CONFERENCE DAY 1 | Thursday 7th March 2024

08:30 **Registration & Morning Coffee**

09:00 **DAY ONE OPENING**

09:05 **Opening remarks from the Chair**
Shane Delves, A/*Stream Manager Virtual Care,* **NSW Agency for Clinical Innovation**

09:10 **INTERNATIONAL KEYNOTE | Real-world evaluations of virtual care and out of hospital care**
Sarah will summarise recent real-world evaluations from across the Health Innovation Network across England, focusing on equity of access, staff experience of innovative ways of delivering care, and evidencing impact to ensure sustainability of innovations. The presentation will cover a breadth of health conditions.
Dr Sarah Robinson*, Director of Delivery,* **Health Innovation East,** *Implementation Lead,* **NIHR ARC East of England**

09:40 **CASE STUDY | Learnings from the world's oldest and longest running telehealth service**
- Delivering healthcare to patients in the most remote parts of Australia
- Learnings from providing services which require multiple logistics and aircraft
- 24hr access to emergency telehealth and telepharmacy
- Latest virtual care projects
Dr Meg O'Connell, *Medical Lead – Telehealth,* **RFDS Queensland Section**

10:10 **FIRESIDE CHAT | Counting and costing virtual care activity**
- Understanding and working through the challenges of classifying, counting, costing, and funding virtual care
- What are the recommendations, guidance and advice to ensure that virtual care activity is reflective of current virtual care service models and responsive to future innovative care?
- As the sophistication of VC increases and moves at scale away from a "purely" telehealth focussed model.
- How the activity for virtual care is collected and subsequently funded.
- Medicare items
Julia Conway, Acting Director, Hospital Policy, **IHACPA**
Joshua Tatham, Stakeholder Engagement Manager, Activity Based Management
Health System Support Group, **NSW Health**
Moderator: Shane Delves, A/*Stream Manager Virtual Care,* **NSW Agency for Clinical Innovation**

10:40 **Networking Break & Morning Tea**

Brought to you by
informa connect

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare

11:25   Sponsor Spotlight Session

11:50   Integrating virtual care into services – lessons learnt

- An overview of the NSW Virtual Care Strategy (2021-2026) and overarching outcomes
- Background overview of the Virtual Hospital in the Home initiative, the measures for success and governance
- Key identifiable lessons learnt for successful implementation, including foundations for sustaining and scaling the initiative
  Jen Wilson, Principal Policy Officer, Virtual Care Unit, NSW Ministry of Health
  Susan Massey, Senior Policy Officer, Virtual Care Unit, NSW Ministry of Health

12:20   CASE STUDY | Aboriginal and Torres Strait Islander - Telehealth Foot Service
- A continuity-of-care approach to improving outcomes for diabetes-related foot complications in Aboriginal and Torres Strait Islander people
- How the telehealth High-risk foot services (HRFS) work
- Key achievements of the service
- Future steps
  Joseph Agius, *Aboriginal Health Practitioner, Multi-disciplinary Foot Telehealth Team,* **Central Adelaide Local Health Network - Royal Adelaide Hospital**
  Sonja Rogasch, *High Risk Foot Coordinator*, **Central Adelaide Local Health Network - Royal Adelaide Hospital**

12:50   Networking Lunch

13:50   To AI or Not To AI... that is the question.
- Is using AI always the right choice
- What to consider when using AI in a virtual care setting
- Guardails to safeguard the use of AI
- Asking the right questions
  Mona Thind, *Director, Strategy, Investment, Strategy and Architecture*, **eHealth NSW**

