



# CanEngage

Together we strive for safer care - 12 September 2023

AUSTRALIAN INSTITUTE OF HEALTH INNOVATION, MACQUARIE UNIVERSITY



## Speaker and contributor bios

### Associate Professor Reema Harrison



**Associate Professor Reema Harrison**, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University

Reema Harrison (BSc honours Psychology; MSc Health Psychology; PhD in Psychology of Patient Safety) is a mixed-methods researcher with a strong track record of translational health systems and services research. Reema leads a program of research investigating how increasing stakeholder engagement can contribute to improved healthcare quality, experiences and outcomes. Her work has sought to generate, investigate and evaluate models of care through a lens of diversity, specifically in relation to culturally and linguistically diverse communities and people with intellectual disabilities.

With a background in Psychology, Reema has devised and validated tools to evaluate patient and clinician experiences of care in a range of contexts. She has also published on the use and quality of peer support, mentorship and co-design approaches for creating change to enhance healthcare experiences and outcomes.

### Professor Johanna Westbrook



**Professor Johanna Westbrook**, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University

Johanna Westbrook (PhD, FTSE, FAIDH, FACMI, FIAHSI) 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.

Johanna was named Australian ICT professional of the year in 2014 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, Johanna received the Elizabeth Blackburn Investigator Award (Health Services Research) from the NHMRC. In 2020, she was appointed as a Co-Director of the Safety, Quality and Informatics Leadership program, by the Harvard Medical School.

Johanna was awarded Research Australia's prestigious Health Services Research Award in 2022 recognising her leadership in health services research and defining contributions to the development of the field.



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## Ms Marina Chand



**Ms Marina Chand**, Co-Chair of the Australian Multicultural Health Collaborative, World Wellness Group Co-founder

Marina Chand is one of the three co-founders of World Wellness Group, a multicultural health social enterprise in Brisbane. Marina is also the Co-Chair of the Australian Multicultural Health Collaborative, the national peak for multicultural health. With a background in health promotion and traditional medicine, her career spans more than 28 years in the health sector; in government and not-for-profit organisations.

Marina has a keen interest in multicultural data collection, multicultural marketing and communications, culturally tailored health service design, and holistic health models. She leads the social impact measurement work at World Wellness Group. Marina is also a community leader on the north-side of Brisbane where she and her family lead a temple community comprising thousands of newly settled and established migrants. Her professional and personal life are immersed in multiculturalism, she is also a carer and has extensive lived experience with the NDIS and aged care service sector.

## Mrs Thit Tieu



**Mrs Thit Tieu**, Founder and Chair of Sisters' Cancer Support Group Inc. M.A. (Applied Linguistics), B.Ed. (Science), Dip T.E.F.L. (University of Sydney), Graduate Diploma in Public Sector Management (University of Western Sydney), Founder and Chair of Sisters' Cancer Support Group Inc.

Thit Tieu is the retired Operations Manager of NSW Adult Migrant English Service. Her career spanned over 30 years working in education and training and management within the Department of Education and Training working with the multicultural communities, newly arrived immigrants and refugees.

After her life changing experience with cancer, she founded "Sisters' Cancer Support Group Inc." (SCSG), the Illawarra based not-for-profit charity organisation which supports women and carers from CALD communities.

As a strong advocate for cancer survivors from multicultural backgrounds, Thit shares her lived experience and knowledge of multicultural communities' needs in a range of consumer engagement committees, panels and cancer research projects. She is a member of the Cancer Institute NSW "Community and Consumer Advisor Panel" and the "NSW Primary Health Care Cancer Advisory Group." She contributed in the development of the 2022 -2027 NSW Cancer Plan as the member of "NSW Cancer Plan Governance Committee."

Thit is on the CanEngage Advisory Committee and also an associate investigator of the CanEngage Research project.

Thit was a recipient of 2023 Wollongong City Council "Senior Citizen of the Year" Award. She is also the winner of Multicultural Health Communication Awards – "Community Representative of the Year" in 2022.



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## Ms Antoinette Abdelseed



**Ms Antoinette Abdelseed**, Consumer Co-facilitator, founder Angels of Mercy Welfare Services

Antoinette Abdelseed is the founder and director of Angels of Mercy Welfare Services. Angels of Mercy helps newly arrived migrants and refugees from Africa. The program has helped many migrants discover a sense of inclusion into Australian society.

