



Australasian College of  
Health Service Management

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ACHSM Asia-Pacific health leadership congress  
13 – 14 October 2021

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# 2021 Online Congress Program

\*Program subject to change. Please note all times are in AEDT

## WEDNESDAY 13 OCTOBER

### PRE-CONGRESS WORKSHOPS | 8.00 – 9.30am

**Chair: Catherine Chaffey**, ACHSM CEO

*Perspectives on Wellbeing: Creating conditions for sustained change  
(healthroundtable.org)*

**Facilitators:**

**Dr Paul DeChant**, MD, MBA, FAFAP, **Fiona Fitzgerald**, Program Manager  
Workforce Wellbeing, Patient Safety, Medical Patient Journey; and  
**Brendan Smith**, Speaker, Program Manager, Executive Coach, Psychologist

*Using performance data  
to drive quality improvement*

**Facilitators:**

**Michael Giuliano**, AFCHSM, Executive Director ACHS International; and  
**Dr Karen Luxford**, Chief Executive Officer, ACHS, **Simon Cooper**,  
Manager of the ACHS Performance and Outcomes Service

9.00am

9.30am

SPONSORS VIDEOS

10.30am

OFFICIAL OPENING- His Excellency General the Honourable David John Hurley AC DSC (Retd)

## PLENARY 1 | 10.30am – 12.20pm | System Reset ...Is There a Perfect Health System?

<b>CHAIR</b>	<b>Dr Neale Fong</b> , ACHSM College President
<b>10.40–10.50am</b>	<b>PANEL</b> <b>Dr Brendan Murphy</b> , Secretary of the Australian Government Department of Health
<b>10.55–11.10am</b>	<b>Elizabeth Koff</b> , Secretary, NSW Health
<b>11.12–11.30am</b>	<b>Dr Karen Price</b> , President RACGP
<b>11.35–11.45am</b>	<b>Carmel Monaghan</b> , Chief Executive Officer, Ramsay Health Care, Australia
<b>11.45–12.10pm</b>	<b>LIVE QUESTION TIME</b>
<b>12.10–12.20pm</b>	<b>SPONSORS &amp; POSTERS</b> <b>Dr Neale Fong</b> , ACHSM College President
<b>12.20–1.05pm</b>	<b>LUNCH AND SPONSORS VIDEOS</b>

## PLENARY 2 | 1.10 – 3.00pm | Transformational Leadership

<b>CHAIR</b>	<b>Dr Neale Fong</b> , ACHSM College President	kindly supported by 
<b>1.15–1.45pm</b>	<b>Professor Jeffrey Braithwaite</b> , Founding Director of the Australian Institute of Health Innovation, Director of the Centre for Healthcare Resilience and Implementation Science and Professor of Health Systems Research at Macquarie University	
<b>1.45–3.00pm</b>	<b>PANEL</b> <b>Professor Jeffrey Braithwaite</b> , Founding Director of the Australian Institute of Health Innovation, Director of the Centre for Healthcare Resilience and Implementation Science and Professor of Health Systems Research at Macquarie University <b>Professor Tracy Smart</b> , AO, Professor Military & Aerospace Medicine, Public Health Lead, COVID response Office, ANU <b>Adjunct Professor Alison McMillan</b> , Commonwealth Government, Department of Health's Chief Nursing and Midwifery Officer <b>Assoc Professor Anna Barker</b> , Executive Director, Research & Innovation, Silver Chain Group <b>Dr Terry Sweeney CMG</b> , Chief Executive Officer, Digital Health CRC	
	<b>LIVE QUESTION TIME DURING PANEL DISCUSSION</b>	
<b>3.00–3.30pm</b>	<b>AFTERNOON TEA AND SPONSORS VIDEOS</b>	

