*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
Web: 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
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

Increasing Options in Transition  
Tony Lawton  
Rehabilitation Program Manager  
Helping Hand Aged Care, SA

Questions to Speakers

Lunch

CONCURRENT SESSIONS

Session 3  
Partnerships in the Delivery of Transitional Care

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

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

Community Transition Team for Older People  
Denise Thatcher  
Gerontology Nurse Specialist  
Greenlane Hospital, NZ

Questions to Speakers

Afternoon Tea

Session 3A  
Transitional Care at St Vincent’s Hospital, NSW

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**
Improved 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
<table>
<thead>
<tr>
<th>Time</th>
<th>Session/Activity</th>
<th>Speaker(s)</th>
<th>Organisation</th>
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<tbody>
<tr>
<td>12.30-12.50</td>
<td>Journey Of A Younger Person In Aged Care</td>
<td>Seema Desai</td>
<td>Eastern Health &amp; Care Connect Limited, VIC</td>
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<td>Debbie Routley, Transition Care Co-Manager, Eastern Health &amp; Care Connect Limited, VIC</td>
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<td>12.50-13.05</td>
<td>Questions to Speakers</td>
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<td>13.05-14.00</td>
<td>Lunch</td>
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<td><strong>Session 6A Smooth Transitions</strong></td>
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<td>11.30-11.50</td>
<td>Partnership in care delivery: Managing a community transitional care program linked to a residential care facility: Lessons learned</td>
<td>Annie Mitchell, Kristi Holloway</td>
<td>Hall and Prior Aged Care Clarence Estate, WA</td>
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<td>11.50-12.10</td>
<td>Improving the experience of transition from palliative care to residential aged care: a new model of care</td>
<td>Julie Garrard</td>
<td>Calvary Health Care Sydney, NSW</td>
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<tr>
<td>12.10-12.30</td>
<td>Southern Transition Care Service: Promoting a smooth transition from the Transitional Care Service Programme to ongoing community or residential care</td>
<td>Janet Timmins</td>
<td>Southern Transition Care Service Carinya on Bristol, WA</td>
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<tr>
<td>12.30-12.50</td>
<td>Aged Care Assessment Service. Care Plan Uptake – A Consumer Perspective</td>
<td>Sue Crawford</td>
<td>Aged Care Assessment Service, North Metro Bundoora Northern Health, VIC</td>
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<td>12.50-13.05</td>
<td>Questions to Speakers</td>
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<tr>
<td>13.05-14.00</td>
<td>Lunch</td>
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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 Elkhuizen  
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
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

**Early Bird:** 2 days before 12 March 2009 $585.00 (inc GST) per person $ ________

**Standard:** 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

- **before 10 January 2009:** $545.00 (inc GST) per person $ ________
- **before 12 March 2009:** $565.00 (inc GST) per person $ ________
- **after 12 March 2009:** $585.00 (inc GST) per person $ ________

If you are booking online, 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

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**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

**Early Bird:** 1 day only before 12 March 2009 $295.00 (inc GST) per person $ ________

**Standard:** 1 day only after 12 March 2009 $340.00 (inc GST) per person $ ________

Register for one day only – Friday 27 March 2009

**Early Bird:** 1 day only before 12 March 2009 $295.00 (inc GST) per person $ ________

**Standard:** 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


**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.

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**TOTAL PAYABLE** $ ________
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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
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2. Pay on your Credit Card

Cardholders Name (PLEASE PRINT)

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Please make cheques/money orders for your registration fees only payable to Change Champions P/L

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Name of person responsible for payment of invoice: ____________________________

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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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Change Champions P/L
PO Box 668, The Junction NSW 2291

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From overseas + 61 2 4963 6656

PH:
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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.

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.

I have read and understand the delegate cancellation policy.

_________________________________ signed  __/__/__ date.

______________________________

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Sydney NSW 2000
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F: +61 2 9247 8713
E: Res.Sydney@fourseasons.com

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F: +61 2 9247 8713
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Doubles or twin share at $250 pn

Book by phoning
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and you must quote TCOP 2503

Amora Jamison Sydney Hotel
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F: + 61 2 9696 2600
E: Connie-Lee_Torrisi@sydney.amorahotels.com.au

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Sydney, NSW 2000
P: + 61 2 9696 2500
F: + 61 2 9696 2600
E: Connie-Lee_Torrisi@sydney.amorahotels.com.au

Doubles or twin share at $250 pn

Download booking form at http://
www.changechampions.com.au

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www.changechampions.com.au

Suggestions for accommodation that is close to the venue.
(Note we have no arrangements with these hotels)

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14 Carrington Street
Sydney, NSW 2000
P: +61 2 92991000
F: +61 2 9290 3819
E: 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

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