Australasian Productive Series Conference

28 October 2014
The Arts Centre, Melbourne
VIC, AUSTRALIA
Australasian Productive Series Conference

28 October 2014
The Arts Centre, Melbourne
VIC, AUSTRALIA
Qualitas Consortium was founded in late 2011 to support healthcare organisations to improve quality, productivity and safety. We are the commercial agent for NHS Institute Programs and we offer licenses and services to the public and private healthcare sector. Qualitas is a multidisciplinary group of experienced healthcare professionals committed to quality, safety and productivity in health care. Qualitas offers the highly successful Productive Series of Programs used by leading healthcare organisations throughout Australia and New Zealand. Each of our programs promote a continuous improvement culture leading to significant benefits across an organisation including real savings in direct care time, reducing waste and improving staff morale.

Who is currently implementing these programs?

- Queensland Health is implementing the full set of programs
- More than 30 health services in Victoria
- A growing number of health services in New South Wales and Western Australia
- 95% of New Zealand District Health Boards
07.45  Registration

08.30  Formal and Indigenous Welcome

09.00  Morning Keynote Address
Lessons from International Implementation of Releasing Time to Care
Philip Haynes
Director
The Social Care Improvement Group, UK

09.30  Implementing the Productives – A State-Wide Perspective
A State-Wide Approach to Supporting Frontline Clinical Improvement
Reitai Minogue
Senior Project Manager
Productive Series and ETR - Pharmacy Project
The Commission for Hospital Improvement, Department of Health, VIC

OMG!!! Not Another Program- Implementing the Productive Ward Program in NSW
Michael Peregrina
Principal Advisor
Nursing Leadership and Culture
Nursing and Midwifery Office
NSW Ministry of Health

The Queensland Perspective – play your cards right and you can have a full house
Michael Rice
Statewide Program Manager
Patient Safety Unit
Health Service & Clinical Innovation Division
Department of Health, QLD

10.30  Morning Break

11.00  CONCURRENT SESSION 1 - Implementing the Productives Organisation Wide
11.00  CONCURRENT SESSION 2 - High Performing Productive Wards
11.00  CONCURRENT SESSION 3 - Exceptional Examples of the Productive Programs

13.00  Lunch

13.45  GRAND POSTER EVENT-
With rapid fire presentations from Productive Poster Group followed by poster viewing

14.15  CONCURRENT AFTERNOON SESSION

15.30  Afternoon Tea

16.00  Afternoon Keynote Address
Why Patient Time is the Most Important Currency in Healthcare
Brian Dolan
Director
Qualitas Consortium

16.30  Close
CONCURRENT SESSION 1: Implementing the Productives Organisation Wide

11.00 Lessons for Leaders from Productive Series Implementation
   Vin Kaur
   Project Manager for Releasing Time to Care
   Waikato District Health Board, NZ

11.15 Accelerating the Releasing Time to Care Programme
   Abbi Harwood-Tobin
   Service Improvement Manager
   Auckland District Health Board, NZ

11.30 The Swan Kalamunda Health Service (SKHS) Productive Journey:
   Led by Executive, Embraced by Staff
   Annemarie Alexander
   Director of Nursing and Midwifery
   Swan Kalamunda Health Service, WA

11.45 Great Care Everywhere Ward Program
   Jan Rice
   Redesign Facilitator
   Eastern Health, VIC

12.00 Peninsula Health “Follow the Leader” Productive Series 2013-2014
   Jodie Jones, Operations Director Subacute Services
   Sandra Tesoriero, Chief Nurse
   Peninsula Health Network, VIC

12.15 Questions

CONCURRENT SESSION 2: High Performing Productive Wards

11.00 7 East Productive Ward: From Pilot Program to a Way of Life
   Susan White
   7 East Nurse Unit Manager
   St Vincent’s Public Hospital Melbourne, VIC

11.15 Productive Ward in the West
   Georgina Jones
   Clinical Nurse Consultant - Clinical Service Improvement
   South West Hospital and Health Service, QLD

11.30 Enter the Productive Ward...
   Dr Shelley Tranter
   Productive Ward Lead
   St George Hospital, NSW

11.45 Productive Ward at the Women’s
   Carolyn Looney
   Service Improvement and Redesign Facilitator
   Royal Women’s Hospital Melbourne, VIC

