** The International Forum in Melbourne has been approved for a total of 24 CPD credits by the Federation of the Royal Colleges of Physicians of the United Kingdom (event code 146053).

🌐 **A live stream** of the keynote presentations will be publicly available on the International Forum website during the conference and on livestream.com/IFQSH/Melbourne2023.

👤 **Speaker Check-in** is located in Organiser Office 202 on the second floor.

Monday 09:00-16:00

Tuesday 08:00-16:00

Wednesday 08:00-15:00

📶 **Wifi access** Join network **MCEC Free-Wi-Fi** and follow the splash page prompts.

👕 **Cloakroom** will be open during the following times:
Monday 09:00-19:00
Tuesday 08:00-18:00
Wednesday 08:00-17:00

Complimentary cloakroom facilities are located adjacent to the customer service desks at the Convention and Exhibition Centre.

📱 **Do you have our app?** You can download the CrowdComms app via the App Store or Google Play. To access the conference, enter code **ifmelbourne23** and then log in with your email address. You get:

- Access to all live streamed sessions, including keynotes
- Access to all ePosters
- Access to the programme schedule, options to network and receive live notifications and reminders on what's happening at the International Forum
- Rate the sessions you attend and fill in our survey

📷 **Video Cameras and Photographers** We may film or photograph you for use on the International Forum website or in other International Forum materials. Please make yourself known to us (photographer, videographer or staff) if you would like not to feature in any materials.

⚠️ **Safe conduct at the International Forum** We ask you to be mindful of the impact you may have on the health and wellness of fellow attendees, their colleagues, families, and patients. If you are feeling unwell with any symptoms that could be contagious (e.g coughs, colds, high temperature, stomach bugs etc), as a courtesy to your colleagues please do not attend the conference.

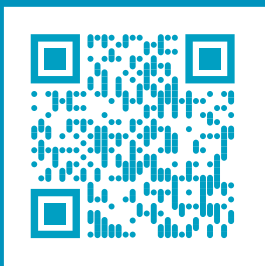
We are here to help

You can find us at the Registration and Enquiries Desk and throughout the venue (we will be wearing green shirts).

We share a commitment to patient and workforce safety

We strive to make care continually safer by reducing harm and preventable mortality. Like you, patients and patient safety are at the heart of what we do – that's why we encourage the use of the SBAR (Situation-Background-Assessment-Recommendation) Tool to foster a culture of patient safety.

Visit [ihi.org/FreeResources](https://www.ihi.org/FreeResources) to download the SBAR Tool.



NETWORKING AND OTHER ACTIVITIES

Swap ideas with peers and celebrate alongside new friends

We understand it can be difficult to meet people at large conferences so we have taken the stress out of it for you. Here are a few opportunities to connect with others, swap ideas and enjoy your visit in Melbourne.



Exhibition Opening and Drinks Reception with our Exhibitors

Monday 30 October | 17:50-19:00 | Exhibition Hall

As we officially launch the Exhibition, there will be opportunities to meet fellow delegates, view the ePosters and connect with the International Forum supporting sponsors and exhibitors.

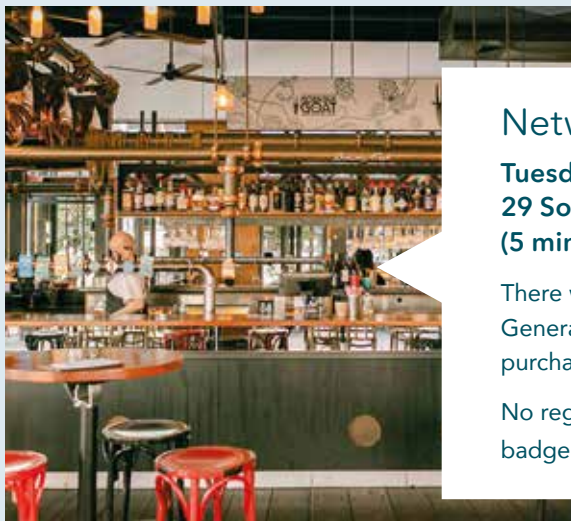
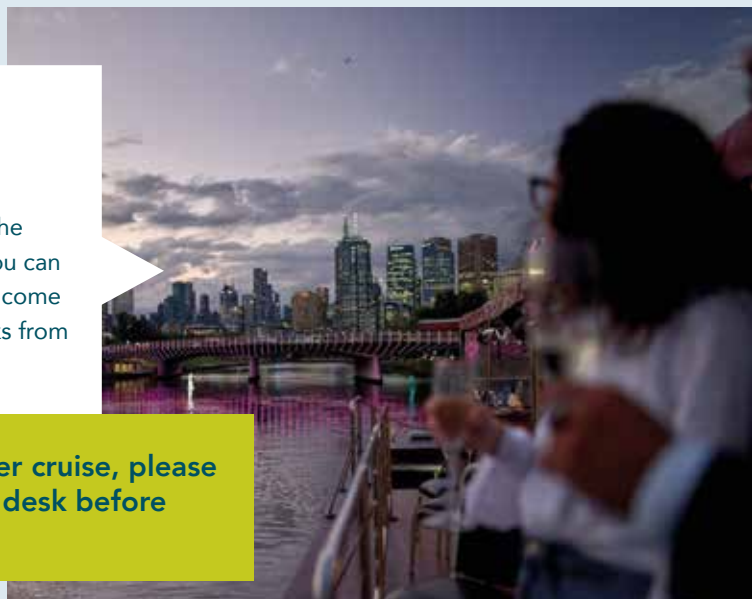
Melbourne Golden Hour River Cruise

Tuesday 31 October | 18:30 - 20:00

During this closed 1.5-hour cruise, we will sail downstream on The Yarra to see the sunset and then head back to the city, where you can enjoy the enchanting city lights. On arrival you will receive a welcome drink and canapes, and will be able to purchase additional drinks from the onboard bar.



If you have purchased a ticket for the river cruise, please collect it from the Registration Enquiries desk before 17:00 on Tuesday 31 October.



