



IMPROVING

QUALITY, SAFETY AND THROUGHPUT

PRELIMINARY PROGRAM
13-14 NOVEMBER 2008
VENUE: HILTON ADELAIDE, 233
VICTORIA SQ, ADELAIDE, SOUTH
AUSTRALIA, AUSTRALIA



IMPROVING **QUALITY, SAFETY AND THROUGHPUT**

Seminar Aims

Provide a forum for health professionals who want to make a difference to:

- Exchange ideas about strategies that have positively impacted on climate/culture at any level of the organisation (eg hospital wide, management, division, department, team, individual)
- Foster innovation, creativity and enable organizational learning to improve quality, safety and throughput in a high performing environment for staff, patients and carers
- Share information about the impact of culture/organizational behaviour change strategies (both successful and unsuccessful) on hospital performance.

Audience

- All senior executives/executives, business/administrative managers,
- All health professionals and especially, clinical managers
- Organisational development and human resources professionals, organizational psychologists
- Change agents/managers/implementers including clinical redesign, lean thinkers, health reformers, workforce recruitment/retention development teams etc.

Change Champions P/L

Change Champions delivers practical, high quality toolkit seminars that showcase solutions for healthcare service delivery challenges.

Our commitment is to support leadership, innovative thinking, creativity and the sharing of great ideas in healthcare delivery.

Change Champions P/L

PO Box 668

The Junction NSW

Phone: 02 4963 5150

Fax: 02 4963 6656

Email: changechampions@bigpond.com

Web: www.changechampions.com.au





IMPROVING

QUALITY, SAFETY AND THROUGHPUT

Thursday 13 November 2008

Day 1

8.45-8.55

Welcome and Housekeeping

Session 1

8.50-9.25

Kicking Goals: Hospital Performance

Opening Address

Setting the stage for high performance: Does culture do it?

Prof Judith Dwyer

Head, Department of Health Management, School of Medicine
Flinders University, SA

9.25-10.05

What Makes Teams Work?

David Parkin

Former AFL Coach, VIC

David Parkin looks at the fundamental attributes which professionals should bring to the creation and maintenance of effective partnerships and teams. He will provoke your thinking about the real meaning of professional, as it relates to individual commitment, quality leadership and the building of high performance teams.

10.05-10.45

Communicate and Innovate

Kelvin Genn

Director, Patient Safety and Quality Branch
NSW Health

10.45-11.00

Questions to Speakers

11.00-11.25

Morning Tea

Session 2

Patient Flow and Performance Culture: an international perspective

11.25-12.05

Moving to a no wait culture for elective care in England

Philippa Robinson

National Implementation Director
Department of Health England, UK

12.05-12.45

Moving to a no wait culture –even in orthopaedics!

The National Orthopaedic Coaching Programme

Robin Davis

National Orthopaedic Implementation Manager
Department of Health England, UK

12.45-13.00

Questions to Speakers

13.00-13.55

Lunch



IMPROVING QUALITY, SAFETY AND THROUGHPUT

Concurrent Sessions

Session 3A

Improving Quality and Flow

14.00-14.20

Discharge planning and support – What works best in optimising patient outcomes?

Dr Ian A. Scott

Director of Internal Medicine and Clinical Epidemiology
Princess Alexandra Hospital, QLD

14.20-14.40

When Capacity Does Not Meet Demand

Sue Samuels

Cardiac Services Manager
Nepean Hospital, NSW

Philippa Stanley, Cardiac Services, Nepean Hospital NSW

14.40-15.00

Right Patient: Right Practitioner: Right Time.

One year of Gold Coast Hospital Orthopaedic Physiotherapy Screening Clinic and Multidisciplinary Service Activity

Rod Ellem

Clinical Leader OPSC and MDS
Gold Coast Health
Gold Coast Hospital, QLD

15.00-15.15

Questions to Speakers

15.15-15.45

Afternoon Tea

Session 3B

Workforce – New Models of Nursing Care

13.55-14.15

Practice partnership Model: an innovative approach for nursing at the Prince Charles Hospital (TPCH) and the Northside Health Service District (NHSD)

