

optimising

Patient Experience

through

Digital Innovation

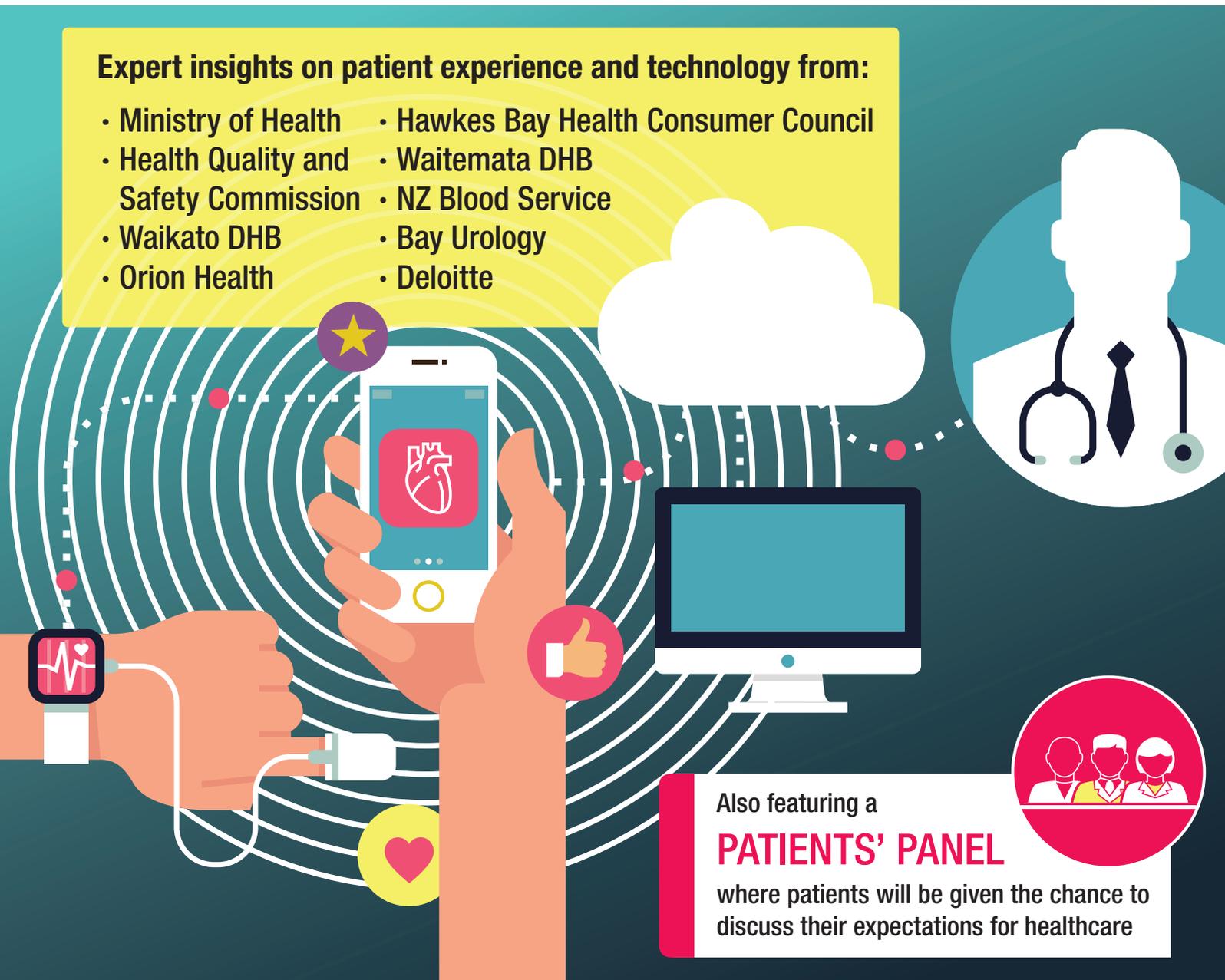
CONFERENCE

Monitoring, measuring and improving patient experience by means of technological change

27-28 Feb 2017
Stamford Plaza
Auckland

Expert insights on patient experience and technology from:

- Ministry of Health
- Health Quality and Safety Commission
- Waikato DHB
- Orion Health
- Hawkes Bay Health Consumer Council
- Waitemata DHB
- NZ Blood Service
- Bay Urology
- Deloitte



Also featuring a

PATIENTS' PANEL

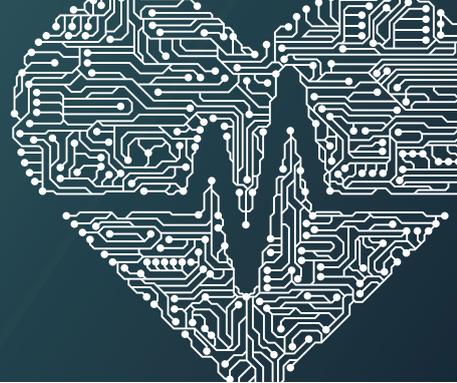
where patients will be given the chance to discuss their expectations for healthcare



Current trends in technology present an opportunity for healthcare providers

to improve communication and satisfaction in the healthcare experience.

