



Statistical Thinking & Methods: Unlock the Information Hidden in Data

09 & 10 June 2011
Melbourne, VIC

16 & 17 June 2011
Sydney, NSW

23 & 24 June 2011
Brisbane, QLD

WHY GO TO A SEMINAR ON STATISTICAL THINKING?

Measurement and improvement are intertwined; it is impossible to make improvements without measurement. A decade ago, Donald Berwick said "Many clinicians and other healthcare leaders underestimate the great contributions that better statistical thinking could make towards reducing costs and improving outcomes."

Accountability, Improvement and Risk Management

Statistical thinking and methods accurately answer two questions:

- What are the levels of quality, cycle time, cost or risk? (accountability, risk)
- How can these levels be improved? (improvement, risk reduction)

Failing to appropriately collect, analyse, interpret, report and act on data increases the risk of five errors:

1. Taking action when not justified (tampering);
2. Taking no action when warranted risking a molehill growing into a mountain;
3. Wasting time duplicating collecting, analysing, reporting, reviewing, communicating and discussing new **information that is already 'known'**;
4. Wasting energy looking for explanations of a perceived **trend when nothing has 'changed'**;
5. Failing to identify early warning of poor performance.

Join Helen Ganley-
expert on statistical
thinking & quality and
risk, for a fantastic
2-Part Master Class

PART A: Statistical Thinking Seminar

Learning Objectives

- Identify common and special cause variation and appropriate responses;
- Accurately predict future performance;
- Visually display statistical significance;
- Understand risk trending with Failure Modes and Effects Analysis - a prospective risk reduction tool;
- Identify early warnings of poor performance.

PART B: **Minitab™ Workshop**

Learning Objectives

- Participants will gain basic practical skills to produce control charts, Pareto charts and other simple analyses.

BIOGRAPHY– HELEN GANLEY

Helen Ganley consults on Statistical Thinking and Methods and Failure Modes and Effects Analysis.

A Registered Nurse and Certified Midwife, Helen holds a Master of Quality Improvement in HealthCare and an Advanced Diploma in Quality Management as well as other qualifications.

From 1993, Helen was a Quality and Risk Consultant at Royal North Shore Hospital, Sydney. Since 2005, she has held the part time position of Quality Systems Analyst within the Clinical Governance Unit of Northern Sydney Central Coast Health, NSW.

Helen regularly presents at national and international conferences and has led teams and programs which have won state, national and international awards related to Statistical Thinking and Methods and Failure Modes and Effects Analysis. Since 1991, she has authored 12 articles in peer-reviewed publications.



Helen has been a guest lecturer at Macquarie University, NSW, and the University of Technology, Sydney. Her publications are used for academic teaching. She has been consulting to health care organisations over the last decade. This includes Statistical Thinking and Methods seminars, statistical software training and facilitating risk reduction teams using Failure Modes and Effects Analysis. Over the last five years, NSW Health have commissioned her to produce committee reports, train and mentor their staff in Statistical Thinking and Methods as well as conduct Failure Modes and Effects Analysis in five NSW hospitals. Helen continues to provide monthly Board reports and peak quality committee reports for private organisations.

In 2010, at the request of The Australian Commission on Safety and Quality in Health Care, Helen facilitated a demonstration FMEA on the medication reconciliation process. The Commission is leading a **national program as part of an international collaborative project within the World Health Organization's High 5s program**. Each project site is required to conduct a risk assessment of the proposed medication reconciliation process using FMEA.

As well as an excellent teacher and mentor, Helen has designed and implemented award winning programs:

- Statistical Thinking and Methods Program: Winner, NSW Health Baxter Better Healthcare Award for Innovation in Information Management (2000)
- FMEA: Solving the Problem before it Happens: Winner, Treasury Managed Fund Award for Innovation in Enterprise Risk Management Award. Public Sector Risk Management Association (2009)

REGISTER ONLINE:
www.changechampions.com.au

Registration Form
STATISTICAL THINKING & METHODS

09.00– 16.00 Prices include lunch & a certificate of attendance

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 have your name and details on the seminar delegate list? Yes / No

