PRELIMINARY PROGRAM

Wednesday 28 and Thursday 29 October 2009
Venue: Amora Jamison Hotel, Sydney, 11 Jamison St, Sydney, NSW Australia
*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
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

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
Session 2  Managing Demand

11.30-11.50  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

Sharon Deeker
Chief Advisor- Social Work, Central East Manager- Social Work
Eastern Health, VIC
Ramy Ghaly, Eastern Health, VIC

11.50-12.10  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

Dirk Schirmer, Manager Hospital in the Home/ ED Care Coordination/ In-Reach, Melbourne Health, VIC
Simon Brisbane, RN Clinical Nurse for In-Reach Service, Melbourne Health, VIC
Erin Crantich, RN Clinical Nurse for In-Reach Service, Melbourne Health, VIC
Christina Halstead, RN Clinical Nurse for In-Reach Service, Melbourne Health, VIC

12.10-12.30  Reducing hospital admissions- a front line allied health team
Annette Barton
Leader of Emergency Department Care Co-ordination Team
Sir Charles Gairdner Hospital, WA

12.30-12.50  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

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 care
Jennifer Boak  Residential In Reach Care Co-ordinator
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
Mariet 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
Session 4  Partners in Service Delivery

15.40-16.00  Integrating Hospital, General Practice and Community Health
*Michael Kundukulam*
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
*Anton Venter*
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?
*Dr Kim McFarlane*
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)
Session 4A  Care in the Community for Women and Children

15.40-16.00  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
Kate Roberts-Thomson
Asthma Home Visiting Clinical Practice Consultant
Children, Youth and Women’s Health Service, SA

16.00-16.20  Aboriginal Maternity Group Practice
Karen Kruit
Clinical Midwifery Consultant
North Metropolitan Area Health Service, WA

Lesley Nelson
Project Officer,
Aboriginal Maternal and Child Health,
North Metropolitan Area Health Service Public Health Unit, WA

16.20-16.40  Antenatal Clinics Move Into Community
Anne Riddell
Maternity Services Project Officer
Royal Hobart Hospital, TAS

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
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| 11.30-11.50| **Fast-Track Radiology for the Elderly**                                     | Dr Simon Judkins  
Deputy Director, Emergency Department  
Austin Hospital, VIC |
| 11.50-12.10| **The Express Community Care Centre (ECCC)**                                 | Hastings McLeay Network  
Hastings McLeay Network  
North Coast Area Health Service, NSW |
| 12.10-12.30| **Improving client and health care network outcomes for people presenting to** | Geoff Pryde  
Senior Clinician Physiotherapist  
Southern Health Care Network, VIC |
|            | an emergency department with low back pain                                   |                                                                            |
| 12.30-12.50| **Combined Rehabilitation in the Community for People with COPD & Heart**     | Jeanette Walters  
Manager, Health Service Integration  
Southern Adelaide Health Service, SA |
|            | Failure: Addressing Barriers & Gaps to Improve Access                        | Penny Marlowe  
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

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SECTION A – REGISTER FOR TWO FULL DAYS FOR 28-29 OCTOBER 2009

IF YOU REQUEST AN INVOICE...

- **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 your register)

- **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

- **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

- **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

$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.
### SYSTem cOmPONeNT miNimum reQuiremeNTs

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<td>Memory</td>
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<td>• 56 kbps or better (Recommended: DSL or Cable high speed internet access)</td>
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Registrations are charged per site/per session and the number of participants per site is unlimited.

**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