



12th Annual National Chronic Disease Management Conference

Person Centred Healthcare: Achievements & Challenges



Thursday 20 – Friday 21 October 2016

Melbourne Convention and Exhibition Centre

Conference Program, Call for Poster Abstracts and Registration

Health Literacy Pre-Conference Workshop: Wednesday 19 October

Supported by:  CareComplete

For Further Information Contact: **ADMA**
2nd Floor Fethers Building, Caulfield Hospital, 260 Kooyong Rd, Caulfield VIC 3162
E-mail: s.jacobsen@alfred.org.au Website: www.adma.org.au Tel: +61 3 9076 4125 Fax: +61 3 9076 6901

Confirmed International keynote speaker:

Dr Cees van Berkel, Principal Scientist, Philips Research, Cambridge, UK

Prof Frances Mair, Professor of Primary Care Research, Head of General Practice and Primary Care, Institute of Health and Wellbeing, College of Medical, Veterinary and Life Sciences, University of Glasgow, Glasgow, UK

Dr Ellen Nolte, Coordinator European Observatory; Health Systems & Policies, London School of Economics and Political Science, Honorary Professor, Department of Health Services Research and Policy, London School of Hygiene & Tropical Medicine, London, UK

Confirmed Australian Keynote Speakers and Panel Participants:

Dr Ros Blakley, General Manager, Bupa Medical, Bupa Australia & New Zealand

Adj Assoc Prof Christopher Carter, Chief Executive, Melbourne Primary Care Network, VIC

Dr Kevin Cheng, National Medical Director, Medibank Private

Denise Ferrier, Assistant Director, Service and Funding Projects, Health Service Programs Department of Health and Human Services, VIC

Dr Christopher Freeman, Clinical Lecturer in QUM, Pharmacy Australia Centre of Excellence, School of Pharmacy, University of Queensland, QLD

Prof John Furler, Principal Research Fellow and Associate Professor Department of General Practice, Faculty of Medicine, Dentistry and Health Sciences. The University of Melbourne, VIC

Emma Gee, Inspirational Speaker and Author of Reinventing Emma, VIC

Dr Mukesh Haikerwal AO, General Medical Practitioner, VIC; Chair AIHW; Professor, School of Medicine, Flinders University, SA

Dr Steve Hambleton, General Practitioner, former Chair of the Primary Health Care Advisory Group (PHCAG)

Fiona Hodson, President -Elect Australian Pain Society; Clinical Nurse Consultant Pain Management, Hunter Integrated Pain Service, NSW

Adj Prof Nancy Huang, Clinical Director, Remedy Healthcare, VIC; Adj Prof, School of Health & Social Development, Deakin University, VIC

Serena Joyner, Consumer Engagement Manager, Health Consumers NSW

Jackie Kearney, Project Director, End of Life Care Framework, Health Service Programs, Victorian Department of Health and Human Service, VIC

Prof Tim Lambert, Head of Psychiatry, Concord Clinical School, University of Sydney; Director, Collaborative Centre for Cardiometabolic Health in Psychosis (ccCHIP), NSW

Prof Dimity Pond, School of Medicine and Public Health (General Practice), The University of Newcastle, NSW

Prof Grant Russell, Head, School of Primary Health Care, Professor, General Practice Research, Director, Southern Academic Primary Care Research Unit, Monash University, VIC and Australian Principal Investigator, IMPACT Centre of Research Excellence

Prof Anthony Scott, Professorial Research Fellow, Melbourne Institute of Applied Economic and Social Research, The University of Melbourne, VIC

Prof Elizabeth Sullivan, Professor Public Health, Assistant Deputy Vice-Chancellor (Research), Faculty of Health, University of Technology Sydney, NSW

Prof Nikolai Titov, Project Director, MindSpot Clinic, Department of Psychology, Macquarie University, NSW

Dr Christine Walker, Executive Officer, Chronic Illness Alliance, VIC

Dr Rob Wilkins, ACI Palliative Care Network Manager, NSW

Dr Marianne Wood, Public Health Medical Officer, Aboriginal Health Council of Western Australia, WA

Submitted Abstracts: Abstract for oral presentations and posters have closed. Maximum acceptable poster size is 1m x 1m. Poster presenters may also be invited to present a brief overview during the Interactive Poster Session. Prizes will be awarded for the best oral presentation and best poster at the close of the conference.

