



OUTPATIENTS BEATING THE WAITING GAME

Presented in partnership with Queensland Health
17-18 September 2009
Cairns Convention Centre, Cnr Wharf Rd and Sheridan St, Cairns, North Queensland, Australia



A Collaboration of Change Champions P/L and Queensland Health

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

SEMINAR AIMS

- Highlight strategies, systems, structures and redesigns that have resulted in improvements in the delivery of services for outpatients
- Showcase models of care/service delivery/clinical practice improvement and other innovations projects with demonstrated outcomes that have resulted in an improvement in the co-ordination services for outpatients at the acute, ambulatory care and primary care interface
- Showcase patient centred approaches to the design, management, co-ordination and delivery of improved services for outpatients.

AUDIENCE

All health team members with an interest in improving service delivery for outpatients

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

**WEDNESDAY 16 SEPTEMBER 2009 –
PRE SEMINAR INTERACTIVE WORKSHOP**
(workshop venue to be advised to registered delegates)

- 14.30-16.30 **Is clinical leadership vital to transformational change management?**
Workshop Leader: Philippa Robinson
Independent Consultant
Former 18 Week National Implementation Director
Department of Health, England, UK
- Learn about the Department of Health England, 18 Weeks Program process for engaging stakeholders at all levels (National, Royal Colleges to junior doctors, nurses and allied health professionals) with an emphasis in impact and outcomes
 - Hear an overview of the strengths and achievements of clinical leadership programmes run in England
 - Work on issues, challenges, successes and action planning for your own environment.

**PRELIMINARY PROGRAM
THURSDAY 17 SEPTEMBER 2009**

Session 1 Queensland Health – Beating the Waiting Game

8.45-8.50 **Welcome and Housekeeping**

Char Weeks

Managing Director
Change Champions P/L

8.50-9.30

Opening Address

No more waiting ... Your mission is clear

Dr Maarten Kamp

Acting CEO
Centre for Healthcare Improvement
Queensland Health

9.30-10.05

Playing to win - Redefining the rules of the game

Mick Winkel

Clinical Service Reviewer
Hospital Access Unit, Centre for Healthcare Improvement
Queensland Health

10.05-10.45

Specialist Clinics reform in Victoria – the journey

A/Prof Stephen Lew

General Practitioner
Director of Medical Education
University of Melbourne Western Hospital Clinical School, VIC

10.45-11.00

Questions to Speakers

11.00-11.30

Morning Tea

Session 2 Redesign for Sustainability

11.30-11.50 **Redesign to Support the Whole of Patient Journey in Victorian Public Hospital Specialist Clinics**

Jane Evans

Manager Strategic Projects and Policy
Access and Metropolitan Performance Branch
Department of Human Services, VIC

- 11.50-12.10 **There's more than one way to skin a cat...Reforming Orthopaedic Outpatients**
Peter Schoch
 Senior Clinician Physiotherapist and Project Manager
 Barwon Health - Geelong Hospital, VIC
- 12.10-12.30 **Hip and Knee Arthroplasty Outpatient Service Redesign**
Dr Graham Mercer
 Head, Orthopaedic Unit
 Repatriation General Hospital, SA
- Christine Doerr**
 Repatriation General Hospital, SA
- 12.30-12.50 **Reduced wait times for Tertiary Outpatient clinics through Alternate Models of Care**
Dr Peter Dewar
 Project Director, Outpatient Reform
 Department of Health, WA
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.00 **Lunch**
- Session 2A Clinics and Process Change Management**
- 11.30-11.50 **Outpatient Hand Therapy Led Clinic Strategy**
Judy Hartman
 Senior Hand Therapist
 Dandenong Hospital, Southern Health, VIC
- 11.50-12.10 **Early intervention of Dupuytren's contracture with percutaneous needle fasciotomy; A preliminary study at Dandenong Hospital, Victoria**
Dr Lucinda C Hogan
 Surgical HMO, Southern Health, VIC
- Judy Hartman, Senior Hand Therapist, Dandenong Hospital, VIC
 Mr Simon Donahoe, Head of Plastic and Reconstructive Surgery, Dandenong Hospital, VIC
 Mr David Yin, Plastic and Reconstructive Surgeon, Dandenong Hospital, VIC
- 12.10-12.30 **It takes a village to run an Outpatients Department – and a well staffed one at that!**
Karen Adcock
 Assistant Nursing Director – Specialist Outpatient Coordinator
 Royal Brisbane & Women's Hospital, QLD
- Sylvia Hunt**
 Manager of Administration Support Management Unit
 Royal Brisbane & Women's Hospital, QLD
- 12.30-12.50 **Project Managing a Change in Model of Care**
Lisa Broad
 Referral Centre CNC
 Nambour General Hospital, QLD
- 12.50-13.05 **Questions to Speakers**
- 13.05-14.00 **Lunch**

