The 9th Australasian
REDESIGNING
HEALTHCARE SUMMIT

7–9 May 2013
Brisbane Convention and Exhibition Centre

Safer Care - Better Flow

HIGHLIGHTS OF THE SUMMIT WILL INCLUDE
- “The Great Redesign Debate – Should we redesign for safety or flow?” Moderated by Norman Swan.
- Delegate presentations and storyboards addressing the summit themes
- Pre summit Lean Thinking and redesign workshops that will cater for both the novice and expert redesigner and clinician
- International and local speakers from healthcare and other industries
- Practical Lean Thinking & redesign skills taught in interactive sessions

REGISTRATION BROCHURE

SUMMIT OFFICE AND REGISTRATION ENQUIRIES
Australasian Lean Healthcare Network
P.O. Box 3245
Mentone East, VIC 3194
Phone: + 61 3 8199 7907
Facsimile: + 61 3 8199 7999
Email: lisa@lean.org.au

MORE INFORMATION
For more information on the 9th Australasian Redesigning Healthcare Summit visit www.leanhealth.org.au

FOLLOW THE SUMMIT
facebook.com/redesignhealth
twitter.com/redesignhealth
#redesignhealth
www.leanhealth.org.au

The Summit Brings Together: Clinicians, Support Service Providers, Healthcare Executives, Managers, Quality Improvement and Redesign Teams
The 9th Australasian REDESIGNING HEALTHCARE SUMMIT
7–9 May 2013 | Brisbane Convention and Exhibition Centre

INVITATION

The 9th Australasian Redesigning Healthcare Summit will return in 2013 to the Brisbane Convention and Exhibition Centre. Workshops on the 7th of May will precede the main summit program on the 8th and 9th of May.

In an increasingly complex economic and policy environment, the 2013 summit theme Safer Care – Better Flow will bring together participants who are interested in the practice of redesigning hospital and health service care so as to increase the likelihood of providing the ‘right care, to the right patient, in the right place, at the right time and right first time!

The summit will feature many highlights; some based on delegate evaluations over the past nine years, some new, some improved and some 'out of this world' experiences! The summit will also attract a rich mixture of participants, from senior hospital managers to front line nursing, redesigners and quality improvement leaders and practitioners and medical and allied health staff struggling to improve the services they provide. The summit will deliver the many thoughts, ideas and key messages through a blend of plenary addresses, workshops, learning opportunities and brief presentations, catering to the needs of novice through to advanced practitioner.

In 2013, the Australasian Redesigning Healthcare Summit will feature a range of exciting and internationally acclaimed speakers. Dr Dave Williams, Healthcare CEO and NASA Astronaut will share his amazing stories and experiences – a couple of which happen to involve the odd space walk! Jim Womack, Founder and senior advisor to the Lean Enterprise Institute and revered thought leader will return to the summit, participating for the first time since 2007. After an extensive international search, the committee has successfully attracted two new speakers to the event, Professor Zoe Radnor, Associate Dean at Cardiff Business School in the UK and Geraint Martin, Chief Executive of Counties Manukau DHB, New Zealand.

The program is complemented by our own home grown invited speakers and this year’s “Great Redesign Debate – Should We Redesign for Safety or Flow?” The afternoon of day two once again belongs to the delegates commencing with the dedicated lunchtime poster session, followed by an afternoon of delegate concurrent sessions. The quality of the posters and the presentations increase year on year as the Australasian redesign community learns, applies and achieves more in a range of clinical and non-clinical settings.

With all this and more program highlights under development, the 2013 summit is shaping up to be the best ever.

