outpatients

improving patient flow & service integration

7-8 September 2011
Noosa, QLD
Australia
OUTPATIENTS
Improving Patient Flow and Service Integration

Preliminary Program*

7-8 September 2011
Sheraton Noosa Spa & Resort Hotel
14-16 Hastings St, Noosa, Queensland

*This preliminary program is subject to change without notice

This seminar is a collaboration of:

- Queensland Health
- Department of Health Victoria
- Hunter New England Local Health Network, NSW
- Change Champions & Associates

Seminar Aims:

- To showcase approaches to service design, management, and delivery that have improved patient focus and the flow of patients through outpatient clinics.

- To showcase systems, service models, and practices that have improved coordination between outpatient services and other services in the acute, ambulatory care and primary care and community sectors.

About Change Champions & Associates

Change Champions and Associates is an Australian change management group that delivers high quality seminars primarily in the health sector as an innovation knowledge integrator and disseminator. Our focus is on maximising participation in these events by seeking only to recover costs and supporting some attendances. On 11 January 2011, Change Champions & Associates became the Australasian lead for CHAIN Australasia and the Asia Pacific Rim. CHAIN is a not for profit network of more than 9500 professionals in 40 countries who are committed to leading change in healthcare.
Wednesday 7 September 2011

Session 1

Chair: Todd McEwan, Director Operations, Acute Hospital Network
Hunter New England Local Health District, NSW

9.00-9.05 Welcome and Housekeeping
Char Weeks
Innovation Leader
Change Champions & Associates

9.00-9.40 Opening Address
Dr Tony O’Connell
Chief Executive
Centre for Health Improvement
Queensland Health

9.40-10.20 Access and Accountability: New Agendas for Outpatient Services
Terry Symonds
Manager, Acute Programs
Department of Health, VIC

10.20-10.45 Community Eyecare– From Project to Sustainability
Ann Clark
Chief Executive Officer
Royal Victorian Eye and Ear Hospital, VIC

10.45-11.00 Questions to Speakers

11.00-11.25 Morning Tea
Wednesday 7 September 2011

Session 2

Chair: TBC

11.25-11.45 ENT Express: Using Patient Journey Modelling as an improvement tool for the Royal Newcastle Ear, Nose and Throat Ambulatory Care Clinics

*Dr Joanne Curry*
Senior Lecturer, Health Informatics
University of Western Sydney, NSW

*Todd McEwan*, Director Operations, Acute Hospital Network
Hunter New England Local Health District, NSW

11.45-12.05 Royal Referral Revolution

*Nicole Payne*
Assistant Nursing Director, Specialist Outpatient Coordinator
Royal Brisbane and Women's Hospital, QLD

*James Muller*
A / Deputy Director – Health Informatics
Royal Brisbane and Women's Hospital, QLD

12.05-12.25 Positive Patient Outcomes: The Result of Comprehensive Multi-disciplinary Referrals to Minimise Potential Risks Identified at Pre-admission

*Elizabeth Riddell*
Area Manager, Pre-Admission Clinic
St John of God Hospital Subiaco, WA

12.25-12.45 Preadmission Service Review - Passport to Better Health Outcomes

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

12.45-13.00 Questions to Speakers

13.00-14.00 Lunch
Wednesday 7 September 2011

Session 3 Reducing the Wait

Chair: TBC

14.00-14.20 Improving patient flow and waiting times for postoperative Ear, Nose and Throat appointments
Susan Trapani
ENT Specialty Nurse
Children’s Hospital at Westmead, NSW

14.20-14.40 Collaborative Approach to Reducing Waiting Times in Outpatient Clinics
Melanie Thomas
Ambulatory Care Manager
Sydney Cancer Centre
Royal Prince Alfred Hospital, NSW

Kath Sanderson
Nursing Unit Manager
Sydney Cancer Centre
Royal Prince Alfred Hospital, NSW

14.40-15.00 Spinal Assessment Clinic-implementation of a new model of care
Matt Sutton
Physiotherapy Manager, Ambulatory Care
Flinders Medical Centre, SA

Jenny Hill, Clinical Practice Consultant-Neurosurgery, Flinders Medical Centre, SA
Dr Nick Vrodos, Director of Neurosurgery, Flinders Medical Centre, SA