Networking Hub at The General Assembly

Tuesday 31 October | 18:00-20:00

**29 South Wharf Promenade, South Wharf
(5 mins walk from MCEC)**

There will be a reserved space for International Forum attendees at The General Assembly pub on the South Wharf riverside. You will be able to purchase drinks and food as you go.

No registration is needed, please remember to bring your conference badge with you!

Collaborative artwork

Wellbeing Zone in the Exhibition Hall

Join Aunty Rochelle and her friends from the Hush Foundation to contribute to a collaborative artwork started at the 2023 Gathering of Kindness in Melbourne. The artwork will travel to hospitals, spreading the message of kindness in healthcare for all, and utilising the power of the arts to support wellbeing, culture change and the human experience.

Find out more about the
Gathering of Kindness:
gatheringofkindness.org
[@GoKindness_](https://twitter.com/GoKindness_)

Aunty Rochelle Patten is a highly respected elder, cultural leader and artist. Patten has a Masters of Applied Science at Deakin University—which she achieved at fifty years of age—focused on the health of the Dungalha (Murray) River and Murray Darling Basin areas where she has lived and continues to care for. She has worked for the Native Title Legal Service and the Cummeragunja Aboriginal Medical Service as the chairperson for sixteen years. Aunty Rochelle also sits on the Aboriginal Health and Medical Research Council as a director for her region. She has been creating art for many years and recently had a joint exhibition at Bunjilaka Aboriginal Cultural Centre titled Two Strong Sisters. Patten has been on the Yulendj knowledge group for Museums Victoria since 2012 and was an integral contributor to the First Peoples exhibition at Melbourne Museum. She is a respected member of her community and currently lives in the Barmah Forest connecting and caring for her country and animal friends.



The Interactive Writing Wall

What challenges you? How do you solve problems? Share ideas and tips from your quality improvement journey via the interactive writing board in the Exhibition Hall, and connect with fellow delegates to hear from their experiences.



Leadership Huddle with Lloyd Provost and IHI Improvement Advisors

Tuesday 31 October | 12:15-12:45 | Wellbeing Zone in the Exhibition Hall

Brisbane 2024 Lunchtime Huddle with Göran Henriks and Kirstine Sketcher-Baker

Wednesday 1 November | 13:15-13:45 | Wellbeing Zone in the Exhibition Hall



Buddy-up Programme

If you have selected to join our buddy-up programme, you would have been matched with another attendee and emailed an introduction. Use the Monday evening or breaks throughout the conference to meet up and connect.



Event App and Virtual Platform

You can connect with both our in-person and online attendees via the International Forum event app and virtual platform. Look out for the social feed for ongoing conversations leading up to and during the conference.

See page 4 of this guide about how to download the app.

PATIENT AND CONSUMER REPRESENTATION

Empowering collaboration between consumers and the improvement community

BMJ, the Institute for Healthcare Improvement (IHI) and our 2023 International Forum partners have a strong commitment to meaningful consumer and community engagement. This aligns strongly with the conference theme of **People Powered Change**.

Every submitted speaker proposal for the conference has been required to state how patients/people with lived experience have been involved in the work reflected in the proposal. We have provided travel grants and registration support to enable consumers and community members to attend the conference, and we are proud that there is a record number of conference sessions that will be co-presented here in Melbourne.

Our aim is for the voices of people with lived and living experience and consumer representatives to be heard, their presence to be visible and their contribution in this important conference to be meaningful.

Make sure to connect with some of the inspirational consumer representatives who will be in Melbourne participating in sessions, activities and networking events.



Session W4: Patient representation and lived experience - breaking down barriers

Monday 30 October | 15:00-16:30 | Room 213

This workshop will provide the starting point for consumer and community collaboration throughout the conference. Join in to be part of a discussion about true partnerships with consumers/people with lived and living experience – what does that mean and how might that be demonstrated during the International Forum.

The Forum Discussion Group

Patients, patient representatives/with lived experience, carers and service users have been invited to a Forum Discussion Group hosted on the event app and virtual platform in the lead up to and during the conference (See page 4 of this guide about how to download the app). Open to all in-person and online attendees, this group is a place to share thoughts, hopes, expectations and insights from the conference sessions, as well as highlight examples of true partnerships with people with lived and living experience.

The Health Issues Centre Stand

In this dedicated meeting place in the Exhibition Hall you can meet with patient and consumer representatives, to share experiences and build relationships.

Closing The Conference

Wednesday 1 November | 15:15-16:00 | Plenary 3

During the conference wrap up, you will hear insights shared by consumers and community members. These will inform the conference and programme planning for the International Forum in Brisbane in 2024.



The language we use

No single set of definitions can describe how every person experiences their health and wellbeing, or how they define themselves. We acknowledge the diversity of preferences and know that not everyone will agree with the terms we have chosen to use throughout the conference. It is always our intention to be inclusive and respectful.



Consumers: People with lived and living experience of health conditions, care, harm and recovery including carers, family members and supporters.



Community: People with an interest in improving the health system, including potential health service users and volunteers.



Engagement: People working with consumers and community members to listen, collaborate, partner, inform and create change.

KEYNOTE SPEAKERS

Focusing on the big picture, sharing ideas and inspiration

Special guests

Monday 30 October | 17:00-17:40

Gratitudes – Slava Grigoryan performance and in conversation with Ed Le Brocq (Ayres)



Slava Grigoryan
Classical guitar virtuoso

Regarded as a wizard of the guitar, Slava has forged a prolific reputation as a classical guitar virtuoso. Collaborations have played a huge part in Grigoryan's career, most notable of these are in the trio with legendary USA guitarist Ralph Towner and Austrian guitarist Wolfgang Muthspiel and the duo with brother Leonard Grigoryan. He has received 4 ARIA awards and an incredible 24 ARIA Award nominations. He has been touring internationally since 2003, regularly performing throughout Europe, Asia, Australia and the USA, as well as more exotic performances in Brazil, South Africa, India and the Middle East. Slava is the Artistic Director of the Adelaide Guitar Festival, a position he has held since 2009.

