



## SHAPE INTERNATIONAL SYMPOSIUM 2019

*"Health Service Managers: Shaping the Future"*

Venue: La Trobe University City Campus,  
Teaching Room 3, Level 20,  
360 Collins St, Melbourne  
Dates: 24 – 26, July 2019

### **Aims:**

*In an environment of collegiality and openness to provide an opportunity for:*

- *Health management academics, research students and professionals with an interest in education and workforce development to explore issues and establish networks of academics with similar research interests*
- *SHAPE members to discuss State and program issues and developments*
- *Academics and higher degree students to discuss their research ideas, plans and methodologies and explore current and new research and curriculum directions in a supportive environment*
- *The development of future strategies relating to SHAPE's objectives*

Wednesday 24th July	SHAPE members and higher degree student day	Time
	Coffee and Registration	1000 - 1025
	Welcome by Dr Zhanming Liang, President, SHAPE	1025 - 1030
	<u>Facilitated discussion session: Challenges for education of health service management</u> Facilitator: Professor Mark MacKay Guest presentation: Professor Donald Campbell, Monash University	1030 – 1200
	<u>Session A: The need for leadership and management development</u> Chair: Ms Sheree Lloyd Papers 1. Professionalisation of health services management mapping 2. Improving health informatics competencies for health service managers 3. Why change management matters in healthcare education	1200 - 1300
	Lunch	1300 - 1350

<u>Session B: Health service management curriculum development</u>		
Chair: A/Professor Godfrey Isouard		
Papers		
4. Guidelines for healthcare management curriculum development and delivery-recommendations from a literature review		1350 - 1440
5. The future of health care management education - is it time to re-think the role of Universities?		
Overall questions, answers and discussion		
Country, State and Program reports: open discussion (together with afternoon tea)		
Chair: A/Professor Janny Maddern		1440 - 1610
SHAPE membership, partnerships, project updates		1610 – 1645
SHAPE Annual General Meeting		1715 - 1800
Networking and catching up drinks for all delegates		1830 - 2000
<b>Thursday 25 July</b>	<b>Main Symposium program</b>	<b>Time</b>
Welcome by Dr Zhanming Liang, President, SHAPE		0900 - 0905
<u>Official Opening</u>		
Professor Stephen Kent, Head of School of Psychology and Public Health, La Trobe University		0905 - 0910
<u>Chris Selby-Smith Oration</u>		
Chair: Dr Zhanming Liang		
Guest presenter: A/Prof Mary Harris AM		0910 - 1010
Title: Exploring the historical context in which SHAPE programs operate		
Morning Tea		1010 - 1025
<u>Panel presentation and discussion</u> on challenges facing the health system and implications for health service management education, training and development.		
Facilitator: Professor Vijaya Sundararajan, Head of Department of Public Health, LTU		
Members:		
• Adjunct Professor Cathy Balding, Director, Qualityworks		1025 - 1140
• Adjunct Professor Kylie Ward, CEO, Australian College of Nursing		
• Adjunct Professor Alan Lilly, Principal, Acumenity and Adjunct Professor, Australian Catholic University		
• Kristy Spillman, Assistant Director for Governance of public health services in Victoria, Department of Health and Human Services		
<u>Mary Harris Student Bursary winner announcement</u>		
<u>Session One: Service and performance improvement</u>		
Chair: Ms Anne Smyth		
Papers:		
6. Meaningful engagement of consumer representatives in health care		1140 - 1250
7. Examining the perceptual value of reputation in public health settings		
8. The impact of job crafting on quality management 'work as imagined' compared to quality management 'work as done'		

