



NURSING and MIDWIFERY

Empowering Nurses and Midwives to Be Change Leaders and Use Informatics to Achieve Quality Improvement

Date: 28-29th June 2022

Venue: Brisbane Showgrounds, QLD, Australia

Summit Chair

- Suzanne Volejnikova-Wenger, Associate Lecturer and PhD Candidate, School of Nursing, Midwifery and Paramedicine, **University of the Sunshine Coast**

Confirmed Speakers

- Kate Veach (QNMU Acting Secretary, **Queensland Nursing & Midwifery Union**)
- Veronica Casey, Executive Director, Nursing & Midwifery, **Metro South Health**
- Maree Ruge, Chief Nursing & Midwifery Informatics Officer, **Metro North Health**
- Clair Sullivan, Director Clinical Informatics (Research), **Digital Metro North**
- Sonia Martin, CEO, **Sunny Street**
- Dr Anita Bamford-Wade, Director of Nursing, Social Policy and Legislation, **Queensland Health**
- Belynda Abbott, Chair, Queensland, **Australian College of Nursing**
- Shannon Wallis, Nurse Unit Manager | McCare Program, **West Moreton Health**
- Karen Day, Nurse Educator, **Central Queensland Hospital & Health Service**
- Dr. Aletha Ward, Nursing Lecturer & Researcher, **University of Southern Queensland**
- Michelle Gunn, Director of Nursing Workforce Sustainability, **Queensland Health**
- Marli Millas, General Manager Surgery & Critical Care, **Sunshine Coast Hospital & Health Service**
- Kitty Hutchinson, Chair, Nursing in the Community COI, **Australian College of Nursing**
- Sonya Osborne, Associate Professor of Nursing, **University of Southern Queensland**
- Leyden De La Cruz, Clinical Nurse – Endoscopy/Surveillance, **Queen Elizabeth II Hospital**
- Kerri-Anne Dooley, Director of Nursing, **The Banyans Healthcare Group**
- Tanya Milburn, Senior Project Officer - Clinical Nurse Consultant, PROV-ED Project, **Queensland Health**
- Lita Olsson, Clinical Lead, Queensland Occupational Violence Strategy Unit, **Metro North Health**

Nursing and Midwifery Summit

28th June 2022

10:20 Welcome Address from the Chair

Suzanne Volejnikova-Wenger, Associate Lecturer and PhD Candidate, School of Nursing, Midwifery and Paramedicine, **University of the Sunshine Coast**

10:30 Panel Discussion: 'A Nurse Is NOT Just A Nurse' – How Nurses & Midwives Must Re-think Their Identity and Value For The Post-Pandemic Era

Through the COVID-19 crisis, nursing & midwifery has been in the public eye more than ever. Nurses often are being seen as compassionate helpers. The public image of nursing, however, also consists of stereotypes such as nursing being a 'doing' profession. In addition, nurses themselves reinforce stereotypes in order to fit into what is expected, even when they believe professional behaviour demands otherwise. One thing is clear – these notions and stereotypes are far from true. This panel discussion will see nursing leaders at the forefront of innovative thinking share with you tips and strategies to bring about a systemic change to how a nurse & midwife views oneself and their contribution to the healthcare system into the future.

- What stereotypes and misconceptions do you observe being prevalent about the nursing and midwifery roles in today's healthcare environment?
- How would you define the professional identity of the modern nurse? Has COVID created new opportunities?
- In what ways can we evolve organizational culture and policies to encourage a positive change in how nurses view themselves and how they are viewed by the broader community?
- What steps can nurses and midwives take on an individual level to bring about a change to traditional mindsets and perceptions?

Confirmed Panellists:

Shelley Nowlan, Chief Nursing & Midwifery Officer, Queensland, **Queensland Health**

Veronica Casey, Executive Director, Nursing & Midwifery, **Metro South Health**

Beth Mohle, Secretary, **Queensland Nursing & Midwifery Union**

Kitty Hutchinson, Chair, Nursing in the Community COI, **ACN**

11:30 Books 2 Bedside: How Two Frontline Nurses Developed A Partnership CQ University To Improve The Daunting Student Nurse Workforce Transition Experience

Transitioning from education into actual practice is a daunting undertaking and something all nurses can relate to from their own careers. But are we really setting up our early career nurses and graduates to succeed? Two

passionate, seasoned nurses on the frontline at CQ HHS realized that this was not the case – they found a lack of transitional support across education to practice which graduate nurses often find too stressful.

Deciding to solve this problem, they developed the Books 2 Bedside Initiative. Through their story, they have a message to share about bringing change. In a time where skillset shortages abound and nurses are leaving their profession across the globe, this talk highlights the important role nurses can and must play today in by creating a sustainable environment and workforce capability for tomorrow.

