HOSPITAL AVOIDANCE

ALTERNATIVES TO THE EMERGENCY DEPARTMENT
ALTERNATIVES TO THE EMERGENCY DEPARTMENT

A collaboration of Change Champions P/L and NSW Health

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

**Seminar Aims**

To showcase innovative models of care that have been successfully implemented to:

- ensure that patient care is delivered in the most appropriate setting
- avoiding and or reducing hospital admissions
- managing emergency department demand
- improving the patient journey

**Audience**

All health professionals and like minded others who are interested in managing demand and ensuring that patient care is delivered in the most appropriate place.
Tuesday 2 September 2008 – Day 1

8.45-8.55 Welcome and Housekeeping

Session 1 Hospital Avoidance: Redesign with the Future in Mind

8.55-9.25 Opening Address
Welcome: Redesign for Hospital Avoidance
Dr Tony O’Connell
Acting Deputy Director General
Health System Performance
NSW Health

9.25-10.05 Ambulatory Emergency Care - what is it, why do we need it and how to do it
Dr Ian Sturgess
Consultant Physician in General and Geriatric Medicine
East Kent Hospitals NHS Trust UK

10.05-10.45 Alternatives to the Emergency Department: Community Matrons and Long term Conditions in the UK
Judith Roberts
Senior Lecturer
Edge Hill University, UK

10.45-11.00 Questions to Speakers

11.00-11.25 Morning Tea

Session 2 Aged Care and Community Based Chronic Care Management

11.25-11.45 Unrecognised health needs in elderly users of an Aged Care Assessment Team (ACAT)
Dr Jan Potter
Clinical Director, Aged Care, Chronic Care and Community Health,
Southern Hospitals Network, NSW
South Eastern Sydney Illawarra Area Health Service
Dr T Hartwell, Advanced Trainee, Geriatrics, Sydney South West Area Health Service, NSW

11.45-12.05 APAC-Aged Care: Acute/Post Acute Care for the Frail Aged
Dr Robyn McCarthy
Community Aged Care Registrar
Northern Sydney Central Coast Area Health Service (NSCCHS), NSW
Dr Sue Ogle, Geriatrician, Director Aged Care and Rehabilitation Medicine, NSCCHS, NSW
Dr Terry Finnegan, Geriatrician, NSCCHS, NSW
Mr Jairo Herrera, APAC GP-Shared Care Project Officer, NSCCHS, NSW
Mr Nicholas Marlow, APAC Area Manager Director, NSCCHS, NSW
12.05-12.25  RADAR: Rapid Assessment of the Deteriorating Aged at Risk
Wendy Venn
Aged Care Nurse Practitioner
Aged Care & Rehabilitation Service
ACT Health
Stella Dohle
Aged Care Nurse Practitioner
Aged Care & Rehabilitation Service
ACT Health
Dr Mary-Ann Ryall
Community Geriatrician
Aged Care & Rehabilitation Service
ACT Health

12.25-12.45  Electronic communities of care – better coordination of care in community settings leading to reduced hospital admissions
Jeffrey Soar
Associate Professor and Director Collaboration for Ageing & Aged-care Informatics Research and Chair, Queensland Smart Home Initiative, University of Southern Queensland, QLD
Frank Whittaker, Associate, Collaboration for Ageing & Aged-care Informatics Research, University of Southern Queensland, QLD
David Meldrum, Associate, Collaboration for Ageing & Aged-care Informatics Research, University of Southern Queensland, QLD
Trudy Yuginovich, Research Director, Collaboration for Ageing & Aged-care Informatics Research, University of Southern Queensland, QLD

