

Consumer Participation:

What it really looks like & how organisations are achieving it

Thursday 28th May

8.15 – 9.00 am	Registrations & refreshments	
9.00 - 9.05 am	Official Opening & Welcome	VHQA President
9.05 – 9.20 am	A marriage of two worlds	Health Issues Centre
Opening Plenary – Consumer Participation: What’s It All About?		
9.20 – 10.00 am	The growing evidence to support consumer partnerships	Dr Catherine Crock
10.00 – 10.30 am	Policies, processes & resources to assist organisation	Department of Health
10.30 – 10.50 am	MORNING TEA	
10.50 – 11.20 am	Lessons from the field through, the eyes of a surveyor	Karen Edwards
11.20 – 12 noon	Facilitated question time involving all panel members	
12.00 – 12.45 pm	LUNCH	
Session One – Partners in Service Planning		
12.45 – 1.15 pm	“It’s just good business” – the evidence & rationale	Tere Dawson – Health Issues Centre
1.15 – 1.35 pm	Our strategies to involve consumers in committees beyond the CAC	Tanya Hendry – Eastern Health
1.35 – 1.55 pm	A regional organisations challenges & triumphs	Lee Scott – Barwon Health
1.55 – 2.15 pm	Using “Kitchen table discussion” methodology to engage community	Maree Cuddihy – Kyneton District Health
2.15 – 2.45 pm	Facilitated question time involving all panel members	
2.45 – 3.00 pm	AFTRENOON TEA	
Session Two – Partners in Designing Care		
3.00 – 3.30 pm	The evidence to support engaging consumers in designing care	Mary Draper
3.30 – 3.50 pm	Engaging consumers through the complaints process to support improvement & redesign	David Price – Northern Health
3.50 – 4.10 pm	Changing our culture to truly embed partnerships with care planning	Judy Morton – Townsville Hospital
4.10 – 4.30 pm	Improving community health through participation	John Aitken
4.30 – 5.00 pm	Facilitated question time involving all panel members	

Conference Proudly Sponsored By:



Register now at <http://www.trybooking.com/125494>

For all conference enquiries please email vhqasn@gmail.com



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Friday 29th May

7.00 - 8.30 am	Breakfast with Jeanette Kinahan (Separate registration) In 2014 Jeanette was awarded the Excellence in Personal Injury Management – Outstanding Contribution by an Individual Award, which provided a grant for an international study tour which Jeanette undertook in early 2015. In the breakfast session, Jeanette will share experiences and insights from this study tour about initiatives that are improving safety, health & wellbeing for all from the “two sides of the coin”.	
8.30 – 9.00 am	Registrations & refreshments	
9.00 - 9.10 am	AAQHC news	Belinda Westlake - AAQHC President
9.10 – 9.30 am	A look at Health Literacy	Maureen Johnson - RWH
Session One – The Consumer Perspective		
9.30 – 10.10 am	“Patients for Patient Safety” – My role as a Consumer Advocate	Stephanie Newell
10.10 – 10.30 am	MORNING TEA	
10.30 – 10.50 am	Experiences and insights of a metropolitan consumer	Jeanette Kinahan – Eastern Health
10.50 – 11.10 am	Raising the profile of consumers & community in a regional setting	Robyn Tickner – Bendigo Health
11.10 – 11.30 am	A rural health care organisation’s consumer experience	Mike McGuire Snr – West Gippsland
11.30 – 12 noon	Facilitated question time involving all panel members	
12.00 – 12.45 pm	LUNCH	
Session Two – Partners in Measurement & Evaluation		
12.45 – 1.15 pm	Using the “Real People, Real Data Toolkit” to collect, analyse & present consumer experiences	Jo Root – Consumers Health Forum
1.15 – 1.35 pm	The use of consumer stories to encourage change	Suzanne Corcoran – Alfred Health
1.35 – 1.55 pm	From a community health service perspective	Karen Riley – Bendigo Community Health
1.55 – 2.15 pm	A small private hospital’s initiatives to engage consumers	Kim White – St John of God, Warnambool
2.15 – 2.45 pm	Facilitated question time involving all panel members	
2.45 – 3.05 pm	AFTRENOON TEA	
3.05 – 3.55 pm	“Be the change you want to see in the world: Leading change in Consumer Partnerships” because partnering with consumers is here to stay.	Susan Biggar
3.55 - 4.00 pm	Presentation to “Too Good Not To Share” winning entry & close	VHQA President

