



ASIA-PACIFIC HEALTH LEADERSHIP CONGRESS



CAIRNS

Convention Centre
28 – 30 October 2026

CONGRESS PROGRAM

**Program subject to change*

PRE-CONGRESS EVENTS: TUESDAY 27 October 2026	
9.00am	REGISTRATION OPEN – Main Entry, Cairns Convention Centre
Tuesday 27 October 9.30am - 3.30pm	Pre-Congress Workshops – NEW FOR 2026! You must be pre-registered to attend, if you would like to register click here: LINK Workshop 1: Innovating for Public Value Facilitator: Brad Birt MBA, GAICD Workshop 2: Better, Safer, Smarter Care: Health Leadership Intensive Facilitators: A/Assoc Prof John Rasa LMFCHSM CHE and Dr Margaret Way FCHSM CHE
Tuesday 27 October 4.00pm - 5.30pm	2026 ACHSM Annual General Meeting Venue: Cairns Convention Centre, Meeting rooms 9 & 10
Tuesday 27 October <i>Pre-dinner drinks from 6.15pm</i> <i>Dinner from 7.00pm</i> <i>Concludes 9.30pm</i>	ACHSM Fellows Dinner (open to all ACHSM Fellows, registration essential) Venue: Hemmingways – Cairns Wharf, Wharf St, Cairns City, QLD Mary Harris Oration: Dr Shirley Bowen FCHSM (Hon), Director-General, Department of Health WA KINDLY SUPPORTED BY  

DAY 1: WEDNESDAY 28 October 2026	
8.00am	REGISTRATION OPEN – Main Entry, Cairns Convention Centre
OFFICIAL OPENING 9.00am - 9.30am	
ROOM	Auditorium, Cairns Convention Centre
9.00am - 9.05am	WELCOME TO COUNTRY
9.05am - 9.15am	ACHSM WELCOME Elizabeth Koff AM FCHSM, ACHSM College President
9.15am - 9.30am	OFFICIAL OPENING



PLENARY 1 | 9.30am-10.35am | LEADERSHIP
Wed 28 Oct

CHAIRPERSON	Dr Neale Fong FCHSM CHE , ACHSM College Vice President KINDLY SUPPORTED BY  Queensland Government
9.30am - 9.35am	SPONSOR ADDRESS - Queensland Health
9.35am - 9.50am	INTERNATIONAL KEYNOTE ADDRESS:  Mark Gordon, CEO, Health System Intelligence
9.50am - 10.35am	KEYNOTE PANEL: Overview of the state of health and the health sector. The state of the nation, including global perspectives Mark Gordon , CEO, Health System Intelligence Dr Karen Luxford FCHSM CHE , Group CEO, Australian Council on Healthcare Standards (ACHS) & ACHS International Noelle Cridland , Health Service Chief Executive, Metro South Health Dr Shirley Bowen FCHSM (Hon) , Director-General, Department of Health WA Facilitator: Dr Neale Fong FCHSM CHE , ACHSM College Vice President
10.30am - 10.35am	QUESTIONS TO THE PANEL
10.35am	SESSION CONCLUDES
10.35am - 11.00am	MORNING TEA and NETWORKING – EXPO AREA MEZZANINE LEVEL We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!

ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA
Stream 1 Workforce and Capability	Stream 2 Leadership & Culture	Stream 3 Digital Health & AI	Stream 4 Case-in-5 / Failure-in-5 NEW FOR 2026!	Stream 5 Aged care, Home care, Disability care – Integration
5 x 15min oral presentations	5 x 15min oral presentations	5 x 15min oral presentations	8 x 10min oral presentations	1 x 30min and 3 x 15min oral presentations
What Really Builds Rural Senior Doctors: Evidence for Transformative Postgraduate Training Pathways, Prof Hwee Sin Chong FCHSM, Executive Director, Queensland Rural Medical Service, Darling Downs Health Building the Future Workforce: The Impact of the SA Health Young Professionals Group on Leadership, Capability and System Resilience, Jagi Sandhu, YPG - Chair & Campus Operations Manager SAMI, SA Health Young Professionals Group and Baani Adhvaryu, SA Health Young Professionals Group Bridging Generations in Healthcare Workforces, Mitch Driver MCHSM, Health Management Intern, Townsville Hospital and Health Service General Medicine Horizons: Workforce mapping and accreditation process to influence workforce reform priorities, Dr Nicole Hancock, Deputy Director, General Medicine, Bayside Health, Alfred Care Group	From Dutch Paediatrician to Transformational Leader as Chief Medical Officer in Aotearoa New Zealand: The Inner Work Required Beyond Targets and Performance, Dr Nathalie de Vries, Kaiuringi - Chief Medical Officer and GM Child & Youth, Health New Zealand - Whanganui District Leadership as the Lever: Integrating Execution and Leadership Capability to Deliver Results at Scale, Ian MacDonald FCHSM CHE, Managing Director, Studer Group & Australian Health Services Group and Don Tidbury AFCHSM, Chief Executive Officer, DPV Health When The Doors Open: Leadership Lessons from the First Weeks of a New Hospital, Sue Mathieson MCHSM, Chair & Board Advisor, NBC Council Equipping healthcare leaders in PNG: Capacity Building for future health executives and better health outcomes, Dr Mathias Bauri, University of Papua New Guinea,	Impact of Digital Involvement in developing and embedding a new Model of Care, Clare Byrne MCHSM, Senior Transformation Partner, Monash Health and Mara Krokstrom, Transformation and Implementation Consultant, Monash Health Beyond the pilot: what it actually takes to scale AI in health systems, Prof Andrew Way AM FCHSM CHE, Independent Director and Advisor, Senior Advisor to Hunter Healthcare Australia/Beacon Human in the Loop, Dollars at Stake: From Tender to Truth in Evaluating AI Assisted Clinical Coding, Terri Fiorenza, Director Electronic Medical Record, Northern Health Evaluating the Feasibility of AI-Assisted Clinical Coding in Public Healthcare: A Proof-of-Concept Study	Harnessing AI powered analysis to drive risk maturity and patient safety improvement, Associate Professor Margaret Way FCHSM CHE, Associate Professor, Teaching and Learning, Monash University Delayed Discharge Older Patients in Queensland: System Pressures, Insights, and Opportunities, Lloyd Hopkins, Principal Planning Officer, System Planning Branch, System Policy and Planning Division, Queensland Health Applying evidence to reduce waiting times- balancing demand and capacity, Dr Anne Lewis, Research Fellow, Eastern Health/La Trobe University Reinvigorating the Daily Safety Brief: Strengthening Safety, Flow and Accountability at Northern Health, Laura Hughes MCHSM, Director, Clinical Operations and Performance, Northern Health, Linda Romano, Chief Operating Officer, Northern Health, Jennifer Gilham AFCHSM, Divisional Director	Creating opportunities for transition: The future of care between the public health and aged care sectors in Australia. What we can learn from each other (30mins), Adjunct Professor Alan Lilly FCHSM CHE, Executive Consultant, JohnStaff Advisory and Kelly Favaloro, Principal, Johnstaff Advisory Establishment of an Acute Frailty Team, Dr Alisha Spiteri, Geriatrician in ED Medical Lead - Monash at Home Aged and Rehabilitation Care and Clare Byrne MCHSM, Senior Transformation Partner, Monash Health From Chatbots to Coordination: An AI Enabled Integrated Care Framework Across Four Tracer Conditions, Dr Madhan Balasubramanian FCHSM CHE, Deputy Director, Health Care Management & Business Research Lead, Flinders Business School, Flinders University