12.45-13.00  Questions to Speakers

13.00-14.00  Lunch

Concurrent Sessions
Session 3  Case Management
14.00-14.20  24 Hour Hotline For Patients With Chronic Obstructive Pulmonary Disease (COPD) Reduces Hospital Presentations
Mary Roberts
Clinical Nurse Consultant, Respiratory Ambulatory Care
Department of Respiratory Medicine
Westmead Hospital, NSW
Dr Tracey Robinson Respiratory Physician, Department of Respiratory Medicine, Westmead Hospital, NSW
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| 14.20-14.40 | **Home Support Services: implementation of large-scale hospital avoidance programs in Australian cities**  
  *Victoria Henstridge*  
  Quality Co-ordinator  
  Home Support Services P/L, SA |
| 14.40-15.00 | **The Community Response Project (CRP). A Project utilising case management to support clients with complex health and social needs in the community**  
  *Gary Bruderlin*  
  Nurse Unit Manager – HHeLP Program  
  Northern Sydney Central Coast Health - Community Nursing – Central Coast  
  Wyong Central Health Centre, NSW  
  *Helen Tuxworth*  
  Project Manager  
  Central Coast Case Management Services, NSW |
| 15.00-15.15 | Questions to Speakers |
| 15.15-15.40 | Afternoon Tea |
| **Session 3A  Reducing ED Demand** |  
| 14.00-14.20 | **Managing emergency demand: a case-control study of ED fast track**  
  *Dr Julie Considine*, Senior Research Fellow, Deakin University/Northern Health, VIC  
  *Matthew Kropman*  
  Nurse Unit Manager, Emergency Department  
  The Northern Hospital, Northern Health, VIC  
  *Erin Kelly*, Clinical Nurse Specialist, Emergency Department, The Northern Hospital, Northern Health, VIC  
  *Dr Craig Winter*, former Director of Emergency Medicine, The Northern Hospital, Northern Health, VIC |
| 14.20-14.40 | **Fast Track to Radiology – A plan to reduce unnecessary waiting time in Emergency Department (ED) for Nursing Home patients presenting post witnessed fall**  
  *Nadia Yazdani*  
  Clinical Nurse Consultant GRACE (Geriatric Rapid Acute Care Evaluation)  
  Hornsby Hospital, NSW |
| 14.40-15.00 | **Presentation on single points of access** |
| 15.00-15.15 | Questions to Speakers |
| 15.15-15.40 | Afternoon Tea |
Session 4  GP Led Care
15.40-16.10  ED Impact of an Integrated System of After Hours Care
  Dr Mark Foster
  Hunter Urban Division of General Practice, NSW
16.10-16.30  Hospital Avoidance and Hospital Admission Avoidance Primary Care Interface: Integration with General Practitioners (GP)
  Jairo Herrera
  APAC/GP Shared Care Project Officer
  Northern Sydney Central Coast Health, NSW
  Nicholas Marlow, APAC Area Manager, Northern Sydney Central Coast Health, NSW
16.40-16.50  Questions to speakers
16.50  Close

Wednesday 3 September 2008 – Day 2
8.55-9.00  Welcome and Housekeeping

Session 5  Health Services Performance Improvement and Clinical Services Redesign Program
9.00-9.20  Opening Address
  New Ways to Access Acute Care
  Raj Verma
  A/Director
  Health Service Performance Improvement Branch & Clinical Services Redesign Program
  NSW Health

9.20-10.05  Partnership Working As A Means of Redesigning Unscheduled Care Services
  Dr Mike Burrows
  Chief Executive
  Salford Primary Care Trust, UK

10.05-10.45  Pathways to Independence – a demand management strategy
  Jeanette Walters
  Program Manager, Demand Management
  Southern Adelaide Health Service SA

10.45-11.00  Questions to Speakers
11.00-11.25  Morning Tea
Session 6  Hospital Based Acute Alternatives/Medical Assessment Units

11.25-12.10  Reducing Emergency Admissions by 10%+. The Cambridge experience of up-front care
Tom Bennett
Associate Director of Operations - Emergency, Therapies & Physics
Cambridge University Hospitals NHS Foundation Trust, UK

12.10-12.30  Medical Assessment Units in NSW

12.30-12.50  EMUs. They appear on our coat of arms. But, do they have a place in our healthcare system?
Kevin Clark
Clinical Nurse Consultant
Early-assessment Medical Unit (EMU), Northside Health Service District, QLD

12.50-13.05  Questions to Speakers

13.05-14.05  Lunch

Concurrent Sessions

Session 7  Early-Assessment Medical Units

14.05-14.20  Making the impossible possible - Allied Health getting the EMU off the ground
Rebecca Smith
Senior Clinical Dietitian
Early-assessment Medical Unit
The Prince Charles Hospital, QLD

Physiotherapy in the Early Assessment Medical Unit – More than Mobility
Denise Krklec
Physiotherapist, Early-assessment Medical Unit
The Prince Charles Hospital, QLD

14.35-14.50  Making Mouth Care Assessment Relevant at the Front Door
Nicola Graham
Senior Speech Pathologist
Early-Assessment Medical Unit
The Prince Charles Hospital, QLD
ALTERNATIVES TO THE EMERGENCY DEPARTMENT

14.50-15.00 Questions to Speakers

15.00-15.20 Afternoon Tea

Session 7A New Roles in Emergency Care

14.05-14.25 Can the role of Emergency Nurse Practitioner be adapted to work in an Urgent Care Centre and reduce Emergency Demand?
Roslyn Martin
Nurse Practitioner, Emergency
The Northern Hospital, VIC

Leanne Boase
Nurse Practitioner Candidate, NSW

14.20-14.35 The UK role of the Emergency Care Practitioner (ECP): Clinical and collaborative components
Dr Simon Cooper
Monash University, VIC

