

SEMINAR HANDBOOK
2ND IMPROVING THE DELIVERY
OF EMERGENCY CARE



EMERGENCY



25-26 AUGUST 2010
RADISSON RESORT GOLD COAST
GOLD COAST, QLD



A COLLABORATION OF QUEENSLAND HEALTH AND CHANGE CHAMPIONS P/L



2nd Improving the Delivery of Emergency Care

Seminar Handbook

25-26 August 2010

Radisson Resort Gold Coast
Palm Meadows Drive, Carrara, Gold Coast
QLD Australia

Seminar Aims

- Highlight strategies, systems, structures and redesigns that have resulted in improvements in the safe and timely delivery of emergency care
- Showcase models of care/service delivery/clinical practice improvement and other innovation projects with demonstrated outcomes that have improved patient flows
- Showcase patient centred approaches to the design, management, co-ordination and delivery of improved services for outpatients

For more information:

Change Champions P/L
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The Junction NSW 2291
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Fax: +61 2 9518 6898
Email: info@changechampions.com.au
Web: www.changechampions.com.au



Wednesday 25 August 2010

Session 1

| Chair | to be advised |
|-------------|--|
| 8.55-9.05 | Welcome and Housekeeping Char Weeks Chief Executive Change Champions P/L |
| 9.05-9.25 | A personal perspective of the patients journey in ED Christina Macdonald |
| 9.25-10.05 | Futureshock for EDs: which road to chose? Dr Chris May Director, Emergency Medicine Redland Hospital Chair of the Queensland Statewide ED Network Queensland Health Chair, Standards Committee for Australasian College of Emergency Medicine |
| 10.05-10.45 | Keynote Address Turning around performance Dr Tony O'Connell CEO Centre for Healthcare Improvement Queensland Health |
| 10.45-11.00 | Questions to Speakers |
| 11.00-11.30 | Morning Tea |

Wednesday 25 August 2010

Session 2 Design, Flow and the ED Patient Journey

- 11.30-11.50 **RMH Emergency Department Redevelopment: Aligning Design, Workflow Processes, & IT**
Dr Keith Joe
 Emergency Physician
 Director of Innovation
 Royal Melbourne Hospital, VIC
- Graham Stanton, Elizabeth Virtue, Melinda Truesdale**
 Royal Melbourne Hospital, VIC
- 11.50-12.10 **ED Clockwork – streamlined patient centred flow improvements**
Craig Robinson
 Access & Improvement Coordinator, Patient Pathways
 Royal Adelaide Hospital (RAH), SA
- 12.10-12.30 **The Southern Health CRIP (Complex Resource Intensive Patients) Program for frequent attenders to the Emergency Department (ED): A multi-disciplinary approach to reducing attendances**
Donna Markham
 Team Leader Care Co-ordination, Emergency Department
 Monash Medical Centre
 Southern Health, VIC
- Prof Andis Graudins**
 Professor of Emergency Medicine Research,
 Southern Clinical School and School of Public Health and Preventive Medicine
 Monash University, VIC
- 12.30-12.50 **Should the Emergency Department be more like The RITZ?**
Roslyn Martin
 Nurse Practitioner, Emergency Department
 The Northern Hospital, Northern Health, VIC
- Oliver Furness**
 Redesigning Care Program Leader
 Northern Health, VIC
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.00 **Lunch**

Wednesday 25 August 2010

Session 3 Performance and Service Delivery

14.00-14.20 **Defeat the Bean Counters; Achieve Your Triage KPI's: The T3 Project (by video)**
Jacqueline Rojo
A/CNC
Emergency Department
Bankstown Hospital, NSW

Dr Linda Dann, Director Emergency Department
Debra Fox, NUM3 Emergency Department
Sandra Hungerford, A/CNE Emergency Department, Bankstown Hospital, NSW

14.20-14.40 **A Tale of two STEMI's**
Dr Simon Judkins
Deputy Director of Emergency Medicine
Austin Health, VIC

Chairman of the Victorian Faculty of Emergency Medicine
Cardiac Clinical Network Steering Committee

A/Prof Omar Farouque, Director of Cardiology, Austin Health, VIC
Lorelle Martin, NUM Catheter Lab, Austin Health, VIC

14.40-15.00 **A study investigating Emergency Nurse Practitioner initiated reduction of anterior glenohumeral dislocations using the Oxford Chair Technique**
Stuart Smith
Emergency Nurse Practitioner, Emergency Department,
The Lyell McEwin Hospital, SA

15.00-15.15 **Questions to Speakers**

15.15-15.40 **Afternoon Tea**

Wednesday 25 August 2010

Session 4 Patient Centred Approaches

- 15.40-16.00 **Supporting Children through Clinical Procedures**
Andrea Coe
Acting Nurse Unit Manager, Paediatric Unit,
Redcliffe Hospital, QLD
- 16.00-16.20 **Pathways to Care: The road best traveled**
Marguerite H. Middling
Case Manager
Commonwealth Carer Respite and Support Services
Mental Health Team
- 16.20-16.30 **Questions to Speakers**
- 16.30 **Close**
- 16.35 **Drinks and Canapes (registered delegates and invited guests only)**

