



2024

# Sustainable Healthcare Awards



## Welcome

Now in their fourth year, the Bond University Sustainable Healthcare Awards are designed to promote and raise awareness of best practice in high-value healthcare and recognise the achievements of leaders, advocates and innovators in this field.

At Bond University Faculty of Health Sciences and Medicine, our mission is to empower people to improve health through collaborative and innovative education and research. As leaders in health, we are people focused, we value evidence, outcomes and impact, we are responsive and resilient and act with integrity. These are the values we instil every day into our current students, who will be our healthcare leaders of tomorrow.

By coming together as a community, we are creating positive momentum in the way we shape the future of our healthcare system, and how we as individuals and working in collaboration have the ability to create change for the better.

We are very proud for this year's Sustainable Healthcare Awards to be part of the 2024 ACHSM Asia-Pacific Health Leadership Congress. A big thank you to our independent judges, Award sponsors, and to all award candidates for their high-quality submissions and commitment to this important cause. We hope you will continue to support this event in the future.

A handwritten signature in black ink, appearing to be 'M. J. ...', written over a horizontal line.

Executive Dean  
Faculty of Health Sciences & Medicine

# Why sustainable healthcare matters

Sustainable healthcare is about empowering people - including healthcare workers, healthcare users and the general community - to live inspired lives, create better systems, deliver better care more easily and use taxpayer-funded resources wisely. Successfully implemented, a sustainable healthcare model allows ideas to flourish and to be implemented, as well as informing and encouraging healthcare workers and patients to improve their experience and outcomes.

## **In the sustainable healthcare model of the future:**

- Systems will be simpler to navigate
- Patients will have more choice, be seen sooner and stay home more often
- Waste will be minimised
- Healthcare staff will be well educated, feel energised and supported throughout their careers and be able to keep up-to-date with the latest research evidence
- Healthcare users will know the options available to them and the benefits and risks of each option
- Healthcare leaders will be empowered to drive innovation for improved outcomes

Healthcare costs are rising disproportionately to the increase in benefits, and we know that the talent exists within our teams to help us better utilise our resources to meet the needs of our community.

# Our independent judging panel

Thanks to our judging panel for generously volunteering their time in reviewing and scoring all submissions for the 2024 Bond University Sustainable Healthcare Awards. All submissions were independently judged by the following panel:



**Dr Penny Gregory**

Principal,  
Nous Group



**Ms Helen Darch OAM**

Chair,  
Mackay Hospital  
and Health Service



**Dr David Rosengren**

Executive Director  
Medical Services and  
Clinical Governance,  
Gold Coast Health



**Dr Joseph Occhino**

Assistant Deputy  
Director-General | Clinical  
Planning and Service  
Strategy Division,  
Queensland Health



**Dr Rachael Smithson**

Senior Director,  
Research,  
Gold Coast Hospital  
and Health Service



**Tracey Silvester**

Executive Officer,  
QLD Australasian College  
of Health Service  
Management



**Prof Scott Bell**

Chief Executive Officer,  
Translational Research  
Institute | Senior  
Physician, The Prince  
Charles Hospital

# Leadership in Service Delivery Award

Sustainable and impactful leadership in healthcare is critical to the future of service quality and affordability. This award seeks to identify leaders who demonstrate excellence and innovation beyond the norm. These leaders dare to be different, inspire courage, innovate, and empower others to achieve. They have courage to disrupt the status quo to achieve a better outcome.

Proudly sponsored by Health Service 360 

## LEADERSHIP IN SERVICE DELIVERY AWARD FINALISTS

### Day Case Hysterectomy - Gold Coast University Hospital

Day Case Hysterectomy whereby a patient goes home 2-4 hours post op is only routinely offered in one hospital in Australia. Patients absolutely love the concept as demonstrated by a recent post op patient questionnaire which showed a 100 % patient satisfaction rate. The concept theatre teams have demonstrated to increase theatre efficiency by up to 100% and has been proven to reduce operative complications significantly. Day Case Hysterectomy improves patient flow in hospital and due to not being reliant on an in-patient bed a patient can never be cancelled on the day of surgery due to lack of beds which is a common problem nationwide.

