

# BEST CARE

# BEST PLACE:

DESIGNING AND IMPROVING  
PATIENT FLOW

PRELIMINARY PROGRAM

11-12 November 2010  
Hilton Hotel, Victoria Square,  
Adelaide, South Australia  
Australia

# Best Care, Best Place: Designing and Improving Patient Flow

11-12 November 2010

Hilton Hotel, Victoria Sq, Adelaide, South Australia, Australia

## Preliminary Program

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

### Seminar Aims

To showcase innovative acute and community based models of care that have been successfully implemented to:

- Improve the patient journey
- Ensure that patient care is delivered in the most appropriate setting
- Avoid and/or reduce growth in demand for acute care
- Manage demand flows into and out of the acute sector.

To share ideas, build networks and inspire delegates to think creatively about the best way to deliver patient centered care in the most appropriate setting for their care needs.

### Audience

All leaders, clinicians, health professionals and managers with an interest in improving patient centred health services.

### 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.

### Further information:



Change Champions P/L  
PO Box 668  
The Junction NSW  
Phone: 02 9692 0533  
Fax: 02 9518 6898  
Email: [info@changechampions.com.au](mailto:info@changechampions.com.au)  
Web: [www.changechampions.com.au](http://www.changechampions.com.au)

Wednesday 10 November 2010

14.00-18.00 Hilton Hotel, Adelaide, SA, Australia

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**Master Class: Radical Health Care Reform Under a Minority Government**

**Master Class Leader:**

***Pippa Bagnall***

UK Healthcare Reform Consultant, Chairman Realise Health, UK

Pippa Bagnall is a Health Care Reform Specialist. She has held senior positions in the Cabinet Office and the Department of Health and has pioneered many transformational change programmes and local projects across emergency, urgent, primary and social care. In parallel, Pippa has led many initiatives across the homelessness sector and continues to mentor former homeless people. She has presented her work nationally and internationally, and this visit will be her third to Australia, each supported by *Change Champions P/L*.

**Aim:**

This master class will provide a platform for the exploration of driving health care reform under a minority government. Participants will be supported in their identification of innovative, practical and transformational opportunities to ensure the delivery of high quality, cost effective and safe health care.

**Master Class Objectives:**

- To review the results of the merger of the UK conservative and liberal democrats health care manifestos and to consider ways to achieve policy and political consensus
- To explore the UK approach to health care reform within a highly challenging political and economic climate
- To identify new system design options for the delivery of improved health outcomes, greater control for patients, and improved accountability and affordability
- To discuss some of the lessons learnt from the UK which could be applied in order to help shape Australian health care reform under a minority government
- To consider the attributes of effective leadership at each level of the health care system.



Thursday 11 November 2010

**Session 1    Strategy and Redesign to Improve Patient Flows**

8.50-8.55    **Welcome and Housekeeping**  
**Char Weeks**  
Chief Executive  
Change Champions P/L

8.55-9.35    **Opening Address**  
Presentation title to be advised  
**Dr Tony Sherbon**  
Chief Executive  
Department of Health South Australia

9.35-10.05    Presentation title to be advised  
**Raj Verma**  
Director, Health Services Performance Improvement Branch  
NSW Department of Health

10.05-10.45    **WA Four Hour Rule Program: Finding solutions around patient flow**  
**Dr Frank Daly**  
Executive Clinical Lead, Four Hour Rule Program, Royal Perth Hospital  
State-wide Executive Clinical Lead, Four Hour Rule Program  
Department of Health, WA

10.45-11.00    **Questions to Speakers**

11.00-11.30    **Morning Tea**



Thursday 11 November 2010

**Session 2 Pre-Hospital Care and Managing Emergency Department Flows**

- 11.30-11.50 **Models of after-hours general practice care post 2012**  
**Simon Gould**  
Operations Manager – Patient Streaming Services  
GP Access After Hours NSW
- 11.50-12.10 **Pre Hospital Thrombolysis – Feasibility of in the Field Administration by Paramedics in Rural and Regional NSW**  
**Paul Stewart**  
Cardiac Care Project Manager  
Ambulance Service of NSW  
  
