



Susan Pearce
B App Sci (Nursing), Dip Law, Grad Dip Legal Practice

Secretary, NSW Health

Susan Pearce is Secretary, NSW Health, appointed in March 2022. In this role, Susan is responsible for the management of the NSW health system - with over 120,000 FTE and a budget of over \$30billion - to ensure the provision of world-class, patient-centred care to the people of NSW.

Prior to her recent appointment, Susan was Deputy Secretary, Patient Experience and System Performance Division, a position she has held from November 2015. In that role, Susan had responsibility for the oversight of front-end service delivery and system performance and management across NSW Health, and improving patient experience.

Susan was also the Controller of the State Health Emergency Operations Centre (SHEOC), responsible for directing and overseeing NSW Health's operational response to the pandemic. From February 2021, Susan led the NSW Health vaccine rollout program, establishing over 40 NSW Health vaccination clinics and more than 100 mobile, outreach and pop-up locations across the state to contribute to the high vaccination rate that have been achieved amongst the people of NSW.

Susan began her career as a registered nurse more than 30 years ago in Broken Hill and has continually worked to serve the communities of NSW, including working in number of Local Health Districts and subsequently as the NSW Chief Nurse. Susan has qualifications in Law and was admitted to the Supreme Court of NSW as a solicitor in September 2019.





Professor Jeffrey Braithwaite
BA, DipLR, MBA, MIR (Hons), PhD, FIML, FCHSM,
FFPHRCP (UK), FAcSS (UK), Hon FRACMA, FAAHMS

Professor and Founding Director, Australian Institute of Health Innovation, Macquarie University.

Jeffrey Braithwaite is a leading health services and systems researcher with an international reputation for his work investigating and contributing to systems improvement. He has expertise in the culture and structure of acute settings, leadership, management and change in health sector organisations, quality and safety in healthcare, health sector reform in international context and the restructuring of health services. He has professorial appointments at six universities, is the President of the International Society for Quality in Health Care (ISQua) and is an expert and advisor to the WHO, the OECD and research groups around the world. He currently teaches in postgraduate medical programs with Harvard Medical School and has research projects with, amongst others, researchers at Oxford University, UK; University of Stavanger, Norway; and São Paulo, Brazil.

Theories and ideas Jeffrey has helped shape, formulate or devise, and provided research findings for include multi-method, triangulated approaches to research, the boundary-less hospital, clinician-managers as key players in reform initiatives, diversity in clinical professional groups, inter-professional learning and culture change and the future of health care.

His research examines the changing nature of health systems, attracting funding of more than AUD \$179 million. His key expertise is in quality of care, patient safety, systems improvement, and implementation science. He has led, with international colleagues, book series on, and profoundly deepened understanding of, first, resilient health care and second, international health reform, with 14 books to his credit.

Jeffrey has contributed over 690 refereed publications and has presented at international and national conferences on more than 1,292 occasions, including over 124 keynote addresses. His research appears in journals such as The BMJ, JAMA, The Lancet, Social Science & Medicine, BMJ Quality & Safety, and the International Journal for Quality in Health Care.



Professor Johanna Westbrook
BAppSc (Cumb) Distinction, GradDipAppEpid, MHA
(UNSW), PhD (Sydney)

Professor and Director
Australian Institute of Health Innovation, Macquarie
University

Johanna Westbrook, PhD, FTSE, FAIDH, FACMI, FIAHSI, is Director of the Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University.

She is internationally recognised for her research evaluating the effects of information and communication technology in health care, which has led to significant advances in our understanding of how clinical information systems deliver (or fail to deliver) expected benefits.

Her highly applied research has supported translation of this evidence into policy, practice, and IT system design changes. In 2014 she was named Australian ICT professional of the year and in 2019 as the national research leader in the field of medical informatics.

Johanna has over 500 publications and been awarded > \$50M in research grants. In 2019 she received the Elizabeth Blackburn Investigator Award (Health Services Research) from the NHMRC. In 2020 Westbrook was appointed as a Co-Director of the Safety, Quality and Informatics Leadership program, by the Harvard Medical School.



Dr George Margelis
MBBS M.Optom GCEBus, Sydney NSW

Independent Chair
Aged Care Industry Information Technology Council

George Margelis is a medical practitioner who has been deeply involved in technology for the last 30 years. Originally trained as an optometrist, he started tinkering with computers in 1981 when he bought his first PC, a Sinclair ZX80, before going back to medical school to complete his training at the University of Sydney.

