

Partners in Care Show & Tell Symposium

14 April 2014, Wellington



HEALTH QUALITY & SAFETY
COMMISSION NEW ZEALAND

Kupu Taurangi Hauora o Aotearoa

**REGISTER
NOW!**
**SEATS LIMITED
TO 100 PEOPLE!**

Free workshop for providers and consumers to share their expertise, knowledge and approach to working together as Partners in Care.

14 April 2014, 9am-4.30pm

**The Rydges Conference Centre
75 Featherston Street, Wellington**

About this symposium

This collaborative symposium, hosted by the Consumer Engagement team at the Health Quality & Safety Commission is designed for providers and consumers from across health and disability services to share their expertise, knowledge and approach to working together as Partners in Care.

Keynote and guest speakers will share practical information about working as Partners in Care. Participants will hear from their peers who are in the field working this way sharing real life exemplars to showcase the challenges, solutions and successes of working in partnership.

This will be a practical day with plenty of tips and ideas to take away and use.

The symposium is free.

Refreshments and lunch will be provided.

Focus of the symposium

Areas covered will include:

- being 'at the table, at the time' - decision-making in health services
- partnering for innovation in service delivery
- what consumers need so they can be actively involved
- how to find and keep consumers who want to be involved
- why our organisation decided to involve consumers and what the results have shown
- challenges working as a partner in care with consumers and ways to overcome these
- what providers need so they can be actively engaged with consumers
- how we got together to co-design our service
- what challenges we faced and how we overcame them
- what success means for us and how we measure it.

PROGRAMME

- 9.00am Opening address by Dr Janice Wilson, Chief Executive, Health Quality & Safety Commission
- 9.30am Keynote address by Matthew Johnstone, experience-based health consumer - Matthew is an international speaker, author and illustrator

10.15-10.30am MORNING TEA

- 10.30am The Health Quality & Safety Commission Partners in Care programme - presentation by Chris Walsh and Linda Gilbert, Consumer Engagement, Health Quality & Safety Commission
- 10.50am A series of presentations from consumers, providers and those who are working together as Partners in Care:
- Nick White and Ruth Wickens, CCDHB, 'Consumer/provider co-design project'
- Rowena Mortimer, Secretary of Breast Cancer Aotearoa, 'Experiences of a consumer representative at governance level'
- Graeme Norton, Chair Hawkes Bay Health Consumer Council (HBDHB), 'Consumers at the centre of health sector decision making - A Scary Movie!'
- Dr Lynne Lane, Mental Health Commissioner, 'Real time feedback project'
- 12.40pm Patient experience indicators - presentation by Richard Hamblin, Director Measurement and Evaluation, Health Quality & Safety Commission

1-1.45pm LUNCH

- 1.45pm Keynote address by Hilary Boyd, project manager - co design Auckland DHB
- 2.30pm Dr Michal Boyd (project lead), University of Auckland and Waitemata DHB, and Claire Mooney (project manager) - an aspect of cultural safety in aged residential care

3-3.15pm AFTERNOON TEA

- 3.15pm Janine Bycroft, E-Health Alliance - quality patient information through portals
- 4-4:30pm Closing address by Dr Janice Wilson, Chief Executive, Health Quality & Safety Commission

Register for the Health Quality & Safety Commission's Partners in Care Show & Tell Symposium

1. Name
2. Organisation
3. Phone number
4. E-mail
5. Dietary requirements

If you have trouble filling in or submitting this form, please phone Chris Walsh on 021 865 569.