



Health & Human Services Community

Victorian Health Innovation Roadshow

A Whole-Of-Sector Collaboration Toward Future-proof, Value-Based & Person-Centred Care

Thursday, 27 October 2022

Collins Square, Melbourne

Agenda at a Glance

Headlines have reported a Victorian health system under unprecedented stress. The consequences of prolonged lockdown and years of digital transformation bottlenecks still surfacing in year-three of the pandemic.

These are pivotal times for the Victorian health system, with innovation and systems re-design now being crucial to meet current and future demands. From workforce burnout in emergency and nursing to quality and accessibility issues, the cost of not innovating and collaborating skyrockets to disproportional highs. Fortunately, in an era of equally unprecedented technological, analytical, and research capability, there exists a profound opportunity to redefine the future of Victorian healthcare.

After significant achievements in publishing state and nation-wide health strategies, digital health roadmaps and the Health Service Partnerships guidelines, the focus now becomes bringing together the entire system.

Public Sector Network's **'Victorian Health Innovation Roadshow'** 2022 focuses on overcoming today's collective health system challenges through whole-of-sector collaboration and innovation. The full-day event features real case-studies and best practice on topics such as linked data, interoperability, and shared voices to inform decision-making and person-centred design. The event will explore what it takes to empower and equip the health workforce for the future, leveraging digital technology, and effective implementation for healthcare transformation.

Join us for a not-to-be-missed opportunity to collaborate and partner with peers on the same journey in a collective effort shaping the future of health!

[CLICK HERE TO REGISTER NOW!](#)



Who You'll Meet

Senior Public Sector Leaders from:

- Medical, Clinical, Health
- Nursing
- Digital, Transformation, Innovation, Virtual Care
- CX, Patient & Clinician Experience
- Strategy & Improvement
- HR, Workforce, People & Culture
- Data, Analytics, Informatics, Automation
- Operations, Projects, Planning, Systems, Procurement
- Health Technology & IT

Benefits of Attending



Benchmark and uncover the cutting-edge innovations, best practices, strategies and technologies that lead the Victorian healthcare sector for adaptability, efficiency and outcomes



Learn new, out-of-the-box perspectives to navigate and drive digital transformation, workforce empowerment, and patient experience during crisis



Discover rich insights to leveraging health analytics and uplift digital capabilities for outcome-based, data-driven and interoperable care, connecting the greater health system



Network, collaborate, and be inspired to action by joining your peers in facilitated and dynamic roundtable discussions about the most pressing issues in today's healthcare climate

Key Themes for 2022

Data, Analytics & Automation to Improve Healthcare Decision-Making

Empowering the Health Workforce of the Future

Advancing Digital Transformation for Seamless Care Journeys

Digital Interoperability & Linked Data for Connected Care

Patient & Clinician Experience, Accessibility & Person-Centred Design

Your Inspiring Speakers



MARC BUDGE

Clinical Director, Integrated Care Services

Bendigo Health



PROF. ZOE WAINER

Deputy Secretary, Public Health

Victorian Department of Health



MICHELLE FENWICK

Executive Director, People & Culture

Northern Health



PROF. ANDREW WILSON

Chief Medical Officer

Safer Care Victoria



PROF. TONY WALKER ASM

Chief Executive Officer

Ambulance Victoria



DR LANCE EMERSON

Chief Executive Officer

Victorian Agency for Health Information (VAHI)



PROF. ERWIN LOH

Group Chief Medical Officer & Group GM, Clinical Governance

St Vincent's Health Australia



JODIE GEISSLER

Deputy Secretary, Commissioning & System Improvement

Victorian Department of Health



ADJ. PROF. RUSSELL HARRISON

Chief Executive Officer

Western Health



MARTIN KEOGH

Chief Operating Officer

Monash Health



AMY MCKIMM

Chief Digital Health Officer

Alfred Health



ANAND CHINNACHAMY

Senior Solutions Architect

Okta



KEN SAMAN

CEO

Personify Care



RON EMERSON

Global Healthcare Lead

Zoom



ROGER BURGESS

CIO Advisor

Zoom

“ It was great to get the insights from a range of speakers.

Australian Primary Health Care Nurses Association

8:00am Registration and Networking

8:40am Welcome from Public Sector Network

8:50am Welcome from the Chair

Marc Budge, *Clinical Director, Integrated Care Services, Bendigo Health*

9:00am Government Keynote: **Evolving into an Anti-Fragile, Value-based & Person-Centred Healthcare System**



Prof. Zoe Wainer, *Deputy Secretary, Public Health, Victorian Department of Health*

9:20am Partner Session: **Zoom for Healthcare, a Global Perspective**

The world has witnessed a huge change since the beginning of 2020 and it impacted not only the way we work but every other aspect of our lives. Please join us for a discussion on the rise of decentralized and digital first healthcare. Join us to hear;

- Industry trends on decentralization and a digital first approach
- Why and how Zoom values the healthcare industry
- What healthcare organizations and startups can do to leverage from Zoom platform to optimize the patient/doctor experience
- Best practice tips from your global peers

Ron Emerson, *Global Healthcare Lead, Zoom*

9:40am Panel Discussion: **Creating an Whole-of-Sector, Digitally-Enabled & Interconnected Healthcare System**



- Assessing the greatest challenges and impacts of a today's healthcare system - and discovering effective solutions
- Identifying opportunities for trust, communication, collaboration, and partnerships across health services, policy, and community
- Examining the best use of technology, virtual mediums, and digital infrastructure for person-focused, inclusive, and digitally accessible care
- Using health data to strengthen multidisciplinary and cross-organisational collaboration
- Creating a truly patient-driven, whole-of-sector, and future-proof healthcare system

Jodie Geissler, *Deputy Secretary, Commissioning & System Improvement, Victorian Department of Health*

Prof. Andrew Wilson, *Chief Medical Officer, Safer Care Victoria*

Adj. Prof. Russell Harrison, *Chief Executive Officer, Western Health*

Amy McKimm, *Chief Digital Health Officer, Alfred Health*

10:15am Partner Session: **Using Identity as a Core Security Control in Healthcare**

The pandemic introduced new opportunities in healthcare; virtual health delivery is increasing, yet disconnected, and the focus is shifting to building the holistic patient story. Additionally, the healthcare industry now faces the highest average cost of a breach.