9. Development of value-based end-of-life (EoL) care in the context of Hong Kong		
Lunch		1250 - 1335
<u>Session Two: Workforce development</u> Chair: A/Professor Kevin Forde Papers: 10. The impact of migration on the professional adaptation of British nurses in Western Australia : A grounded theory 11. Developing genomic literacy for non-genomic healthcare practitioners 12. Fostering critical reflective practice for health leadership practice 13. Nursing Unit Managers' learning facilitation practices: A philosophical hermeneutic study		1335 - 1440
ACHSM and SHAPE MOU signing: APJHM SHAPE update and book launch		1440 - 1520
Presentation from the Hong Kong College of Health Service Executives – the changing landscape of Hong Kong Health System Chair: A/Prof Godfrey Isouard		1520 – 1550
Afternoon tea with Poster display Best poster award chaired by A/Professor Kevin Forde and A/Professor George Liu		1550 – 1615
<u>Session Three: Health Service and workforce development – the overseas experience</u> Chair: A/Professor Sandeep Reddy Papers: 14. Reforms needed in primary health care in India to address non-communicable diseases: scoping review 15. Actively working the system: improving access to Primary Health Care in resource-constrained settings 16. Challenges of an expanding healthcare landscape in India calling for health service management workforce development		1615 - 1710
Conference dinner – Quanjude, 299 Queen St, Melbourne VIC 3000		1830 for 1900
<b>Friday 26 July</b>	<b>Main Symposium program</b>	<b>Time</b>
Morning tea at arrival with poster presentation		0930 - 1030
Guest presentation by Professor Stephen Duckett on the future of private health insurance Chair: Professor Sandra Leggat		1030 - 1130
<u>Session Four: The 'program' matters – design, implementation and evaluation</u> Chair: A/Professor Janny Maddern Papers 17. Transforming health Service Culture at the workplace 18. Using video-reflective ethnography to measure core fidelity components of program interventions in complex organisational systems 19. Making evaluation accessible-showcase of two innovative approaches 20. Building a village		1130 - 1235

Lunch	1235 - 1315
<u>Session Five: Practice improvement</u> Chair: Mr Adamm Ferrier Papers: 21. Implementing Safewards in an acute medical ward: a pilot study 22. Do we need to provide a framework to assist health care management students to integrate disparate subjects in order to become better prepared to be managers? 23. A rural health case study	1315 - 1405
<u>PhD and Postgraduate Student session:</u> 5-minute oral presentations and discussions together with afternoon tea Chair: Dr Zhanming Liang	1405 – 1600
SHAPE Symposium wrap up	1600 - 1615

## Abstracts accepted for oral and poster presentation

Oral Presentations			
Session Number	Paper number	First author	Paper Title
A	1	Judith Daire	Professionalisation of health services management mapping
	2	Mark Brommeyer	Improving health informatics competencies for Health Service Managers
	3	Huong Le-Dao	Why change management matters in healthcare education
B	4	Zhanming Liang	Guidelines for healthcare management curriculum development and delivery-recommendations from a literature review
	5	Mark Mackay	The future of health care management education - Is It Time to Re-think the Role of Universities?
One	6	Tania K Hobson	Meaningful engagement of consumer representatives in health care
	7	Jennifer Kosiol	Examining the perceptual value of reputation in public health settings
	8	Sandra Leggat	The impact of job crafting on quality management 'work as imagined' compared to quality management 'work as done'
	9	Simon Cheung	Development of value-based end-of-life (EoL) care in the context of Hong Kong
Two	10	Caroline Yates	The impact of migration on the professional adaptation of British nurses in Western Australia : a grounded Theory
	11	Jacinta Ryan	Developing genomic literacy for non-genomic healthcare practitioners
	12	Reema Harrison	Fostering critical reflective practice for health leadership practice
	13	Margaret Yen	Nursing Unit Managers' learning facilitation practices: A philosophical hermeneutic study
Three	14	Baleshwar Sharma	Reforms needed in primary health care in India to address non-communicable diseases: scoping review

	15	Jala Mohammed	Actively working the system: improving access to Primary Health Care in resource-constrained Settings
	16	Monisha V Sandhu	Challenges of an expanding healthcare landscape in India calling for health service management workforce development
<b>Four</b>	18	Meagan Crethar	Transforming health service culture at the workplace
	19	Mila Obucina	Using video-reflective ethnography to measure core fidelity components of program interventions in complex organisational systems
	20	Sandeep Reddy	Making evaluation accessible-showcase of two innovative approaches
	21	Marion Dixon	Building a village
<b>Five</b>	22	Mark Mackay	Do we need to provide a framework to assist health care management students to integrate disparate subjects in order to become better prepared to be managers?
	23	Virginia Plummer	Implementing Safewards in an acute medical ward: A pilot study.
	24	Sheree Lloyd	A Rural health case study
<b>Poster Presentation</b>			
<b>Poster</b>	1	Don Channa Sanjaya Ranwala	Orientation completion for junior locum medical officers : issues and strategies to strengthen compliance
	2	Nikita Garg	Increase the day of surgery admission rate at a large-size private hospital in Brisbane, Australia
	3	Sheree Lloyd	Innovation by necessity : A rural health case study
	4	Shalvi Jaiswal	Palliative care Medicare benefit schedule billing review
	5	Sm Ridwanul Islam	Road to accreditation - Meadowlands Medical Practice