

Moving Care from Hospital to Community: *navigating the bumps*

4th International Health Care Reform Conference
InterContinental Sydney Double Bay, 21 - 23 March 2018

FINAL PROGRAM

INTERNATIONAL SPEAKER HIGHLIGHTS:

Robin Osborn, *The Commonwealth Fund, USA*

Dr Nick Goodwin, *International Foundation for Integrated Care, UK*

Prof Judith Smith, *University of Birmingham, UK*

Prof Les Toop, *Pegasus Primary Health Organisation,
University of Otago, Christchurch, NZ*

Dr Bob Phillips, *American Board of Family Medicine, USA*

A/Prof Phui-Nah Chong, *National Health Care Group Polyclinics, Singapore*

Prof Trish Greenhalgh, *University of Oxford, Oxford, UK*



Register via <https://yrd.currinda.com/register/event/1114>

Groups of 5 or more delegates can register at the discounted rate of \$895 per delegate.

Please contact ihcrc@yrd.com.au to register a group

Program is correct as of 31/01/2018 & is subject to change without notice

WEDNESDAY 21ST MARCH

6.00 – 6.05 PM	Conference Opening Elizabeth Koff , <i>Secretary of Health, NSW Health, NSW, Australia</i>
6.05 – 7.00 PM	OPENING FORUM: The International ‘Holy Grail’ of Connected Care: Embracing the future or chasing rainbows? Chair: Prof Di O’Halloran
6.05 – 6.15 PM	Elizabeth Koff , <i>Secretary of Health, NSW Health, NSW, Australia</i>
6.15 – 6.25 PM	Robin Osborn , <i>Vice President and Director, International Program in Health Policy and Practice Innovations, The Commonwealth Fund, NY, USA</i>
6.25 – 6.35 PM	John Macaskill-Smith , <i>CEO, Pinnacle Midlands Health Network, Hamilton, NZ</i>
6.35 – 6.45 PM	Dr Nick Goodwin , <i>CEO, International Foundation for Integrated Care, Oxford, UK</i>
7.00 – 8.00 PM	WELCOME RECEPTION

THURSDAY 22ND MARCH


7.15 – 8.00AM	Patient Centered Primary Care Transformation is Hard Work - A facilitated round table breakfast discussion Consumer Health Forum		
8.30 – 9.00AM	Registration		
9.00 – 10.30AM	OPENING PLENARY: Moving Care from Hospital to Community: international experience and policy drivers Chair: Prof Claire Jackson		
9.00AM	Welcome to Country, Uncle Ray Davison		
9.10AM	Prof Judith Smith , <i>Director of Health Services Management Centre, University of Birmingham, Birmingham, UK</i>		
9.30AM	Prof Les Toop , <i>Chair, Pegasus Primary Health Organisation, University of Otago, Christchurch, NZ</i>		
9.50AM	Dr Bob Phillips , <i>VP Policy and Research, American Board of Family Medicine, Washington, USA</i>		
10.10AM	A/Prof Phui-Nah Chong , <i>CEO, National Health Care Group Polyclinics, Singapore</i>		
10.30 – 11.00AM	MORNING TEA, BALLROOM FOYER		
11.00AM – 12.30PM	CONCURRENT STREAM 1 <i>Capacity Building (sponsored by RACGP)</i>  Chair: RACGP Towards Whole-of-Regional Health System Integration Prof Diana O’Halloran , <i>Board Chair, Western Sydney Primary Health Network, NSW, Australia</i> A comprehensive PHC framework for Western QLD Stuart Gordon , <i>CEO, Western Queensland Primary Health Network, QLD, Australia</i>	CONCURRENT STREAM 2 <i>Business / Funding Models</i> Chair: Patrice Cafferky, Brisbane South PHN Prof David Peiris , <i>Director, Centre for Health Systems Science, The George Institute, NSW, Australia</i> Nick Steele , <i>Deputy Director General, Healthcare Purchasing and System Performance, Queensland Health, QLD, Australia</i>	CONCURRENT STREAM 3 <i>20 years in the care integration business – turning talk into outcomes</i> Chair: A/Prof Charlotte Hespe, University of Nortre Dame Dr Nick Goodwin , <i>CEO, International Foundation for Integrated Care, Oxford, UK</i> Robin Osborn , <i>Vice President and Director, International Program in Health Policy and Practice Innovations, The Commonwealth Fund, NY, USA</i>