SUMMIT ORGANISING COMMITTEE

Denise Bennett, City of Melbourne, Australasian Lean Healthcare Network, VIC
David Ben-Tovim, Flinders Medical Centre, SA & Australasian Lean Healthcare Network
Kevin Clark, Prince Charles Hospital, QLD
Jason Currie, Queensland Health, QLD
Jane Evans, Eastern Health & Australasian Lean Healthcare Network, VIC
Ann Mealey, Queensland Health, QLD
Dean Jones, Eastern Health, VIC
Jonaelle Lucas, Mater Health Services, QLD
Lauri O’Brien, Flinders Medical Centre, SA
Martin McCall-White, Barwon Health, VIC
Terry Platchek, Lucille Packard Children’s Hospital, USA

Delegates comments last year included; “A fabulous event – I learnt so much and am inspired to do”

REDESIGN NETWORKING

The Summit Program provides a key opportunity for networking with the invited speakers and other delegates.

WELCOME RECEPTION

Date: Wednesday 8 May 2013
Time: 5:30pm
Dress: Smart Casual

An invitation is extended to all delegates to attend the Welcome Reception. This is a great opportunity to network with old friends and new acquaintances.

Note: The Welcome Reception is included in the registration fee for delegates, excluding Day Registrations. If you require additional tickets please indicate this on the registration form.

WHY YOU SHOULD ATTEND

• The Australasian Redesigning Healthcare Summit is the premier event for healthcare redesign and Lean Thinking.
• Learning to deliver Safer Care - Better Flow will improve the experience for your patients.
• The summit will inspire you to action.
• The diverse program and speakers delivers new learning to the novice and advanced redesigner.
• You can participate! Last year there were 80 international examples of redesign efforts from delegates.

The summit will attract clinical, non-clinical, executive, management, redesign and quality and improvement personnel to share their stories of improvement through oral and storyboard presentations. A blend of plenary, delegate and focussed learning sessions will create a diverse program with learning opportunities for novice through to advanced redesign practitioners. Specialist workshops on a range of topics and levels of expertise will also be held on the 7th of May preceding the main summit program on the 8th and 9th of May.

THE 9TH AUSTRALASIAN REDESIGNING HEALTHCARE SUMMIT BRINGS TOGETHER:

• Clinicians (Doctors, Nurses & Allied Health)
• Healthcare Executives, Leaders & Managers
• Redesign, Quality, Safety & Improvement Teams
• Clinical & Non-Clinical Service Providers
The keynote speakers will provide a diverse perspective on contemporary redesign and Lean Thinking concepts as they apply to healthcare. Speakers at the summit will include:

**Dr Dave Williams, Southlake Regional Health Centre, Canada**

With a passion for healthcare and risk management, prior to entering the Canadian Space Agency’s program, Dr. Dave Williams worked as an emergency room doctor and later as director of emergency services at Sunnybrook Health Sciences Centre in Toronto. Formerly the director for the McMaster Centre for Medical Robotics, where he led a team dedicated to developing innovative technologies to assist the development of local and remote patient care. In July 2011 he became President and Chief Executive Officer of Southlake Regional Health Centre and in June 2012 he was inducted into the Canadian Aviation Hall of Fame.

Dr Williams joined an exclusive club when he blasted into space aboard the Space Shuttle Columbia, and again on Shuttle Endeavour where he walked out into the great beyond. Having also lived and worked in the world’s only underwater ocean laboratory, he became Canada’s first dual astronaut and aquanaut.

As one of the NASA space program’s most accomplished astronauts, setting records in spacewalking, Dave Williams is the veteran of two space shuttle missions having logged more than 687 hours in space, including three spacewalks, the highest number of spacewalks ever performed in a single mission. His work with NASA also continued on the ground when the space agency appointed him as director of the Space and Life Sciences Directorate, making him the first non-American to hold a senior management position.

A true Canadian hero, down-to-earth with a compelling and unique approach, Dave will present a compelling and unique story about his approach to peak performance, creating zero tolerance for error environments, followership and risk management.