Slava will be performing pieces from his most recent collaboration with the Hush Foundation, an album called 'Gratitudes'. Slava began writing this music during the pandemic, as an expression of thanks to healthcare workers and recognition of their selfless support of patients. We know that this has come at a cost for many and that reminders that our efforts are appreciated can help us all to cope better. 'Gratitudes' is the Hush Foundation's 20th Album and represents 20 years of original music composed and performed specially for healthcare environments by some of Australia's foremost musicians. The albums are designed to reduce stress in inherently stressful healthcare environments. In 2023, Hush Foundation founder and Chair, Professor Catherine Crock won an Australian Independent Record (AIR) Award for her outstanding contribution to Australian Music and the Hush story was greeted by the music industry with a standing ovation.



Ed Le Brocq (Ayres)
Writer, music teacher and broadcaster

Ed Le Brocq is a writer, music teacher and broadcaster. He was born on the White Cliffs of Dover and began playing music when he was six years old. After music studies in Manchester, Berlin and London he played professionally in the UK and Hong Kong, moving to Australia in 2003. Ed is the presenter of ABC Classic's Weekend Breakfast. Ed has written four books – Cadence, about his journey by bicycle from England to Hong Kong with only a violin for company; Danger Music, describing his year teaching music in Afghanistan; Sonam and the Silence, a children's book about the importance of music, and his most recent, Whole Notes – Life Lessons in Music. Ed's books have been shortlisted for several prestigious awards, including the Prime Minister's Literary Awards.



Keynote 1

Tuesday 31 October | 09:10-10:00



Pat Dudgeon

Professor, Poche Centre for Aboriginal Health and the School of Indigenous Studies at the University of Western Australia (UWA); Australia

Pat Dudgeon is from the Bardi people in Western Australia. She is a psychologist and professor at the Poche Centre for Aboriginal Health and the School of Indigenous Studies at UWA. Her area of research includes Indigenous social and emotional wellbeing and suicide prevention.

She is the director of the Centre of Best Practice in Aboriginal and Torres Strait Islander Suicide Prevention at UWA. She is also the lead chief investigator of a national research project, Transforming Indigenous Mental Health and Wellbeing, that aims to develop approaches to Indigenous mental health services that promote cultural values and strengths as well as empowering users. She has many publications in Indigenous mental health, in particular, the Working Together Aboriginal and Torres Strait Islander Mental Health and Wellbeing Principals and Practice 2014.



Keynote 2

Tuesday 31 October | 17:15-18:00



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 Late Majesty the Queen.



Euan Wallace

Secretary, Victorian 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 foetal development, maternal health, stem cell biology and patient safety.

KEYNOTE SPEAKERS

Focusing on the big picture, sharing ideas and inspiration

Keynote 3

Wednesday 1 November | 09:05-09:50



Shannon Cohn

Producer & Director, Project Endo; USA

Shannon Cohn is a filmmaker, lawyer and social movement builder who has worked across Africa, Europe, the Middle East & the Americas on topics related to gender equity, inclusion initiatives and combating stigma and taboo. Her films and TV series have aired on PBS, Nat Geo, Discovery Channel, Amazon and Netflix. Her new film, *Below the Belt*, is produced by Hillary Rodham Clinton and Rosario Dawson and approaches endometriosis as a social justice issue. Before becoming a filmmaker, Shannon practiced international law and was part of the legal team that prosecuted Enron.



Keynote 4

Wednesday 1 November | 14:45-15:15



Donald M. Berwick

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

Donald M. Berwick is one of the leading scholars, teachers, and advocates in the world for the continual improvement of health care systems. He is a pediatrician, and a longstanding member of the faculty of Harvard Medical School. He founded and led the Institute for Healthcare Improvement, now the leading global nonprofit organization in its field. He was appointed by President Obama as administrator of the Centers for Medicare and Medicaid Services, where he served in 2010 and 2011. He has counselled governments, clinical leaders, and executives in dozens of nations. He is an elected Member of the National Academy of Medicine and the American Philosophical Society. He has received numerous awards, including the Heinz Award for Public Policy, the Award of Honor of the American Hospital Association, and the Gustav Leinhard Award from the Institute of Medicine. For his work with the British National Health Service, in 2005 Her Late Majesty Queen Elizabeth II appointed him Honorary Knight Commander of the British Empire, the highest honor awarded by the UK to a non-British subject.

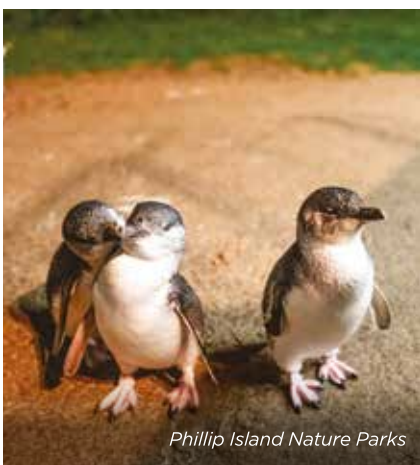




WELCOME TO MELBOURNE

Venture into our hidden spaces to discover a blend of lively laneways, evolving art, and exhilarating events.

Then make the most of your business trip by extending your stay. Melbourne is the gateway to Victoria's natural springs, peninsulas and spectacular coastline that are just waiting to be discovered.



