Leading Better Value Care
Musculoskeletal Network
Peer Mentoring Workshop

Thursday 17 August – Friday 18 August, 2017
Liverpool Hospital
Thomas and Rachel Moore Education Centre
#MSKLBVC
Leading Better Value Care
Musculoskeletal Network Peer Mentoring Workshop

Overview

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW.

We provide expertise in service redesign and evaluation, specialist advice on healthcare innovation, initiatives including clinical guidelines and models of care, implementation support, knowledge sharing and continuous capability building.

Our Clinical Networks, Taskforces and Institutes provide a unique forum for people to collaborate across the NSW Health system. By bringing together leaders from primary, community and acute care settings we promote an integrated health system.

Audience:
This event will bring together managers and teams across NSW who are implementing and delivering the musculoskeletal models of care.

Please note:
Photographs taken at this event may be published by the ACI for internal and/or external promotion, education or research purposes. If you do not wish your photograph to be taken please notify our staff.

Aims:
The workshop will present the essential elements of evidence-based practice in the delivery of musculoskeletal models of care for NSW. It promotes the sharing of expert knowledge and experiences in setting up and managing musculoskeletal services to support one another with implementation and ongoing improvements efforts.

Contact:
For more information please contact:

Jennifer Tragardh
Project Officer
Musculoskeletal Network
0447 607 903
jennifer.tragardh@health.nsw.gov.au

Julia Thompson
Project Officer
Musculoskeletal Network
0447 633 496
julia.thompson2@health.nsw.gov.au
Musculoskeletal Network

The ACI Musculoskeletal Network has more than 330 members, which includes doctors, nurses, allied health professionals, consumers, researchers, managers and policy makers.

The network works collaboratively with a wide range of organisations including the NSW Ministry of Health, Primary Health Networks, the Clinical Excellence Commission, Arthritis Australia, Osteoporosis Australia, Arthritis/Osteoporosis NSW, University of NSW, University of Sydney, Macquarie University, the Garvan Institute of Medical Research, the Kolling Institute and The George Institute for Global Health.

Our People

Matt Jennings
Director, Allied Health
Liverpool Hospital
South Western Sydney LHD
Co-chair, Musculoskeletal
Network, ACI

Ian Harris
Director of Orthopaedic
Surgery
Liverpool Hospital
South Western Sydney LHD
Co-chair, Musculoskeletal
Network, ACI

Chris Needs
Rheumatologist
Royal Prince Alfred
Hospital
Sydney LHD; Co-chair,
Musculoskeletal Network,
ACI

Robyn Speerin
Manager
Musculoskeletal Network, ACI

Chris Shipway
Director
Primary Care and Chronic
Services, ACI

Jennifer Tragardh
Project Officer
Musculoskeletal Network, ACI

Julia Thompson
Project Officer
Musculoskeletal Network, ACI
## Schedule of Event

### Thursday 17 August

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.45 am</td>
<td>Registration</td>
</tr>
<tr>
<td>9.00 am</td>
<td>Welcome and Overview</td>
</tr>
<tr>
<td>9.10 am</td>
<td>Welcome to Country</td>
</tr>
<tr>
<td>9.15 am</td>
<td>Welcome to Liverpool Hospital</td>
</tr>
<tr>
<td>9.20 am</td>
<td>Introduction Leading Better Value Care (LBVC)</td>
</tr>
<tr>
<td>9.45 am</td>
<td>Understanding the LBVC Musculoskeletal Initiatives</td>
</tr>
<tr>
<td>10.15 am</td>
<td>The Osteoarthritis Chronic Care Program (OACCP) experience at Nepean</td>
</tr>
<tr>
<td>10.25 am</td>
<td>The Osteoporotic Refracture Prevention (ORP) experience at Royal North Shore Hospital</td>
</tr>
<tr>
<td>10.35 am</td>
<td>The Local Musculoskeletal Service experience</td>
</tr>
<tr>
<td>10.45 am</td>
<td>Break — Morning Tea</td>
</tr>
<tr>
<td>11.15 am</td>
<td>Reflections from service sites</td>
</tr>
<tr>
<td>12.15 pm</td>
<td>Panel discussion: LBVC and the Musculoskeletal Initiatives</td>
</tr>
</tbody>
</table>

**Session Chair:**

- Ian Harris
  - Director of Orthopaedic Surgery, Liverpool Hospital, South Western Sydney LHD; Co-chair, Musculoskeletal Network, ACI