12.00 The Vision and Reality of the Productive Ward
   Beverly Thorne
   Deputy Director of Nursing
   Monash Health, VIC

12.15 Questions
### Concurrent Session 3: Exceptional Examples of the Productive Programs

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Presenter/Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.00</td>
<td>Releasing Time to Lead - Productive Leadership at Monash Health</td>
<td>Kerry May, Allied Health Director, Monash Health, VIC</td>
</tr>
<tr>
<td>11.15</td>
<td>The Productive Theatre</td>
<td>Craig Jestila, Quality and Transformation Consultant, Royal Melbourne Hospital, VIC</td>
</tr>
<tr>
<td>11.30</td>
<td>The Productive Mental Health Ward: Striving Toward Exceptional Care</td>
<td>Tanya Mirabito, Clinical Nurse Educator, PRECEPT, Monash Innovation and Quality, VIC</td>
</tr>
<tr>
<td>11.45</td>
<td>Well Organised Working Environments – The Ideal HITH Kit Bag</td>
<td>Sean Mathews, Equipment Resource Nurse, Eastern Health, VIC</td>
</tr>
<tr>
<td>12.00</td>
<td>Productive Community Waikato DHB New Zealand</td>
<td>Annie Bradley-Ingle, Nurse Coordinator: Rural Patient Liaison, Waikato District Health Board, NZ</td>
</tr>
<tr>
<td>12.15</td>
<td>Shift/Clinical Handover Module</td>
<td>Jodie Meehan-Johnson, Clinical Nurse Consultant, Redland Hospital, QLD</td>
</tr>
<tr>
<td>12.30</td>
<td>Questions</td>
<td></td>
</tr>
</tbody>
</table>

### Afternoon Concurrent Session

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Chair/Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.15</td>
<td>What’s New in the Productives</td>
<td>Marion Dixon, Director, Qualitas Consortium</td>
</tr>
<tr>
<td>14.15</td>
<td>Using Technology as an Enabler for Improvement and Care</td>
<td>Pieter Walker, Director, Qualitas Consortium</td>
</tr>
<tr>
<td>14.15</td>
<td>The Latest Change Management Model - The Four Rooms of Change</td>
<td>Pam O’Nions, Consultant, Qualitas Consortium</td>
</tr>
</tbody>
</table>

**Poster Listings, over the page**
<table>
<thead>
<tr>
<th>No.</th>
<th>Poster Presenter</th>
<th>Poster Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Anderson, Leigh</td>
<td>The foundation stone for the productive series house: Engaging our staff to improve performance and patient experience</td>
</tr>
<tr>
<td>2</td>
<td>Bynon, Shai</td>
<td>Patient Status at a Glance and Daily Senior Decision Making in the Sub-acute environment</td>
</tr>
<tr>
<td>3</td>
<td>Bynon, Shai</td>
<td>Ward Excellence – Building Interdisciplinary Leadership at the Local Level</td>
</tr>
<tr>
<td>4</td>
<td>Chowdhury, Ishy</td>
<td>The Productive Operating Theatre Program: A success story in the making</td>
</tr>
<tr>
<td>5</td>
<td>Gazarek, Jana</td>
<td>Northern Health – Productive Leader Journey</td>
</tr>
<tr>
<td>6</td>
<td>Goodwin, Jenny</td>
<td>Falls Module Trial – Standing up for those who fall down!</td>
</tr>
<tr>
<td>7</td>
<td>Grech, Stephen</td>
<td>Northern Health – Productive Ward Framework</td>
</tr>
<tr>
<td>8</td>
<td>Harwood-Tobin, Abbi, and Quinney, Katle</td>
<td>Engaging staff in improvement</td>
</tr>
<tr>
<td>9</td>
<td>Jones, Jodie</td>
<td>Peninsula Health Sorrento a True Productive Ward, 2013-2014</td>
</tr>
<tr>
<td>10</td>
<td>Linton, Jenelle</td>
<td>‘Surgery 2015’ – creating the perfect operating day</td>
</tr>
<tr>
<td>11</td>
<td>Mackenzie, Meaghan</td>
<td>Redirecting Nursing Time to Patient Care</td>
</tr>
<tr>
<td>12</td>
<td>Richards, Nicola</td>
<td>The Western Health House - Renovating to sustain change</td>
</tr>
<tr>
<td>13</td>
<td>Schmidt, Ariane</td>
<td>Implementing the Productive Community Services</td>
</tr>
</tbody>
</table>
Lessons from International Implementation of Releasing Time to Care
Philip Haynes
Director
The Social Care Improvement Group, UK

