


3RD IMPROVING MEDICATION SAFETY
PRELIMINARY PROGRAM

8-10 MARCH 2010
FOUR SEASONS HOTEL,
199 GEORGE ST, SYDNEY,
NSW, AUSTRALIA



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

SEMINAR AIMS

- To highlight initiatives, structures, systems and strategies that have been successfully implemented and have resulted in improved medication safety for patients.
- To showcase best practice, models of care, models of service delivery, tools and resources that have been effective in improving medication safety and/or reducing medication errors.
- To showcase strategies for evaluating the effectiveness of medication safety/error reduction initiatives

AUDIENCE

Health professionals, managers, academics and interested others who are committed to improving patient safety and in particular, improving medication safety.

CHANGE CHAMPIONS P/L

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.

FURTHER INFORMATION

Change Champions P/L
PO Box 668
The Junction NSW
Phone: 02 4963 5150
Fax: 02 4963 6656
Email: changechampions@bigpond.com
Web: www.changechampions.com.au



**MONDAY 8 MARCH 2010 –
VENUE TO BE ADVISED TO REGISTERED DELEGATES ONLY**

12.30-16.30

Medication Reconciliation Master Class

Julie Greenall RPh, BScPhm, MHSc (Bioethics), FISMP

Project Leader

Institute for Safe Medication Practices Canada



Julie has more than 25 years of clinical and management experience in pharmacy practice in community hospitals, long-term care and community pharmacy. Julie holds an active practice pharmacy license and in addition to her work with ISMP Canada, continues to work in a community hospital to maintain her practice skills and awareness of current issues.

Julie joined ISMP Canada in 2004 to complete the first Canadian Fellowship in Safe Medication Management and is now a Project Leader with responsibility for medication system reviews and incident analysis. Since joining ISMP Canada, Julie has participated in numerous medication system reviews and root cause analyses of sentinel medication incidents. Julie is a co-author of the Canadian Root Cause Analysis Framework, as well as a number of medication safety-related articles published in healthcare journals. Julie has provided educational presentations and workshops on a variety of medication safety topics across Canada and internationally, including joint sessions with Accreditation Canada related to medication reconciliation.

Topics to be covered:

- Medication reconciliation in Canada – what's been learnt
- Facilitating the implementation of medication reconciliation across the system (including identification and discussion of barriers)

Maximum no of participants = 40

TUESDAY 9 MARCH 2010

- Session 1 System Change....is that a light at the end of the tunnel?**
- 8.55-9.05 **Welcome and Housekeeping**
Change Champions P/L
- 9.05-9.25 **Opening Address**
Connecting for patient safety: Closing the gaps in national medication safety and quality
Graham Bedford
Policy Team Manager
Australian Commission for Safety and Quality in Health Care
- 9.25-9.45 **Keynote Address**
Dr Tim Smyth
Deputy Director-General
Health System Quality, Performance and Innovation Division
NSW Health
- 9.45-10.25 **International Perspective**
Medication System Safety – What’s Going on in Canada?
Julie Greenall
Project Leader
Institute for Safe Medication Practices Canada
- 10.25-10.45 **Improvements in medication safety systems in response to undertaking the Medication Safety Self Assessment for Australian Hospitals**
Daniel Lalor
Project Manager, Medication Safety
Clinical Excellence Commission, NSW
- Dr Jocelyn Lowinger***
QUM and Publications Manager
NSW Therapeutic Advisory Group, NSW
- 10.45-11.00 **Questions to Speakers**
- 11.00-11.30 **Morning Tea**

- Session 2 From Discrepancy to Reconciliation**
- 11.30-11.50 **Improving safety through continuity in medication management – the SA experience**
Kaye Barratt
Senior Project Officer, Pharmaceutical Reforms
Safety and Quality, SA Health
- Naomi Burgess, Pharmacy Consultant, Medication Safety and Pharmaceutical Reforms, Safety and Quality, SA Health
And Deputy Director/Senior Lecturer, Royal Adelaide Hospital/University of South Australia
- 11.50-12.10 **Towards improved medication safety: complexities associated with unexplained medication discrepancies across transition points from the emergency department**
Prof Elizabeth Manias
Professor, Melbourne School of Health Sciences
Faculty of Medicine Dentistry and Health Sciences
The University of Melbourne, VIC
- Dr Marie Frances Gerdtz, Dr Tracey J Weiland, Ms Marnie Collins
Melbourne School of Health Sciences, Faculty of Medicine Dentistry and Health Sciences, The University of Melbourne, VIC
- 12.10-12.30 **Building Bridges in Medication Management**
Kerry Fitzsimons
Senior Audit Pharmacist
Fremantle Hospital and Health Service, WA
- Dr Ian Craib, Consultant Physician
Shelley Wood, Senior Pharmacist
- Dr Peter Kendall, Respiratory Physician and Chairman of Medication Management Reference Group
- Jodie McNamara, Manager Clinical Governance Unit
Richard Wojnar-Horton, Director of Pharmacy
Fremantle Hospital and Health Service, WA
- 12.30-12.50 **“Kids aren’t on a lot of medications”: or are they?**
Leith Lilley
Pharmacy Business Development Manager
Pharmacy Department
The Royal Children’s Hospital Melbourne, VIC
- Brian Lilley, Director of Pharmacy, The Royal Children’s Hospital Melbourne, VIC
- 12.50-13.05 **Questions to Speakers**

