

## **NZHPA Education Grant Report – International Forum on Quality and Safety in Healthcare, Canberra 2025**

Patty Lin, Te Toka Tumai Auckland

[Pattyl@adhb.govt.nz](mailto:Pattyl@adhb.govt.nz)

I recently had the opportunity to attend the 2025 International Forum on Quality and Safety in Healthcare, held in Canberra from 19–21 November. Co-hosted by the Institute for Healthcare Improvement (IHI) and the British Medical Journal, the forum brought together healthcare professionals passionate in quality improvement and patient safety under the theme “Think differently, start small, have impact.”

The forum gave attendees an opportunity to go on offsite visits on the first day, and I chose the Ngunnawal Bush Healing Farm. This remarkable service provides a culturally safe place for Aboriginal and Torres Strait Islander people to pursue holistic healing and rebuild their lives. Set against the tranquillity of the beautiful Australian landscape, the farm offers a model of patient-centred care and demonstrates meaningful action to reduce the health equity gap. It was powerful to see how connection to land, culture and community supports physical, mental, emotional, social and spiritual wellbeing, particularly for those affected by alcohol, drugs or involvement in the justice system.

Days 2 and 3 offered sessions across five streams: Safety, People, Populations, Change, and Leadership. I attended sessions focused on:

- Implementing smarter systems through a new national clinical governance framework
- Using lived-experience stories to influence system-wide improvement
- Designing programs for underserved populations using existing resources
- Integrating community paramedic roles into rural and regional health services

Across these sessions, a consistent theme emerged: the need to think differently, maximise current resources, and co-design services with communities to address gaps in care.

Keynotes from Samantha Bloom and Dr Bronwyn King provided strong insights into leadership, resilience and the power of small actions to drive meaningful change.

Key Takeaways – some of the messages that resonated most strongly with me were:

- Embracing change is challenging—ask for help when needed.
- When you hear “no,” consider it “not yet.”
- Seek out ‘magic moments’ for conversations that can spark change.
- Recognise and celebrate people who contribute to improvement.
- Anticipate challenges - adapt and stay focused.
- Remove “impossible” from your vocabulary.

I would like to thank NZHPA for supporting this development opportunity through the Education Fund. The forum offered valuable insights directly relevant to our organisation’s ongoing work in medication safety, quality improvement and equity in care.

Link to [conference programme](#)