Trade Exhibits & Conference Enquiries: For enquiries phone: +61 3 9076 4125 or email Helen at: h.sinnott@alfred.org.au

Registration: To register please complete the registration form on the last page and email, fax or post.

Venue and Accommodation: Accommodation options near the Melbourne Convention and Exhibition Centre include hotels such as Crown Metropol, Crown Promenade, or the Hilton as well as short stay apartments. To book a Crown Metropol room at group rates via the Personalised Website go to <https://resweb.passkey.com/go/ADMA2016> and quote "Australian Disease Management Association". Bookings can also be made by phone either Toll Free (within Australia) on 1800 056 662 or directly on +61 3 9292 6211 or by E-mail at reservations.mcm@crownhotels.com.au. Alternatively a range of accommodation options can be booked through the Lido Group at: <http://leads.lido.com.au/misc/default.aspx?cid=g4kmgmd211282>

2016 Pre- Conference Health Literacy Workshop

10am -3pm, Wednesday, 19 October 2016

Level 1, 50 Lonsdale Street, Melbourne

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. Health literacy is dependent on individual and systemic factors. Low levels of individual health literacy have been reported to contribute to poorer health outcomes, increased risk of an adverse event and higher healthcare costs. Health literacy plays a crucial role in chronic disease self-management.

This workshop will provide an overview of health literacy, some of the tools available to measure health literacy and generate change. There will also be some practical approaches to harnessing the knowledge gained from specific health literacy projects to improve quality and safety in health care.



Prof Richard Osborne,
Chair of Public Health, Deakin
University



Jeannine Jacobsen
Assistant Director, HACC
and Assessment, Vic DHHS



Naomi Poole
Program Manager,
Australian Commission on
Safety and Quality in Health
Care

This meet the expert session will cover current and upcoming health literacy tools being used locally and/or globally. These include the Health Education Impact Questionnaire (heiQ), the Health Literacy Questionnaire (HLQ), and the Ophelia (OPTimising HEalth LItercy and Access) process. Upcoming tools include the e-Health Literacy Framework and Questionnaire (co-developed with Copenhagen University), new organizational health literacy self-assessment framework (to support an organization to become a Health Literate Organization), and the practitioner-patient level CHAT: Conversational Health Literacy Assessment Tool.

Early approaches to health literacy focused primarily on health literacy as health-related reading and numeracy (ie functional health literacy), but health literacy is clearly a multidimensional concept whereby individuals have an individual mix of strengths and needs. Some people can have very low functional health literacy, but have strengths in social support and care quality, thus they can be very successful in their self-care despite some important weaknesses. Clearly, healthcare professionals and the complexity of the system itself can help or hinder individual individuals and communities. The workshop will also cover the emerging concept of community capacity health literacy.

In summary, the workshop will discuss health literacy for:

- Quality improvement
- Epidemiology
- Patient care
- Health promotion
- Evaluation (for understanding why an intervention worked/didn't work, and outcomes)
- Organisational change