In February 2017 the **"Optimising Patient Experience through Digital Innovation conference"** will give healthcare professionals the opportunity to exchange views, learn and explore the evolving realm of patient experience.



AGENDA DAY 1: Monday 27 February

8.30 Registration & coffee

9.00 Opening remarks from the Chair

Peter Gow, *Rheumatologist, & Clinical Director - Person and Whanau Centered Care, Counties Manukau Health*

9.10 Digital transformation for patient experience

- Discussing where the process of digital disruption touches upon patient experience
- Establishing a balance between old and new processes during digital revitalisation
- Ensuring that all parties are able to manage new processes in their role brought on by digital change

Michael Dutton, *Director of User Experience, Orion Health*

9.50 The impacts of new technology in the healthcare sector

- Understanding the rise of digital health and the new type of healthcare experience for patients
- Looking at how the areas of diagnosis, clinical pathways and clinical governance are changing based on digital health
- Discussing how innovation is changing healthcare in New Zealand

Sasha Kljakovic,

CEO, Xedical and Healthcare Innovation Fellow, Waitemata DHB

10.35 Morning break & refreshments

11.05 Using predictive analytics for strategic, tactical and organisational insight

- Discussing what big data tells us about New Zealanders' health habits
- Using mobile applications and the internet of things to gather insight
- Turning the data collected into strategic change across organisations

Phillip Higgins, *Business Consultant, Higgins Consulting*

11.45 Patients' panel: Our expectations for healthcare

- Sharing our stories - the good and bad experiences in healthcare organisations
- Discussing what really makes a difference to patients in the health sector
- Looking at what can be done to improve the healthcare experience from a patient perspective

Shreya Rao, *Youth Consumer Advisor, Waitemata DHB*

Further panellists to be confirmed

This panel will feature patients from a diverse background with experience across the public healthcare system.



12.45 Lunch break

Pre-admission - Laying the groundwork before the patient arrives for care

1.45 Overcoming the distance challenge through remote consultations

- Understanding the way that video conferencing is currently being used across New Zealand
- Looking at the opportunities provided by telehealth for working with remote and vulnerable communities
- Does telehealth improve patient satisfaction? Examining how patients interact with the telehealth system

Ruth Large, *Clinical Director - Virtual Health, Waikato DHB*

2.25 The Virtual Diabetes Register - early steps towards using integrated data

- Looking at the beginning of the VDR and how the register was created and modified
- Discussing effects that the implementation of the VDR has had on diabetes epidemiology, research and treatment
- Understanding how time and changes in practice have led to limitations within the VDR, and necessary responses

Dr Paul Drury, *Clinical Advisor (Diabetes), Ministry of Health*

3.05 Afternoon break & refreshments

3.35 Consumer participation through mobile apps - The NZ Blood journey

- Redesigning the NZ Blood app to increase use in whole blood and plasma donors
- Discussing how the implementation of the new NZ Blood app has changed services
- Finding the right balance in organisational optimisation and the 'warm fuzzies'

Asuka Burge, *National Manager Marketing and Communications, NZ Blood Service*

4.15 The role of Integrated Data Infrastructure in New Zealand's health

- Looking at the insights on health gained from integrated data infrastructure
- Understanding the social implications of data gathering for health insights from different data sets
- Discussing how to balance the gains of data analysis against social concerns

Daniel Exeter, *Senior Lecturer*

Monique Jonas, *Senior Lecturer, University of Auckland*

5.00 Summary remarks from the Chair & networking drinks

AGENDA DAY 2: Tuesday 28 February

9.00 Welcome back from the Chair

Peter Gow, *Rheumatologist, & Clinical Director - Person and Whanau Centered Care, Counties Manukau Health*

Inpatient - Permanent "day to day" changes in patient experience

9.10 Revolutionising the Patient Experience - it's time to think outside the square

- Transforming your hospital structure across multiple interlinked departments
- Committing to change projects for long term optimisation
- Challenging the status quo for community engagement

