

Patient Reported Measures Symposium

Friday, 17 May 2024

Agenda

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8:45am	Welcome and opening address Melissa Tinsley, Associate Director, Integrated Digital Enablement Accelerator (IDEA), NSW Agency for Clinical Innovation (ACI)	
9:00am	Session one: Considerations for the collection and use of patient-reported measures (PRMs) with diverse populations Hosted by Dr Maria Mackay, Academic Lead and Associate Professor, Indigenous Health, Graduate School of Medicine, University of Wollongong	
	Jessica Nikolovski Research Associate, University of Sydney	Strategies to promote the use of patient-reported outcome measures (PROMs) in the routine care of patients who are culturally and linguistically diverse (CALD): A systematic review
	Mandy Debenham Associate Director of Aboriginal Health, NSW Ambulance Andrew Muldoon PRMs Program Lead, Western NSW Local Health District	Making PROMs work for the bush – a population-based approach to PROMs in Aboriginal health
	Skye Trudgett CEO and Founder, Kowa Collaboration Clinton Gibbs PRMs Program Lead, Mid North Coast Local Health District	PRMs Indigenous Data Sovereignty and Governance Framework project
	Panel discussion	
10:00am	Address from Dr Jean-Frédéric Levesque Chief Executive of the ACI, and the Deputy Secretary, Clinical Innovation and Research at the NSW Ministry of Health (the Ministry)	
10:15am	Break (15 minutes)	
10:30am	Session two: PRMs selection and development Hosted by Professor Rachael L. Morton, Deputy Director, National Health and Medical Research Council (NHMRC) Clinical Trials Centre, and Director of Health Economics and Health Technology Assessment, Faculty of Medicine and Health, University of Sydney	
	Caroline Bartle Implementation Manager, South Australian PRMs Program, Commission on Excellence and Innovation in Health	Selection of a statewide generic PROM for South Australian health services

	Albert Yaacoub Director of Oral Health, Nepean Blue Mountains Local Health District, and Project Lead, Value Based Oral Health, Centre for Oral Health Strategy, the Ministry Laura Lincoln Policy and Project Officer, Centre for Oral Health Strategy, the Ministry	The development and implementation of oral health patient-reported outcome measures (OH-PROMs) across NSW public dental services
	Lynn McCartney PRMs Manager, Sydney Children's Hospitals Network	Experience of care across the age continuum – co-designing a national paediatric patient-reported experience measure (pPREM)
	Grace O'Donohue PRMs Implementation Manager, South Australian PRMs Program, Commission on Excellence and Innovation in Health	Developing a standardised approach to patient-reported experience measures (PREMs) collection within palliative care statewide
	Dr Phyllis Lau Western Sydney University	Development of a general practice PREM – Quality, Equity and Systems Transformation (QUEST)
	Panel discussion	
12:00pm	Lunch break (30 minutes)	
12:30pm	Session three: Poster and panel session Hosted by Aaron Hall, PRMs Steam Lead, IDEA, ACI Attendees can view the posters online before and during the symposium. During the session panellists will answer questions from attendees.	
	Tegan Kohler Value-based Healthcare Project Specialist, Transport Accident Commission Victoria	Trialling digital outcome measurement with clients in the early stages of recovery post motor vehicle accident
	Maxwell Nixon Palliative Care Social Worker, Palliative Care Stream, Integrated Care and Partnerships, Murrumbidgee Local Health District	Trialling the ConsiderATE © PREMs tool within an Australian rural/remote community palliative care service
	Alison Witchard Director, Performance Reports, Bureau of Health Information	Patient-reported experiences and outcomes following hospital care are associated with risk of readmission among adults with chronic health conditions
	Hayley Forbes Lead Performance Reporting, Bureau of Health Information	Results from the Rural Hospital Emergency Care Patient Survey 2023

