

# Australasian Lean Healthcare Network Summit 2018

Building Healthcare Improvement – Piece by Piece



May 30 – 31, 2018  
Sofitel Melbourne on Collins  
Melbourne, Victoria

[www.leanhealth.org.au](http://www.leanhealth.org.au)



## Australasian Lean Healthcare Network & Lean Thinking & Practice Final Program – May 2018

**TUESDAY 29 MAY** Lean 101 Full Day Workshop and Real Estate.Com Site Visit

**WEDNESDAY 30 MAY**

0900 - 1050	Plenary Session A – Putting the Pieces Together			Chairperson: Alister Lee, <i>CEO, Lean Enterprise Australia</i>
0900 - 0935	Welcome & Opening Address – Reflections of a Lean Leader and Learner <i>Susan O’Neill, CEO, Southern Adelaide Health Network, SA &amp; Board Member, Lean Enterprise Australia &amp; Director Australasian Lean Healthcare Network</i>			
0935 – 1015	Moving People Around to Unlock the Financial Benefits of Lean <i>Jean Cunningham, Coach, ex CFO, Author and Academy of Lean Enterprise Institute, USA</i>			
1015 – 1030	Q & A			
1030 – 1100	MORNING TEA			
1100 – 1300	Plenary Session B -			Chairperson: Denise Bennett, <i>Lean Coach and Practitioner, ALHN and LEA</i>
1100 – 1245	Australian Case Studies – Cross Sector <i>Adrian Hondros, CEO, Porter Davis, Brad Byrnes, Chief Operating Officer, Parkes Shire Council, Valerie Runyan, Chair Australasia Lean HE Network, Macquarie University and Jane Evans, Director Corporate Services and Performance Excellence, Eastern Health</i>			
1245 – 1300	Panel Discussion			
1300 – 1400	LUNCH & POSTERS			
1400 – 1530	Concurrent Sessions			
1400 – 1530	Learning Labs – Session 1 Daily Management Systems <i>Denise Bennett, Continuous Improvement Practitioner and Coach, Lean Enterprise Australia &amp; Dr. Daniel Murphy, Professor of Pediatrics, Stanford University, USA</i>	Learning Labs – Session 1 Strategy & Hoshin <i>Doug Rickarby, Managing Director, Gemba Guides</i>	Learning Labs – Session 1 Five Key Financial Outcomes from Lean Thinking <i>Jean Cunningham, Coach, ex CFO, Author and Academy of Lean Enterprise Institute, USA</i>	Learning Labs – Session 1 Coaching Skills for Lean Leaders <i>Karl Ohaus Partner at Lean Transformation Group &amp; Faculty Member Lean Enterprise Institute, USA</i>
1530 – 1545	AFTERNOON TEA			
1545 – 1630	Plenary Session C			Chairperson: Denise Bennett, <i>Lean Coach and Practitioner, ALHN and LEA</i>
1545 – 1630	Leading and Practicing Lean in Healthcare <i>Dr. Daniel Murphy, Professor of Pediatrics (Cardiology), Medical Director Ambulatory Services, Acting Medical Director G-I Services, Stanford School of Medicine, Stanford University, USA.</i>			
1630 – 1730	The Great Lean Debate – We Should Be Transforming Leaders Not Enterprises Team Transform Leaders - <i>Brad Byrnes, Parkes Shire Council, Daniel Murphy, Stanford University, Laura Mottola, Lean Mining Institute. Team Transform Enterprises – Melissa Lewis, Southern Adelaide Local Health Network, Nigel Dalton, REA Group &amp; Alister Lee, Lean Enterprise Australia</i>			Moderator: David Ben Tovim
1730	Welcome Reception			

