



PRELIMINARY PROGRAM

Wednesday 28 and Thursday 29 October 2009

Venue: Amora Jamison Hotel, Sydney, 11 Jamison St, Sydney, NSW Australia

A Collaboration of Change
Champions P/L and NSW Health



NSW HEALTH

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

SEMINAR AIMS

- Highlight successful strategies for ensuring that quality patient care is delivered in the most appropriate setting
- Showcase models of service delivery/care that have resulted in hospital avoidance, reduced hospital admissions and/or care closer to home
- Highlight strategies for improving the patient journey and the patient experience as they relate to hospital avoidance/reduced hospital admissions and/or care closer to home initiatives

AUDIENCE

Health and related professions, managers and those with an interest in innovations in health care service delivery and a commitment to ensuring that quality patient care is delivered in the most appropriate setting.

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

HEALTHCARE WITHOUT WALLS

Wednesday 28 October 2009

Session 1

- 8.45-8.50 **Welcome and Housekeeping**
Char Weeks
Managing Director
Change Champions P/L
- 8.50-9.20 **Opening Address**
Raj Verma
Director
Health Services Performance Improvement Branch
NSW Department of Health
- 9.20-10.00 **Ambulatory emergency care: From concept to delivery**
Dr Ian Sturgess
Associate Medical Director – Patient Safety
East Kent Hospitals University NHS Foundation Trust, UK
- 10.00-10.20 **Bringing CARE to the patient: The Ambulance Service of NSW Clinical Assessment & Referral program (CARE)**
Dr Katie O'Donnell
Advanced Care Unit, Clinical Development
Ambulance Service of New South Wales

Dr S Gallagher, M Vince, Ambulance Service of NSW
- 10.20-10.50 **Medical Assessment Unit implementation: Progress and challenges**
Dr Fawzia Huq
Staff Specialist, Dept of General Medicine Medical Assessment Unit
Royal North Shore Hospital, NSW
Senior Lecturer Medical Education
Concord Clinical School University of Sydney, NSW
- 10.50-11.05 **Questions to Speakers**
- 11.05-11.30 **Morning Tea**

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| Session 2 | Managing Demand |
| 11.30-11.50 | <p>View from a Hill: A new look at providing a rapid assessment medical unit response at Box Hill Hospital Kylee Lockwood Central East Manager Occupational Therapy Eastern Health, VIC</p> <p>Sharon Deeker Chief Advisor- Social Work, Central East Manager- Social Work Eastern Health, VIC</p> <p>Ramy Ghaly, Eastern Health, VIC</p> |
| 11.50-12.10 | <p>Rapid response nursing assessment and intervention for sub acute medical issues decreases need for Emergency Department presentation Joanne Hogan RN Clinical Nurse for In-Reach Service Melbourne Health, VIC</p> <p>Dirk Schirmer, Manager Hospital in the Home/ ED Care Coordination/ In-Reach, Melbourne Health, VIC</p> <p>Simon Brisbane, RN Clinical Nurse for In-Reach Service, Melbourne Health, VIC</p> <p>Erin Crantich, RN Clinical Nurse for In-Reach Service, Melbourne Health, VIC</p> <p>Christina Halstead, RN Clinical Nurse for In-Reach Service, Melbourne Health, VIC</p> |
| 12.10-12.30 | <p>Reducing hospital admissions- a front line allied health team Annette Barton Leader of Emergency Department Care Co-ordination Team Sir Charles Gairdner Hospital, WA</p> |
| 12.30-12.50 | <p>Pushing the Envelope: clinical handover from the aged-care home to the emergency department Diana Cooper Project Officer North East Victoria Division of General Practice, VIC</p> |
| 12.50-13.05 | Questions to Speakers |
| 13.05-14.00 | Lunch |

Session 2A

- 11.30-11.50 **Residential In Reach. Supporting residential aged care facilities from acute**
Jennifer Boak
Residential In Reach Care Co-ordinator
Bendigo Health Care, VIC
- Andrew Spencer**
Residential In Reach Care Co-ordinator
Bendigo Health Care, VIC
- 11.50-12.10 **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
- 12.10-12.25 **Mind the Gap – ComPacks – From Hospital to Home**
Anne-Maree Chant
ComPacks Program Manager
Health Services Performance Improvement Branch & Clinical Redesign
NSW Department of Health
- 12.25-12.45 **Introducing WoundsWest Advisory Service**
Margaret Edmondson
Wound Consultant
WoundsWest Advisory Service, WA
L.Northrop, J. Prentice, WoundsWest Advisory Service, WA
- 12.45-13.00 **Questions to speakers**
- 13.00-14.00 **Lunch**

Session 3

Care in the Community

14.00-14.20

Providing an Alternative Model of Healthcare to the Older Person
Debbie Deasey
Transitional Nurse Practitioner, Aged Care
Port Macquarie Base Hospital, NSW

