

"New Zealand's Leading Health Design Conference –
BY THE INDUSTRY, FOR THE INDUSTRY"

beyond...

TUES 8 AUGUST 2017 @ PULLMAN AUCKLAND



Conference Programme

8:00am – 8:45am

8:50am – 9:00am

Session One
9:00am – 10:30am

9:00am – 9:25am



9:25am – 9:50am



9:50am – 10:15am

10:15am – 10:30am

10:30am – 11:00am

REGISTRATION

Pullman Auckland

WELCOME

Chair: Darryl Carey, New Zealand Health Design Council

BEYOND TODAY...

Chair: Adam Flowers

The Future of Healthcare

ROSS DAWSON, Futurist – Sydney, Australia

Ross is globally recognized as a leading futurist, keynote speaker, entrepreneur and authority on business strategy. CEO and Chief Futurist of the R7 Group of companies, which incorporates the marketing and innovation firm Rh7thm and multiple start-up ventures previously. Founding Chairman of the Advanced Human Technologies Group. Strong global demand has seen Ross speak about the future to business and government leaders in 29 countries across 6 continents for leading organisations worldwide such as Coca-Cola, Google, ING, PwC, Procter & Gamble, Visa and many more and lead executive education programs at top universities worldwide. He is a best-selling author of 4 books including the Amazon.com best seller *Developing Knowledge based on Client Relationships*, now in its second edition and including the prescient *Living Networks*, which foresaw the social networking revolution. Ross's frequent media appearances include CNN, Bloomberg TV, SkyNews, ABC TV, Today and Sunrise shows, Washington.

How do we know what we need?

JUSTIN KENNEDY-GOOD, Auckland DHW Lab – New Zealand

Co-Director: The Design for Health & Wellbeing Lab which is a collaboration between the Auckland DHB and AUT improving healthcare experiences with patients, families and staff at Auckland City Hospital. The team customises its approach to problems, using Human-Centred Design to encourage collaboration, empathy, creativity, and prototyping. The Lab works on a project-by-project basis using a variety of design disciplines to create solutions across spaces, environments, communication, services, digital and physical products. Justin is also a programme director for performance improvement at Auckland DHB enabling the combination of improvement methodologies with design. Justin has a particular interest in combining methods in the design of facilities to enhance clinical outcomes, value and efficiency, and to provide an improved experience for patients, their families, visitors and staff.

www.dhwlab.com

PANEL DISCUSSION

PECHA KUCHA 1

MORNING BREAK



Session Two 11:00am – 12:30pm

11:00am – 11:25am



11:25am – 11:50am



11:50am – 12:10pm

12:10pm – 12:30pm

12:30pm – 1:30pm

Session Two 11:00am – 12:30pm

1:30pm – 2:20pm



BEYOND USER GROUPS...

Chair: Darryl Haines

Co-Design – Objectives & Strategies

DR ELIZABETH SANDERS, Human centred Design Specialist, University of Ohio – USA

Liz Sanders is a well-known visionary in co-design research. Liz joined the Design Department at The Ohio State University as an Associate Professor in 2011 after having worked as a design research consultant in industry since 1981. She introduced many of the tools, techniques and methods being used today to drive and/or inspire design from a human-centered perspective and has practiced co-designing across all the design disciplines. She speaks and conducts workshops about participatory design research, collective creativity and transdisciplinary all over the world. Her current focus is on bringing participatory, human-centered design thinking and co-creation practices to the challenges we face for the future. She is co-author of the book *Convivial Toolbox: Generative Research for the Front End of Design*. She is the founder of 'Make Tools'; a company that explores new spaces in emerging design landscapes. Mary has a Ph.D in Experimental and Quantitative Psychology and a B.A. in both Psychology and Anthropology.

Space to Recover

MARY O'HAGAN, Author & Champion of mental health patient-led thinking – New Zealand

Mental health entrepreneur and consultant Mary O'Hagan has been involved in mental health and disability issues for nearly 30 years initially as a mental health service user then in various advocacy, advisory, provision, funding, consultancy and commissioner roles – at the local, national and international levels. Chair of the World Network of Users and Survivors of Psychiatry, an advisor to the United Nations and the World Health Organisation and a Mental Health Commissioner. A well-known innovator, thinker and writer Mary has used her lived experience of mental health problems and her extensive work experience to develop straight answers to the curly questions in mental health.

Mary is a well-known international key speaker, consultant and writer and thought leader on service user perspectives who has used for her unique expertise in recovery, wellbeing and discrimination working in the Netherlands, Britain, Canada, Australia and New Zealand.