**Clare Pemberton**, Cardiac Care Project Officer, Ambulance Service of NSW  
**Lindsay Savage**, Cardiac Liaison Officer, Hunter New England Health, NSW
- 12.10-12.30 **New models of acute care - just DUIT!**  
**Jodie Huntley-Forde**  
Clinical Nurse  
The Prince Charles Hospital  
Queensland Health  
  
**Rebecca Smith** and **Kevin Clark**, Queensland Health
- 12.30-12.50 **'ESP' – Emergency Surgical Pathway: A review of the successful redesign of Emergency Surgical flow**  
**Jason Cloonan**  
Clinical Services Coordinator, Ward 5D & Emergency Surgical Pathway  
Flinders Medical Centre, SA
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.00 **Lunch**

Thursday 11 November 2010

**Session 3    Models of Service and Care Delivery**

14.00-14.20    **Routine Morning Transfers from Flinders Medical Centre (FMC) to Repatriation General Hospital (RGH) - working together**

***Sharon Morton***

Director of Acute Medical Services  
Division of Medicine, Cardiac and Critical Care  
Flinders Medical Centre  
Adelaide Health Service, Southern Area, SA

14.20-14.40    **Allied Health: Right Model, Right Mix**

***Nicola Graham***

Senior Speech Pathologist – Acute Team Leader  
The Prince Charles Hospital, Queensland Health

***Rebecca Smith***, Acting Research and Quality Officer, Internal Medicine Services  
The Prince Charles Hospital, Queensland Health

14.40-15.00    **Technology- a vital piece of the puzzle in patient flow**

***Rebecca Smith***

Acting Research and Quality Officer  
Internal Medicine Services  
The Prince Charles Hospital, QLD

***Kevin Clark***, Internal Medicine Services  
The Prince Charles Hospital, QLD

15.00-15.15    **Questions to Speakers**

15.15-15.40    **Afternoon Tea**

Thursday 11 November 2010

**Session 3A    Designing Patient Flow and Improving Service Delivery**

- 14.00-14.20    **Southern Health Central Patient Flow Unit – Losing control locally, or gaining a global perspective?**  
***Brydie Quinn***  
Director, Patient Flow  
Southern Health, VIC
- 14.20-14.40    **Better health service access for Country South Australians: Best care, Best place**  
***Karen Dixon***  
Manager Service Initiatives  
Country Health SA
- Andrea Church**, Country Health SA
- 14.40-15.00    **Designing and Improving Patient Flow- A Service Provision Model**  
***Lynne James***  
Team Leader Operational Flow  
Adelaide Health Service Mental Health Directorate, SA.
- Nicky Wallace***, Patient Flow Coordinator,  
Adelaide Health Service Mental Health Directorate, SA  
***Robyn Coulter***, Patient Flow Coordinator,  
Adelaide Health Service Mental Health Directorate, SA
- 15.00-15.15    **Questions to Speakers**
- 15.15-15.40    **Afternoon Tea**



Thursday 11 November 2010

**Session 4     Stimulating Flow**

15.40-16.00     **Improving Flow by Unlocking the “Backdoor”**  
*Lisa Gilbert, Jane Bassham*, Flinders Medical Centre, SA

**Adam Govier**  
Director of Allied Health  
Flinders Medical Centre, SA

**Pamela Everingham**, Flinders Medical Centre, SA

16.00-16.20     **100 + - The very long stay patient**  
**Jodie Altschwager**  
Nursing Director Patient Flow  
Adelaide Health Service, SA

**Leah Trotta**  
Health Service Reform Lead – Rehabilitation  
Adelaide Health Service, SA

16.20-16.40     **Improving Team Communication Can Improve Patient Flow**  
**Sonia Thomas**  
Project Manager  
Southern Health, VIC