George was Chief Information Officer (CIO) of a private hospital group as well as managing an innovative software development team. He joined Intel in 2005, as healthcare lead and then Intel-GECare Innovations. In 2013 he was appointed an Adjunct Associate Professor at the University of Western Sydney with the TeleHealth Research & Innovation Laboratory (THRIL). In 2014 George was appointed to the IT in Aged Care Hall of Fame for his work in the use of technology in aged care. He was a senior adviser for Healthcare Information and Management Systems Society (HIMSS) APAC in Australia in 2015 and helped HISA and the Australian Digital Health Agency launch the CXIO Network in 2018. In 2019 he took on the role of Independent Chair of the Aged Care Industry Information Technology Council.



Dr Magda Raban
PhD (Public Health), MIPH (Honours), BPharm

Senior Research Fellow
Australian Institute of Health Innovation, Macquarie University

Magda Raban is a Senior Research Fellow in the Centre for Health System and Safety Research. She is the lead for the Medication Safety and Electronic Decision Support research stream within the Centre. Magda's research focuses on the use of information technology to improve medication safety, the quality use of medicines and patient outcomes across a range of care settings. Her interests include how the design of electronic decision support systems can be optimised to deliver guideline-based care, and how routinely collected data can inform quality improvement. Magda has experience leading evaluations, including randomised trials, of health service interventions.

Magda holds a PhD and Masters in Public Health, and a Bachelor of Pharmacy. Magda has practiced as a pharmacist in Australia and in the UK, prior to working in research. Magda's research draws on her quantitative, epidemiology and clinical experience.



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Dr Virginia Mumford
MBBS, MBA, MHA, PhD

Senior Research Fellow
Australian Institute of Health Innovation, Macquarie University

Virginia Mumford (MBBS, MBA, MHA, PhD) is Senior Research Fellow and applied health economist at the Australian Institute of Health Innovation (AIHI). She combines a background in clinical medicine and finance in using health economics, econometrics, and implementation science techniques to investigate and evaluate complex health interventions across a wide range of health service settings: clinical governance (hospital accreditation, compliance with Clinical Care Standards, and medication safety in paediatrics); clinical issues (delirium, cellulitis, refractory epilepsy, and motor neurone disease), and medical informatics (electronic medication systems and point-of-care testing in rural hospitals).

Virginia has been closely involved in the project to evaluate the eMM implementation at Sydney Children's Hospitals Network since 2016, leading the survey to measure the impact of a child's admission on the wider family network, chairing the 28 multidisciplinary panels to assess actual harm from medication errors, and is currently leading a survey to measure parent preferences for care.



Dr Tim Badgery-Parker
PhD, MBiostat

Research Fellow
Australian Institute of Health Innovation, Macquarie University

Tim is a biostatistician and data analyst in Australian Institute of Health Innovation, Macquarie University. He is interested in patient safety and the consequences of providing inappropriate or low-value care.

Tim is a highly skilled biostatistician with experience managing and analysing large, linked health administrative datasets. He is capable of conducting complex, multilevel regression analyses to answer questions important to clinicians and patients.

Peter Barclay

Director of Pharmacy, The Children's Hospital at Westmead



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Professor Melissa Baysari
PhD FAIDH

Melissa Baysari leads the Digital Health Human Factors Research Group in the School of Medical Sciences at the University of Sydney. She is a human factors researcher highly experienced in both quantitative and qualitative evaluations of health information technology. Melissa's research to date has focused primarily on digital health to support medication management, with a particular focus on the design and evaluation of computerised decision support. She has published widely in the areas of medication safety, electronic prescribing and decision support and her research has resulted in a number of significant changes being made to electronic medication management systems, as well as to hospital policy and work practices.



Dr Racha Dabliz
PhD

Racha Dabliz is a Senior Project Officer at the Australian Commission on Safety and Quality in Healthcare. Racha's work focuses on ehealth and medication safety and safer transitions of care between hospital and the community.

She holds a PhD in Pharmacy, which focused on the evaluation of electronic medication management systems in specialised units, particularly the Intensive Care and Oncology Unit. She also holds a Bachelor of Pharmacy, and a Graduate Certificate in Pharmacy Practice.

In 2020, Racha was awarded the Society of Hospital Pharmacists early career pharmacist award for her work in the e-health and medication safety landscape.