- How a daughter's experience sparked the need for change in the graduate nursing transition at CQ HHS
- Going from conceptualizing the Books 2 Beside Program on their time to CQ University incorporating it into their curriculum
- The importance of creating "safe spaces" for graduate and student nurses to develop skills and build confidence

Karen Day, Nurse Educator, **Central Queensland Hospital & Health Service**

12:00 **Keynote Address: ACN**

Belynda Abbott, Chair, Queensland, **Australian College of Nursing**

12:30 **Fireside Chat: Lessons Learned From Transitioning & Upskilling Nurses To Operate Australia's First 100% Digital Hospital Environment at STARS**

Maree Ruge, Chief Nursing & Midwifery Informatics Officer, **Metro North Health**

13:15 **Networking Break**

13:45 **We Need To Talk About Climate Change: Steps Nurses Can Take To Lead Healthcare's Fight Against Environmental Damage**

Were the healthcare sector a country, it would be the first largest emitter on the planet! Passionate about addressing this challenge, Dr Aletha has led research into how we can reduce the impact of the health sector on climate and fast realized that nurses, forming majority of healthcare's workforce, have the potential to be champions of this change.

Having set up the Climate Action Nurse Group recently and working with key stakeholders and associations, she is helping bring change that is crucial to achieving a sustainable future for humanity. In Dr Aletha Ward's words, "Climate change isn't happening in the future, its happening now" – and with this message, she's here to share:

- Understanding the massive effect healthcare has on the environment and carbon emissions

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- Opportunities and steps nurses can take to build momentum, awareness and support for environmentally sustainable practices
- Why we don't need to wait for anyone – starting with changes within ward and health service environments

Dr. Aletha Ward, Nursing Lecturer & Researcher, **University of Southern Queensland**

14:15 **PROV-ED Project: Encouraging Nurses To Work To Their Scope of Practice And Champion Emergency Department Innovation**

Empowering nurses and recognizing their input in driving clinical excellence is tremendously important - not only for workforce morale but also for the genuine value their input can bring to improving care outcomes for patients and to driving practice that champions efficiency in the clinical setting. The state-wide PROV-ED Project has identified 15 improvement & innovation initiatives from EDs across the state; the majority being nurse-led, and facilitated widespread rollout.

The project has served to foster local capacity building within the nursing workforce and enhance the morale and motivation of nurses associated with these initiatives. It has also seen the creation of shared resources, enabling medical and nursing clinicians across the state to benefit, without having to re-invent the wheel. This talk will offer an insight into:

- Empowering nurses to prioritize education and innovation to help promote Quality Improvement in an otherwise 'always-on' work environment
- Key nurse-led pilots supported by PROV-ED and their impact on care outcomes and clinicians
- Hear from nurses about their experience with the PROV-ED Project

Tanya Milburn, Senior Project Officer - Clinical Nurse Consultant, PROV-ED Project, **Queensland Health**

14:45 **Australia's First Fully Magnet Accredited Health Service – Why Nurses and Midwives Feel Proud To Work For Gold Coast Health And Consistently Achieve High Standards Of Patient Care**

Gold Coast Health embarked on its journey to align with Magnet Standards in 2015 taking a whole of health service approach. Anita's efforts were integral in this journey, from creating the business case to initiate this change at the health service through to 2020 where all the hospital(s) and community services across the health service achieved Magnet Recognition. As Australia's first and only health service achieving this recognition at scale, Anita will document the challenges of introducing an entirely new way of working and its impact on workforce engagement, satisfaction, change resilience and evidence-based patient outcomes. She will highlight:

- How the health service managed change resistance to upskill and create a 100% graduate workforce foundation

- Bringing a cultural change to how frontline teams and leadership collaborate and problem solve to uphold a high standard of performance
- Aligning to 75 evidence-based indicators and measure of patient outcomes
- The flow on impact on workforce satisfaction, retention and recruitment – why nurses love working at Gold Coast Health!

Dr Anita Bamford-Wade, Director of Nursing, Social Policy and Legislation, **Queensland Health**

15:15 Closing Keynote: From A Medical Service In A Car Boot To A First of Its Kind Nurse-Led, Conversational Model of Care – What Nurses Can Learn From Sonia’s Sunny Street Journey About Leading Innovation and Making Impact

Sonia left the security of the NUM role in Queensland Health along with Dr. Nova Evans in March 2018 with the mission of reaching those individuals and families within the local community who were inherently vulnerable and were unable to access mainstream healthcare. Armed with a burning passion and a recognition of a missing link for these communities, Sunny Street started as a medical model on streets i.e. Sonia’s car boot! Today, it’s a QLD wide service which is now charting a national expansion path and her work saw her recognized as the Nursing Trailblazer of 2021 by the Australian Health Minister!

