

Virtual Improving Patient Outcomes and Experiences

Implementing human-centred design to achieve better long-term patient outcomes

Online → Wednesday, 7 April 2021 | 09:00am NZST

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Agenda Overview

Healthcare is undergoing rapid and ubiquitous transformation, with the focus on improving long-term patient outcomes and experiences being of paramount importance as new methods for delivering services grow in demand. Healthcare systems and providers across the world are under pressure to create a future that facilitates the patient's engagement in their own healthcare. Accompanying this is the call for clinician access to patient information and knowledge to further enhance their clinical practice, and for health systems the world over to be integrated, high performing and sustainable. Never has the drive to provide better healthcare with patients at the centre been bigger. Digitalisation, relevant staff training, system-wide up-skilling, and designing human-centric patient journeys are key variables to improving services and providing better outcomes for all New Zealanders.

Public Sector Networks **Improving Patient Outcomes and Experiences** Virtual Event will showcase leading digital healthcare initiatives from across New Zealand. Today's patients have higher expectations and count on seamless care delivery. Research shows that healthcare providers with higher patient experience results are also more successful financially and able to deliver better clinical care. Attend the event to learn from your global peers and refresh, motivate and integrate a Future Healthcare mindset.

Who Attends?

CEOs | CIOs | Chief Experience Officer | Chief Medical Officer | Clinical experts (Surgeons, nurses, clinicians, etc) | Healthcare Providers (Hospitals, Healthcare facilities, etc) | Digital Transformation | Innovation | Procurement & Regulators | Policy-Makers

Speakers



Lisa Saffarek
Clinical Director Virtual Care,
Vancouver Island Health Authority



Don Matheson
Deputy Director-General, Public Health and Primary Care Transformation,
Ministry of Health



David Price
Director of Patient Experience & Acting Associate General Manager, Waitakere Hospital
Waitematā District Health Board



Robyn Whittaker
Assoc. Professor and Clinical Director of Innovation,
Waitematā District Health Board



Russell Simpson
Chief Executive Officer,
Whanganui District Health Board

Reasons to Attend

Understand how to build a stronger customer focus with better long-term outcomes for patients 

Identify how to become a fully digitally enabled and integrated healthcare provider that places patients, carers, and families at the centre 

Leveraging digital solutions that facilitate better healthcare access, continuity of care and collaboration between providers and patients 

Learn how to improve leadership and workforce management 



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09:00am	PSN Welcome
09:10am	Chair Opening
09:20am	<p>International Keynote: Rolling Out Technology and Digitalisation to Improve Patient Outcomes</p> <ul style="list-style-type: none"> Using IoT to enable better outcome-based care Implementing automation and digitalisation to deliver efficient patient data and digital health records <p>Lisa Saffarek, <i>Clinical Director Virtual Care</i>, Vancouver Island Health Authority</p>
09:40am	<p>Government Keynote: Can AI have EQ?</p> <ul style="list-style-type: none"> Delivering better patient-centred care - discerning when and why the personal relationship between carer and patient is important The impact of AI and telemedicine in patient-carer relationships - ensuring patient's needs drive digital services <p>Don Matheson, <i>Deputy Director-General, Public Health and Primary Care Transformation</i>, Ministry of Health</p>
10:00am	<p>Government Keynote: Putting Patients and Whānau at the Heart of Healthcare</p> <ul style="list-style-type: none"> Connecting task and compassion to achieve more personalised and preventative health care Moving from clinician centred to patient centred healthcare delivery <p>David Price, <i>Director of Patient Experience & Acting Associate General Manager, Waitakere Hospital</i>, Waitematā District Health Board</p>
10:20am	Refreshment Break

10:25am	<p>Panel Session: Creating a more Innovative, Human-Centred Healthcare System</p> <ul style="list-style-type: none"> How can we ensure our current healthcare system is delivering more personalised, patient-centric healthcare? How can technology and a further step into digital health functions aid this vision? What is being done to further create and sustain a robust, engaged, and caring workforce for healthcare providers and their patients - both through new technology and digital processes, and in the flesh? What is needed to implement better mentoring, training, and upskilling programs for healthcare workers? How are your organisations working to adapt and adopt to the new digital health landscape - what's working and what's not? <p>Robyn Whittaker, <i>Assoc. Professor and Clinical Director of Innovation</i>, Waitematā District Health Board</p> <p>Russell Simpson, <i>Chief Executive Officer</i>, Whanganui District Health Board</p>
11:00am	Close