14.35-14.50 The Power of Pedal
Denise White
Clinical Nurse Specialist for Community
Mid Central District Health Board, NZ

14.50-15.00 Questions to Speakers

15.00-15.20 Afternoon Tea

Session 8 Where to from here? Seminar Summary and A Way Forward

15.20-15.40 Presentation title to be advised
Dr Tony O’Connell
Acting Deputy Director General
Health System Performance, NSW Health

15.40-16.00 Presentation title to be advised
Prof Ron Penny
NSW Health
National Health and Hospitals Reform Commission

16.00 Close
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SECTION A – TWO DAY REGISTRATIONS FOR 19-20 June 2008

1. Register for 2 full days – 2 and 3 September 2008
   - **Early Bird**: 2 days before 21 August 2008 $770.00 (inc GST) per person $ __________
   - **Standard**: 2 days after 21 August 2008 $850.00 (inc GST) per person $ __________

*SPECIAL OFFER FOR ONLINE REGISTRATION AND PAYMENT*
Early Bird: Register and pay by credit card online for 2 days before 21 August 2008 for $750.00 (inc GST) per person

SECTION B – ONE DAY REGISTRATIONS FOR EITHER 7 OR 8 AUGUST 2008

Register for one day only – either 2 or 3 September 2008
   - **Early Bird**: 1 day only before 21 August 2008 $375.00 (inc GST) per person $ __________
   - **Standard**: 1 day only after 21 August 2008 $400.00 (inc GST) per person $ __________

I will be attending on
Tuesday 2 September 2008 ☐  Wednesday 3 September 2008 ☐

**TOTAL PAYABLE** $ __________

SECTION C – NOMINATE YOUR CONCURRENT SESSIONS

To help us to allocate rooms, please let us know if you will be attending
Tuesday 2 September 2008  Session 3 ☐  OR  Session 3A ☐
Wednesday 3 September 2008 Session 7 ☐  OR  Session 7A ☐

If you do not choose a session, you will be allocated to the session with the most available seats!

☐ Tick this box if you do not agree to the inclusion of your name, position title, organization, state and email address on to the delegates list provided to all delegates and sponsors.
Payment Methods
Change Champions P/L
ABN: 67 093 954 413

1. Pay on your Credit Card
Cardholders Name (PLEASE PRINT)

______________________________

MasterCard ☐ Visa ONLY ☐
Card No. ________________________
Expiry Date: ___/___ Amount to be charged $_____________
Cardholder's Signature: ________________________________
Date: ___/___/________

2. Pay by Cheque/money order
Please make cheques/money orders for your registration fees only payable to Change Champions P/L

3. Request for an invoice
Name of person responsible for payment of invoice: ________________________________
Email address: ________________________________
Contact phone number: ________________________________

4. EFTPOS
Account name: Change Champions P/L
Bank: Westpac
BSB: 033058
Account number: 198 743
Ref no: Hospital Avoidance (Your surname)

REGISTER ON LINE AT WWW.CHANGECHAMPIONS.COM.AU OR FAX/MAIL YOUR REGISTRATION FORM AND PAYMENT TO:

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.

5. Delegate Cancellation Policy
A 50% refund will be offered for cancellations received before 2 August 2008. No refunds will be given after this date. However, you may nominate an alternative delegate to attend in your place.

I have read and understand the delegate cancellation policy.

______________________________signed ___/___/___ date.
Venue Location
Hilton Sydney
488 George St
Sydney NSW 2000
Ph: 61 2 9266 2000
Fax: 02-9265 6065

Accommodation Options
Accommodation at the Venue
Hilton Sydney
488 George St
Sydney NSW 2000

Hilton Guest Room: $329.00 per night

Swissotel
68 Market St
Sydney, NSW 2000
Ph: 02-9238 8869

Classic Room $230.00 per night
Classic Room with Breakfast for 1 $245.00 per night
Classic Room with Breakfast for 2 $265.00 per night

Mantra on Kent
433 Kent St
Sydney NSW 2000
Ph: 02-9284 2300

Studio Apartment $201.00 per apartment per night
One Bedroom Apartment $231.00 per apartment per night
One Bedroom Deluxe Apartment $246.00 per apartment per night

BreakFree
653 George St
Sydney NSW 2000
Ph: +61 29284 4500

Studio Queen Apartment $189.00 per apartment per night

Download booking forms for accommodation for Swissotel, Mantra on Kent and BreakFree on George from http://www.changechampions.com.au

Other suggestions
There are great discounted accommodation deals on hotel rooms and apartments if you book and pay by credit card on line. Try http://www.wotif.com.au