IMPROVING PATIENT FLOW DIAGNOSTICS AND INVESTIGATIONS

PRELIMINARY PROGRAM

19-20 June 2008, Shangri La Hotel
176 Cumberland St, The Rocks, Sydney, NSW, Australia
*Please note that this program is subject to change. Please check http://www.changechampions.com.au for updates.

**Seminar Aims**

- To showcase structures, systems and strategies, including clinical redesign and clinical practice improvement initiatives, that have resulted in improvements to patient flows through improved access to, and delivery of diagnostic and investigative services including results reporting.
- To showcase models of service delivery and/or care, policies, processes and other innovations projects that have demonstrated improved quality, safety and efficiency of ordering, diagnostic testing/imaging and other investigations and results reporting.

**Audience**

- Academics
- Allied health professionals
- Care co-ordinators
- Clinicians and clinical managers
- Clinical governance professionals
- Discharge planners
- Divisions of General Practice and general practitioners
- Health consultants
- Health service executives/Heads of departments
- Information technology professionals
- Laboratory managers and technicians
- Management consultants
- Medical technologies industries
- Patient flow and bed managers
- Policy makers
- Project managers involved in clinical redesign, performance improvement, infrastructure development and facility planning

**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.
## Preliminary Program

### Thursday 19 June 2008

#### Session 1  Safety, Quality and Flow: the essentials

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<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter/Details</th>
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<tbody>
<tr>
<td>8.50-8.55</td>
<td>Welcome and housekeeping</td>
<td>Char Weeks, Managing Director, Change Champions P/L</td>
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<tr>
<td>9.00-9.20</td>
<td>Opening Address</td>
<td>Raj Verma, A/Director, Health Service Performance Improvement Branch &amp; Clinical Services</td>
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<td>Redesigning Patient Flows</td>
<td>Redesign Program, NSW Health</td>
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<td>9.20-9.40</td>
<td>Presentation title to be advised</td>
<td>Kelvin Genn, Director, Patient Safety and Quality Branch, NSW Health</td>
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<td>9.40-10.20</td>
<td>How Pathology Impacts on Patient Flow – Practical Initiatives to Deliver Improvements</td>
<td>Dr Andrew Francis, Royal College of Pathologists of Australasia</td>
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<td>10.20-10.40</td>
<td>A Practical Approach to the Management of Elective Orthopaedic Surgery</td>
<td>Dr John C Cullen, Clinical Director, Orthopaedic Surgery, Waitemata District Health Board, NZ</td>
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<td>10.40-11.00</td>
<td>Questions to speakers</td>
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<td>11.00-11.30</td>
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#### Session 2  Thinking Outside the Square to Improve Access and Service Delivery

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<tr>
<td>11.30-11.50</td>
<td>Targeted POCT Solutions – “Horses for Courses”</td>
<td>Cameron Martin, State-Wide Point of Care Coordinator, Pathology Queensland, QLD</td>
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<td>11.50-12.10</td>
<td>Improving access to acute stroke therapisies</td>
<td>Debbie Quain, Acute Stroke Team, Department of Neurology, John Hunter Hospital, NSW</td>
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<td>Dr Mark Parsons, Neurologist, John Hunter Hospital, NSW</td>
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<td>Allan Loudfoot, Manager, Ambulance Service of NSW Northern Operations Division</td>
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<td>Dr Neil Spratt, Neurologist, John Hunter Hospital, NSW</td>
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<td>Malcolm Evans, Manager Stroke Research, John Hunter Hospital, NSW</td>
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<td>Michelle Russell, CNS Acute Stroke Team, John Hunter Hospital, NSW</td>
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<td>Angela Moore, RN Case Manager Neurology, John Hunter Hospital, NSW</td>
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<td>Andrea Moore, RN Case Manager Stroke, Mater Hospital, NSW</td>
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<td>Dr Ferdi Miteff, Stroke Fellow, John Hunter Hospital, NSW</td>
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<td>Dr Carolyn Huillick, Director Emergency Department, John Hunter Hospital, NSW</td>
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<td>Assoc Prof Chris Levi, Neurologist, Director Acute Stroke Services, John Hunter Hospital, NSW</td>
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12.10-12.30 Improving access to cardiac diagnostics and investigations for patients with chest pain – the NSW Health State-wide Cardiology Redesign Project
James Dunne
Principal Project Officer – Cardiology
Health Service Performance Improvement Branch
NSW Department of Health