14.20-14.40

Case managers working outside walls: community care, home based

Julie Coutelas

Dietitian, HIV Community Team
South Eastern Sydney Illawarra Health Service, NSW

Sarah Smith

Occupational Therapist; HIV Community Team
South Eastern Sydney Illawarra Health Service, NSW

Matthew O'Rourke

Clinical Nurse Specialist; HIV Community Team
South Eastern Sydney Illawarra Health Service, NSW

David Murray, Program Manager; HIV Community Team, South Eastern Sydney Illawarra Health Service, NSW

14.40-15.00

Redesigning hospital allergy services to include a community- based GP with a Specific Interest (GPwSI)

Pam Hudson

Clinical Practice Consultant, Allergy Dept
Flinders Medical Centre, SA

Penny Westhorp, GPwSI Project Manager, Southern Adelaide Health Services, SA
Dr David Tye, General Practitioner, Kingston Family Clinic, SA

15.00-15.15

Questions to Speakers

15.15-15.40

Afternoon Tea

- Session 3A Evidence Driving Strategy and Resourcefulness in the Absence of Resources**
- 14.00-14.20 **Preventing pressure injury and improving patient safety using a multi-faceted organisational strategy**
Tracey Bucknall
Professor of Nursing
Head, Cabrini-Deakin Centre for Nursing Research
Cabrini Health, VIC

Helen Forbes, Yvette Gomez, Aidan Mulcahy, Abby Hadden, Tony McGillion, Julie Potter, Cabrini Health
- 14.20-14.40 **A Fact Finding Mission: Discharge Criteria and LoS Data for Total Joint Replacement at Fremantle Hospital and Health Service, a Western Australian Tertiary Hospital**
Julie Fitzsimons
Senior Physiotherapist, Rehabilitation in the Home
Fremantle Hospital and Health Service (FHHS), WA

Roslyn Jones, A/Area Manager RITH SMAHS, WA
Mariat Hefer, Senior Physiotherapist FHHS, WA

Mr Peirs Yates, HoD Orthopaedics FHHS, WA
- 14.40-15.00 **The Development of Innovative Outreach Models to deal with gaps in Service Delivery**
Debbie Bramhall
Acting District Director of Speech Pathology for
Central Queensland Health Service District
Rockhampton Base Hospital, QLD
- 15.00-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**

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| Session 4 | Partners in Service Delivery |
| 15.40-16.00 | Integrating Hospital, General Practice and Community Health <i>Micheal Kundukulam</i> Integration Manager WentWest Limited, NSW Olivia Wood and Dominic Dawson |
| 16.00-16.20 | Establishing a kaitautoko-led, technology-enabled chronic care management service to support people with long-term conditions at home <i>Anton Venter</i> National Manager, Integrated Care Healthcare of New Zealand Ltd Rosemary Burns, Implementation Manager, Integrated Care, Healthcare of New Zealand Ltd |
| 16.20-16.40 | Enhancing Mental Health Care in Logan A new Service and a new model but is it a better way? <i>Dr Kim McFarlane</i> 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 |
| 16.40-16.55 | Questions to Speakers |
| 16.55 | Close |
| 17.00 | Networking Drinks and Canapes (registered delegates only) |

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| Session 4A | Care in the Community for Women and Children |
| 15.40-16.00 | <p>A new model of care: Asthma Home Visiting Program –empowering families and children with asthma through improved knowledge of their asthma and the use of self management principles</p> <p><i>Kate Roberts–Thomson</i> Asthma Home Visiting Clinical Practice Consultant Children, Youth and Women’s Health Service, SA</p> |
| 16.00-16.20 | <p>Aboriginal Maternity Group Practice</p> <p><i>Karen Kruit</i> Clinical Midwifery Consultant North Metropolitan Area Health Service, WA</p> <p><i>Lesley Nelson</i> Project Officer, Aboriginal Maternal and Child Health, North Metropolitan Area Health Service Public Health Unit, WA</p> |
| 16.20-16.40 | <p>Antenatal Clinics Move Into Community</p> <p><i>Anne Riddell</i> Maternity Services Project Officer Royal Hobart Hospital, TAS</p> |
| 16.40-16.55 | Questions to Speakers |
| 16.55 | Close |
| 17.00 | Networking Drinks and Canapes (registered delegates only) |

Thursday 29 October 2009

- Session 5 **Future Proofing Healthcare – Can the sum of the parts deliver greater whole patient care?**
- 8.45-9.05 **Future Proofing Healthcare – Quality and Safety**
Prof Clifford Hughes
Chief Executive
Clinical Excellence Commission, NSW
- 9.05-9.25 **Patient Flow Systems ‘a whole of hospital approach’**
Klaus Engelhardt
Principal Project Officer, Emergency & Patient Flow,
Health Services Performance Improvement Branch
NSW Department of Health
- Andrew Bridgeman**
Principal Project Officer
Emergency & Patient Flow, Health Services Performance Improvement Branch
NSW Department of Health
- 9.25-10.05 **International Perspective**
Future proofing health services – the balance between need and provision
Judith Roberts
Program Leader for MSc in Advanced Practice
Edge Hill University, UK
- 10.05-10.25 **International Perspective**
Innovative ED interventions for older people
Dr Carolyn Hullick
Director, Emergency Department
John Hunter Hospital, NSW
- 10.25-10.45 **IT, it is all about Outcomes! – New Thinking in leveraging the promise of IT to break down walls in the delivery of Healthcare**
Dr David Dembo
Leader - Health and Social Services
Microsoft, Australia
- 10.45-11.05 **Facilitated Panel Discussion**
- 11.05-11.30 **Morning Tea**