**Jim Womack, Lean Enterprise Institute, USA**

Management expert James P. Womack, Ph.D., is the founder and senior advisor to the Lean Enterprise Institute. Over the past 20 years, James (Jim) has taught the world about Lean Thinking in a series of books and articles co-authored with Daniel Jones. Jim received a B.A. in political science from the University of Chicago in 1970, a master’s degree in transportation systems from Harvard in 1975 and a Ph.D. in political science from MIT in 1982 (for a dissertation on comparative industrial policy in the U.S., Germany, and Japan). During the period 1975-1991, Jim was a full-time research scientist at MIT directing a series of comparative studies of world manufacturing practices. In Jim’s most recent book “Gemba Walks” he shares his learning’s from Gemba in hundreds of organisations. The ALHN is delighted to secure Jim as a speaker in 2013 following excellent feedback when he last attended in Sydney in 2007.
Geraint Martin was appointed as Chief Executive of Counties Manukau DHB in 2006. CMDHB is one of the largest DHB’s in NZ and services a population of over 450,000 with a high level of deprivation, diverse ethnic mix and young population.

Geraint previously worked for the Welsh Assembly Government, as Director of Health and Social Care Strategy. He has significant experience in developing national policy and managing many levels of service provision in both primary and secondary care. At Counties Manukau DHB, Geraint has promoted clinical quality and clinical leadership as the central strategic drivers for improving patient care. This has led to a significant improvement in productivity and in access in Emergency Care. Middlemore Hospital is now in the middle of a $500M capital redevelopment program, the largest in New Zealand. A central part of this is the establishment of Ko Awatea, the Centre for Innovation and Research, which will underpin the objective of making CMDHB one of the leading healthcare systems in Australasia by 2015.

Professor Chris Baggoley is Chief Medical Officer for the Australian Government and is the principal medical adviser to the Minister and the Department of Health and Ageing. He plays a key, strategic role in developing and administering major health reforms for all Australians. In particular his close association with Australia’s medical fraternities and researchers will be crucial in the development of evidence based public health policy. Professor Baggoley also holds direct responsibility for the Department of Health and Ageing’s Office of Health Protection.

Prior to his appointment, Professor Baggoley was the Chief Executive of the Australian Commission on Safety and Quality in Health Care. He was a former Chief Medical Officer and Executive Director with the South Australian Department of Health. Other medical positions include Professor-Director of Emergency Medicine at the University of Adelaide and Royal Adelaide Hospital; Director of Emergency Medicine at Flinders Medical Centre in Adelaide, Censor-In-Chief and President of the Australasian College for Emergency Medicine, Chair of the Committee of Presidents of Medical Colleges and Chair of the Board of the National Institute of Clinical Studies.

In addition to his medical degrees, Professor Baggoley holds an Honours degree in Veterinary Science from Melbourne University, a degree in Social Administration, FUSA, and has been awarded the Order of the International Federation for Emergency Medicine.
## Session 1
### Day 1 Wednesday 8 May

**Session 1**
OPENING PLENARY – Safer Care – Better Flow

<table>
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<tr>
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<th>Event</th>
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<tr>
<td>0900</td>
<td>Welcome on behalf of the ALHN and Queensland Health</td>
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<td></td>
<td>Tony O’Connell, Director - General, Queensland Health, QLD</td>
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- **Keynote Presentation – Safety and Flow – The Australian Health Reform Agenda**
  - Chris Baggoley, Chief Medical Officer Department of Health and Ageing, ACT

- **Keynote Presentation – Creating a High Reliability Organisation**
  - Dave Williams, CEO, Southlake Regional Health Centre, Canada

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>1045</td>
<td>Morning Tea</td>
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**Session 2**

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<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>1110</td>
<td>Keynote Presentation – Lean Thinking and Practice: What Does it Mean for Leaders</td>
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<td></td>
<td>Jim Womack, Senior Advisor, Lean Enterprise Institute, USA</td>
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- **Redesigning for Emergency Safety & Flow**
  - Radical Process Change within an Emergency Department to meet the NEAT
  - Edward Pink, Deputy Director, Emergency Department, QEII Jubilee Hospital, QLD