- Robyn Speerin, Manager Musculoskeletal Network, ACI

- Mr Malcolm McColl, Gandangara Local Aboriginal Land Council Board Member

- Robynne Cooke, General Manager, Liverpool Hospital, South Western Sydney LHD

- Liz Hay, Manager Economics, Analytics and Strategy, Ministry of Health

- Professor Lyn March AM, Rheumatologist, Royal North Shore Hospital, Northern Sydney LHD

- Emma Saad, Senior Physiotherapist, OACCP Coordinator, Nepean Blue Mountains LHD

- Lillias Nairn, Fracture Liaison Coordinator, North Shore Ryde Health Service, Northern Sydney LHD

- Narelle Mills, Manager Quality & Pathways, Murrumbidgee Primary Health Network
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00 pm</td>
<td>Lunch</td>
</tr>
</tbody>
</table>
| 2.00 pm | Implementing the Musculoskeletal Initiatives: What to expect over the next 12 months  
Julia Thompson, Project Officer Musculoskeletal Network, ACI  
Jennifer Tragardh, Project Officer Musculoskeletal Network, ACI  |
| 2.30 pm | Setting the scene for implementation: How to get from here to there – an effective implementation approach  
Betty Bryan, Implementation Manager, Clinical Program Design and Implementation, ACI  |
| 3.00 pm | Community of practice group activity                         |
| 4.00 pm | Day 1 wrap up and close                                      |

**Friday 18 August**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.45 am</td>
<td>Arrival</td>
</tr>
</tbody>
</table>
| 9.00 am | Welcome  
Jean-Frederic Levesque, Acting Chief Executive, ACI  
Chris Shipway, Director Primary Care and Chronic Services, ACI  |
| 9.10 am | Overview, Recap and Question Time  
Robyn Speerin, Manager Musculoskeletal Network, ACI  |
| 9.30 am | Introducing Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs)  
Melissa Tinsley, Manager Health Outcomes, ACI  |
| 10.00 am | What there is to know about Monitoring and Evaluation  
Sigrid Patterson, Evaluation Manager, Health Economics & Evaluation, ACI  |
<p>| 10.45 am | Break – Morning Tea                                         |</p>
<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Speaker</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.15 am</td>
<td><strong>PLAN: Preparing to establish or upscale your service</strong></td>
<td>Betty Bryan, Implementation Manager</td>
<td></td>
</tr>
<tr>
<td>1.00 pm</td>
<td>Lunch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.00 pm</td>
<td><strong>ASSESS: Informing implementation and improvement of your service</strong></td>
<td>Betty Bryan, Implementation Manager</td>
<td></td>
</tr>
<tr>
<td>3.00 pm</td>
<td>Community of practice group activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.00 pm</td>
<td>Day 2 wrap up and close</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Speakers

Liz Hay
Manager Economics, Analytics and Strategy
Ministry of Health

Liz is currently seconded to the Ministry of Health as the Manager, Economics, Strategy and Analytics in the Leading Better Value Team at the Ministry of Health. Liz’s substantive role at the ACI is as the Manager of the Health Economics and Evaluation Team (HEET) and she has worked on the LBVC initiatives at both the ACI and Ministry of Health. Liz is an economist by trade and prior to joining the ACI 5 years ago worked in Government Relations at the Ministry of Health and in planning at the North Coast Local Health District.

Notes:
Professor Lyn March AM

Senior Staff Specialist in Rheumatology and Clinical Epidemiology at Royal North Shore Hospital and Liggins Professor of Rheumatology and Musculoskeletal Epidemiology Medicine, Northern Clinical School, University of Sydney

I measure burden of disease, health outcomes, quality of life and health services utilisation in musculoskeletal disorders to try to raise their profile. Implementing evidence-based guidelines for OA, RA, back pain and fracture prevention are an ongoing challenge.

Professor March has a unique combination of qualifications including specialty physician training in Rheumatology and postgraduate qualifications in epidemiology, biostatistics and basic laboratory science. Her conjoint staff specialist and academic appointment allows her to continue in active clinical rheumatology practice with a large patient base and dedicated time to combine arthritis and musculoskeletal epidemiological research, clinical trials and teaching.

Her career track record of more than 200 publications and grant income in excess of $8 million in the context of a part-time funded position with a busy clinical load and a high level of involvement in her professional community demonstrates major commitment and productivity.