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Midwest Region of WA Rural and Remote Service Integration Linda Richardson , <i>General Manager - Place-based Commissioning & Engagement, Western Australia Primary Alliance, WA, Australia</i>	The use of early outcome data to inform system purchasing models Dr Yalchin Oytam , <i>NSW Ministry of Health, NSW, Australia</i>	Prof Les Toop , <i>Chair, Pegasus Primary Health Organisation, Christchurch, NZ</i>
Lessons learnt from embedding integrated care in the West Moreton HHS Prof Geoffrey Mitchell , <i>Professor of General Practice and Palliative Care, University of Queensland, QLD, Australia</i>	Funding For Outcomes Adrian Carson , <i>CEO, Institute for Urban Indigenous Health, QLD, Australia</i>	Prof Claire Jackson , <i>Director, UQ-MRI Centre for Health System Reform and Integration; Professor in Primary Care Research, University of Queensland, QLD, Australia</i>

12.30 - 1.30PM **LUNCH, BALLROOM FOYER**

12.30 - 1.30PM Harkness Fellowships Lunch Session, *Sponsored by CMWF* 

1.30 – 3.00PM	CONCURRENT STREAM 4 <i>Care Transformation</i>	CONCURRENT STREAM 5 <i>Policy Enablers (sponsored by AHHA)</i> 	CONCURRENT STREAM 6 <i>Digital Health in Care Transfer</i>
	Chair: NSW Health	Chair: Dr Lincoln Thurect, AHHA	Chair: Dr Mukesh Haikerwal, General Medical Practitioner, AC
	What the Primary Health Care Advisory Group really said Dr Steve Hambleton , <i>Deputy Chairman, Australian Digital Health Agency Expansion Programme, QLD, Australia</i>	Enabling Hospital to Community Transition Caroline Edwards , <i>Deputy Secretary, Health Systems Policy, Department of Health, ACT, Australia</i>	Clinician and Consumer Innovation/Engagement in Digital Health Dr Monica Trujillo , <i>Chief Clinical Information Officer & Executive General Manager, Clinical and Consumer Engagement and Clinical Governance, Australian Digital Health Agency, QLD, Australia</i>
	Bankstown-Lidcombe Ambulatory Care Unit - bridging the gap between hospital and community A/Prof Bin Ong , <i>Director Ambulatory Medicine, Bankstown-Lidcombe Hospital/University of NSW, NSW, Australia</i>	Using Joint Commissioning principles on the journey to outcome based payments in primary care Catherine Turner , <i>Executive Manager Quality, Commissioning and Improvement, Hunter New England Central Coast Primary Health Network, NSW, Australia</i>	Prof Trish Greenhalgh , <i>Professor of Primary Care Health Sciences, Nuffield Department of Primary Care Health Sciences, University of Oxford, Oxford, UK</i>
	“We can work together, talk together”: Reforming Primary Health Care in a remote Aboriginal community Dr Paul Burgess , <i>Northern Territory Department of Health, NT, Australia</i>	The essentials of governance for integrated care Caroline Nicholson , <i>Director, Mater UQ Centre for Integrated Care & Innovation, QLD, Australia</i>	Hunter New England Smart eReferrals John Bailie , <i>Executive Manager, Hunter New England Central Coast Primary Health Network, NSW, Australia</i>
	Navigating the healthcare neighborhood: Reframing care around patients and their primary care ‘home’ Rhiannon Beck , <i>Senior Project Officer, NSW Agency for Clinical Innovation, NSW, Australia</i>	Formative evaluation of the NSW Integrated Care Strategy - application of a Capability Model to map implementation James Linden , <i>Project Manager, Health Systems Information and Performance Reporting, NSW Ministry of Health, NSW, Australia</i>	Using Digital Health to enable Integration for Elderly Residents in Aged Care Facilities Cynthia Stanton , <i>General Manager Primary Care Advancement & Integration, Sydney North Primary Health Network, NSW, Australia</i>
	An evaluation of care coordination for children with chronic and complex conditions in Australia: experiences and needs of healthcare providers Lisa Altman , <i>Head of Integrated Care, Sydney Children’s Hospitals Network, NSW, Australia</i>	Integrated Care for People with Chronic Conditions: moving a focused program towards system-wide service integration Erin Lilley , <i>Manager, Integrated Care Implementation, NSW Health, NSW, Australia</i>	The eConsultant Rachel De Sain , <i>Executive General Manager - Innovation & Development, Australian Digital Health Agency, NSW, Australia</i>