Improving Doctor in Training Retention Through Targeted Wellbeing and Workforce Initiatives	School of Medicine & Health Sciences and Dr Tabian Ambang, Lecturer, School of Medicine and Health Sciences, University of PNG Using a Biopsychosocial Lens to Enhance Integrated Care: Lessons from Oral Health Behaviours in Pregnant Women, Dr Minalli Vasandani FCHSM CHE, Lecturer, Griffith Business School, Griffith University	A Framework for Enabling AI Applications in an Emergency Health Setting	Emergency Services and Access, Northern Health Managing variations in HACs performance in a secondary hospital: a systematic, multidisciplinary, data-driven change model, Catherine Li AFCHSM, Program Manager Clinical Best Practice, Fiona Stanley Fremantle Hospitals Group Have we adequately considered the impact of healthcare production systems on patient safety? Professor Sandra Leggat LMFCHSM, Board Chair, Bairnsdale Regional Health Service Directing Change Leading the Frontline: Redefining Safety and Governance in Private Emergency Medicine	Rethinking, Resetting and Rebuilding the NHS, Mark Gordon , CEO, Health System Intelligence
12.35pm - 12.45pm	QUESTIONS TO THE PRESENTERS			
12.45pm - 1.45pm	LUNCH and NETWORKING – EXPO AREA MEZZANINE LEVEL We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there’s barista coffee – courtesy of Griffith University Coffee Cart!			

PLENARY 2 1.45pm - 3.15pm SOCIAL CAPITAL AND INCLUSION		Wed 28 Oct
ROOM	Auditorium, Cairns Convention Centre	
CHAIRPERSON	Dr Neale Fong FCHSM CHE, ACHSM College Vice President	
1.45pm - 2.15pm	KEYNOTE ADDRESS (Virtual):  Hugh Mackay AO, Social psychologist and researcher, bestselling author	
2.15pm - 3.15pm	KEYNOTE PANEL: Social Capital and Inclusion Kate Jenkins AO, Chair, Australian Sports Commission Margie Apa AFCHSM, Director, Strategist, Change & Transformation Practitioner, New Zealand Renee Williams, Board Chair, Torres and Cape Hospital and Health Service Facilitator: Holly Cook, Founder and Director, North	
3.05pm - 3.15pm	QUESTIONS TO THE PANEL	
3.15pm - 3.45pm	AFTERNOON TEA – EXPO AREA MEZZANINE LEVEL We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!	