**CONCURRENT 1 | 3.30 – 5.30pm**

<p><b>STREAM 1</b></p> <p><b>Chair: Kate Plowman</b></p> <p><b>5x 20 min oral short papers</b></p>	<p><b>STREAM 2</b></p> <p><b>Chair: Tony Gill</b></p> <p><b>Contemporary Workforce Management</b></p> <p><b>3 x 20 min oral short papers</b></p>	<p><b>STREAM 3</b></p> <p><b>Chair: Rosemary Kennedy</b></p> <p><b>Indigenous and Critical Peoples' Communities</b></p> <p><b>5x 20 min oral short papers</b></p>	<p><b>STREAM 4</b></p> <p><b>Chair: Dr Richard Olley</b></p> <p><b>Learning and Development</b></p> <p><b>5x 20 min oral short papers</b></p>	<p><b>STREAM 5</b></p> <p><b>Chair: Andrew Way</b></p> <p><b>Leadership and Disruption</b></p> <p><b>5x 20 min oral short papers</b></p>
<p><i>Leadership operates in many ways: a case study</i></p> <p><b>Di Peers, AFCHSM, General Manager Hunter Valley Sector, HNELHD</b></p> <hr/> <p><i>Management Essentials Program - Queensland Health</i></p> <p><b>Meagan Crethar, Director, Paul Stafford, Senior Director, Centre for Leadership Excellence, QLD Department of Health</b></p> <hr/> <p><i>Oral Max Triage and Tele dentistry patient pathways: A Response to COVID-19 and Beyond</i></p> <p><b>Ken Saman, CEO Personify Care, Dr Michael Bradley Director Clinical Business Central Adelaide Local Health</b></p>	<p><i>The psychosocial and work-related impacts of the COVID-19 pandemic on Australian Pharmacists</i></p> <p><b>Karlee Johnston, Associate Lecturer, Pharmacology, PhD Candidate, Australian National University</b></p> <hr/> <p><i>The impact of COVID on Stress, Anxiety and Depression in health care workers</i></p> <p><b>Dr Milind Rawal, Director Medical Services, Central Coast LHD</b></p>	<p><i>Taking a Human Centered Design approach to a 'wicked problem'</i></p> <p><b>Peta Andreone, Workforce, People &amp; Culture Advisor, Clinical Excellence Commission, NSW Health</b></p> <hr/> <p><i>Misdiagnosed Seagull Syndrome: Health politics and health outcomes in remote Aboriginal communities of Western Australia</i></p> <p><b>Dr Carol Dowling, Researcher, Earbus Foundation of WA</b></p> <hr/> <p><i>Safety of health care for CALD patients and its implications for health services</i></p> <p><b>Ashfaq Chauhan, MCHSM, PhD Candidate, Research Teaching Assistant, Australian Institute</b></p>	<p><i>Can Leadership in Healthcare Break a Basic Concept of Economics?</i></p> <p><b>A/Prof Mark Mattiussi, FCHSM, Chief Medical Officer and Director Medical Services, RBWH</b></p> <hr/> <p><i>The creation of a guiding transformational leadership program in health and human services</i></p> <p><b>Dr Pieter Van Dam, MCHSM, Director Healthcare Redesign and Wendy Quinn, FCHSM, Director Leadership Program University of Tasmania</b></p> <hr/> <p><i>The Changing Face of Clinical Careers</i></p> <p><b>Wayne Bruce, AFCHSM, Managing Director, Centric Group</b></p>	<p><i>The COVID-19 Pandemic Challenge for Leaders– Global Lessons on How to Thrive</i></p> <p><b>Dr Kathryn Antioch, GAICD, PhD MSc AFCHSM, CHM, Chief Executive Officer Guidelines and Economists Network International</b></p> <hr/> <p><i>How COVID-19 has changed patient experience through the rapid transition to telemedicine: insights and trends</i></p> <p><b>Amanda Byers, Principal, Insync</b></p> <hr/> <p><i>Flying through adversity</i></p> <p><b>Rebecca Tomkinson, Chief Executive Officer, Royal Flying Doctor Service Western Operations</b></p>