Neil Rickwood
Senior Project Officer – Cardiology
Health Service Performance Improvement Branch
NSW Department of Health

12.30-12.50 An innovative model for managing chest pain presentations
Karen Lintern
Clinical Nurse Consultant – Cardiac Services
Liverpool Health Service (SSWAHS – Western Zone), NSW

12.50-13.05 Questions to speakers

13.05-14.00 Lunch

Session 3 Managing Information Flows and Data
14.00-14.20 Electronic sign-off of Pathology Results at Royal Hobart Hospital
Andrew Hudspeth
Scientist & Pathology IT Coordinator, Pathology Services
Royal Hobart Hospital, TAS

14.20-14.40 TestSafe: The Auckland Regional Clinical Data Repository
Dr Ross Boswell
Clinical Director of Laboratory Services
Counties-Manukau District Health Board, NZ

14.40-15.00 Pathology informatics for safe and efficient patient care: re-defining the boundary of patients, clinicians and pathologists
Dr Kwang Chien Yee
School of Information Systems, University of Tasmania
Gastroenterology Registrar, Royal Hobart Hospital, TAS

15.00-15.15 Questions to Speakers

15.15-15.40 Afternoon Tea

Session 4 International Perspective: Redesign in the Laboratory
15.40-16.30 Service Improvement in Laboratory Medicine
Annette Davis-Green
Service Improvement and Redesign Project Manager
Directorate of Laboratory Medicine
Manchester Royal Infirmary, UK

16.30-16.40 Questions to speaker

16.40 Close

19.00 for 19.30 Seminar Dinner
Sailors Thai
106 George St
The Rocks Sydney
Friday 20 June 2008

Session 5  Redesign and Service Improvement

8.55-9.00  Welcome and housekeeping  
Char Weeks  
Managing Director  
Change Champions P/L

9.00-9.40  Addressing diagnostics as a constraint in 18 week referral to treatment pathways in England  
Philippa Robinson  
18 Weeks National Implementation Director,  
Department of Health, England, UK

9.40-10.00  Redesigning Hospital Care: Diagnostic Imaging  
Ruth Smith  
Director of Access, Innovation & Service Improvement  
Southern Health, VIC

10.00-10.20  Radiology Redesign – putting the T into team  
Julie Olson  
Manager, Radiology  
Royal Adelaide Hospital, SA

10.20-10.40  Rural Patient X-ray Follow-up  
Paul McLiesh  
Clinical Service Co-ordinator  
Royal Adelaide Hospital, SA

10.40-11.00  Questions to speakers

11.00-11.30  Morning Tea

Session 6  Improving Flows for Radiology

11.30-12.30  Taking an evidence-based approach to diagnostic imaging in the emergency department: what the NICS – RANZCR fellowships have taught us  
Dr Taryn Bessen  
NICS – RANZCR Fellow  
Consultant Radiologist  
Royal Adelaide Hospital, SA

Dr Stacy Goergen  
NICS-RANZCR Fellow  
Director of Research  
Southern Health, VIC

12.30-12.50  Introducing Medical Imaging Assistants into a Radiology Department  
Nicole Nave  
Senior Radiographer, General X-ray  
Royal Brisbane and Women's Hospital, QLD

12.50-13.05  Questions to speakers

13.05-14.00  Lunch
Session 7  Communication and Collaboration As Strategies for Improved Flows for Imaging