With that in mind, how can you ensure the right users are authenticated from a secured device when managing thousands of locations and networks across providers, employees, contractors, and medical and nursing students, while still providing a frictionless patient experience?

Learn more about:

- How Aged Care and hospitals are evolving their security strategies to manage secure and easy access for users across devices and networks
- Best practices for ensuring that your Identity and Access Management strategy aligns with your plans for Zero Trust
- Guidance on providing seamless patient experience and cybersecurity, data privacy, and regulatory compliance simultaneously

Anand Chinnachamy, *Senior Solutions Architect, Okta*

10:35am

Government Case-Study: **Reducing \$1.8B in Healthcare Costs: The 2022 Opportunity for Victorian Health Analytics & Linked Data**

- Data interoperability, big-data, and linked data in patient-pathways across health services, whilst overcoming the issues around transparency, privacy and trust
- Driving value from healthcare data and analytics to generate insights and improvement
- The role of data transparency in improving health service quality, safety and performance
- The importance of Patient Reported Outcome Measures and clinical registry data to patient care

Dr Lance Emerson, *Chief Executive Officer*, **Victorian Agency for Health Information (VAHI)**

10:55am

Morning Tea and Networking Break

11:20am

Roundtable Discussions

Roundtable 1: **The Need for a Collaborative Healthcare Strategy: Why do you must focus on ease and efficiency?**

Healthcare has emerged as a transformed industry through all the crisis over the last few years. It has seen rapid tech adoption, shifts in business processes and changes in the mindset of all healthcare professionals. This roundtable will focus on:

- The challenges we continue to face when delivering hybrid care;
- How do we continue to improve patient and employee experiences
- How do we keep virtual visits simple and seamless

Facilitated by Roger Burgess, *CIO Advisor*, **Zoom** & **Vanessa Langfield**, *Healthcare Lead*, **Zoom**

Roundtable 2: **How to Realise Identity in days, not months**

The digital transformation journey many government departments are on is challenging to say the least. They've learned over time that they cannot securely achieve their organisational growth goals using their existing, outdated technologies.

Learn how modernising legacy technologies is the foundation of digital transformation and will provide:

- Overall reduction of costs and increased business agility.
- Increase patient engagement across digital channels.
- Optimisation through consolidating to a central identity plane, connecting all of these various apps, and various partners, and increasing the mandate for centrally managed MFA
- Increased visibility with the broader operational security team and enabled them to provide federated identity services in days, not months

Facilitated by Anand Chinnachamy, *Senior Solutions Architect*, **Okta**

Roundtable 3: **Exploring the role of digital innovation in elective surgery optimisation and recovery programs**

- Discussing progress on elective surgery recovery post-covid disruptions
- Examining active waitlist management, patient flow, LOS optimisation and enhancing the patient experience
- Exploring the role of digital innovation - its challenges, barriers and rapid deployment models

Facilitated by Ken Saman, *CEO*, **Personify Care**

12:20pm Panel Discussion: **Opportunities in the Victorian Health Workforce Crisis**



- Unveiling today's greatest health workforce challenges - sense-checking opportunities, learning and solutions
- How can we best empower the workforce to meet demand & quality into the future, and what role does digital/data-literacy and accessibility play?
- How might we encourage and enable out-of-the-box thinking, adaptation and data-driven culture?
- Next steps for uplifting capability/capacity, change management, leadership and collaboration for a thriving workforce during crisis and beyond

Prof. Tony Walker ASM, *Chief Executive Officer, Ambulance Victoria*

Michelle Fenwick, *Executive Director, People & Culture, Northern Health*

Martin Keogh, *Chief Operating Officer, Monash Health*

1:00pm Closing Keynote: **Astronomy and Patient Centred Care - Changing the Centre of Gravity to go from average to leader in Patient Experience in a large National Not-For-Profit Health Network**



- Current health systems are designed around providers and there is a need for a transformational shift to being patient-centric
- Healthcare has barriers that prevent the adoption of innovative digital solutions to provide virtual care that put patients first
- The way we deliver health to people needs to be disrupted from the ground up so that the focus is on well-being rather than sickness
- The use of data to support change can lead to meaningful improvements that can be objectively measured to demonstrate success

Prof. Erwin Loh, *Group Chief Medical Officer & Group GM, Clinical Governance, St Vincent's Health Australia*

1.20pm **Lunch and Event Closed**



The whole event was well coordinated, the presentations were very informative and the presenters provided accurate and honest content”

Queensland Health

Thank You to our Partners

Platinum

zoom

okta

Bronze

 personifycare



CONNECTING GOVERNMENT
WWW.PUBLICSECTORNETWORK.CO

AUSTRALIA / NEW ZEALAND

P +61 2 9057 9070

E info@publicsectornetwork.co

USA / CANADA

P +1 (647) 969 4509

E contact@publicsectornetwork.co