David Price, *Director of Patient Experience, Waitemata DHB*

9.50 Combining process, technology and people change - Better outcomes for the health sector

- Discussing why organisations should take a broader view on business issues to identify the fix
- Understanding the way to move past a single focused intervention for increased patient satisfaction and health outcomes
- Building a framework to identify problems, solutions and understand the inter dependencies of contributors to the solution

Barry Carruth, *Managing Director &*

Margaret Gott, *Principal Consultant, Probit Consulting*

10.30 Morning break & refreshments

10.50 Emerging healthcare trends in improving patient outcomes and the cyber perspective on enabling these outcomes

- Looking at the key trends developing in care moving to the digital age
- Examining how new technology based care impacts upon patient outcomes
- Understanding the cyber implications and opportunities to power these benefits in healthcare

Anu Nayar, Partner, Deloitte

11.30 Case study: Consumer voices leading the change at Hawkes Bay DHB

- Looking at the background to the consumer panel and the implementation process
- Delving into key outputs and the process of change
- Discussing what is left to be done and the future of the consumer advisory process

Graeme Norton, Chair, Hawkes Bay Health Consumer Council

12.10 Keeping patient digital records safe and secure

- Discussing the risk involved with increased digital integration of patient services
- Preventing a breach and unauthorised access to electronic records
- Safeguarding sensitive patient data in a digital environment

Ernie Newman, Digital Consultant, Ernie Newman Consulting

12.50 Lunch break

Discharge - Keeping patients satisfied after conclusion of hospital treatment

1.40 Using technology to empower patients for self-care decisions

- Exploring the ability of new technology to aid consumers making long term changes
- Looking at the importance of including information and behavioural science in healthcare applications
- Discussing the University of Auckland experience in using apps for self-management of smoking, weight management and problem gambling

Gayl Humphrey, Co-Lead Health Informatics and Technology Programme, National Institute for Healthcare Innovation

2.20 Case study: 'There's an app for that' - Keeping track of patients with mobile apps

- Discussing the rise of health based apps and the ability of apps to become part of a treatment plan
- Looking at how specific applications can allow users to track their response to treatment
- Examining how the ability to track progress and side effects impacts upon patient satisfaction

Jim Duthie, Urologist, Bay Urology

3.00 Afternoon break & refreshments

3.20 Getting more value out of the consumer voice - Qualitative vs quantitative research

Qualitative measurement of patient experience

- Looking at how to practically gather qualitative information from consumers
- Delving into the what questions to ask to get the information that you want
- Following a line of questioning and getting to the root of an issue

Leonie Lander, Director, Athena Marketing

3.35 Quantitative - New Zealand's national primary care patient experience survey

- Discussing the process of developing the survey
- Looking at the Methods of surveying employed
- Using the results for quality improvement

Catherine Gerard,

Evaluation Manager, Health Quality and Safety Commission

4.35 Closing remarks from the Chair and end of conference

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POST CONFERENCE SEPARATELY BOOKABLE WORKSHOPS

Wednesday 1 March 2017

Applying big data to the patient experience

09.00AM - 12.30PM

Data provides the opportunity to predict future trends and provide insight into the areas of healthcare currently needing improvement. In this practical workshop delegates will learn the key strategies of data management for gaining practical insights on how to improve upon patient experience.

- Understanding the provision of big data in healthcare and its impacts upon patient experience
- Strategic analytical thinking and making decisions based on data evidence
- Overcoming the stumbling blocks - where to start with raw and unstructured data
- Achieving actual results and their impact upon the patient experience
- Staying compliant with privacy and data - knowing and respecting consumer rights
- Utilising data to predict trends in your organisation and optimise service
- Insider techniques, tips and tricks on big data

Phillip Higgins, Business Consultant, Higgins Consulting

Patient experience measurement masterclass

1.30PM - 5.00PM

Patient insights are immensely valuable to organisations to help inform business decision making and ensure positive experiences for all involved. In this workshop delegates will learn about the different methods of gathering information to understand the patient experience and how best to translate these insights into meaningful business actions.

- Explaining the importance of research for insights into the consumer experience
- Exploring the different methods of measuring experience - mapping the customer journey, communication and discourse analysis
- Learning about best practice in quantitative research in particular survey building - content and structure to get the results you want
- Practicing interviewing techniques and how to conduct qualitative research including in depth analysis
- Looking into other forms of approaches to uncover insights such as digital data collation and online forum

Jennifer Calvey, Senior Consumer Strategy Director, Big Picture Research

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31 January 2017



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- Send a substitute delegate in your place
- Confirm your cancellation in writing (letter or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

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