

PRELIMINARY PROGRAM

2nd

Healthcare Without Walls:
delivering the best care in
the best place

2-3 August 2007, Sebel and Citigate Brisbane
King George Sq, Cnr Ann and Roma St, Brisbane, QLD, Australia

2nd Healthcare Without Walls: delivering the best care in the best place



2-3 August 2007

SEBEL AND CITIGATE
King George Sq, Cnr Ann and Roma Sts
Brisbane, Queensland Australia

SEMINAR AIMS

- To highlight strategic directions in hospital avoidance/innovative community care that advance the delivery of efficient and appropriate care in the most appropriate healthcare environment.
- To share information about systems, strategies, models, policies and procedures that have improved patient outcomes through the delivery of healthcare in a variety of settings.
- To showcase innovations projects with demonstrated outcomes that have focused on reducing hospital admissions through care delivery in other settings.

AUDIENCE

- Aged and residential care
- Academics and researchers
- Allied health professionals
- Clinicians and clinical managers
- Community organizations
- Discharge planners/transition care co-ordinators
- Divisions of General Practice
- Health consultants
- Health service executives
- Information technology professionals
- Local government authorities
- Patient flow managers
- Patient safety managers
- Policy makers
- Quality, risk and safety managers
- Service leaders and project managers interested in hospital avoidance, chronic and complex conditions, rehabilitation etc

CHANGE CHAMPIONS

Change Champions delivers practical, high quality toolkit seminars that address clinical management issues faced by front line health professionals. The Change Champions team has 16 years work experience in the health sector and 8 years experience in events design and production.

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

Our registration fees are affordably priced. We also organize conferences, seminars and workshops for health sector clients.

Change Champions P/L
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The Junction NSW 2291

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Fax: +61 2 4963 2050

Web: <http://www.changechampions.com.au>

ABN 67 093 954 413



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Preliminary Program Thursday 2 August 2007

- 7.45-8.45 **Registration
Tea and Coffee**
- Session 1 Looking Forward to Best Care, Best Place**
- 8.45-8.50 **Welcome and Housekeeping**
Ms Char Weeks
Managing Director
Change Champions P/L
- 8.50-9.25 **Opening address**
Prof Andrew Wilson
Executive Director, Policy, Planning and Resourcing Division
Queensland Health, QLD
- 9.25-9.45 **Delivering the Best Care in a Bigger Place –
the development of an area wide service for hospital-substitution**
Kerryn Barton
Area Manager, Hospital in the Home
South Metropolitan Area Health Service, WA
Nicki Newton, Area Manager Rehabilitation in the Home,
South Metropolitan Area Health Service, WA
- 9.45-10.05 **The Chronic Disease Community Program - Building capacity for change**
Jeanette Walters
Senior Project Officer
Deborah Law
Southern Adelaide Health Service, SA
- 10.05-10.25 **'The Living Model': A response to the dilemma of relocation for specialist
treatment for Aboriginal peoples**
Pam McGrath
NHMRC Senior Research Fellow
Hamish Holewa, Program Manager, International Program for Psycho-Social
Health Research Central Queensland University, QLD
- 10.25-10.45 **Innovative Care of the Older Person – Geriatric Assessment
Through E-Health. The Princess Alexandra Hospital GATE Project**
Dr Paul Varghese
Project Sponsor
Maria Draper, Project Officer
Anne White, Project Manager
Geriatric and Rehabilitation Unit
Princess Alexandra Hospital, QLD
- 10.45-11.00 **Questions to speakers**
- 11.00-11.25 **Morning Tea**