Cost including GST= \$110.00

Conference Program

Thursday 20 October 2016 – Day 1

08.00-08.45		REGISTRATION			
08.50-09.00		Welcome and Opening Session Plenary Chair: Prof Joseph Ibrahim, co-chair, ADMA Room 105 & 106			
09.00-09.25	Patient Centeredness In General Practice- Co-Designing Care and Avoiding Health Inequalities Prof John Furler , Principal Research Fellow and Associate Professor Department of General Practice, Department of General Practice, The University of Melbourne, VIC				
09.25 -09.50	Australia Embraces the Health Care Home Dr Steve Hambleton , General Practitioner, former Chair of the Primary Health Care Advisory Group (PHCAG)				
09.50-10.30	Managing Chronic Disease: What Works? Experiences from Europe Dr Ellen Nolte , Coordinator European Observatory; Health Systems & Policies, London School of Economics and Political Science, Honorary Professor, Department of Health Services Research and Policy, London School of Hygiene & Tropical Medicine, London				
10.30-10.35	Question time				
10.35 -11.00		TEA BREAK AND POSTER VIEWING			
	End-of Life Session Chair: Rebecca Bartel Room 104		Chronic Condition Management Session Chair: Prof Harvey Newnham Room 105		
11.00-11.25	Guiding high-quality end of life and palliative care Jackie Kearney , Project Director, End of Life Care Framework, Health Service Programs, Victorian Department of Health and Human Service, VIC		Patient Centred Models for Chronic Pain Management Fiona Hodson , President -Elect Australian Pain Society; Clinical Nurse Consultant Pain Management, Hunter Integrated Pain Service, NSW		
11.25-11.50	Designing a Blueprint for Improvement in Palliative and End of Life Care Dr Rob Wilkins , ACI Palliative Care Network Manager, NSW		Multidisciplinary Approach for People with Dementia Living in the Community Prof Dimity Pond , Professor, School of Medicine and Public Health (General Practice), University of Newcastle, NSW		
11.50-11.55	Question Time		Question Time		
3 minute Interactive Poster Session					
	Chair: Claire Pearce Room 105	Chair: Liz Kasteel Room 104	Chair: Lyn Dimer Room 103	Chair: Joanna Goodenough Room 102	
11.57-12.00	Arthrogryposis: Developing Family-Centred Practice Across The Sydney Children's Hospital Network Bianca Botha , Kids Rehab, The Children's Hospital Westmead, NSW	Person-Centredness Before The Consultation – How To Engage Chinese Patients In Diabetes Care? Tammie ST Choi , Carrington Health, VIC	The Challenges Of Matching Organizational Resources With Clients Expectations Edward Wai Ming Chan , Physiotherapy Department, Carrington Health, VIC	Evidence for the use of intravenous Vitamin C in viral disorders Cliff Meakin , Australasian College of Medical Nutrition	
Concurrent Sessions: Submitted Oral Abstract Speakers					
	Stream: Frameworks for Care Chair: Claire Pearce Room 105	Stream: ATSI & CALD Chair: Liz Kasteel Room 104	Stream: Improving Access Chair: Lyn Dimer Room 103	Stream: Aged Care Chair: Joanna Goodenough Room 102	
12.00-12.15	Implementation of Medication Indicators of Potentially Preventable Hospitalisations in a National Chronic Disease Management Program Stephanie Bacon & Erica Diment , Home Support Services Pty Ltd, SA	"Huddles" Provide Person Centred Healthcare And Reduce Readmissions At Campbelltown Hospital Robyn Tumeth , Campbelltown Hospital, NSW	Bringing Cardiac Rehabilitation To The Patient: The Wimmera Hub & Spoke Telehealth Model, Improving Access For Rural People Donna Bridge , Wimmera Primary Care Partnership, VIC	Better Journeys For People With Dementia In Northern Sydney Lyn Olivetti , Northern Sydney Local Health District, NSW	

