

Monash University and  
The Centre of Research Excellence in Patient Safety presents:

# Celebrating innovation and achievement in healthcare quality....and learning how to get there

Experience from winners of the Victorian Public Healthcare Awards 2017  
**Friday 9th March 2018**

## About the event

How do you translate good ideas to successful projects and sustained quality improvement? In this seminar we will hear from winners of the **2017 Victorian Healthcare Quality Awards** and translational research leaders.

Speakers will provide insight into the barriers they faced when implementing their innovative quality improvement projects and how they overcame them.

At the end of the seminar, you should have a good understanding of common themes across successful projects being implemented in Victoria. We hope that you will leave feeling motivated and equipped with the tips and tools necessary to successfully implement change in your own workplace.

## Who should attend?

- Senior medical, nursing and allied health staff
- Quality managers
- People interested in applying for future Victorian Health Awards



## Event details

**Date:** Friday 9th March 2018

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

**Venue:** AMREP Lecture Theatre, 55 Commercial Road, The Alfred, Melbourne.

**Cost (incl. catering):**

*Early bird:* \$190 incl. GST (expires midnight Friday 23 February)

*Standard fee:* \$210.00 incl. GST

**Payment information:**

Online payment and registration is to be made via: <https://shop.monash.edu/celebrating-innovation-and-achievement-in-healthcare-quality-and-learning-how-to-get-there.html>

Payments 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:** [crepatientsafety@monash.edu](mailto:crepatientsafety@monash.edu)  
or (03) 9903 0891

# PROGRAM SCHEDULE

## REGISTRATION (8:30-9:00)

### Session 1

9:00 - 9:10	Welcome	TBC
9:10 - 9:25	Achievements from the small health service of the year	Maree Cuddihy, Kyneton Health
9:25 - 9:40	Benalla Health: Premier's Medium Health Service of the Year	Janine Holland, Benalla Health
9.40 - 9.55	Achievements from the large health service of the year	Mark Petty, Royal Eye and Ear Hospital
9.55-10.15	Achievements from the primary health service of the year	Lyn Morgain, cohealth

## MORNING TEA (10:15 - 10:45)

### Session 2

10.45-11.00	Refugee and Immigrant Health Program (RHP) at the Royal Melbourne Hospital	Kudzai Kanhutu, Melbourne Health
11:00-11:25	Occupational Violence Prevention Education Program and the Revised Clinical Response Mode (dual winner)	Tony Walker, Ambulance Victoria
11:25-11:40	Bringing tele-psychiatry to an emergency department—an international first	Joyce Goh, Eastern Health
11:40—11.55	'You will need a mob to do this'	Caroline Long, Odyssey House Victoria
11.55-12:15	Panel	

## LUNCH (12:15-1:00)

### Session 3

1:00-1:15	Safe birthing choice for women in the north: a private practice midwife model of care	Roslyn Payne and Andrea Quanchi, Northern Health
1:15 - 1:30	Care is a partnership	Lisa Stephens, The Royal Children's Hospital
1:30—1:45	Dental health services for those with special needs	Candida Marane , Western Health and Dental Health Services Victoria
1:45-2:00	Prepping for success- how to prepare your application for the quality awards in 2018	TBC
2:00-2:20	Panel	

## AFTERNOON TEA (2.20– 2:40)

### Session 4

2:40-2:55	Healthy Food Environments	TBC, Alfred Health
2:55 - 3.10	ABLE and the expansion of the memory support nurse	Wendy Walters and Kaye Knight, Rural Northwest Health
3:10-3:40	Priming for success: understanding the theory behind implementation in clinical practice	Sally Green, Monash University
3:40-4:00	Panel	

Monash University and The Centre of Research Excellence in Patient Safety presents:

## Celebrating innovation and achievement in healthcare quality....and learning how to get there

Experience from winners of the Victorian Public Healthcare Awards 2017

Friday 9th March 2018

Speaker profiles

**Maree Cuddihy** is an experienced healthcare leader having held a broad range of senior executive positions in public health in Victoria, and is currently the CEO of Kyneton District Health. Maree holds a Master of Business Management (RMIT), and post graduate degree and certificate qualifications in nursing.

**Janine Holland** has 38 years' experience in the health industry as a clinician and health administrator. She has spent most of her career in the rural sector working across acute, sub acute, community and aged care programs. In February 2016, she commenced her current role as the CEO of Benalla Health. Janine is deeply committed to the principles of social justice and believes that all human interactions begin and conclude with respect for self and others.