- **NEATs, SLICs and ACREs: Six Month Outcome of a Focused Program of Clinical Redesign for Patients Presenting to Emergency Departments with Suspected Acute Coronary Syndromes**
  - William Parsonage, Senior Staff Cardiologist, Royal Brisbane & Women’s Hospital, QLD

- **Rethinking ED Processes to Facilitate Timely, Quality Care**
  - de Villiers Smit, Director of Emergency & Trauma Centre, The Alfred Hospital, VIC

- **An Interdisciplinary Approach to Integrating Care Across Systems for High Users of the Emergency Department**
  - Ta-Mera Rolland & Harry Rea, Counties Manukau Health, New Zealand

- **Implementing Lean Daily Management Systems for Safety and Flow**
  - Katie Anderson, Senior Lean Development Director, Palo Alto Medical Foundation, USA

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>1300</td>
<td>Lunch and Delegate Storyboards/Posters</td>
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**Session 3**

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<tbody>
<tr>
<td>1400</td>
<td>LEARNING SESSIONS</td>
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- **Redesigning to Meet National Standards**
  - John Wakefield, Executive Director, Medical Services, Royal Children’s Hospital, QLD

- **Leadership and Fellowships**
  - Dave Williams, CEO Southlake Regional Health Centre, Canada

- **Gemba Walk**
  - Jim Womack, Senior Advisor, Lean Enterprise Institute, USA

- **Lean Healthcare: The Canterbury Experience**
  - Brian Dolan, Director of Service Improvement, Canterbury District Health Board, NZ

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<tr>
<th>Time</th>
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<tr>
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<td>Afternoon Tea</td>
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**Session 4**

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<th>Time</th>
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<tr>
<td>1730</td>
<td>THE GREAT REDESIGN DEBATE</td>
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<tr>
<td></td>
<td>Should we Redesign for Safety or Flow?</td>
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<tr>
<td></td>
<td>Moderated by Norman Swan, Producer and Presenter, The Health Report, ABC Newsradio</td>
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<tr>
<th>Time</th>
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<table>
<thead>
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<tbody>
<tr>
<td>1730</td>
<td>WELCOME RECEPTION</td>
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Please note the above program is provisional only and subject to change.
## Day 2 Thursday 9 May

### PLENARY

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Title</th>
<th>Speakers</th>
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</thead>
<tbody>
<tr>
<td>0830</td>
<td>PLENARY</td>
<td>Keynote Presentation - Flow Case Study</td>
<td>Geraint Martin, CEO, Counties Manukau DHB, New Zealand</td>
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<tr>
<td>0900</td>
<td></td>
<td>Keynote Presentation - Takt is the Secret Sauce of Continuous Improvement: LPCH Case Study</td>
<td>Craig Albanese, Vice President Quality and Performance Improvement, Lucile Packard Children’s Hospital at Stanford, USA</td>
</tr>
<tr>
<td>0930</td>
<td></td>
<td>Keynote Presentation - The Experience of Using Clinical Services Redesign in the Cairns and Hinterland HHS - A Queensland Story</td>
<td>Julie Hartley-Jones, Chief Executive, Cairns and Hinterland Hospital and Health Service, QLD</td>
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<tr>
<td>1010</td>
<td></td>
<td>Morning Tea</td>
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### PLENARY – THE AUSTRALIAN STORY

This session will highlight exemplar case study examples of Lean Thinking and Redesign in Australian Health Services.

**Voice of Customer in Major Redesign**
- Matt Hempstalk, Consumer, Nambour, QLD

**Scoring the School**
- Lea Kirkwood, Program Manager, Centre for Healthcare Redesign, Agency for Clinical Innovation, NSW Health

**Performance Excellence at Eastern Health**
- Gayle Smith, Executive Director, Quality, Planning and Innovation, Eastern Health, VIC