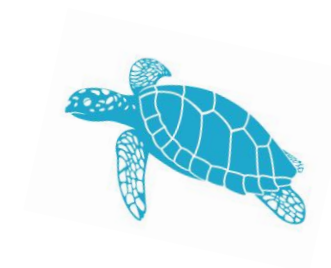


CONCURRENT 2 | 3.45pm - 5.30pm

ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA
Stream 6 Governance	Stream 7 System Flow & Efficiency	Stream 8 Innovation & Co-design	Stream 9 Lightning Talks NEW FOR 2026!	Stream 10 Aged care, Home care, Disability care – Integration
5 x 15min oral presentations	5 x 15min oral presentations	4 x 15min oral presentations	10 x 5min oral presentations	5 x 15min oral presentations
Clinical Governance Simulator for Delivery Across Queensland, Beverley Sutton FCHSM CHE, Chief Executive Officer, Australasian Institute of Clinical Governance (AICG) Clinical Governance: Moving Beyond Discourse Driven Performative Assurance, James Goodwin, Manager Patient Safety and Risk, Health New Zealand - Southern SAFER by Design — Clinical Governance for the Digital Health World, Dr Monica Trujillo FCHSM CHE, Chief Health & Risk Officer, Telstra Health Bedside or boardside? Bridging clinical risk and enterprise governance into one assurance story, Michael Howell, Head of Risk Research & Knowledge, Protecht Leading a New Model in an Unfamiliar Setting: Building Culture, Capability and Care for a	From Compliance to Capability: Reimagining Workforce Performance Reviews as a Safety and Quality Leadership Practice for Health Managers, Dr Karen Patterson FCHSM CHE, Chief Nursing Officer, Ausmed, Zoe Youl, Ausmed Short Term Escalation Plan – A Redesign of an Operational Assessment Tool to Restore Objectivity, Standardisation and System Responsiveness, Ben Wakeling AFCHSM CHM, Director, Clinical Strategy and Outcomes, Illawarra Shoalhaven LHD Is a wholistic quality improvement program to reduce hospital-acquired complications economically viable in an Australian local health service?, Catherine Li AFCHSM, Program Manager Clinical Best Practice, Fiona Stanley Fremantle Hospitals Group	Designing Discharge: A Co-Designed Model for Safe Care Transitions from clinics to the community, Dr Rachael Sutherland, GP Liaison Consultant, St Vincent's Hospital Melbourne and Meg Marmo, Health Independence Program Manager, Clinics to Community Lead, St Vincent's Hospital Melbourne Aussie Aunties – An Innovation Improving Workforce Integration and Fostering a Culture of Belonging, Cate Cannon, Quality & Safety Manager, Volunteer Manager, Belmont Hospital, Hunter New England Local Health District, Dr Neel Gobin AFCHSM, Regional Director of Medical Services, Hunter New England Local Health District From review to redesign: revitalising South Australia's Statewide Clinical Networks, Heather Baron FCHSM CHE, Director, Clinical Networks Program, Commission on Excellence and Innovation in Health	All presentations will centre on answering a single, thought-provoking question: What is one change you made that had a bigger impact than expected? International Nursing Exchange Program, Jemma Smith, Central Adelaide LHN, Central Adelaide LHN Decarbonising Health Care: The Power of EV Enabled HITH, Julie Adams, Director, View Health Pty Ltd Leading Digital Strategy Through AI Enabled Workforce Voice, Samantha O'Brien, Head of Business Intelligence & Applications, BHN Better Health Network A Structured Mentorship Roadmap for Developing Health Service Leadership Competencies: Experience from the ACHSM Mentorship Program, Prof Neeraj Bedi FCHSM CHE, Professor and Head - Community Medicine, Rama Medical College Hospital Hapur UP NCR and Jeffrey Asomaning, Ghana Korle-Bu	Seeing the Invisible: Using Data Integrity to Improve Long Stay Patient Management and Funding, Kathleen Alloway, Data Integrity Program Manager, North Metropolitan Health Service - Business, Information & Performance Delayed Discharge Older Patients in Queensland: System Pressures, Insights, and Opportunities, Lloyd Hopkins, Principal Planning Officer, System Planning Branch, System Policy and Planning Division, Queensland Health Beyond Distance: Why Rural Primary Care Access Remains Unequal, Tracey Silvester FCHSM CHE, Lecturer, Griffith University Advancing Place-based Accountability for Effective Primary Healthcare, Prof Jeanette Ward FCHSM CHE, Honorary Professor, Nulungu Research Institute, University of Notre Dame

Hotel Based Transition Care Service. Fiona Margrie , Operations Director, Amplar Health, Cara Flynn , Service Manager, Amplar Health	An Australian First Partnership to Build a Quality Management System: Insights from the First Year of the SMHS Improvement Method Embedding the Safe and Connected Operating Model: Accelerating System Performance Improvement	Sustaining culture change: Empirical lessons for frontline and executive managers from a four-year speaking-up initiative evaluation, Sarah Moon AFCHSM , Nurse Manager, Research and Benefits, Department of Health Tasmania	Teaching Hospital, Accra Ghana University of New South Wales Virtual ward rounds – facilitating timely, equitable access to specialist care in Regional Victorian Health Services (A pilot), Lisa Beach , Project Manager, Royal Melbourne Hospital Transforming Clinical Services across a complex Multi-Campus Health Network, Louise Ford , Director Operations, Surgery & Anaesthetics, Eastern Health and Catherine Hillman , Director of Nursing / Deputy Director Operations, Surgery & Anaesthetics, Eastern Health Drone-Enabled Healthcare Logistics in Rural Australia: A Scoping Review, Prof Nasim Salehi , Bond University On the Front Line Twice: Rural Nursing in the wake of natural disasters From Resuscitation to Reform: Navigating the Clinician-Executive Journey in Private Emergency Care	Connecting Care: A Unified EMR Journey, Terri Fiorenza , Director Electronic Medical Record, Northern Health
5.30pm - 7.30pm	WELCOME RECEPTION  CAIRNS CONVENTION CENTRE			