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Session 2	Improving Service Co-ordination and Quality
11.25-11.45	The Neurological Complex Care Project – A Service Coordination Model for People with Progressive Neurological Diseases Marg Foulsum Project Officer Bundoora Extended Care Centre/Department of Human Services, VIC
11.45-12.05	Service Coordinators – Navigating the Community Health Maze Heather Haywood Laureen Hines <u>Sandy Jamieson</u> Director of Nursing Primary & Community Health Service Northside Health Service District, QLD
12.05-12.25	Working Together To Keep You Home Chronic Disease Management Val Holdaway Clinical Nurse Consultant Integrated Health Care Partnership Institute of Primary Health and Ambulatory Care The Townsville Hospital, QLD
12.25-12.45	Service Quality for Type 2 Diabetes in Australia: The Patient Perspective <u>Jafar S. Tabrizi MD</u> PhD Student, International Health Division School of Population Health, University of Queensland, QLD Peter K. O'Rourke, Associate Professor, Senior Statistician, Queensland Institute of Medical Research, QLD Andrew J. Wilson, Professor, Executive Director, Policy, Planning and Resourcing Division, Queensland Health, QLD Eleanor T. Coyne, MD, Senior Lecturer, International Health Division, School of Population Health, University of Queensland, QLD
12.45-13.00	Questions to speakers
13.00-14.00	Lunch

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Session 3

Taking care of older people

14.00-14.20

How do you find older people in need when they are not asking for help? The challenge for the Treatment Response Assessment Aged Care (TRAAC) team

Tony McGrath
TRAAC (HARP) Clinician
St Vincent's Health Melbourne, VIC

14.20-14.40

Residential Outreach: Innovation in Residential Aged Care

Jenny Chapman
Program Manager Residential Outreach Support Service
Peninsula Health, VIC

14.40-15.00

Advanced Practice for Residential Aged Care Project – Protocols and Standing Orders

Dr Peter Adkins
SEA-GP Medical Advisor, QLD
Christine Kardash, SEA-GP CEO, QLD
Sarah Wyman, SEA-GP Program Officer, QLD
Vicki McGowan, SEA-GP Program Officer, QLD
Laila Chalustowski, Project Officer, Bayside Health Service District, QLD

15.00-15.15

Questions to speakers

15.15-15.40

Afternoon tea

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Session 4	Rehabilitation, Outreach and Reaching Out
15.40-16.00	Community Rehabilitation Clients – A Partnership To Improve Continence Management <u>Kate Davies</u> Community Rehabilitation Nurse, Port Phillip Community Rehabilitation Centre, VIC R. Barton, Continence Nurse Advisor, Caulfield General Medical Centre, VIC
16.00-16.20	Safe travel on public transport: An innovative partnership program targeting people with mobility deficits <u>Anna McMeekin</u> Occupational Therapist Port Phillip Community Rehabilitation Centre, VIC Kristy Probert, OT Allied Health Assistant, Port Phillip Community Rehabilitation Centre, VIC
16.20-16.40	Making a difference for disabled school children with complex medical needs Andrew Chau Clinical Nurse Consultant Community Integration Program Royal Rehabilitation Centre Sydney, NSW
16.40-17.00	The Community Transition Program – Transition and Rehabilitation for the Older Adult <u>Nikki Bray</u> Program Manager – Community Transition Program Helping Hand Aged Care, SA
17.00-17.15	Questions to speakers
17.15	Close
Conference Dinner	
7.00 for 7.30pm	Lab+Restaurant Casual Attire