Cheryl Burns

Executive Director of Nursing Services
The Prince Charles Hospital, QLD

Toni Ferguson

Nurse Unit Manager, Thoracic Oncology Ward
The Prince Charles Hospital, QLD



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- 14.15-14.35 **Fostering a culture of excellence: advanced nurse practice in acute medicine**
Jacqueline Thompson
Advanced Nurse Practitioner in Acute Medicine
Central Manchester NHS Trust, UK
- 14.35-14.55 **Cardiac Nursing in the Emergency Department**
Chris O’Kane
CNC, Cardiac Support Nurse
Royal Adelaide Hospital, SA
- 14.55-15.15 **An Inclusive Process for the Implementation of Roster Change in an Acute Health Service**
Vera Hempel
Director of Social Work, Nambour Hospital
Sunshine Coast Health Service District, QLD
- 15.15-15.25 **Questions to Speakers**
- 15.15-15.45 **Afternoon Tea**
- Session 4** **Quality and Patient Safety**
- 15.45-16.05 **Choose to See – Choose to Act**
Urszula Dolecka
Senior Physiotherapist
Acute Aged Care & Cancer Services
Princess Alexandra Hospital, QLD
- 16.05-16.25 **Radiology: ‘Correct patient / correct site / correct procedure’ project**
Pam Selim
Safety, Quality and Risk Management Co-ordinator
The Queen Elizabeth Hospital, SA
- 16.25-16.45 **Improving End-of-Life Care: Addressing Patient Advance Directives**
Marion Seal
Nurse Project Manager
Respecting Patient Choices
The Queen Elizabeth Hospital, SA

Dr Roger Hunt, RPC Clinical Leader/Director Western Adelaide Palliative Care
The Queen Elizabeth Hospital, SA
- 16.45-17.00 **Questions to Speakers**
- 17.00 **Afternoon Tea**



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Session 4A

Improving Safety, Quality (Benchmarking) and Service Planning

15.45-16.05

The South Australian (SA) BloodSafe Program

Kathryn Robinson

BloodSafe Program, SA

Australian Red Cross Blood Service, SA

Russell Hunt, Karen Olsen, Barbara Parker, BloodSafe Program, SA
Beverleigh Quested, BloodSafe Program, SA & Australian Red Cross Blood Service, SA

Trish Roberts, Tracey Roffey, Trudi Verral, BloodSafe Program, SA

16.05.-16.25

Comparative Reporting Improves Compliance with AS/NZS 4187:2003

Lesley Lewis

Infection Control Consultant

Hume Region Infection Control Resource and Consulting Service, VIC

16.25-16.45

Population Health Planning Resource (Phpr)

Anne Morrison

Unit Manager Infrastructure Team

Population Health Service

Waikato District Health Board, NZ

Jacqui Henry, Project Manager, Research/Evaluation

Greg Morton, Policy Analyst

Sarah Kempson, Data Analyst

Nova Caie, Geographical Information System (Gis) Analyst

Dr Anita Bell, Public Health Medicine Specialist

Dale Wilson, Public Health Strategist (M_ori)

Population Health Service

Waikato District Health Board, NZ

16.45-17.00

Questions to Speakers

17.00

Afternoon Tea and Close



IMPROVING QUALITY, SAFETY AND THROUGHPUT

Friday 14 November 2008

Day 2

8.55-9.00 Welcome and Housekeeping

Session 5 Patients and Performance

9.00-9.20 **Opening Address**
Dr Tony Sherbon
Chief Executive
South Australian Department of Health

9.20-10.05 **The Best Interest of the Patient is the Only Interest to be Considered**
Bob Ansett
Bob Ansett Marketing, QLD

Dubbed by Business Magazine BRW as 'the entrepreneur's entrepreneur', Bob Ansett built a remarkable business in Budget Rent a Car and changed the way in which business was conducted in this Australia. Budget was a trendsetter with employee relations and was one of the first companies to introduce health and fitness programs for its employees. Budget's innovative marketing and customer service excellence was recognised not only in Australia, but also internationally. He will share his vast experiences on how to develop a customer service culture in organizations as inspiration for healthcare.

10.05-10.45 **Building a Culture of High Performance and Achievement in Healthcare**
Linda Bardo Nicholls
Corporate Advisor

In more and more industries what matters most is whether you are changing enough and changing quickly. Successful organizations need high level responsiveness to opportunity, increased flexibility, and continuous innovation.

When you are no longer rewarded for doing more with less, when doing the same things better disappoints and the expectation is for doing different things, how do you change? Healthcare organizations and cultures leave little time for experimenting and no time for mistakes. We need evidence based practices that de-risk the change agenda and deliver high performance. These practices exist--not always in our organizations, not even in our sector but they do exist.

10.45-11.00 **Questions to Speakers**

11.00-11.30 **Morning Tea**



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Session 6

Performance, Teams and Leadership: Creating A Climate for Culture Shift

11.30-11.50

Redesigning Hospital Care: Diagnostic Imaging

Ruth Smith

Director of Access, Innovation & Service Improvement
Southern Health, VIC

Debbie Neilsen

Bevington Group, VIC

11.50-12.10

Creating Health Service Capacity– a Sub Acute Response

Alan Lilly

Executive Director, Rehabilitation, Aged & Community Care
Bayside Health, VIC

12.10-12.30

Teams in Trouble: Restoring Capability

Kathryn McEwen

Consultant Organisational Psychologist, SA

12.30-12.50

Briefing from the UK: New Focus on the Clinical Leadership of Change

Katie Wood

Senior Associate
Arup, SA

12.50-13.05

Questions to Speakers

13.05-14.00

Lunch



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Concurrent Sessions

Session 7

14.00-14.20

Improving Patient Flows: Redesign Initiatives

Improving the 'revolving door syndrome' – a service re-design to integrate a continuum of psycho-geriatric and mental health services for older people

