



# MEDICATION SAFETY & EFFICIENCY CONFERENCE

2-3 April 2025 | Hilton Sydney

CONFERENCE DAY ONE | Wednesday 2<sup>nd</sup> April 2025

Timings set to Australian Eastern Standard Time (AEST)

**08:30 Registration & Morning Coffee**

**09:00 DAY ONE OPENING**

**09:00 Opening Remarks From the Chair**

Melissa Fodera, *Clinical Excellence Lead (Standard 4 Medication Safety), Austin Health*

**09:10 OPENING KEYNOTE | Statewide Rollout of the Single Digital Patient Record**

Dr Angus Ritchie, *Clinical Director, SDPR Program & Chief Medical Information Officer, Sydney LHD, Senior Staff Specialist Nephrologist, Concord Repatriation General Hospital*

**09:40 De-mystifying Private Health: Achieving Levels of Safety & Balancing Resources**

- EMR systems: what are our priorities and how did we get here?
- How is this EMR being used on a day-to-day basis?
- How does this impact workflows, prescribing and paper?

Alicia Simpson, *Chief Pharmacy and Psychology Information Officer, Ramsay Health Care*

**10:10 KEYNOTE ADDRESS | Building Workforce Legacy: How can we Support Clinicians and Their Time?**

- AI tools to assist with transitions of care
- Elements outside of eMeds in EMR
- Frameworks and guidelines

Michael Bakker, *Chief Pharmacy Information Officer, SA Pharmacy, SA Health*

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

**11:10 Electronic Prescribing: Where to Next?**

Vicki Ibrahim, *Director, Medicines Safety Program – National Program Delivery Branch – Policy, Programs and Engagement Division, ADHA*

Jenene Baker, *Medication Management Solutions Section, Digital and Service Design, Department of Health and Aged Care*

**11:45 CASE STUDY | Beyond the Gap: Continuity in Medicines Management for Aboriginal and Torres Strait Islander People**

Cheyne Sullivan, *SA Pharmacy Manager Aboriginal Health (Lead Pharmacist), SA Health*



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## 12:15 **IN CONVERSATION** | Understanding New Errors, Incidents and Usability

- What are some of the new dispensing and prescribing errors? How can we reduce them?
- Is there an appropriate maximum dispensing error rate? How (&why) this may differ among different scenarios
- How can we help the software's catch up?
- Digital Governance

Daisy Lu, *Clinical Operations Manager and Clinical Pharmacist*, **Eucalyptus**

Peter Guthery, *Senior Pharmacist - Strategic Policy*, **PSA**

Michelle Nalder, *Deputy Director of Pharmacy, Chief Pharmacy Information Officer*, **The Royal Melbourne Hospital**

**Moderated by** Youseph Dib, *QUM Pharmacist*, **Peter MacCallum Cancer Centre**

## 13:00 **Networking Lunch**

## 14:00 **PANEL** | Debunking Transitions of Care: Where Should Our Focuses Lie?

- In-hospital transfers and in the within the community: allied health, GP, aged care etc
- Discharge to another hospital
- How can we better improve the handover of medicine information
- Adoption of AI

Michael Bakker, *Chief Pharmacy Information Officer*, **SA Pharmacy, SA Health**

Kendra Hagedorn, *Chief Nursing Information Officer*, **Ramsay Health Care**

Daniel Trajkov, *Chief Pharmacy Information Officer*, **South Eastern Sydney LHD**, *Senior Program Manager*, **UnitingCare Queensland**

Mike Stephens, *Director, Medicines Policy & Programs*, **NACCHO**

**Moderated by** Vicki Ibrahim, *Director, Medicines Safety Program - National Program Delivery Branch - Policy, Programs and Engagement Division*, **ADHA**

## 14:45 **CASE STUDY** | Human Factors and Safe Systems

This session will explore a case in the US where a nurse selected the incorrect medicine from an automated dispensing cabinet resulting in a patient death. The event resulted in the nurse being criminally prosecuted. This session will focus on the importance of the systems we put in place with technology to reduce the risk of human error.