Bio
Phil Haynes is passionate about improvement and seeking opportunities to make a real difference to the patient experience. He spent a decade in manufacturing before moving into health and social care where his energetic approach to creating sustainable continuous improvement drew him to focus on people not objects. Over the last 6 years, on behalf of the NHS, Phil has trained, facilitated and directly supported multiple Productive Series Programmes in the UK and internationally, across four continents. Phil will share his international experience of the Productive Series with stories from organisations he has worked with and how the programmes have matured since inception.
A State-Wide Approach to Supporting Frontline Clinical Improvement

Reitai Minogue
Senior Project Manager
Productive Series and ETR - Pharmacy Project
The Commission for Hospital Improvement, Department of Health, VIC

Bio

Reitai Minogue is the Senior Project Manager at The Commission for Hospital Improvement for The Productive Series. Reitai is a pharmacist with extensive project management experience in change and quality improvement within healthcare.
OMG!!! Not Another Program- Implementing the Productive Ward Program in NSW

Michael Peregrina
Principal Advisor
Nursing Leadership and Culture
Nursing and Midwifery Office
NSW Ministry of Health

Bio

Michael Peregrina is currently on a secondment position at the Nursing and Midwifery Office (NSW Ministry of Health) as the Principal Advisor- Nursing Leadership and Culture. Michael oversees the implementation of three programs namely; Essentials of Care, Take the lead 2 and Productive Ward Program. Michael’s substantive position is the Deputy Director of Nursing at Hornsby Hospital. Michael’s areas of interest are nursing/midwifery leadership and elevating patient and staff experience.
**The Queensland Perspective – play your cards right and you can have a full house**

*Michael Rice*
Statewide Program Manager
Patient Safety Unit
Health Service & Clinical Innovation Division
Department of Health, QLD

**Bio**

*Michael Rice* works for the Queensland Department of Health in the Patient Safety Unit supporting the statewide implementation of the National Safety Health Service Standards using a suite of Productive programs. Michael has been working in the area of statewide safety and quality since 2002. With a clinical background in nursing, specialising in cardiology from 1990-2002, and a bachelor of business (health administration), Michael has developed a solid understanding of the issues frontline staff experience and organisational pressures to meet a growing list of demands. Michael has a keen interest in bringing balance to these tensions and believes the Productive methodology provides many of the solutions.
Lessons for Leaders from Productive Series Implementation
Vin Kaur
Project Manager for Releasing Time to Care
Waikato District Health Board, NZ

Bio
Vin Kaur is the project lead for the Productive Series in Waikato District Health Board. Vin is an experienced nurse with over 25 years in acute care settings. She was the charge nurse manager of one of the showcase areas for Productive Ward.

Accelerating the Releasing Time to Care Programme
Abbi Harwood-Tobin
Service Improvement Manager
Auckland District Health Board, NZ

Bio
Abbi Harwood-Tobin is an experienced performance improvement practitioner with a background in engineering, manufacturing and service improvement having previously worked for Fonterra, Fisher & Paykel and Oxford Instruments (UK). She has worked on a range of programmes in her 4.5 years at ADHB including the development and implementation of a Management Operating System, Ophthalmology service improvement and more recently developing, piloting and leading the accelerated approach to Releasing Time to Care.

The Swan Kalamunda Health Service (SKHS) Productive Journey: Led by Executive, Embraced by Staff
Annemarie Alexander
Director of Nursing and Midwifery
Swan Kalamunda Health Service, WA

Bio
Annemarie Alexander is an experienced nurse with over 27 years service in acute care settings within WA Health. As Director of Nursing and Midwifery at the Swan Kalamunda Health Service (SKHS), Annemarie has developed a comprehensive Stroke Unit, a Palliative Care service, a Neonatal Nursery, and is currently involved in the transition and decommissioning of Swan District Hospital.