Session 3

Reducing the Wait

14.00-14.20

The Wait Is Over: New Models of Care for Plastic Surgery Outpatients

Andrea Smallman

Clinical Nurse/Treatment Room Coordinator
Surgical & Specialty Services Outpatient Department
Flinders Medical Centre, SA

14.20-14.40

The Osteoarthritis Hip and Knee Service – optimising the patient journey

Bernarda Cavka

Musculoskeletal Coordinator OAHKS
Departments of Physiotherapy and Orthopaedic Surgery
The Northern Hospital
Northern Health, VIC

Coyne, R; Smith, J; Reynolds, D; Goldwasser, M
Northern Health, VIC

14.40-15.00

Taking a SCOOP Out of the Public Sector Outpatient Department Workload: Improved Service Delivery for Patients at Increased Risk of Developing Colorectal Cancer.

Jeff Bull

Advanced Practice Nurse and Nurse Endoscopist
Investigations and Procedures Unit
Repatriation General Hospital; SA

J.Sandford, GI Services, Flinders Medical Centre, SA
S.Cole, Bowel Health Service, Repatriation General Hospital, SA
G.Young, P.Bampton, Department of Gastroenterology & Hepatology, Flinders
Medical Centre, SA

15.00-15.15

Questions to Speakers

15.15-15.40

Afternoon Tea

Session 3A

Reducing the Wait by Improving Administrative Efficiency

14.00-14.20

Streamlining Community Health Referral Processes using Information Technology

Scott Lucadou-Wells

Team Leader
Primary Health Team and Central Referral Unit
Primary and Community Health Services
Metro North Health Service District, Queensland Health

14.20-14.40

Implementation of the Queensland Health Primary Secondary Care Interface Project (PSCIP) – incorporating the Map of Medicine ®

Andrew Bryett

Principal Project Officer
Pathways and Processes Team
Clinical Practice Improvement Centre
Queensland Health, QLD

Chris Hayward, Senior Implementation Consultant, Map of Medicine

14.40-15.00

Reducing Waiting List in Orthopaedic Physiotherapy Outpatients in a Remote Rural Setting

Peter Watson

Deputy Manager Physiotherapy
North-West Regional Hospital, TAS

15.00-15.15

Questions to Speakers

15.15-15.40

Afternoon Tea

Session 4

An Eye on Performance –Administration & Data

15.40-16.00

Patient Automated Arrival and Queue Management

Kristy Brown

Patient and Administrations Systems Manager, Health Information Services
Redcliffe Hospital, Metro South Health Service District
Queensland Health

Franca Del Rosso, A/Project Officer, Business Solutions Unit, Information
Division, Queensland Health

16.00-16.20

Data - From Here to Integrity

Stephen Thomas

Operations Director Ambulatory Services
Peter MacCallum Cancer Centre, VIC

16.20-16.40

Collecting the VINAH Minimum Data Set Specialist Clinic Services Collection

Victorian Pilot Project

Marianne Oates

Senior Project Officer
Health Data Development Unit
Department of Human Services, VIC

Andrew Brown,

Manager
Health Data Development Unit
Department of Human Services, VIC

16.40-16.50

Questions to Speakers

16.50

Close

Session 4A

Outpatients in the Community

15.40-16.00

Community Rehabilitation:

“home vs centre”, guidelines for optimal treatment location

Lauren Barker

Manager, Community Rehabilitation and Chronic Disease Management
Health Independence Programs
Angliss Hospital
Eastern Health, VIC

16.00-16.20

Enhancing Mental Health Care in Logan

Dr Kim McFarlane

GP Consultant
Logan-Beaudesert Health Coalition
Metro South Health Service District
Queensland Health

Harriet Aitken

GP Liaison Officer
Logan-Beaudesert Health Coalition
Metro South Health Service District, Queensland Health

16.20-16.40

Trial of strategies to reduce ‘long wait’ referrals to public hospital specialist clinics

Lesley Stainkey

Townsville General Practice Network, QLD

Tilley Pain, Townsville General Practice Network, QLD
Andrew Johnson, Isaac Siedl, The Townsville Hospital, QLD

16.40-16.50

Questions to Speakers

16.50

Close

Seminar Dinner

19.15-bedtime **Dundeess**
Harbour Lights, 1 Marlin Pde, Cairns
(3 course meal, great company and buy your own drinks)