HEALTHCARE WITHOUT WALLS



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| Session 6 | Its All About Access |
| 11.30-11.50 | Fast-Track Radiology for the Elderly <i>Dr Simon Judkins</i> Deputy Director, Emergency Department Austin Hospital, VIC |
| 11.50-12.10 | The Express Community Care Centre (ECCC) <i>Hastings McLeay Network</i> North Coast Area Health Service, NSW |
| 12.10-12.30 | Improving client and health care network outcomes for people presenting to an emergency department with low back pain <i>Geoff Pryde</i> Senior Clinician Physiotherapist Southern Health Care Network, VIC |
| 12.30-12.50 | Combined Rehabilitation in the Community for People with COPD & Heart Failure: Addressing Barriers & Gaps to Improve Access <i>Jeanette Walters</i> Manager, Health Service Integration Southern Adelaide Health Service, SA <i>Penny Marlowe</i> Senior Project Officer- GP Plus Health Strategies Southern Adelaide Health Service, SA Peter Higgins, Southern Adelaide Health Service, SA |
| 12.50-13.05 | Questions to Speakers |
| 13.05-14.00 | Lunch |

- Session 7** **Home Based Care**
- 14.00-14.30 **Implementing Australia's largest Hospital at Home program**
Christopher McGowan
Chief Executive Officer
SilverChain, WA
- 14.30-14.50 **Home Health Link – Right Care, Right Time & Right Place.**
A Hospital Avoidance and early supported discharge program within the Gold Coast Health Service District
Cindy Underwood
Hospital Avoidance Project Manager
Community Allied Rehabilitation and Aged Services Division (CARAS)
Gold Coast Health Service District, QLD
- Virginia Bullock**
Managing Director
Home Support Services, SA
- 14.50-15.10 **Challenging Clients Equal Positive Outcomes -True Or False?**
Lorraine English
Nursing Director, Community Acute Post Acute Service
Metro North Primary and Community Health Service
Queensland Health
- 15.10-15.25 **Questions to speakers**
- 15.25-15.40 **Afternoon Tea**
- Session 8** **Future Proofing Starts Today**
- 15.40-16.10 **Design Responses to the Changing Health Environment**
Sarita Chand
Principal
BVN Architecture, NSW
- 16.10 **Closing Remarks**
Raj Verma
A/Director
Health Services Performance Improvement Branch
NSW Department of Health

Registration Form

4th Healthcare Without Walls: Best Care, Most Appropriate Place

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 28-29 OCTOBER 2009

IF YOU REQUEST AN INVOICE...

| | | |
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| Early Bird: 2 days before 14 October 2009 | \$585.00 (inc GST) per person | \$ _____ |
| Standard: 2 days after 14 October 2009 | \$710.00 (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)

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| before 14 August 2009 | \$535.00 (inc GST) per person | \$ _____ |
| before 14 October 2009 | \$565.00 (inc GST) per person | \$ _____ |
| after 14 October 2009 | \$660.00 (inc GST) per person | \$ _____ |

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 28 OR 29 OCTOBER 2009

Register for one day only – Wednesday 28 October 2009

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| Early Bird: 1 day only before 14 October 2009 | \$320.00 (inc GST) per person | \$ _____ |
| Standard: 1 day only after 14 October 2009 | \$350.00 (inc GST) per person | \$ _____ |

Register for one day only – Thursday 29 October 2009

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| Early Bird: 1 day only before 14 October 2009 | \$320.00 (inc GST) per person | \$ _____ |
| Standard: 1 day only after 14 October 2009 | \$350.00 (inc GST) per person | \$ _____ |

SECTION C – NETWORKING DRINKS & CANAPES

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| | \$60.00 (Inc GST) | \$ _____ |
| Friends, partners, relatives welcome | | |
| Additional tickets | _____ x @ \$60.00 (Inc GST) | \$ _____ |

TOTAL PAYABLE \$ _____

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 D – PARTICIPATE BY WEBINAR –online registration only

If you can't make it to Sydney, 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.

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| 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: 4th Healthcare Without Walls (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 28 September 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. From 0-6 days prior the Webinar, no refunds will be given for cancellations.

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 the booking form for Amora Jamison Hotel Sydney at <http://www.changechampions.com.au>

For alternative accommodation at discounted prices, we suggest you try:

<http://www.wotif.com.au>

<http://quickbed.com.au>

<http://www.needitnow.com.au>