	Marg Fagan Consumer Representative Brad Rossiter Consumer Representative	Unlocking perspectives: the role of consumer partnership in shaping PRMs research for enhanced outcomes
	Kelly Lambert Associate Professor Nutrition and Dietetics, University of Wollongong	Impact of a redesigned health literacy sensitive model of care on clinical outcomes, quality of life and patient experience
1:15pm	Session four: Implementation approaches and methodologies for embedding PRMs Hosted by Melissa Tinsley, Associate Director, IDEA, ACI	
	Holly Lin Pulmonary Rehabilitation Coordinator, Sutherland Hospital, Southcare Leanna Chow PRMs Program Project Officer, ACI	The Health Outcome Patient Experience (HOPE) platform's integration with the electronic medical record system (eMR): enabling use of PRMs to support continuity of care – a statewide initiative, demonstrating value locally within South Eastern Sydney Local Health District
	Kylie Foley Diabetes Educator and Practice Nurse, Hills Family General Practice Carolyn Ripper PRMs Manager, Primary Care, ACI	The experience of Hills Family General Practice implementing PRMs and HOPE
	Sophie Lambert Occupational Therapist, Bathurst Hospital, Western NSW Local Health District Andrew Muldoon PRMs Program Lead, Western NSW Local Health District	PROMs at the pointy end – using PROMs to guide emergency-based care in the rural setting
	Joanne Leonard PRMs Program Lead, Murrumbidgee Local Health District Joanna Loughridge GP Practice Nurse, Finley Medical Centre	Collaborative implementation approach for PRMs in rural primary care
	Yin Li Workforce Strategy Team Lead, South Western Sydney Primary Health Network (PHN) Carolyn Ripper PRMs Manager, Primary Care, ACI	COVID-19 Monitor Pilot Project: embedding PRMs in PHN commissioned services to support practice nurses in primary care
	Panel discussion	
2:45pm	Break (15 minutes)	

3:00pm	Session five: Improving patient outcomes and experiences through the use of PRMs Hosted by Kim Sutherland, Director, Evidence, ACI	
	Michelle Baird Chronic and Complex Care Nurse Practitioner, Dubbo Health Service, Western NSW Local Health District	More than just a survey: outcomes of the KCCQ-12 in patient centred clinical care of heart failure patients in the rural setting
	Dr Seok Lim Geriatrician (Head of Unit), Royal Melbourne Hospital Catherine Grant Operations Manager, Chronic and Complex Care, Western Health	PRMs improving outcomes for Hospital in the Home patients
	Toby Booby Clinical Nurse Specialist, Transitional Aged Care Program, Western NSW Local Health District John Gregory PRMs Program Lead, Western NSW Local Health District	Uncovering the unknown – using PROMs to tailor goal focused treatment and care in transitional aged care
	Alison McCarthy Allied Health Team Leader, Day Rehabilitation Program, Illawarra Shoalhaven Local Health District Kristen Farrell Allied Health Performance and Strategy Leader, Illawarra Shoalhaven Local Health District	A mission to measure service outcomes using PRMs – a deep dive into data
	Ben Warnock Physiotherapist, rpa virtual, Sydney Local Health District	Enhancing patient experiences in a virtual fracture clinic by looking at qualitative feedback
	Panel discussion	
4:25pm	Close	

Event speakers

Welcome and opening address



Melissa Tinsley | Associate Director, Integrated Digital Enablement Accelerator (IDEA), NSW Agency for Clinical Innovation (ACI)

Mel is the Associate Director of the IDEA portfolio at the ACI. She currently leads innovative statewide approaches to enabling clinical digital health in areas such as the Patient Reported Measures (PRMs) Program, e-enabling clinical quality registries, virtual care, and clinical applications – all contributing to NSW Health's approach to value-based healthcare.

Mel has led large scale system change, redesign and implementation across NSW for over 10 years. Prior to this she held the role of Clinical Nurse Consultant in Stroke where her passion for person-centred care originated.

In 2018 Mel completed her Executive Masters in Public Administration through the Australian New Zealand School of Government where her enthusiasm for delivering public value and working across sectors and entities was cemented. Most recently she was appointed an Honorary Research Fellow, University Sydney, in recognition of her expertise in the field of patient reported outcome measures implementation and use.

Session one: Considerations for the collection and use of PRMs with diverse populations



Session chair: Dr Maria Mackay | Academic Lead and Associate Professor, Indigenous Health, Graduate School of Medicine, University of Wollongong

Maria is a proud Wiradjuri woman who has ancestral lineage to Blaney, NSW. She is currently the Academic Lead and Associate Professor in Indigenous Health at the University of Wollongong's Graduate School of Medicine. Maria is an active researcher within the Ngaruwan Ngadju First Nations Health and Wellbeing Research Centre. She is also Deputy Director of Indigenous Health Research for the University of Wollongong's Health Innovations Research Centre.

Maria has a clinical background as a paediatric nurse and midwife and extensive experience in health service management. Her research interests include embedding cultural safety in pre-registration healthcare degrees, crafting person-centred and healthful relationships in the healthcare context, and exploring Indigenous community and healthcare staff experiences following cumulative disasters.



Jessica Nikolovski | Research Associate, University of Sydney

Jessica is an early career researcher whose research focuses on the development and implementation of PRMs in paediatric and adult healthcare contexts. She has been a consumer representative for over eight years, advocating for patients and their families in paediatric hospital settings.