**Tonina Hore**  
Clinical Operations Manager, Medicine Program  
Southern Health, VIC

16.40-16.55     **Questions to Speakers**

16.55             **Close**

16.55             **Drinks and Canapes – Registered Delegates Only**



Thursday 11 November 2010

**Session 4A    Managing the Wait**

15.40-16.00    **Implementation and establishment of Arthroplasty Referral and Assessment Clinics (ARAC) six months on and beyond**

***Samantha Miller***

Project Manager ADAM

Arthroplasty Demand and Allocation Management

Repatriation General Hospital, SA

***Janet Lloyd, Jenifer Monaghan***, Repatriation General Hospital, SA

16.00-16.20    **No longer a number – Patient focused journey through arthroplasty services at Repatriation General Hospital**

***Frankie Clark***

Clinical Practice Coordinator

Repatriation General Hospital, SA

16.20-16.40    **The Evolution of a Bed Allocation System**

***Nicky Wallace***

Patient Flow Coordinator

Adelaide Health Service Mental Health Directorate, SA

**Lynne James**, Team Leader Operational Flow Adelaide Health Service Mental Health, SA

**Robyn Coulter**, Patient Flow Coordinator

Adelaide Health Service Mental Health Directorate, SA

16.40-16.55    **Questions to Speakers**

16.55            **Close**

16.55            **Drinks and Canapes – Registered Delegates Only**

Friday 12 November 2010

**Session 5      Accessing Best Care in Best Place**

- 9.00-9.40      **An Emergency: Taking control of the demand and access for urgent care services**  
**Pippa Bagnall**  
 UK Healthcare Reform Consultant  
 Chairman Realise Health, UK
- Presentation highlights**
- Streamlining access and managing the demand for urgent care through a single point of telephone access
  - Integrating primary care staff within the Emergency Department
  - The new NHS UK, GP contract and commissioning consortia-an opportunity or a step backwards?
  - Workforce and financial modelling for a cost-effective, safe and high quality urgent care service-demonstrating the benefits
- 9.40-10.00      **Ambulatory And Community Care – Defined Point Of Access**  
**Fotini Strongylos**  
 Manager – Defined Point of Access  
 Ambulatory and Community Care  
 Southern Health, VIC
- Cinzia Theobald**  
 Director – Ambulatory and Community Care  
 Access, Improvement and Performance  
 Southern Health, VIC
- 10.00-10.20      **Delivering Improved Flows – the hospital to community transition**  
**Jeanette Walters**  
 Director, Health Service Integration  
 Population and Primary Health Care  
 Southern Adelaide Health Service (SAHS), SA
- 10.20-10.40      **Fixing the Gaps and Improving the Patient Journey**  
**Azmiri Mian**  
 Senior Project Officer – Aboriginal Patient Journey  
 Country Health, SA
- 10.40-10.55      **Questions to Speakers**
- 10.55-11.25      **Morning Tea**

Friday 12 November 2010

**Session 6 Facilitating Discharge, Hospital Avoidance or Substitution**

11.25-11.45 **Building a stronger interface with community**

***Mary Fenn***

Assistant Nursing Director, Community Interface Services  
Royal Brisbane and Women's Hospital, QLD

11.45-12.05 **Compack a better journey**

***Helen Tuxworth***

Manager  
Peninsula Community Centre Inc, NSW

12.05-12.25 **Hospital in the Home in the 21<sup>st</sup> Century – The combined Day Hospital/Third Door/  
Hospital in the Home hybrid model**

***Dr Bin Ong***

Director, Ambulatory Medicine  
Bankstown Hospital  
Sydney South West Area Health Service, NSW

12.25-12.45 **Mental Health Hospital Substitution**

***Julie Hoekman***

Mental Health Transitional Care Consultant  
Adelaide Health Service Mental Health Directorate, SA