15.00-15.15 Questions to Speakers

15.15-15.40 Afternoon Tea
Session 4  Service Review and Improvement

Chair: TBC

15.40-16.00  Improving patient safety and increase funding through data integrity
Nikki Kelly
Principal Project Officer
Health Systems Development
Access Improvement Service
Queensland Health

Nicky Payne, Assistant Nursing Director, Specialist Outpatient Coordinator
Royal Brisbane and Women’s Hospital, QLD

16.00-16.20  Streamlining Outpatients and Pre-Admissions
Debra Quinn
Clinical Nurse
Specialist Outpatients and Preadmission Unit
Robina Hospital, QLD

16.20-16.40  Further Refinements to RGH Arthroplasty Outpatient Care Pathway
Christine Doerr
Repatriation General Hospital, SA

16.40-16.55  Questions to Speakers

16.55  Close

19.00-??  Social Program

The River Deck Restaurant
Noosa Marina
2 Parkyn Court, Tewantin,
Queensland

Includes:
• canapés and beer, wine and soft drink
• 3 course meal with choice of three entrees, 3 mains and 3 deserts
• return transfer to Sheraton at Hastings St Noosa

For more info about The River Deck Restaurant, visit www.riverdeckrestaurant.com.au
Thursday 8 September 2011

Session 5  Improving Ambulatory Care at the Interface

Chair: TBC

9.00-9.40  Opening Address
One Canterbury Health System - moving and quaking
Dr Graham McGeoch
General Practitioner and Hyperbaric Medicine Consultant
The Canterbury Initiative, New Zealand

9.40-10.10  Consumers as Essential Partners
Carol Bennett
Chief Executive Officer
Consumers Health Forum, ACT

10.10-10.30  Where Do Our Patients Go?
Minimising The Risk of Patients Slipping Through The Gaps
Nicole Payne
Assistant Nursing Director
Specialist Outpatients Coordinator
Royal Brisbane and Women's Hospital, QLD

Linda Cuskelley, Acting Policy and Compliance Coordinator – OSIM
Royal Brisbane and Women's Hospital, QLD

10.30-10.50  Clinical Redesign & Flow Improvement Strategies – Hunter New England Local Health Network (HNELHN) Diabetes Services, Tamworth
Sandra Harrison
Manager, Primary Care Services/TCHS Quality Coordinator
Hunter New England Local Health Network, NSW

Melissa Mills, Lynne Gilks, Kirsty MacDougall, Ann-Marie Kalz, Kelly Ancuk, Kylie Norman, Sally Endacott, Jo Begley, Hunter New England Local Health Network, NSW

10.40-10.55  Questions to Speakers

10.55-11.25  Morning Tea
Thursday 8 September 2011

Session 6  Improving Flow and (Community) Integration

Chair: TBC

11.25-11.45  Shared Care Community Clinic (Diabetes)
Rene Hinton
Clinical Nurse Consultant, Diabetes Services
Sunshine Coast Health Service District
Nambour Hospital, QLD

11.45-12.05  The Geriatric Flying Squad – An initiative in community aged care management
Amanda Klahr
Clinical Nurse Consultant
War Memorial Hospital, NSW

11.45-12.25  Kidney Business
Sandi Smith
Senior Administration Officer
Department of Renal Medicine
Royal Brisbane & Women’s Hospital, QLD

Caroline Shelverton
Clinical Nurse Consultant
Department of Renal Medicine
Royal Brisbane & Women’s Hospital, QLD

12.05-12.25  Patient Flow through the Urology OPD
Elisabeth Winslade
Urology New Case Coordinator
Royal Brisbane & Women's Hospital, QLD

Shona McKenzie, Urology Nurse Practitioner, Royal Brisbane & Women’s Hospital, QLD

12.25-12.45  Questions to Speakers

12.45-13.00  Lunch
Thursday 8 September 2011

Session 7  Specialist Clinics and Improving Efficiency

Chair: TBC

14.00-14.20  Clinical Practice Improvement Project – Improving Waiting Times For Hand Plastics Outpatients
Andrea Smallman
Clinical Service Coordinator
Flinders Medical Centre, SA