<p><b>Network</b></p> <p><i>A novel investigation of the complex interplay of relations between hospital temporality, staff burnout and job satisfaction</i></p> <p><b>Dr Louise A Ellis, Research Fellow and Dr Kate Churruca, Research Fellow, Australian Institute of Health Innovation, Macquarie University</b></p> <hr/> <p><i>Rapid Disaster Response – Keep Calm and Build a Hospital in ...12 Days</i></p> <p><b>David Crowley, MCHSM, Health Sector Lead APNA, Mott MacDonald Australia Pty Ltd</b></p>	<p><i>The Business Acumen of Clinicians</i></p> <p><b>Adj A/Prof Chris Raftery, FCHSM, Nursing Director, Gold Coast Health</b></p>	<p><b>of Health Innovation, Macquarie University</b></p> <p><i>Reach for the Star: factors that sustain Indigenous youth mentoring programs</i></p> <p><b>Dr David Lim, FCHSM, Director of Academic Program Postgraduate Health Science, Western Sydney University</b></p> <hr/> <p><i>A cultural safe program that builds capacity towards Closing the Gap</i></p> <p><b>Tricia Cummins, Associate Director, Clinical Innovation Redesign and Consumer Engagement, ACI</b></p>	<p><i>Sustaining workforce; Emma’s story: a 365-day journey</i></p> <p><b>Bobbi Henao Urrego, AFCHSM Director of Allied Health, Blacktown Mt Druitt Hospitals and Anastasiya Ignatievsky, NDIS &amp; SASH Compacts</b></p> <hr/> <p><i>Journeying from the frontline to executive leadership</i></p> <p><b>Kieran Hennelly General Manager Clinical, Royal Flying Doctor Service Western Operations</b></p>	<p><i>A novel approach to planning a coordinated government emergency response to COVID-19 within residential aged care facilities using Australian Defence Force planning tools</i></p> <p><b>Jo Holden, Former Director, Aged Care, NSW State Health Emergency Operations Centre</b></p> <hr/> <p><i>Clinical Leadership Development: Another Brick in the Wall</i></p> <p><b>Dr Angie Shafei, AFCHSM, Senior Lecturer, Mark Brommeyer, AFCHSM, Senior Lecturer, Flinders University</b></p>
5.10pm	LIVE QUESTION TIME			
5.30pm	SESSION CONCLUDES			
	DAY 1 CONCLUDES			

**DAY 2: THURSDAY 14 OCTOBER**

**CONCURRENT 2 | 8.00 – 9.30am**

<p><b>STREAM 6</b></p> <p><b>Chair: Mark Avery</b></p> <p><b>6 x 6.5 min Pecha Kucha presentations</b></p>	<p><b>STREAM 7</b></p> <p><b>Chair: Dr Richard Olley</b></p> <p><b>Ageing well</b></p> <p><b>4x 20 min oral short papers</b></p>	<p><b>STREAM 8</b></p> <p><b>Chair: Rosemary Kennedy</b></p> <p><b>Leadership development</b></p> <p><b>5 x 15 min oral short papers</b></p>
<p><i>The CHOICE Initiative (Fiona Stanley and Fremantle Hospital Group)</i></p> <p><b>Adam Horrocks, Senior Physiotherapist, Fiona Stanley Fremantle Hospital Group</b></p> <hr/> <p><i>New Zealand's residential aged-care model on cusp of transformational change</i></p> <p><b>Therese Jeff's, Chief Executive, The CARE Village, New Zealand</b></p> <hr/> <p><i>Case for mandatory ultrasound training for rural practitioners</i></p> <p><b>Dr David Lim, FCHSM, Director of Academic Program Postgraduate Health Science Western Sydney University</b></p> <hr/> <p><i>Pandemic Lessons</i></p> <p><b>Sarah Miller</b></p> <hr/>	<p><i>Key strategies for Aged Care Health Managers in using health informatics to support decision making</i></p> <p><b>Dr Matylda Howard, MCHSM, Lecturer, Health Services Management, University of SA</b></p> <hr/> <p><i>Policy and partnerships for health workforce sustainability: the pandemic and beyond</i></p> <p><b>Rachel Yates, Policy Director Health and Workforce Universities Australia</b></p> <hr/> <p><i>Perspectives of emotional support in the patient journey: A qualitative study with outpatients in chronic and complex care</i></p> <p><b>Jane Bradshaw, Senior Physiotherapist, Royal Rehab</b></p> <hr/> <p><i>Aged Care workforce insights: COVID and beyond</i></p> <p><i>New research conducted by industry super fund HESTA on the employment experiences and motivations of the Aged Care workforce during the pandemic paints a</i></p>	<p><i>Transforming the service industry; Attitudes and behaviours towards knowledge:</i></p> <p><b>Dr Athar Qureshi, Senior Lecturer, University of Adelaide</b></p> <hr/> <p><i>Nursing and Midwifery Senior Leaders Program - Queensland Health</i></p> <p><b>Meagan Crethar, Director, Consultancy Services, Clinical Excellence Queensland</b></p> <hr/> <p><i>The transition from Clinician to Manager: the paramedic experience</i></p> <p><b>Karen Stewart, AFCHSM, Senior Operations Manager, Country Operations St John's WA</b></p> <hr/> <p><i>Growing your own; a targeted leadership and management training program for N/MUMs in South Australia</i></p> <p><b>Scott King, Nurse Lead, Surgery 1 &amp; 2, Central Adelaide LHN</b></p>

