

# Virtual Improving Patient Outcomes and Experiences

Achieving better patient outcomes with digitalisation and data

Online → Tuesday, 10 August 2021 | 11:00am AEST

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## Agenda Overview

Today's patients have higher expectations and expect seamless care journeys and delivery. Research shows that healthcare providers with higher patient experience results deliver better clinical care and are also efficient and financially successful. Never has the drive to provide better healthcare with the patients at the centre been bigger. Digitalisation, staff training and up-skilling and designing human-centres patient journeys are key to improve services and provide better outcomes.

Public Sector Networks **Improving Patient Outcomes and Experiences** Virtual Event will bring together key executives to share insights and showcase examples from across Australia to discuss key insights into how public healthcare organisations can achieve digitally enabled patient-centric care.

## Who Attends?

**Chiefs/Directors/Heads/Managers of:**

Patient Experience | Telehealth | Digital Transformation | Innovation Patient Care | Quality | Chief Medical Officers

## Speakers



**Deb Pallavicini**  
General Manager Primary Care  
Advancement  
Sydney North Health Network

## Speakers



**Prof Erwin Loh**  
Group Chief Medical Officer & Group  
General Manager of Clinical Governance  
St Vincent's Health Australia



**Bernadette Kenny**  
General Manager, Primary Care Innovation  
and Development  
WA Primary Health Alliance



**Narelle Doss**  
Executive Director, Digital Strategy &  
Transformation Branch, eHealth  
Queensland Health



**Lea Kirkwood**  
Acting Executive Director, System  
Transformation Evaluation and Patient  
Agency for Clinical Innovation



**Paul Creech**  
General Manager  
Australian Digital Health Agency



**Andy Hurt**  
Managing Director, ANZ  
Poly





**Nicholas Trpezanovski**  
Head of Corporate Accounts &  
Government Affairs  
Hillrom



**Judith Boskett**  
Director of Sales & Business  
Development  
Civica

## Reasons to Attend

Understand how to create a fully digitally enabled and integrated healthcare system 

Identify how to upskill and train staff to deliver patient-centric care 

Learn how to leverage data to achieve real-time insights and decision making 



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11:00am	PSN Welcome
11:10am	Chair Opening: <b>Improve Patient Outcomes and Experiences</b> <b>Tanya Kelly</b> , <i>Clinical Director, Digital Transformation, Sunshine Coast Hospital and Health Service</i>
11:20am	Keynote: <b>Designing human-centred patient experiences</b> <ul style="list-style-type: none"> <li>Creating a fully digitally enabled and integrated healthcare system that places patients at the centre</li> <li>Bringing staff along on the journey with effective training</li> </ul> <b>Deb Pallavicini</b> , <i>General Manager Primary Care Advancement, Sydney North Health Network</i>
11:35am	Partner Session: <b>Telehealth, Managing global pandemics effectively with collaboration</b> <b>Andy Hurt</b> , <i>Managing Director, ANZ, Poly</i>
11:50am	Keynote: <b>Rolling out patient experience strategies and capturing feedback</b> <ul style="list-style-type: none"> <li>Creating a strategy and journey map to achieve better patient outcomes and experiences</li> <li>Developing and monitoring of quality metrics including patient reported outcomes and experiences</li> </ul> <b>Prof Erwin Loh</b> , <i>Group Chief Medical Officer &amp; Group General Manager of Clinical Governance, St Vincent's Health Australia</i>
12:05pm	Partner session: <b>Unlocking real-time data and decision making through technology</b> <b>Judith Boskett</b> , <i>Director of Sales &amp; Business Development, Civica</i> <b>Simon Kimber</b> , <i>Experience Product Manager, Civica</i>

12:20pm	Keynote: <b>Creating and sustaining an engaged and caring workforce</b> <ul style="list-style-type: none"> <li>Upskilling and training staff to deliver patient-centric care</li> <li>Implementing mentoring, training and upskilling programs</li> </ul> <b>Bernadette Kenny</b> , <i>General Manager - Primary Care Innovation and Development, WA Primary Health Alliance</i>
12:35pm	Refreshment Break
12:40pm	Panel Session <b>How to create seamless care journeys</b> <ul style="list-style-type: none"> <li>How do you utilise data analytics for real-time and insight-based decision making?</li> <li>What technology and process improvements can assist?</li> <li>How to bring your staff along on the patient-centric journey?</li> <li>What kind of training and upskilling is needed?</li> </ul> <b>Narelle Doss</b> , <i>Executive Director, Digital Strategy &amp; Transformation Branch, eHealth, Queensland Health</i> <b>Lea Kirkwood</b> , <i>Acting Executive Director, System Transformation Evaluation and Patient Experience, Agency for Clinical Innovation</i> <b>Paul Creech</b> , <i>General Manager, Australian Digital Health Agency</i> <b>Nicholas Trpezanovski</b> , <i>Head of Corporate Accounts &amp; Government Affairs, Hillrom</i>
1:10pm	End of Conference

## Partners



Platinum Partner



Gold Partner



Silver Partner