Registration Costs

Delegates	Two days	One day	Breakfast session
AAQHC members / consumers	\$450	\$ 250	\$20
Non-members	\$ 550	\$ 350	\$30

For accommodation deals at Novotel St Kilda visit <http://accorasiapacificpartners.com/VQHA>



VHQA Conference 2015

Consumer Participation:

What it really looks like & how organisations are achieving it.

Do you have a project that's **“TOO GOOD NOT TO SHARE”** Please tell us about it.

Every organisation has implemented innovative projects that have enhanced partnerships with consumers which have led to improved patient outcomes and experiences. These projects are often led & driven by innovative individuals, and succeed due to the dedication and persistence of these unsung heroes.

Does your organisation have such a project? Are you one of these individuals?

This is your opportunity to share your ideas and celebrate your successes.

TO ENTER

1. Submit details of your project on a single A4 page as a colour PDF document.
2. Include the following headings:
 - a) **Title**
 - b) **What was the issue?** What did you need to change or improve?
 - c) **What approach did you take?** What did you change / implement & how did you go about it
 - d) **What was the outcome?** Explain how you have demonstrated enhanced partnerships with consumers or improved patient outcomes / experiences.
3. Send your entry to vhqasn@gmail.com along with the name of the organisation, your name, position & contact details. Please record “Too good not to share entry” in the email subject line.
4. Entries must be submitted by 5 pm Friday 15th May 2015

JUDGING

1. Submissions will be displayed during the conference.
2. All delegates will be encouraged to vote for the submission they feel is most innovative or achieved the most worthwhile results during the conference.
3. Voting will close at the end of the lunch break on day 2 and the winner announced prior to the end of the conference.
4. The winning entry will be the one that received the most delegate votes. In the event of draw, a representative from the sponsor organisation Riskman International, will select the winning entry.

PRIZE

“Once Upon A Time Package” at The Langham Hotel, Melbourne (valued at \$1094).

Prize generously donated by



Only one entry per paying delegate. Delegate must be present to receive their prize.
Organisations may submit multiple entries if they have multiple paying delegates attending.

Entries related to projects presented during the conference are not permitted.





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Victorian Healthcare Quality Association

ABN: 37464230458

TAX INVOICE / RECEIPT

REGISTRATION FORM

WHEN: Thursday 28th & Friday 29th May 2015

WHERE: Novotel St Kilda, 16 The Esplanade, St Kilda, VIC 3182

- **Please note there is a limit of 150 places for conference** (limit of 30 places for breakfast session)
- No refunds for cancellations. Transfer to another representative from the organisation is acceptable.

Name			
Job Title			
Organisation			
Address			
Telephone			
Email			
<i>All payments include lunch – please provide special dietary requirements below**</i>			
AAQHC / VHQA member Membership number *	<input type="checkbox"/> \$ 450.00 x 2 days *Please note, membership number must be provided for these options <input type="checkbox"/> \$ 250.00 x 1 day <input type="checkbox"/> \$20.00 Breakfast session		
Non member	<input type="checkbox"/> \$ 550.00 x 2 days <input type="checkbox"/> \$ 350.00 x 1 day <input type="checkbox"/> \$30.00 Breakfast session		
GST (not required)	\$ 0.00		
TOTAL amount of payment	\$		

PAYMENT METHOD

Direct Deposit to **VHQA Inc** **BSB: 063141** **Account No:10051425** **Use name and/or organization as reference**

Payment by Credit Card: Trybooking | Consumer Participation <http://www.trybooking.com/125494>

All details are completed online and a receipt is issued with payment (no need to send this registration form) Please note payment includes an administration fee.

**** SPECIAL DIETARY REQUIREMENTS:**

Enquiries to: vhqasn@gmail.com