Sonia’s experience taught her a lot about the tremendous opportunity nurses have to be trailblazers, just like her, be it within their health service or outside of it. In this keynote, she will reflect on her journey to share advice and offer you an insight into:

- An insight into the nurse-led conversational model of care and person-centered culture at Sunny Street
- Building a brand for nursing, care giving and empathy that patients recognize and appreciate
- Why nurses can and are agents of healthcare innovation and disruption and why change starts with you
- Embracing vulnerability and self-doubt – whether you’re looking to lead without or out of our organization

Sonia Martin, CEO, **Sunny Street**

15:45 Closing Remarks from the Chair

Suzanne Volejnikova-Wenger, Associate Lecturer and PhD Candidate, School of Nursing, Midwifery and Paramedicine, **University of the Sunshine Coast**

Nursing and Midwifery Summit

29th June 2022

10:20 Welcome Address from the Chair

Suzanne Volejnikova-Wenger, Associate Lecturer and PhD Candidate, School of Nursing, Midwifery and Paramedicine, **University of the Sunshine Coast**

10:30 Panel Discussion: How To Engage, Retain And Develop A Sustainable Nursing Workforce Of The Future?

COVID has created a significant strain in the nursing community, exacerbating challenges with burnout and in many instances, seeing nurses leave the profession entirely. An overall shortfall of 85,000 nurses by 2025 and 123,000 by 2030 is predicted across all sectors: acute, aged care, critical care, emergency and mental health. This panel discussion will dig deeper to reflect on the changing sector to outline the important steps required across health services, education providers, associations and the nurses themselves to create a thriving talent pool and workforce that can support the demands of the healthcare service of the future.

- What steps can we take to improve retention of nurses and address the skillset shortages faced by the industry?
- In what ways can workforce planning and strategy be improved to reduce strain on the nursing profession?
- How can we improve the attractiveness and appeal of the nursing career for future generations?
- How can we harness the power of graduates and fast-track the development of early career nurses?

Confirmed Panellists:

Marli Millas, General Manager Surgery & Critical Care, **Sunshine Coast Hospital & Health Service**

Veronica Casey, Executive Director, Nursing & Midwifery, **Metro South Health**

Michelle Gunn, Director of Nursing Workforce Sustainability, **Queensland Health**

11:30 Keynote Address: Nurses as Pioneers in a Digital World

From the days of Florence Nightingale to our modern era, nurses have been leaders of change by using data to inform their clinical practice and improve care outcomes for their patients. Kerri-Anne will explore how nurses in Queensland have pioneered services, including the journey of NPAQ to empower them to be change agents where ever they are.

Kerri-Anne Dooley, Director of Nursing, **The Banyans Healthcare Group**

12:00 **The Importance of Social Determinants of Health & Career Pathways Facilitation In Nursing – Lessons From Community Care Nursing**

Kitty is extensively involved in all matters of community care nursing and has dedicated efforts, both professionally and through her Community of Interest Chairing role at the Australian College of Nursing to create opportunities for nurses to expand their professional interests across the hospital and community care settings to give them a well-rounded, rewarding career pathway empowered by mobility and choice. She is also passionate about shedding light on the complexities and dynamics shaping community nursing which is significantly different in demands and skillsets to nursing in hospital environments. In this talk, she'll share with you:

- The growing opportunities in community nursing within an evolving healthcare system
- The value of incorporating social determinants of health in nursing assessments, particularly in community care
- Steps nurses can take to bring a more mindful, well-rounded approach to treatment and care delivery through an understanding of social determinants of health
- Helping the Queensland CNMO office facilitate mobility, service sustainability and career development pathways into and out of community care for nurses

Kitty Hutchinson, Chair, Nursing in the Community COI, **Australian College of Nursing**

12:30 **West Moreton Health Case Study: Leveraging Nurse-Led Virtual Care Innovation To Re-design Clinical Services And Build A Value-Based Healthcare Organization**

West Moreton is widely recognized across Australia as a leader around its philosophy, culture and approach towards virtual care. Leading innovation not only through telehealth but also through complex virtual remote monitoring platforms and solutions, the health service is on a journey to sustainably harness value from virtual models of care – and the best part of this, nurses have been at the heart of this innovation. In this talk, Shannon, who has spearheaded West Moreton's virtual care agenda since 2016 will share with you:

- How West Moreton's nurses champion and continue scaling its virtual care agenda since 2016
- Why its important to view virtual care as a service re-design project rather than a bolt on service
- Understanding the resourcing and cultural challenges with building sustainable virtual care applications
- Measuring health value for patients (satisfaction and care outcomes) and the health service (efficiencies) through rich data collection