Phillip Island Nature Parks



Peninsula Hot Springs



12 Apostles

melbournecb.com.au/welcome-to-melbourne



PROGRAMME

Monday 30 October

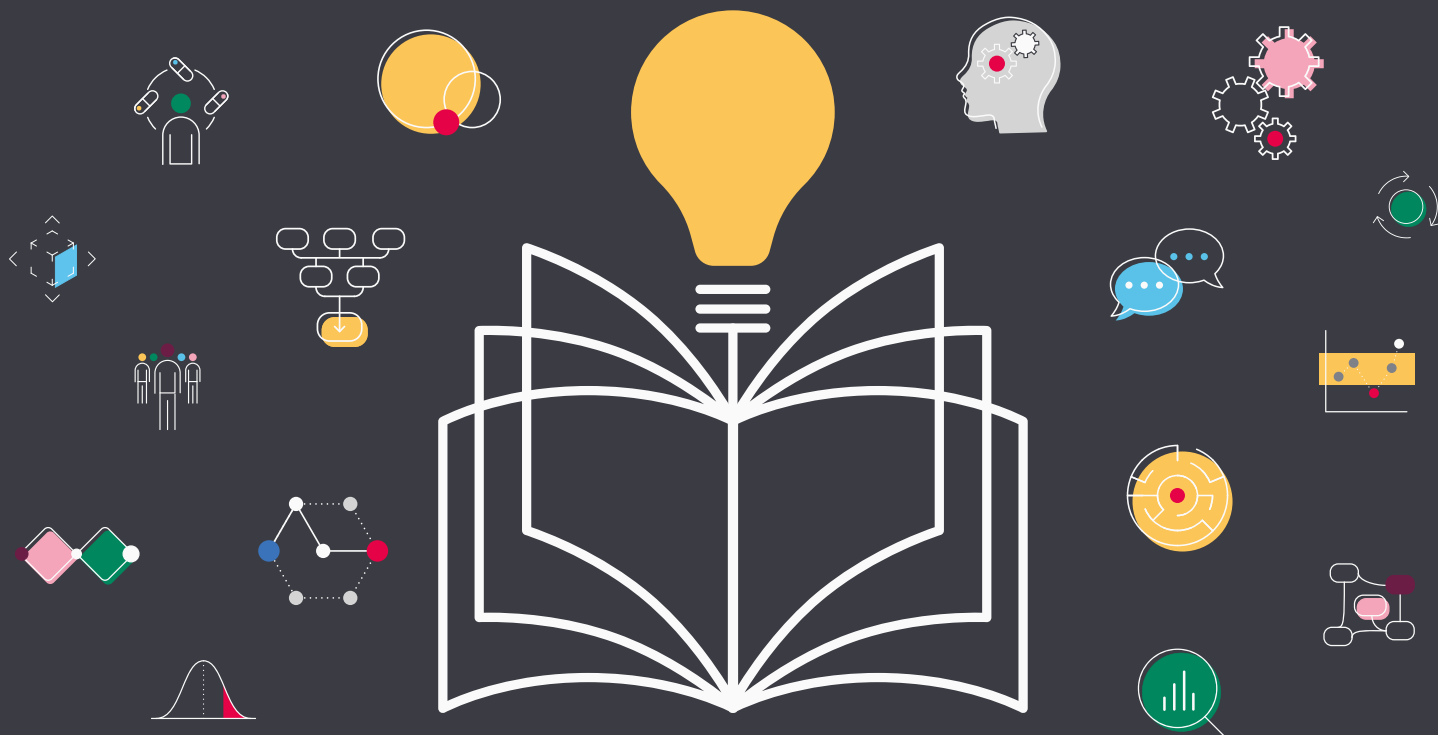
10:00-10:10	Welcome to the conference Jane Burns Safer Care Victoria; Australia	Plenary 3 Live stream 
10:10-10:40	O1 Welcome to Country and Opening Address Welcome to Country & Smoking Ceremony: Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation Opening address: The Hon. Mary-Anne Thomas Minister for Health, Minister for Health Infrastructure and Minister for Ambulance Services; Australia	Plenary 3 Live stream 
11:00-16:00	X1 Way Out West: a small rural health service doing big things (West Wimmera Health Service)	Room 219+220
11:00-16:00	X2 The art and science of interprofessional team-based debriefing in health care: an immersive experience day visit (Science Gallery at Melbourne Connect, The University of Melbourne)	Off-site
11:00-16:00	X3 The Digital Health Opportunity - Identifying Hospital Ready Innovations (ANDHealth)	Off-site
11:00-16:00	X4 Beyond diversity - yarning about cultural safety with Indigenous healthcare leaders, Victorian Aboriginal Community Controlled Health Organisation (VACCHO)	Off-site
11:00-15:00	W1 Using Data for Improvement - advanced concepts Alison Starr Institute for Healthcare Improvement (IHI); USA Lloyd Provost Associates in Process Improvement; USA	Room 212
11:00-12:30	W2 Strengthening Medicare Taskforce Report Angelene True Prestantia Health; Australia Leanne Wells Formerly with the Consumers Health Forum of Australia; Australia Paresh Dawda Prestantia Health; Australia Waild Jammal Hills Family General Practice; Australia	Room 213
12:30-13:30	Lunch break	Level 2 Foyer 2.6 & 2.8
13:30-15:00	W3 Co-design for Impact: utilising consumers' lived experience to improve quality and safety Bernie Harrison ACHS Improvement Academy; Australia Shelley Thomson Experience 360; Australia	Room 213
15:00-16:30	Refreshment Break and Meet-and-Greet Networking Time	Level 2 Foyer 2.6 & 2.8
15:00-16:30	W4 Patient representation and lived experience - Breaking down barriers Alison Coughlan Health Issue Centre (HIC); Australia Laila Hallam Health Consumer Leader, NSW; Australia Sophy Athan Euroforce Music; Australia	Room 213
16:45-17:00	Opening address and acknowledgement to country Mike Roberts Safer Care Victoria; Australia	Plenary 3 Live stream 
17:00-17:40	O2 Opening presentation Classical guitar virtuoso Slava Grigoryan in conversation with Ed Le Brocq	Plenary 3 Live stream 



Exhibition opening and drinks reception

Exhibition Hall | 17:50-19:00

Join us, our sponsors and exhibitors as we officially launch the Exhibition Hall and ePosters



Looking for evidence on healthcare improvement approaches?

The past decade has seen enormous growth in activity and research on healthcare improvement.

But what is the evidence behind the different approaches used and how have they worked out in practice? The series **Elements of Improving Quality and Safety in Healthcare** provides comprehensive insight.