MELBOURNE MASTER CLASS

CHRISTIE CORPORATE, 470 COLLINS ST, MELBOURNE 3000, VIC

Early Bird:

09 JUNE 2011- Full day workshop paid before 26 May 2011 ___ @ \$440 pp (inc GST) \$ _____

10 JUNE 2011-Full day workshop paid before 26 May 2011 ___ @ \$440 pp (inc GST) \$ _____

Both 09 & 10 June 2011 workshops paid before 26 May 2011 ___ @ \$750 pp (inc GST) \$ _____

Standard:

09 JUNE 2011- Full day workshop paid after 26 May 2011 ___ @ \$499 pp (inc GST) \$ _____

10 JUNE 2011-Full day workshop paid after 26 May 2011 ___ @ \$499 pp (inc GST) \$ _____

Both 09 & 10 June 2011 workshops paid after 26 May 2011 ___ @ \$850 pp (inc GST) \$ _____

SYDNEY MASTER CLASS

QUAY GRAND SUITES, 61 MACQUARIE ST EAST CIRCULAR QUAY SYDNEY, NSW

Early Bird:

16 JUNE 2011- Full day workshop paid before 02 June 2011 ___ @ \$440 pp (inc GST) \$ _____

17 JUNE 2011-Full day workshop paid before 02 June 2011 ___ @ \$440 pp (inc GST) \$ _____

Both 16 & 17 June 2011 workshops paid before 02 June 2011 ___ @ \$750 pp (inc GST) \$ _____

Standard:

16 JUNE 2011- Full day workshop paid after 02 June 2011 ___ @ \$499 pp (inc GST) \$ _____

17 JUNE 2011-Full day workshop paid after 02 June 2011 ___ @ \$499 pp (inc GST) \$ _____

Both 16 & 17 June 2011 workshops paid after 02 June 2011 ___ @ \$850 pp (inc GST) \$ _____

BRISBANE MASTER CLASS

CHRISTIE CORPORATE, 320 ADELAIDE ST, BRISBANE 4000, QLD

Early Bird:

23 JUNE 2011- Full day workshop paid before 09 June 2011 ___ @ \$440 pp (inc GST) \$ _____

24 JUNE 2011-Full day workshop paid before 09 June 2011 ___ @ \$440 pp (inc GST) \$ _____

Both 23 & 24 June 2011 workshops paid before 09 June 2011 ___ @ \$750 pp (inc GST) \$ _____

Standard:

23 JUNE 2011- Full day workshop paid after 09 June 2011 ___ @ \$499 pp (inc GST) \$ _____

24 JUNE 2011-Full day workshop paid after 09 June 2011 ___ @ \$499 pp (inc GST) \$ _____

Both 23 & 24 June 2011 workshops paid after 09 June 2011 ___ @ \$850 pp (inc GST) \$ _____

TOTAL AMOUNT PAYABLE

\$ _____

Payment Methods

Charmaine Weeks T/A Change Champions & Associates ABN 49 833 110 992

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:

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

2. Pay on your Credit Card & fax your registration form

Cardholders Name (PLEASE PRINT) _____

MasterCard Visa ONLY

Card No.

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

Cardholder's Signature: _____ Date: __/__/__

3. Pay by cheque/money order

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

4. EFTPOS

Account name: Change Champions & Associates

Bank: Westpac

BSB: 032569

Account No: 196411

Ref No: Ganley (Your surname)

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 & Associates
PO Box 668
The Junction NSW 2291

T: +61 (2) 9692 0533
F: +61 (2) 9518 6898

EMAIL: changechampions@bigpond.com

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 up to 28 days prior to the seminar. No refunds will be given between 0-27 days prior to the seminar but replacement delegate names are accepted. No refunds will be given for dinner cancellations 0-3 days prior to the seminar. If you have an unpaid invoice as at the first day of an event and for any reason do not attend, we will pursue payment as we will have already incurred costs on your behalf. Sorry, there are no refunds on drinks/canapé bookings, so please don't ask. Applications for cancellations and substitutions of delegates are **only accepted in writing** by email to 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