



Improving clinical handover: sharing the lessons learnt

Seminar Handbook

**25-26 October 2007
Doltone House
Jones Bay Wharf, Piers 19-21
Pirrama Road Pyrmont Point, Sydney, NSW**

Seminar Aims:

- Highlight systems, strategies and structures that have resulted in improvements to the efficiency and effectiveness of clinical handover.
- Showcase best practice approaches, clinical practice improvement projects and models for clinical handover where improvements in quality and safety of patient care have been demonstrated.
- Share the lessons learnt from innovations and projects that have been implemented to improve clinical handover.

CHANGE CHAMPIONS

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.

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TRADE EXHIBITOR



CORE
Medical Solutions

Core Medical Solutions was founded by clinicians, with the aim of developing the Total Clinical Solution, a suite of healthcare applications that provide clinicians with the information they need to complete their daily tasks, in the form that they need it for their style of practice.

Our solutions in electronic handover, order entry, results review, medical records management and health messaging are world leading, improving the efficiency and responsiveness of health care delivery.

We are dedicated to delivering the highest quality solutions for modern health information management. Our longstanding relationship with Barwon Health, working with key clinicians, has led to the development of The BOSS clinical handover system, a proven solution, improving the quality of clinical handover in the hospital environment.

Thursday 25 October 2007

7.30-8.30 **Registration**
Tea and Coffee

Session 1 Safety, Quality and Handover

Chair: A/Prof Ian Scott, Director, Internal Medicine, Princess Alexandra Hospital, QLD

8.30-8.35 **Welcome and Housekeeping**
Char Weeks
Managing Director
Change Champions P/L

8.35-9.15 **Opening address**
Clinical handover – winning at Tetris?
Prof Chris Baggoley
Acting Chief Executive
Australian Commission on Safety and Quality in Health Care

9.15-9.50 **Staff and Token – an old or new solution?**
Prof Clifford Hughes
Chief Executive Officer
Clinical Excellence Commission, NSW

9.50-10.20 **Principles of safe transfer of care in Obstetrics and Gynaecology
with some horror examples**
Dr Peter Henderson
Medical Advisor (QLD)
Avant Mutual Group Ltd

10.20-10.45 **How to Build Resilience within Clinical Handover**
Dr Shelly Jeffcott
Senior Research Fellow
NHMRC Centre for Research Excellence in Patient Safety
Department of Epidemiology and Preventative Medicine
Monash University, VIC

10.45-11.00 **Questions to speakers**

11.00-11.30 **Morning Tea**

Thursday 25 October 2007

Session 2 Strategies to Improve Handover

Chair: TBA

11.30-11.50 **Shift to shift handover - transforming an entrenched practice and sustaining the change**

Margaret Walker

Project Manager, Division of Surgical & Specialty Services
Flinders Medical Centre, SA

Margaret Martin

Deputy Director, Division of Surgical & Specialty Services
Flinders Medical Centre, SA

11.50-12.10 **Passing the Buck: Clinical Handover- the Redcliffe Experience**

Dr Elissa Taylor

Resident Medical Officer
Redcliffe Hospital, QLD

Christina Kapitsalas

Patient Safety Officer, Redcliffe Hospital, QLD

12.10-12.30 **Developing and implementing new clinical communication practices: changing the nursing handover**

Dr Jennifer Hardy, Senior Lecturer, School of Nursing (NSW & ACT), Australian Catholic University
Visiting Nursing Research Fellow, St Vincent's Hospital, Sydney, NSW

Gerard Hyde

Nurse Manager, Professional Practice & Support
St Vincent's and Mater Health, Sydney, NSW

Teresa Howarth

Project Officer, Strategy & Business Development
St Vincent's and Mater Health Sydney, NSW

12.30-12.50 **The Medical Morning Handover Meeting-format and evaluation in a Regional Teaching Hospital in Tasmania**

Dr Terry Hannan

Department of Medicine, Launceston General Hospital, TAS
School of Medicine, University of Tasmania

Dr S Bollipo and Prof R Fassett

Department of Medicine, Launceston General Hospital, TAS
School of Medicine, University of Tasmania

12.50-13.05 **Questions to speakers**

13.05-14.00 **Lunch**

Thursday 25 October 2007

Session 3 Improving Handover Processes

Chair: **Brooke Murphy, Education Manager, AVANT Mutual Group, NSW**

14.00-14.20 **Improving Patient Care by a Structured Clinical Handover System**
Dr Margaret Sanger, Director of Medical Services, Concord Hospital, NSW

Breda Doyle
Clinical Quality and Risk Manager
Concord Hospital, NSW

Thomson G, Burke R, Clarke S, Concord Hospital, NSW

14.20-14.40 **Introducing the “PAL” (Patient Action List)**
Dr Michael Bassett
Senior Critical Resident
Southern Health, VIC

14.40-15.00 **Saying less, but meaning more**
Gillianne Meek
Associate Director of Nursing, Medical and Diagnostic Services
Lakes District Health Board, NZ

15.00-15.15 **Questions to speakers**

15.15-15.40 **Afternoon tea**

Thursday 25 October 2007

Session 4 E-Handover

Chair: Dr Paul Nicolarakis, Managing Director, Passion For P/L, NSW

15.40-16.10 **Electronic Handover – A Working Example**

Dr James Pollard
Senior Medical Registrar
Deputy Chief Resident
Barwon Health, VIC

16.10-16.30 **Designing and implementing an electronic clinical handover system: a user-centred socio-cultural technical integrated approach**

Ming Chao Wong

Researcher, eHealth Services and Research Group, School of Information Systems
University of Tasmania, TAS

A/Prof Paul Turner

Director, eHealth Services and Research Group, School of Information Systems
University of Tasmania, TAS