DAY 2: THURSDAY 29 October			
CONCURRENT 3 8.00 - 9.30am WORKSHOPS			Thurs 29 Oct
ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA
Workshop 1	Workshop 2	Workshop 3	Workshop 4
90-minute workshop	90-minute workshop	90-minute workshop	90-minute workshop
Reframing Safety: Leadership and Collaboration for a More Resilient Health System FACILITATOR: Associate Professor Melanie Barlow , Director, Reframing Conversations	AI Governance in Healthcare – What Boards and Executives Need to Know FACILITATORS: Pieter Walker FCHSM CHE Leah Falkingham, ACHS Katie Robinson AFCHSM CHM, ACHS	Beyond Burnout: Why Psychological Safety is the Missing Link in Workforce Wellbeing—and What to Do About It FACILITATOR: Sasha Burnham , Head of Research and Executive Director, Data Drives Insight	Right Care, Right Place, Right Time: Designing the Organisational Infrastructure for Relational and Patient-Centred Care FACILITATORS: Debra Zanella MCHSM , Chief Executive Officer, Ruah Community Services Elsie Blay , Chief Operating Officer, Ruah Community Services
9.30am - 10.00am	MORNING TEA and NETWORKING – EXPO AREA MEZZANINE LEVEL We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!		



ROOM	Auditorium, Cairns Convention Centre
CHAIR	Dr Neale Fong FCHSM CHE , ACHSM College Vice President KINDLY SUPPORTED BY 
10.00am - 10.30am	KEYNOTE ADDRESS: David Briggs Oration Kate Jenkins AO , Chair, Australian Sports Commission
10.30am - 11.00am	KEYNOTE ADDRESS:  Adj/Prof Janine Mohamed , Deputy CEO, First Nations Group NDIS
11.00am - 12.00pm	KEYNOTE PANEL: Integrated Care Adj/Prof Janine Mohamed , Deputy CEO, First Nations Group NDIS Ben Edwards , Chief Executive Officer, UnitingCare Queensland Ben Tooth , Chief Executive Officer, Northern Queensland Primary Health Network Facilitator: Dr Neale Fong FCHSM CHE , ACHSM College Vice President
12.00pm	SESSION CONCLUDES
12.00pm - 1.00pm	LUNCH and NETWORKING – EXPO AREA MEZZANINE LEVEL

PLENARY 4 1.00pm - 2.45pm DIGITAL HEALTH		Thurs 29 Oct
CHAIR	KINDLY SUPPORTED BY 	
1.00pm - 1.03pm	SPONSOR ADDRESS – Ventia	
1.03pm - 1.30pm	INTERNATIONAL KEYNOTE ADDRESS:  Harold (Hal) Wolf, President & CEO, HIMSS, USA	
1.30pm - 2.45pm	KEYNOTE PANEL: Digital Revolution Harold (Hal) Wolf, President & CEO, HIMSS, USA Bettina McMahon, Chief Executive Officer, Healthdirect Australia Dr Tanya Kelly, Deputy Director-General, eHealth Queensland, Queensland Health Adj Prof Malcolm Pradhan, Adjunct Professor, Digital Health, University of Sydney Facilitator: Dr Neale Fong, ACHSM College Vice President	
2.30pm - 2.45pm	QUESTIONS TO THE PANEL	
2.45pm	SESSION CONCLUDES	
2.45pm - 3.15pm	AFTERNOON TEA and NETWORKING – EXPO AREA MEZZANINE LEVEL We encourage all our congress delegates to visit our valued sponsors and exhibitors during the meal breaks. And yes, there's barista coffee – courtesy of Griffith University Coffee Cart!	