<p><i>Art - Engaging with Community</i></p> <p><b>Christina Godden, Manager, Infrastructure, WA Country Health Service</b></p> <hr style="width: 10%; margin: 10px auto;"/> <p><i>Ownership of private healthcare in Australia and New Zealand -Does Business ownership make a difference to outcomes?</i></p> <p><b>Moira McInerney, Director, Medical Matters Australia &amp; New Zealand Pty Ltd</b></p>	<p><i>picture of the trends and opportunities that can help employers create a strong future workforce.</i></p> <p><i>Undertaken by HESTA's Insights team via online surveys, the research provides an Australia-wide snapshot of HESTA members' job intentions, satisfaction drivers and pride felt in their employer and industry both pre-COVID (2019) and during COVID (2020)</i></p> <p><b>Morgan Nowicki, Business Relationship Manager, HESTA</b></p> <p style="text-align: center;">Session kindly supported by</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="margin-right: 10px;">  </div> <div>  </div> </div>	<p><i>'The First 90 Days': Coaching clinicians for successful transition to leadership roles.</i></p> <p><b>Jo Griffin, Manager, Corporate Learning and Organisation of Development and Donna McGrane, Director, Mater Education, QLD</b></p>
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9.15am	LIVE QUESTION TIME
9.30-10.00am	MORNING TEA AND SPONSORS VIDEOS

PLENARY 3   10.00am – 12.00pm	
CHAIR	Dr Neale Fong, ACHSM College President
10.00–10.45am	<p><b>KEYNOTE</b></p> <p>Dr Omar Khorshid, Orthopedic Surgeon, President Australian Medical Association</p>
10.45–11.00am	LIVE QUESTION TIME
11.00–11.45am	Professor Laureate Nicholas J. Talley, AC, MD (NSW), PhD (Syd.), FRACP, FAFPHM, Gastroenterologist and Clinician, Professor of Medicine at the University of Newcastle
11.45–12.00pm	LIVE QUESTION TIME
12.00–1.00pm	LUNCH AND SPONSORS

## PLENARY 4 | 1.00 – 2.30pm | Climate Change ...Leading in an Uncertain Future

<b>CHAIR</b>	<b>Karen Bradley – Lead Health Operations - State Health Incident Coordination Centre, Department of WA Health</b>
<b>1.00–1.30pm</b>	<b>Professor Tony Capon</b> , Monash Sustainable Development Institute, Chair in Planetary Health in the School of Public Health and Preventive Medicine at Monash University
<b>1.30–2.30pm</b>	<p><b>PANEL</b></p> <p><b>Fiona Armstrong</b>, Founder and Executive Director, Climate and Health Alliance</p> <p><b>Dr Tarun Weeramanthri</b>, President of the Public Health Association of Australia, Deputy Chair of the PathWest Board, and an adjunct professor in the School of Population and Global Health at the University of Western Australia.</p> <p><b>Michael Gorton</b>, AM Senior partner Russell Kennedy Lawyers, Chair of Alfred Health and Wellways Australia</p> <p><b>Dr Ramsey Awad</b>, Executive Director, Infrastructure, Planning &amp; Sustainability, Hunter New England Local Health District</p>
	<b>LIVE QUESTIONS DURING PANEL DISCUSSION</b>
<b>2.30–3.00pm</b>	<b>AFTERNOON TEA AND SPONSOR VIDEOS</b>