### Respiratory and Sleep Investigations Unit, Thoracic Medicine, Royal Brisbane and Women's Hospital

The Royal Brisbane and Women's Hospital Sleep Investigations Unit has pioneered a world first 'TeleSleep' service, facilitating live diagnostic sleep study setups, CPAP treatment initiation sessions and ongoing care of people suffering from sleep disorders living 600kms away, in a location where no Qld Health sleep service currently exists. Similar TeleSleep services could be provided by the other 8 existing Qld Health sleep laboratories to avail tens of thousands of patients in remote or regional areas, without access to sleep care, an equivalent standard of high-level clinical sleep care provided to higher population cities, without remote or regional patients having to leave their town. TeleSleep is extremely cost effective, clinically robust, resource efficient, environmentally responsible and people who have already experienced the service love it.

### Prof Peter Hopkins and Archana Mishra - Metro North Hospital and Health Service

The Metro North Heart Lung Clinical Stream has significantly advanced health equity for Aboriginal and Torres Strait Islander peoples. In 2021, the Indigenous Heart Lung advisory group, Tamaya, was established to guide efforts in embedding health equity resulting in two key initiatives: the Urban Indigenous Respiratory Outreach Clinic (UROC) and the Heart Outreach Program for Health Equity (HOPE). UROC provides respiratory care and same day lung function testing in community settings and has significantly reduced wait times and emergency visits while ensuring culturally safe care. HOPE offers cardiology services and same day cardiac investigations and has dramatically reduced wait times, emergency presentations and patient travel distances. Both programs have achieved 100% patient satisfaction, highlighting their success in delivering accessible, culturally appropriate care. These initiatives, in partnership with the Institute for Urban Indigenous Health, have effectively addressed healthcare barriers and improved health outcomes for Aboriginal and Torres Strait Islander communities.

# Policy Award

The Policy Award highlights policy innovation in healthcare delivery, at any level, that has been implemented and has generated measurable difference in improving outcomes and/or reducing wasted resources (for example, in outcomes, time, money, capacity, wellbeing, or workforce). We seek submissions at the service, state or national level that are impactful in empowering healthcare services, leaders, workforce, patients and families.

Proudly sponsored by Osler CPD Home  by Osler

## POLICY AWARD FINALISTS

### **Queensland Children's Hospital, Children's Health Queensland**

The Children's Health Queensland (CHQ) Environmental Stewardship Network, known as CHQ Green Team, is empowering its workforce, young patients and their families to pursue innovative ways to minimise their environmental impact. Initiatives developed by the Green Team's 350 members have resulted in cost savings of more than \$1.7 million dollars for Queensland Health and exceeding the Queensland Government's recycling targets by almost 12 per cent a year.

These initiatives include establishing an advanced modular recycling program that extends to over 41 single streams of recycling, captured over 500,000 kilograms of waste into resource recovery, supported 11 community programs and delivered international aid into neighbouring communities. CHQ is an international leader in delivering a sustainable and socially responsible health care service, through state, domestic and international partnerships.

### **Dr Emma Finch, West Moreton Health and Dr Christian Moro, Bond University**

Each year, the prevalence of stroke rises, particularly in those aged over 65 years, placing an unsustainable strain on health care teams. Dr Finch and Dr Moro led a team of multidisciplinary collaborators to provide evidence-based recommendations that will inform future policy and clinical guidelines for stroke management. The recommendations particularly focus on the importance of providing stroke education early in the healthcare journey, with the outline co-designed alongside experts, patients, families, and carers. The end-product was that patients undergoing education interventions were able to get up-to-speed with an understanding of the pathophysiology of stroke, enhancing the effectiveness of subsequent clinical consultations with their stroke specialists. The recommendation to embed education sessions into policy and clinical guidelines has now been evidenced by the team and presents a sustainable and scalable way to alleviate some of the burden on healthcare teams and provides quality education and learning to patients.

## HealthPathways Community - Streamliners

*HealthPathways'* innovative nature, its impact on translating evidence and policy into practice at scale, resource optimisation, clinical outcomes, positive effects on healthcare services and stakeholders, and significant scalability make it an ideal candidate for regional, national, and global expansion.

*HealthPathways* is inherently designed for scalability, as demonstrated by its adoption across various regions and countries, including a current national implementation in Wales.