Dr Kwang Chien Yee

Researcher, eHealth Services and Research Group, School of Information Systems, University of
Tasmania, TAS
Gastroenterology, Registrar, Royal Hobart Hospital, TAS

16.30-16.50 **Developing a computerised handover system to communicate reliable, relevant information**

Jenelle Matic

University of Western Sydney
Campbelltown Hospital, NSW

Dr Yenna Salamonson, University of Western Sydney and Campbelltown Hospital, NSW

A/Prof Patricia Davidson, University of Western Sydney
Sydney West Area Health Service Nursing Research Unit, NSW

Prof John Daly, University of Western Sydney, NSW

16.50-17.10 **Wangaratta's Story**

Kevin Vaughan

Northeast Health, Wangaratta, VIC

Frank Megans

Deputy Director of Clinical Services
Nursing Administration
Northeast Health, Wangaratta, VIC

17.10-17.25 **Questions to speakers**

17.25 **Close**

Seminar Dinner

19.00 for 19.30

Doltone Loft, Doltone House, Jones Bay Wharf

Friday 26 October 2007

8.00-8.45 **Registration**
Tea and Coffee

Session 5 Reliability and Accountability in Handover

Chair: **Dr Dianne Ball, Chief Executive Officer**
Australian College of Health Service Executives

8.45-8.50 **Welcome and Housekeeping**
Char Weeks
Managing Director
Change Champions P/L

8.50-9.20 **Clinical Handover: Perspective & Priorities**
Dr Kim Hill
Director, Clinical Governance
Hunter New England Health, NSW

9.20-10.05 **International Perspective**
Learning to be Reliable: Translation not Transplantation
Dr Ken Catchpole
Senior Post Doctoral Scientist
Nuffield Department of Surgery
John Radcliffe Hospital, Oxford, UK

10.05-10.25 **International Perspective**
Transfer of Accountability: Advancing Patient Safety
Through Shift-to-Shift Communication Standards
Dr Kim Alvarado
Chief of Nursing Practice
Henderson General Hospital
Hamilton Health Sciences, Canada

10.25-10.45 **Improving Ward Junior Medical Staff Shift-to-Shift**
Handover – lessons from home and abroad
Dr Karen McLean
Paediatric Fellow, Department of Clinical Quality and Safety
Royal Children's Hospital, VIC

10.45-11.00 **Questions to speakers**

11.00-11.25 **Morning tea**

Friday 26 October 2007

Session 6 Improving Communication

Chair: **Fiona Davies, Australian Medical Association**

11.25-11.45 **A triangulation research approach to understand, evaluate and improve clinical handover:
a practical guide**

Ming Chao Wong

Researcher, eHealth Services and Research Group, School of Information Systems
University of Tasmania, TAS

Dr Kwang Chien Yee

Researcher, eHealth Services and Research Group. School of Information Systems
University of Tasmania, TAS
Gastroenterology Registrar, Royal Hobart Hospital, TAS

A/Prof Paul Turner

Director, eHealth Services and Research Group, School of Information Systems
University of Tasmania, TAS

11.45-12.05 **Safe Handover: Safe Patients**

Dr Alex Markwell

Department of Emergency Medicine
Royal Brisbane and Women's Hospital, QLD
Australian Medical Association

12.05-12.25 **A tool for handover between aged care and acute facilities**

Dr Wayne Herdy

General Practitioner
Redcliffe-Bribie-Caboolture Division of General Practice, QLD

Sharon Doyle

Aged Care Coordinator,
Redcliffe-Bribie-Caboolture Division of General Practice, QLD

12.25-12.45 **Review of nursing shift to shift handover processes at a regional hospital:
what we did and what we learnt**

Andrew Brown

Project Officer
Wodonga Regional Health Service, VIC

12.45-13.00 **Questions to speakers**

13.00-13.50 **Lunch**

Friday 26 October 2007

Session 7 Improving Care

Chair: TBA

13.50-14.10 **Applying clinical handover to an out of hours physiotherapy service**

Naomi Haensel

Director, Physiotherapy Department
Royal Adelaide Hospital, SA

Matthew McInnes, Deputy Director, Physiotherapy Department, Royal Adelaide Hospital, SA

14.10-14.30 **Nursing Clinical Handover: Results and outcomes of an explanatory study of a NSW inpatient mental health rehabilitation service**

Andrea McCloughen

Locum Clinical Nurse Consultant
Cumberland Hospital, Sydney West Area Health Service – Mental Health Network, NSW

A/Prof Louise O'Brien, Dr Donna Gillies, Caroline McSherry
Cumberland Hospital, Sydney West Area Health Service – Mental Health Network, NSW

14.50-15.10 **Engaging the team improves care**

Dr Alison Mudge, Physician, Royal Brisbane and Women's Hospital, QLD

Lisa Mitchell, Nurse Researcher, Royal Brisbane and Women's Hospital, QLD

Karen Kasper

Nurse Manager, Projects
Royal Brisbane and Women's Hospital, QLD

15.10-15.25 **Questions to speakers**

15.25-15.45 **Afternoon Tea**

Friday 26 October 2007

Session 8 Making the difference that makes the difference

Chair: TBA

16.05-16.25 **Hello can you hear me? The taped handover**
Tracy Wittich
Nursing Unit Manager
Acute and Complex Aged Care
Royal North Shore Hospital, NSW

The Last Word: Where to from here?

16.05-16.25 **The past, the present and the future of clinical handovers and junior doctors:
We know the future but how do we get there?**
Dr Kwang Chien Yee
Research Fellow, eHealth Service and Research Group,
School of Information Systems, University of Tasmania
Gastroenterology Registrar, Royal Hobart Hospital, TAS

16.25-16.40 **Questions to speakers**

16.40 **Close**