Session 3 Focussing on Medication Safety

14.00-14.30 **Medication Management in the future-are we up to the challenge?**

Diane Aldous

Senior Director

Medication Services Queensland

Queensland Health

14.30-14.50 **Unfractionated HEPARIN infusion – Injecting system into practice**

Lesley Hawke

Medication Safety Pharmacist

Waitemata District Health Board, NZ

14.50-15.10 **I have no sanity to take any more medicines: non adherence to multiple prescribed medicines**

Dr Allison Williams

Senior Research Fellow

Melbourne School of Health Sciences

Faculty of Medicine Dentistry and Health Sciences

The University of Melbourne, VIC

Prof Elizabeth Manias and A/Prof Rowan Walker

Melbourne School of Health Sciences, Faculty of Medicine Dentistry and

Health Sciences, The University of Melbourne, VIC

15.10-15.25 **Questions to Speakers**

15.25-15.45 **Afternoon Tea**

- Session 4 Hospital Redesign Initiatives..and a word from NSW TAG**
- 15.45-16.05 **Systems, Processes for Managing Risk and Improving Quality and Safety**
Joy Burdack
Pain Management & Medication Safety Officer
Anaesthetic Department
Calvary Health Care ACT
- 16.05-16.25 **Restructuring a pharmacy department to develop a focus for medication safety**
Dr Alka Garg
Manager-Safe Use of Medicines
Pharmacy Services
Counties Manukau District Health Board, NZ

Gray Maingay
Service Manager
Pharmacy Services
Counties Manukau District Health Board, NZ
- 16.25-16.45 **Prescribing Improvement Programme – How much difference can a chocolate fish make?**
Julie Vickers
Medicine Information and Medicine Safety Pharmacist
Pharmacy Services
Waikato District Health Board, NZ

Fiona McNabb, Liaison Pharmacist, Pharmacy Services
Waikato District Health Board, NZ
- 16.45-17.05 **The NSW TAG Safer Medicines Group: A medication safety initiative**
Rosemary Burke
Pharmacy Department
Concord Repatriation Hospital, NSW
- 17.05-17.15 **Questions to Speakers**
- 17.15 **Close**
- 17.15 **Networking Canapes and Drinks**
- 13.05-14.00 **Lunch**

WEDNESDAY 10 MARCH 2010

Session 5 Medication Safety in Numbers

9.00-9.40 **Opening Address**
Clinical Excellence Commission, NSW

9.40-10.20 **International Perspective**
Patient Safety: A successful regional UK solution to ensuring numeracy competence in healthcare professionals
Paul Warburton
Senior Lecturer, Faculty of Health
Edge Hill University, NSW

10.20-10.45 **Measuring medication safety – First experiences with statewide indicators for driving improvement in the public sector**
Naomi Burgess
Pharmacy Consultant, Medication Safety and Pharmaceutical Reforms, Safety and Quality, SA Health
and Deputy Director/Senior Lecturer, Royal Adelaide Hospital/University of South Australia

Kerrie Westaway, Senior Project Officer, Medication Safety
Safety and Quality, SA Health

10.45-11.00 **Questions to Speakers**

11.00-11.30 **Morning Tea**

Session 6 Medication Management

11.30-11.50 Nurse Interventions Prevent High Risk Medication Errors

Dr Judy Currey

Senior Research Fellow
Alfred/Deakin Nursing Research Centre
The Alfred and Deakin University, VIC

Yu K, Centre for Medicine Use and Safety, Department of Pharmacy
Practice, Monash University, VIC

Dooley M, Centre for Medicine Use and Safety, Department of
Pharmacy Practice, Monash
University, VIC, Pharmacy Department,
The Alfred, VIC

Nation RL, Centre for Medicine Use and Safety, Department of Pharmacy
Practice, Monash University, VIC

**11.50-12.10 Outreach pharmacists and their role in minimising medication waste:
a study of the types of medications hoarded and value of medication
waste collected from patients' homes**

Kyrillos Guirguis

Outreach Pharmacist
Outreach Medication Review (OMR)
St Vincent's Hospital, VIC

**12.10-12.30 Northern Alliance HARP Complex Needs: Medication
Management Service**

Carolyn Towers

Care Coordinator Registered Nurse
HARP Community Client Orientated Medication Service (C-COMS), VIC

Ali Fithall

Care Coordinator, Medication Service (C-COMS)
Northern Alliance HARP Complex Needs
Bundoora Extended Care, VIC