12.15-12.30	Simpler©: An evidence Based Pharmacist Intervention Tool To Deliver Quality Diabetes Care Shamala Ayadurai, School of Pharmacy, Curtin University, WA	A Different Person-Centred Diabetes Education For East Asians Tammie ST Choi, Carrington Health, VIC	Evidence to Service Gap: Cardiac Rehabilitation and Secondary Prevention in rural and remote Western Australia Dr Sandra Hamilton, Western Australian Centre for Rural Health, University of Western Australia, WA	Chronic Disease Self-Management In Persons With Dementia Janaka Lovell, Ballarat Health Services, VIC
12.30-12.45	Asking Better Questions - The Key To Person Centred Care Lindsay Tighe, Inspirational Coaching & better Questions, VIC	Closing the gap in a diabetic Foot Unit: A Foot in the Door for the Aboriginal & Torres Strait Islander Community (ATSI) Ellen Lewis, Melbourne Health, VIC	The Guided Self-Determination Program: An Online Self-Management Intervention For Young Adults With Diabetes Prof Bodil Rasmussen, Western Health-Deakin University Partnership , School of Nursing and Midwifery, VIC	Care of Confused Hospitalised Older People Glen Pang, Aged Health, NSW Agency for Clinical Innovation, NSW
12.45-13.00	Developing a Competency Framework for Person-Centred Practice In Allied Health Marita Carmody, Banyule Community Health, VIC	Evaluation of an Arabic Diabetes Education Seminar Shannon Lin, Diabetes NSW	A Conversation About Person Centred Care From A Young Person's Perspective Dr Jane Ho & Rebecca Duke, Trapeze, The Sydney Children's Hospitals Network, NSW	Physical Activity Programs for Older Victorians: An Audit and Gap Analysis Renee De Silva, MOVE Muscle, Bone & Joint Health, VIC
13.00-13.05	Question time	Question time	Question time	Question time
13.05 -13.55	LUNCH BREAK AND POSTER VIEWING			
	Consumer Perspective Plenary Session Chair: Dr Stephen Bunker Room 105 & 106			
13.55-14.20	If You Had the Chance, How Would You Design the Health System to Work for Chronic Illness? The Views of People with Chronic Illnesses Dr Christine Walker, Chronic Illness Alliance, VIC			
14.20-14.45	Consumer Engagement: When Patients Become Partners in Improving Health Outcomes Serena Joyner, Consumer Engagement Manager, Health Consumers NSW			
14.45-15.10	Person-Centred Care and Resilience Emma Gee, Inspirational Speaker and Author of <i>Reinventing Emma</i> , VIC			
15.10-15.15	Question Time			
15.15-15.40	TEA BREAK AND POSTER VIEWING			
	Mental Health Plenary Session Chair: Prof Caroline Brand, co-Chair ADMA Room 105 & 106			
15.40-16.05	Primary Mental Health System Redesign – The Role of Primary Health Networks Assoc Prof Christopher Carter, CEO, Melbourne Primary Care Network/ Northern Western PHN, VIC			
16.05-16.30	Cardiometabolic Health and Psychosis: The 3Cs (Comorbidity, Chronicity, and Complexity) Prof Tim Lambert, Head Psychiatry, Concord Clinical School, University of Sydney, Director, Collaborative Centre for Cardiometabolic Health in Psychosis (ccCHIP), NSW			
16.30-16.55	Technology to Deliver Evidence-Based Psychological Therapies: The MindSpot Clinic Prof Nikolai Titov, Project Director, MindSpot Clinic, Department of Psychology, Macquarie University, NSW			
16.55-17.00	Question time			
17.00-18.30	NETWORKING SESSION AND COCKTAIL RECEPTION			

Friday 21 October 2016 – Day 2

07.30-08.50	Registration	
	Philips Healthcare Breakfast Session Chair: A/Prof George Margelis Room 102	
07.45-08.30	Population Health Management at Scale <i>Dr Cees van Berkel</i> , Principal Scientist, Philips Research, Cambridge, UK	
08.50-09.00	Welcome Prof Caroline Brand, co-Chair, ADMA	
	Chronic Disease Management From Different Perspectives Plenary Chair: Prof Maximilian de Courten, co-Chair ADMA Room 105 & 106	
09.00-09.40	Minimally Disruptive Medicine Should Be Our Goal <i>Prof Frances Mair</i> , Professor, Primary Care Research, Head, General Practice and Primary Care, Institute of Health and Wellbeing, College of Medical, Veterinary and Life Sciences, University of Glasgow, Glasgow, UK	
09.40-10.05	The Australian Care Complete Program <i>Dr Kevin Cheng</i> , National Medical Director, Medibank Private	
10.05-10.30	Paying for Chronic Disease Care <i>Prof Anthony Scott</i> , Professorial Research Fellow, Melbourne Institute of Applied Economic and Social Research, The University of Melbourne, VIC	
10.30-10.35	Question time	
10.35-11.00	TEA BREAK AND POSTER VIEWING	
	Vulnerable Populations Plenary Chair: Prof Joe Ibrahim, co-Chair ADMA Room 105 & 106	
11.00-11.25	Beyond Politics: Helping Refugees Access Appropriate Primary Care in Australia <i>Prof Grant Russell</i> , Head, School of Primary Health Care, Professor, General Practice Research, Director Southern Academic Primary Care Research Unit, Monash University, VIC and Australian Principal Investigator IMPACT Centre of Research Excellence	
11.25-11.50	Chronic Diseases and Birth Among Vulnerable Reproductive Populations in Australia <i>Prof Elizabeth Sullivan</i> , Professor Public Health, Assistant Deputy Vice-Chancellor (Research), Faculty of Health, University of Technology Sydney, NSW	
11.50-12.15	Tackling Kidney Disease in Aboriginal Communities <i>Dr Marianne Wood</i> , Public Health Medical Officer, Aboriginal Health Council of Western Australia, WA	
12.15-12.45	Panel Session & Question Time <i>Prof Grant Russell</i> , Head, School of Primary Health Care, Professor, General Practice Research, Director Southern Academic Primary Care Research Unit, Monash University, VIC and Australian Principal Investigator IMPACT Centre of Research Excellence <i>Prof Elizabeth Sullivan</i> , Professor Public Health, Assistant Deputy Vice-Chancellor (Research), Faculty of Health, University of Technology Sydney, NSW <i>Dr Marianne Wood</i> , Public Health Medical Officer, Aboriginal Health Council of Western Australia, WA	
12.45-13.30	LUNCH BREAK AND POSTER VIEWING	
	Health Tracker Chair: Liz Kasteel Room 105 & 106	Pharmacy as Part of the Team Chair: Prof Ines Krass Room 104
13.30-13.55	Australia's Health Tracker 2016 <i>Prof Maximilian de Courten</i> , Director, Centre for Chronic Disease Prevention and Management, Victoria University, VIC	The Practice Pharmacist: A Natural Fit In The General Practice Team <i>Dr Christopher Freeman</i> , Pharmacy Australia Centre of Excellence, School of Pharmacy, The University of Queensland, QLD

Concurrent Streams: Submitted Oral Abstract Speakers				
	Stream: Private Initiatives Chair: Justine Waters Room 105	Stream: Health Literacy Chair: Dr Stephen Bunker Room 104	Stream: Diabetes & Kidney Disease Chair: Carolyn Hines Room 103	Stream: Integrated Care Chair: Joanna Goodenough Room 102
13.55-14.10	Impact of Post Hospital Discharge Telephonic Intervention on Hospital Readmissions in a Privately Insured Population Gerrye Stegall, Healthways Australia	Development and Validation of the Conversational Health Literacy Assessment Tool (CHAT) Jonathan O'Hara, Health Services Improvement Unit, Faculty of Health, Deakin University, VIC	MeCare - Solution Overview of How West Moreton HHS Deployed the Technical Solution and a Discussion on Our Technical Challenges and Successes Nasa Walton, West Moreton Hospital and Health Service, Ipswich, QLD	Delivering a State-wide Person Centred Care Learning and Development Program in the Subacute Environment Jessica Sharp, Training Centre in Subacute Care Western Australia- TRACS WA, Fremantle Hospital, WA
14.10-14.25	CareFirst: A Before and After Pilot Study of a Primary Care Based Chronic Disease Management Program for Privately Insured Patients Rebecca Tinning, Medibank Private; School of Public Health and Community Medicine, University NSW	Missed Opportunities – Perspectives of Facilitators and Participants About Social Support and Goal Setting in HCP-Led Chronic Condition Self-Management Group Programs Stephen Hughes, Faculty of Pharmacy, University of Sydney, NSW	Establishment of a Public/Private Partnership Co-Joint Chronic Kidney Team and Endocrine Clinic Bernadette Taylor, Internal Medicine Services, MNHHS, Brisbane, QLD	Person-centred Care Co-Ordination For People with Co-Occurring Physical and Mental Health Conditions in Primary Health Care Carolynne White, Department of OT, School of Primary Healthcare, Faculty of Medicine, Nursing and Health Sciences, Monash University, VIC
14.25-14.40	Opportunistic Integration Of Mental and Physical Care – Remedy Mindstep Prof Nancy Huang, Remedy Healthcare, VIC	REBOOT ONLINE: A Pilot Trial to Evaluate the Feasibility and Preliminary Efficacy of an Online Multidisciplinary Pain Management Program Tania Gardner, Department of Pain Medicine, St Vincent's Hospital, NSW	Kidney Supportive Care Program: Implementing an Alternative Pathway of Care Ilse Berquier, Kidney Health Service, Metro North Hospital and Health Service, Brisbane, QLD	A Sustainable Approach to Chronic Disease Management Dr Tim Denton & Kim Poyner, Surfcoast Medical Centre, Torquay, VIC
14.40-14.55	Care Coordination Partnerships: Promoting Patient Choice in Primary Care Patricia Tonel & Donal Byrne, nib health funds limited, NSW	Our Stroke Journey: Educating and Enabling Consumers Jude Czerenkowski, Community Programs, Stroke Foundation, VIC	Partnering with Pharmacies for Person Centred Diabetes Care Rebecca Murphy, Lower Hume Primary Care Partnership, VIC	Using Co-Design Process to Develop Care Options for People with Chronic and Complex Care Needs Across 4 Community Health Services in the Southern Melbourne Primary Care Partnership Kath Baggaley, Inner South Community Health, VIC; Carly Bertram, Caulfield Community Health Service, VIC
14.55-15.00	Question time	Question time	Question time	Question time
15.00-15.25 TEA BREAK				
Panel Discussion Chair: A/Prof Caroline Brand, co-chair, ADMA Room 105 & 106				
15.25-16.15	Private and Public Partnerships Dr Ros Blakley, General Manager, Bupa Medical, Bupa Australia & New Zealand Dr Kevin Cheng, National Medical Director, Medibank Private Prof Nancy Huang, Clinical Director, Remedy Healthcare; Adjunct Professor, School of Health & Social Development, Deakin University Denise Ferrier, Assistant Director Health Service and Funding Projects, Department of Health and Human Services, VIC Mukesh Haikerwal AO, GP Dr Ellen Nolte, European Observatory Health Systems & Policies, London School of Economics and Political Science			
16.15-16.25 CLOSING, ORAL AND POSTER PRIZES				