**Mandy Debenham | Associate Director of Aboriginal Health, Ambulance NSW**

Mandy is a proud Wailwan-Wiradjuri-Darug woman, who grew up in the Far West of NSW in Nyngan and Bourke. Mandy has lived in Bathurst for over 20 years and worked in various roles across Western NSW Local Health District during this time. More recently, Mandy has taken up a position as the Associate Director of Aboriginal Health at NSW Ambulance.

Mandy uses her extensive nursing experience to focus on Aboriginal health and improving health outcomes for Aboriginal people across the care spectrum. Using her extensive postgraduate qualifications as a base, Mandy's passion is ensuring that care delivered to Aboriginal people in NSW is free from unconscious bias, is culturally safe and responsive, and is delivered by a workforce focusing on safe care through education and harm prevention.

**Andrew Muldoon | PRMs Program Lead, Western NSW Local Health District**

Andrew is a physiotherapist by background who has worked in western NSW for more than 15 years in a range of clinical, project and management roles. Andrew is responsible for the rollout and support of the PRMs Program in Western NSW Local Health District and is enthusiastic about using PRMs to inform and shape care with our patients. Andrew is always keen to explore opportunities and challenge clinicians to use PRMs in meaningful ways that drive best practice healthcare in the rural context. Outside work, Andrew and his family love to travel and enjoy time with friends and family.

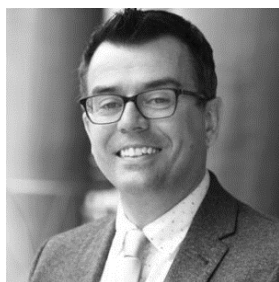
**Skye Trudgett | CEO and Founder, Kowa Collaboration**

Skye, a proud Gamilaroi woman and mother, is a visionary leader in the realm of community-led evaluation and research. With a rich tapestry of experience spanning various sectors, she has played a pivotal role in reshaping understanding, measurement, evaluation and learning (UMEL) for community. Skye advocates for Indigenous data sovereignty and governance. She also fosters collaborative partnerships to develop digital resources that empower community-led approaches. Skye's extensive work within diverse First Nations communities, organisations and collectives underscores her commitment to co-creation, centring First Nations worldviews and reclaiming spaces from colonial legacies.

At the helm of the Kowa team, Skye embodies thought leadership that champions practical steps towards First Nations communities, driving impact measurement, evaluation, and learning processes. Her profound dedication to Indigenous data sovereignty and governance, reinforced by a PhD focused on these principles in research and evaluation contexts, highlights her expertise in safeguarding local knowledge for informed decision-making within community settings.

Transitioning from a background in clinical trials in oncology, Skye's shift towards evaluation was spurred by her involvement in a grassroots collective impact initiative. This trajectory has infused her evaluation practice with a distinctive blend of self-determination, sustainable governance and truth-telling; forming the bedrock for catalysing change, defining progress and influencing decision-makers.

Currently serving as a Director and CEO at Kowa and holding key positions in organisations like Maïam nayri Wingara, RUOK First Nations, First Nations Futures and Ngimilko Kunta, Skye's multifaceted roles exemplify her unwavering dedication to advancing First Nations-led initiatives and fostering meaningful impact within and beyond her communities.

Address from Dr Jean-Frédéric Levesque**Dr Jean-Frédéric Levesque | Chief Executive of the ACI, and the Deputy Secretary, Clinical Innovation and Research at the NSW Ministry of Health (the Ministry)**

In addition to his Chief Executive and Deputy Secretary roles, Jean-Frédéric is an Adjunct Professor at the Centre for Primary Health Care and Equity at the University of New South Wales. He has a Medical Degree, a Masters in Community Health and a Doctorate in Public Health from the Université de Montréal, Canada. He is a Fellow of the Royal College of Physicians of Canada in Preventive Medicine and Public Health.

Jean-Frédéric brings extensive senior leadership in healthcare systems analysis and improvement, combining experience in clinical practice in refugee health and tropical medicine, in clinical governance and in academic research. He is a member of the HealthShare NSW Board and a member of the Strategic Analytic Advisory Committee of the Canadian Institute of Health Information.

As part of his research portfolio, Jean-Frédéric has published more than 150 peer reviewed publications and his seminal research producing a conceptual framework on healthcare access and inequity has been cited more than 2,000 times.

Originally from Canada, Jean-Frédéric has worked in diverse medical, research and public health roles in Canada, India, the United Kingdom and Australia.