**The Flinders Story**
- Melissa Lewis, Clinical Facilitator, Redesigning Care, Flinders Medical Centre, SA

### Session 3A 1330

<table>
<thead>
<tr>
<th>Topic</th>
<th>Redesign for Inpatient Units</th>
<th>Improving Patient Flow</th>
<th>Transforming for Safety &amp; Flow</th>
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<tbody>
<tr>
<td>Redesign for Medical Flows</td>
<td>Productive Ward at Melbourne Health: 2 Years On</td>
<td>ED Flow Model Thermostat Meets NEAT</td>
<td>Using a Model Line to Redesign Flow and Implement a Lean Management System in a Large, Geographically Diverse, Multi-specialty Group Practice</td>
</tr>
<tr>
<td>Information Rich But Data Poor, How to FOCUS on the Activity Using Clinical Dashboards</td>
<td>Joanne Hood, Improvement Manager, The Royal Melbourne Hospital, VIC</td>
<td>SallyAnne Jones, Assistant Nursing Director, Royal Brisbane and Women’s Hospital, QLD</td>
<td></td>
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<tr>
<td>Kevin Clarke, Nurse Unit Manager, The Prince Charles Hospital, QLD</td>
<td>Improving Discharge at Northeast Health Wangaratta</td>
<td>Project RED: A Collaboration to Redesign Processes and Strengthen the Relationship Between the Radiology and Emergency Departments</td>
<td></td>
</tr>
<tr>
<td>The Whole Really is Greater than the Sum of its Parts</td>
<td>Libby Wortmann, CNC Redesign Lead, Northeast Health Wangaratta, VIC</td>
<td>Julie McCabe, Clinical Nurse Consultant, St Vincent’s Hospital, NSW</td>
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</tr>
<tr>
<td>Christian Michel, Emergency Department Consultant, Mater Hospital, QLD</td>
<td>The Role of a Patient Discharge Unit: A Case Study Review</td>
<td>Improving Emergency Department Patient Flow by Applying Lean Techniques to Pathology Processes</td>
<td></td>
</tr>
<tr>
<td>Reduced Emergency Calls and Improved Weekend Discharge After Introduction of a New Electronic Handover System - Long Term Results of blue-BARRWUE’ Handover System</td>
<td>Dan West, Deputy Director of Nursing, South Eastern Sydney Local Health District, NSW</td>
<td>Anneke Fitzgerald, Professor, Griffith University, QLD</td>
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<tr>
<td>Andrew Hughes, Director of General Medicine, Geelong Hospital, VIC</td>
<td>Strength in Unity: The Power of Clinical Redesign to Align the Hospital Team</td>
<td>Engaging Junior Doctors to Lead Improvement</td>
<td></td>
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<tr>
<td>Re-engineering Medical Length of Stay</td>
<td>Sally Courtice, Project Officer, Queen Elizabeth Jubilee Hospital, QLD</td>
<td>Jason Micallef, Manager, WA Health Department, WA</td>
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<td>Phil Harrison, CMO, Central Coast Health, NSW</td>
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### Session 3B 1300