**Chris Harding**, Mental Health Transitional Care Consultant Adelaide Health Service, SA

**Lynne James**, Team Leader Operational Flow Adelaide Health Service Mental Health, SA

12.45-13.00 **Questions to Speakers**

13.00-14.00 **Lunch**

Friday 12 November 2010

**Session 7      Services for Patients**

- 14.00-14.20    **Developing New Service Models**  
*Dawn Skidmore*  
Principal Consultant Project Officer  
Department of Health, SA
- 14.20-14.40    **Minimising Functional Decline - Care Coordination Team Implementation and Evaluation at the Geraldton Hospital**  
*Diana Franklin*  
Older Patients Initiative Project Officer,  
Aged and Community Care Services,  
WACHS – Midwest, WA
- Timothy Skinner**, Associate Professor  
School of Primary, Aboriginal and Rural Health Care (SPARHC)  
Combined Universities Centre for Rural Health, WA
- 14.40-15.00    **Tablelands Transitional Aged Care Program**  
*Wendy Colley*  
Coordinator  
Hunter New England Area Health Service, NSW
- 15.00-15.15    **Questions to Speakers**
- 15.15-15.40    **Afternoon Tea**



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Friday 12 November 2010

**Session 8      New Ideas at Work**

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- 15.40-16.00      **Improving the management of lower segment caesarean section (LSCS) wound complications**  
***Margi Moncrieff***  
Wound Management Nurse Practitioner (WMNP),  
Flinders Medical Centre, SA
- 16.00-16.20      ***A Breath of Fresh Air – Working Together to Develop Integrated Pathways of Care for Chronic Obstructive Pulmonary Disease***  
***Jonathan Holt***  
Clinical Integration Coordinator,  
HealthOne NSW - Raymond Terrace  
Greater Newcastle Cluster  
Hunter New England Health, NSW
- Associate Professor Peter Wark; Dr Damian Welbourne; Dr Chris Boyle; & Derene Anderson***  
Hunter New England Health, NSW
- 16.20-16.40      **Daring to hand over the spade....planting seeds of innovation from grassroots up: How clinicians led and developed innovative Model of Care for a Hospital redesign**  
***Vino Ramkissoon***  
Change Manager, Organisational Psychologist  
Service Improvement Unit  
Bay of Plenty District Health Board, New Zealand
- 16.40-16.55      **Questions to Speakers**
- 16.55              **Close**

**Best Care, Best Place: Designing and Improving Patient Flow**

**Thursday 11 and Friday 12 November, 2010**

**Venue: Hilton Hotel, 233 Victoria Square, Adelaide, South Australia**

**Registration Form**

**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: \_\_\_\_\_  
Do you agree to having your email address included in the delegate list? Yes / No

**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: \_\_\_\_\_  
Do you agree to having your email address included in the delegate list? Yes / No

**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: \_\_\_\_\_  
Do you agree to having your email address included in the delegate list? Yes / No

**SECTION A – TWO DAY REGISTRATIONS FOR 11 and 12 November 2010**

**Register for 2 full days – 11 and 12 November 2010**

Early Bird: 2 days before 28 October 2010 \$585.00 (inc GST) per person \$ \_\_\_\_\_

Standard: 2 days after 28 October 2010 \$710.00 (inc GST) per person \$ \_\_\_\_\_

**DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ON LINE at [www.changechampions.com.au](http://www.changechampions.com.au) (You must pay at the time your register)**

**before 28 October 2010** \$565.00 (inc GST) per person

**after 28 October 2010** \$685.00 (inc GST) per person

**SECTION B – ONE DAY REGISTRATIONS FOR EITHER 11 OR 12 NOVEMBER 2010**

**Register for one day only – Thursday 11 November 2010**

Early Bird: 1 day only before 28 October 2010 \$310.00 (inc GST) per person \$ \_\_\_\_\_