The following factors contribute to its scalability potential:

- **Flexible and Adaptable Platform:** *HealthPathways* can be customised to fit the specific needs of different healthcare systems, making it adaptable for regional, national, and global implementation
- **Collaborative Governance and Partnerships:** The initiative's success relies on strong collaboration among local health systems, clinicians, and policymakers. This governance model can be replicated in new regions to facilitate the spread and adoption of *HealthPathways*.
- **Evidence-Based Implementation:** The integration of existing evidence and clinical guidelines, plus the body of evidence supporting the economic and clinical benefits of *HealthPathways* provides a compelling case for its broader adoption.
- **Support from the *HealthPathways* Community:** The global *HealthPathways* Community offers a framework for sharing best practices, resources, and experiences, which can support new regions in implementing and localising the platform effectively.

# Research Award

This award celebrates high-quality research projects that empower the system and people with new knowledge to improve sustainability for services, workforce or clients. High impact research and/or translational programs will be considered.

Proudly sponsored by Laerdal Medical



## RESEARCH AWARD FINALISTS

### **Assistant Professor Loai Albarqouni - Institute for Evidence-Based Healthcare (IEBH)**

Our research has shed light on significant disparities in healthcare access and the widespread issue of overdiagnosis and overuse of healthcare services in low- and middle-income countries (LMICs). Through a global collaboration involving over 50 researchers from 20 countries, our findings have resonated across multiple dimensions of healthcare, influencing policy and practice internationally. We've identified that the problems of overuse and underuse are extensive in LMICs that occur side-by-side within countries, communities, and even individuals. Our work has empowered healthcare services by advocating for prioritised allocation of resources and underscoring the urgent need for targeted interventions in LMICs where resources are particularly scarce, ultimately aiming to improve healthcare sustainability and patient outcomes. Moving forward, scaling up our project regionally, nationally, and globally involves leveraging our research findings to develop and implement innovative solutions tailored to diverse healthcare settings, advancing toward equitable and efficient healthcare delivery worldwide.

### **Natasha Pocovi & Mark Hancock on behalf of the WalkBack trial investigators - Macquarie University**

The world-first WalkBack trial found an individualised and progressive walking and education program was highly effective in preventing recurrences of low back pain, reducing the risk of low back recurrences and associated healthcare utilisation by up to 43 %. The intervention is cost-effective and widely accessible, enabling engagement regardless of geographic location or socioeconomic status. These results, recently published in the leading medical journal *The Lancet*, should profoundly impact individuals with back pain, equipping them with the skills to better self-manage their condition. The results emphasise the benefit of focusing on prevention rather than treatment, highlighting the need for change in the way the Australian healthcare system approaches and funds high-value back pain management.



## **Dr Kathryn Antioch - Guidelines and Economists Network International (GENI)**

Objective - To investigate pandemic-impacts on Value Based Healthcare (VBHC) globally, using Multi-Criteria-Decision-Analysis (MCDA) to address challenges through prioritizing economic-policies.

Methods - PRISMA-ScR/PUBMED/Medline/google-scholar analysed pandemic impacts on VBHC-domains. MCDA prioritised economic-policies with value-measurement-models, additive-weighted scores. Four experts ranked/prioritised economic-policies for each VBHC-domain.

Results - COVID-19 impacted all VBHC-domains: Integrated-Practice-Units, outcome/cost measurement, Value-Based-Reimbursement, IT/AI, regional-systems-integration, geography-of-care, VBHC-policy/institutions.

Changes: patient-complexity, service-delivery, activity, models-of-care, pricing, costs, IT/AI, quality/health-status. COVID-19 pricing-impacts: increased capacity-costs, Personal-Protective-Equipment costs, cost-per-patient, service-delivery, telehealth-costs.

37% (median) of patients globally avoided care, negatively impacting diabetes, venous-thromboembolism, Parkinson's, kidney-disease, myocardial-infarction, stroke, cancer patients. Consequences: Inaccurate health-status assessments underestimated projected-health-needs and risk-adjustment-costs impacting health-services.

Innovations: telehealth, service-redesign. Australian care-models: state-wide-ICU-COVID-Models-of-Care, Telehealth-Inpatient-Physician-Services, COVID-linked-pathology-testing, increased Hospital-in-the-Home. Artificial-Intelligence: patient-screening, triage, risk-evaluation, care-assessment, pathways, laboratories. Risk-adjustment challenges impacted Value-Based-Reimbursement, patient-risk-stratification.

