

# TRANSITIONAL CARE FOR OLDER PEOPLE MAKING A DIFFERENCE

**PRELIMINARY PROGRAM**



26-27 MARCH 2009 – FOUR SEASONS HOTEL SYDNEY 199 GEORGE STREET, SYDNEY, NSW, AUSTRALIA



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

## Seminar Aims

- To share information about the implementation of initiatives, structures, systems and strategies that have improved the patient journey for older people requiring transitional care.
- To showcase models of care, models of service delivery, tools and other innovations that have been proven effective in the delivery of transitional care for older people.

## Audience

Management, health professionals, academics, policy makers and like-minded others with an interest in ensuring access to and the smooth and effective delivery of transitional care for older people.

## 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](mailto:changechampions@bigpond.com)  
Web: [www.changechampions.com.au](http://www.changechampions.com.au)

## Thursday 26 March 2009

### Session 1

- 8.50-9.00      **Welcome and Housekeeping**  
**Char Weeks**  
Managing Director  
Change Champions P/L
- 9.00-9.40      **International Perspective**  
**Intermediate care: the good, bad and ugly - lessons from clinical research**  
**Prof John Young**  
Head, Academic Unit of Elderly Care and Rehabilitation  
Bradford Institute for Health Research  
Bradford Royal Infirmary, UK
- 9.40-10.15     **Differentiating transitional care from subacute care and why it is important**  
**Prof Leon Flicker**  
Professor of Geriatric Medicine  
Director, Western Australian Centre for Health & Ageing – WACHA  
University of Western Australia  
Royal Perth Hospital, WA
- 10.15-10.45   **Integrating case management into transitional care**  
**Nicole Brooke**  
Senior Lecturer, Faculty of Nursing, Midwifery and Health  
University of Technology Sydney, NSW
- 10.45-11.00   **Questions to Speakers**
- 11.00-11.30   **Morning Tea**

### Session 2

#### Access, Options and Uptake for Transitional Care

- 11.30-11.50   **Getting On TRACS:**  
**Investigating Causal and Systemic Issues Affecting Occupancy Levels**  
**Maren Jones**  
Physiotherapy Manager, Port Kembla Hospital  
South East Sydney Illawarra Area Health Service, NSW
- 11.50-12.10   **Transition Care Program: Band-aid or Cure**  
**Betty Tzouvelis**  
Senior Project Officer, Sub-acute Services, Ambulatory & Continuing Care,  
Metropolitan Health and Aged Care Services  
Department of Human Services, VIC



## TRANSITIONAL CARE FOR OLDER PEOPLE MAKING A DIFFERENCE

- 12.10-12.30 **Providing Bed Based Transition Care in an Acute Care Hospital Environment – the Challenges and Successes**  
**Kim Garlick**  
Social Work Case Manager  
Transition Care Program  
Western Health, VIC
- 12.30-12.50 **Increasing Options in Transition**  
**Tony Lawton**  
Rehabilitation Program Manager  
Helping Hand Aged Care, SA
- 12.50-13.05 **Questions to Speakers**
- 12.50-13.05 **Lunch**

### CONCURRENT SESSIONS

- Session 3** **Partnerships in the Delivery of Transitional Care**
- 14.00-14.20 **Central Northern Adelaide Health Service Transition Care Program (CNAHS TCP). 'A Client Centred, Collaborative Partnership Model'**  
**Dianne Halliday**  
Senior Social Worker  
Central Northern Adelaide Health Service Transition Care Program, SA
- Karen Hales RN**  
Senior TCP Coordinator  
Central Northern Adelaide Health Service - Transition Care Program, SA
- 14.20-14.40 **The Blood, Sweat and Tears of a Large Community Based Transition Care Team**  
**Jennifer O'Neil**  
Nurse Unit Manager, Northside Transition Care Program  
Northside Health Service District, QLD
- 14.40-15.00 **Community Transition Team for Older People**  
**Denise Thatcher**  
Gerontology Nurse Specialist  
Greenlane Hospital, NZ
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**
- Session 3A** **Transitional Care at St Vincent's Hospital, NSW**
- 14.00-14.20 **St Vincent's Community Health Transitional Aged Care Program**  
Christine Carrington, Manager and Josephine Chow, Social Worker  
St Vincent's Community Health, NSW
- Gerard Smith**  
Physiotherapist  
St Vincent's Community Health, NSW