Over the last ten years Mary has been an international leader in the development of a recovery approach in mental health services and has recently completed her second book.

PANEL DISCUSSION

PECHA KUCHA 2 & 3

LUNCH



BEYOND THE DITCH...

Chair: Sandee Stanley

Case Study: The Queensland Experience

KATE COPELAND, Queensland Health – Australia

Kate is Executive Director, Corporate Systems and Infrastructure at Metro North Hospital and Health Service, providing oversight to an infrastructure portfolio which includes 5 hospitals and multiple community health services, comprising 200 buildings on 55 sites with an estimated asset value of \$2.4B. Her current role encompasses all aspects of infrastructure for the largest Hospital and Health Service in Queensland, including asset planning and management, property and leasing services, building engineering and maintenance services, infrastructure planning and capital project delivery.

Kate has successfully initiated and managed large and small-scale hospital redevelopment projects, and has also led infrastructure planning for capital investment in hospitals and health facilities across Queensland. This includes involvement in planning, procurement and delivery for almost every large public hospital project undertaken in Queensland since 1996 including Princess Alexandra Hospital, Royal Brisbane and Women's Hospital, Gold Coast University Hospital, Lady Cilento Children's Hospital, Cairns Hospital Redevelopment, Mackay Hospital Redevelopment, Townsville Hospital Redevelopment, Rockhampton Hospital Redevelopment, and Sunshine Coast University Hospital.

Kate is currently Chair for the Australian Health Design Council (AHDC). She has qualifications in physiotherapy, business, health management and health economics, and is an Adjunct Associate Professor with Griffith University.

1:55pm – 2:20pm



2:20pm – 2:45pm

2:45pm – 3:00pm

3:00pm – 3:30pm

Session Four

3:30pm – 5:15pm

3:30pm – 3:55pm



3:55pm – 4:20pm



4:20pm – 4:40pm

4:40pm – 5:00pm

5:00pm – 5:15pm

Session Five

5:15pm – 7:30pm

Case Study: Sunshine Coast University Hospital

This project won Building of the Year and People's Choice awards in the Australian Institute of Architects Sunshine Coast Regional Awards

DR STEPHEN LONG, Architectus – Brisbane, Australia

Stephen's experience in architectural practice, research and teaching includes public, residential, and commercial projects and expertise in Indigenous housing, cultural heritage and place. He is the author of numerous reports on indigenous housing and environments. Stephen has experience in cultural development and was a board member of the cultural development company, Feral Arts, from 1999 to 2003. Stephen is currently lead designer on the \$1.8bn Sunshine Coast University Hospital.

Stephen is a unique team leader as he possesses experience in both architecture and anthropology. Stephen is highly experienced in the design and documentation of major public buildings. He was Project Director for the master plan, refurbishment and exhibition at the Papua New Guinea National Museum and Art Gallery. He was senior architect for the award-winning Queen Elizabeth II Courts of Law Brisbane which includes the Legal Heritage Collection of the Supreme Court library and the Sir Harry Gibbs Legal heritage Centre which has museum quality exhibitions. He successfully led the refurbishment design and construction supervision of the Ceremonial Court in the Federal Court Brisbane.

PANEL DISCUSSION

PECHA KUCHA 4

AFTERNOON BREAK



BEYOND POLICY...

Chair: Leonie Kelly

NZ's Health Strategy Future directions – How do we contribute?

CHAI CHUAH, Director General, Ministry of Health – Wellington, New Zealand

Chai Chuah has been a prominent figure in the New Zealand health sector for 25 years, first with Canterbury DHB where he was Chief Financial Officer, Chief Operating Manager and acting Chief Executive, before spending over seven years as Chief Executive of Hutt Valley DHB. He has been in national leadership roles with the Ministry of Health since 2010 when he became National Director of the National Health Board. He has a passion for building a health system together with other partners, which is powered by the needs of the people it serves and which is prepared for rapid changes in technology and demographics. He is focused on driving change in the way the health system works with other public services, communities and other non-public services partners to improve health outcomes, increase access to quality care, improve financial and clinical sustainability, and to develop a unified health system.

Health Environments that help...

DAVID GALLER, Author, Intensivist, Middlemore Hospital – Auckland

Dr. David Galler is currently an Intensive Care Specialist at Middlemore Hospital, as well as Clinical Lead for Ko Awatea at Counties Manukau Health. He has held several director/leadership positions within Counties Manukau DHB, ASMS, Ministry of Health, and HQSC (to name a few). David has previously been on secondment as Principal Medical Advisor (PMA) to the Ministry of Health from CMDHB. The role included: provision of medical advice to the Director-General and the Minister of Health; medical input into policy development; functioning as a liaison between the Ministry and the medical profession. The PMA is seconded from the sector to ensure strong and ongoing sector linkages. His major interests at Ministry were in the fields of Quality Improvement, improved relationships with the sector, new models of care within and across our District Health Boards, shared decision making in Governance, and in promoting a more inclusive and collaborative working style from the Ministry of Health.