Shannon Wallis, Nurse Unit Manager | MeCare Program, **West Moreton Health**

13:00 **Networking Break**

13:30 **Understanding What AI Means For The Future Of Nursing & Midwifery**

Clair Sullivan, Director Clinical Informatics (Research), **Digital Metro North**

14:00 **How Nurses Can Maximize Clinical Innovation Success By Engaging In Implementation Science**

Clinical innovation and digital transformation within hospital environments ramped up through COVID and will only continue to do so. Nurses, as frontline, often adopting these innovations have an important role to play in ensuring their success. As more innovations and practice improvements roll into a health service, the importance of planning and evaluating their implementation through evidence-based approaches is critical to their success. Without this, the ability to understand the feasibility and impact of innovations becomes challenging.

Sonya will take us through:

- The importance of implementation science to nursing
- Examples of collaborations with nurses to introduce clinical innovations through the implementation science lens
- What opportunities exist for nurses to upskill and bring these skills to their workplace

Sonya Osborne, Associate Professor of Nursing, **University of Southern Queensland**

14:30 **The Ambassador Program: How the Queensland Occupational Violence Strategy Unit is Assisting HHSs to Reduce Occupational Violence By Embedding Non-Traditional Security Officers into Clinical Areas**

Studies show that nurses are routinely exposed to more violence than police officers and prison guards – and this isn't news to our nursing community either. Metro North Health hosts the Queensland Occupational Violence Strategy Unit (QOVSU) who partnered with the Royal Brisbane and Women's Hospital Surgical and Perioperative, and Protective Services teams to undertake a trial of the Ambassador Program in the three high-risk wards that regularly house complex surgical patients. And results from this initiative have been compelling. In fact, QOVSU will be taking learnings from this Program to scale it across the state's health services.

In this talk, Lita will document the journey and outline the lasting changes that are helping shape:

- A 100% increase in staff perception of safety and security being considered a part of the clinical team
- Consistent collaboration across medical officers, security, allied health, administration officers, and nursing staff to create a safe workplace
- The hiring and protocols of security professionals that reflect customer-centric values
- 63% reduction in money spent on security specials and 279 hours reduction in hours spent on AIN specials

Lita Olsson, Clinical Lead, Queensland Occupational Violence Strategy Unit, **Metro North Health**

15:00 Exploring The Value of Nurse Credentialing Programs – How This Improved My Professional Development and Elevated Impact at The Hospital

As the health sector evolves through the waves of the pandemic and digital transformation coupled with skillset shortages on the frontline, the need for comprehensive, specialized skillsets in the sector is being felt and nurses have a huge opportunity to step up. While the sector reforms to create a more supportive environment for nurses, nurses themselves can take steps to support their own professional development and also improve the impact they make on their own practice, health service and patients.

In this talk, Leyden De La Cruz, QEII Hospital's newest certified Credentialed Gastroenterology Nurse, highlights how credentialing has helped her in her own endeavours to grow as a nurse and elevate the value she brings to models of care, patients and the hospital:

- Why nurses must explore the value of credentialing programs
- How credentialing helped her improve alignment with evidence-based practices and research to improve care quality
- How credentialing opened new opportunities from a career and professional development standpoint

Leyden De La Cruz, Clinical Nurse – Endoscopy/Surveillance, **Queen Elizabeth II Hospital**

15:30 Closing Remarks from the Chair

Suzanne Volejnikova-Wenger, Associate Lecturer and PhD Candidate, School of Nursing, Midwifery and Paramedicine, **University of the Sunshine Coast**



***Enhancing Patient Experience, Access, Safety and Quality Through Co-Design,
Data Analytics and Clinical Governance Improvement***