For Antoinette, the journey began in 1998 when she started a new initiative in NSW to deliver mobile services to emerging communities which was adopted by the government in 2004, when she founded Angels of Mercy. Antoinette has also initiated programs in partnership with different providers for Pathways for Primary Industries for Africans e.g. farming programs and employment and training programs. She has also partnered with different government bodies including Centrelink and TAFE.

In recognition of her work to provide opportunities for migrant communities, Antoinette has received a number of awards. In 2013, Antoinette won the Mulgoa Woman of the Year award in the Western Sydney Region of Sydney. In 2014 she was awarded the Welfare Sector Award as an outstanding community leader in NSW. Also in 2014, Angels of Mercy was recognised with the State Finalist Award for Excellence in Volunteer Management.

Antoinette was awarded a certificate of Recognition in 2014 from NSW Parliament for motivating and encouraging leaders from conflicting tribes to work together and plan harmony projects for their communities. She initiated training and support plans for the organisation of a yearly Sudanese event which was attended by over 1800 people. In 2017, she was awarded the Lifetime Community Service medal through Multicultural NSW.

Antoinette's mission is to share her journey as a Sudanese woman who came to Australia in 1989, building strong partnerships with different organisations and programs across Australia. Her capacity-building projects and training programs, underpinned by a combination of client-centred social practice and skills-based approaches, not only develops people's personal and work skills but enhances well-being and motivation. Antoinette seeks to expand people's horizons and bring out the best out in them.



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## Ms Mashreka Sarwar



**Ms Mashreka Sarwar**, Consumer Co-facilitator, Founder/Coordinator of 'Raising Awareness on Health'

Mashreka Sarwar (MPH) is an overseas qualified dental surgeon and received the 'School of Science and Health Dean's Merit' from Western Sydney University in 2014 during her Master of Public Health.

Mashreka is a breast cancer survivor. The complexity of her treatment and continuing experiences with health services, have led her to work as a consumer, contributing to health services research. Her current roles include being as a Consumer Co-facilitator in the 'CanEngage Research Project' and a Consumer Advisor for the 'iCanCarePlan Project' at the Australian Institute of Health Innovation, Macquarie University.

Mashreka is also a Consumer Representative in the Nepean Blue Mountains Local Health District. In this role, she is an active member of the Nepean Cancer Service's "Consumer Advisory Group" for the 'Multicultural Access Project'. She is also a Member of Health Consumers NSW and a volunteer for Cancer Council.

Mashreka's passion is to improve the cancer journey experience for CALD patients and their families as well as empower and support CALD people in cancer prevention.

## Ms Nadine Elkabbout



**Ms Nadine Elkabbout**, Consumer Co-facilitator, Muslim and Arabic Community Advocate, Youth Advocate, South-Western Sydney

Nadine is a psychotherapist and life coach in her private practice Nafs Counselling which caters to the mental and spiritual wellness needs of her community.

Nadine's journey with cancer and the challenges she experienced navigating the health system, led her into a variety of volunteer and advocacy roles for Cancer, Muslims, Youth, and Multicultural communities. She is a member of several boards and working groups related to health and health research both at the state level and locally.

Nadine is passionate about the delivery of culturally and spiritually appropriate services, equitable healthcare, and creating a positive roadmap, experiences, and journeys for these communities where their values, needs, and preferences are honoured.



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## Dr Meron Pitcher AM



**Dr Meron Pitcher AM**, Director of Surgery, Western Health, Melbourne, Victoria

Meron Pitcher AM FRACS is a general and breast surgeon who trained in Melbourne before additional experience at the Royal Marsden Hospital in London. She has had the privilege of being part of surgical aid teams in a number of countries and spent four months in New Guinea in 2017 with Australian Volunteers International.

Meron is Director of Surgery at Western Health in Melbourne and advocates there for improved communication with local communities and community health. She has a longstanding interest in surgical education and has recently completed a term as deputy chair of the Court of Examiners for the Royal Australasian College of Surgeons.

## Dr Melvin Chin



**Dr Melvin Chin**, Medical Oncologist, Prince of Wales Hospital, South East Sydney Local Health District, NSW

Melvin Chin is a clinical academic medical oncologist at the Prince of Wales Hospital who looks after patients with lung, melanoma and gastro-intestinal cancers. He works with researchers aiming to change systems to improve care for patients with cancer. Projects have included co-designing with CALD patients with cancer to improve safety, sharing cancer care with GPs and using implementation science to improve referral rates in familial cancer.



