Merging Health System Siloes: Progress and Pitfalls

5th International Health Care Reform Conference
Virtual Conference Format
25th – 27th March 2020

PROGRAM

INTERNATIONAL SPEAKERS

Sen Elizabeth Steiner Hayward MD, Adjunct Associate Professor of Family Medicine, Oregon Health & Science University, USA
Prof Robin Miller, Centre for Leadership in Health & Social Care, UK
Dr Andrew Bazemore, Center for Professionalism and Value in Health Care, USA
Carolyn Gullery, Canterbury District Health Board, NZ
Prof Robin Gauld, Otago Business School, NZ
Prof James Kingsland OBE, National Association of Primary Care, UK
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<td><strong>Wednesday 25th March</strong> (all timings below are Sydney AEDT)</td>
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| 6.00pm - 7.00pm | OPENING PANEL: Merging Health System Siloes or Throwing Good Money after Bad: Integration Progress 2020  
Room 1  
Chair: Claire Jackson |
|               | Elizabeth Koff, Secretary of Health, NSW Health, Australia  
Prof James Kingsland OBE, Past President, National Association of Primary Care, UK  
Prof Robin Gauld, Pro-Vice Chancellor and Dean, Otago Business School, NZ  
Dr Harry Nespolon, President RACGP, Australia |
|               | Q&A |
| **Thursday 26th March** (all timings below are Sydney AEDT) |
| 8.50am - 9.00am | Access Virtual Conference |
| 9.00am - 10.45am | PLENARY SESSION 1: Care Integration: Progress and Challenges Ahead  
Room 1  
Chair: Claire Jackson |
| 9.00am         | Participant log on & overview |
| 9.10am         | Welcome, Chair IHCRC |
| 9.20am         | Dr Andrew Bazemore, Snr Vice President for Policy & Research at the American Board of Family Medicine and Co-Director at the Center for Professionalism and Value in Health Care, Washington DC, USA |
| 9.40am         | Prof Robin Miller, Co-Director, Centre for Health & Social Care Leadership, University of Birmingham, UK |
| 10.15am        | Dr Steve Hambleton, Co-Chair Primary Health Reform Steering Group Australia |
| 10.35am        | Q&A |
| 10.45am - 11.15am | Morning Tea |

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## 11.15am – 12.30pm  CONCURRENT STREAMS

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<th>Concurrent Stream 1</th>
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<td><strong>Care Innovation</strong></td>
<td><strong>Business / Funding Models</strong></td>
<td><strong>Person-centred Care</strong></td>
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- **Building a sustainable, comprehensive care coordination model: the commissioning journey**
  - **David Menzies**, South Eastern Melbourne Primary Health Network, Heatherton, VIC, Australia

- **Funding reform to drive patient-centered and value based healthcare: Victoria’s HealthLinks experience**
  - **Tanya Sewards**, Department of Health & Human Services Victoria, Australia

- **Implementation of Functional Assessment for Pain in Primary Care**
  - **Sarah Scholle**, National Committee for Quality Assurance, Washington, DC, USA

- **Implementing the Health Care Home model of care across a Primary Health Network: successes and challenges**
  - **Rhonda Fleming**, Western Qld Primary Health Network, QLD, Australia

- **Commissioning for coordinated care services using an outcomes-based funding model: Insights from a process review**
  - **Joanne Epp**, Macquarie University Centre for the Health Economy, Macquarie University, NSW, Australia

- **How Patient Activation is a key vital sign for patient-centered, value-based care**
  - **Michael Greco**, CFEP Surveys, Everton Park, QLD, Australia

- **Implementing innovative after hours healthcare; a trial of a tele-emergency service in Eastern Melbourne PHN utilising specialist emergency doctors**
  - **Susan Rice**, Eastern Melbourne Primary Health Network, Box Hill, VIC, Australia

- **Changing incentives in Australian general practice - the Practice Incentives Program-Quality Incentive (PIP-QI)**
  - **Michael Wright**, CHERE - UTS, Sydney, NSW, Australia