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FRIDAY 3 AUGUST 2007

- 8.00-8.55 **Registration**
Tea and Coffee
- Session 5** **Strategies for Sustainable Change**
- 8.45-8.50 **Welcome and Housekeeping**
Char Weeks
Managing Director
Change Champions P/L
- 8.50-9.35 **Long term conditions and the community matron:
the UK and Edge Hill experience**
Judith Roberts
Edge Hill University
University Aintree Hospital, UK
- 9.35-9.55 **Building a new model of primary care:
enhanced community-based diabetes management in Queensland**
Pat Matthews
Executive Officer, Community Health
Southside Health Service District, QLD
Tony Russell, Claire Jackson, Ian Scott, Jenny Doust, Clare Maher,
Deborah Miller, Lorna Jane O'Doherty, John Prins
- 9.55-10.15 **Finding the Big Wins – Improving care of home based patients**
Hilda Tansley
Clinical Nurse Consultant
Hospital in the Home Program, Royal Perth Hospital, WA
Kerryn Barton, Area Manager Hospital in the Home Program,
South Metropolitan Area Health Service WA
- 10.15-10.35 **Community Health To The Rescue!!!!**
Dee Jeffrey
Service Manager
Brisbane South Community Health
Southside Health Service District, QLD
- 10.35-10.55 **Questions to speakers**
- 10.55-11.25 **Morning tea**

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Session 6

Improving Service Co-ordination (2)

11.25-11.45

Chronic Pulmonary Obstructive Disease (COPD) – A unique community linkage service

A/Prof Fiona Lake, Respiratory Physician, Royal Perth Hospital, WA

Karen Thomas

COPD Community Linkage Nurse

Perth and Hills Division of General Practice, WA

Shauna Gaebler, Deputy CEO, Perth and Hills Division of General Practice, WA

Erika Silfo, Manager, Canning Division of General Practice, WA

Sean Mulligan, COPD Community Linkage Coordinator, Canning Division
of General Practice, WA

Dianne Nind, Portfolio Coordinator, Perth and Hills Division of General Practice, WA

11.45-12.05

No walls required in management of chronic disease.

Pam Shields

Respiratory Nurse Consultant

Robyn Bradley, Manager, Northern Hearts and Lungs Service,

Northern Alliance HARP CDM, Darebin Community Health, VIC

12.05-12.25

Facilitating effective communication between healthcare professionals and patients: Development of a national leaflet to promote chronic disease self-management in primary care

Natasha Davidson

Research Fellow

Joanne Jordan, Richard Osborne

Centre for Rheumatic Diseases, Department of Medicine, Royal Melbourne
Hospital, University of Melbourne, VIC

12.25-12.45

A working unfunded pre-admission clinic model in a small rural hospital: from rags to riches case study

Daniel Carbone, Research Coordinator, Rural Health Academic Network (RHAN),
School of Rural Health, University of Melbourne, VIC

Louise Sharkey

Assistant Director of Nursing

Seymour District Memorial Hospital, VIC

Anne Marie Scully, Director Clinical Services, Seymour District
Memorial Hospital, VIC

12.45-13.00

Questions to speakers

13.00-13.50

Lunch

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- Session 7** **Chronic Disease Self Management**
- 13.50-14.10 **Arthritis and Musculoskeletal Quality Improvement Program (AMQuIP)**
Gary Disher
Nik Todorovski, Rebecca Gordon, Robyn Richards
The Royal Australasian College of Physicians
- 14.10-14.30 **The PDSA Development Of Education And Self Management Programs For Adults With Rheumatoid Arthritis And Young Adults In Transition**
J McQuade, Arthritis WA
Jessica Rose
Arthritis WA,
S Coleman, Arthritis WA, Curtin University of Technology, WA,
C Johnson, Arthritis WA, D R Langlands, Rheumatologist,
Sir Charles Gairdner Hospital, WA,
N K Briffa, Curtin University of Technology, WA, J Edelman, Rheumatologist,
Sir Charles Gairdner Hospital, WA
- 14.30-14.50 **Osteoarthritis of the Knee - A targeted education and self-management program delivered by multi-disciplinary health professionals shows clinically important improvements maintained to 12 months**
Sophie Coleman
Research Programmes Co-ordinator
Health and Education, Arthritis WA
School of Physiotherapy, Curtin University, WA
NK Briffa School of Physiotherapy, Curtin University, WA, G Carroll,
Rheumatologist, Guildford Rd, Perth, WA, C Inderjeeth,
Gerontology, QE11 Medical Centre, WA,
J McQuade, Arthritis, WA
- 14.50-15.10 **A new model of care for Dermatology Patients**
Elizabeth Moore
Dermatology Nurse Consultant
and
Narelle Crouch
Nurse Liaison
Home and Community Care
Royal Children's Hospital, VIC
- 15.10-15.25 **Questions to speakers**
- 15.25-15.45 **Afternoon Tea**