Session two: PRMs selection and development**Session chair: Professor Rachael L. Morton | Deputy Director, National Health and Medical Research Council (NHMRC) Clinical Trials Centre, and Director of Health Economics and Health Technology Assessment, Faculty of Medicine and Health, University of Sydney**

Rachael is a committed and passionate academic health economist and Deputy Director of the NHMRC Clinical Trials Centre. In the last 10 years she has accrued over \$80 million in competitive research funding and is a highly sought after international leader in health economic analysis alongside trials. She specialises in trial-based and modelled economic evaluation, and elicitation of patient preferences using discrete choice experiments.

Her research incorporates value of information analysis, patient-centred outcomes and economic outcomes into clinical trials of diagnostic tests, new treatments and models of care to facilitate policy decision-making based on cost-effectiveness. She also has interests in health equity for disadvantaged populations in Australia and overseas, quality of life and wellbeing.

**Caroline Bartle | Implementation Manager, South Australian PRMs Program, Commission on Excellence and Innovation in Health**

Caroline has worked in the South Australian public health system as a clinical dietitian and for the Electronic Medical Record Project. This gives her unique perspectives on patient-centred care, stakeholder engagement and change management. She has postgraduate qualifications in health economics, public health and management. Caroline is passionate about health equity, healthcare quality and PRMs.



Clinical Associate Professor Albert Yaacoub | Director of Oral Health Nepean Blue Mountains Local Health District, and Project Lead Value Based Oral Health, Centre for Oral Health Strategy, the Ministry

Albert is the director of oral health at Nepean Blue Mountains Local Health District, incorporating Nepean Centre for Oral Health, the third largest dental centre in NSW. He is affiliated with the University of Sydney, Faculty of Health and Medicine and has been leading the NSW value-based oral health framework since 2022. Albert commenced as a junior clinician in 1999. Over the years, he has held senior roles across various services, including acting Director of Clinical Services at Westmead Centre for Oral Health from 2009 to 2011. Albert is also Adjunct Associate Professor at Western Sydney University.



Laura Lincoln | Policy and Project Officer, Centre for Oral Health Strategy, the Ministry

Laura is a speech pathologist trained at the University of Sydney. She came to the Centre for Oral Health Strategy from St Vincent's in 2023. Laura is currently working with the Primary School Mobile Dental Program and value-based oral health portfolios. Prior to this, Laura held roles in clinical governance and PRMs, but always kept a clinical interest in her field with a focus on swallowing and communication impairments in patients after head and neck surgery and oesophagectomy. Laura is currently studying for a Master of Health Leadership and Management at UNSW Sydney and will graduate in 2024.



Lynn McCartney | PRMs Manager, Sydney Children's Hospitals Network

Lynn has worked as a paediatric nurse for 40 years. Lynn completed a Bachelor of Nursing and Master of Advanced Practice Nursing and was one of the first paediatric rehabilitation nurses. She has been an investigator in local and national research projects and helped develop a statewide paediatric rehabilitation model of care. Lynn left her clinical role two years ago and is now the PRMs Manager for the Sydney Children's Hospitals Network. In this role, she is committed to ensuring children are heard and is part of a national collaborative research project, which she is presenting today.



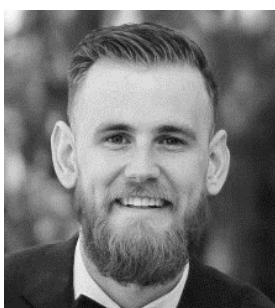
Grace O'Donohue | PRMs Implementation Manager, South Australian PRMs Program, Commission on Excellence and Innovation in Health

Grace is an Implementation Manager within the South Australian Statewide PRMs Program at the Commission on Excellence and Innovation in Health. In her current role, Grace supports clinical services to select, implement and embed the use of PRMs to support shared decision making and improve outcomes and experiences for patients. Prior to this role, Grace worked as a Project Manager at the Australian Orthopaedic Association National Joint Replacement Registry. There she led a team to implement the collection of Patient Reported Outcome Measures nationally within the Registry.

**Dr Phyllis Lau | Senior Lecturer and Research Lead, Department of General Practice, Western Sydney University**

Phyllis is Senior Lecturer and Research Lead in the Department of General Practice at Western Sydney University. She has also been appointed to the Department of General Practice at the University of Melbourne and is Associate Professor at Melbourne Dental School. She is the principal researcher for the Quality Equity and Systems Transformation in Primary Health Care (QUEST PHC) Project.

Phyllis has an international reputation for primary healthcare research training. She is the Immediate Past President of the Australasian Association for Academic Primary Care, which advocates for high-quality primary care research, education and practice in Australia and New Zealand.

