

REDESIGNING HEALTHCARE SYMPOSIUM 2015 PROGRAM

May 7 2015

0800	Registration		
0830	Welcome		
0840	Opening Plenary - Dr Carlos Frederico Pinto, <i>IOV Group Executive Director and Head of Oncology at Regional Hospital of Paraiba Valley, Brazil</i> Vice President of Business Transformation, <i>Beth Israel Deaconess Medical Center, USA</i>		
0930	Plenary - Dr Gareth Goodier, <i>Chief Executive, Melbourne Health, Australia</i>		
1010	MORNING TEA		
1030	Plenary - Mr Ray MacLean, <i>Leading Teams, Australia</i>		
1115	Plenary - Mr Mark Reich, <i>Chief Operating Officer, Lean Enterprise Institute, USA</i>		
1200	DELEGATE PRESENTATIONS		
	IMPROVING IMPROVEMENT THROUGH COACHING	IMPROVEMENT WITHOUT BORDERS	
1200	A. Coaching for Improvement Amy McKimm, <i>Alfred Health, VIC</i>	A. Transformational Change Across Tasmania Lauri O'Brien, <i>Health Services Innovation, TAS</i>	
1215	B. A Coach Approach to Redesign Implementation Isobel Ursich & Christine Stone, <i>Eastern Health, VIC</i>	B. Implementing Lean for Healthcare Centres in Bhutan Dechen Choiphel, <i>Ministry of Health, Bhutan</i>	
1230	C. Skills for Change: A Bottom to Top Lean Initiative Allan Cumming, <i>Southern District Health Board, NZ</i>	C. Cross Organisation Project to Save 6000 Bed Days Using A3s Janine Cochrane, <i>Southern District Health Board, NZ</i>	
1245	D. Falls Prevention Deserves Our Attention Philippa Blencowe, <i>Eastern Health, VIC</i>	D. Leadership for Innovation & Improvement – A Statewide Journey Jon Evans, <i>Department of Health and Human Services, VIC</i>	
1315	LUNCH & POSTERS		
1400	DELEGATE PRESENTATIONS		
	REDUCING WASTE & IMPROVING PERFORMANCE	COMMUNITY TRANSITION	WARD BASED REDESIGN
1400	A. Waste Separation and Recycling in the Operating Theatre Complex at Princess Alexandra Hospital Kerstin Wyssusek, <i>Princess Alexandra Hospital, QLD</i>	A. Reducing Wait Time for Community Therapy Services Doris Vella & Varnia Muys, <i>Melbourne Health, VIC</i>	A. Standard Work in Specialty Medicine – Senior Clinician Leading Charge Phillip Parenta, <i>Eastern Health, VIC</i>
1415	B. Room Service – Food for Thought Karmen Regan, <i>Mater Private Hospital, QLD</i>	B. On Time at the Right Time Louise O'Reilly & Janet See, <i>Mater Health Services, QLD</i>	B. Seamless Transfers: Acute to Sub Acute Shai Bynon, <i>Alfred Health, VIC</i>
1430	C. Reducing Blood Wastage Kaylene Bastin, <i>Melbourne Health, VIC</i>	C. Removing the Queue: Alfred Health Community Rehabilitation Redesign Svetlana Umansky, <i>Alfred Health, VIC</i>	C. Ward Based Multidisciplinary Team (MDT) Meetings Redesign Jenna Hogarth & Rose Morgan, <i>South West Healthcare, Warrnambool, VIC</i>
1445	D. The Redesign Journey of a Busy Pre-Admissions Clinic Jennifer Francis, <i>Sir Charles Gardiner Hospital, WA</i>	D. Implementation of a Partnership with a Community Service Provider to Improve Access to Cataract Services Alison Hardman, <i>Alfred Health, VIC</i>	D. Improving Discharge Summary Completion Rates Robert Sharrock, <i>Royal Children's Hospital, VIC</i>
1500	E. Partnering with Patients and the Ethics of "Efficiency" – A Medical Student's Observations of Resuscitation Planning Benjamin Vialle, <i>Medical Student, QLD</i>	E. Re-ACT for Kids (Redesigning Allergy Care Together for Children in Western Sydney) Christie Graham, <i>The Sydney Children's Hospitals Network, NSW</i>	E. Clinical Handover Project Jan Waters, <i>St. Vincent's, VIC</i>
1530	AFTERNOON TEA		
1600	Coaching for Improvement – Ms Katie Anderson, <i>Lean Leadership Coach & Performance Improvement Specialist, USA</i>		
1645	Closing Plenary – Ms Mary Freer, <i>CEO, Change Day, Australia</i>		
1715	Symposium Close and Network Event		

May 8 2015

POST SYMPOSIUM WORKSHOP – Coaching for Improvement in Healthcare and Other Industries

Katie Anderson, Lean Leadership Coach & Healthcare Performance Improvement Specialist, USA

The twin responsibilities of every leader in a Lean organization are: Get the work done and develop people – at the same time. This is easy to say, but much harder to do. Effectively coaching others is an essential skill required to create a culture of continuous problem solving at every level of the organization. However, for managers and executives in healthcare organizations and other industries, the development of coaching skills often takes a back seat to focusing on skills of a more technical nature. Becoming an effective Lean leader takes intentional practice and coaching in order to change our own habits and develop the skills to create an organization filled with problem-solvers.