- 14.20-14.40 **“There’s No Place Like Home”  
St Vincent’s Transition Aged Care Program –  
A Multidisciplinary Approach to Avoid Residential Placement**  
***Mara Radman***  
Occupational Therapist, Transitional Aged Care  
St Vincent’s Hospital, Sydney, NSW
- 14.40-15.00 **A Pharmacist In A Transitional Aged Care Program, An Effective Role**  
***Sue Driscoll***  
Pharmacist, TACP & Pharmacy Department  
St Vincent’s Hospital, Sydney, NSW
- Dr EL Harper, Geriatrician, TACP & Geriatric Department  
St Vincent’s Hospital, Sydney, NSW
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**
- Session 4** **Improving Safety and Quality with New Models of Care**
- 15.40-16.00 **Challenges In Falls Prevention In The Residential Care Setting**  
***Ornella Caruso***  
Physiotherapist  
Austin Health, VIC
- 16.00-16.20 **The Unique Community Health Aide and their Key Role in Assisting Older  
Clients with their Transition Home**  
***Sally Dymock***  
Occupational Therapist, Northside Transition Care Program  
Northside Health Service District, QLD
- 16.20-16.40 **Continence Care Through the Continuum**  
***Audrey Burgin (To be confirmed)***  
Continence Nurse, Clinical Practice Project Officer  
HACC/MASS Continence Project, Medical Aids Subsidy Scheme  
Metro South Health Service District, QLD
- 16.40-16.50 **Questions to Speakers**
- 16.50-17.20 **An Audience with The Hon Justine Elliot MP, Minister for Ageing**

**Session 4A**      **In the Interests of the Patient/Client**

15.40-16.00      **The case of the missing health history**

***Dr Beverley Scott***

Nurse Practitioner  
Brightwater Care Group, WA

16.00-16.20      **Melbourne Health Site Based Trial of Guardianship and Administration Hearings;  
Benefits to the consumer and organisations**

***Belinda Ross***

TCP Program Coordinator – Bed Based  
Transitional Care Program  
Melbourne Health, VIC

***Silvana Petrevski***

Social Worker, Residential Care Team  
Melbourne Health, VIC

16.20-16.40      **There's more to a client.....**

***Roslyn Peake***

Social Work, Case Manager  
Toowoomba Transition Care Services, QLD

16.40-16.50      **Questions to Speakers**

16.50-17.20      **An Audience with The Hon Justine Elliot MP, Minister for Ageing**

17.25      **Networking Canapes and Drinks**

Entertainment: ***Jean-Paul Bell***

Described as 'the face that could launch a thousand laughs', Jean-Paul Bell is the founder and CEO of The Humour Foundation, a non-profit organisation bringing humour and laughter to hospital communities around Australia.

## Friday 27 March 2009

### Session 5

- 8.50-9.30      **Opening Address**  
**Transition Care: its place in the aged care service puzzle**  
**Prof Ian Cameron**  
Chair, Rehabilitation Medicine  
University of Sydney, NSW
- 9.30-10.15    **The Home Enablement Program: A community based model of care providing seamless transition from acute care to long term case management for elderly patients with respiratory disease**  
**Glenda Esmond**  
Respiratory Nurse Consultant  
Barnet Primary Care Trust, London, UK
- 10.15-10.45   **Development of Innovative Care Planning Tools to Facilitate Best Practice 'Ageing in Place' Transitional Care**  
**Penny Abbington**  
Palliative Care Coordinator/Project Officer, NNE Palliative Care Planning Project  
HN McLean Memorial Retirement Village Ltd, VIC
- 10.45-11.00   **Questions to Speakers**
- 11.00-11.30    **Morning Tea**