Session three: Poster and panel session**Session chair: Aaron Hall | PRMs Stream Lead, IDEA, ACI**

Aaron is the PRMs Stream Lead at the ACI. He is part of the IDEA team and involved with driving system transformation by bringing people, process and technology together. Aaron leads a dynamic team with a focus on improving the outcomes and experiences for people accessing and receiving care; as well as improving the experiences of the healthcare teams delivering care. PRMs is Aaron's priority program area – contributing to NSW Health's approach to value-based healthcare.

**Tegan Kohler | Value-based Healthcare Project Specialist, Transport Accident Commission Victoria (TAC)**

Tegan leads the Enhanced Recovery Program, a pilot launched in July 2023 to test a new pathway of support for clients of the TAC. She joined the TAC in 2017 and oversees the program with the organisation's Value-based Healthcare team. Prior to this, Tegan held TAC positions in the areas of support coordination and policy and service review. All have aligned with her inherent passion for improving the patient experience and helping people achieve the best possible health and recovery outcomes.

She holds a Bachelor of Occupational Therapy degree from Deakin University and draws on more than 10 years of experience as a rehabilitation consultant and occupational therapist in the private healthcare and rehabilitation sectors.

**Maxwell Nixon | Palliative Care Social Worker, Murrumbidgee Local Health District**

Max is currently employed as a palliative care social worker for the Murrumbidgee Local Health District. Passionate about rural social work practice and education, he has worked in a range of roles across the Central Western and Riverina areas of NSW. He has worked in ageing, disability and acute mental health roles; and social work education and indigenous mental health studies. He has previously been involved in research projects exploring the use of technology in active ageing, and social policy research.

**Alison Witchard | Director, Performance Reports, Bureau of Health Information (BHI)**

Dr Alison Witchard is the Senior Director of Performance Measurement and Reporting at BHI. Alison joined BHI in 2019 and currently provides leadership, direction and management to BHI teams responsible for patient surveys, data management and analyses, and performance reports. Her previous experience includes extensive work in health and social policy, including at the Mental Health Branch at NSW Health, and the Royal Commission into Institutional Responses to Child Sexual Abuse.

Alison has a PhD in medical anthropology and a Bachelor of Philosophy (Honours) from the Australian National University. She conducted ethnographic research into the experiences of women at risk of hereditary breast and ovarian cancer, resulting in several peer-reviewed publications. She was a visiting fellow and Fulbright Scholar at Harvard University and a guest lecturer at the Australian National University.

**Hayley Forbes | Lead Performance Reporting, BHI**

Hayley is a public health professional at the BHI, with a background in international public health; having worked in Nepal and Indonesia. Prior to her work with BHI, Hayley worked on integrating care in Cambridgeshire in the United Kingdom and on the Australian Atlas of Healthcare Variation series.

**Marg Fagan | Consumer Representative, ACI**

Marg Fagan's career has spanned 40 years in the healthcare industry, most recently as a senior executive of a private hospital. She has also completed a Graduate Certificate in Health Management. Marg was passionate about healthcare during her career. She brought professionalism, empathy, caring and fairness to her roles. She saw becoming a consumer advocate as a natural next step in her ongoing efforts to improve the quality of healthcare for all.

Marg is a member of several consumer organisations, including Consumer Health Forum and Health Consumers NSW. She is also a consumer advisor at Royal North Shore Hospital in Sydney, and on several committees at the ACI.

Research is of great interest to Marg, as she has been involved in caring for her sister who has an autoimmune disease. Research into treatment has improved her sister's quality of life.

**Brad Rossiter | Consumer Representative, ACI**

Brad was born at The Sutherland Hospital, part of the South Eastern Sydney Local Health District on 12 February 1964. The youngest of three boys, he was diagnosed with juvenile onset type 1 diabetes in January 1970. Here, Brad shares his personal story in his own words.

Growing up I kept active playing team sports at both representative and A grade levels. I completed high school in 1980 and in that same year commenced an apprenticeship as a retail butcher. In 1985, after years of training and study, I became an Accredited Master Butcher.

Pursuing my career and dream, I moved to Batemans Bay on the NSW South Coast and bought a butcher shop. Then I met the most wonderful person I have ever met, Loraë. We married in 1986 and we have one son, Trent, who has grown to be a fine and respectful adult.

In 1997, after almost 30 years as a type 1 diabetic, my health journey began to shift from its smooth course. I was diagnosed with kidney disease and diabetic retinopathy in both eyes.

