



THE HOSPITAL **AFTER HOURS**

Preliminary Program

29-30 May 2008
Four Points by Sheraton Darling Harbour
161 Sussex St, Sydney, NSW, Australia

THE HOSPITAL **AFTER HOURS**

*Please note that this program is subject to change. Please check <http://www.changechampions.com.au> for updates.

Seminar Aims

To showcase and share lessons learnt about structures, systems and strategies, (including models of care/service delivery, clinical redesign and clinical practice improvement initiatives) that have resulted in improvements to patient safety, quality and efficiency in hospitals after hours.

Audience

All managers, health professionals and others interested in the delivery of care in and around hospitals after hours.

Change Champions

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

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The Junction NSW 2291

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Thursday 29 May 2008

Session 1

The 24/7 Hospital – Quality Care Around the Clock

8.30-8.35

Welcome and housekeeping **Char Weeks**

Managing Director
Change Champions P/L

8.35-9.05

The 24 Hour Hospital: There is no alternative **Dr Norman Swan**

Host, The Health Report, ABC Radio National

9.05-9.35

Getting It Right At Night **Penny Markham**

Acting Director, Clinical Governance
Southern Adelaide Health Service, SA

9.35-10.05

Designing sustainable solutions for ED **Kelvin Genn**

Director, Quality and Safety Branch
NSW Health

10.05-10.45

Christchurch Hospital after hours – from orphaned offspring of the need for change to interesting teenager **A/Prof John Morton**

RMO Medical Adviser, Christchurch Hospital
Canterbury District Health Board, NZ

10.45-11.00

Questions to speakers

11.00-11.25

Morning tea

Session 2

Managing Workloads in the 24/7 Hospital

11.25-11.45

A Hard Day's Night (and I've Been Working Like a Dog) **Dr Mellissa Naidoo**

Medical Administration Registrar
Princess Alexandra Hospital, QLD

11.45-12.05

Implementation of an After Hours Clinical Nurse Support Role – Impact on after hours ward management and ward call services - Redcliffe Hospital

Dr Leah Barrett-Beck

Project Officer, Alert Doctor's Strategy
Redcliffe Hospital, QLD

Dr Donna O'Sullivan

Director of Medical Services
Redcliffe Hospital, QLD

Russell Reilly

Assistant Director of Nursing
Redcliffe Hospital, QLD



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- 12.05-12.25 **Hospital at Night – Christchurch Hospital**
A/Prof John Morton, RMO Medical Adviser, Christchurch Hospital,
Canterbury District Health Board, NZ
- Owen McKenna**
Night Team Coordinator, Christchurch Hospital
Canterbury District Health Board NZ
- 12.25-12.45 **What the *iBleep* do we know?**
Rosemary Pearson
Project Manager, After Hours Model of Care
Auckland District Health Board, NZ
- Steph Madenholt-Titley**, Clinical Nurse Advisor, Auckland District Health Board, NZ
- 12.45-13.00 **Questions to Speakers**
- 13.00-14.00 **Lunch**
- Session 3** **Shift Work and Fatigue**
- 14.00-14.40 **Shift Work in the Real World. Fatigue Management Strategies that Work in 24/7 Industry – practical tips for the health professions**
Prof Drew Dawson
Director, Sleep Research Centre
University of South Australia
- 14.40-15.00 **Fatigue Management for Medical Officers – A Risk Management Approach**
Susanne Le Boutillier
A/Director, Medical Workforce Advice and Co-ordination
Queensland Health. QLD
- 15.00-15.20 **Implementation of a Fatigue Risk Management System - Obstetrics and Gynaecology, General Surgery and ICU/Anaesthetics - Redcliffe Hospital**
Dr Leah Barrett-Beck
Project Officer – Alert Doctor’s Strategy
Redcliffe Hospital, QLD
- Dr Donna O’Sullivan**
Director of Medical Services
Redcliffe Hospital, QLD
- Dr Matthew JW Thomas**
Program Director Human Factors and Safety Management Systems
CFSR – University of South Australia
- 15.20-15.35 **Questions to Speakers**
- 15.35-16.00 **Afternoon Tea**

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Session 4

16.00-16.20

Access to Knowledge After Hours

Introduction of Nurse Educator Out of Hours at Austin Health

Emmi Godau

Nurse Educator Out of Hours
Clinical Nursing Education Department
Austin Health, VIC