**Mark Petty** commenced as CEO at the Royal Victorian Eye and Ear Hospital in July 2015. His previous roles have included: acting CEO at Gippsland Southern Health Service, Executive Director roles at Austin Health and several secondments to the Victorian DHHS. Mark has a Master of Health Administration from the University of New South Wales and other tertiary qualifications in nursing administration, intensive care and computer science.

**Lyn Morgain** is the CEO of cohealth. Lyn has been an executive leader in public policy, Not For Profit organisations and government over the past 25 years. She has published numerous journal articles on primary care and the social determinants of health, and is passionate about strength based approaches that engender community ownership and control over service design, development and delivery.

**Kudzai Kanhutu** is an infectious diseases physician and current Refugee Health Fellow at the Royal Melbourne Hospital (RMH). The Refugee Health Program at the RMH is funded by the State Government and coordinated in collaboration with the Victorian Refugee Health Network. Focussing on women's health, digital technologies and health policy Dr Kanhutu's research undertakings are aimed at improving access to health care for people from refugee and migrant backgrounds.

**Tony Walker ASM** is CEO of Ambulance Victoria, with over 3 decades experience working in a range of senior clinical governance, education and operational roles. He has led significant transformation at Ambulance Victoria to improve the health and wellbeing of their workforce and the response they provide to the community.

**Joyce Goh** is the Associate Program Director of Access at Eastern Health, Mental Health Program. Joyce has worked in both academia and in clinical mental health services. Her other roles involve working in the Victorian DHHS, the Mental Health Reform Council and the Victorian Bushfire Recovery and Reconstruction Authority. As part of her role as Operations Manager in the RANZCP, Joyce was actively engaged in the development of the standards and resources for undertaking telepsychiatry in Australia and New Zealand.

## Celebrating innovation and achievement in healthcare quality....and learning how to get there

Experience from winners of the Victorian Public Healthcare Awards 2017

Friday 9th March 2018

Speaker profiles

**Caroline Long** is the Service Development Manager at Odyssey House Victoria, a specialist Alcohol and Other Drug (AOD) treatment service operating in metropolitan and rural Victoria. Caroline is a registered psychologist with over 25 years' experience as a clinician, researcher, educator, supervisor and manager. As the Odyssey's Capacity Building Co-ordinator, Caroline was intimately involved with the development and implementation of the plan for improving Odyssey's services for Aboriginal clients.

**Roslyn Payne** is the Deputy Director of Nursing and Midwifery at Northern Health and was the lead for their Victorian Healthcare Awards pilot project. She is a registered midwife with an extensive clinical background involving the introduction of advanced practice roles having worked as a Nurse Practitioner in Emergency for 15 years.

**Andrea Quanchi** is a Private Midwife and is a Director of My Midwives Melbourne. Andrea was instrumental in the successful implantation of the model of care introduced in the Northern Health Victorian Healthcare Awards project. She is a passionate advocate of choice for women and their families, and consistently strives to ensure access to safe and quality care for her clients.

**Candida Marane** is a Specialist Anaesthetist at Western Health. She is a supervisor of training and head of simulation and emergency response training. Dr Marane was involved in the establishment of a collaborative Western Health and Dental Health Services Victoria specialist dental service for patients with an intellectual disability and other complex medical conditions. This service was recognised in 2017 with a Victorian Public Healthcare Award – "Safer Care Victoria compassionate care award".

**Wendy Walters** is a committed, passionate and innovative manager and advocate for excellent resident care. Wendy is currently Manager of Residential Aged Care Services for Rural Northwest Health, an award winning rural health service. She has led innovative, award winning projects in residential aged care and was the visionary and driver for the Wattle initiative and ABLED model of care, both Quality Improvement and Quality of Care initiative in dementia care.

**Kaye Knight** is Manager Education and Research for Rural Northwest Health, an award winning rural health service. Kaye is a highly experienced adult educator and has research interests in rural health. Kaye has made a conscious decision to remain in the rural health sector to engage clinicians and health providers in research, and to assist with dissemination of the innovative work being undertaken in the rural health and aged care sectors.

**Sally Green** is Co-Director of the Cochrane Australia and a Professorial Fellow in the Faculty of Medicine, Nursing and Health Sciences at Monash University. In addition to her leadership positions in Cochrane, Sally has several competitively funded research projects in knowledge translation. She is also a member of NHMRC's Synthesis and Translation of Research Evidence (STORE) advisory committee and co-chairs Cochrane's Knowledge Translation Advisory Group.