MCDA prioritised economic-policies: healthcare-system-performance, healthcare demand/supply, risk-adjustment, planning/market-mechanisms, economic-evaluation of healthcare, economic-sustainability initiatives, health-determinants.

Conclusion - COVID-19 demonstrated health-system limitations globally, with increasing costs/limited budgets. New policy-strategies enhance VBHC globally.

# Education and Health Literacy Award

This award recognises education programs for students, staff or patients that generate positive changes in awareness, behaviour or outcomes that can substantially improve sustainability. We seek to identify game changers in this category that positively shift understanding and behaviours for the long term.

Proudly sponsored by HealthCert 

## EDUCATION AND HEALTH LITERACY AWARD FINALISTS

### Finding your way - Agency for Clinical Innovation

There are ongoing gaps in health and life-expectancy between Aboriginal people and non-Indigenous people in Australia. Closing the Gap calls for effective partnerships, however there are very few culturally adapted and responsive shared decision-making resources for healthcare.

Finding Your Way is one of the first culturally adapted shared decision-making resources for Aboriginal people in Australia, and one of few examples developed internationally for First Nations people. It was developed by Aboriginal health workers and community living and working on Wilyakali, Gandangara, Wiradjuri, Bundjalung, Darug and Yuin lands in NSW. Findings indicate that the acceptability, usability, and feasibility are encouraging for Aboriginal people.

Implementing Finding Your Way could improve experiences, health literacy, decision making quality and outcomes of healthcare for First Nations people and communities.

### Dr Emma Finch, West Moreton Health and Dr Christian Moro, Bond University

Each year, the prevalence of stroke rises, particularly in those aged over 65 years. This places a growing, and potentially unsustainable, strain on the health care teams working with the increasing numbers of stroke patients admitted to hospitals. A team of multidisciplinary collaborators worked to develop and implement a sustainable technology-enhanced learning suite that has educated patients and their families about stroke.

The lesson was co-designed alongside experts, patients, families and carers. The end product was that patients were able to get up-to-speed with an understanding of the pathophysiology of stroke, enhancing the effectiveness of the initial clinical consultation with their stroke specialist.

This use of technology as a learning tool, prior to a specialist consultation, is a sustainable and scalable way to alleviate some of the burden on healthcare teams and provide education and learning to patients as soon as they are admitted to the hospital.

## **Rural Research Collaborative Learning Network (RR-CLaN) - Northern NSW Local Health District**

A research-engaged and active workforce is fundamental for delivering high-quality and effective healthcare. The Rural Research Collaborative Learning Network (RR-CLaN) is a rurally led initiative providing high-quality research education to healthcare staff working in rural, regional and remote areas.

Through a collaborative, in-kind network approach, 10 NSW Local Health Districts, NSW Health Education and Training Institute, Tropical Australian Academic Health Centre and the Darling Downs Health Innovation and Research Collaborative have united to deliver a research education and training calendar. The concept leverages from existing content within respective organisations to broaden the reach of research education and training through widely accessible technological enablers (e.g., Microsoft Teams, YouTube).

Since 2023, RR-CLaN has delivered 18 seminars, with 5682 registrants, 2970 attendees at live seminars and >2300 views on the RR-CLaN's YouTube channel. Seminar evaluations have been extremely positive regarding accessibility, quality of presenters and content, relevance and usability of the information.

Bond University  
Gold Coast Queensland 4229  
Australia  
Toll free: 1800 074 074  
Phone: 07 5595 2222

[bond.edu.au](http://bond.edu.au)



In the spirit of reconciliation, Bond University acknowledges the Kombumerri people, the traditional Owners and Custodians of the land on which the University now stands. We pay respect to Elders past, present and emerging.

The information published in this document is correct at the time of printing (2024). However, all programs are subject to review by the Academic Senate of the University and the University reserves the right to change its program offerings and subjects without notice. The information published in this document is intended as a guide and persons considering an offer of enrolment should contact the relevant Faculty or Institute to see if any changes have been made before deciding to accept their offer.

CRICOS Provider Code 00017B  
TEQSA Provider Number PRV12072

