

**The Alfred Health General Medicine Unit and
The Centre of Research Excellence in Patient Safety presents:**

Healthcare in a person-centred era: communicating to improve outcomes

Friday 22nd September 2017

Join a group of transformational speakers, facilitators and local consumers, including author and consumer advocate, Susan Biggar, Professor of health care communication Peter Martin, and person-centred care consultant Dr Nadia Chaves to discuss the impact, evidence, strategies and practicalities of providing person-centred care.

Leave with a toolkit to use in your health services and new network of health professionals committed to improving patient care through better engagement and communication.

Event details

Date: Friday 22nd September 2017

Time: 9:00am-4:30pm (registration opens at 8.30am)

Venue: AMREP Lecture Theatre, 75 Commercial Road, The Alfred, Melbourne.

Cost (incl. lunch, morning and afternoon tea):

Standard fee: \$250.00 incl. GST

Allied health, nursing, pharmacy staff and students :
\$150.00 incl. GST

Payment information:

Online payment and registration is to be made via the following link: <https://shop.monash.edu/healthcare-in-a-person-centred-era-forum.html>

Payments are to be made by **CREDIT CARD ONLY**.

Terms and Conditions:

Refunds will not be given if cancellations are advised less than 7 days prior to seminar.

Please note, a colleague is always welcome to attend in your place.

Enquiries: E: melissa.gillespie@monash.edu

P: (03) 9903 0891

Who should attend?

- General Medical Physicians and Geriatricians
- General Practitioners
- General Medical and Geriatric nurses
- Community health practitioners
- General medicine nursing leadership
- Pharmacists
- Allied Health Practitioners
- Trainees of above health professions
- Hospital administrators
- Victorian and Australian Department of Health Managers



PROGRAM SCHEDULE

REGISTRATION (8:30-9:00)

Session 1: Opening the channels for communication

| | | |
|--------------|--------------|---|
| 9:00 - 9:15 | | Acknowledgement of country and introduction |
| 9:15 - 9:45 | Susan Biggar | The view from over here: why person-centred care matters to patients and families |
| 9:45 -10:15 | Peter Martin | Clinical impact of healthcare communication |
| 10:15 -10:30 | | Discussion |

MORNING TEA (10:30 - 11:00)

Session 2: Practical examples of person-centred care

| | | |
|--------------|---|---|
| 11:00-11:30 | Gary Yip, Lucy Bassett and Jill Armstrong | Thinking outside the square: caring inside the home |
| 11:30-12:00 | Nadia Chaves and Svetlana Khalif | Providing culturally responsive person-centred care |
| 12:00 -12:30 | Peter Martin | Maximising the bedside teaching of clinical consultation skills: deconstructing the clinical consultation with your learner |
| 12:30-12:45 | | Discussion |

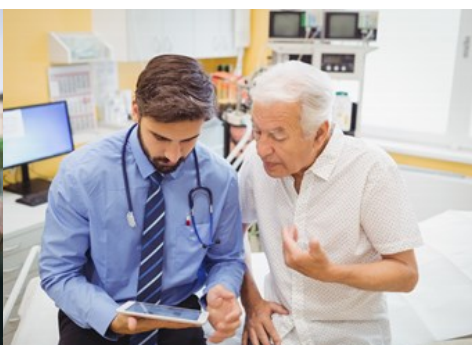
LUNCH and “Hearts and Minds” exhibition of PCC tools (12:45-1:30)

Session 3: Motivational interviewing focus

| | | |
|-----------|--------------------------|---|
| 1:30-2:15 | Anthony Talbot | Integrating motivational interviewing into health care practice |
| 2:15-2:30 | GP and Nurse from SEMPHN | Practical aspects |
| 2:30-2:45 | | Discussion |

AFTERNOON TEA (2.45– 3:05)

| | | |
|-----------|-----------------|--|
| 3:05-3:35 | Louise McKinlay | Partnering in healthcare for better outcomes |
| 3:35-4:05 | All speakers | Panel discussion – How do we ensure that patients come first |
| 4:00-4:20 | Nadia Chaves | Final comments and wrap up |



The Alfred Health General Medicine Unit and The Centre of Research Excellence in Patient Safety presents:

Healthcare in a person-centred era: communicating to improve outcomes

Friday 22nd September 2017

Speaker profiles

Susan Biggar an author and the national engagement advisor at the Australian Health Practitioner Regulation Agency. She writes about person-centred care from a family perspective and has over 20 years experience interacting with health systems in six countries as the mother of three sons, two of whom are living with a serious chronic illness. www.susanbiggar.com

Professor Peter Martin is a palliative care physician, Professor in Clinical Communication, the director of Deakin's Centre for Organisational Change in Person-Centred Healthcare and is the Australian National Representative for EACH (International Association for Communication in Healthcare - www.each.eu).

Dr Gary Yip is a Consultant Physician in the Department of General Medicine at Alfred Health, specialising in the care of persons with complex health needs. Gary is a 'systems physician' experienced in innovation and quality improvement, and is a strong proponent for challenging traditional healthcare system boundaries.

Dr Nadia Chaves is a general and infectious diseases physician with experience in refugee health and implementation science. She combines her passions for health equity and quality improvement into an innovative role as a person-centred care consultant in the Alfred General Medical Unit.

Anthony Talbot is a Clinical Psychologist with the Alfred Cystic fibrosis service. He has a background in smoking cessation and chronic disease management. He has a particular interest in supporting people to optimise self-management of their health conditions.

Louise McKinlay is the director of the Consumers as Partners of Safer Care Victoria. She has extensive experience in clinical education and organisational development in Australia and the NHS and is passionate about improving patient care and health outcomes through quality patient engagement.