**THURSDAY 31 MAY**

<b>0840 – 1030</b>	<b>Plenary Session D</b> <b>Chairperson: Susan O’Neill CEO, Southern Adelaide Health Network, SA &amp; Board Member, Lean Enterprise Australia &amp; Director Australasian Lean Healthcare Network</b>		
<b>0840 – 0925</b>	Determining the Value of Lean Thinking in Healthcare – Show me the Money! <b>Jean Cunningham, ex CFO, Author and Academy of Lean Enterprise Institute, USA</b>		
<b>0925 – 1005</b>	Building Capability for Improvement for the Next Generation <b>Dr. John Wakefield, Deputy Director-General, Clinical Excellence Division, Department of Health, QLD</b>		
<b>1005 – 1030</b>	Reflection on an Improvement Journey <b>Dr. Jonathan Karro, Emergency Physician and Clinical Toxicologist, Clinical Director of Emergency Medicine, St Vincent’s Hospital VIC.</b>		
<b>1030 – 1100</b>	<b>MORNING TEA</b>		
<b>1100 – 1220</b>	<b>Concurrent Delegate Presentations</b>		
<b>1100 – 1220</b>	<b>Concurrent A.</b> <b>Chairperson Dean Jones, General Manager Subacute and Aged Care, St Georges Health Service</b>	<b>Concurrent B.</b> <b>Chairperson: Jonaele Lucas, Director, Process Excellence, Mater Health Services</b>	
	Developing the Next Generation of Lean Thinking Clinicians Via Internships <b>Lauren Lawlor, Associate Director, Performance Excellence Eastern Health, VIC</b>	Combining Quality Improvement and Production Planning <b>Allan Cumming, Improvement Advisor, Wakari Hospital Southern DHB, NZ</b>	
	Improving Efficiency of Triage Referrals for Ambulatory Pain Management Service to Provide Timely Access to Care <b>Swapna Gokhale, Team Leader Ambulatory Pain Management Services, Eastern Health, VIC</b>	Improving Operating Theatres’ Performance Through Lean <b>Zeyad Mahmoud, PhD Candidate, Australian Institute of Health Innovation, NSW</b>	
	MACIAE – Mater Aged Care in An Emergency <b>Sophie Shrapnel, NUM, Mater Hospital, QLD</b>	Lighting Up Our Maternity Hospital with Lean Improvement <b>Paul Bretz, Director O &amp; G, Mater Health, QLD</b>	
	Implementation of an Increased Observation Room as One Strategy to Reduce 1:1 Nursing Specials <b>Amber McCullagh, Continuous Improvement Coach, St. Vincent’s Health, VIC</b>	Presuming the Length of Kindness <b>Joanna Green, Midwifery Unit Manager, Mater Hospital, QLD</b>	
<b>1220 – 1320</b>	<b>LUNCH &amp; POSTERS</b>		
<b>1320 – 1440</b>	<b>Concurrent Learning Sessions – Facilitated Learning Sessions Including Delegate Presentations</b>		
<b>1320 - 1440</b>	<b>A. Daily Operating Systems</b> Facilitators: Denise Bennett <i>Lean Coach and Practitioner, ALHN and LEA</i> , & Clinton Cummins, <i>Executive Director Performance Improvement, St Vincent’s Hospital</i>	<b>B. Developing and Measuring Capability</b> Facilitators: Jane Evans, <i>Director, Organisational Redesign and Performance Excellence, Eastern Health</i> & Melissa Lewis, <i>Improvement Facilitator, Southern Adelaide Local Health Network</i>	<b>C. From Door to Floor: Improving the Supply Chain</b> Facilitators: David Ben-Tovim, <i>Clinical Epidemiology and Process Redesign, Flinders University</i> & Simon Craig, <i>General Manager Continuous Improvement, St. Vincent’s Hospital</i>
	Setting up a Daily Management System at St. Vincent’s Hospital Melbourne <b>Laura Steadman, Continuous Improvement Coach, St. Vincent’s Hospital, VIC</b>	Measuring Organisational Capability for Improvement: OSIM <b>Natalie Bemrose, Manager Improvement. System Improvement, Innovation &amp; Leadership, Safer Care Victoria, VIC</b>	No Space to No Waste in a Large Neonatal Critical Care Unit <b>Katie Day, Project Manager Women’s and Newborn Services, Mater Mothers Hospital, QLD</b>
	Implementing a Daily Operating System to Realise Organisational Alignment and Empowered Leaders <b>Matt Sharp, Executive Director, Eastern Health, VIC</b>	An Effective Process to Develop Healthcare Leaders Can Build Capability of Our People <b>Elizabeth Mason, Clinical Redesign Manager, South Eastern Sydney Local Health District, NSW</b>	The SIMPLE Project (Sustainable Inventory Management Process for Lean Environments) <b>Marianne Camper, Corporate Services &amp; Finance Officer &amp; Simone Kelly, Procurement NUM, The Sutherland Hospital, NSW</b>
	Standard Work for Leaders <b>Katrina Hall, Associate Director Performance Excellence, Eastern Health, VIC</b>	Improving Our Improvement Program <b>Lucy Butler, Quality and Performance Facilitator – Corporate Services, Southern DHB, NZ</b>	6S, Let’s Make Redevelopment a Success: Building Capability to Ensure Successful Transition <b>Emma Clarke, Director Innovation &amp; Design &amp; Carla Edwards, Director Redevelopment Redesign and Transformation, Western Sydney LOC, NSW</b>

THURSDAY 31 MAY

1440 - 1500	AFTERNOON TEA	
1500 – 1625	Plenary Session E	Chairperson: Jane Evans, <i>Director, Organisational Redesign and Performance Excellence, Eastern Health</i>
1500 – 1520	No Wait ACATs: Improving Access to Aged Care Assessments Using Lean Thinking Kirsty Delguste, <i>Nursing Director, Division of Aged Care, Rehabilitation and Palliative Care, Northern Adelaide Local Health Network, SA</i>	
1520 – 1555	Getting it Right Each Day: Can IT Help Our Broken Processes? Margaret Martin, <i>Executive Director Clinical Operations, Illawarra Shoalhaven Local Heath District, NSW.</i>	
1555 - 1625	Closing Plenary Presentation – Staying Well and Continuously Improving – What Are The Synergies? Dr. Daniel Murphy, <i>Professor of Pediatrics (Cardiology), Medical Director Ambulatory Services, Acting Medical Director G-I Services, Stanford School of Medicine, Stanford University.</i>	
1625 - 1630	Closing Summary, Delegate Recognition & Summit Close Denise Bennett, <i>Lean Coach and Practitioner, ALHN and LEA</i> & David Ben-Tovim, <i>Clinical Epidemiology and Process Redesign, Flinders University</i>	

FRIDAY 1 JUNE

POST SUMMIT WORKSHOPS AND SITE VISIT – HALF DAY OPTIONS

0830 - 1600

0830 – 1200 Calculating Financial Outcomes of Lean Action Jean Cunningham, <i>Coach, ex CFO, Author and Academy of Lean Enterprise Institute, USA</i>			0830 – 1200 Site Visit St. Vincent’s Hospital
&			
1230 – 1600 Using 5S as the Basis for Process Improvement Jean Cunningham, <i>Coach, ex CFO, Author and Academy of Lean Enterprise Institute, USA</i>	1230 – 1600 Daily Operating Systems Denise Bennett, <i>Lean Coach and Practitioner, ALHN &amp; LEA</i>	1230 – 1600 Lean Tools: The Practical Piece to Healthcare Improvement Melissa Lewis, <i>Improvement Facilitator, Southern Adelaide Local Health Network &amp; Jonaelle Lucas, Director, Process Excellence at Mater Health Services</i>	