Professor March was one of the inaugural co-chairs of the ACI Musculoskeletal Network, from 2009 till 2015, and continues to be an active member, giving of her time and expertise as required.

While Professor March is invited to present her work and expertise at many international meetings each year her recent work has included:

- Lead researcher for musculoskeletal conditions in the most recent Global Burden of Disease study for the World Health Organisation,
- Current work with the World Health Organisation on their Healthy Ageing initiative,
- Collaborator with the International Consortium for Health Outcomes Measurement (ICHOM), developing the indicators for osteoarthritis,
- An active participant in the international OMERACT group to reach international consensus for outcome measurement in rheumatology,
- A reviewer for international journals:- Rheumatology (UK), Ann Rheum Dis (Europe), J Rheumatology (Canada), Osteoarthritis & Cartilage (USA), Arthritis Care & Research (USA), Br J of Sports Medicine (UK), ACP Journal Club, Cochrane.

Notes:
**Emma Saad**  
*Senior Physiotherapist, OACCP Coordinator, Nepean Blue Mountains LHD*  
Emma has been the OACCP Musculoskeletal coordinator at Nepean Hospital since 2015. She has extensive clinical experience in orthopaedic and musculoskeletal physiotherapy. Emma has a keen interest in the conservative management of OA and has been instrumental in the redesign of the OACCP at Nepean Hospital.

**Lillias Nairn**  
*Fracture Liaison Coordinator, North Shore Ryde Health Service, Northern Sydney LHD*  
Lillias is currently employed as the North Shore and Ryde Hospital Service Fracture Liaison Coordinator, and developed the existing Osteoporosis Refracture Prevention (ORP) Services at RNSH and Ryde Hospital. Prior to this she established the “Brake the Break” community-based ORP service in the St George area of Sydney. She is a physiotherapist with special interest in musculoskeletal conditions and extensive clinical experience gained in large public teaching hospitals and private practice in Britain and Australia. She has 10 years of research experience evaluating interventions for osteoarthritis of the knee and hip while working at The George Institute for Global Health and The University of Sydney. Lillias completed a Master of Public Health at The University of Sydney in 2009.

**Narelle Mills**  
*Manager Quality & Pathways, Murrumbidgee Primary Health Network*  
Narelle has an Honours Degree in Applied Science and Graduate Certificate in Public Sector Management with over 17 years’ experience in primary health program development, implementation and evaluation and supporting research programs. Narelle has worked for Divisions of General Practice, Medicare Local and now Primary Health Network in areas including nursing in general practice, chronic disease self-management, integration of care and aged care. Her recent work has focussed on building partnerships in aged care and implementing the musculoskeletal primary health care initiative. Narelle is currently working in quality, health pathways and portfolio management.

**Notes:**
**ORP services:**

**Sandy Fraser**  
*Fracture Liaison Coordinator, Coffs Harbour Health Campus*

Sandy has extensive orthopaedic physiotherapy experience in public hospital, community aged care and private practice settings. Prior to moving to Coffs Harbour, Sandy was the senior Orthopaedic Physiotherapist at Royal Prince Alfred Hospital in Sydney. She commenced working part time as the Fracture Liaison Coordinator (FLC) at Coffs Harbour Health Campus in September 2012. Sandy currently divides her time between the FLC role, Transitional Aged Care physiotherapy, and coordinating referrals to Transitional Aged Care.

**Jayne Hyde**  
*Clinical Nurse Specialist, Osteoporosis Service, Royal Prince Alfred, SLHD*

Jayne is a Clinical Nurse Specialist with 17 years’ experience working in rheumatology - the past four years as the Fracture Liaison Coordinator at Royal Prince Alfred Hospital. She is also an accredited Bone Mineral Density technician, which adds to the uniqueness of the Osteoporosis Service at RPAH; where a ‘one stop shop’ approach to care is practiced.

**Stacey Kroehnert**  
*Fracture Liaison Co-ordinator – NNSWLHD - Clarence Network*

Stacey is a Physiotherapist by trade and has a particular interest in chronic disease management. She works at Grafton Base Hospital in Northern NSW. She started as the Fracture Liaison Co-ordinator for the Clarence in November 2015, when the ORP Service Model was implemented throughout the NNSWLHD.