PANEL DISCUSSION

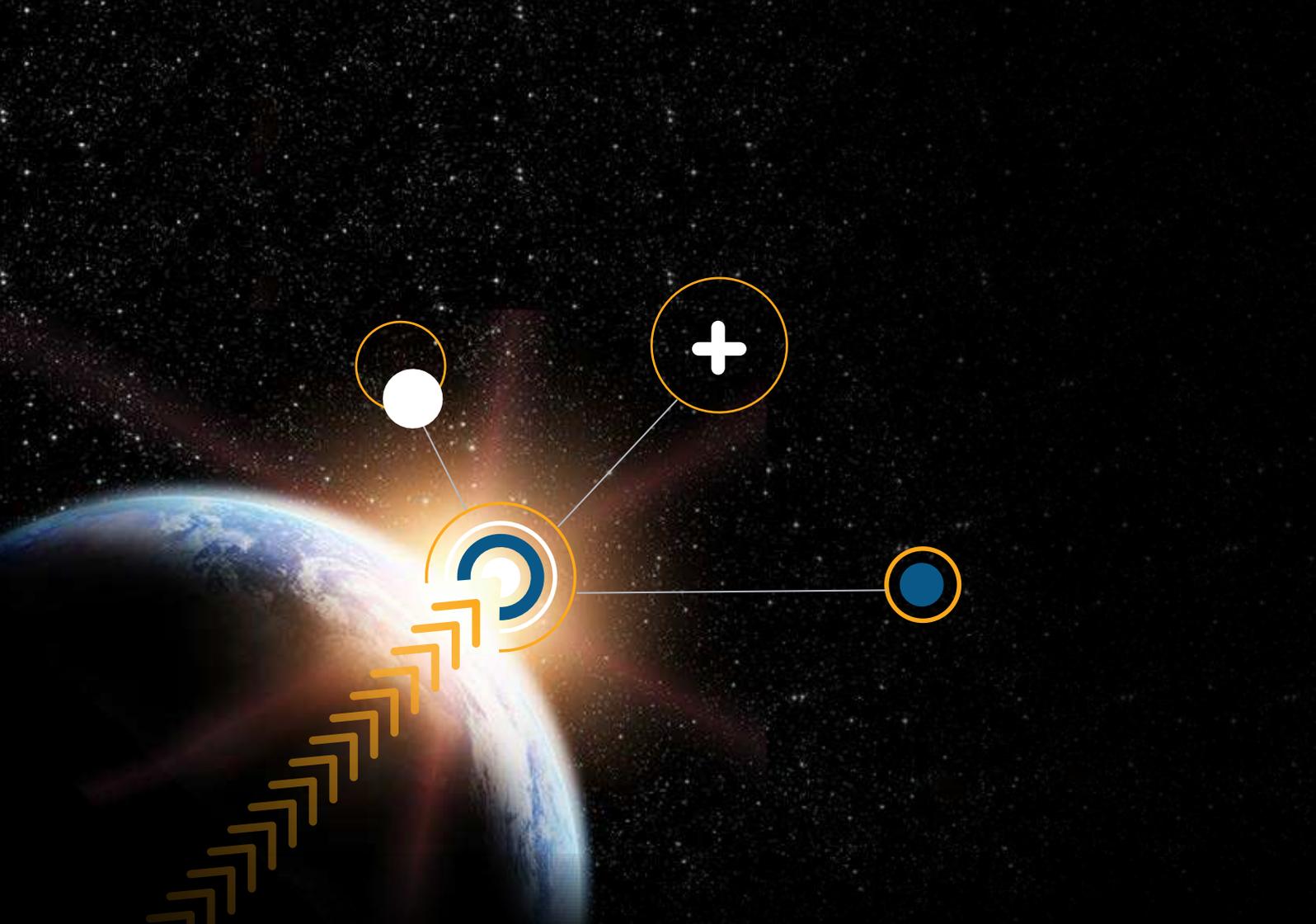
PECHA KUCHA 5

BEYOND THIS ROOM...

Closing remarks – Chair NZHDC

BEYOND THE BAR...

Networking Drinks



The New Zealand Health Design Council (NZHDC) is a network of professionals dedicated to advancing quality in the design, planning and management of New Zealand's health facility infrastructure.

healthdesigncouncil.org.nz

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