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Session 8

Best Place for Best Care

15.45-16.05

Tracheostomy care in ventilator dependent clients living in the community can be managed successfully with minimal intervention

Anne C Duncan
Victorian Respiratory Support Service
Austin Health, VIC

16.05-16.25

Transfusion in the Residential Aged Care Facility by a Hospital Team – Development of a Policy

Meg Storer
Clinical Nurse Consultant
Aurelia Magat, Penny Harvey, Rohan Wee, Kerri Halley, Trudi Howell,
Rabin Sinnappu, Anne Bentley
RECIPE Program
The Northern Hospital, VIC

16.25-16.45

Eyes on the outback: Ophthalmology down the line

Dr W (Bill) J Glasson, Terrace Eye Centre, Dr J Douyere,
Longreach Family Practice, QLD
and
Romana Bowd, Statewide Telehealth Services, Alison Zeller,
Statewide Telehealth Services, Queensland Health, QLD

16.45-17.00

Questions to speakers

17.00

Close

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2-3 AUGUST 2007

Sebel and Citigate
King George Sq, Cnr Ann and Roma Sts
Brisbane, Queensland Australia

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: _____

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SECTION A -FULL TWO DAYS REGISTRATION

Early Bird: Full two days before 18 July 2007 \$575.00 (inc GST) per person \$ _____

Standard: Full two days after 18 July 2007 \$675.00 (inc GST) per person \$ _____

SECTION B- ONE DAY ONLY REGISTRATION

Complete this section if you are only able to attend one day of the seminar. (does not include welcome reception)

Early Bird: One day only registration before 18 July 2007 \$300.00 (inc GST) per person \$ _____

Standard: One day only registration before 18 July 2007 \$350.00 (inc GST) per person \$ _____

I will be attending on:

2 August 2007 3 August 2007

SECTION C AUDIO CD

Purchase audio CD

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

SECTION D SEMINAR DINNER

7.00 for 7.30 at Lab Bar + Restaurant, Cnr George St and Stephens Lane Brisbane
(alternate drop three course meal with beverages and coffee)

@ \$85.00 per person (inc GST) \$ _____

I require(write in the number) additional seats at the dinner @\$85.00 (inc GST) per person

_____ X @ \$85.00 per person \$ _____

TOTAL PAYABLE \$ _____

Please tick this box if you do not wish to have your name, position title, organization and state and email address included on the delegate list for this conference. Each delegate and sponsor will receive a copy of the delegate list.

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2-3 AUGUST 2007

Sebel and Citigate
King George Sq, Cnr Ann and Roma Sts
Brisbane, Queensland Australia

PAYMENT METHODS FOR REGISTRATION FEES ONLY

Change Champions P/L
ABN: 67 093 954 413

1. Credit Card

Cardholders Name (PLEASE PRINT)

MasterCard Visa ONLY

Card No.

Expiry Date: /

Amount to be charged: _____

Cardholder's Signature: _____ Date: / /

2. Cheque/money order

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

3. Request for an invoice

Please email an invoice for my registration to:

Name of person responsible for payment of invoice: _____

Email address: _____

Contact phone number: _____

The invoice must be paid prior to 2 August 2007.

4. EFT

Account name: Change Champions P/L

Bank: Westpac

BSB: 033058

Account number: 198743

Ref no: (Your name – HCWW)

FORWARD YOUR REGISTRATION WITH PAYMENT TO:

1. MAIL

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

2. FAX

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

Your registration will be confirmed by email.

