

FINAL PROGRAM

Safer Care – Better Flow

Session	Day 1 Wednesday 8 May			
Session 1	OPENING PLENARY – Safer Care – Better Flow			
	0900	Welcome on behalf of the ALHN and Queensland Health Tony O'Connell , <i>Director - General, Queensland Health, QLD</i>		
		Keynote Presentation – Safety and Flow – The Australian Health Reform Agenda Chris Baggoley , <i>Chief Medical Officer Department of Health and Ageing, ACT</i>		
		Keynote Presentation – Creating a High Reliability Organisation Dave Williams , <i>CEO, Southlake Regional Health Centre, Canada</i>		
	1045	Morning Tea		
Session 2	1110	Keynote Presentation – Lean Thinking and Practice: What Does it Mean for Leaders Jim Womack , <i>Senior Advisor, Lean Enterprise Institute, USA</i>		
	1150	Redesigning for Emergency Safety & Flow Radical Process Change within an Emergency Department to meet the NEAT Edward Pink , <i>Deputy Director, Emergency Department, QEII Jubilee Hospital, QLD</i> 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 , <i>Senior Staff Cardiologist, Royal Brisbane & Women's Hospital, QLD</i> Rethinking ED Processes to Facilitate Timely, Quality Care de Villiers Smit , <i>Director of Emergency & Trauma Centre, The Alfred Hospital, VIC</i> An Interdisciplinary Approach to Integrating Care Across Systems for High Users of the Emergency Department Ta-Mera Rolland & Harry Rea , <i>Counties Manukau Health, New Zealand</i>	Redesigning for Surgery Safety & Flow An Emergency Theatre Model to Improve Surgical Patient Flows Kerry Leaver , <i>Acting Deputy Director, Flinders Medical Centre, SA</i> Deconstructing and Redesigning the Operating Theatre Template Margo Gibbons , <i>Nurse Manager, Royal North Shore Hospital, NSW</i> Right Care, Right Place, Right Time Designed by the Right Team Peter Watson , <i>Executive Director, Surgical Services, Barwon Health, VIC</i> Improving Operating Turnover Time Craig Albanese , <i>Vice President Quality and Performance Improvement, Lucile Packard Children's Hospital at Stanford, USA</i>	Implementing Lean Daily Management Systems for Safety and Flow Katie Anderson , <i>Senior Lean Development Director, Palo Alto Medical Foundation, USA</i> Terry Platchek , <i>Medical Director for Performance Improvement, Lucile Packard Children's Hospital, Stanford University, USA</i>
	1300	Lunch and Delegate Storyboards/Posters		
Session 3	1400	LEARNING SESSIONS		
		Redesigning to Meet National Standards John Wakefield , <i>Executive Director, Medical Services, Royal Children's Hospital, QLD</i>	Leadership and Followership Dave Williams , <i>CEO Southlake Regional Health Centre, Canada</i>	Gemba Walk Jim Womack , <i>Senior Advisor, Lean Enterprise Institute, USA</i>
				Lean Healthcare: The Canterbury Experience Brian Dolan , <i>Director of Service Improvement, Canterbury District Health Board, NZ</i>
	1530	Afternoon Tea		
Session 4	THE GREAT REDESIGN DEBATE Should we Redesign for Safety or Flow? Moderated by Norman Swan , <i>Producer and Presenter, The Health Report, ABC Newsradio</i>			
	1730	Close		
	1730	WELCOME RECEPTION		