CONCURRENT 4 | 3.15pm - 5.00pm

ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA	ROOM: TBA
Stream 11 Equity & Inclusion	Stream 12 Education & Development	Stream 13 Clinical Practice Transformation & Models of Care	Stream 14 Significant Learning from PechaKucha Presentations	Stream 15 Aged care, Home care, Disability care – Integration
5 x 15min oral presentations	5 x 15min oral presentations	5 x 15min oral presentations	10 x 6.5min oral presentations	5 x 15min oral presentations
International Recruitment at Latrobe Regional Health: A whole of community approach, Don McRae AFCHSM CHM, Chief Executive, Latrobe Regional Health Strengthening Aboriginal Health Partnerships Through MoUs and Shared Governance: The EMHS–ACCHS Approach to Embedding Aboriginal Authority and Improving Continuity of Care, Sharon Clews, Director Aboriginal Health, East Metropolitan Health Service From 5% to 100%: Transforming Workforce Performance Reviews in Health and Aged Care, Dr Karen Patterson FCHSM CHE, Chief Nursing Officer, Ausmed, Zoe Youl, Ausmed From 1,085 Days to 2: How Remote Capsule Endoscopy Reporting Is Eliminating Diagnostic Inequity in Regional Queensland, Dr Raymond Wen AFCHSM, Chief Growth Officer, Telecare Australia	Preparing Future Health Leaders for Future Health Systems: Designing a Postgraduate Unit on Innovation, Emerging Technologies, and Responsible AI Use, Dr Melanie Murray FCHSM CHE, Senior Lecturer, Murdoch Uni Hollie Tinetti MCHSM, Lecturer in Postgraduate Studies, Murdoch University Improving Digital Competencies for Health Service Managers and Implications for Australia, Dr Mark Brommeyer AFCHSM CHM, Senior Lecturer, Flinders University Shaping podiatry careers in public health through innovative career pathway models, Dr Michelle Kaminski, Allied Health Research Advisor, Monash Health Research as Active Transport: Embedding Research within Rural Healthcare Leadership	Closing the Gap Between Evidence and Practice: A National Care Pathways Reset, Rhonda Morton FCHSM, Director Strategy and Partnerships, Streamliners Australia What happens when you ask doctors: Taking a design thinking approach to hand hygiene routines, Associate Professor Mark Mattiussi FCHSM CHE, Chief Medical Officer and Director Medical Services, RBWH - Metro North Health Embedding a short stay arthroplasty model in a public Hospital, Sarah Hobson, Program Director, Fiona Stanley Fremantle Hospital Group Safe, Smart, and Virtual: A Multidisciplinary Pre-Admission Anaesthetic Clinic Addressing Perioperative Workforce and Safety Challenges in Regional Queensland, Dr Raymond Wen AFCHSM, Chief Growth Officer, Telecare Australia	Bold, grounded and coherent: leading strategic planning in times of change, Simon Bailey, Manager Strategic Communications and Partnerships, Better Health Network (BHN) and Philippa Goddard, Consultant, Impact Co. AI and its impact on Strategic Asset Management, Aida Burke, Head of Automation and Performance, Defence & Social Infrastructure, Ventia Cultural governance as the engine of health equity reform across Torres and Cape, Rex O'Rourke FCHSM CHE, Health Service Chief Executive, Torres and Cape Hospital and Health Service and Tahlia O'Regan, Project Manager, Health Equity Strategy, Torres and Cape Hospital and Health Service Using Social Capital to Build a Speaking Up Culture Across Hospitals and Aged Care, Jane Graham AFCHSM, Head of Safety Culture, Calvary Health Care	Metro North Health and JobAccess inclusive workforce innovation: How leadership & national collaboration are transforming disability inclusive practice for the future health system, Kellie Wheeler, Professional Adviser, National Disability Recruitment Coordinator and Shannon Dawson, Disability Program Director, Metro North Health Standing Up a Transition Care Service in a Hotel in 90 Days: The Pullman Adelaide Experience, Sarah McRae MCHSM, Chief Executive Officer, Amplar Health Home Hospital Consumer risk profile an integrated view, Amanda Bandeira Ranger, AI Lead, Silverchain Abstract title: Co-HIVE: Building a sustainable future for the care of Older Adults, Dr Zarrin Allam MCHSM, Head of Department, Cohive Aged Care, East Care Connect; Royal Perth Hospital