12.30-12.50 The Challenges of a Medication Safety Officer

Carolyn Field

Medication Safety Officer
Children's Youth Women's Health Service, SA

12.50-13.05 Questions to Speakers

13.05-14.00 Lunch

Session 7 Electronic Medication Management – Warts and All

14.00-14.20 **Using the GS1 System to Reduce Medication Error and Improve Medication Safety**

Tania Snioch

Industry Manager – Healthcare
GS1 Australia

14.20-14.40 **Mountaineering for Beginners:
e-MMS Implementation at St Vincent's Hospital**

Silvia Fazekas

Clinical Information Systems Manager
St Vincent's Hospital, Sydney, NSW

Mc Brearty N, Switzer JC
Clinical Information Systems, St Vincent's Hospital, Sydney, NSW

14.40-15.00 **Use of an Electronic Medication Management system to deliver medication safety initiatives for clinicians at the point of patient care**

Katrina Richardson

Clinical Information Systems Pharmacist
Pharmacy Department
St Vincent's Hospital, Sydney, NSW

15.00-15.20 **Electronic Medication Management: The Sixth Medication Right**

Rosemary Richman

EMR Project Manager
Sydney South West Area Health Service, NSW

15.20-15.35 **Questions to Speakers**

15.35-15.55 **Afternoon Tea**

Session 8 Clinicians Driving System Change

15.55-16.25 **When all else fails change the system – a lesson from VTE Prophylaxis improvement projects**

A/Prof Mark Yates

Clinical Director Internal Medicine
Ballarat Health Services, VIC

16.25-16.30 **Questions to Speaker**

16.30 **Close**

REGISTRATION FORM

3rd Improving Medication Safety

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 Tuesday 9 and Wednesday 10 MARCH 2010

PAY ON INVOICE Register for 2 full days – 9-10 March 2010

Early Bird: 2 days before 28 February 2010 \$595.00 (inc GST) per person \$ _____
Standard: 2 days after 28 February 2010 \$710.00 (inc GST) per person \$ _____

OR

**DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ON LINE
at www.changechampions.com.au**

Two days before 31 December 2009 \$535.00 (inc GST) per person \$ _____
Two days before 28 February 2010 \$575.00 (inc GST) per person \$ _____
Two days after 28 February 2010 \$685.00 (inc GST) per person \$ _____

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 9 OR 10 MARCH 2010

PAY ON INVOICE – Register for one day only – Tuesday 9 March 2010

Early Bird: 1 day only before 28 February 2010 \$320.00 (inc GST) per person \$ _____
Standard: 1 day only after 28 February 2010 \$355.00 (inc GST) per person \$ _____

PAY ONE INVOICE – Register for one day only – Wednesday 10 March 2010

Early Bird: 1 day only before 28 February 2010 \$320.00 (inc GST) per person \$ _____
Standard: 1 day only after 28 February 2010 \$355.00 (inc GST) per person \$ _____

SECTION C – MEDICATION RECONCILIATION MASTERCLASS

Four hours with expert Julie Greenall \$330.00 (inc GST) per person \$ _____

SECTION D: NETWORKING CANAPES AND DRINKS

Networking Canapes, Drinks

Get to know our international guests and invited speakers
and discuss what you have learnt during the day your colleagues

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

TOTAL 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 (ie Mastercard, Visa and AMEX **only** if you are paying on line)

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. Request for an invoice

Name of person responsible for payment of invoice: _____

Email address: _____

Contact phone number: _____

All invoices must be paid prior to the seminar.

5. EFTPOS

Account name: Change Champions P/L

Bank: Westpac

BSB: 033058

Account number: 198 743

Ref no: Med Safety (Your surname)

MAIL

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

FAX

From Australia 02-4963 6656
From overseas + 61 2 4963 6656

Your registration will be confirmed by email.

PH:

02-4963 5150
From overseas: +61 2 4963 5150

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. (Sorry...but we reserve the right to cancel your registration if you generate an invoice for a \$535 on line credit card registration)

Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 11 February 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

Four Seasons Sydney Hotel (Venue)

199 George St
Sydney NSW 2000
P: +61 2 9238 0000
F: +61 2 9247 8713
E: Res.Sydney@fourseasons.com

Doubles or twin share at \$235 per night
Download booking form at
<http://www.changechampions.com.au>

Amora Jamison Sydney Hotel

11 Jamison St
Sydney, NSW 2000
P: + 61 2 9696 2500
F: + 61 2 9696 2600

Doubles or twin share at \$230 pn
Download online booking form at
<http://www.changechampions.com.au>

**Suggestions for accommodation that is close to the venue.
(Note we have no arrangements with these hotels)**

The Menzies Hotel Sydney

14 Carrington Street
Sydney, NSW 2000
P: +61 2 92991000
F: +61 2 9290 3819
E: stay@menzies.com.au

The York by Swiss-Belhotel

5 York Street
Sydney, NSW 2000,
P: +61 2 9210 5000
F: +61 2 9290 1487
E: restysb@swiss-belhotel.com

Rendezvous Stafford at the Rocks

75 Harrington St
Sydney, NSW 2000
Holiday Inn Old Sydney
55 George St
Sydney NSW 2000

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