FRIDAY 18 SEPTEMBER 2009

Session 5 **Inspiration from State-based Initiatives**

9.10-9.45 **Improving Access - Lessons learned from WA**
Dr Robyn Lawrence
Executive Director
Innovation and Health System Reform
Department of Health, WA

9.45-10.25 **How England tamed the queue –
could this work on the Gold Coast?**
Adrian Nowitzke
CEO
Gold Coast Health, QLD

Philippa Robinson
Independent Consultant
Former 18 Week National Implementation Director
Department of Health, England, UK

10.25-10.45 **Barriers to efficient management of waiting lists for elective joint replacement
surgery in the Central Northern Adelaide Health Service**
Julie Walters
PhD Candidate
University of South Australia

A/Prof Lorraine Sheppard
School of Health Sciences
University of South Australia

10.45-11.00 **Questions to Speakers**

11.00-11.30 **Morning Tea**

Session 6 **Leadership, Coaching and Communication for Change**

11.30-12.10 **Bringing about change in English orthopaedic services-
The Orthopaedic Coaching Programme**
Robin Davis
Orthopaedic Implementation Manager
18 Weeks Team
Department of Health, England, UK

12.10-12.30 **Creating dialogue for change: how a busy public outpatient breast service
responds to increasing demands**
Sheila Hirst
Sheila Hirst Consulting, VIC
Western Health Breast Service, VIC

Meron Pitcher
Surgeon and Head of Unit, Western Health Breast Unit
Western Hospital Private Consulting Rooms, VIC

Claire Culley, Divisional Director of Surgical Services, Western Health, VIC

12.30-12.50	Patient Focussed Bookings Vicky Avotins Manager Specialist Clinics Reform Team Department of Human Services, VIC Leonie Carberry Manager Specialist Clinics Royal Melbourne Hospital, Melbourne Health, VIC
12.50-13.05	Questions to Speakers
13.05-14.00	Lunch
Session 7	Meeting Workforce Challenges
14.00-14.30	Allied and Scientific Health Advanced / Extended Scope of Practice Project Dawn Skidmore Principal Consultant Project Officer Allied and Scientific Health Office Public Health and Clinical Coordination, Clinical Systems Department of Health, SA
14.30-14.50	What are the nursing roles within an outpatient department? Annette McPherson Assistant Director of Nursing Redcliffe Hospital, QLD
14.50-15.00	Questions to speakers
15.00	Close

Registration Form

Outpatients: Beating the Waiting Game

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 – REGISTER FOR TWO FULL DAYS FOR 17-18 September 2009**IF YOU REQUEST AN INVOICE...**

Early Bird: 2 days before 3 September 2009	\$595.00 (inc GST) per person	\$ _____
Standard: 2 days after 3 September 2009	\$675.00 (inc GST) per person	\$ _____

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

before 23 June 2008	\$545.00 (inc GST) per person	\$ _____
before 30 July 2009	\$555.00 (inc GST) per person	\$ _____
before 3 September 2009	\$575.00 (inc GST) per person	\$ _____
after 3 September 2009	\$645.00 (inc GST) per person	\$ _____

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 17 OR 18 SEPTEMBER 2009**Register for one day only – Thursday 17 September 2009**

Early Bird: 1 day only before 3 September 2009	\$320.00 (inc GST) per person	\$ _____
Standard: 1 day only after 3 September 2009	\$350.00 (inc GST) per person	\$ _____

Register for one day only – Friday 18 September 2009

Early Bird: 1 day only before 3 September 2009	\$320.00 (inc GST) per person	\$ _____
Standard: 1 day only after 3 September 2009	\$350.00 (inc GST) per person	\$ _____

SECTION C:– WORKSHOP WITH PHILIPPA ROBINSON

Wednesday 16 September 2009 from 14-30-16.30	\$250.00 (inc GST per person)	\$ _____
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SECTION D: SEMINAR DINNER**(INCLUDES A THREE COURSE MEAL ONLY – BUY YOUR OWN DRINKS SEPARATELY)**

From 19.15 on Thursday 17 September
 Dundees (<http://www.dundees.com.au>)
 Harbour Lights
 1 Marlin Pde, Cairns

\$52.50 (inc GST)	\$ _____
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Friends, partners, relatives welcome
 Additional dinner tickets

_____ @\$52.50 (inc GST)_____	\$ _____
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TOTAL PAYABLE	\$ _____
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Tick the box if you do not want your email address on the delegate list which will be circulated to all delegates and any sponsors.

SECTION E – PARTICIPATE BY WEBINAR –online registration only

If you can't make it to Cairns, join us by Webinar from anywhere in the world. Watch the seminar from your home or office computer with your colleagues.