Melinda Rose, *Nursing Director - Safe Medication Practice*, **Statewide Hospital Pharmacy, Tasmania**

## 15:15 **Afternoon Tea & Networking Break**

## 15:45 **Leveraging Data Analytics for Benchmarking, Usage Trends, and Financial Insights in Healthcare**

- Deploying the most extensive electronic management system for chemotherapy and cancer treatments in Australia
- Implementation of closed loop medication management of complex infusions in ICU

Linda Shi, *Senior Pharmacist*, **Alfred Health**

Mohanrao Ramarao, *Senior Pharmacist*, **Alfred Health**

## 16:15 **PANEL | Digital Tools Used to Connect Hospital with Aged Care**

- Improving medication administration whilst becoming more efficient?
- eMeds in EMR and Medication Reviews – where should we focus?
- Other digital tools we should consider

Jillian Campbell, *Lead Subject Matter Expert, VMM ePrescribing Project, Virtual Care, Program Delivery*, **eHealth NSW**

Brett Chambers, *Director of Virtual Pharmacy*, **Western NSW LHD**

Brenton Jones, *Senior Digital Health Officer*, **Western NSW PHN**

**Moderated by** Melissa Fodera, *Clinical Excellence Lead (Standard 4 Medication Safety)*, **Austin Health**

## 17:00 **Closing Remarks from Chair**

## 17:05 **Networking Drinks**



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08:30 **Registration & Morning Coffee**

09:00 **DAY TWO OPENING**

09:00 **Opening Remarks From the Chair**

Michael Quach, *Chief Pharmacist, Illawarra Shoalhaven Local Health District*

09:10 **OPENING ADDRESS | Overcoming Medication Safety and Efficiency from Coast to Bush**

- Implementing eHealth Records for improved medication safety
- Offline capabilities iPads or computers
- Governance and aligning with standards

Michelle Dobie, *Principal Advisor Digital Health Systems & Projects, Royal Flying Doctor Service (SA/NT)*

09:40 **CASE STUDY | Overcoming Connectivity and Managing Multiple Systems in Clinical Trial Pharmacy**

- What to do when there are 11+ systems in place + paper?
- How to get the pharmacist back into a clinical role
- Can we close the loop?

Dr Geeta Sandhu, *Deputy Director of Pharmacy (Investigational Drugs Service), St Vincent's Sydney Public Hospital*

10:10 **From Data to Wisdom: The Role of Nursing Informatics Leadership in Digital Meds Management**

Kate Renzenbrink, *Digital Health Adviser, Australian Digital Health Agency, Chief Clinical Informatics Officer, The Royal Victorian Eye and Ear Hospital*

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

11:10 **PANEL | Transferring Big EMRs to Other/Smaller Facilities: What Does This Mean for Rollouts?**

- New Infrastructure, Satellite Hospitals and Creating CX Roles
- Bespoke functionalities and considerations
- Engaging boards, and overcoming budgets
- Grappling with regional, rural and remote
- Challenges and road-bumps to how we achieved this

Jo Hunter, *Assistant Deputy Director of Pharmacy – Informatics, Supply Chain, Monash Health*

Dr Andrew Blanch, *Clinical Director, eHealth Queensland*

Selvana Awad, *Principal Lead, Clinical Safety Management, SDPR Implementation Authority, Clinical Engagement & Patient Safety, eHealth NSW*

**Moderated by** Michael Quach, *Chief Pharmacist, Illawarra Shoalhaven Local Health District*

## **12:00 Improving Patient Identification to Reduce Errors**

Patient identification errors are a growing proportion of incidents reported to Australia's primary professional indemnity insurer. The causes of these errors are many, and the harm that may occur goes well beyond privacy breaches and inefficiency - they can lead to hospital admissions or death. This session will explore the human and system factors that is resulting in patient identification is increasingly represented in incident notifications, and the changes needed to reduce avoidable harm caused in primary care by inadequate or incorrect patient identification.

Peter Guthery, *Senior Pharmacist - Strategic Policy, PSA*

Jess Hadley, *Professional Officer and Local Advisory Committee member for NSW and the ACT, PDL*

## **12:30 Networking Lunch**

## **13:30 Nursing Workflows and Clinical Incidents**

Rebecca Lewin, *Chief Nursing Information Officer, The Royal Melbourne Hospital*

## **14:00 CASE STUDY | Governance and Risk Mitigation: Overcoming Clinical Pain Points When Paper is Still in Use**

In this session, Rebecca will highlight some clinical pain points with the interface of digital systems and remaining paper-based processes in the prescribing, administration and dispensing of medicines. The session will explore the role of governance in overcoming the ongoing clinical risk posed by hybrid systems in health organisations.

Rebecca Broom, *Director of Pharmacy, Liverpool Hospital*

## **14:30 CLOSING KEYNOTE ADDRESS | TBC**

Dr Amandeep Hansra, *Chief Clinical Advisor, ADHA*

## **15:00 Closing Remarks from Chair**

## **15:05 Conference Concludes & Afternoon Tea Served**



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