During this one-day interactive learning experience, participants will learn skills related to leadership practices and behaviors that contribute to creating and sustaining a continuous improvement culture, study and practice the art of asking questions in service of others, discuss a framework for coaching relationships, and build a plan for continuous personal improvement.



Australasian Lean Healthcare Network Redesigning Healthcare Symposium 2015

7 May 2015
Pullman on the Park Melbourne

www.leanhealth.org.au

"Coaching for
Improvement"



The Australasian Lean Healthcare Network (ALHN) will host the **Redesigning Healthcare Symposium 2015** on May 7 2015. This event is part of Lean Enterprise Australia's multi-sector **Lean Thinking and Practice Summit**, to be held from the 5-8 May in Melbourne.

The healthcare symposium is an event designed for healthcare leaders, redesigners, improvement practitioners, clinicians and support staff who are committed to making things better for patients. Healthcare delegates are encouraged to attend the multi-sector summit events to draw knowledge and experience from other industries who are also striving to make things better for customers.

This year the symposium theme is Coaching for Improvement and keynote speakers from the USA, Brazil and Australia will address this theme. A one day workshop will be held on May 8, where delegates can learn how to improve their coaching skills.

This symposium will also showcase the best improvement work across Australasia and highlight how we are improving care on behalf of our patients. The program has been designed to create networking and interactive experiences for delegates to get involved and provide opportunities for participants to talk one on one with our guest speakers. Take the opportunity to network and learn from all of our inspiring speakers by attending the symposium and registering online at www.leanhealth.org.au

Key Dates

**Early Bird Registration
Now Open**

**Early Bird Registration Closes
30 March 2015**

Keynote Speakers

Dr Carlos Frederico Pinto, IOV Group Executive Director and Head of Oncology at Regional Hospital of Paraiba Valley, Brazil. Dr Pinto has been applying what he has learned to his oncology practice and clinics in Brazil and is the Executive Director of the Valley Oncology Institute (IOV) and the head of Oncology at the Regional Hospital of Paraiba Valley. Dr Pinto studied at Ohio University to complete a MBA and Health Administration certification and he is the now also the president and current secretary of the Brazilian Society of Clinical Oncology. In 2014, Dr Pinto published the first Brazilian Lean healthcare text "In Search of Perfect Care". Dr Pinto has applied what he has learned about lean thinking to patient care processes and the supporting value streams of supplies and medications. After making hundreds of improvement in his clinics, he moved upstream to the oncology service within the hospital. Dr Pinto's oncology case study is a great example of lean leadership and value stream thinking.

Katie Anderson, Lean Leadership Coach & Performance Improvement Specialist, USA. Katie has over 15 years of experience leading change in healthcare operations and policy. For the past nine years, Katie has led Lean transformations at a variety of healthcare organisations. During this period, she has held senior internal Lean leadership positions in two prominent California healthcare organisations. Katie was the Director of the Lean Promotion Office at the Palo Alto Medical Foundation (PAMF), a Sutter Health affiliate, in the San Francisco Bay Area. At PAMF, she led the development of the internal Lean consulting practice and the PAMF Lean management system and was an early leader of Sutter Health's Lean system. From 2006-12, Katie was a Director in the Performance Improvement Department at Lucile Packard Children's Hospital where she helped launch their Lean transformation. In 2013, Katie started her own independent consulting practice focused on leadership coaching, A3 problem solving thinking, strategy deployment, and the development of internal infrastructure and capabilities to support Lean transformations. Katie is a faculty member of the Thedacare Center for Healthcare Value, with a focus on A3 thinking and Lean coaching and she also spent four years in Australia from 2002-06 as a Fulbright Scholar and a Senior Consultant in PricewaterHouse Cooper's Health Advisory Group. Katie has been an invited speaker at national and international conferences on Lean in healthcare and has co-authored multiple publications on Lean, healthcare quality, and health policy. She is a Board Committee member at El Camino Hospital (California) where she advises on patient quality and service and the development of their Lean system.

Dr Gareth Goodier, Chief Executive, Melbourne Health. Dr Goodier commenced in the role as Chief Executive for Melbourne Health on 18 June 2012. He qualified as a medical practitioner in 1974 and practiced as a clinician in the UK, Australia and Saudi Arabia before moving into management. Dr Goodier has sixteen years experience as the Chief Executive of Academic Teaching Hospitals and seven years as the Chief Executive of Regions or Health Authorities and has also worked as a management consultant for the World Bank and Arthur Andersen. Dr Goodier has co-authored a Masters course on Quality in Health Care and has lectured in several universities on leadership and contemporary health management. In 1995 Dr Goodier won the Bernard Nicholson Prize in the exams of the Royal Australasian College of Medical Administrators and in November 2009 Dr Goodier was awarded an honorary degree of Doctor of Health Sciences from Anglia Ruskin University. Dr Goodier returned to the UK as the CEO of the Royal Brompton and Harefield NHS Trust in 2003 and was later appointed as the CEO of North West London Strategic Health Authority. In September 2006 he was appointed as the CEO of Cambridge University Hospitals NHS Foundation Trust before he return to Australia and his current role at Melbourne Health.