Register on line with payments only by credit card in advance. Webinar delegates will receive:

- Information on how they can trial the webinar facilities to ensure that they can access the webinar on the day.
- Detailed instructions on how and when to access their session/s on the day
- Prior to the seminar, you will be emailed a seminar handbook and a delegate list
- Information on how to access the powerpoint presentations from the Change Champions website

You must be able to confirm that can meet the system requirements and that you have read the cancellation policy:

SYSTEM COMPONENT	MINIMUM REQUIREMENTS
Display Resolution	<ul style="list-style-type: none"> • Required: Super VGA 800x600 • Recommended: Super VGA 1024x768 or higher <p>NOTE: Microsoft® Windows® XP Tablet PC Edition mode is supported.</p>
Operating System	<ul style="list-style-type: none"> • Windows Vista™ operating system, 32-bit • Windows XP Professional with Service Pack 1 (Service Pack 2 recommended) • Windows XP Professional x64 Edition in 32-bit mode • Windows 2000 Professional with Service Pack 4 • Windows Server 2003 with Service Pack 1
Computer/Processor	<ul style="list-style-type: none"> • Data and Voice: 500-megahertz (MHz) or higher processor, • Intel Pentium-compatible • For Webcam video: 1 GHz or higher • For Microsoft RoundTable™: 1.8 GHz or higher
Memory	<ul style="list-style-type: none"> • 256 megabytes (MB) of RAM • Recommended: 512 MB
Disk Space Needed for Installation	<ul style="list-style-type: none"> • 125 MB
Video Memory	<ul style="list-style-type: none"> • Video card with 64 MB of RAM (video RAM or VRAM) and Microsoft DirectX® application programming interface generation
For Sending Video (only if you are asking questions)	<ul style="list-style-type: none"> • Webcam or Microsoft RoundTable device
Bandwidth Requirements for Data Only	<ul style="list-style-type: none"> • 56 kbps or better (Recommended: DSL or Cable high speed internet access)
Bandwidth Requirements for Video	<ul style="list-style-type: none"> • Voice 50 kbps (minimum) 80 kbps (high-quality) • Webcam 50 kbps (minimum) 350 kbps (high-quality) • Microsoft RoundTable 100 kbps (minimum) 700 kbps (highquality) <p>NOTE: The required and recommended bandwidth speeds are cumulative. For example, if you want to use voice, webcam, and Microsoft RoundTable, the minimum bandwidth would be 50+50+100=200 kbps</p>

Registrations are charged per site/per session and the number of participants per site is unlimited.

Sessions 1 & 5 (from within Australia)	\$225.00 (inc GST)
Sessions 1 & 5 (from outside Australia)	\$350.00 (inc GST)
Sessions 2,3,3A,4,4A,6,7 (from within Australia)	\$199.00 (inc GST)
Sessions 2,3,3A,4,4A,6,7 (from outside Australia)	\$300.00 (inc GST)

To facilitate networking, we add each delegate's email address to the delegate list for this seminar.

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: Outpatients (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

PH:

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

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. You must be able to provide proof of either membership of WCHA or any registered organization that is recognized as representing midwives. We reserve the right to charge the full standard registration fee if payment if you claim the register and pay by credit card discount and do not pay. No correspondence will be entered into.

Delegates are eligible for one only discount option.

Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 17 August 2009.

No refunds will be given after this date. However, an alternative delegate name may be submitted. There are no refunds on the dinner bookings. Applications for cancellations and substitutions of delegates are **only accepted in writing** by email to changechampions@bigpond.com.

Webinar Delegate Cancellations

Change Champions P/L will accept cancellations from Webinars with a 90% refund up to 7 days prior to the seminar.

Change Champions P/L will do its utmost to ensure that its Webinars run smoothly and to our service delivery standards. We will refund your registration fees if you are not able to join a webinar or you exit early due to a technical fault at our end during our service delivery. If you are claiming a refund for not being able to access our service, you must contact our support team immediately (ie during the webinar) you discover the fault and our team must have a reasonable opportunity to rectify the fault.

Change Champions P/L will not refund registration fees for the following:

- If you contact us after the webinar to advise that you were unable to access the service
- If you use faulty/outdated/slow equipment and/or there is a technical failure at your end
- If you have provided us incorrect or inaccurate information
- If you have missed your session ie wrong day, date, time, too busy etc
- If you decide to leave the webinar session early
- Or any other reason that does not specifically relate to a proven technical fault at our end.

I have read and understand the conditions and delegate cancellation policy.

_____ signed __/__/__ date.

Accommodation

Download booking forms for a variety of hotels at a range of rates at <http://www.changechampions.com.au>