



# **ALTERNATIVES TO THE EMERGENCY DEPARTMENT**

**PRELIMINARY PROGRAM**

2-3 September 2008  
Sydney Hilton, 488 George St, Sydney NSW, Australia



# ALTERNATIVES TO THE EMERGENCY DEPARTMENT

A collaboration of  
Change Champions  
P/L and NSW Health



NSW HEALTH | REDESIGN

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

## Seminar Aims

To showcase innovative models of care that have been successfully implemented to:

- ensure that patient care is delivered in the most appropriate setting
- avoiding and or reducing hospital admissions
- managing emergency department demand
- improving the patient journey.

## Audience

All health professionals and like minded others who are interested in managing demand and ensuring that patient care is delivered in the most appropriate place.



# ALTERNATIVES TO THE EMERGENCY DEPARTMENT

## Tuesday 2 September 2008 – Day 1

8.45-8.55

Welcome and Housekeeping

### Session 1

#### Hospital Avoidance: Redesign with the Future in Mind

8.55-9.25

##### Opening Address

##### Welcome: Redesign for Hospital Avoidance

**Dr Tony O'Connell**

Acting Deputy Director General  
Health System Performance  
NSW Health

9.25-10.05

##### Ambulatory Emergency Care - what is it, why do we need it and how to do it

**Dr Ian Sturgess**

Consultant Physician in General and Geriatric Medicine  
East Kent Hospitals NHS Trust UK

10.05-10.45

##### Alternatives to the Emergency Department: Community Matrons and Long term Conditions in the UK

**Judith Roberts**

Senior Lecturer  
Edge Hill University, UK

10.45-11.00

##### Questions to Speakers

11.00-11.25

##### Morning Tea

### Session 2

#### Aged Care and Community Based Chronic Care Management

11.25-11.45

##### Unrecognised health needs in elderly users of an Aged Care Assessment Team (ACAT)

**Dr Jan Potter**

Clinical Director, Aged Care, Chronic Care and Community Health,  
Southern Hospitals Network, NSW  
South Eastern Sydney Illawarra Area Health Service

Dr T Hartwell, Advanced Trainee, Geriatrics, Sydney South West Area  
Health Service, NSW

11.45-12.05

##### APAC-Aged Care: Acute/Post Acute Care for the Frail Aged

**Dr Robyn McCarthy**

Community Aged Care Registrar  
Northern Sydney Central Coast Area Health Service (NSCCHS), NSW

Dr Sue Ogle, Geriatrician, Director Aged Care and Rehabilitation Medicine,  
NSCCHS, NSW

Dr Terry Finnegan, Geriatrician, NSCCHS, NSW

Mr Jairo Herrera, APAC GP-Shared Care Project Officer, NSCCHS, NSW

Mr Nicholas Marlow, APAC Area Manager Director, NSCCHS, NSW



# ALTERNATIVES TO THE EMERGENCY DEPARTMENT

12.05-12.25

## **RADAR: Rapid Assessment of the Deteriorating Aged at Risk**

**Wendy Venn**

Aged Care Nurse Practitioner  
Aged Care & Rehabilitation Service  
ACT Health

**Stella Dohle**

Aged Care Nurse Practitioner  
Aged Care & Rehabilitation Service  
ACT Health

**Dr Mary-Ann Ryall**

Community Geriatrician  
Aged Care & Rehabilitation Service  
ACT Health

12.25-12.45

## **Electronic communities of care – better coordination of care in community settings leading to reduced hospital admissions**

**Jeffrey Soar**

Associate Professor and Director Collaboration for Ageing & Aged-care Informatics Research and Chair, Queensland Smart Home Initiative, University of Southern Queensland, QLD

Frank Whittaker, Associate, Collaboration for Ageing & Aged-care Informatics Research, University of Southern Queensland, QLD

David Meldrum, Associate, Collaboration for Ageing & Aged-care Informatics Research, University of Southern Queensland, QLD

Trudy Yuginovich, Research Director, Collaboration for Ageing & Aged-care Informatics Research, University of Southern Queensland, QLD

12.45-13.00

## **Questions to Speakers**

13.00-14.00

## **Lunch**

## **Concurrent Sessions**

### **Session 3**

### **Case Management**

14.00-14.20

## **24 Hour Hotline For Patients With Chronic Obstructive Pulmonary Disease (COPD) Reduces Hospital Presentations**

**Mary Roberts**

Clinical Nurse Consultant, Respiratory Ambulatory Care  
Department of Respiratory Medicine  
Westmead Hospital, NSW

Dr Tracey Robinson Respiratory Physician, Department of Respiratory Medicine, Westmead Hospital, NSW