Karina Kwai

Senior Portfolio Manager for Mental Health & Health of Older People
Planning and Funding Division
Hutt Valley District Health Board, NZ

Simon Phillips, Portfolio Manager for Mental Health,
Planning and Funding Division

Christine Howard-Brown, Project Manager, Review of psycho-geriatric and
mental health services for older people

Margaret Woodcock, Clinical Nurse Manager, Older Person's
Rehabilitation Services

Dr Greg Young, Clinical Head of Department, Older Person's
Rehabilitation Services
Hutt Valley District Health Board, NZ

14.20-14.40

Improving Patient Flow from Acute to Subacute Services

Dean Jones

Senior Program Manager, Redesigning Care
Bayside Health, VIC

Francisco Lopez, Clinical Facilitator, Redesigning Care, Bayside Health, VIC

14.40-15.00

The Redesign of Chronic Respiratory Care

Jane Neill

Clinical Nurse Consultant for Respiratory Medical Assessment Unit and
Respiratory Co-ordinated Care Program
The Prince of Wales Hospital, NSW

David McKenzie, Mary Santos, Kate Frampton, Susan Pola
The Prince of Wales Hospital, NSW

15.00-15.15

Questions to Speakers

15.15 - 15.40

Afternoon Tea



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Session 7A

Leadership, and Culture Change: Looking Inside to Look Out

14.00-14.20

Leading And Managing A Change In Culture – Embedding The PEER Support Model

Rob Hull

Education Facilitator
Centre for Nursing and Midwifery Education & Research
Flinders Medical Centre, SA

Angie Parker, Education Facilitator
Karen White, Education Facilitator
Centre for Nursing and Midwifery Education & Research
Flinders Medical Centre, SA

14.20-14.40

Clinical Scene Investigation – The use of visual presentation to challenge perception

Yvette McKenna

Clinical Nurse Educator/ Quality, Garrawarra Centre, NSW

Leonie McManus, Nurse Educator, Garrawarra Centre, NSW

14.40-15.00

Rocking the Boat....and staying afloat!

SallyAnne Jones

Clinical Nurse Consultant, Clinical Service Improvement, Cancer Care Services
Royal Brisbane and Women's Hospital, QLD

Madeline Crowe, Alanna Geary, Dr Roger Allison
Royal Brisbane and Women's Hospital, QLD

15.00-15.15

Questions to Speakers

15.15 - 15.40

Afternoon Tea



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Session 8

15.40-16.10

Interactive Wrap Up Session Discussion Panel and Audience Questions

Tony Jones

Journalist and Broadcaster

One of the ABC's most experienced radio and television current affairs journalists, Tony Jones has been the compere of ABC television's award winning LateLine program for the last three years and more recently host of the highly successful Q and A. Lateline is a nightly news and interview program with regular debates and discussions.

Before that, Tony was a foreign correspondent in Europe and the USA for seven years and Executive Producer of the ABC's Foreign Correspondent.

In this session, Tony Jones will draw on his invaluable experience working in a large bureaucracy to facilitate an interactive discussion with the assistance of a panel and using actual case studies and delegate questions. This will enable delegates to consolidate their learning from the seminar and to generate action plans that are suitable for their own work environment.

Delegates will be asked to submit either case studies or questions for the facilitated discussion.

16.10

Close

Registration Form

Improving Quality, Safety and Throughput: The Healthy Hospital

Delegate No.1 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____

Given Name: _____

Company/Organisation: _____

Position: _____

Address: _____

State: _____ Postcode: _____

Country: _____

Telephone: _____

Facsimile: _____

Email: _____

Preferred Name for Badge: _____

Special Diet: _____

Disability Assistance: _____

Delegate No.2 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____

Given Name: _____

Company/Organisation: _____

Position: _____

Address: _____

State: _____ Postcode: _____

Country: _____

Telephone: _____

Facsimile: _____

Email: _____

Preferred Name for Badge: _____

Special Diet: _____

Disability Assistance: _____

Delegate No.3 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____

Given Name: _____

Company/Organisation: _____

Position: _____

Address: _____

State: _____ Postcode: _____

Country: _____

Telephone: _____

Facsimile: _____

Email: _____

Preferred Name for Badge: _____

Special Diet: _____

Disability Assistance: _____

SECTION A – TWO DAY REGISTRATIONS FOR 13 and 14 NOVEMBER 2008

1. Register for 2 full days – 13-14 November 2008

Early Bird: 2 days before 29 October 2008	\$695.00 (inc GST) per person	\$ _____
Standard: 2 days after 29 October 2008	\$795.00 (inc GST) per person	\$ _____