## CONCURRENT 3 | 3.00 – 5.00pm

<b>STREAM 9</b>	<b>STREAM 10</b>	<b>STREAM 11</b>
<b>Chair: Kate Copeland AM</b>	<b>Chair: Angela Magarry</b>	<b>Chair: Dr Richard Olley</b>
<b>Design and facilities</b>	<b>ICT and Health Delivery</b>	<b>Reforming and Transforming</b>
<b>3x 25 min oral short papers</b>	<b>5x 20 min oral short papers</b>	<b>5 x 20 min oral short papers</b>
<i>The NOVELL Redesign project: A Living Lab for healthcare design innovation</i>	<i>Is Emergency Telehealth Risk Averse? WA Country Health Service Clinicians' Perspective on Telehealth Services Augmenting Regional Emergency Departments in Western Australia</i>	<i>Partnerships between academics and health system workers: Embedded implementation research for healthcare improvement</i>
<b>Prof Marcus White, Professor of Architect and Urban Design – Swinbourne University of Technology, Dr Aaron Davis, The Florey Institute of Neuroscience and Mental Health Dr Ruby Lipson-Smith, The Florey Institute of Neuroscience and Mental Health</b>	<b>Kylie Bosich, Director of Command Centre, WA Country Health Service, Christina Tsou, PhD Student, WA Country Health Service, Justin Yeung, Emergency Telehealth Service</b>	<b>Dr Kate Churruca, Research Fellow, Dr Louise Ellis, Research Fellow Australian Institute of Health Innovation, Macquarie University</b>

*Simulation Analytics as an enabler to Improving Facility Design and Transformational Change*

**Joanne Egan, Director ,Dr Peter O'Neill, Director Health Flow Solutions, Mark Mackay, Director, Complete the Picture Consulting Pty Ltd, Rob Brownie, ExtendSim & Simulation Specialist Healthflow Solutions, Evrim Kilic, Simulation Specialist, Healthflow Solutions**

*How can we plan and build hospitals with confidence, after 2020?*

**Dr Rhonda Kerr, Director, Rhonda Kerr & Associates Health Planning**

*At the Helm:*

*The Health of a Nation. A real-world experience of Population Health Management*

**Dr Monica Trujillo, Senior Director, Chief Medical Officer and Chief Clinical Information Officer, Australia and Asia Pacific Cerner Corporation**

*Implementation of eConsultant in Queensland*

**Dr Caroline Nicholson, Director, integrated Care & Innovation, Mater Misericordiae Ltd**

*Let's catch up on catch-up immunization among refugees and asylum seekers in South East Queensland by exploring Electronic Health Records*

**Mercy M. Nyanchoga, Project Coordinator, Mater Hospital**

*rpavirtual - a new way of caring.*

**Dianna Jagers, Director Integration and Clinical Services Support, RPA Virtual Hospital**

*Alfred Health COVID-19 Community Pathway Service*

**Joanne Donovan, Service Lead, COVID-19 Community Pathway and Dr Richard Coates, General Physician, Alfred Health**

*Embedding change readiness*

**Assoc/Prof Reema Harrison and Ashfaq Chauhan, AFCHSM, Macquarie University**

*Engaging CALD consumers in their healthcare: A community healthcare analysis.*

**Ashfaq Chauhan, MCHSM, PhD Candidate, Research and Teaching Assistant, Australian Institute of Health innovation Macquarie University and Associate Professor Reema Harrison**

*Tales from the trails (/trials)*

**Stuart Francis, FCHSM, Executive Chair, Francis Health and Naila Naseem, AFCHSM, Partner & Lead Change Collaborative, Dr Kate Grimwade, Chief Medical Officer of the Bay of Plenty District Health Board**

4.40pm

**LIVE QUESTION TIME**

5.00pm

**CONGRESS CLOSING BY NEALE FONG AND ANNOUNCEMENT OF NEXT YEAR'S CONGRESS PERTH 2022**