<table>
<thead>
<tr>
<th>Topic</th>
<th>Redesign in the Surgical Patient Journey</th>
<th>Redesign for the Older Person</th>
<th>Patient Centres Redesign</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy &amp; Support Services Redesign</td>
<td>Outcomes from a Redesign Program in a Day Procedure Unit</td>
<td>Aged Care HACC Services at the City of Melbourne</td>
<td>In the Patient’s Shoes: The Eastern Health Patient Experience of Care Program</td>
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<tr>
<td>Pharmacy Logistics Redesign</td>
<td>Shannon Ryan, Project Officer Surgical Services, Barwon Health, VIC</td>
<td>Jeff Reid, Team Leader Service Coordination, City of Melbourne, VIC</td>
<td>Tanya Hendry, Manager Consumer Participation &amp; Patient Experience, Eastern Health, VIC</td>
</tr>
<tr>
<td>Robina Bradley, Service Improvement &amp; Redesign Lead, St Vincents Melbourne, VIC</td>
<td>Using Lean Principles to Prepare for the Separation of Conjoined Twins</td>
<td>Improving Breakfast at an Aged Care Facility</td>
<td>Improving the Cancer Patient Value</td>
</tr>
<tr>
<td>Script 4 Change Project - How Lean Transformed Clinical Pharmacy at Canterbury DHB</td>
<td>Denise Bickert, Administrative Director Perioperative Services, Lucile Packard Children’s Hospital at Stanford, USA</td>
<td>Hannah Murphy, Manager Finance, ECH Inc, SA</td>
<td>Amanda Proposch, Nurse Manager, Cabrini, VIC</td>
</tr>
<tr>
<td>Lynn Davies, Project Manager, Canterbury DHB, New Zealand</td>
<td>Knowledge is Power: Redesigning Urology Services</td>
<td>Changing Hospital Culture to Improve Care and Reduce Risk for Patients with Cognitive Impairment in the Acute Sector</td>
<td></td>
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<tr>
<td>Finding Pharmacy Efficiencies</td>
<td>Kim Pese, Head of Urology Unit, Repatriation General Hospital, SA</td>
<td>Mark Yates, Associate Professor, Ballarat Health Services, VIC</td>
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<td>Russell Levy, Royal North Shore Hospital, NSW</td>
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### Session 4 1600

<table>
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<tr>
<th>Topic</th>
<th>Safer Care - Better Flow (30mins)</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>Closing PLENARY AND POSTER AWARDS</td>
<td>Jim Womack, Lean Enterprise Institute, USA</td>
<td></td>
</tr>
</tbody>
</table>

### 1630 SUMMIT CLOSE

Please note the above program is provisional only and subject to change.
WORKSHOP OVERVIEW

Workshop 1: Introduction to Lean Thinking & Healthcare Improvement

Professor David Ben-Tovim, Director Redesigning Care Program, Flinders Medical Centre, SA

Workshop Overview

This workshop will provide a practical introduction to Lean Thinking and its application to redesigning healthcare processes of all kinds. Using real life examples and interactive sessions, the workshop will introduce participants to Lean Thinking principles and their application to healthcare. The participants will then be introduced to a method for applying those principles in improving the safety, quality and efficiency of healthcare processes across health institutions and the wider health services that they are part of. This workshop is being provided on behalf of the Australasian Lean Healthcare Network by Professor David Ben-Tovim, the Director of the Redesigning Care program at the Flinders Medical Centre. David and the Flinders group are pioneers of Lean Thinking and process redesign and workshop participants will be able to take advantage of his wealth of practical experience, as well as his well known expertise as a workshop presenter.

Target Audience

Anyone who wants to understand what Lean Thinking is about and how it can be applied to healthcare, will benefit from participation. The workshop is particularly targeted at participants at a relatively early stage in their Lean journey, those who have little or no previous exposure to the principles and practice of Lean Thinking and Healthcare redesign and who would like to develop or increase their understanding of Lean Thinking and process improvement. Participants who have had some exposure to the theory, but little exposure to practical issues in implementation, should also benefit from participation.

Learning Outcomes

- An understanding of the principles of Lean Thinking as they apply to healthcare improvement activities.
- An understanding of how to embed those principles in a structured approach to healthcare improvement practice.
- An introduction to some basic tools and techniques in Lean Thinking and process improvement.

Workshop 2: Methods and Tools for Advanced Practitioners

Jane Evans, Director, Organisational Redesign and Performance Excellence, Eastern Health, VIC

Lauri O’Brien, Deputy Director Redesigning Care, Southern Adelaide Local Health Network, SA

Martin McCall-White, Manager, Service Redesign Unit, Barwon Health, VIC

Workshop Overview

This workshop is designed for the re-design practitioner and participants will learn advanced lean and redesign skills to apply in their own redesign projects/programs. Participants will also take away tools and interactive learning techniques to help teach others simple lean and redesign principles such as batching, one piece flow, PDSA cycles and teamwork.