For the next 18 months I received over 6,000 laser shots on each eye in the attempt to save my central vision.

Sometimes, things move so much quicker than one could ever imagine.

In February 2000, I was diagnosed as legally blind by my ophthalmologist and the kidney disease rapidly escalated. I was rushed to Canberra Hospital for emergency dialysis. Type 1 diabetes can sure be savage, believe me!

In 2002 my left leg was amputated, and I also suffered a mild stroke.

Then in 2007, after almost seven years of dialysis, I received a gift from a total stranger. This person had lost their life, yet they had made a decision, which their family knew about, and their wish to be an organ donor was carried out. I received a kidney and pancreas organ transplant in May that year.

Due to the long-term effects of type 1 diabetes, I had to have my right leg amputated in 2008.

So, here I am today. A blind and legless butcher who had been on dialysis for seven years, a double organ transplant recipient, and a type 1 diabetic for almost my entire life 'till now. "The journey continues" as they say.

I have an abundance of knowledge from lived experiences throughout my life. I'm now putting my skills to good use, to help others to enhance and improve our healthcare and I do it by engaging community and consumers.



Associate Professor Kelly Lambert | Associate Professor (Nutrition and Dietetics), University of Wollongong

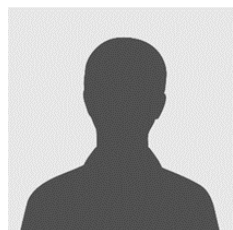
Kelly Lambert is an Associate Professor, Advanced Accredited Practising Dietitian and Academic Program Director for Nutrition and Dietetics at the University of Wollongong. Her PhD explored the impact of health literacy and cognitive impairment on self-management in kidney failure.

She is an active member of Dietitians Australia and co-chair of the NSW ACI Renal Network executive committee. She is also a member of the Kidney Health Australia CARI Executive Steering Committee, and Kidney Health Australia Clinical Advisory Committee.

She is an elected member of the Executive of the International Council of Renal Nutrition and Metabolism. Her research interests and values are aligned to supporting people with kidney disease to live better lives, improving patient education by health professionals, and educating future dietitians.

Session four: Implementation approaches and methodologies for embedding PRMs**Session chair: Melissa Tinsley | Associate Director, IDEA, ACI**

Please see Mel's biography in 'Welcome and opening address'.

**Holly Lin | Physiotherapist/Pulmonary Rehabilitation Coordinator | The Sutherland Hospital**

Holly is a senior physiotherapist working as the Pulmonary Rehabilitation Coordinator at The Sutherland Hospital. She has seven years of experience working within NSW Health across inpatient, outpatient and community settings.

**Leanna Chow | Patient Reported Measures Project Officer, ACI**

Leanna is a Patient Reported Measures Project Officer at the ACI. She studied a Bachelor of Health Science with a Masters of Nursing. Leanna has previous experience as a registered nurse and clinical nurse educator across inpatient, outpatient and community settings.

**Kylie Foley | Diabetes Educator and Practice Nurse, Hills Family General Practice (GP), Castle Hill NSW**

Kylie has been practicing at Hills Family GP for 10 years. She is a registered nurse with a Bachelor of Nursing and diabetes educator. Kylie has been instrumental in the implementation of PRMs at Hills Family GP for patients with chronic and complex conditions and nurse led management of patients with diabetes. Hills Family GP is an innovative practice where patients are at the centre of the healthcare model. The use of PRMs has enabled nurse-to-patient and team-to-patient relationships to mature. This has lead to a greater level of patient-centric clinical decision making.

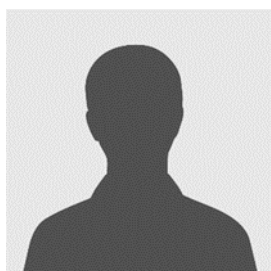
**Carolyn Ripper | PRMs Manager, Primary Care, ACI**

Carolyn has a clinical background in community and primary care nursing in midwifery, women's health, Aboriginal health, and child and family health. With a Master of Nursing Science – Child, Family and Community along with skills in project management, change, redesign and implementation, Carolyn has worked in various roles in rural, regional and urban Victoria and NSW. She has implemented a variety of statewide initiatives including working with primary care to implement PRMs since the inception of the program. Carolyn has also led projects for NSW Rural Doctors Network, undertaken operational management for Family Planning NSW and has held positions as Principal Advisor Midwifery for the Nursing and Midwifery Office and midwifery management roles at Hunter New England Local Health District.