Thursday 26 August 2010

Session 5 Improving the Quality of Emergency Care

9.05-9.45

Opening Address

The Western Australian Four Hour Rule Program - improving the delivery of quality emergency care

Dr Frank Daly

Clinical Lead
Four Hour Rule Program
Clinical Service Redesign
Royal Perth Hospital

Statewide Executive Lead, Four Hour Rule Program
Department of Health, WA

9.45-10.25

International Perspective

Time and Quality targets—the English experience

Professor Matthew Cooke

National Clinical Director for Urgent and Emergency Care
Department of Health, England, UK

Director of Emergency Care and Systems Improvement Group, Warwick Medical School
Emergency Medicine Consultant, Heart of England NHS Foundation Trust, UK

10.25-10.55

Emergency Models of Care for the Future

Daniel Comerford

Area Performance Manager
Project Director Statewide Redesign Program
Health Service Performance Improvement Branch
NSW Health

10.55-11.10

Questions to Speakers

11.10-11.40

Morning Tea

Thursday 26 August 2010

Session 6 New Models of Emergency Care

- 11.40-12.00 **Sedation for acute behavioural disturbance in the emergency department; intravenous or intramuscular, droperidol or midazolam – the DORM study**
Leonie Calver
Clinical Nurse Specialist: Research
Calvary Mater Newcastle
University of Newcastle, NSW
- 12.00-12.20 **Small steps in a long pathway: Development of minor injury care pathway in the Emergency Department**
Doug King
Lead Clinical Nurse Manager (Minor Injuries)
Hutt Valley District Health Board, NZ
- Anie Kane*
ED Educator, Hutt Valley District Health Board, NZ
- 12.20-12.50 **Patient Delay in calling an ambulance when experiencing heart attack warning signs: A Heart Foundation Strategy**
Carrie Toohey
Clinical Issues Manager
Heart Foundation, QLD
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.05 **Lunch**

Thursday 26 August 2010

Session 7 Great Seminar, Great Networking – Now What?

14.05-15.15 This interactive session with our expert panel is designed to help delegates review what they have seen and learned before it becomes a distant blur in the noise of their daily grind.

Objectives

- ✦ Review and summarise the key learnings from the seminar
- ✦ Consider how the key learnings might be applied back in own work place
- ✦ Identify opportunities/barriers to implementing the key learnings and develop contingency plans as required
- ✦ Create a next steps implementation plan

Panel Members:

Daniel Comerford
Prof Matthew Cooke
Dr Frank Daly
Dr Chris May
Dr Tony O'Connell

15.15 **Close**

**2nd Improving the Delivery of Emergency Care
25-26 August 2010**

Radisson Resort Gold Coast, Palm Meadows Drive, Carrara QLD 4211

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

SECTION A – TWO DAY REGISTRATIONS FOR 25 and 26 August 2010

Register for 2 full days – 25 and 26 August 2010

Early Bird: 2 days before 11 August 2010 \$585.00 (inc GST) per person \$ _____
Standard: 2 days after 11 August 2010 \$700.00 (inc GST) per person \$ _____

DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ONLINE at:
www.changechampions.com.au . (You must pay at the time you register)

before 11 August 2010 \$565.00 (inc GST) per person
after 11 August 2010 \$675.00 (inc GST) per person

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 25 OR 26 AUGUST 2010

Register for one day only – Wednesday 25 August 2010

Early Bird: 1 day only before 11 August 2010 \$310.00 (inc GST) per person \$ _____
Standard: 1 day only after 11 August 2010 \$350.00 (inc GST) per person \$ _____

Register for one day only – Thursday 26 August 2010

Early Bird: 1 day only before 11 August 2010 \$295.00 (inc GST) per person \$ _____
Standard: 1 day only after 11 August 2010 \$330.00 (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 with your colleagues

\$60.00 (inc GST) _____

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

SECTION E- 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

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: __ / __ / __

3. Pay by cheque/money order

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

4. EFTPOS

Account name: Change Champions P/L

Bank: Westpac

BSB: 033 058

Account No: 198 743

Ref No: ED 2010 (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 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: changechampions@bigpond.com

* 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 25 July 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. 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.

Accommodation

Radisson Resort Gold Coast (recommended) Palm Meadows Drive, Carrara QLD 4211

Resort Room

| | |
|------------------------|----------|
| Room only | \$151.00 |
| With 1 breakfast | \$169.00 |
| Twin with 2 breakfasts | \$187.00 |

Resort room Golf View

| | |
|-------------------|----------|
| With 1 breakfast | \$189.00 |
| With 2 breakfasts | \$207.00 |

Garden Spa

| | |
|-------------------|----------|
| With 1 breakfast | \$229.00 |
| With 2 breakfasts | \$247.00 |

Ultima Suite

| | |
|-------------------|----------|
| With 1 breakfast | \$289.00 |
| With 2 breakfasts | \$307.00 |

Visit: <http://www.changechampions.com.au> to book your Radisson Resort Gold Coast accommodation online

For other discounted accommodation options eg hotels and apartments, we suggest that you visit: <http://www.wotif.com.au>