Visit the website to examine the evidence.

ths.im/elements



Scan to visit

09:00-09:10		Welcome and introduction Lisa McKenzie Institute for Healthcare Improvement (IHI); Australia	Plenary 3 Live stream 
09:10-10:00	K1	Keynote: Promoting cultural values and strengths: Pat Dudgeon Pat Dudgeon Professor, Poche Centre for Aboriginal Health and the School of Indigenous Studies at the University of Western Australia (UWA); Australia	Plenary 3 Live stream 
10:00-10:30		Morning refreshments	Exhibition Hall
10:05-10:25	M1	Microforum: Clinical Governance and Quality Improvement. A training partnership. Bernie Harrison ACHS Improvement Academy; Australia Beverly Sutton Health Education Australia; Australia	Exhibition Hall
10:30-12:00	S1	Patient Safety and co-creating care with service users Foundations of quality improvement in healthcare Donald M. Berwick Institute for Healthcare Improvement (IHI); USA Lisa McKenzie Institute for Healthcare Improvement (IHI); Australia Lloyd Provost Associates in Process Improvement; USA	Plenary 3 Live stream 
10:30-12:00	S2	Diversity, equity and inclusion (DEI) Part 1: Medical misogyny – how is healthcare blind to sex and gender Christobel Saunders The University of Western Australia; Australia Susan Mckee Dental Health Services Victoria; Australia Zoe Wainer Victorian Government Department of Health; Australia Part 2: Using Improvement Science to end homelessness: one year on David Pearson CEO Australian Alliance to End Homelessness; Australia Hannah Neven-Gorr Institute for Healthcare Improvement (IHI); USA	Room 219+220
10:30-12:00	S3	Innovation in health Part 1: inTouch – a holistic, person-centred and flexible approach to improve care and outcomes Graeme Loy University of New South Wales; Australia Joanne Medline University of New South Wales; Australia Kathy Eljiz University of New South Wales; Australia Part 2: Time for change: co-funding Commonwealth and state providers leads to improved outcomes Allan Pelkowitz WA Country Health Service; Australia Kirra Pallant WA Country Health Service; Australia Part 3: Patient Reported Measures (PRMs) – measuring what matters Aaron Hall Agency for Clinical Innovation; Australia	Room 212
10:30-12:00	S4	People powered change and process Part 1: Session being confirmed Part 2: Improving the mental health of Victorians Anna Love Safer Care Victoria (SCV); Australia Jezwyn Lapham Safer Care Victoria (SCV); Australia Julie Anderson Safer Care Victoria (SCV); Australia Kate Thwaites Safer Care Victoria (SCV); Australia Michael Jones Safer Care Victoria (SCV); Australia Part 3: Towards a regional primary care learning health system: from crisis response to resilience Bianca Forrester Western Victoria Primary Health Network; Australia	Room 213
12:00-13:00		Lunch break	Exhibition Hall
12:15-13:00	M2	Microforum: If only my system was a little more flexible...how software can help healthcare providers in the future of tomorrow Benjamin Edwards GE Healthcare	Exhibition Hall

13:00-14:30	S5	<p>Patient Safety and co-creating care with service users</p> <p>Part 1: Beyond compliance: the evolution of safety and quality assessment in healthcare Karen Luxford Australian Council on Healthcare Standards (ACHS); Australia Louise Cuskelly Australian Council on Healthcare Standards (ACHS) International; Australia</p> <p>Part 2: Expertise by experience: a national code of expectations for consumer engagement Deon York Te Tāhū Hauora Health Quality & Safety Commission; New Zealand</p> <p>Part 3: Safe, high-quality care in residential aged care and public health service boards Deirdre Fetherstonhaugh Australian Centre for Evidence Based Aged Care, La Trobe University; Australia Jo-Anne Rayner Australian Centre for Evidence Based Aged Care, La Trobe University; Australia Linda McAuliffe Australian Centre for Evidence Based Aged Care, La Trobe University; Australia</p>	Plenary 3 Live stream 
13:00-14:30	S6	<p>Diversity, equity and inclusion (DEI)</p> <p>Part 1: Homelessness is a health emergency - the case for integrating health and homelessness responses Laura Mahoney Launch Housing; Australia</p> <p>Part 2: Aboriginal health and Patient Reported Measures (PRMs) – stakeholder engagement Caroline Bartle Commission on Excellence and Innovation in Health; Australia</p> <p>Part 3: Deliberative processes: an authentic, meaningful, and safe model of engagement in healthcare Abby Foster Victorian Refugee Health Network, Monash University & The University of Melbourne; Australia Corey Joseph Monash Health, Australia Jessica (Ika) Trijsburg Victorian Refugee Health Network, Monash University & The University of Melbourne; Australia</p>	Room 212
13:00-14:30	S7	<p>Innovation in health</p> <p>Part 1: Session being confirmed</p> <p>Part 2: Achieving meaningful outcomes through innovative digital consumer engagement Kristy Sealby QEC; Australia Lisa Mulvogue QEC; Australia</p> <p>Part 3: Bridging the urban and regional divide in stroke care (BUILDS) – a novel Tele-Stroke Unit Care model for regional Australia Lauren Arthurson Echuca Regional Health; Australia Philip Choi Echuca Regional Health; Australia</p>	Room 219+220
13:00-14:30	S8	<p>People powered change and process</p> <p>Part 1: Re-imagining consumer engagement: health system resilience & the COVID-19 pandemic Anthony Brown Health Consumers New South Wales; Australia Laila Hallam Health Consumer Leader, NSW; Australia Patti Shih University of Wollongong; Australia</p> <p>Part 2: Speaking “truth to power”: how a rural town saved their medical workforce, their patients, their lives Sue Velovski Northern Rivers Surgical Group; Australia</p> <p>Part 3: Working together to embed virtual care in NSW: the value of partnering with consumers Karol Petrovska NSW Health; Australia Laila Hallam Health Consumer Leader, NSW; Australia Shannon Nott NSW Health; Australia</p>	Room 213
14:30-15:00		Afternoon refreshments	Exhibition Hall
14:35-14:55	M3	Microforum: IHI	Exhibition Hall
15:00-17:00	S9	<p>Patient safety and co-creating care with service users</p> <p>Part 1: Consumer partnerships to drive quality improvement in an acute paediatric outpatient population Anna Young Queensland Children’s Hospital; Australia Damian May Queensland Children’s Hospital; Australia Katherine Dalton Queensland Children’s Hospital; Australia Megan Simons Queensland Children’s Hospital; Australia Sarah Lyall-Watson Queensland Children’s Hospital; Australia Stephen Butler Queensland Children’s Hospital; Australia Stuart Bade Queensland Children’s Hospital; Australia</p> <p>Part 2: Co-designing a family support structure for families affected by paediatric sepsis Alana English Queensland Paediatric Sepsis Program, Queensland Health; Australia</p> <p>Part 3: Northern Territory patient stories Verity Powell Department of Health; Australia</p>	Plenary 3 Live stream 