Jane Evans, Lauri O’Brien and Martin McCall-White have many years of combined experience in training, coaching and leading redesign and improvement work using Lean Thinking and a range of other redesign methods. Jane currently leads the redesign improvement program at Eastern Health in Victoria which includes responsibility for developing and implementing a Performance Excellence Framework.

Lauri currently oversees the Redesigning Care program at Southern Adelaide Local Health care network. This program of work includes major redesign within the strategic framework which includes Clinical service redesign, exit strategies, outpatient reform and load leveling across the network.

Martin has led the redesign improvement program at Barwon Health in Victoria since its inception. From humble beginnings the program has developed into the organisation’s Service Reform & Innovation program which tackles complex strategic objectives that span multiple divisions and aim to transform performance.

Target Audience

- Redesign and improvement practitioners with at least 2 years experience in participating in or leading redesign projects and who have ideally completed a 1 day Introduction to Lean course.

Learning Outcomes

- Be able to practically apply a range of advanced redesign practitioner skills
- Use the tools and interactive learning techniques to teach lean and redesign principles
- Ability to more confidently lead larger scale redesign projects/programs.

Delegates comments last year included;

"Excellent quality of presentations with loads of practical examples"
Workshop 3: A3 Problem Solving to Deliver Great Clinical Care Everyday

Terry Platchek, Medical Director for Performance Improvement, Lucile Packard Children’s Hospital, Stanford University, USA
Denise Bennett, Manager, Corporate Planning and Learning, City of Melbourne, VIC and Australasian Lean Healthcare Network

Workshop Overview

Terry Platchek and Denise Bennett bring a wealth of real experience in applying Lean Thinking and the A3 problem solving process to clinical care.

Terry is focused on delivering exceptional clinical care everyday. In addition to his administrative role as Medical Director for Performance Improvement at Stanford’s Children’s hospital, Terry practices as a Pediatric Hospitalist and also directs the fellowship at Stanford’s Clinical Excellence Research Center – a healthcare model innovation laboratory. Terry is an early adopter and international leader in the application of this continuous improvement approach in healthcare having started his Lean journey at the University of Michigan. Terry has worked with medical staff in Melbourne, Brisbane and Perth following his attendance at the summit in 2010, with focus on engaging junior doctors in daily problem solving. He proudly notes that he has attended the Australasian Redesigning Healthcare Summit each year since 2008.

Denise, a nurse by background has been applying Lean Thinking within healthcare and service organisations for the past 9 years. Denise now leads the Lean transformation effort at the City of Melbourne and is internationally known as an expert in the field of applying lean thinking to healthcare and services.

- Participants will learn the essence of the Toyota problem solving process and the benefits of clinicians solving problems in the workplace every day
- Participants will have hands on experience in applying the methodology to a real clinical problem
- Participants will learn about Lean communication and leadership and the benefits this approach can have for patients and staff.

Target Audience
- Medical staff who are practicing clinicians or researchers
- Interested clinicians and senior healthcare management

Learning Outcomes
- An understanding of Lean Thinking and the benefit of applying it to clinical care
- Basic skills in the application of the problem solving process to day to day clinical work
- An understanding of the behaviours required for Lean leadership.

Recommended Preparation
- Have in mind a medium sized problem affecting patients at your medical centre.
REGISTRATION INFORMATION

The preferred method of registering is online via the ALHN website: www.leanhealth.org.au
A separate registration form is required for each delegate.

ALTERATIONS TO REGISTRATION

Changes to your registration will be accepted up until 15 April 2013. Please contact the Summit Office via email lisa@lean.org.au if you require changes to your registration.

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<th>Registration Category</th>
<th>Early Bird on or before 22 March</th>
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<td>Full Registration</td>
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<tr>
<td>Day Registration</td>
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<td>Full Registration - QLD Health Staff*</td>
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<td>Full Day Workshop</td>
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* Subsidised QLD health registrations are limited so register early

REGISTRATION ENTITLEMENTS

Full Registration Entitlements
- Entry to all Summit Sessions
- Lunch Daily
- Morning & Afternoon Tea Daily
- Summit Satchel & Program Handbook
- Attendance at Welcome Reception.