Great Care Everywhere Ward Program
Jan Rice
Redesign Facilitator
Eastern Health, VIC

Bio
Jan Rice is a Redesign Facilitator at Eastern Health. Her background in nursing and midwifery in a variety of roles has provided her with a diverse range of skills and knowledge of the health care sector. Jan is passionate about assisting individuals and organisations in using improvement methodology to improve efficiency and ultimately patient outcomes. In recent years her interest has extended to the importance of ‘people’ in the achievement of even greater sustainable outcomes and as a result ‘coaching’ has become a key focus of her work. Over the past three years Jan has supported the implementation of the Ward Program (Productive Ward) and the Productive Community Services in a very large health network.

Peninsula Health Productive Series 2013-2014
Jodie Jones
Operations Director Subacute Services
Peninsula Health Network, VIC

Bio
Jodie Jones has worked in Public Health for the past 25 years in an acute, sub-acute and remote, interstate. In her role as Operations Director for Sub-acute Services at Peninsula Health she oversees 180 inpatient beds and 20 ambulatory care teams. Jodie has also worked in Nursing Education after completing a Grad Diploma in Education and moved into a management role after completing a Master of Business Administration. It is in this role she has worked with her teams to develop their leadership competencies and incorporate this into their daily work flows. Jodie is one of five Productive Leaders at Peninsula Health.
7 East Productive Ward: From Pilot Program to a Way of Life
Susan White
7 East Nurse Unit Manager
St Vincent’s Public Hospital Melbourne, VIC

Bio
Susan White has been the Nurse Unit Manager of Ward 7 East at St. Vincent’s Public Hospital, Melbourne for 15 years. Clinical specialties include Upper Gastrointestinal, Hepatobiliary, Breast and Endocrine surgery. 7 East have been participating in the Productive Ward series since October 2013, where Susan has been the project lead.

Productive Ward in the West
Georgina Jones
Clinical Nurse Consultant - Clinical Service Improvement
South West Hospital and Health Service, QLD

Bio
Georgina Jones has been part of the South West Hospital and Health Service Queensland, Quality and Safety Team for the past two and a half years. The key role of this position is to progress proactive and sustainable clinical improvements which have a focus on improving health outcomes. One improvement being the implementation of the Productive Ward Series to a Health Service the size of Victoria.

Enter the Productive Ward...
Dr Shelley Tranter
Productive Ward Lead
St George Hospital, NSW

Bio
Shelley Tranter has over 30 years’ experience in nursing and has a keen interest in Practice Development, leadership and change management. She has been leading the Productive Ward Program at St George Hospital in Sydney since February this year.

Productive Ward at the Women’s
Carolyn Looney
Service Improvement and Redesign Facilitator
Royal Women’s Hospital Melbourne, VIC

Bio
Carolyn Looney is a Registered Nurse/Midwife who has been working in the women’s health and maternity field for 25 years. Carolyn has a strong clinical background and undertook the role of Unit Manager of the Women’s Emergency Centre from 2005-2011. In 2012 Carolyn was employed permanently as a Redesign Facilitator at the Women’s. Carolyn has undertaken the Redesign and LEAN training provided by the VIC Department of Health and has additional post graduate qualifications in Women’s Health, Frontline Management and Health Systems Management.

The Vision and Reality of the Productive Ward
Beverly Thorne
Deputy Director of Nursing
Monash Health, VIC

Bio
Bev Thorne completed her midwifery training in the UK where she worked for a number of years before moving to Australia 6 years ago. She worked as a midwifery unit manager/team leader at Monash Medical Centre for 18 months where she led the implementation of the Productive Ward on the maternity ward. Bev has recently been appointed to the role of Deputy Director of Nursing/Operations Manager at Monash Medical Centre where she has responsibility for the Women’s and Children’s Program as part of her portfolio.
Releasing Time to Lead - Productive Leadership at Monash Health
Kerry May
Allied Health Director, Monash Health, VIC

Bio
Kerry May is the Allied Health Director - SouthEast Sector at Monash Health. Kerry has a Bachelor of Podiatry, a Graduate Diploma in Vocational Education and Training, a Master of Gerontology and is currently completing an Executive MBA. Kerry has a keen interest in, and commitment to, lifelong learning.

The Productive Theatre
Craig Jestila
Quality and Transformation Consultant, Royal Melbourne Hospital, VIC

Bio
Craig Jestila MBA/HCM, is a long time healthcare executive who has specialized in creating a culture of excellence through Six Sigma principles, StuderGroup philosophy, and engaging staff through transparency of information. He has driven quality improvement in a wide variety of environments including acute care, aged care, and non-healthcare organisations.