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- 14.20-14.40 **Home Support Services: implementation of large-scale hospital avoidance programs in Australian cities**  
**Victoria Henstridge**  
Quality Co-ordinator  
Home Support Services P/L, SA
- 14.40-15.00 **The Community Response Project (CRP). A Project utilising case management to support clients with complex health and social needs in the community**  
**Gary Bruderlin**  
Nurse Unit Manager – HHeLP Program  
Northern Sydney Central Coast Health - Community Nursing – Central Coast  
Wyangong Central Health Centre, NSW
- Helen Tuxworth**  
Project Manager  
Central Coast Case Management Services, NSW
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**
- Session 3A** **Reducing ED Demand**
- 14.00-14.20 **Managing emergency demand: a case-control study of ED fast track**  
Dr Julie Considine, Senior Research Fellow, Deakin University/Northern Health, VIC
- Matthew Kropman**  
Nurse Unit Manager, Emergency Department  
The Northern Hospital, Northern Health, VIC  
Erin Kelly, Clinical Nurse Specialist, Emergency Department, The Northern Hospital, Northern Health, VIC
- Dr Craig Winter , former Director of Emergency Medicine, The Northern Hospital, Northern Health, VIC
- 14.20-14.40 **Fast Track to Radiology – A plan to reduce unnecessary waiting time in Emergency Department (ED) for Nursing Home patients presenting post witnessed fall**  
**Nadia Yazdani**  
Clinical Nurse Consultant GRACE (Geriatric Rapid Acute Care Evaluation)  
Hornsby Hospital, NSW
- 14.40-15.00 **Presentation on single points of access**
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**



# ALTERNATIVES TO THE EMERGENCY DEPARTMENT

## Session 4

### GP Led Care

15.40-16.10

#### ED Impact of an Integrated System of After Hours Care

*Dr Mark Foster*

Hunter Urban Division of General Practice, NSW

16.10-16.30

#### Hospital Avoidance and Hospital Admission Avoidance Primary Care Interface: Integration with General Practitioners (GP)

*Jairo Herrera*

APAC/GP Shared Care Project Officer

Northern Sydney Central Coast Health, NSW

Nicholas Marlow, APAC Area Manager, Northern Sydney Central Coast Health, NSW

16.40-16.50

#### Questions to speakers

16.50

#### Close

## Wednesday 3 September 2008 – Day 2

8.55-9.00

#### Welcome and Housekeeping

## Session 5

### Health Services Performance Improvement and Clinical Services Redesign Program

9.00-9.20

#### Opening Address

#### New Ways to Access Acute Care

*Raj Verma*

A/Director

Health Service Performance Improvement Branch &

Clinical Services Redesign Program

NSW Health

9.20-10.05

#### Partnership Working As A Means of Redesigning Unscheduled Care Services

*Dr Mike Burrows*

Chief Executive

Salford Primary Care Trust, UK

10.05-10.45

#### Pathways to Independence – a demand management strategy

*Jeanette Walters*

Program Manager, Demand Management

Southern Adelaide Health Service SA

10.45-11.00

#### Questions to Speakers

11.00-11.25

#### Morning Tea



# ALTERNATIVES TO THE EMERGENCY DEPARTMENT

## Session 6

### Hospital Based Acute Alternatives/Medical Assessment Units

11.25-12.10

**Reducing Emergency Admissions by 10%+.  
The Cambridge experience of up-front care**

**Tom Bennett**

Associate Director of Operations - Emergency, Therapies & Physics  
Cambridge University Hospitals NHS Foundation Trust, UK

12.10-12.30

**Medical Assessment Units in NSW**

12.30-12.50

**EMUs. They are appear on our coat of arms. But, do they have a place in our healthcare system?**

**Kevin Clark**

Clinical Nurse Consultant  
Early-assessment Medical Unit (EMU),  
Northside Health Service District, QLD

12.50-13.05

**Questions to Speakers**

13.05-14.05

**Lunch**

## Concurrent Sessions

### Session 7

#### Early-Assessment Medical Units

14.05-14.20

**Making the impossible possible - Allied Health getting the EMU off the ground**

**Rebecca Smith**

Senior Clinical Dietitian  
Early-assessment Medical Unit  
The Prince Charles Hospital, QLD

14.20-14.35

**Physiotherapy in the Early Assessment Medical Unit – More than Mobility**

**Denise Krklec**

Physiotherapist, Early-assessment Medical Unit  
The Prince Charles Hospital, QLD  
  
Paul Bew, Research and Quality Officer; Specialist Neurological Physiotherapist,  
Internal Medicine Services, The Prince Charles Hospital, QLD

14.35-14.50

**Making Mouth Care Assessment Relevant at the Front Door**

**Nicola Graham**

Senior Speech Pathologist  
Early-Assessment Medical Unit  
The Prince Charles Hospital, QLD