SPECIAL OFFER FOR ONLINE REGISTRATION AND PAYMENT

Early Bird Only: Register and **pay by credit card** online for 2 days before 29 October 2008 for \$645.00 (inc GST) per person

Group Discount

Register six or more people at the same time for two days and receive 20% off the registration fee

Early bird group of 6 booking \$2808.00 (inc GST) \$ _____

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 13 NOVEMBER 2008 OR 14 NOVEMBER 2008

Register for one day only – either 13 or 14 November 2008

Early Bird: 1 day only before 29 October 2008	\$360.00 (inc GST) per person	\$ _____
Standard: 1 day only after 29 October 2008	\$460.00 (inc GST) per person	\$ _____

I will be attending on

Thursday 13 November 2008

Friday 14 November 2008

TOTAL PAYABLE \$ _____

SECTION C – NOMINATE YOUR CONCURRENT SESSIONS

To help us to allocate rooms, please let us know if you will be attending

Thursday 13 November 2008	Session 3A <input type="checkbox"/>	OR	Session 3B <input type="checkbox"/>
	Session 4 <input type="checkbox"/>	OR	Session 4A <input type="checkbox"/>
Friday 14 November 2008	Session 7 <input type="checkbox"/>	OR	Session 7A <input type="checkbox"/>

If you do not choose a session, you will be allocated to the session with the most available seats!

Online Registrations: Please use the free text space at the bottom of the registration page to advise your preferred concurrent sessions or email us at changechampions@bigpond.com

SECTION D – SEMINAR DINNER THURSDAY 13 NOVEMBER 2008

Join the networking dinner

Balcony Rooms Level 1

Hilton Adelaide, 233 Victoria Sq (includes alternate drop menu and beverage package)

\$99.00 per person (inc GST) \$ _____

Additional dinner tickets _____ @\$99.00 (inc GST) \$ _____

NB. There are no refunds on dinner cancellations but you may find someone to take your place.

Payment Methods

Change Champions P/L
ABN: 67 093 954 413

1. Pay on your Credit Card

Cardholders Name (PLEASE PRINT)

MasterCard Visa ONLY

Card No.

Expiry Date: __/__/__ Amount to be charged \$ _____

Cardholder's Signature: _____

Date: __/__/__

2. Pay by Cheque/money order

Please make cheques/money orders for your **registration fees only** payable to **Change Champions P/L**

3. Request for an invoice

Name of person responsible for payment of invoice: _____

Email address: _____

Contact phone number: _____

4. EFTPOS

Account name: Change Champions P/L

Bank: Westpac

BSB: 033058

Account number: 198 743

Ref no: Healthy Hospital (Your surname)

REGISTER ON LINE AT WWW.CHANGECHAMPIONS.COM.AU OR FAX/MAIL YOUR REGISTRATION FORM AND PAYMENT TO:

MAIL

Change Champions P/L
PO Box 668, The Junction NSW 2291

FAX

From Australia 02-4963 6656
From overseas + 61 2 4963 6656

PH:

02-4963 5150
From overseas: +61 2 4963 5150

EMAIL:

changechampions@bigpond.com

Your registration will be confirmed by email.

5. Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 13 October 2008.

No refunds will be given after this date. However, you may nominate an alternative delegate to attend in your place.

I have read and understand the delegate cancellation policy.

_____ signed ___/___/___ date.

Venue Location

Hilton Adelaide
233 Victoria Sq
Adelaide SA
Ph: 61 88217 2000
Fax: 61 88217 2001

Accommodation Options

Accommodation at the Venue
Hilton Adelaide
233 Victoria Square
Adelaide SA

Hilton Guest Room: **From \$235.00 per night**

Book online at <http://www.changechampions.com.au> or
www.hilton.com/en/hi/groups/personalized/ADLHITW_GCHAA/index.jhtml

Other suggestions (note that we have no arrangements with these hotels)

Medina Grand Adelaide Treasury****

2 Flinders St
Adelaide SA
Ph: +61 88112 0000 Fax: +61 88112 0199
<http://www.medinaapartments.com.au>

Rendezvous Allegra Hotel***

55 Waymouth St
Adelaide SA
Ph: +61 88115 8888 Fax: 61 88115 8800
<http://www.rendezvous-hotels.com>

Holiday Inn Adelaide***

65 Hindley St
Adelaide SA
Ph: +61 88231 5552 Fax: +61 88237 3800
<http://www.holidayinn.com.au>

There are great discounted accommodation deals on hotel rooms and apartments if you book and pay by credit card on line. Try <http://www.wotif.com.au>