



## **HSRAANZ Webinar Series**

**Tuesday 10 May 11.30am (GMT+10:00) Canberra, Melbourne,  
Sydney**

### **Improving health systems – the role of design thinking and operations research**

**There is no cost to attend the Webinar but registration is essential.**

Please register at:

<https://zoom.us/webinar/register/cc9e232971a4ab697510d14dfea9e911>

After registering, you will receive a confirmation email containing information about joining the webinar.

#### **Abstract:**

Health systems and services are under stress. In Australia, the health budget continues to receive the attention of politicians and media on a regular basis. Politicians seem to want their cake and eat it too – to spend less, but have better outcomes delivered for patients and the community. In such an environment, the only thing that is certain is that change will occur. How can health care managers and clinicians seek to improve the services they run, while improving the bottom-line. The methods being employed in other industries have a lot to offer. We believe that design thinking – a way of achieving the goals of systems thinking – combined with appropriate methods from operations research has a lot to offer when change is required – it can help achieve both improved services and better outcomes.

This webinar will provide attendees with an understanding of what operations research and design thinking are, and how they can be used in the health care setting. The need to properly understand the nature of the change and ways of facilitating this will also be discussed.

#### **Presenters:**

***Dr Mark Mackay (Flinders University) BSc(Hons) BEc BComm PhD, Grad Cert in Educ (Higher Ed)***

Mark says he is passionate about helping people to deliver effective health services through making use of their available data and evidence, or helping them to collect what is needed for the job at hand.

Mark is a senior lecturer in health care management at Flinders University and holds a visiting research fellowship at the University of Adelaide. He has degrees in science, economics, commerce and a PhD in psychology. He has 25 year's experience in the application of multi-disciplinary applied

research projects in various industries, including the health sector. Mark has a particular interest in the application of data and modelling to improve decision-making, particularly in the health sector.

Mark has worked in a number of industries, including health, education and finance, and has also runs a consulting company with his business partner.

Mark recently helped established Cumberland.au – a collaboration involving clinicians, mathematicians, statisticians, computer scientists and others who aim to improve the health system through the use of operations research, systems thinking and design thinking. Cumberland.au has established a relationship with the UK Cumberland Initiative. Mark is a recipient of the Premier's International Research Fund grant. The grant will enable members of Cumberland.au to progress simulation modelling projects in health.

Mark is also involved in implementing concept-mapping based research in educational improvement and aged care with researchers from UniSA and the University of Adelaide.

***Mr Keith Stockman BSc (Medical Microbiology), MBA (System Thinking), FASM***

Keith Stockman has over thirty years' experience in health care as a microbiologist, a hospital executive and management consultant. He is expert in clinical service redesign and currently works with Don Campbell at Monash Health (Melbourne) where they have designed, supported and implemented extensive model of care changes in General Medicine and elsewhere.

As a management consultant Keith has led, supported and trained teams on a large number of health care projects across Australia. He has worked with leading international consulting firms and is a Director of Iridium Consulting and a Senior Consultant with Affinity Organisational Development. He is expert in project and change management and a number of Operations Research methods including computer simulation and manufacturing based methods such as LEAN and Theory of Constraints.

Keith's approach to innovation, creativity and change has been strongly influenced by Systems Thinking and in more recent years Design Thinking.

***Professor Robert Adams (The Queen Elizabeth Hospital and University of Adelaide),***

Professor Robert Adams, MBBS, FRACP, FRCP (London), MD is a specialist respiratory and general physician with extensive experience in public health, clinical epidemiology and health services research. He completed post-doctoral training at the Channing Laboratory, Harvard Medical School and is currently appointed as Professor in the Discipline of Medicine at The University of Adelaide.

Prof Adams has extensive experience with large population based cohort studies. He is Principal Investigator of The North West Adelaide Health Study (NWAHS) and co-led the process of

harmonisation with the Florey Adelaide Male Ageing Study (FAMAS), such that there are now over 2000 men aged over 35 being followed in the Male Androgen, Inflammation, Lifestyle, Environment and Stress (MAILES) study with a further 2000 women in the cohort. He was responsible for the conduct of sleep studies in almost 850 men in the MAILES cohort, one of the largest studies worldwide of sleep health in the community.

He has designed and successfully implemented trials in the diagnosis and management of asthma, health service improvement and initiated cohort studies in mental health patients. He has been CI on NHMRC and ARC projects that examine health ageing in relation to obesity, and spatial epidemiology of metabolic health.

Prof Adams is a founding member of Cumberland.au, a multidisciplinary group including clinicians, mathematicians, statisticians, computer scientists and others, that aims to apply systems thinking, design thinking, mathematical modelling (including the use of simulation), and operations research to achieve lasting transformative reform in healthcare.

***Instructions - After registering, you will receive a confirmation email containing information about joining the webinar – a link and an ID number.***

***You do not need an account with Zoom to join a meeting. But please note that some organisations block access to Zoom so you may want to check in advance that you are able to download the software and contact your IT team if you have any problems.***

***You can join via the web on your PC, I phone or I Pad or by phone:***

***Australia: +61 (0) 2 8015 2088***

***New Zealand: +64 (0) 9 801 1188***

***As a delegate you will be able to hear the presenter and view their slides on your computer. You will not be able to speak but you will be able to use the Q and A (a Q and A button will be visible) to type questions which can be relayed to the speaker.***

## **Call for Speakers for the HSRAANZ Webinar Seminar Series**

**If you have an idea for a HSRAANZ Webinar please contact [Sarah Green](#) or complete the form [here](#).**

The series gives an opportunity to scholars and others to share their research results, seek input for developing research, or discuss issues in health services and policy.