14:20   PANEL | Enhancing telehealth – exploring ways to provide a more comprehensive telehealth service
- What are some of the emerging devices and technologies which can enhance TH models of care? i.e. Remote monitoring, VR, AR, ChatGPT and other technologies
- What is emerging from a virtual care perspective that has shown value?
- Technology platforms - what they can do and what they can't
- How are these emerging technologies being implemented and what are the barriers to implementation?
- Do all the emerging technologies work for all patient groups? Where are they a help and where are they a hindrance?
  Kristen Short, *Director Partnerships and Innovation,* **South Western Sydney PHN**
  Shannon Wallis, *Nurse Unit Manager, Preventative Integrated Care Service*, **West Morton Health**
  Mona Thind, *Director, Strategy, Investment, Strategy and Architecture*, **eHealth NSW**
  Ilma Rahmathullah, *Business Solution Analyst,* **Catholic Healthcare**

Brought to you by
informa connect
Information Classification: General

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare

Moderator: Shane Delves, A/*Stream Manager Virtual Care,* **NSW Agency for Clinical Innovation**

Brought to you by

informa connect

Information Classification: General

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare

15:05   **The rise of ChatGPT (and other large language models)**

15:25   **Afternoon Networking Break**

15:55   **CASE STUDY | First responders and keeping patients in the community**
- Police and Ambulance video consults with mental health clinicians – does the patient need to come to the facility?
- Virtual options which help patients stay closer to home
- What really happens on the ground?

Mandy Smith, *Mental Health First Responder & Virtual Care Coordinator,* **Hunter New England Mental Health**

Luke Wiseman, *Chief Superintendent, Associate Director Clinical Operations, Hunter New England Sector,* **NSW Ambulance**

Jonathan Holt, *General Manager Mental Health Services*, **Hunter New England Health**

16:25   **PANEL | HITH Vs Virtual Hospitals**
- What is the difference?
- Is language preventing us from thinking more broadly about innovative care?
- Who is responsible for what?
- Where are we headed?

Chenyao (Jerry) Yu, *General Manager, Virtual Care and Hospital in the Home Services*, **Northern Sydney Local Health District**

Dr Joanna Lawrence, *Consultant Paediatrician, Researcher and VVED Paediatric Clinical Lead,* **Royal Children's Hospital, Melbourne**

Sarah McRae, *Chief Executive Officer,* **Calvary Amplar Health Joint Venture**
Voni Leighton, *Board member,* **HITH Society of Australasia**
Moderator: Shane Delves, A/*Stream Manager Virtual Care,* **NSW Agency for Clinical Innovation**

This session will host both the HITH conference and the telehealth audience

17:15   **End of Day 1 & Networking Drinks**

Brought to you by
informa connect
Information Classification: General

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare

08:30   Registration & Morning Coffee

08:50   DAY ONE OPENING
Associate Professor Tam C. Nguyen, *Deputy Director Research,* **St Vincent's Hospital Melbourne**

09:00   When to.. When not.. How does one decide?
Making decisions on when it is and not appropriate to use virtual care can be quite complex, so many considerations from a clinical and consumer perspective. The ACI has developed in partnership with clinicians and consumers a framework to assist in making decisions about the most suitable mode to provide or access healthcare. We call it our Virtual Care Informed Decision Framework and this session will unpack the framework and advise of the insights of the pilot.
Shane Delves, A/*Stream Manager Virtual Care,* **NSW Agency for Clinical Innovation**

09:30   PHN-commissioned mental health services: Consumer and provider experiences of telehealth
- How do mental health consumers use telehealth?
- Does rurality or acuity affect the quality of service?
- What are the barriers and enablers for consumers and service providers?
- Is telehealth just phone and video appointments?
- Opportunities for remote monitoring of consumers' mental health
Alanna Sherry, *Project Coordinator, Mental Health*, **COORDINARE - South Eastern NSW PHN**

10:00   PANEL | Staff engagement - what do medical staff think about virtual care?
- What is important to medical staff when it comes to virtual care?
- What impacts clinical decisions? What makes a difference to them?
- Telehealth Phone Vs Video?
- How do you effectively engage with medical staff and bring people on board?
  Prof Mark Arnold, *Chief Medical Officer*, **Western NSW LHD**
  Michael Franco, *Interim Executive Director Digital Health, Medical Oncologist & Palliative Medicine Physician,* **Monash Health**
  A/Prof Chris Pearce, *Chair,* **ACRRM Digital Health Committee**