Date: 28-29th June 2022

2022 Industry Speakers

1. Frank Tracey, Chief Executive, **Children's Health Queensland**
2. Assoc Prof Deepak Doshi, Chief Medical Officer, **West Moreton Health**
3. Anja Christoffersen, Co-Lead Metro North SEED Co-Design Project, **Metro North Health**
4. Christine Petrie, Manager Metro North Engage, **Metro North Health**
5. Satyan Chari, Program Director CEQ Bridge Labs, **Clinical Excellence Queensland**
6. Joan Carlini, Consumer Advisory Group | Research Committee External Member, **Gold Coast Health**
7. Jodie Nixon, A/Manager Consumer Partnering | Clinical Governance, **Metro South Health**
8. Jessica Cheers, Experience Design Fellow | Healthcare Improvement Unit, **Clinical Excellence Queensland**
9. Dr Debra Tennett, Executive Director of Medical Services & Clinical Governance, **South West Hospital and Health Service**
10. Dr Adrienne Young, Research Coordinator, Nutrition and Dietetics, **Metro North Health**
11. Stefan Kuiper, Staff Specialist Emergency Physician, Cairns Hospital Emergency Department, **Cairns Hospital and Health Service**
12. Judi Gonzalez, Acting Nursing Director Education, Practice Development Team, **Sunshine Coast Hospital and Health Service**
13. Kelsey Pateman, Principal Research Fellow, Allied Health, **Royal Brisbane Women's Hospital**
14. Ross Nicholls, Clinical Nurse Consultant – Least Restrictive Practices, **Townsville Hospital and Health Service**
15. Usha Gurunathan, Staff Anaesthetist, **Prince Charles Hospital**
16. Liz Keen, Director Clinical Governance - Clinical and Digital Health Standards Governance, **ADHA**
17. Claudia Regan-Knights, Health Promotion Officer, Health Contact Centre **Queensland Health**
18. Shirley Thompson, A/ADON Patient Safety and Quality Improvement, **Metro South Health**
19. Trisha Hansen, Senior Engagement Officer, **West Moreton Health**
20. Dr Dan Halliday, Senior Medical Officer, **Darlings Downs Hospital and Health Service**
21. Emma Versluis, Business Practice Improvement Officer/Quality Clinical Nurse Consultant, **Logan Emergency Department**

Patient Experience, Safety and Quality Summit

28 June 2022

10:15 Welcome Address from the Chair

10:30 Keynote Address: Planetree Person-Centred Care Gold Certification at Children's Health Queensland - What Australia's First and Only Health Service Recognized For Patient Centred Care Excellence Is Doing Differently

The Planetree Certification is the only industry recognition that lauds excellence in person-centred care. The certification gauges a hospital's patient-centeredness based on several factors, including patient experience, quality of care, staff engagement, staff retention, and safety culture by scoring a hospital's efforts on a scale of 1-160 points, with a three-tier recognition system for successful healthcare organizations and to achieve Gold-level certification, a hospital must meet an impressive 90% of the criteria or more.

CHQ became Australia's first and only hospital to earn a Gold Certification, being evaluated against 26 criteria identified by patients, residents, family members and healthcare professionals as to what matters most to them during a healthcare experience. In this talk, Frank takes us through this journey and outlines to us what a recognized, patient-centred health service looks like and what they are doing differently to achieve such a recognition.

Frank Tracey, Chief Executive, **Children's Health Queensland**

11:00 ThinkTank: How Can We Generate Evidence-Based Impact From Co-Design and Consumer Engagement? – Dos and Don'ts

- What does co-design mean to you? What is the difference between co-design and "great" co-design in your opinion?
- Can you share examples of where you've seen co-design done well and the impact it created?
- Let's look at consumer advisory committees/groups – what does it take to succeed here and what opportunities are you working on? What challenges are you thinking about to ensure these committees bring value to our health system?
- How are you looking to improve measurement of impact and value from consumer engagement?
- How can we build confidence among clinicians and the workforce to drive value from co-design and consumer engagement?

Panellists

Satyan Chari, Program Director CEQ Bridge Labs, **Clinical Excellence Queensland**

Joan Carlini, Consumer Advisory Group | Research Committee External Member, **Gold Coast Hospital and Health Service**

Trisha Hansen, Senior Engagement Officer, **West Moreton Health**

Dr Adrienne Young, **Metro North Health**

Anja Christoffersen, Co-Lead Metro North SEED Co-Design Project, **Metro North Health**

12:00 **How Cairns and Hinterland HHS's Cultural Safety Program In The Emergency Department Has Improved Care Outcomes**

Cultural safety is an important foundation for any health service in Australia today and a lot of opportunities exist to improve this particularly for the Aboriginal and Torres Strait Islander people who have significantly lower health outcomes in the state and country when compared to the general population's health outcomes.

Through Stefan's work in the Emergency Department at Cairns and Hinterland HHS, novel approaches and resources have been developed to ensure the access-to-care experience for the aboriginal community is transformed for the better. Moreover, they've also been recognized as best practice and adopted by HHSs across the state. This talk will see Stefan share his experience and his work to:

- Develop a workforce strategy that includes indigenous people to improve relatability with marginalized communities
- Get prioritization from across medical, admin and nursing staff to learn about culturally sound practices
- Expand focus to improve experience of suicidal and complex aboriginal patient experiences

Stefan Kuiper, Staff Specialist Emergency Physician, Cairns Hospital Emergency Department, **Cairns Hospital and Health Service**