15:00-17:00	S10	<p>Diversity, equity and inclusion (DEI)</p> <p>Part 1: What matters in healthcare for people experiencing homelessness? Claire Doherty St Vincent's Hospital Melbourne; Australia James Morrow St Vincent's Hospital Melbourne; Australia Matthew Scott St Vincent's Hospital Melbourne; Australia</p> <p>Part 2: People aren't hard to reach, services are: improving healthcare through lived experience Emit Taylor Cohealth; Australia Malik Abdurahman Cohealth; Australia</p> <p>Part 3: How community paramedicine is bridging the health equity rural divide Simone Heald Sunraysia Community Health Service (SCHS); Australia</p> <p>Part 4: Asking the community to design the future of HIV care Katrina Lewis Alfred Health; Australia Max Niggl Alfred Health's Consumer Advisory Committee & the HIV Services Advisory Group; Australia</p>	Room 212
15:00-17:00	S11	<p>Innovation in health</p> <p>Part 1: Utilising data as a catalyst for improvement Kate Bones Institute for Healthcare Improvement (IHI); USA Lloyd Provost Associates in Process Improvement; USA</p> <p>Part 2: Counting what matters and making what matters count in NSW's maternity hospitals Felicity Gallimore Clinical Excellence Commission; Australia Steve Bowden Clinical Excellence Commission; Australia</p> <p>Part 3: Revolutionizing healthcare: the implementation of smart hospitals in Hospital Authority Anna Tong Hospital Authority; Hong Kong</p>	Room 213
15:00-17:00	S12	<p>People powered change and process</p> <p>Part 1: Implementing age friendly healthcare system in primary care for housebound people Paresh Dawda Prestantia Health; Australia</p> <p>Part 2: Elevating lived experience: safety, power and consumer stories in quality improvement Alana Donaldson Safer Care Victoria; Australia Kristiina Siiankoski Safer Care Victoria; Australia Nami Nelson Safer Care Victoria; Australia Simon Waring Safer Care Victoria; Australia</p> <p>Part 3: Healthcare culture change at the system level – Sisyphus had it easy Jillann Farmer Royal Australasian College of Medical Administrators; Australia</p>	Room 219+220
17:15-18:00	K2	<p>Keynote: Twa scots blether about the state of healthcare</p> <p>Derek Feeley Former CEO and President, Institute for Healthcare Improvement (IHI); Scotland Euan Wallace Secretary, Victorian Department of Health; Australia</p>	Plenary 3 Live stream 



18:00 - 20:00
Networking Hub at The General Assembly



18:30 - 20:00
Melbourne Golden Hour River Cruise



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1. Ljungqvist O. et al. Enhanced Recovery After Surgery: A Review, JAMA Surg, 1;152(3):292-298 (March 2017).
2. Loughlin, et al., Respiratory Rate: The Forgotten Vital Sign – Make It Count! Jt Comm J Qual Patient Saf; 44(8), 494-499 (2018).
3. Järvelä, KK., et al. Clinical evaluation of a wearable sensor for mobile monitoring of respiratory rate on hospital wards. J Clin Monit Comput (2021).

Portrait Mobile is not available in all markets. Portrait, RRdv and TruSignal are trademark of GE HealthCare.

09:00-09:05		Welcome and recap Karen Luxford Australian Council on Healthcare Standards (ACHS); Australia	Plenary 3 Live stream 
09:05-09:50	K3	Keynote: Below the Belt Documentary: Exposing widespread problems in healthcare systems Shannon Cohn Producer & Director, Project Endo; USA	Plenary 3 Live stream 
10:00-11:00	S13	Workforce, wellbeing and engaging staff across the organisation and culture Kindness in action Uncle Alan Parsons Elder, artist, activist and storyteller; Australia Catherine Crock Hush Foundation; Australia Chris Turner University Hospitals of Coventry and Warwickshire; England Göran Henriks Region Jönköping County; Sweden	Plenary 3 Live stream 
10:00-11:00	S14	Patient safety and co-creating care with service users Part 1: Impacting 100,000 lives Jane Burns Safer Care Victoria; Australia Part 2: Creating age friendly health systems in Victoria: Breakthrough series collaborative Katerina Yakimov Safer Care Victoria (SCV); Australia Veronica Hope Safer Care Victoria (SCV); Australia	Room 212
10:00-11:00	S15	New emerging technologies and digital health Part 1: Artificial intelligence (AI) expedites patient throughout and accelerates growth in Hospital-in-the-Home Bede McKenna St Vincent's Hospital Melbourne; Australia Corinne Howell St Vincent's Hospital Melbourne; Australia Part 2: Surgical safety management with AI: a prospective study in a large-scale ophthalmic surgery centre Hitoshi Tabuchi Hiroshima University; Japan Masahiro Akada Tsukazaki Hospital / Kyoto University; Japan Yasuyuki Nakae Tsukazaki Hospital; Japan	Room 219+220
10:00-11:00	S16	Flow and safety Part 1: Embedding a safety culture: from theory to practice Brigitte Sigl NSW Clinical Excellence Commission; Australia Susan Sims NSW Clinical Excellence Commission; Australia Part 2: Reducing same day cancellations of surgery in a large hospital system David Brouhard Kettering Health Network; Australia Jill Waters Kettering Health Network; Australia	Room 213
11:00-11:30		Morning refreshments	Exhibition Hall
11:00-11:20	M4	Microforum: Publishing healthcare improvement and innovation - top tips from editors Ashley Mckimm BMJ; England	Exhibition Hall
11:30-13:00	S17	Workforce, wellbeing and engaging staff across the organisation and culture Taking action at Victoria's frontline: addressing our healthcare professional wellbeing challenges Briana Baass Safer Care Victoria (SCV); Australia Derek Feely Institute for Healthcare Improvement (IHI); Scotland Fiona Herco Institute for Healthcare Improvement (IHI); USA	Plenary 3 Live stream 
11:30-13:00	S18	Patient Safety and co-creating care with service users Part 1: 'Making it Meaningful': co-designing a medication safety intervention with service users Ashfaq Chauhan Australian Institute of Health Innovation, Macquarie University; Australia Part 2: Building a transformative Community Advisory Committee through a robust evaluation process Jenny Barr Royal Melbourne Hospital; Australia Margaret Burdeu Royal Melbourne Hospital; Australia Part 3: How to avoid four deep clinical governance rabbit holes Cathy Balding Australian Institute of Clinical Governance and Qualityworks P/L; Australia	Room 212