3.00 – 3.30PM **AFTERNOON TEA, BALLROOM FOYER**

3.30 – 5.00PM **Consumer engagement in new models of care: the health system’s ‘Secret Sauce?’**
Chair: Dr Jeff Lowe, General Practice New Zealand

3.30PM **Prof Trish Greenhalgh**, *Professor of Primary Care Health Sciences, Nuffield Department of Primary Care Health Sciences, University of Oxford, Oxford, UK*

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3.45PM	Leanne Wells , CEO, Consumers Health Forum of Australia, ACT, Australia
4.00PM	Patient Reported Outcome Measures: an evolving driver Raj Verma , Director Clinical Program Design and Implementation, NSW Agency for Clinical Innovation, NSW, Australia
4.15PM	Developing comprehensive primary care models: the consumer perspective Dr Suzanne Robinson , Associate Professor, Curtin University, WA, Australia
4.25 PM	Towards people-centred care policy at a population level Prof Julie Hepworth , School of Public Health and Social Work, Queensland University of Technology

5.00 – 6.00PM **NETWORKING DRINKS – BALLROOM FOYER**

FRIDAY 23RD MARCH: SYSTEM INNOVATION

7.30 – 8.15AM PCMH Launch, **Western Sydney Primary Health Network**

8.30 – 9.00AM Registration

9.00 - 10.30AM **The Health Care Home: where are we?**
Chair: TBC

9.00AM **Dr Elizabeth Deveny**, CEO, South Eastern Melbourne Primary Health Network, VIC, Australia

9.15AM **Phil Edmondson**, CEO, Primary Health Tasmania, TAS, Australia

9.30AM **Prof Jennifer DeVoe**, Professor and Chair, Department of Family Medicine, Oregon Health and Science University, Oregon, USA

9:45AM **Koula Totsidis**, GP Improvement & Integration, Eastern Melbourne Primary Health Network, VIC, Australia

10.00AM **John Macaskill-Smith**, CEO, Pinnacle Midlands Health Network, Hamilton, NZ

