



The role of communication in patient safety

Level 17, The RACV Club, 501 Bourke Street, Melbourne

08:30 - 09:00	Registration and Coffee
09:00 - 09:10	Introduction » Mr Allen Blewitt, Board Director, Cambridge Boxhill Language Assessment.
09:10 - 09:30	Welcome and OET update » Ms Sujata Stead, CEO, Cambridge Boxhill Language Assessment.
09:30 - 09:50 Questions: 09:50 - 09:55	OET preparation course: effectiveness research Effectiveness of a preparation course for English proficiency in the workplace. » Dr John Goodyear and Alecia Banfield, Academy of English, Germany.
09:55 - 10:15 Questions: 10:15 - 10:20	Australian Research Council Linkage Project Establishing professionally relevant criteria for the OET writing test » Dr Ute Knoch, Director, Language Testing Research Centre, School of Languages and Linguistics, Melbourne University.
10:20 - 11:00 Questions: 11:00 - 11:10	Keynote Speaker: Healthcare Communication Why clinical communication skills are important and how they can be taught » Dr Peter Martin, Deakin University, Professor of Clinical Communication & End-of-Life Care & Regional Director of Palliative Care at Barwon Health.
11:10 - 11:40	Morning tea
11:40 - 12:10	Migration Trends (No live streaming) Migration and health workforce trends: implications for Australia and New Zealand » Professor Leslyanne Hawthorne, International Health Workforce, Centre for Health Policy, Melbourne University. Note: this is a pre-recorded presentation.
12:10 - 12:30 Interactive session	OET speaking test role play (No live streaming) Opportunity for the Forum audience to try a speaking test role play » Mr David Wiltshire, OET Education Support Manager, Miss Rebecca Bush, OET Education Support Manager and Mr Steven MacPhail, OET Online
12:30 - 13:30	Lunch



13:30 – 13:50 Questions: 13:50 – 13:55	OET from an international perspective (No live streaming) The importance of employee communication skills in hospital accreditation » Dr Ashraf Ismail, Managing Director, Joint Commission International Middle East Office.
13:55 – 14:15 Questions: 14:15 – 14:20	OET from an international perspective Do what you like or like what you do – how communication plays a key role in being effective at work and job satisfaction. » Dr LakKumar Fernando, President, Sri Lanka College of Paediatricians.
14:20 – 15:00	The Panel Role of communication in patient safety » Dr Peter Martin, Dr Ashraf Ismail, Dr LakKumar Fernando, Dr Gad Lim, Ms Sujata Stead.
15:00 – 15:30	Afternoon Tea
15:30 – 15:45	OET Benchmarking and Test Updates What it means for OET stakeholders and candidates » Ms Janeen Gardiner, OET Senior Marketing Communications Manager
15:45 – 16:05	OET Test Updates What the updated sub-tests will look like? » Dr Gad Lim, Principal Research Manager, Cambridge Assessment English
16:05 – 16:25	OET Preparation Provider Programme (PPP) How PPP assists with high quality preparation and transition to updated tests » Mr David Wiltshire, OET Education Manager
16.25 – 16:35	Test Updates Q&A » Ms Sujata Stead, Ms Janeen Gardiner, Dr Gad Lim & Mr David Wiltshire
16:35 – 16:50	Embedding OET at the University of New England, Australia Case study video » Introduced by Ms Goldie Sun, UNE Teacher & Mr David Wiltshire, OET
16:50 – 17:00	Closing remarks



External speaker biographies

Keynote speaker

Professor Peter Martin

Professor Peter Martin has been involved with communication skills training for 20+ years and has been a clinician for 30 years. He has taught communication skills with Cambridge, Monash, Melbourne and Deakin medical schools. He has also taught numerous postgraduate courses with a variety of health professional disciplines nationally over the last 15+ years.

Peter holds both a clinical and academic positions. As a clinician, he is a Palliative Medicine Physician & Regional Director of Palliative Care at Barwon Health. He also holds the academic position of Professor of Clinical Communication & End-of-Life Care, Deakin University School of Medicine; Director, Centre for Organisational Change in Person-Centred Healthcare, Deakin University, Faculty of Health.

More recently Peter has become the Australian National Representative for the International Association for Communication in Healthcare (EACH) and chairs the policy / practice sub-group (pEACH) of this group (www.each.eu/practice).