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

Session		Day 2 Thursday 9 May			
Session 5	PLENARY				
	0830	Keynote Presentation - Flow Case Study Geraint Martin , CEO, Counties Manukau DHB, New Zealand			
	0900	Keynote Presentation - Takt is the Secret Sauce of Continuous Improvement: LPCH Case Study Craig Albanese , Vice President Quality and Performance Improvement, Lucile Packard Children's Hospital at Stanford, USA			
	0930	Keynote Presentation - The Experience of Using Clinical Services Redesign in the Cairns and Hinterland HHS - A Queensland Story Julie Hartley-Jones , Chief Executive, Cairns and Hinterland Hospital and Health Service, QLD			
	1010	Morning Tea			
Session 6	1040	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			
	1210	Lunch and Delegate Storyboards/Posters			
Session 7	1330	7A: Redesign for Medical Flows Information Rich But Data Poor, How to FOCUS on the Activity Using Clinical Dashboards Kevin Clarke , Nurse Unit Manger, The Prince Charles Hospital, QLD The Whole Really is Greater than the Sum of its Parts Christian Michel , Emergency Department Consultant, Mater Hospital, QLD Reduced Emergency Calls and Improved Weekend Discharge After Introduction of a New Electronic Handover System - Long Term Results of 'Blue-BARRWUE' Handover System Andrew Hughes , Director of General Medicine, Geelong Hospital, VIC Re-engineering Medical Length of Stay Phil Harrison , CMO, Central Coast Health, NSW	7B: Redesign for Inpatient Units Productive Ward at Melbourne Health: 2 Years On Joanne Hood , Improvement Manager, The Royal Melbourne Hospital, VIC Improving Discharge at Northeast Health Wangaratta Libby Wortmann , CNC Redesign Lead, Northeast Health Wangaratta, VIC The Role of a Patient Discharge Unit: A Case Study Review Detailing the Impact on Hospital Patient Flow Dan West , Deputy Director of Nursing, South Eastern Sydney Local Health District, NSW Strength in Unity: The Power of Clinical Redesign to Align the Hospital Team Sally Courtice , Project Officer, Queen Elizabeth Jubilee Hospital, QLD	7C: Improving Care in the Emergency Patient Journey ED Flow Model Thermostat Meets NEAT SallyAnne Jones , Assistant Nursing Director, Royal Brisbane and Women's Hospital, QLD Project RED: A Collaboration to Redesign Processes and Strengthen the Relationship Between the Radiology and Emergency Departments Julie McCabe , Clinical Nurse Consultant, St Vincent's Hospital, NSW Improving Emergency Department Patient Flow by Applying Lean Techniques to Pathology Processes Anneke Fitzgerald , Professor, Griffith University, QLD Engaging Junior Doctors to Lead Improvement Jason Micallef , Manager, WA Health Department, WA	7D: Transforming for Safety & Flow Using a Model Line to Redesign Flow and Implement a Lean Management System in a Large, Geographically Diverse, Multi-specialty Group Practice Katie Anderson , Director, Lean Promotion Office, USA Australian Story - Timely Quality Care: Hospital Reform Martin Keogh , Acting Director Clinical Services, Alfred Health, VIC The Melbourne Health Improvement Sustainability Review Ceinwen McCann , Improvement Manager, The Royal Melbourne Hospital, VIC Aligning Improvement Effort to Strategy Paula Stephenson , Program Director, Chief of CLinical & Site Operations, Amglis Hospital, VIC
Session 8		8A: Pharmacy & Support Services Redesign Pharmacy Logistics Redesign Robina Bradley , Service Improvement & Redesign Lead, St Vincents Melbourne, VIC Script 4 Change Project - How Lean Transformed Clinical Pharmacy at Canterbury DHB Lynn Davies , Project Manager, Canterbury DHB, New Zealand Finding Pharmacy Efficiencies Russell Levy , Royal North Shore Hospital, NSW	8B: Improvement in the Surgical Patient Journey Outcomes from a Redesign Program in a Day Procedure Unit Shannon Ryan , Redesign Facilitator, Surgical Services, Barwon Health, VIC Using Lean Principles to Prepare for the Separation of Conjoined Twins Denise Bickert , Administrative Director Perioperative Services, Lucile Packard Children's Hospital at Stanford, USA Knowledge is Power: Redesigning Urology Services Kim Pese , Head of Urology Unit, Repatriation General Hospital, SA	8C: Redesign for the Older Person Aged Care HACC Services at the City of Melbourne Jeff Reid , Team Leader Service Coordination, City of Melbourne, VIC Improving Breakfast at an Aged Care Facility Hannah Murphy , Manager Finance, ECH Inc, SA Changing Hospital Culture to Improve Care and Reduce Risk for Patients with Cognitive Impairment in the Acute Sector Mark Yates , Associate Professor, Ballarat Health Services, VIC	8D: Patient Centres Redesign In the Patient's Shoes: The Eastern Health Patient Experience of Care Program Tanya Hendry , Manager Consumer Participation & Patient Experience, Eastern Health, VIC Improving the Cancer Patient Value Stream Amanda Proposch , Nurse Manager, Cabrini, VIC
Session 9	1600	CLOSING PLENARY AND POSTER AWARDS - Safer Care - Better Flow (30mins) Jim Womack , Lean Enterprise Institute, USA			
	1630	SUMMIT CLOSE			