- **Engaging with the patient perspective in healthcare outcomes**
  - **Femida Gwadry-Sridhar**, Pulse Infoframe, London, Ontario, Canada

| Q&A | Q&A | Q&A |

### 12.30pm – 1.30pm  Lunch

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| 1.30pm   | **PLENARY SESSION 2: Innovation Reform That Delivers**                  | Room 1  
Chair: Caroline Nicholson                                                                                                                                                      |
| 1.30pm   | **Dr Andrew Bazemore**, Srn Vice President for Policy & Research at the American Board of Family Medicine and Co-Director at the Center for Professionalism and Value in Health Care, Washington DC, USA |                                                                                                                                                                                      |
| 2.00pm   | **Carolyn Gullery**, ED Planning, Funding and Decision-support, Canterbury District Health Board, NZ |                                                                                                                                                                                      |
| 2.30pm   | Q&A                                                                      |                                                                                                                                                                                      |
| 2.45pm   | **The Harkness Fellowships Sponsored and presented by The Commonwealth Fund** |                                                                                                                                                                                      |
| 3.00pm   | Afternoon Tea                                                            |                                                                                                                                                                                      |
| 3.30pm   | **CONCURRENT STREAMS**                                                   |                                                                                                                                                                                      |
| 3.30pm   | **Concurrent Stream 4**  
Digital Health  
Room 1  
Chair: Claire Jackson | Making Sense of GP data, bridging the digital divide  
**Chris Pearce**, Outcome Health, East Burwood, VIC, Australia                                                                                                                                 |
|          | **Concurrent Stream 5**  
Alliancing  
Room 2  
Chair: Caroline Nicholson | Alliance contracting: current triumphs and challenges  
**Robin Gauld**, Director Centre for Health Systems and Technology, University of Otago, NZ                                                                                                                                 |
|          | **Concurrent Stream 6**  
Implementing Change  
Room 3  
Chair: Jennifer Job | COVID-19: Protective Evidence for Practice, **Mieke van Driel**, Primary Care Clinical Unit, Faculty of Medicine, University of Queensland, QLD, Australia                                                                                                                                 |
|          | **Concurrent Stream 4**  
Digital Health  
Room 1  
Chair: Claire Jackson | Making Sense of GP data, bridging the digital divide  
**Chris Pearce**, Outcome Health, East Burwood, VIC, Australia                                                                                                                                 |
|          | **Concurrent Stream 5**  
Alliancing  
Room 2  
Chair: Caroline Nicholson | Alliance contracting: current triumphs and challenges  
**Robin Gauld**, Director Centre for Health Systems and Technology, University of Otago, NZ                                                                                                                                 |
|          | **Concurrent Stream 6**  
Implementing Change  
Room 3  
Chair: Jennifer Job | COVID-19: Protective Evidence for Practice, **Mieke van Driel**, Primary Care Clinical Unit, Faculty of Medicine, University of Queensland, QLD, Australia                                                                                                                                 |
|          | **Concurrent Stream 4**  
Digital Health  
Room 1  
Chair: Claire Jackson | Making Sense of GP data, bridging the digital divide  
**Chris Pearce**, Outcome Health, East Burwood, VIC, Australia                                                                                                                                 |
|          | **Concurrent Stream 5**  
Alliancing  
Room 2  
Chair: Caroline Nicholson | Alliance contracting: current triumphs and challenges  
**Robin Gauld**, Director Centre for Health Systems and Technology, University of Otago, NZ                                                                                                                                 |
|          | **Concurrent Stream 6**  
Implementing Change  
Room 3  
Chair: Jennifer Job | COVID-19: Protective Evidence for Practice, **Mieke van Driel**, Primary Care Clinical Unit, Faculty of Medicine, University of Queensland, QLD, Australia                                                                                                                                 |

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Can an SMS-based persona both activate patients and fit within current models of care?  
**Brendon Wickham**, South Eastern Melbourne Primary Health Network, Heatherton, VIC, Australia