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## Ms Sheetal Challum



**Ms Sheetal Challum**, Multicultural Strategic Advisor, Cancer Institute NSW

With 20 years of experience behind her, both in multicultural and refugee sectors, Sheetal Challam has held various roles in the areas of policy development, stakeholder engagement, and government relations.

Sheetal currently leads the multicultural program at the Cancer Institute NSW where she provides strategic advice to Institute staff and facilitates key partnerships to improve cancer outcomes for the state's culturally diverse communities. Prior to her stint in the government sector, Sheetal spent close to a decade in the settlement sector coordinating programs for new and emerging communities in the Blacktown area.

Sheetal completed a Master of Arts degree (School of Cultural Histories and Futures) on a scholarship. She is particularly passionate about refugee health and keenly interested in ethics and social responsibility. Sheetal occasional dabbles in filmmaking and writing.

## Ms Carrie Hayter



**Ms Carrie Hayter**, Consumer Engagement Manager, Health and Medical Research, Health Consumers NSW

Carrie Hayter has over 30 years of experience working alongside older people, people with disabilities, health consumers and carers to improve their involvement in the design of service systems and in research. She has a Bachelor of Social Work (Hons) from the University of NSW and Master of Economics (Hons) from The University of Sydney.

Before joining Health Consumers NSW, she worked with a diverse range of consumer organisations, and not-for-profit and government organisations across health, aged care and disability services in Australia. She is currently a Co-investigator with nine lived experience peer support researchers and the University of Newcastle exploring the challenges and benefits of peer support in peer-lead disability organisations in NSW. Carrie's vision is for consumers, researchers, and practitioners to work collaboratively to improve the involvement of consumers across all health and medical research.



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## Dr Ashfaq Chauhan



**Dr Ashfaq Chauhan**, Postdoctoral Research Fellow, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation

Ashfaq Chauhan (MHM (academic excellence); MIPH (academic excellence); PhD in Patient Safety and Health Care Administration) is a Research Fellow at the Australian Institute of Health Innovation in Macquarie University. Ashfaq is a Physiotherapist with over 10 years of clinical experience. He has completed Master of Health Management and Master of International Public Health with Academic Excellence from the University of New South Wales and is Research Fellow at the Australian Institute of Health Innovation, Macquarie University.

Ashfaq's research, with health agency partners in local health districts and state-wide, explores patient safety, change implementation and management, change readiness and commitment amongst healthcare staff, engagement in healthcare for priority population groups, and the implementation of co-designed change in healthcare.

## Ms Anna Flynn



**Ms Anna Flynn**, Director, Partnering with Consumers Team, Australian Commission on Safety and Quality in Health Care

Anna Flynn is a Director at the Australian Commission on Safety and Quality in Health Care, where her focus is on helping health services achieve best practice person-centred care.

Prior to this Anna spent nine years at the Independent Hospital Pricing Authority working in Policy Development and Communication. Here she worked on innovative funding models including value-based health care initiatives and the importance of patient outcomes and experience.

Anna is passionate about improving health systems for all Australians and has a keen interest in health literacy and helping health services to work with different diversity groups.



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## Dr Rashin Namivandi-Zangeneh



**Dr Rashin Namivandi-Zangeneh**, Senior Project Officer, Australian Commission on Safety and Quality in Health Care

Rashin Namivandi-Zangeneh is a Senior Project Officer at the Australian Commission on Safety and Quality in Health Care. Her professional portfolio comprises leading several projects under the Partnering with Consumers Program. These projects support embedding partnerships with consumers into systems and processes. Furthermore, Rashin has worked on several projects in the National Sepsis Program's preliminary phase.

Previous to her current role, Rashin held the position of Postdoctoral Researcher at the University of New South Wales, where she earned her PhD degree with a focus on designing novel platforms to combat antimicrobial resistance.

Rashin has a strong background in medical research related to antibiotic resistance, cancer research, and drug delivery.

## Associate Professor Ben Smith



**Associate Professor Ben Smith**, Cancer Institute NSW Career Development Fellow and Senior Implementation Scientist, The Daffodil Centre, Cancer Council NSW and University of Sydney

A/Prof Ben Smith is a Cancer Institute NSW Career Development Fellow and Senior Implementation Scientist, at the Daffodil Centre, Cancer Council NSW and University of Sydney. Ben has over 10 years of research experience focused on ensuring equitable access to high quality evidence-based cancer care for all people living with cancer. He is currently leading the development and implementation of a culturally sensitive clinical pathway for fear of cancer recurrence. Ben is also collaborating on projects to support trial participation, safety and self-management by culturally and linguistically diverse people with cancer.