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2-3 AUGUST 2007

Sebel and Citigate
King George Sq, Cnr Ann and Roma Sts
Brisbane, Queensland Australia

NEED MORE INFORMATION?

Phone the Change Champions office on 02-4963 5150

Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 2 July 2007.

No refunds whatsoever will be given after this date under any circumstances.
However, an alternative delegate name may be submitted.

All cancellations must be made in writing to the Change Champions office.

I have read and understand the cancellation policy.

Signed: _____

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ACCOMMODATION FORM

Please photocopy form and use one form per person

Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____

Address: _____

Given Name/s: _____

State: _____ Postcode: _____

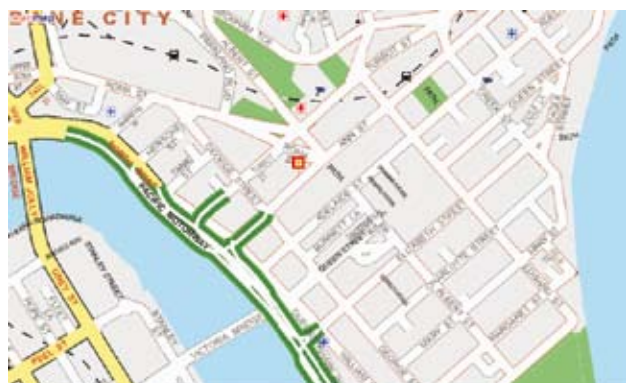
Telephone: _____

Company/Organisation: _____

Facsimile: _____

Email: _____

Venue Location



Sebel and Citigate
King George Sq,
Cnr Ann and Roma St
Brisbane

Your room (mark your choice by ticking the box below)

Carlton Classic Rooms Room only \$218 per night

Crest Contemporary Rooms Room only \$188 per night

I require a (mark your choice in the box below)

Double room

Twin room and I am sharing with (name of person) _____

Smoking room Non smoking room

Accommodation Booking Details

Hotel Arrival – Day _____ Date _____

Hotel Departure – Day _____ Date _____

Do you require any special room requirements (ie disabled access etc)? _____

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ACCOMMODATION PAYMENT DETAILS

**Accommodation can only be booked and paid for using a valid credit card.
Do not send cheques for accommodation to Change Champions P/L**

Please provide your **credit card** details below to secure your accommodation booking with the hotel and to make your payment. Please note the credit card details provided will be passed onto the hotel selected. Change Champions does not process any payments for accommodation.

Cardholders Name: (PLEASE PRINT) _____

AMEX Bankcard MasterCard Visa

Card No.

Expiry Date: /

I give my permission for the accommodation booking and payment for accommodation for this delegate to be charged to my credit card.

Cardholder's Signature: _____ Date: /

Accommodation bookings are confirmed by email. Please ensure that we have a correct email address.

Accommodation Cancellation Declaration

Accommodation has been reserved for delegates at the hotels listed. Special accommodation options are available for people with disabilities. Delegates requiring these facilities are encouraged to register early and all special requirements must be indicated under the 'special requirements' section of the accommodation booking form.

Valid credit card details must accompany accommodation booking forms. All delegates are responsible for paying the entire balance of their account when checking out of the hotel. In some cases a deposit is also required upon check in at the hotel. Personal or company cheques will not be accepted unless prior arrangements have been made with the hotel concerned.

Delegate Cancellation and Accommodation Alterations Policy

Due to hotel requirements all bookings must be received by Change Champions by 18 July 2007. After this date bookings cannot be guaranteed. Alterations or cancellations of hotel accommodation must be made in writing to the Change Champions office by 18 July 2007. After that date changes may not be possible.

Cancellations less than 14 days from the reserved date may incur a penalty, at the discretion of the hotel and any such costs incurred are the delegate's responsibility.

No shows may incur a penalty of not less than the charge for one night's accommodation.

I have read and understand the cancellation policy

Signed: _____