Professor Lesleyanne Hawthorne

Professor Lesleyanne Hawthorne is Professor (International Workforce) in the Centre for Health Policy at the University of Melbourne. Her expertise concerns global skilled migration, foreign credential recognition, factors influencing migrants' labour market integration and retention, and the role of international students in host country workforces.

In 2016-19 she is leading a major comparative study assessing the impact of migrant health professionals in Australia and Canada. Most recently she has completed cross-national studies on skilled migration in multiple fields commissioned by the World Health Organization, the International Labour Organization, UNESCO, the US Migration Policy Institute, the International Organization of Migration, the Australian, Canadian and New Zealand governments, and APEC.

In relation to health workforce migration to Australia specifically, in the past 14 years Lesleyanne has also undertaken in-depth projects commissioned by the Department of Health and Ageing, Health Workforce Australia, the Australian Health Practitioner Regulation Agency, the Medical Deans of Australia, the Royal Australasian College of Surgeons, the Australian Physiotherapy Council, and Rural Workforce Agency Victoria, in addition to skilled migration research spanning all major fields (for the former Department of Immigration and Citizenship).

Dr Ute Knoch

Dr Ute Knoch is the Director of the Language Testing Research Centre at the University of Melbourne. Her research interests are in the area of writing assessment, rating processes, assessing languages for academic and professional purposes, and placement testing.

She has published widely with over 40 peer-reviewed publications which have been published in journals such as *Language Testing*, *Language Assessment Quarterly*, *Applied Linguistics*, *TESOL Quarterly* and *Language for Specific Purposes*. From 2015-2016, she was the Co-president of the Association for Language Testing and Assessment of Australian and New Zealand (ALTAANZ). Currently, she serves on the Executive Board of the International Language Testing Association (ILTA).

In 2014, Dr Knoch was awarded the TOEFL Outstanding Young Scholar Award by the Educational Testing Service (Princeton, US), recognizing her contribution to language assessment and in 2016, she was awarded a Thomson Reuter Women in Research citation award.

Dr John Goodyear

Dr. John Goodyear is Director of Studies of the Academy of English in Oldenburg, Germany. After studying German in Birmingham and London, he worked in a variety of educational settings teaching English and German as a Foreign Language, including in Costa Rica, China and the United Kingdom.

As OET Venue Manager for the Academy of English, he has been definitive in making the institution one of the leading OET venues in Germany. Focused on English for Specific Purposes (ESP), he has broadened educational provisions for Medical English, specifically with Banfield's Professional Medical English (BPME), of which he is its Senior Editor and Advisor.

Dr Alecia Banfield

Alecia Banfield is a medical doctor with Bachelors in Medicine and Surgery, and a Master in Public Health. She worked mainly in emergency medicine, pediatrics, and as Assistant Medical Officer of Health in her home country, Barbados, where her focus was on health screening, prevention and education.

Family life took her to Central and North America, Scandinavia and finally Europe where she developed a keen interest in evidence-based learning. She now lives in Germany, is a certified TEFL/TESOL teacher, develops and teaches medical English courses for beginner, intermediate, and proficient speakers, and prepares candidates for the OET. She speaks German as a second language and Spanish as a foreign language.

Dr Ashraf Ismail

Dr Ashraf Ismail is Managing Director, JCI International, Middle East office. Joint Commission International (JCI) works to improve patient safety and quality of health care in the international community by offering education, publications, advisory services, and international accreditation and certification. Dr. Ismail is a physician with 20 years of international experience in hospital accreditation, health care quality management, performance improvement and development of human resources for health. His contributions in postgraduate quality education and training are well recognized.

As an adjunct professor at George Mason University, School of Health and Human Services, he teaches a variety of quality courses for the certificate in quality and outcomes management. Dr. Ismail is a WHO consultant in accreditation and health care quality. In 2006, he was appointed as Strategic Planning Advisor to the Minister of Health in UAE to develop the new strategy of the health sector. As a quality consultant, he assists health care facilities through the accreditation process. His experience in these areas has extended from USA to the Middle East.

Dr LakKumar Fernando DCH, MD(Paed), MRCP(UK), MRCPCH(UK) FRCP(Lond)

Dr. LakKumar Fernando is the currently the President of the Sri Lanka College of Paediatricians. He is also the clinical head of the Centre for Clinical Management of Dengue and Dengue Haemorrhagic Fever(CCMDHDF), Negombo SriLanka.

The CCMDHDF which is his concept, is world's first treatment facility that handles both Children and Adults with dengue fever under one roof together by a common team. It has received international recognition for its low case fatality rate.