Racha was previously the medication safety pharmacist for mental health services in the Sydney Local Health District. She has been a pharmacist for 8-years and also works as a pharmacy Intern Training Program tutor at the University of Sydney



Michael Dickinson

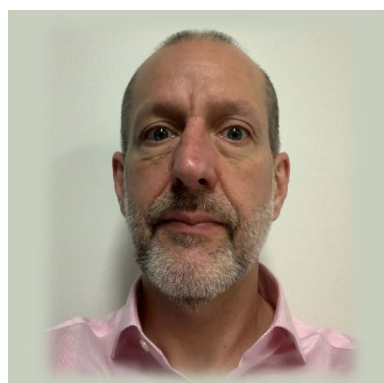
Director of Information, Communication and Technology/CIO, Sydney Children's Hospital Network



Erin Fitzpatrick
Grad. Cert. Clin. Pharm (USyd), B. Pharm (Hon) (USyd), B.Herb.Ther. UoN

Research Officer, Australian Institute of Health Innovation, Macquarie University

Erin is a research officer in the Medication Safety team at the Centre for Health Systems and Safety Research at AIHI. She has over a decade of experience as a clinical pharmacist in hospital and community pharmacy, including both adult and paediatric settings. This work has included the design and implementation of medication management and closed loop medication systems in hospitals. Her current area of research is the evaluation of prescribing in electronic medication management systems and medication work processes across paediatric settings.



Alan Gardo

Director of Nursing for the Children's Hospital at Westmead

Alan is a registered nurse with 30 years' experience in both the adult and paediatric settings.

He began his career in the UK working at tertiary level hospitals in London before moving to Sydney in the early 90s.

Alan's clinical background is in intensive care where he spent a large part of his career until moving into management.

He has worked at the Sydney Children's Hospitals Network since 2012 and has been in the Director of Nursing role for the last 8 years.

Alan has been involved in research in a number of his roles but most recently as part of the partnership with Macquarie University involved in the implementation of the electronic Medication Management system at SCHN.



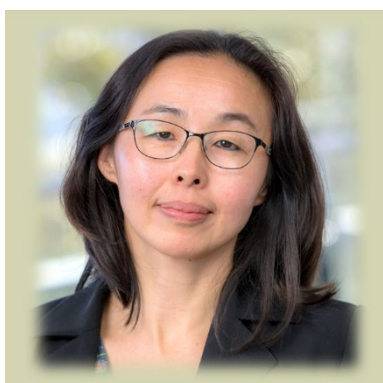
Joanna Holt
MHP, BSc.(hons), AICD

Formerly Chief Executive of Women's and Children's Health Australasia, Executive Director of the National Health and Hospitals Reform Commission; Chief Executive of NSW Kids and Families within NSW Health; Institute Manager, Australian Institute of Health Innovation, Macquarie University.

Joanna Holt, MHP, BSc. (Hons) has been involved in state and national health policy development, system reform, and management of health services for the past 30 years.

She has held positions as a senior health executive in the UK, NSW and ACT Health Services. She has been Chief Executive of Women's and Children's Health Australasia, Executive Director of the National Health and Hospitals Reform Commission, and Chief Executive of NSW Kids and Families within NSW Health. Her last position, prior to retirement, was working with the Australian Institute of Health Innovation to improve the sustainability of our health system's performance and the effectiveness of the Institute's research efforts.

Joanna has been on the board of a number of non-government organisations, is a graduate of the Australian Institute of Company Directors and also holds credentials in Executive Coaching.



A/Professor Ling Li
BEcon, MCom(Macquarie), MBiostats (USyd), PhD in Statistics (Macquarie)

A/Professor
Australian Institute of Health Innovation, Macquarie University

Ling Li is an Associate Professor of Applied Biostatistics and leads the Health Analytics and Patient Safety stream at the Centre for Health Systems and Safety Research. Ling is a biostatistician by training with research interests and expertise in applying robust, novel and realistic study designs and biostatistical methods to resolve real life healthcare problems, which is evidenced by her successful track record in collaborating with clinicians and policy makers. Her research has contributed to a number of significant changes into policy and practice.

She has extensive experience in designing and conducting studies of health informatics interventions which are innovative and have a high level of rigor. Utilising large electronic health record data has been her recent research focus. She has over 100 publications and was a Chief Investigator on over \$10M research funding.



Dr Mary McCaskill

Director Medical Services and Clinical Governance at Sydney Children's Hospitals Network

Dr Mary McCaskill is the Director Medical Services and Clinical Governance at Sydney Children's Hospitals Network and is a paediatric emergency physician.