ADMA 12th Annual National Disease Management Conference
Person Centred Healthcare: Achievements & Challenges

Thursday 20 - Friday 21 October 2016
 Delegate Registration **and Tax Invoice**
 ADMA is auspiced under Alfred Health ABN 27 318 956 319

Mr/Mrs/Ms/Prof/Dr: _____
Position: _____
Organisation: _____
Business Address: _____
Phone: _____ **Email:** _____

Conference Registration Fees

	Register by 19 August 2016	Register after 19 August 2016
ADMA member / full-time student (students please include a copy of your student ID)		
One day (20 or 21 Oct)	\$400 + \$40 GST = \$440	\$450 + \$45 GST = \$495
Both days (20 & 21 Oct)	\$700 + \$70 GST = \$770	\$750 + \$75 GST = \$825
Non-member		
One day (20 or 21 Oct)	\$450 + \$45 GST = \$495	\$500 + \$50 GST = \$550
Both days (20 & 21 Oct)	\$800 + \$80 GST = \$880	\$900 + \$90 GST = \$990

Level of conference attendance

Day One only (20 Oct 2016) **Day Two only** (21 Oct 2016) **Both days** (20 & 21 Oct 2016)

Please mark box below for catering purposes – complimentary for conference attendees:

Cocktail party (Thursday 20 Oct 2016) **Breakfast Seminar** (Friday 21 Oct 2016)

Special Requirements (dietary or other) _____

Health Literacy Pre-conference Workshop (Wednesday, 19 October 2016) **\$100 + \$10 GST = \$110**

Payment details

TOTAL COST: \$ _____

Important: If you require an invoice to process payment, please register first to secure a place at the conference.

- Invoice** Please provide name and address of company/organisation for invoice

- Cheque** Please make cheques payable to **Australian Disease Management Association**
- Credit Card** Type: _____ (Please note, **only Mastercard or Visa** is accepted)

Cardholder's full name:																			
Cardholders Signature:												Expiry Date:							

Please email, fax or post this registration form and payment to:

E-mail	Fax	Mail
Sharron at s.jacobsen@alfred.org.au	03 9076 6901 <i>If you fax your registration form, please call us to confirm we have received it on +61 3 9076 4125</i>	Australian Disease Management Association 2 nd Floor, Fethers Block, Caulfield Hospital 260 Kooyong Road Caulfield VIC 3162

If you do not wish your name and affiliation to be provided to other attendees please tick

- Cancellation Policy:**
- For a full refund, cancellations must be received **in writing before** 23 September 2016.
 - A refund of half the total cost will be made for cancellations received **in writing from** 23 Sep - 14 Oct 2016.
 - Unfortunately, we cannot offer refunds after **14 October 2016**, however you can register a substitute.