Filling the gap between policy and multicultural safety, Dr Helen Nelson, Director of Research, Carey Hope Ltd and Hayley Harrison, Co-ordinator Consumer, Western Australian Child and Adolescent Health Service	Developing a Northern Territory specific Health Services Management degree: The role of Course Advisory Committees in curriculum co design	Agile Co-Design: Leading Continuous Improvement in Public Mental Health Services, Jonathan Tyler, Program Implementation Manager, Barwon Health and Dr Rachel Tindall AFCHSM CHM, Chief of National Programs, Orygen	System improvement, redesign & performance The Ecosystem of Digital Health and AI for Smart Health care in Hong Kong, Dr Fowie Ng FCHSM CHE, Associate Professor, Tung Wah College Learnings from the National Maternity Workforce Strategy Project, Tessa Pascoe AFCHSM CHM, Director, Department of Health, Disability and Ageing, Toni Kely-Brown, Manager, Queensland Health Real-Time Prediction and Display of Emergency Department Waiting Times Using Machine Learning, Ben Smith MCHSM, Project Manager (Clinical Operations), Royal Melbourne Hospital Aligning EMR Enhancement processes with IHI methodology, Clare Byrne MCHSM, Senior Transformation Partner, Monash Health, and Mara Krokstrom, Transformation and Implementation Consultant, Monash Health Australian bundling payment reforms: Facilitating cost-effective value-based healthcare for the National Health Reform Agreements (NHRA) 2026-2031 Addendum, Dr Kathryn Antioch AFCHSM CHM, Chief Executive Officer, Guidelines and Economists Network International	It's all in the mix: Developing a mixed public private funding model for home care support services (HCSS) in Aotearoa-New Zealand (Aotearoa-NZ), Carolyn Stewart MCHSM, Senior Lecturer, University of Waikato
4.45pm - 5.00pm	QUESTIONS TO THE PRESENTERS			
5.00pm	SESSION CONCLUDES – see next page for Congress Dinner information....			

CONGRESS DINNER



THURSDAY 29 OCTOBER

7.00PM-10.45PM

THEME: GO TROPPO!

PRIZES FOR BEST DRESSED!

AUDITORIUM, CAIRNS CONVENTION CENTRE

THREE-COURSE DINNER + DRINKS, FOLLOWED BY BAND AND DANCING!

PRE-DINNER DRINKS FROM 6.30PM

No black tie allowed! We want to see your brightest neon colors, wildest patterns, and most eccentric outfits. Dress to express, push the boundaries, and let's get a little bit crazy! The most delightfully mad, creative, and over-the-top outfit will walk away with our ultimate Best Dressed Prize! Go big or go home!

PLENARY 5 | 8.30am - 10.45am | INSPIRATIONAL CLOSING PLENARY

ROOM	Auditorium, Cairns Convention Centre
CHAIR	Dr Neale Fong FCHSM CHE, ACHSM College Vice President
8.30am	PLATED BREAKFAST SERVED
8.35am - 8.50am	Digital Poster prizes announced and Exhibition Prize Giveaway
8.50am - 9.25am	KEYNOTE ADDRESS:  Prof Zoe Wainer FCHSM CHE Director General, Australian Centre for Disease Control
9.25am - 9.40am	QUESTIONS TO THE PRESENTER
9.40am - 10.15am	KEYNOTE ADDRESS:  Dr Rolf Gomes 2026 Australian of the Year for QLD Founder, Heart of Australia 2026 Australian of the Year for Queensland
10.15am - 10.30am	QUESTIONS TO THE PRESENTER
10.30am - 10.45am	CONGRESS CLOSE AND ANNOUNCEMENT OF NEXT YEAR'S CONGRESS!