Nicola Dean, Plastic Surgery Consultant, Flinders Medical Centre, SA
Gary Verstegen, Regional Elective Surgery Waiting List Coordinator, Southern Adelaide Health Service, SA

14.20-14.40  Physiotherapy Outpatient Screening Clinics – Productivity in 2010
Christine Frith
Senior Physiotherapist
Physiotherapy Department
Melbourne Health, VIC

Gordon B, Cavka B, Ross A. Physiotherapy Department, Melbourne Health, VIC

14.40-15.00  Orthopaedic Outpatients RBWH. Moving with the times …. improving the flow.
Ila Stuer
Clinical Nurse Consultant, Orthopaedic Outpatients Department
Royal Brisbane and Women’s Hospital, QLD

15.00-15.20  Improving Outpatient Efficiency Through Nurse-led Telephone Discharge
Sally Hardy
Surgical Discharge/Referral Nurse
Cairns and Hinterland Health Service District, QLD

Dr Pieter Prinsloo, District Director of Surgery, Cairns and Hinterland Health Service District, QLD

15.20-15.35  Questions to Speakers

15.35  Close
OUTPATIENTS: Improving Patient Flow and Service Integration

Date: 7-8 September 2011                Venue: Sheraton Noosa Spa & Resort Hotel
14-16 Hastings St, Noosa, Queensland

#1. Delegate Details Prof/Dr/Mr/Mrs/Ms/Miss:
Surname: _____________________________________________________________
Given Name: __________________________________________________________
Company/Organisation: _________________________________________________
Position: _____________________________________________________________
Address: _____________________________________________________________
State: ___________________________ Postcode: _____________________________
Country: _____________________________________________________________
Telephone: ___________________________ Fax _____________________________
Email: ________________________________________________________________
Preferred Name for Badge: _____________________________________________
Special Diet: __________________________________________________________
Disability Assistance: _________________________________________________
Do you agree to having your email address included in the delegate list?_______YES/NO

#2. Delegate Details Prof/Dr/Mr/Mrs/Ms/Miss:
Surname: _____________________________________________________________
Given Name: __________________________________________________________
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Position: _____________________________________________________________
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Email: ________________________________________________________________
Preferred Name for Badge: _____________________________________________
Special Diet: __________________________________________________________
Disability Assistance: _________________________________________________
Do you agree to having your email address included in the delegate list?_______YES/NO

Note: Delegates on the same registration form (or registered online together) will be on the same invoice.
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<th>2. Two– day Registration only</th>
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<th>3. One day Registration – Wednesday 7th September 2011</th>
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<td>Early Bird- Register online with a Credit Card BEFORE 25 August $300.00</td>
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<tr>
<td>Standard- Register online with a Credit Card AFTER 25 August $335.00</td>
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<th>4. One day Registration – Thursday 8th September 2011</th>
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   Simply visit [http://www.changechampions.com.au](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 online, you can select your preferred payment option of:

   A) Generate an invoice that will be instantly emailed to the nominated responsible person
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2. **Pay on your Credit Card & fax your registration form (sections A, B & C– three pages)**

   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 & Associates

4. **EFTPOS**

   Account name: Change Champions & Associates
   Bank: Westpac
   BSB: 032569
   Account No: 196411
   Ref No: Outpatients (Your surname)

5. **Request an invoice** (write the details of the person responsible for payment of invoice)

   Name : ___________________________________________ Position Title__________________________________________

   Email address: ___________________________________________ Ph:____________________

   Organisation: __________________________________________________________________________

   All invoices must be paid prior to the seminar.

   **MAIL:** Change Champions & Associates
   PO Box 668
   The Junction NSW 2291

   **E:** changechampions@bigpond.com

   **P:** +61 (2) 9692 0533
   **F:** +61 (2) 9518 6898

   **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 rego and payment.

   **Delegate Cancellation Policy**

   A 50% refund will be offered for cancellations received up to 28 days prior to the seminar. No refunds will be given between 0-27 days prior to the seminar but replacement delegate names are accepted. No refunds will be given for dinner cancellations 0-3 days prior to the seminar. If you have an unpaid invoice as at the first day of an event and for any reason do not attend, we will pursue payment as we will have already incurred costs on your behalf. Sorry, there are no refunds on drinks/canapé 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](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