16.20-16.40

Chasing the Sun: an out-of-hours virtual reference service between the UK and Australia

Sue Rockliff

Senior Librarian
The Queen Elizabeth Hospital, SA

Mary Peterson, Deputy Library Manager, Royal Adelaide Hospital /
Institute of Medical & Veterinary Science, SA

16.40-17.00

CI-SCaT: An adjunct to the after hours care of cancer patients

Angela Booth

Project Coordinator (Haematology), Standard Cancer Treatments Program,
Cancer Institute (NSW)

Shelley Rushton, Karen Eaton and Jen Bichel-Findlay, Standard Cancer Treatments
Program, Cancer Institute (NSW), Sydney

R Ward, Department of Medicine, Prince of Wales Hospital, Sydney

S Sinclair, Cancer Services and Education Division, Cancer Institute (NSW), Sydney

17.00-17.15

Questions to Speakers

17.15

Close

Seminar Dinner

19.00-19.30

Robyn Williams AM

Friday 30 May 2008

Session 5

8.45-8.55

International Perspective

Welcome and housekeeping

Char Weeks

Managing Director
Change Champions P/L

8.55-9.35

The UK's Hospital at Night model – 5 years on and moving forward

Gerry Bolger

Project Director, Hospital At Night, London Deanery
Senior Project Manager
NHS Hospital at Night, UK

9.35-10.15

Hospital at Night –

'Living the Dream' A hospitals' perspective on bringing the theory to life

Adel Jones

Workforce and Service Improvement Lead
South Devon Healthcare NHS Foundation Trust, UK



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- 10.15-10.45 **Between the flags – recognition and management of the deteriorating patient**
Dr Annette Pantle
Director, Clinical Practice Improvement
Clinical Excellence Commission, NSW
- 10.45-11.00 **Questions to speakers**
- 11.00-11.30 **Morning Tea**
- Session 6** **Clinical Support After Hours**
- 11.25-11.45 **Ensuring the Right Care to the Right Patient at the Right Time, CCON, a possible solution**
Roy Pryer
Resuscitation Co-ordinator
Hutt Valley District Health Board, NZ
- Dr Iwona Stolarek**
Consultant Physician, Intern Supervisor
Hutt Valley District Health Board, NZ
- 11.45-12.05 **Successful implementation of an After Hours Clinical Specialist Role**
Adele duKamp
After Hours Clinical Specialist Nurse
St John of God Hospital, WA
- Sarah Hession**
Deputy Director of Nursing, Medical/Acute Care
St John of God Hospital, WA
- 12.05-12.25 **The Implementation and Evolution of a Surgical After-Hours Clinical Support Team**
Nicole Blay
Nurse Manager, Acute Care Nursing Research Unit
The St George Hospital, NSW
- Sarah Jones**
Nurse Educator, After Hours Clinical Support Team
The St George Hospital, NSW
- 12.25-12.45 **Establishing an after hours social work service in a teaching hospital**
Trudy Coffey
Area Director of Social Work SSWAHS,
Social Work Manager, Liverpool Hospital, NSW
- Alison Pryor**, Deputy Social Work Manager Liverpool Hospital, NSW
- 12.45-13.00 **Questions to Speakers**
- 13.00-13.55 **Lunch**



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Session 7

13.55-14.25

Nursing Workforce and Skill Mix

Nursing the Night

Debra Thoms

Chief Nursing Office/Director
Nursing and Midwifery Office
NSW Health

14.25-14.55

Clinical supervision of junior doctors: Every interaction matters one way or the other

Dr Suzanne Brownhill

Researcher
Centre for Health Communication
Faculty of Humanities and Social Sciences
University of Technology Sydney

Professor Rick Iedema, Principal Investigator, Professor of Organisational Communication
Executive Director, Centre for Health Communication
Faculty of Humanities and Social Sciences, University of Technology Sydney, NSW

Dr William Lancashire, Director Clinical Training, Port Macquarie Base Hospital, NSW

Dr Tim Shaw, Director, Centre for Innovation in Professional Health Education and Research
The University of Sydney, NSW

Professor George Rubin, Director, Centre for Health Service and Workforce Research
The University of Sydney, NSW