14.00-14.20  Closing the Communication Loop on Medical Imaging Test Results in Australian Emergency Departments: Significant Problems, and a Way Forward

*Dr D. Neil Jones*
Radiologist, Head of Emergency Imaging, Division of Medical Imaging, Flinders Medical Centre (FMC), Flinders University of South Australia (FUSA), SA

Jane Grimm, Manager, Quality Use of Diagnostic Imaging (QUDI), The Royal Australian & New Zealand College of Radiologists, NSW

Nick Bradshaw, Quality Use of Diagnostic Imaging (QUDI), The Royal Australian & New Zealand College of Radiologists, NSW

Dianne King (FACEM), Director, Emergency Department, Flinders Medical Centre, SA

Melissa Dougherty, Redesigning Care, Flinders Medical Centre, SA

Penny Markham, Acting Director of Clinical Governance, Southern Adelaide Health Service, SA

Richard Woodman, Biostatistician, Flinders University of South Australia

14.20-15.05  Delivering Better Care in Diagnostics: the Scottish Experience

*Tracey Williams*
National Programme Manager
Diagnostics Collaborative
Scottish Government Health Delivery Directorate UK

15.05-15.20  Questions to speakers

15.20  Afternoon Tea and Close
# Registration Form

**Improving Patient Flows: Diagnostics and Investigations**

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

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SECTION A – TWO DAY REGISTRATIONS FOR 19-20 June 2008

1. Register for 2 full days – 19-20 June 2008

   Early Bird: 2 days before 6 June 2008 $585.00 (inc GST) per person $__________
   Standard: 2 days after 6 June 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 6 June 2008 for $565.00 (inc GST) per person (go to http://www.changechampions.com.au)

2. Group Discount – Register 6 or more delegates for 2 days (19-20 June 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 19-20 June 2008 and receive 20% off the registration fee $2,808.00 (inc GST) $__________

OR

ARCHI Members Discount – Register for both days before 6 June 2008 and receive 10% of the registration fee if you register and pay on line.
You must provide your ARCHI membership number* at the time you register to receive this discount. Your registration fees must be paid by 6 June 2008 for this offer to apply.
(goto http://www.changechampions.com.au)

*If you do not provide your ARCHI number at the time you register you will be charged the standard registration fee

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 19 or 20 June 2008

Register for one day only – either 19 or 20 June 2008

   Early Bird: 1 day only before 6 June 2008 $300.00 (inc GST) per person $__________
   Standard: 1 day only after 6 June 2008 $330.00 (inc GST) per person $__________

I will be attending on
Thursday 19 June 2008 ☐  Friday 20 June 2008 ☐

SECTION C – AUDIO CD

Purchase audio CD
Conference on CD including audio & PowerPoint presentations – $66.00 (inc GST) $__________

SECTION D – DINNER

Sailors Thai
106 George St
The Rocks
02-9251 2466

Includes banquet style Thai meal of three entrée dishes, four main courses with rice, dessert selection and beverages at $110 per person.

@ $110 pp $__________

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: DiagInv (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 19 May 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
View map at http://www.changechampions.com.au

Accommodation Options

**Shangri-La Hotel**
176 Cumberland St
The Rocks, Sydney, NSW
Ph: +61 2 9250 6000

Deluxe Opera House – $290 per night for single, double or twin occupancy
Download the booking form at 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 online. Try http://www.wotif.com.au

**Old Sydney Holiday Inn**
55 George St, Sydney
Ph: +612 92520524
Email: oldsydneyholidayinn@ihg.com

**The Russell Hotel**
143a George Street, The Rocks, Sydney
Ph: +61 2 9241 3543
Fax: +61 2 9252 1652
Email: info@therussell.com.au
http://www.russell.com.au

**Rendezvous Stafford Hotel**
75 Harrington Street (closest cross street Argyle Street), The Rocks, Sydney
Ph: +61 2 9251 6711
Email: reservations@rend.com.au
http://www.rendezvoushotels.com/sydney/