The Productive Mental Health Ward: Striving Toward Exceptional Care
Tanya Mirabito
Clinical Nurse Educator, PRECEPT, Monash Innovation and Quality, VIC

Bio
Tanya Mirabito has been working for Monash Health for the past 6 years, predominantly in the adult setting as an ANUM on the acute psychiatric in-patient unit. Tanya has completed bachelor degrees in Nursing and Psychology as well as postgraduate studies in Mental Health Nursing and a Masters of nursing following an education pathway. She is now working as a clinical nurse educator for Monash Health’s Mental Health program which includes the role of ward educator for P Block and involvement in the Productive Mental Health Ward implementation on the unit.

Well Organised Working Environments – The Ideal HITH Kit Bag
Sean Mathews
Equipment Resource Nurse, Eastern Health, VIC

Bio
Sean Mathews CCRN, B.A., B. Teach (Hons) is Equipment / Resource Nurse for Eastern@ Home. In a long and satisfying nursing career, Sean has also worked as an Intensive Care Nurse and Educator. Sean enthusiastically elected to undertake the role of the WOWE Module Lead for Productive Community Services due to his expertise and interest in this area.

Productive Community Waikato DHB New Zealand
Annie Bradley-Ingle
Nurse Coordinator: Rural Patient Liaison, Waikato District Health Board, NZ

Bio
Annie Bradley-Ingle is an experienced nurse with over 35 years service in acute care and community settings, mainly in Hamilton, New Zealand. She completed 5 years in the UK as Nurse Advisor on Cardiology to a Primary Care Trust. As Rural Liaison Annie has developed many tools to enhance patient flow and staff communication between the main tertiary hospital and six rural facilities with her District Health Board. Presently she has the role of support to the Productive Community Services Leader.

Shift/Clinical Handover Module
Jodie Meehan-Johnson
Clinical Nurse Consultant, Redland Hospital, QLD

Jodie Meehan-Johnson has 14 years nursing experience in various roles and locations. This includes rural and remote, intensive care, palliative, acute stroke and General medical. She currently holds the role of Clinical Nurse Consultant for Medical Services at Redland Hospital, which incorporates General medical ward, High Dependency Unit and Cardiology Ward. Within this role she coordinates the ongoing implementation of the Productive Series Programme.
What’s New in the Productives
Chair: Marion Dixon
Director
Qualitas Consortium

Bio
Marion Dixon is an experienced health service manager with over 25 years working with clinical teams in medical, surgical and allied health settings. Marion trained at the NHS Institute for Innovation and Improvement in the Productive programs and she delivers training in all programs. Marion holds an MBA from Auckland University.

Using Technology as an Enabler for Improvement and Care
Chair: Pieter Walker
Director
Qualitas Consortium

Bio
Pieter Walker is a psychologist with over 23 years health sector experience in a wide variety of roles including University Lecturer, Department of Health Manager and National Business Improvement Manager for a group of private hospitals. He works in the areas of leadership development, cultural change and service redesign.

The Latest Change Management Model - The Four Rooms of Change
Chair: Pam O’Nions
Consultant
Qualitas Consortium

Bio
Pam O’Nions is a Registered nurse and academic with over 30 years’ experience in the Healthcare setting. Pam’s nursing specialty is paediatrics and she holds a Master of Nursing, qualifications in education (both tertiary and vocational), management and leadership. Pam previously head of department Paediatric Nursing Education a state-wide service based at Princess Margaret Hospital for Children, with a joint academic appointment at Curtin University. Pam is a leader in the development and implementation of simulation training for paediatrics in WA. Her Master of Nursing research related to patient safety and human error, using simulation to increase practitioner confidence (both medical and nursing) and decrease risk in paediatric resuscitation. Pam has continues her studies and is currently pursuing Doctoral studies through the University of Notre Dame Australia, her research work is investigating nursing retention particularly looking at why nurses stay in clinical roles.
Why Patient Time is the Most Important Currency in Healthcare

Brian Dolan
Director
Qualitas Consortium

Bio
Brian Dolan has a 30-year background in emergency and mental health nursing and has extensive experience in service improvement, NHS Executive leadership, clinical engagement and management of change. He is the Author/Editor of five books on emergency nursing, nursing education and is undertaking a PhD into nurse practitioner consultations in emergency departments.