Framework for building capacity and capability for improvement in the New Zealand health system: a realist approach  
**Kanchan Sharma**, Faculty of Health, Victoria University of Wellington & Health System Improvement and Innovation, New Zealand Ministry of Health, Wellington, NZ

Collaborative PHN led Quality Improvement in Primary Care: benefits for patients, providers and system  
**Barsoum Girgis**, South Western Sydney PHN, Campbelltown, NSW, Australia

| Q&A | A framework for integrated PHN/LHD governance - is this enough?  
**Caroline Nicholson**, Centre for Health System Reform and Integration, Mater Research Institute-University of QLD, Brisbane, QLD, Australia | Primary Care Practice Improvement Tool: promoting organisational change in the primary care practice  
**Samantha Borg**, Centre for Health System Reform and Integration, Mater Research Institute-University of Queensland, Herston, QLD, Australia |

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**FRIDAY 27TH MARCH (all timings below are Sydney AEDT)**

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| 9.00am – 10.30am | **PLENARY SESSION 3: The Health Care System of the Future: What Lies Ahead?**  
Room 1  
Chair: Claire Jackson |
| 9.05am        | **Sen Elizabeth Steiner Hayward MD**, Adjunct Associate Professor of Family Medicine, Oregon Health & Science University, USA |
| 9.25am        | **Leanne Wells**, CEO, Consumer Health Forum, Consumer Health Forum of Australia |
| 9.45am        | **Simon Cotterell**, First Assistant Secretary of the Primary Care Division, Department of Health |
| 10.05am       | Q&A                                                                   |
| 10.30am – 11.00am | **Morning Tea**                                                      |
**11.00am - 12.30pm  CONCURRENT STREAMS**

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<td>Chair: Anna Flynn</td>
<td>Chair: Caroline Nicholson</td>
<td>Chair: Claire Jackson</td>
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PANEL DISCUSSION: How might we capture, understand, and ultimately promote experiences that matter?  
**Ann Dadich**, Virginia Schmied, David Lim, Stewart Alford, Western Sydney University, NSW, Australia  
**Sarah Scholle**, National Committee for Quality Assurance, Washington, DC, USA  
Nick Buckmaster, RACP, Australia  
Lara Roeske, RACGP Board Member, & Chair of RACGP Specific Interest, Australia

**Oral Health for Better Health - a Value Based Oral Health Care Model**  
*Sue McKee*, Chief Value Officer, Dental Health Services Victoria, VIC, Australia

**Person-Driven Outcomes: A New Approach to Quality Measurement for Complex Populations**  
**Carol Atmore**, Department of General Practice and Rural Health, Dunedin School of Medicine, University of Otago, Dunedin, NZ

**A framework for improving health care quality for rural communities**  
**Carol Atmore**, Department of General Practice and Rural Health, Dunedin School of Medicine, University of Otago, Dunedin, NZ

**Colleges shaping future national models of care**  
**Nick Buckmaster**, RACP, Australia  
**Lara Roeske**, RACGP Board Member, & Chair of RACGP Specific Interest, Australia

**A case study of transformation at Kildaire Road Medical Centre: from data to actionable insight**  
**Chris Rushton**, Director, Kildare Road Medical Centre, NSW, Australia

**MAICE: Preventing hospital attendance for the frail older Australian**  
**Caroline Nicholson**, Mater Misericordiae, QLD, Australia  
**Joel Petre**, University of Queensland, QLD Australia

**Building Healthcare Neighbourhoods**  
**Angela Wicks & Rachael Sinclair**, Agency for Clinical Innovation, Chatswood, NSW, Australia

**eConsults between GPs and Physicians: Simple Technology can Improve Access to Specialist Care**  
**Joel Petre**, University of Queensland, QLD Australia

**A collaborative journey in outcomes contracting**  
**Lucille Chalmers**, General Manager Commissioned Programs, Brisbane South PHN, QLD, Australia