### CONCURRENT SESSIONS

- Session 6**      **Transitions Home**
- 11.30-11.50    **The Changing Face of Residential TCP-A Stepping Stone to Going Home?**  
**Gillian Balmain**  
Case Manager  
TCP/RN,  
Austin Health, VIC
- Norma Jones**  
Case Manager/RN  
Transition Care Program  
Austin Health, VIC
- 11.50-12.10    **Positive Aging with HomeLink-A Walk In the Park**  
**Donna Thomson**  
Coordinator HomeLink Christchurch  
Presbyterian Support Upper South Island, NZ
- 12.10-12.30    **Changing Home-Based Palliative Care Practice in SA**  
**Dr Barbara Anderson**  
Senior Research Fellow, Research Unit  
Royal District Nursing Service of SA Inc

- 12.30-12.50      **Journey Of A Younger Person In Aged Care**  
**Seema Desai**  
Transition Care Co-Manager  
Eastern Health & Care Connect Limited, VIC
- Debbie Routley, Transition Care Co-Manager, Eastern Health & Care Connect Limited, VIC
- 12.50-13.05      **Questions to Speakers**
- 13.05-14.00      **Lunch**
- Session 6A**      **Smooth Transitions**
- 11.30-11.50      **Partnership in care delivery: Managing a community transitional care program linked to a residential care facility: Lessons learned**  
**Annie Mitchell**  
Registered Nurse/Executive Manager, Hall and Prior Aged Care  
Clarence Estate, WA
- Kristi Holloway**  
Registered Nurse/Community Coordinator, Hall and Prior Aged Care  
Clarence Estate, WA
- 11.50-12.10      **Improving the experience of transition from palliative care to residential aged care: a new model of care**  
**Julie Garrard**  
Senior Social Worker  
Calvary Health Care Sydney, NSW
- 12.10-12.30      **Southern Transition Care Service: Promoting a smooth transition from the Transitional Care Service Programme to ongoing community or residential care**  
**Janet Timmins**  
Registered Nurse, Coordinator, Southern Transition Care Service  
Carinya on Bristol, WA
- 12.30-12.50      **Aged Care Assessment Service. Care Plan Uptake – A Consumer Perspective**  
**Sue Crawford**  
Aged Care Assessment Service, North Metro Bundoora  
Northern Health, VIC
- 12.50-13.05      **Questions to Speakers**
- 13.05-14.00      **Lunch**

**Session 7**

**Easing the Transition**

14.00-14.20

**Easing The Pain Of Translocation Trauma With The Eden Alternative**

**Chris McMahon**

General Manager  
Eden in Oz, VIC

14.20-14.40

**The ACT Transitional Therapy and Care Program: Quality Improvement Of The Group Programs**

**Debbi White**

Manager of Allied Health/Clinical Co-ordinator, Transitional Therapy and Care Program,  
Aged Care and Rehabilitation Service  
ACT Health, ACT

14.40-15.00

**Transition Care Program: Social Work And Therapeutic Group Work – Sharing Our Experience**

**Kerrie Shepherd**

A/Senior Social Worker, Sub-Acute Services  
Peninsula Health, VIC

**Kate Elkhuisen**

Social Worker / Case Manager, TCP  
Peninsula Health, VIC

**Margaret Bagalene**

Social Worker / Case Manager, TCP  
Peninsula Health, VIC

15.00-15.15

**Questions to Speakers**

15.15-15.40

**Afternoon Tea**

**Session 7A**

**Transitions in Care for Older People**

14.00-14.20

**Promoting a positive patient experience for older people in the emergency department**

**Diana Zimmermann**

Senior Project Officer  
Department of Human Services, VIC

Dr Bernice Redley, Department of Human Services, VIC

14.20-14.40

**The Past, Present and the Future: Brisbane South Respiratory Service**

**Lisa Gilroy**

CNC, Brisbane South Respiratory Service  
Southside Health District  
Brisbane South Community Health Services, QLD

Donna Lynagh, NUM Brisbane South Respiratory Service, Southside Health District –Brisbane South Community Health Services, QLD



## TRANSITIONAL CARE FOR OLDER PEOPLE MAKING A DIFFERENCE

14.40-15.00 **That makes a difference.....I can see clearly now.....**

**Trish Thornberry**

Clinical Educator

Tamara Private Hospital

Sue Knight, Risk Manager, Tamara Private Hospital, NSW

Pam Boon, Clinical Nurse Manager/ Day Surgery Unit, Tamara Private Hospital, NSW

15.00-15.15 **Questions to Speakers**

15.15-15.40 **Afternoon Tea**

### Session 8 **Panel Interview**

15.40-16.40 **Does Transitional Care Really Make a Difference or Does It Just Move the Queue?**