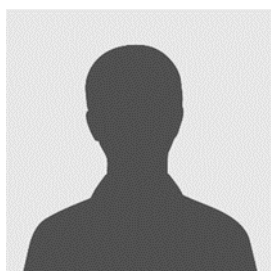
**Sophie Lambert | Occupational Therapist, Bathurst Hospital, Western NSW Local Health District**

Sophie is an occupational therapist (OT) who has worked in acute and sub-acute clinical areas around Australia since graduating in 2014. In 2018, she moved closer to home to take up a sub-acute role covering smaller hospitals around Bathurst. As a part of her rotational roles at Bathurst Health Service, Sophie was given the opportunity to trial a frontline OT position in the emergency department as a key element of winter enhancement funding to improve outcomes and access indicators. A core component of this was using PRMs. Outside of work, Sophie is engaged in the community by teaching physical culture and spends all her spare time with her cavoodle, Sadie.

Sophie is speaking with Andrew Muldoon. Please see Andrew's biography in 'Session one'.

**Joanne Leonard | Murrumbidgee Local Health District PRMs Program Lead, Wagga Wagga Health Service**

Joanne Leonard has been working as a PRMs Lead in the Murrumbidgee Local Health District since June 2019. She is very passionate about improving outcomes and experiences for patients in regional and rural NSW. Jo is a registered nurse with 25 years' experience gained in various nursing roles and locations across Australia. Jo has a postgraduate qualification in Master of Nursing, which has enabled her to be involved in research at state and local levels. This has led Jo into project management and to her current role.

**Joanna Loughridge | Practice Nurse, Finley Medical Centre, Finley NSW**

Joanna holds a Bachelor of Nursing and has a diverse professional background. She began her career in theatre nursing in Victoria's private sector before specialising in neonatal nursing at The Royal Women's Hospital in Melbourne. For the past 11 years, she has been dedicated to her role as a practice nurse in her local general practice. Joanna has a special interest in educating and supporting her patients in health and wellbeing.

**Yin Li | Workforce Strategy Team Lead, South Western Sydney Primary Health Network**

Yin has a clinical background in dietetics and has completed a Master of Public Health. Over the past 10 years, Yin has worked in the South Western Sydney Primary Health Network and with general practice in various roles, including managing the Practice Support Team, leading the medical neighbourhood model, leading the development of the Greater Western Sydney Workforce Strategy, and coordinating the statewide PRMs Working Group across NSW primary health networks. Most recently Yin and her team have worked closely with the ACI team to develop a change and adoption model for the broader update of PRMs and HOPE in primary care.

Yin is speaking with Carolyn Ripper. Please see Carolyn's biography above in 'Session four'.

Session five: Improving patient outcomes and experiences through the use of PRMs**Session chair: Kim Sutherland | Director, Evidence, ACI**

Kim leads the Evidence directorate at the ACI. She is a health services researcher with experience in performance measurement and reporting, evaluation and assessment of quality, and change management in healthcare organisations. She played a central role in the development of performance measurement frameworks in NSW and the United Kingdom and co-authored a series of reports on the English National Health Service (NHS) quality agenda.

Kim holds a Master of Science from London Hospital Medical College, a Master of Business Administration from Imperial College London and a PhD from the University of Cambridge. In 2022, Kim received the Public Service Medal for outstanding public service to NSW Health.

**Michelle Baird | Chronic and Complex Care Nurse Practitioner, Dubbo Health Service, Western NSW Local Health District**

Michelle Baird is a Nurse Practitioner in Chronic and Complex Care, Western NSW Local Health District based at Dubbo Health Service. She brings a wealth of experience, having worked for more than 20 years in rural health, with a passion for chronic cardiac and respiratory conditions, in particular chronic heart failure and its comorbid conditions. Michelle is an active member of the ACI chronic cardiovascular clinical expert reference group. She is instrumental in the commencement of the heart failure clinic at Dubbo Health Service.

Michelle's passion for rural health and bridging the gap in access to care is pivotal to enhancing patient and family quality of life. With a keen interest in rural research and as a strong rural health advocate, Michelle also brings to the table the lived experience of working and living in a rural area.

**Dr Seok M Lim | Geriatrician, RMH@Home Acute Unit, The Royal Melbourne Hospital, Victoria**

Seok is a dual-trained geriatrician and general physician, and the medical head of unit for the RMH@Home Acute (previously known as Hospital in the Home) program at The Royal Melbourne Hospital, Victoria. The service is a 70-bed service that delivers acute inpatient bed substitution care for adult patients in their own homes. Care delivery is supported by a team of nursing staff, nurse coordinators, doctors, occupational therapists, social workers, physiotherapists and pharmacists.