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14.50-15.00	<b>Questions to Speakers</b>
15.00-15.20	<b>Afternoon Tea</b>
<b>Session 7A</b>	<b>New Roles in Emergency Care</b>
14.05-14.25	<b>Can the role of Emergency Nurse Practitioner be adapted to work in an Urgent Care Centre and reduce Emergency Demand?</b> <b><i>Roslyn Martin</i></b> Nurse Practitioner, Emergency The Northern Hospital, VIC <b><i>Leanne Boase</i></b> Nurse Practitioner Candidate, NSW
14.20-14.35	<b>The UK role of the Emergency Care Practitioner (ECP): Clinical and collaborative components</b> <b><i>Dr Simon Cooper</i></b> Monash University, VIC
14.35-14.50	<b>The Power of Pedal</b> <b><i>Denise White</i></b> Clinical Nurse Specialist for Community Mid Central District Health Board, NZ
14.50-15.00	<b>Questions to Speakers</b>
15.00-15.20	<b>Afternoon Tea</b>
<b>Session 8</b>	<b>Where to from here? Seminar Summary and A Way Forward</b>
15.20-15.40	<b>Presentation title to be advised</b> <b><i>Dr Tony O'Connell</i></b> Acting Deputy Director General Health System Performance, NSW Health
15.40-16.00	<b>Presentation title to be advised</b> <b><i>Prof Ron Penny</i></b> NSW Health National Health and Hospitals Reform Commission
16.00	<b>Close</b>

# Registration Form

## Hospital Avoidance: Alternatives to the Emergency Department

### 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 19-20 June 2008

### 1. Register for 2 full days – 2 and 3 September 2008

**Early Bird:** 2 days before 21 August 2008 \$770.00 (inc GST) per person \$ \_\_\_\_\_  
**Standard:** 2 days after 21 August 2008 \$850.00 (inc GST) per person \$ \_\_\_\_\_

### SPECIAL OFFER FOR ONLINE REGISTRATION AND PAYMENT

Early Bird: Register and pay by credit card online for 2 days before 21 August 2008 for \$750.00 (inc GST) per person

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## SECTION B – ONE DAY REGISTRATIONS FOR EITHER 7 OR 8 AUGUST 2008

### Register for one day only – either 2 or 3 September 2008

**Early Bird:** 1 day only before 21 August 2008 \$375.00 (inc GST) per person \$ \_\_\_\_\_  
**Standard:** 1 day only after 21 August 2008 \$400.00 (inc GST) per person \$ \_\_\_\_\_

I will be attending on

Tuesday 2 September 2008  Wednesday 3 September 2008

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

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## SECTION C – NOMINATE YOUR CONCURRENT SESSIONS

To help us to allocate rooms, please let us know if you will be attending

Tuesday 2 September 2008 Session 3  OR Session 3A

Wednesday 3 September 2008 Session 7  OR Session 7A

If you do not choose a session, you will be allocated to the session with the most available seats!

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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:** Hospital Avoidance (Your surname)

## REGISTER ON LINE AT [WWW.CHANGECHAMPIONS.COM.AU](http://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](mailto:changechampions@bigpond.com)

Your registration will be confirmed by email.

### 5. Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 2 August 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

**Hilton Sydney**  
488 George St  
Sydney NSW 2000  
Ph: 61 2 9266 2000  
Fax: 02-9265 6065

## Accommodation Options

Accommodation at the Venue

**Hilton Sydney**  
488 George St  
Sydney NSW 2000

**Hilton Guest Room:** \$329.00 per night

Book online at <http://www.changechampions.com.au> or  
[http://www.hilton.com/en/hi/groups/personalized/SYDHITW\\_GCHAN/index.jhtml](http://www.hilton.com/en/hi/groups/personalized/SYDHITW_GCHAN/index.jhtml)

## Swissotel

68 Market St  
Sydney, NSW 2000  
Ph: 02-9238 8869

Classic Room	\$230.00 per night
Classic Room with Breakfast for 1	\$245.00 per night
Classic Room with Breakfast for 2	\$265.00 per night

## Mantra on Kent

433 Kent St  
Sydney NSW 2000  
Ph: 02-9284 2300

Studio Apartment	\$201.00 per apartment per night
One Bedroom Apartment	\$231.00 per apartment per night
One Bedroom Deluxe Apartment	\$246.00 per apartment per night

## BreakFree

653 George St  
Sydney NSW 2000  
Ph: +61 29284 4500

Studio Queen Apartment	\$189.00 per apartment per night
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Download booking forms for accommodation for Swissotel, Mantra on Kent and BreakFree on George 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>