12:30 **Lunch & Networking Break**

13:00 **PREMs Innovation at The Royal Brisbane Women's Hospital – A Novel, Consumer-Led Approach To Harnessing Insights & Value From PREMs Data**

Kelsey Pateman, Principal Research Fellow, Allied Health, **Royal Brisbane Women's Hospital**

Anja Christoffersen, Co-Lead Metro North SEED Co-Design Project, **Metro North Health**

13:30 **Patient Wellness Initiative: Empowering Patients To Take Ownership of Their Health Through A Proactive, Holistic Risk Assessments During Elective Surgery Waiting Periods**

The COVID period saw elective surgeries being delayed or put through extended waiting periods. In a bid to improve engagement with this community, the team at HCC led by Casey Windshuttle, saw this as an opportunity to proactively engage this segment of patients and flip a challenging situation into an opportunity – the team devised holistic telehealth risk assessments to get a rounded understanding of the varied health risks associated with obesity, smoking, mental health and more the patients might carry. They then devise plans and pathways to help these patients build a healthier lifestyle with help from GPs and relevant clinicians. As a result, an everyday health system interaction was transformed into an opportunity for behaviour change. In this talk, learn how the team:

- provide targeted, evidence-based wellness advice to patients with complex health needs sitting on the elective surgery waitlist
- developed coaching advice and healthcare pathways to support sustainable behaviour change
- leveraging standardized wellness data to identify community health risk trends and educate clinicians on holistic patient wellness
- taking steps to build a digital-first, multi-channel patient engagement strategy to scale value from the “Patient Wellness” initiative

Claudia Regan-Knights, Health Promotion Officer, Health Contact Centre **Queensland Health**

14:00 An Insight Into Metro North Health’s Collaborating In Health Strategy: Developing A Consumer and Community Engagement Strategy That Drives Behavioural Change and Evidences Improvements in Person-Centred Healthcare

Christine Petrie has been instrumental in coordinating four successive consumer and community engagement strategies for Metro North Health since 2012. The “Collaborating in Health Strategy” is the latest edition. This strategy places an emphasis on cultural change rather than policies and processes which whilst important, can unintentionally reduce engagement visions to box ticking exercises and sustain a general lack of awareness across staff around the “why” consumer and community engagement is pivotal to delivering accessible, safe and high-quality services. Based in genuine empathy yet ambitious by being evidenced based in its evaluation, this strategy is helping Metro North Health chart a path towards a future where patients and communities become true partners in shaping healthcare services. Christine will share with us:

- Practical tips for involving consumers in health service planning and governance
- Moving away from jargon and tying the strategy to a purpose all stakeholders can relate to – why culture trumps protocols and checklists
- Creating a support system to sustainably see staff and consumers adopt shared decision making and co-design in health
- Developing KPIs that improve evaluation and linkage of consumer engagement strategies with impact on care outcomes

14:30 **Beyond Consultation: Creative Methods for Engaging Consumers and Clinicians in Co-Design**

The language of co-design is being tightly woven into the fabric of healthcare improvement. However, “true” co-design remains somewhat elusive, leading to approaches that are more consultative than deeply collaborative. This talk will focus on the design of co-design, exploring creative, playful, and immersive methods that can be used to create space for rich discussions and creative co-production in healthcare.

This exploration will be led by Jessica Cheers - an experience designer, design educator, PhD candidate and play enthusiast. Jess has spent the last year with the Healthcare Improvement Unit (HIU) as their first embedded Design Fellow, and was previously part of the HEAL Bridge Lab connecting QUT designers with health professionals across the state, adapting design methods to diverse healthcare contexts. She will draw on examples from her work and research at the intersection of design and healthcare, as well as speaking more broadly to the importance of these rich interdisciplinary collaborations in crafting meaningful, sustainable and reimagined healthcare experiences.

Jessica Cheers, Experience Design Fellow | Healthcare Improvement Unit, **Clinical Excellence Queensland**

15:00 **Building A Case For Consumer Centred Care By Co-Designing A Multi-Disciplinary Prehabilitation Program For Surgery Patients – What I Learned**

Usha noticed that both internationally and locally, prehabilitation efforts made with patients due to undergo surgery generally had low patient uptake and often, were unsuccessful in achieving their outcomes. This is her story of taking matters into her own hands to put consumers at the heart of the process and drive change. It is also a story to showcase that anyone within healthcare can lead change to benefit patients and transform traditional engagement with healthcare.