Panel members may include general practitioner, hospital-based physician, representative of RACF, carer, community health

Panel Members:

**Penny Abbington**, HN McLean Memorial Retirement Village Ltd, NSW

**Prof Leon Flicker**, Professor of Geriatric Medicine, Royal Perth Hospital, WA

**Joan Hughes**, CEO, Carers Australia

**Chris McMahon**, General Manager, Eden in Oz, VIC

**Dr Ron Tomlins**, Adjunct Associate Professor, Discipline of General Practice, Western Clinical School, University of Sydney, NSW

Facilitator: **Tony Jones**, Journalist and Broadcaster.

16.40 **Close**

# Registration Form

## Transitional Care: Making a Difference

### 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 26 AND 27 MARCH 2009

### Register for 2 full days – 26-27 March 2009

<b>Early Bird:</b> 2 days before 12 March 2009	\$585.00 (inc GST) per person	\$ _____
<b>Standard:</b> 2 days after 12 March 2009	\$675.00 (inc GST) per person	\$ _____

### OR BOOK and PAY WITH A CREDIT CARD ON LINE\*

at [www.changechampions.com.au](http://www.changechampions.com.au)

<b>before 10 January 2009</b>	\$545.00 (inc GST) per person	\$ _____
<b>before 12 March 2009</b>	\$565.00 (inc GST) per person	\$ _____
<b>after 12 March 2009</b>	\$585.00 (inc GST) per person	\$ _____

If you are booking on line, please write your concurrent session selections in Other Notes (free text section at the bottom of the page where you enter your registration details) or email them to [changechampions@bigpond.com](mailto:changechampions@bigpond.com)

## NOMINATE WHICH CONCURRENT SESSIONS YOU ARE ATTENDING

### Thursday 26 March 2009

Session 3       Session 3A   
Session 4       Session 4A

### Friday 27 March 2009

Session 6       Session 6A   
Session 7       Session 7A

## SECTION B – ONE DAY REGISTRATIONS FOR EITHER 26 OR 27 FEBRUARY 2009

### Register for one day only – Thursday 26 March 2009

<b>Early Bird:</b> 1 day only before 12 March 2009	\$295.00 (inc GST) per person	\$ _____
<b>Standard:</b> 1 day only after 12 March 2009	\$340.00 (inc GST) per person	\$ _____

### Register for one day only – Friday 27 March 2009

<b>Early Bird:</b> 1 day only before 12 March 2009	\$295.00 (inc GST) per person	\$ _____
<b>Standard:</b> 1 day only after 12 March 2009	\$340.00 (inc GST) per person	\$ _____

## SECTION C – NETWORKING CANAPES AND DRINKS

### Networking Canapes, Drinks and Entertainment

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

	\$65.00 (inc GST)	\$ _____
Additional Canapes and Drinks tickets	____ @ \$65.00 (inc GST)	\$ _____

## SECTION D – ATTEND VIA WEBINAR

Visit <http://www.changechampions.com.au> to register your site to participate via Webinar.

Note: Only credit card payments are accepted for Webinars

After you have registered you will receive our standard confirmation letter followed by detailed information on how to access this service.

**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

### 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:** Transitional (Your surname)

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#### 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](mailto: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.

**5. Delegate Cancellation Policy**

A 50% refund will be offered for cancellations received before 26 February 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](mailto:changechampions@bigpond.com).

I have read and understand the delegate cancellation policy.

\_\_\_\_\_ signed \_\_\_ / \_\_\_ / \_\_\_ date.

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**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](mailto:Res.Sydney@fourseasons.com)

Doubles or twin share at **\$290** pn

**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

E: [Connie-Lee\\_Torrisi@sydney.amorahotels.com.au](mailto:Connie-Lee_Torrisi@sydney.amorahotels.com.au)

[amorahotels.com.au](http://amorahotels.com.au)

Doubles or twin share at **\$250** pn

Book by phoning **+61 2 9696 2617**  
and you must quote **TCOP 2503**

**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](mailto: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](mailto: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

P: +61 2 9251 6711

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