She has a keen interest in engaging clinicians to deliver of safe and high quality care for children. In particular focusing on the benefits of designing work to provide better outcomes for patients, families and the clinicians themselves. She works regularly in the emergency department treating patients and has an interest in treatment of sepsis and responding to disaster situations.

She has been part of the changing landscape of hospital paediatrics in NSW as she trained at the Royal Alexandra Hospital for Children in Camperdown, then across many hospitals in NSW, ACT and in the US.



Jackie McLeod

Chief Operating Officer, Royal Melbourne Hospital

Jackie McLeod has been the Chief Operating Officer of the Royal Melbourne Hospital since November 2020. Jackie has over 25 years of experience in Victorian public hospitals and most recently has been the Executive Director, Parkville Electronic Medical Record (EMR) Program. Jackie led the rollout of the EMR across the four Parkville health services, as well as the implementation of the full EMR at the Royal Children's Hospital's in 2016. She has been responsible for the successful implementation of \$235 million large health service transformational digital health programs that have delivered improved patient and operational outcomes.

Prior to these digital health leadership roles Jackie worked in several health services as the Director, Health Information Services and gained an extensive knowledge of health service operations, funding models, regulatory requirements and health strategic priorities.



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Alison Merchant
Grad Dip Clin Pharm, University of Sydney; BPharm,
University of Sydney

Pharmacist and Research Officer, Australian Institute of Health Innovation, Macquarie University

Alison Merchant is a clinical pharmacist and research officer in the Centre for Health Systems and Safety Research at AIHI, in the Medication Safety and Electronic Decision Support research stream. Alison has practiced as a pharmacist for over 20 years in a variety of settings. Previous notable roles include Senior Pharmacist in Cystic Fibrosis at Westmead Hospital; Australian Medicines Terminology Analyst with National E-Health Transition Authority; Project Pharmacist, Electronic Medication Management with the Children's Hospital Westmead; and Clinical Specialist Pharmacist, Medicines Information at Westmead Hospital. Her current area of research relates to medication safety and electronic prescribing system optimisation. Alison's other areas of interest include medicine use in patients with medical complexity such as cystic fibrosis, novel routes for administration of medications, access to personalised medicines, and the impact of organisational change on the use of medicines. Alison holds a Bachelor of Pharmacy, a Graduate Diploma in Clinical Pharmacy and a Graduate Certificate in Organisational Change.



Kate Richardson
Clinical Applications Specialist (eMeds), Northern Beaches Hospital

Kate is a nationally recognized leader for electronic medication management (EMM) implementation, integration and continuous improvement. Working with clinicians, quality and medication safety teams, she thrives on finding solutions to improve patient safety by reducing medication errors. Core to this is supporting clinician safety with EMM decision support tools, to provide contextual medicines information at the point of patient care. She is a research co-author and contributor to national EMM reference texts, standards and guidelines. She was most honoured to be nominated by her peers and awarded the Society of Hospital Pharmacists of Australia Medal of Merit in 2016.



Jo Root

Policy Director, Consumers Health Forum of Australia



Dr Karla Seaman
BPhar, MAClinEpi, PhD

Research Fellow
Australian Institute of Health Innovation,
Macquarie University

Karla Seaman is an experienced pharmacist and health services research fellow in the Aged Care Evaluation and Research Team at the Australian Institute of Health Innovation, Macquarie University. Her passion is to support older Australians. In doing this, her translational research focusses on building and driving more evidence-based older adult health services particularly focusing on residential aged care. She has worked across a variety of health sectors including leading and coordinating research for a non-for-profit organisation, hospitals and within the community with older adults.



Dr Mark Simpson

eHealth NSW Chief Clinical Information Officer and Executive Director, Clinical Engagement and Patient Safety

Dr Mark Simpson is the Chief Clinical Information Officer and Executive Director of Clinical Engagement and Patient Safety at eHealth NSW.

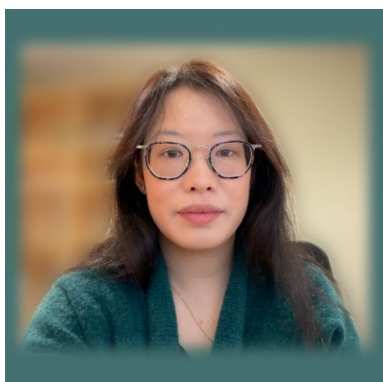
Clinical Engagement and Patient Safety includes the divisions of Design (covering Human Centred Design, usability and design governance), Safety and Quality, Clinical Engagement and Virtual Care.