With over 70 bowel cancer and cardiac surgery patients taken through this process backed by a seed grant from Metro North Health, a multidisciplinary prehabilitation approach was developed and co-designed with patients which saw 100% compliance from patients and benefits were not only through patient feedback but also early positives around clinical outcomes around length of stay, post-surgery complications and more. Hear from Usha:

- How to change the messaging and involve consumers to build literacy and take ownership of their general health and wellbeing to reduce surgery complications and risks
- Approaching the board to secure funding and making a case to fund a co-design approach for patient prehabilitation
- Taking a multidisciplinary approach across physiotherapy, social worker, dieticians, psychologists and clinical staff to holistic assess and support patient prehabilitation outcomes

- The need for cultural and system change to support a patient-centred health system

Usha Gurunathan, Staff Anaesthetist, **Prince Charles Hospital**

15:30 **Closing Remarks from the Chair**

Patient Experience, Safety and Quality Summit

29 June 2022

10:20 **Welcome Address from the Chair**

10:30 **Don't Worry About KPIs, Worry About Culture" – An Insight Into The Philosophy That's Winning The Hearts and Minds of Staff To Drive A Strong Safety & Quality Culture at West Moreton Health (WMH)**

In Deepak Doshi's approach to patient quality and safety governance, worrying about KPIs is not a part of the scope. "KPIs will take care of themselves when you create the right culture and environment for staff", he says. To many, this might seem daunting as everything generally starts with looking at data but at WMH, Deepak has demonstrated a transformation in mindsets and safety culture that tells us otherwise.

At WMH, collaborative discussions with senior clinical leads, supporting and listening to colleagues' innovative ideas and promoting 'Joy in work' has contributed to a 'culture of safety and quality'. This talk is an insight into the philosophy and approach underpinning open conversations around incidents alongside a strong top-down feedback loop to identify improvement opportunities. He'll share:

- An insight into the Pyramid of Patient Safety Culture and why data is at the bottom
- Dissecting PREMs and patient feedback to ensure your facilities and services aren't a source of friction
- Getting staff along the journey to approach a new way of approaching patient safety
- Why workforce wellbeing is linked to patient safety – how WMH is using digital technology to bring flexibility and lift staff morale

Assoc Prof Deepak Doshi, Chief Medical Officer, **West Moreton Health**

Tim Jauncey, Staff Wellbeing Psychologist (Advanced), **West Moreton Health**

11:00 **Taking An Evidence Based Approach To Triage Safety Incidents and Enable Least Restrictive Practices At THHS: Lessons On Improving Safety, Quality, Governance and Cultural Change**

In 2018, THHS did not meet the National Safety and Quality Standards around use of restraints. As a result, a dedicated CNC role was created to drive organizational change and take a well governed, data-driven approach to uplift quality and safety standards around the use of restraints across THHS. Ross took lead on this and work done on quality and safety systems and governance even achieved recognition from the National Safety and Quality Standards Committee as best practice since. In this talk, Ross will take you through what it takes to build a robust, well governed safety and quality regime underpinned by principles of continuous improvement and data. He will share:

- The Six Core Strategies employed to achieve a reduction in use of restraints

- Developing a strong governance and incident triaging and reporting process to identify opportunities for continuous improvement
- Bringing clarity to roles, responsibilities and best practice behaviours to manage safety incident risks
- Incorporating demographic data into RISKMAN Triage Reports to identify trends in safety incidents for further staff training

Ross Nicholls, Clinical Nurse Consultant – Least Restrictive Practices, **Townsville Hospital and Health Service**

11:30 **ThinkTank: Enhancing Clinical Governance, Quality & Patient Safety For The Rapidly Digitizing Health Sector In Queensland**

- How did COVID impact clinical governance and quality assurance at your health service?
- How has your organisation measured patient experience of digital health care? Has your organisation learned and changed because of feedback from patients about their experience of digital health care?
- What needs to change to ensure Consumer Advisors / Consumer Representatives can contribute to a robust clinical governance in the expansion of digital health?
- Culture is an important part of clinical governance. How does increasing use of digital health influence culture? In positive ways? In negative ways?
- What opportunities have digital audit systems and data provided around innovating care quality and risk assurance practices?

Panellists:

Assoc Prof Deepak Doshi, Chief Medical Officer, **West Moreton Health**

Dr Debra Tennett, Executive Director of Medical Services & Clinical Governance, **South West Hospital and Health Service**

Shirley Thompson, A/ADON Patient Safety and Quality Improvement, **Metro South Health**

12:30 **Lunch & Networking Break**

13:00 **Logan Emergency Department Case Study: Changing The Conversations Around Patient Quality, Safety and Risks By Harnessing The Power of Data Analytics & Reporting**

Logan Emergency Department is the 4th busiest ED in AUS and yet only the 56th largest hospital in the country - this brings with it a constant struggle to manage care flow. Access is also challenge with over 106,000 patients being served around the year across 170 beds. Emma is leading the practice improvement effort at Logan ED with a focus on leveraging analytics and data to inform models of care and bring change to this situation. Her role is all about telling the Logan ED story through data solutions, dashboards and models which unite the

understanding of risks, challenges, KPIs and metrics right from the executive leadership team to the nurse. In this talk, she'll show us how she's brought data to life to make a tangible impact on patient outcomes.