11:30-13:00	S19	Sustainability and environmental impact of health Part 1: Workplace sustainability and environmental reform, be the change Roslyn Morgan ANMF (Victoria Branch); Australia Part 2: Prioritisation and effects of alternative healthcare models for a sustainable health system Denise O'Connor Monash University; Australia Jason Wallis Monash University; Australia Liesl Nicol Monash University; Australia Part 3: Healthcare's carbon addiction: it's time to quit Kate Charlesworth NSW Ministry of Health; Australia	Room 219+220
11:30-13:00	S20	Flow and safety Part 1: You are the cavalry – improving patient flow in Victoria Jon Scott Institute for Healthcare Improvement (IHI); Australia Shane Robertson Department of Health Victoria; Australia Stephanie Easthope Institute for Healthcare Improvement (IHI); Australia Part 2: Planned surgery reform: driving a patient centred approach to planned surgery waitlist management Ben Thomson Victorian Department of Health; Australia Naomi Bromley Victorian Department of Health; Australia	Room 213
13:00-14:00		Lunch break	Exhibition Hall
13:10-13:55	M5	Microforum: Singapore's journey toward high reliability – from external to self-driven improvements Chi Hong Hwang Ministry of Health; Singapore	Exhibition Hall
14:00-14:45	S21	Rapid fire poster presentations: Poster finalists	Plenary 3 Live stream 
14:45-15:15	K4	Keynote: Donald. M Berwick Donald M. Berwick President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); USA	Plenary 3 Live stream 
15:15-16:00		Conference wrap up and close Thank you and e-Poster winners announced: Mike Roberts Safer Care Victoria; Australia ePoster presentations: what are their aspirations for 2024: The ePoster winners Breaking down barriers - Patient representation Forum round up: Alison Coughlan Health Issue Centre (HIC); Australia Agenda for action: What is Melbourne's event legacy? Helen Brown Clinical Excellence Queensland; Australia See you in Brisbane 2024: Mike Roberts Safer Care Victoria; Australia	Plenary 3 Live stream 

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ePOSTERS AT THE INTERNATIONAL FORUM

Share, view and discuss improvement projects and achievements



This year, all of our poster displays are presented digitally as ePosters via the CrowdComms app and on our ePoster screens in the Melbourne Convention and Exhibition Centre (MCEC).

Here are the poster activities you can take part in this year.

▶ ePoster Stage presentations

Oral poster presentations will take place on our ePoster Stage in the Exhibition Hall on Tuesday and Wednesday. These sessions, hosted by our ePoster champions, are open to all attendees and are an opportunity to learn more about the projects on display, start conversations, learn from your peers and be inspired.

▶ ePoster presenters meet-up

If you are an ePoster presenter, join us during the Monday evening reception at the ePoster Stage in the Exhibition Hall from 6pm. You will have the chance to meet with other ePoster presenters and discuss your projects. Our team will also be there to answer any questions about the ePoster stage sessions schedule and process.

▶ Rapid fire poster presentations

Wednesday 1 November | 14:00-14:45 | Plenary 3

The authors of eight selected ePosters will be asked to present their work to the audience during this rapid fire session. The authors of three of the ePosters will then be selected to present their work at the International Forum Brisbane 2024.





The ePoster Stage presentations run alongside our main programme, here are the timings.

Tuesday 31 October

10:00 - 11:10

Diversity, equity and inclusion (DEI)