**Q&A**

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## Concurrent Stream 10
### Emerging Models

**Room 1**  
**Chair:** Caroline Nicholson

- **Shining the light:** Using a place-based approach to inform and co-commission a region-wide suicide prevention service and well-being activities  
  **Rachel Hughes,** Eastern Melbourne PHN, Box Hill, VIC, Australia

## Concurrent Stream 11
### Clinical Capacity Building

**Room 2**  
**Chair:** Claire Jackson

- **IDEAS Expansion - scaling up an integrated model of diabetes care within primary health care**  
  **Carina Martin,** Carrington Health, Box Hill, VIC, Australia

## Concurrent Stream 12
### Innovative Models 2

**Room 3**  
**Chair:** Jennifer Job

- **Towards an integrated mental health service system - working with many moving parts to improve the consumer experience**  
  **Emma Newton,** Eastern Melbourne PHN, Box Hill, VIC, Australia

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### Concurrent Sessions

- **General Practice Data Quality Reports**  
  **Barb Repecen,** Eastern Melbourne Primary Health Network, Box Hill, VIC, Australia

- **IDEAS Expansion - scaling up an integrated model of diabetes care within primary health care**  
  **Carina Martin,** Carrington Health, Box Hill, VIC, Australia

- **Towards an integrated mental health service system - working with many moving parts to improve the consumer experience**  
  **Emma Newton,** Eastern Melbourne PHN, Box Hill, VIC, Australia

- **Community-based integrated care versus hospital outpatient care for managing patients with complex type 2 diabetes: a costing analysis**  
  **Claire Jackson & Josh Byrnes,** Centre for Primary Care Reform Research Excellence, MRI-UQ, Brisbane, QLD, Australia

- **From little things, big things grow... Consumers and Clinicians working together as Collaborative Pairs**  
  **Elizabeth Deveny,** South Eastern Melbourne Primary Health Network, Heatherton, VIC, Australia

- **Quality Equity and Systems Transformation in Primary Health Care - defining high quality**  
  **Jennifer Reath,** Western Sydney University, Broadway, NSW, Australia

- **HealthPathways: delivering best practice cancer care into general practice**  
  **Roxanne Adams,** Victorian Tasmanian PHN Alliance, Parkville, VIC, Australia

- **Fracture Diversion Project**  
  **Keli Ghosal,** Eastern Melbourne PHN, Box Hill, VIC, Australia

- **Integrating pharmacist services into general practice**  
  **Rachael Ball,** North Western Melbourne Primary Health Network, Parkville, VIC, Australia

### Q&A Sessions

- **Diabetes Diversion Partnership Project**  
  **Greg Poynter,** Eastern Melbourne PHN, Box Hill, VIC, Australia

- **Integrating pharmacist services into general practice**  
  **Rachael Ball,** North Western Melbourne Primary Health Network, Parkville, VIC, Australia

### 2.30pm - 2.45pm

**CONFERENCE CLOSE**

- **Q&A**

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<td>Prof Claire Jackson</td>
<td>Director, UQ-MRI Centre for Health System Reform and Integration; Professor in Primary Care Research, University of Queensland, QLD, Australia</td>
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<tr>
<td>Dr Caroline Nicholson</td>
<td>Director, Mater UQ Centre for Integrated Care &amp; Innovation, Mater Misericordiae Ltd, QLD, Australia</td>
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<tr>
<td>Prof Diana O’Halloran</td>
<td>Board Chair, Western Sydney Primary Health Network, NSW, Australia</td>
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<tr>
<td>Simon Cotterall</td>
<td>First Assistant Secretary, Primary Care Division, Dept of Health, Canberra, ACT, Australia</td>
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<tr>
<td>Matthew Gray</td>
<td>Chairman, South Western Sydney PHN, NSW, Australia</td>
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<tr>
<td>Michelle Wilson</td>
<td>Manager Health Care Improvement Unit, QLD Health, QLD, Australia</td>
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