Digital Poster Presentations - Posters will be displayed in Exhibition Area

Title	Author/s
Transforming Rehabilitation in the Home (RITH): A Client-Centred Redesign to Improve Flow and Outcomes	Shelley Fulton , Operations Manager NSR, CALHN
Reorganization of Psychiatric Occupational Therapy Services and Its Impact on Patient Outcomes and Workforce Competency	Dr Ching Man Eris HO FCHSM, CHE
South Metropolitan Health Service of WA hospital-network approach to psychosocial risks & hazards: collaborative co-design, challenges and celebrations	Assoc Prof Jon Chan , Chief Wellbeing Practitioner & Consultant Physician in Rehabilitation Medicine, South Metropolitan Health Service WA
Implementing Delirium Surveillance in Hospitalized Older Adults: A Quality Improvement Initiative	Alice Yuk-Yu Cheng , Chief Nursing Officer, St Paul's Hospital
From Leadership Development to System Impact: Building a Collaborative and Resilient Health Service through SMHS Care to Lead	Assoc Prof Jon Chan , Chief Wellbeing Practitioner & Consultant Physician in Rehabilitation Medicine, South Metropolitan Health Service WA
Preventable paediatric dental visits to Public Emergency Departments in South-East Queensland, Australia.	Leah Hobbs , Principal Project Officer, Metro South Health
Reinvigorating the Daily Safety Brief: Strengthening Safety, Flow and Accountability at Northern Health	Laura Hughes MCHSM , Director, Clinical Operations and Performance, Northern Health, Linda Romano , Chief Operating Officer, Northern Health , Jennifer Gilham AFCHSM , Divisional Director Emergency Services and Access, Northern Health
Legal Literacy as a Patient Safety Intervention: Strengthening Clinical Decision-Making for Resilient Health Systems	Dr Rohit Sharma AFCHSM CHM , Senior Practitioner, SA Health
A role-based workforce capability model for aged care workers under the Aged Care Act 2024	Rhylee Ford MCHSM , Health Management Intern, ACHSM, Johanna Hayes , Divisional Director Subacute and Hospital Without Walls, Northern Health Nina Colon MCHSM , Health Management Intern, ACHSM
Embedding a culture of quality Improvement through strategic practice innovation	Caroline Kratzing , Deputy Manager, Dietetics and Nutrition, Alfred Care Group, Bayside Health
Sustaining improvement beyond implementation: Lessons for change strategies from an eight-year evaluation	Sarah Moon , Nurse Manager, Research and Benefits, Department of Health Tasmania

Lessons for change Leaders on sustaining cultural change: A four-year evaluation of a speaking-up program in a tertiary Hospital	Sarah Moon , Nurse Manager, Research and Benefits, Department of Health Tasmania
Redesigning Autism Diagnostic Pathways: A Whānau Centred Super Clinic Model of Care to Improve Access, Experience and Workforce Capability	Debbie Paotama , Clinical Team Leader, Te Oranga O Nga Rito, Waitemata District, Health New Zealand and Jo Grounsell AFCHSM , Operations Manager, Waitemata District, Health New Zealand
AI-Enabled Real-Time Patient Experience Management: A Leadership and Service Transformation Approach	Dr Omer Ahmed , Health Policy Advisor, Insight Excellency and Care
Breaking the stigma of workplace hormonal health: A collaborative journey of women's wellbeing at South Metropolitan Health Service Western Australia	Assoc Prof Jon Chan , Chief Wellbeing Practitioner & Consultant Physician in Rehabilitation Medicine, South Metropolitan Health Service WA
Transforming Paediatric Cancer Care: The Power of Human-Centered AI	Mahalakshmi Shivashankar , Health Information Technology Expert / Project Manager, College of Business, Creative Arts, Law and Social Sciences Flinders University
A Bilateral Workforce Solution: The Live Well Pathways Model for Personal Care and Workforce Development in Rural Australia	Michael Barns , CEO, LiveWell Pathways and Alice Evans FCHSM CHE , CEO, Madec Ltd
Challenges faced by obstetricians and gynaecologists in cervical cancer screening among rural Malaysian women - pilot case study	Dr Ibrahim Tahir MCHSM , Deputy Director, Hospital Pulau Pinang
Shift work, chronotype and poor sleep among Hong Kong nurses	Prof Yuen Ting Julie MA , Director & Principal Consultant, Innovative Healthcare EHS Consultancy
Insights into the development and testing of a "Home First" approach	
Emergency Management systems in a hospital setting	
Shifting the Model: ADKAR Change Management to Improve Medications Reconciliation at Transitions of Care	
Healthcare Workers' (HCWs) Role in Inclusive Disaster Risk Reduction (IDRR) for Individuals with Chronic Illnesses (ICIs) in the Fiji Islands: A qualitative study	

CAIRNS

Convention Centre
28–30 October 2026



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