11:20 -12:25

Workforce, wellbeing and engaging staff across the organisation and culture

12:35 - 13:10

Patient safety and co-creating care with service users

13:20 -14:25

Emerging technologies and digital health

14:35 -15:10

Flow and safety

15:20 - 16:30

Innovation in health

Wednesday 1 November

10:00 - 11:10

People powered change and process

11:20 -12:15

Sustainability, climate change and environmental impact on health

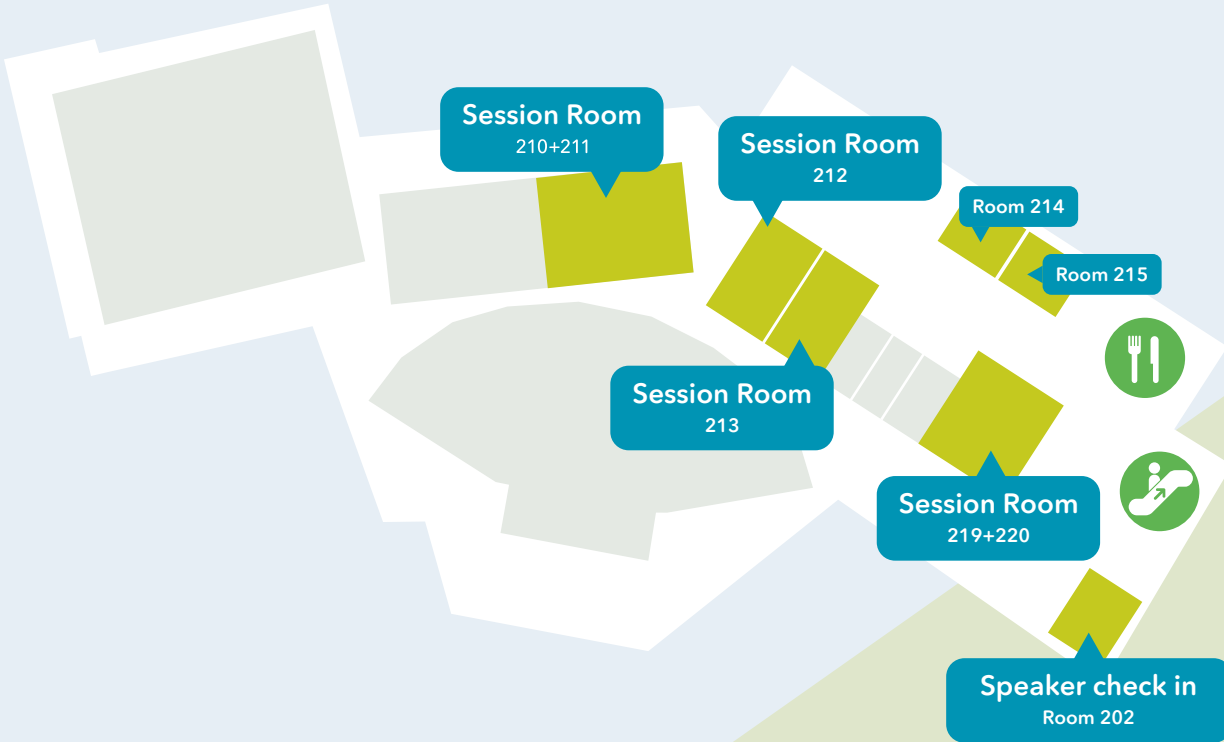
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Brisbane 2024 Call for Posters will open in March 2024.

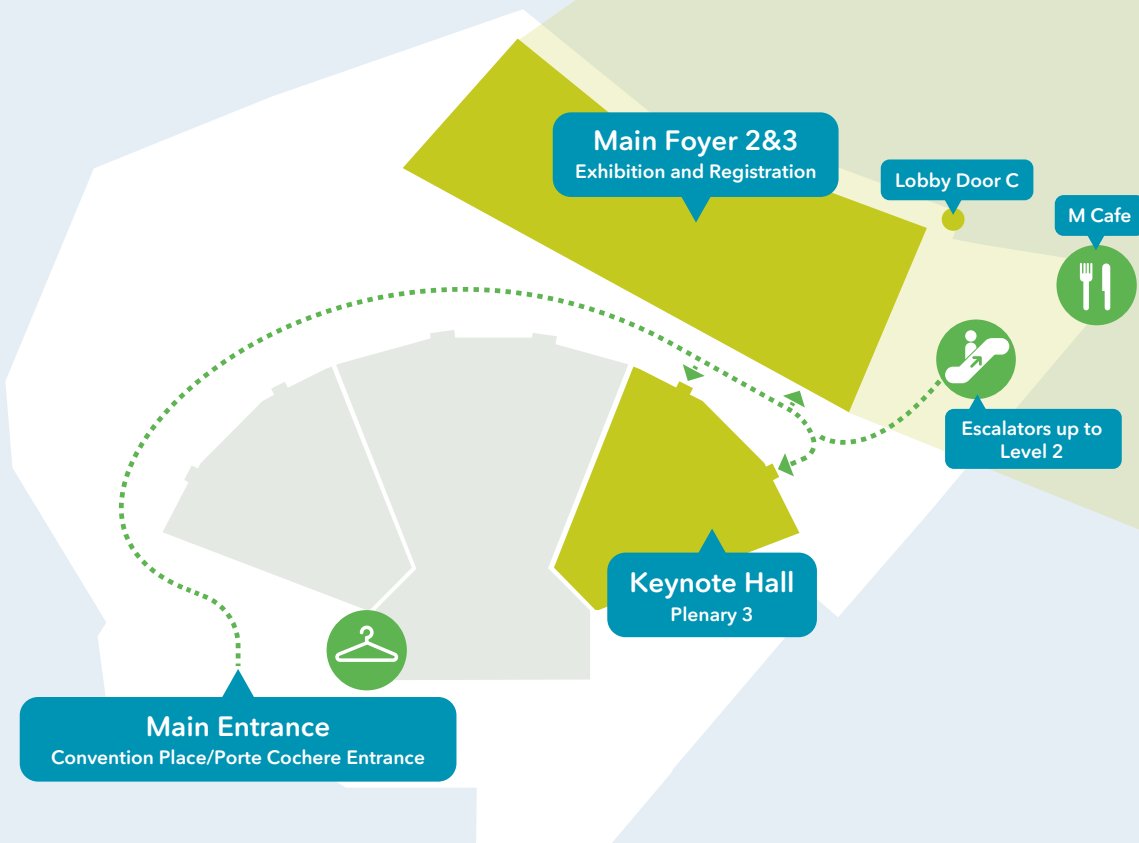




Level 2



Ground Floor - Exhibition Hall



Main Foyer 2&3



Exhibitors

1. Ascom
2. Health Issue Centre (HIC)
3. BMJ
4. IHI
5. University of Tasmania
6. GE HealthCare
8. GripSox
9. Preventure
10. ACHS
12. RACMA
13. MEG
14. Opus 5K

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Preventure

The Preventure team has integrated decades of Sports Science research and development into their wearable technology platform, to look after blue-collar workers in the same way that elite athletes are cared for by a specialist coach. Historically, workplace injury prevention solutions have been designed without any accurate and valid data supporting them. Now, the data collected from workers wearing sensors is being used to identify which specific tasks have a high injury risk, and which individual workers have a higher injury risk throughout their shift compared to their co-workers. Preventure's product then helps safety teams and allied health professionals to triage this data – and impact real change.

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