- A look at the dashboards and reports powering a clear, simple understanding of the Logan ED's performance and "health"
- Changing the conversations around risk and safety – building awareness and driving models of care improvements through data-led insights and escalations of incidents
- Building a strong governance mechanism for trust in data assets and sources
- Upskilling staff to develop capability & skills – making business practice improvement a core skill for health staff

Emma Versluis, Business Practice Improvement Officer/Quality Clinical Nurse Consultant, **Logan Emergency Department**

13:30 **Making Consumer Partnering Business-As-Usual: How A Clinical Governance Re-Design Will Prioritize, Scale And Sustain The Value of Consumer Partnerships Across Metro South Health**

For consumer partnerships to make a true impact at a health service, a need to move beyond pockets of innovation is necessary. Metro South Health has recognized the importance and value of consumer engagement by undertaking a re-design of its clinical governance to include consumer partnering within its frameworks, policies and systems. In this talk, Jodie will take us through:

- What a true, top-down, organizational-wide commitment to consumer engagement looks like
- Bridging the gap between policy and bed-side to ensure patient-centred thinking becomes business as usual
- Remunerating and budgeting for consumer representatives
- Improving the use and reporting of PREMs to bring ward-level improvements through a consumer-lens backed back data

Jodie Nixon, A/Manager Consumer Partnering | Clinical Governance, **Metro South Health**

14:00 **MOET: A Training & Health Services Collaboration Strategy Which Is Improving Rural Workforce Retention and Creates A Baseline For Consistent Care Quality and Access**

Australian Bureau of statistics figures confirm there are 274 doctors per 100,000 in remote/very remote areas compared with 433 doctors per 100,000 in major cities – the challenge of attracting and retaining trainees and medical workforce in rural and remote regions is the main factor preventing communities from accessing a high standard of comprehensive, quality care closer to home.

At Darlings Down HHS, Dan and his team identified an opportunity to solve a key bottleneck that exists around training and support of trainees. In this talk, Dan will take us through the Medial Outreach Education & Training (MOET) model that was created to improve infrastructure and partnerships to make sustainable care a reality across its four facilities that has driven positive results. He will share:

- Reflections on the tension and funding models between hospitals and primary care which challenge the rural workforce sustainability objective
- The value a training-led rather than the traditional service delivery approach brings to rural workforce development
- The role of collaboration amongst rural hospitals, small community hospitals, general practices and community-based health services such as pharmacies in supporting workforce sustainability

Dr Dan Halliday, Senior Medical Officer, **Darlings Downs Hospital and Health Service**

14:30 How Clinical Coaches Shifted Patient Safety Measures From a Reactive To A Just-In-Time Intervention Model at Sunshine Coast HHS

Patient safety has developed from a find and fix reactive model towards an approach which focuses on human performance, aiming to understand how individuals adapt and respond in complex systems to ensure 'things go right'. In this talk, we'll see Judi reflect on her experience with employing clinical coaches at the point of care to govern patient safety and support staff to anticipate and proactively respond to emerging issues, particularly when complex practice situations change unexpectedly. She'll highlight the lessons learned from introducing the coaches to the clinical environments and the benefits they were able to generate from a safety-culture standpoint.

- The linkage between clinical coaches and patient safety outcomes
- Backing clinician coaches impact with evidence to continue funding and sustaining value
- Why nurse education is a crucial cog to healthcare service sustainability

Judi Gonzalez, Acting Nursing Director Education, Practice Development Team, **Sunshine Coast Hospital and Health Service**

15:00 How ADHA Is Re-designing Its Clinical Governance To Resonate With The Digital Technologies Communities

Australian Digital Health Agency has been undertaking a transformation off late to ensure the digital systems it supports the health system so that technical and non-healthcare focused engineers and teams are better equipped to related to healthcare and design solutions that are clinically sound. As a result, the organization has developed a new clinical governance framework which brings clinical governance, safety and quality principles

closer to software and engineering teams and will result in the organization improving the preparedness of its digital systems for the needs of healthcare.

In this talk, Liz will take us through this journey and document the frameworks and protocols that shall help ADHA uphold clinical governance responsibilities as a system provider to healthcare.

Liz Keen, Director Clinical Governance - Clinical and Digital Health Standards Governance, **ADHA**

Closing Remarks from the Chair