**Notes:**
OACCP Services:

Susan Dietsch
Clinical Nurse Consultant Orthopaedics Fairfield Hospital
Susan is a Clinical Nurse Consultant working at the Whitlam Joint Replacement Centre Fairfield Hospital. Susan has been involved in the Osteoarthritis Chronic Care Program (OACCP) since its commencement in 2009. She works at the Fairfield Orthopaedic Hip and Knee Service (FOHKS) where she also manages the Orthopaedic waitlist. Susan has extensive experience in the management of joint replacement patients in the pre-operative setting ensuring patients are optimally prepared for elective joint replacement surgery.

Sara Mitchell
OACCP Coordinator, Central Coast Local Health District.
Sara joined the CCLHD OACCP in August 2013 on a casual basis as a physiotherapist having moved to the area from Hobart. In October 2014 Sara was successful in securing a permanent position as the OACCP co-ordinator on a job share basis. Since then she has been developing the OACCP service with the aim of increasing the number of patients attending the program. She has extensive clinical experience across a broad range of physiotherapy areas working within the public and private sectors in both the UK and Australia.

Andrea Cartwright
OACCP Musculoskeletal Coordinator Port Macquarie Base Hospital
Andrea moved to sunny Port Macquarie in 2012 and joined the Hospital as the OACCP Musculoskeletal Coordinator in December 2013. She is an experienced Physiotherapist who has worked across many roles within State and Federal Government including delivering disability, workplace rehabilitation, chronic care and pain management programs as well as operating her own Private Practice for many years. She enjoys the multidisciplinary approach that the OACCP offers.

Notes:
Elizabeth (Betty) has a nursing background, having worked in operating theatres and bone marrow transplantation at a tertiary hospital in Sydney. After completing the Australasian College of Health Service Management two year internship and Masters of Health Administration, Betty developed expertise in service and quality improvement, project management and human behaviour change. Betty has previously been the Redesign and Performance Program Manager at Sydney Local Health District, where she worked directly with clinicians and managers to implement locally determined changes to improve service delivery, and patient and staff experience. Betty is currently an Implementation Manager at the Agency for Clinical Innovation and works with clinical, administrative and executive staff from across New South Wales to put evidence based care into practice at a unit, facility, District and state level. Betty is passionate about working with teams to create positive and fun experiences of change.

Notes:
Mel Tinsley  
*Manager for Health Outcomes*  
*ACI*

Mel is currently the Manager for Health Outcomes at the NSW Agency for Clinical Innovation. Her current role includes leading the co-design approach for designing and implementing Health Outcomes (Patient Reported Measures (outcomes & Experiences) as well as clinical measures and case mix variables) across the care continuum in NSW. Before this role, Mel was the Manager for Patient Reported Measures at the Agency for Clinical Innovation. Mel has worked at a NSW state health level focusing on improving the outcomes and experiences of patients and staff for several years both at the Agency for Clinical Innovation and the Clinical Excellence Commission. She has also had extensive experience in nursing, starting as an enrolled nurse and later progressing to education where she focused on neuroscience nursing and finally yet importantly becoming a Clinical Nurse Consultant she specialised in the area of Stroke, an area she is still very passionate about. She has a particular interest in improving health outcomes for patients across the health system.

**Notes:**
Sigrid Patterson
Evaluation Manager
Health Economics & Evaluation
ACI

Sigrid is the manager of evaluation in the ACI Health Economics and Evaluation Team (HEET). The team has been involved in the Leading Better value Care (LBVC) program in collaboration with the Musculoskeletal Network from its inception – preparing the economic analyses, developing the monitoring and evaluation plans and working closely with the Ministry of Health to determine measures.

Sigrid is committed to rigorous evaluation and making sure that programs are optimised to achieve end user/patient outcomes. She is passionate about the move to a value rather than volume based health system and in 2015, secured a HARC scholarship to travel to the USA, Sweden and the Netherlands to study value based health care.

In her own time, Sigrid is an accomplished artist who has had several successful exhibitions (and one in the wings) and believes that art and science belong together and creativity is essential for good innovation. And when not painting, she can often be found in her kayak on the Clarence River.

Sigrid’s educational background includes Masters of Program Evaluation, ANZSOG Executive Masters of Public Administration, Master of Public Health, Degree in Sociology, Political Economy and Journalism and Grad Certificates in Health Economics, Documentary Film Making, Fine Arts and Population Health Research Methods – yes, too many bits, wish I had studied architecture!

Notes:
Notes: