

Quality Forum

Improving Together: Consumers, Clinicians & Services



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

AUCKLAND – 4 October

Time	Speaker	Title
09.00	Janice Wilson, Chief Executive Health Quality & Safety Commission	Introduction and Welcome
09.20	Beverley Johnson, President and Chief Executive Officer Institute for Patient- and Family-Centered Care (introduced by Anthea Penny, Commission Board Member)	Patient- and Family-Centered Care: Partnerships for Quality and Safety — A Perspective from North America
10.15	Morning Tea	
10.45	Consumer Collaboration Aotearoa	Strengthening Consumer Voice - The Future
11.05	Sandy Blake, Director of Nursing Whanganui DHB	Patients for Patients' Safety – A WHO Perspective
11.30	Anne Dowden, Partner Evaluation Research New Zealand	NZ health and disability sector: individuals and groups providing consumer support – who's supporting consumers and what support do they need?
12.00	Lunch	
13.00	Beverley Johnson	Strategies for Partnering Effectively with Patients and Families Across the Continuum of Care
13.45	Rod Watts, CE Presbyterian Support Northern	Results based accountability
14.10	Mary Seddon, Clinical Director Quality Improvement Counties Manukau DHB	Capturing consumer experience
14.40	Afternoon Tea	
15.00	Diana Valentine (QSM), Consumer representative Whanganui DHB	Hearing the Consumer - Nothing about us without us
15.20	Leigh Murray, Family Advisor Auckland DHB	Family Engagement Strategy
15.40	Mark Benjamin, Chief Executive Standards and Monitoring Services (SAMS)	Creating Connection and Maintaining Partnerships
16.05	Tania Thomas, Deputy Health and Disability Commissioner & Hemant Thakkar, Disability Initiatives Manager	Making it Easy to Deliver Great Care
16.45	Janice Wilson	Close of the Quality Forum



Beverley H. Johnson is the President/CEO of the Institute for Patient- and Family-Centered Care in Bethesda, Maryland. She has provided technical assistance to over 250 hospitals, health systems, and federal, state, and provincial agencies. She has co-authored books and other publications on patient- and family-centered practice. She is currently Project Director for a multi-year initiative to develop and disseminate

leadership resource materials for senior executives and managers in hospital, ambulatory, and long-term care settings on how to partner with patients/residents and families. She serves on the Selection Committee for the American Hospital Association-McKesson Quest for Quality Prize. In 2007, Bev was presented with The Changemaker Award by the Board for the Center for Health Care Design.

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CHRISTCHURCH – 6 October

Time	Speaker	Title
09.00	Janice Wilson, Chief Executive Health Quality & Safety Commission	Introduction and Welcome
09.20	Beverley Johnson, President and Chief Executive Officer Institute for Patient- and Family-Centered Care (introduced by Anthea Penny, Commission Board Member)	Patient- and Family-Centered Care: Partnerships for Quality and Safety — A Perspective from North America
10.15	Morning Tea	
10.45	Consumer Collaboration Aotearoa	Strengthening Consumer Voice - The Future
11.05	Mark Benjamin, Chief Executive SAMS - Standards and Monitoring Services	Creating Connection and Maintaining Partnerships
11.30	Anne Dowden, Partner Evaluation Research New Zealand	NZ health and disability sector: individuals and groups providing consumer support – who's supporting consumers and what support do they need?
12.00	Lunch	
13.00	Beverley Johnson	Strategies for Partnering Effectively with Patients and Families Across the Continuum of Care
13.45	Mary Seddon, Clinical Director Quality Improvement Counties Manukau DHB	Capturing consumer experience
14.15	Diana Valentine, QSM Consumer representative Whanganui DHB	Hearing the Consumer - Nothing about us without us
14.35	Afternoon Tea	
15.05	Canterbury District Health Board Consumer Council	Forming and Performing
15.30	Rod Watts, CE Presbyterian Support Northern	Results based accountability
16.00	Tania Thomas, Deputy Health and Disability Commissioner & Hemant Thakkar, Disability Initiatives Manager	Making it Easy to Deliver Great Care
16.45	Janice Wilson	Close of the Quality Forum



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