Dr Jane Street, Area Director of Education and Training
Centre for Health Service and Workforce Research, South West Sydney Area Health Service, NSW

Dr Mary Haines, Director, Hospital Alliance for Research Collaboration, The Sax Institute

14.55-15.15

Remodelling Care Delivery: Creative Skill Mix Solutions for the Hospital After Hours

Angela Colrain

Clinical Support Educator
The Wesley Hospital, QLD

Wendy Zernike

Clinical Nurse Educator – Surgical Division
The Wesley Hospital, QLD

15.15-15.30

Questions to Speakers

15.30-15.50

Afternoon Tea



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Session 8

15.50-16.10

Quality and Safety At All Times

Open Disclosure the Lyell McEwin Hospital Experience

Helen Barnes

Project Officer for Open Disclosure
Lyell McEwin Hospital, SA

16.10-16.30

Improving Patient and Staff Safety: The Prince of Wales Experience: a nursing model of care that makes a difference

Emma Robbins

After Hours Clinical Support Nurse
Prince of Wales Hospital, NSW

Steven Coote

Advance Practice Nurse
Prince of Wales Hospital, NSW

16.30-16.40

Questions to Speakers

16.40

Close

Registration Form

The Hospital After Hours

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 29–30 May 2008

1. Register for 2 full days – 29-30 May 2008

Early Bird: 2 days before 15 May 2008 – \$585.00 (inc GST) per person \$ _____
Standard: 2 days after 15 May 2008 – \$685.00 (inc GST) per person \$ _____

SPECIAL OFFER FOR ONLINE REGISTRATION AND PAYMENT

Early Bird: Register and pay by credit card online for 2 days before 15 May 2008 for \$565.00 (inc GST) per person

2. Group Discount – Register 6 delegates for 2 days (29-30 May 2008) and receive 20% off the registration fee (all delegates must be registered at the same time)

Register 6 delegates at the one time before 15 May 2008 and receive 20% off the registration fee
\$2,808.00 (inc GST) \$ _____

OR

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 29 OR 30 MAY 2008

Register for one day only – either 29 OR 30 MAY 2008

Early Bird: 1 day only before 15 May 2008 \$300.00 (inc GST) per person \$ _____
Standard: 1 day only after 15 May 2008 \$330.00 (inc GST) per person \$ _____

I will be attending on

Thursday 29 May 2008 Friday 30 May 2008

SECTION C – AUDIO CD

Purchase audio CD

Conference on CD including audio & PowerPoint presentations – \$66.00 (inc GST) \$ _____

SECTION D SEMINAR DINNER

Seminar dinner at Four Points by Sheraton at Darling Harbour includes 3 courses alternate drop and beverages

Celebrity Speaker: Robyn Williams \$110.00 per person (inc GST) _____

Additional dinner tickets _____ @\$110.00 (inc GST) _____

TOTAL PAYABLE \$ _____

Tick this box if you do not agree to the inclusion of your name, position title, organization, state and email address on to the delegates list provided to all delegates and sponsors.

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: After Hours (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

PH:

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

FAX

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

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 29 April 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



Accommodation Options

*Four Points by Sheraton Darling Harbour

161 Sussex St, Sydney NSW

Ph: +61 2 9290 4887

City Side Room AUD\$250.00 per night (Includes buffet breakfast for one)

Harbour View Room AUD\$280.00 per night (Includes buffet breakfast for one)

*Pacific International Apartments

433 Kent St, Sydney NSW

Ph: + 61 2 9284 2323

Studio Room AUD \$199.00 per night room only

AUD \$214.00 per night with breakfast for one

AUD \$229.00 per night with breakfast for two

One bedroom apartments also available.

*Download booking forms for accommodation at Four Points by Sheraton Darling Harbour and Pacific International Apartments from <http://www.changechampions.com.au>

Other suggestions

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>

- Crowne Plaza, 150 Day St, Sydney, Ph: 1800 669 562 (from within Australia)
- Ibis Hotel, 70 Murray St, Darling Harbour, Ph: +61 2-9563 0888
- Novotel Hotels, 100 Murray St, Darling Harbour, Ph: +61 2-9934 0000
- Pensione Hotel, 631-635 George St, Sydney, Freecall 1800 885 886 (from within Australia)