Mark leads a team who ensure that clinical solutions are useful, usable and fit for purpose. The team facilitates clinician engagement in all aspects of solution design and decision making where there is a potential impact on patient care.

Mark's previous roles include Digital Director, Clinical Director of Acute and Emergency Medicine and Chief Clinical Information Officer at Hull and East Yorkshire Hospitals NHS Trust.

In 2018, he was also appointed as the Clinical Advisor to the Professional Record Standards Board in the UK.

Mark's qualifications include a Bachelor of Medicine, Bachelor of Surgery, a Fellow of the Royal College of Surgeons and Fellowship of The College of Emergency Medicine.



Dr Erica Tong BPharm(hons) MCLinPharm PhD

Chief Pharmacy Information Officer (CPIO) and Deputy Director of Pharmacy at Alfred Health

Erica is the Chief Pharmacy Information Officer (CPIO) and Deputy Director of Pharmacy at Alfred Health, Victoria. As CPIO, she has responsibility for all of the medication components of the clinical information systems at Alfred Health. Erica is the chair of the Society of Hospital Pharmacists' Australia (SHPA) Specialty Practice Leadership Group for Electronic Medication Management.

In addition to her CPIO role, Erica leads the clinical pharmacy services to General Medicine, Emergency Medicine, Intensive Care, Hospital-in-the-Home and Aged Care and Rehabilitation. Erica was instrumental in the development and implementation of the partnered pharmacist medication charting (PPMC) model across Victoria, and has supported the adoption of this model across a number of other states in Australia. Erica completed a PhD in 2020 exploring prescribing models for pharmacists in General Medicine.



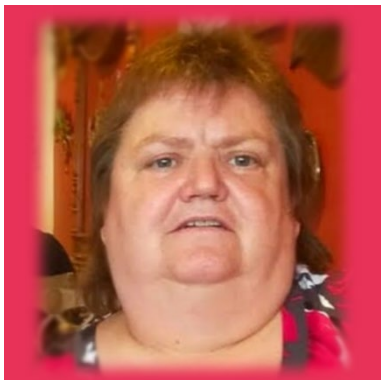
Daniel Trajkov
BPharm (Hons), GradCertPharmMed, CHIA

Senior Program Manager, UnitingCare QLD

Daniel Trajkov is a clinical informatician with over 8 years' experience in digital health leadership and application management roles, including the implementation and optimisation of Electronic Medication Management systems for paediatric healthcare organisations in NSW and Queensland.

In recent years, Daniel has delivered a number of state-wide EMR optimisation initiatives in Queensland and managed several complex, large-scale ICT projects. Most recently, he joined UnitingCare Queensland as Senior Program Manager to oversee the successful delivery of digital transformation programs within UnitingCare Hospitals and Family and Disability Services.

As a hospital pharmacist by background, Daniel has an interest in leveraging technology as an enabler in the innovation of models of care.



Amanda Woods
RN, BN

Nursing Research Officer, Australian Institute of Health Innovation

Amanda Woods is a registered nurse with nearly 40 years of clinical nursing experience. Employed in Paediatric and Adult acute and critical care areas. Amanda has a passion for direct observational research projects that look at the implications of technology on nursing practice. This includes being a researcher in studies that look at the Impacts of Electronic Medication Administration in both adult and paediatric settings.

Amanda has been involved in the project to evaluate the eMM implementation at Sydney Children's Hospitals Network since 2016, Amanda has been involved in all aspects of the Medication Administration project. She has been involved in the direct observation of medication administration, review of observed medication against medication record and preparation of cases for Medication Error Harm Panels.



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Jerry Yik
BPharm MPubPol

Head of Policy and Advocacy, The Society of Hospital Pharmacists of Australia

Jerry Yik is the Head of Policy and Advocacy at The Society of Hospital Pharmacists of Australia (SHPA) and is a practising hospital pharmacist at a major hospital in Melbourne. Jerry is a passionate advocate for medicines safety and quality use of medicines, continually highlighting the role of pharmacists to support safe implementation of electronic health records and systems.

Jerry has also delivered project work funded by the Australian Digital Health Agency to support education and implementation of ADHA initiatives for hospital pharmacists, including the use of My Health Record and electronic prescribing, as well as to understand enablers and barriers to their uptake. Jerry has coordinated SHPA's work to publish position statements on medication safety and closed-loop medication management systems in partnership with its Electronic Medication Management and Medication Safety Leadership Committees. Jerry is also a member of the Pharmacist Digital Health Leaders Network.