10.30 – 11.00AM **MORNING TEA, BALLROOM FOYER**

11.00AM – 12.30PM	CONCURRENT STREAM 7 <i>Evaluation</i>	CONCURRENT STREAM 8 <i>Connected care</i>	CONCURRENT STREAM 9 <i>Population based linkage</i>
	Chair: Prof Kirsty Douglas, AAAPC	Chair: Pattie Hudson, Central QLD, Wide Bay, Sunshine Coast PHN	Chair: Dr Andrew Knight, SWSLHD
	The Coordination of Health Care Study Claire Sparke , Unit Head, Population Health Unit Health Group, Australian Institute of Health and Welfare, NSW, Australia	'GPwSI – a growing force in community capacity building' Victoria Yellmaty , University of Queensland, QLD, Australia & Dr Carl de Wet , Gold Coast Health GPLO, QLD, Australia	The transition from hospital to community - Lessons from Europe Dr Viktoria Stein , Director of Education and Training, International Foundation for Integrated Care, Oxford, UK
	The OPTIMISE Partnership: improving accessibility, quality and coordination of primary health care for refugees in Australia Dr Grant Russell , Head of School, School of Primary Health Care and SAPCRU, Monash University, VIC, Australia	The Deteriorating RACF Resident Project Therese Jepson , Clinical Nurse Consultant, North Sydney Local Health District, NSW, Australia	It Pays to be Well Connected - Delivering an integrated system of care in Western New South Wales, Australia Louise Robinson , Program Manager Integrated Care, Western NSW Local Health District, NSW, Australia
	The Western Sydney Integrated Care Program: Qualitative Evaluation Dr Steven Trankle , Research Fellow, Western Sydney University, NSW, Australia	Helping a community to help their kids: Bringing services together in a community hub in inner-city Sydney Erin Miller , Sydney Local Health District, NSW, Australia	The Healthy Homes and Neighbourhoods Integrated Care Initiative A/Prof John Eastwood , Adjunct Associate Professor, Public Health, School of Public Health, Menzies Centre for Health Policy, NSW, Australia

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Assessing the Quality of Patient-Provider Relationships in Care Dr Lauren Ball , <i>NHMRC Early Career Research Fellow, Menzies Health Institute Queensland, QLD, Australia</i>	Achieving Equity, Effectiveness and Efficiency - Digital Health in Allied Health Angela Firth , <i>Allied Health Initiatives Manager, Western NSW Local Health District, NSW, Australia</i>	Pooling funds to deliver population based outcomes Prof Claire Jackson , <i>Director, UQ-MRI Centre for Health System Reform and Integration; Professor in Primary Care Research, University of Queensland, QLD, Australia</i>
An emergent approach to integrating health care in NSW Tish Bruce , <i>Executive Director, Health and Social Policy Branch, NSW Ministry of Health, NSW, Australia</i>	Supporting care of the frail older person in the community from the hospital - evidence and action Dr Elsa Dent , <i>MRI-UQ Centre for Health System Reform & Integration, QLD, Australia</i> & Sophie Shrapnel , <i>Mater UQ Centre for Integrated Care & Innovation, QLD, Australia</i>	Promoting Continuity of Care Through Understanding What Influences Patients With Chronic Disease to Visit Multiple General Practitioners Dr David Cosgriff , <i>Academic Registrar, Western Sydney University, NSW, Australia</i>
Results from implementing a program to build capacity through co-location in primary care for refugees - 5 years on Donata Sackey , <i>Deputy Director, Mater UQ Centre for Integrated Care & Innovation, QLD, Australia</i>	Family Medicine Clinic: A case study of a hospital-general practice redesign to improve chronic disease care in the community A/Prof Yee Wei Lim , <i>Department of Medicine, Yong Loo Lin School of Medicine, National University of Singapore, Singapore</i>	

12.30 – 1.30PM

LUNCH, BALLROOM FOYER

12.30 - 1.30PM

International Implementation Research Network in Primary Care Meeting

1.30 – 3.00PM

CONCURRENT STREAM 10

Progressing a regional approach to service integration initiatives

Chair: Dr John Katrissios, Brisbane South PHN

The Primary Care Practice Improvement Tool (PC-PIT) for organisational performance improvement: A framework for use in Australian Primary Health Networks
Dr Lisa Crossland, *Senior Research Fellow, Mater-UQ Research Institute, QLD, Australia*

Targeting support to effectively implement new primary healthcare initiatives within Australian general practices
Lynelle Hales, *CEO, Sydney North Primary Health Network, NSW, Australia*

Providing care closer to home for rural people - The role of regional health care networks. A Qualitative Study of Four Rural New Zealand Communities
Dr Carol Atmore, *Foxley Fellow, University of Otago, Otago, NZ*