Seok is passionate about optimising the care of vulnerable elderly patients. She enjoys working within multidisciplinary teams to engage patients and their carers in delivering person-centred care that targets and meets their needs in a holistic manner.

**Catherine Grant | Operations Manager, Chronic and Complex Care, Western Health, Victoria**

Catherine is the Operations Manager at Western Health in the Home Division. She is responsible for leading and coordinating staff who work across a number of at home teams, including GEM@Home, Rehab@Home, Community Based Rehabilitation and the Transition Care Program.

As a physiotherapist and a manager, Catherine is committed and passionate about patient centred care. She is particularly committed to ensuring that Western Health patients receive the best care and optimised health outcomes. Catherine recently completed the Melbourne Academic Centre for Health MacHSR Future Leaders Fellowship program where her research focused on the interface between hospital and primary care.

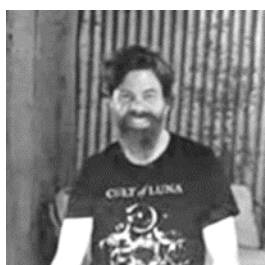
**Toby Booby | Clinical Nurse Specialist, Transitional Aged Care Program, Western NSW Local Health District**

Toby has been a dedicated registered nurse since 2013. He has garnered extensive experience across various healthcare settings in NSW and Queensland. His professional journey has seen him thrive in diverse roles and facilities, demonstrating versatility and a commitment to quality patient care.

Since 2022, Toby has been instrumental in the Transitional Aged Care Program, initially serving as a district registered nurse and subsequently advancing to the role of district clinical nurse specialist. His contributions have been pivotal in implementing innovative initiatives like the PROMIS (Patient-Reported Outcomes Measurement Information System) 29 rollout across Western NSW Local Health District, enhancing the program's effectiveness and reach.

Driven by a passion for continuous learning and improvement, Toby is currently pursuing a Graduate Certificate in Clinical Redesign through the University of Tasmania and the ACI. This endeavor reflects his dedication to staying at the forefront of advancements in healthcare delivery and patient outcomes.

Outside of his professional pursuits, Toby enjoys unwinding with a good book and cherishing moments with his beloved cocker spaniel, Bruiser.

**John Gregory | PRM Program Lead, Western NSW Local Health District**

John has backgrounds in psychology, project management and complex systems. John has worked in a range of clinical and project roles across the state, with the last four years supporting the rollout of PRMs across Western NSW Local Health District. John enjoys working with clinicians to better understand what matters to patients and how to use PRMs data to better inform care. John is an avid reader, an author and appreciates the many subgenres found in extreme metal music.

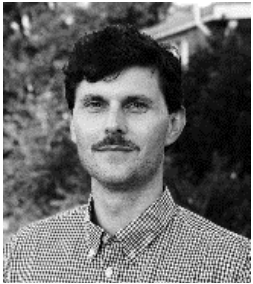
**Alison McCarthy | Allied Health Team Leader, Day Rehabilitation Program, Bulli Hospital, Illawarra Shoalhaven Local Health District**

Alison is a speech pathologist with a specialist clinical background in rehabilitation and aged care. Alison thrives on working in teams of diverse backgrounds that enable a wholistic and patient-centered approach to health care to make a difference in the lives of consumers. In her current role as Allied Health Team Leader at the Day Rehabilitation Program, Alison has grasped the opportunity and challenge of managing a busy clinical program providing intensive, short-term therapy and leading a multidisciplinary team of allied health professionals. The Day Rehabilitation Program has a strong focus on improving outcomes for patients. PRMs are used as a promising clinical tool to enhance evaluation of this.



Kristen Farrell | Allied Health Performance and Strategy Leader, Illawarra Shoalhaven Local Health District

Kristen has been a speech pathologist for 24 years. Her current role is in the Illawarra Shoalhaven Local Health District as the Allied Health Performance and Strategy Lead. She has a special interest in applying information to clinical services to drive safety and quality improvements. Kristen has had opportunities to develop her knowledge and skills with data and analytics with secondments to various units, including the Clinical Excellence Commission safety intelligence unit during the peak of the COVID-19 pandemic.



Ben Warnock | Physiotherapist, rpavirtual, Sydney Local Health District

Ben Warnock is a physiotherapist working within the Sydney Local Health District. He splits his clinical time between **rpavirtual**, working in the Virtual Fracture Clinic and Back@Home service, and Canterbury Hospital where he works in the Arthritis and Osteoporosis Centre. He has a strong interest in identifying and removing barriers to access healthcare to enable better engagement with physiotherapy.