10:45   Networking break & Morning Tea

11:15   Regulating technology-based practice
A/Prof Stephen Adelstein, *Practitioner Member, Medical Board of Australia and Chair,* **Medical Training Survey Steering Committee and Consultative Forum**

Brought to you by
informa connect
Information Classification: General

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare

11:45 **How national telehealth standards can improve integration with the public health system**
- Do the Medical Board's telehealth guidelines tell the full story?
- Are national standards for telehealth platforms needed to deal with clinical governance, security of health data, quality of prescribing decisions and avoidance of errors?
- Who should be responsible for promulgating these standards and why?
- How can we reduce the number of avoidable hospital presentations and why are national standards important for clinicians in the public health system to support this?

Dr Matt Vickers, *Clinical Director,* **Eucalyptus**

Proudly supported by

12:05 **Where is privacy going and how can we prepare ourselves?**
- Upcoming proposed privacy reforms and how they might impact collection and handling of health records
- Why is this important, and relevance to different stakeholders in the virtual care environment
- Changes to privacy-related patient consent requirements (and how this ties in with clinical and financial consent)
- What you can do now to prepare for these reforms

Ella Cannon, *Principal,* **Hive Legal**

Proudly supported by

12:35 **Networking Lunch**

13:45 **CASE STUDY | Avoiding the pilot graveyard – Ramsay Connect Virtual's journey from pilot to pioneering care in the missing middle**
- The leap of faith required to pilot virtual services without any sustained funding
- Outcomes of the leap: Service evolution, challenges and lessons learned
- What a funded future looks like

Ian Galvin, *CEO,* **Ramsay Connect**

14:15 **CASE STUDY | The role of community co-design in the delivery of high quality and effective telehealth care**
- Assessing telehealth solutions rolled out during COVID and unpacking the limitations of these models
- How deep engagement with consumers and clinicians in the design of telehealth solutions provides an alternative pathway for designing Telehealth services that ensure clinical quality, while responding to the identified needs of the communities they service.
- Independent analysis of a new HealthAccess Telehealth service which is using a consumer co-design approach showing significant savings to health system providers and high levels of engagement
- Two case studies demonstrating how community and clinician co-design can contribute to quality services that can achieve both high satisfaction and genuine cost-effectiveness for providers
  - o   The co-design of low acuity continuity of care model for rural communities
  - o   The co-design of a hybrid model of care for residents of aged care facilities

Mark Burdack, *CEO,* **Healthy Communities Foundation Australia Ltd**

Brought to you by

 informa connect

Information Classification: General

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare

14:45 **My homelessness journey – A real world view on the accessibility of virtual care**
Matthew Scott*, Peer Support Worker,* **St Vincents Hospital Melbourne**

14:55 **PANEL | Increasing accessibility – are we getting virtual healthcare to the people who need it most?**
- Beyond the general population – who are the people who can benefit most from virtual care and how are we reaching them? People with disabilities? CALD communities? Homeless? Rural and regional populations?
- What does the data telling us about the impact of virtual care and where are the examples of success?
- Are we reaching the right people with virtual care or are we creating increasing inequity?
- How can we improve telehealth and virtual care to deliver to diverse populations?
  Dr Jennie Hutton, *Emergency Physician, Senior Research Fellow La Trobe and Melbourne University. Priority Population Lead VVED,* **Northern Health**
  Mark Burdack, *CEO,* **Healthy Communities Foundation Australia Ltd**
  Dr Meg O'Connell, *Medical Lead – Telehealth,* **RFDS Queensland Section**
  Matthew Scott*, Peer Support Worker,* **St Vincents Hospital Melbourne**

15:35 **Close of conference**

Brought to you by
informa connect
Information Classification: General

Agenda timing is AEST
www.connectvirtualcare.com.au/telehealth
#connectvirtualcare