Preparing for the rising tide of end of life care – integrating primary and secondary care
Prof Geoffrey Mitchell, *Professor of General Practice and Palliative Care, University of Queensland, QLD, Australia*

Are we there yet? Implementing 'integrated care' and managing change in the NSW Health system
Dr Liz Gould, *Health Service Manager, NSW Ministry of Health, NSW, Australia*

CONCURRENT STREAM 11

Messages from transforming practices and their communities

Chair: Fiona Thomson, General Practice, New Zealand

Transforming General Practice to PCMH – the WentWest experience
A/ Prof Walter Kmet, *CEO, WentWest Limited, NSW, Australia*

The Australasian health care home collaboration -international transformation
Helen Parker, *Director, Venutres, Pinnacle Group Hamilton, NZ*

Wellnet Integrated Care Program - Supporting Chronic Disease Management Through a Patient Centred Medical Home Model
Dr Eleanor Chew, *Clinical Lead, Sonic Clinical Services, NSW, Australia*

Taking tablets on the road. Community health nurses' experiences of using mobile computing technology
Kathleen Schofield, *Palliative Care Clinical Nurse, South Western Sydney Local Health District, NSW, Australia*

Health professional perspectives on factors associated with discontinuity of care for stroke survivors discharged home: a qualitative descriptive study
Dr Ashley Kable, *Associate Professor, University of Newcastle, NSW, Australia*

CONCURRENT STREAM 12

System Innovation

Chair: TBC

Improving the integration of Australia's mixed-model of public and private hospital service provision.
Dr Bennie Ng, *General Manager Partnerships and Strategy, Healthscope, VIC, Australia* & **Annette Panzera**, *Director of Health Policy, Catholic Health Australia, ACT, Australia*

An evaluation of the Specialist Palliative Care Consultancy (SPCCS) and Talking About End of Life (TAEOL). Implementation of a specialist palliative care consultancy service and targeted training increase residential aged care facilities' capacity to provide end of life care.
Dr Claire Johnson, *Research Fellow, University of Western Australia, WA, Australia*

After-hours primary care presentations in the emergency department: time to consider integrated models of care?
Dr Heike Schütze, *Lecturer, School of Health and Society, University of Wollongong, NSW, Australia*

What is the role of PHI in system innovation?
Dr Rachel David, *CEO, Private Healthcare Australia, ACT, Australia*

The Hospital of the Future: how leading hospitals in Europe envision their role within a network of integrated services
Pablo Borrás, *Senior Associate, Centre for Research in Healthcare Innovation Management, IESE Business School, Spain*



3.00 – 3.30PM

AFTERNOON TEA, BALLROOM FOYER

3.30 – 4:30PM

CLOSING PLENARY: Hospital to Community – what does the future hold?

Chair: *Caroline Nicholson, Mater UQ Centre for Integrated Care & Innovation*

Mark Cormack, *Deputy Secretary, Department of Health, ACT, Australia*

Dr Rachel David, *CEO, Private Healthcare Australia, ACT, Australia*

Dr Bastian Siedel, *President, The Royal Australian College of General Practitioners, VIC, Australia*

A/ Prof Walter Kmet, *CEO, WentWest Limited, NSW, Australia*

2018 ORGANISING COMMITTEE

Prof Claire Jackson, *Director, UQ-MRI Centre for Health System Reform and Integration;
Professor in Primary Care Research, University of Queensland, QLD, Australia*

Caroline Nicholson, *Director, Mater UQ Centre for Integrated Care & Innovation,
Mater Misericordiae Ltd, QLD, Australia*

Prof Diana O'Halloran, *Board Chair, Western Sydney Primary Health Network, NSW, Australia*

Dr Nigel Lyons, *Deputy Secretary, NSW Health, NSW, Australia*

Mark Booth, *First Assistant Secretary, Department of Health, ACT, Australia*