Day Registration Entitlements
- Entry to all Summit Sessions
- Lunch
- Morning & Afternoon Tea
- Summit Satchel & Program Handbook.

Full Day Workshop Entitlements
- Entry to One Full Day Workshop at the BCEC
- Lunch
- Morning & Afternoon Tea.

SUMMIT VENUE

Brisbane Convention and Exhibition Centre
Cnr Merivale & Glenelg Streets, Southbank, Brisbane
www.bcec.com.au

The Brisbane Convention & Exhibition Centre (BCEC) – Australia’s most awarded convention venue - is renowned for its remarkable capabilities and operational excellence. A worldclass venue, the Centre provides superb flexibility and versatility under one roof and offers a comprehensive range of fully integrated in-house services delivered by a team of experienced professionals whose commitment to excellence extends across all events. The Centre has been recognised by Green Globe Worldwide as a Green Globe Benchmarked Convention Centre, for its sustainability practices. The Centre’s unwavering commitment to environmental sustainability is part of an overall Corporate Social Responsibility program initiated by the Centre, engaging both staff and clients. The Centre’s location in the riverside South Bank Precinct, hub of the city’s cultural and entertainment activities has wide appeal for delegates who are able to participate in a variety of experiences including:

- Visiting the precinct’s more than 30 sidewalk cafes, restaurants and stylish shops
- Walking the 17 hectares of riverfront parkland
- Viewing the latest exhibition at Australia’s newest and largest Gallery of Modern Art
- Enjoying world class performances at the Queensland Performing Arts Theatre
- Relaxing at Australia’s only city based sand and swimming beach.

ACCOMMODATION

Accommodation held by the Summit Organisers has been secured at highly competitive rates for Summit delegates. You can access, view and book your preferred hotel via the online booking form located at www.leanhealth.org.au. The official Summit hotel for delegates is the Mantra but all properties are within close proximity to the Brisbane Convention and Exhibition Centre. It is recommended that you visit the website to view hotel information, maps and fact sheets.

ABOUT BRISBANE

Brisbane is Australia’s fastest growing city with an outdoor lifestyle unequalled in Australia. It is a thriving metropolis with an easygoing unhurried tempo, mouth-watering cuisine and fine local wines. Brisbane’s recreational, cultural and sporting facilities offer visitors endless opportunities to enjoy the city’s great climate.

The cultural heart of Brisbane is the Queensland Cultural Centre at the South Bank Precinct. Here you will find the Queensland Art Gallery, State Library and Queensland Museum. Brisbane offers many cultural, sporting and recreational possibilities including parklands, walking and cycling paths, museums, art galleries, theatres, concert halls and sporting arenas - all the delights of a thriving modern city.

From Brisbane you can also access a range of tourist resorts, theme parks, mountain ranges and pristine beaches. Delegates can expect fine weather in May with average temperatures ranging from 16-26 degrees Celsius.
GENERAL INFORMATION
FOR DELEGATES

TRAVEL & TRANSPORT OPTIONS
The Brisbane Convention and Exhibition Centre has direct access to a wide range of public transport options. The Centre’s central city location is convenient for visitors with easy and direct access to an efficient citywide transport network of buses, trains, taxis and the Brisbane River’s high-speed regular catamaran service.

- The city to airport Air Train and City Train operate from the South Brisbane train station, adjacent to the Convention Centre
- There are two bus stations within the South Bank precinct
- Queensland’s “Go Card” enables seamless travel across bus, train and ferry services and is readily available at newsagents, convenience stores and stations
- There is a dedicated taxi rank located at the Centre’s Main Entrance
- The Convention Centre has undercover parking for 1500 vehicles
- Brisbane is a compact, connected city, ideal for walking and getting around via the many scenic river and bridge walks.

LOCATION MAP

CONTACT
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