Standard: 1 day only after 28 October 2010 \$350.00 (inc GST) per person \$ \_\_\_\_\_

**Register for one day only – Friday 12 November 2010**

Early Bird: 1 day only before 28 October 2010 \$300.00 (inc GST) per person \$ \_\_\_\_\_

Standard: 1 day only after 28 October 2010 \$340.00 (inc GST) per person \$ \_\_\_\_\_

**SECTION C - NETWORKING CANAPES AND DRINKS**

**Networking Canapes, Drinks**

Get to know our invited speakers and discuss what you have learnt during the day your colleagues

\$60.00 (inc GST) \$ \_\_\_\_\_

Additional Canapes and Drinks tickets \_\_\_\_\_ @\$60.00 (inc GST) \$ \_\_\_\_\_

**SECTION D - CERTIFICATE OF ATTENDANCE**

Signed and ready to pick up at the seminar \_\_\_\_\_ @\$10.00 (inc GST) per person \$ \_\_\_\_\_

**TOTAL AMOUNT PAYABLE** \$ \_\_\_\_\_

**Payment Methods**

Change Champions P/L ABN 67 093 954 413

**1. PREFERRED Register Online at <http://www.changechampions.com.au>**

Simply visit <http://www.changechampions.com.au> and scroll down the home page to the seminar of your choice and click on REGISTER. It's easy.

When you register on line, you can select your preferred payment option of:

- Generate an invoice that will be instantly emailed to the nominated responsible person
- Pay by EFT or cheque
- Pay online with a credit card

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**OR Fax or mail the registration form and**

**2. Pay on your Credit Card**

Cardholders Name (PLEASE PRINT) \_\_\_\_\_

MasterCard     Visa ONLY

Card No.                     

Expiry Date: \_\_ / \_\_ / \_\_

Amount to be charged: \$ \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Date: \_\_ / \_\_ / \_\_

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**3. Pay by cheque/money order**

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

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**4. EFTPOS**

Account name: Change Champions P/L  
Bank: Westpac  
BSB: 033 058  
Account No: 198 743  
Ref No: Best Care (Your surname)

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**5. Request an invoice**

Name and position title of person responsible for the payment of the invoice: \_\_\_\_\_

Email address: \_\_\_\_\_ Ph: \_\_\_\_\_

All invoices must be paid prior to the seminar.

**MAIL:** Change Champions P/L  
PO Box 668  
The Junction NSW 2291

**FAX:** 02-9518 6898  
From overseas: +61 2 9518 6898  
**PH:** 02-9692 0533  
From overseas: +61 2 9692 0533

**EMAIL:** [info@changechampions.com.au](mailto:info@changechampions.com.au)

**Your registration will be confirmed by email.**

**\* CONDITIONS APPLY**

**You must pay on a credit card at the time you register** if claiming a discount for online registration and payment.

**Delegate Cancellation Policy**

A 50% refund will be offered for cancellations received before 10 October 2010. As we are contracted for a specific number of delegates, no refunds will be given after this date. However, an alternative delegate name may be submitted. Sorry, there are no refunds on drinks/canape bookings.. so please don't ask. Applications for cancellations and substitutions of delegates are **only accepted in writing** by email to [changechampions@bigpond.com](mailto:changechampions@bigpond.com). The cancellation policy also appears at <http://www.changechampions.com.au> on the home page under terms and conditions.

I have read and understand the conditions and delegate cancellation policy.

\_\_\_\_\_ signed \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_\_ date

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## Accommodation

### Venue Location

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

### 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 8 8115 8888 Fax: 61 8 8115 8800  
<http://www.rendezvoushotels.com>

#### **Hotel Grand Chancellor**

65 Hindley St  
Adelaide SA  
Ph: +61 8 8231 5552 Fax: +61 8 8237 3800  
<http://www.ghihotels.com>

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>