

# Acute Medical Assessment Units: Improving Care and Flow

## for Medical Patients Friday 24th April 2009

**About the seminar:** The interface between hospital Emergency Departments and the inpatient medical wards presents many potential barriers to effective patient flow. In the context of increasing demands on hospital resources together with a reduction in the number of acute inpatient beds, many Australian and International hospitals have introduced Acute Medical Assessment Units or Medical Admission Planning Units to overcome these barriers. These units have been designed to enable rapid and effective assessment and planning for hospital admission.

But do Acute Medical Assessment Units improve patient safety? How should they be integrated into existing structures? What resources are required to get them up and going and what are the barriers to successful implementation?

This seminar has been designed to answer these questions from the perspective of clinicians and administrators. International and national leaders will provide their views on this emerging field of medicine.

**Who should attend?** This seminar will be of value to general physicians, ED physicians, nurses, geriatricians, administrators, Department of Human Services employees and other hospital staff.

**Venue:** Ella Latham Lecture Theatre,  
Royal Children's Hospital,  
Flemington Road (cnr Gatehouse Street),  
Parkville, VIC, 3010

**Seminar date:** Friday 24th April, 2009

**Seminar time:** 09.30am - 4.30pm  
(Registration opens at 09.00am)

**Cost** - \$165.00 per person (incl. of GST)

Further venue details, accommodation and parking information can be found on our website at:

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

Enquiries to Catherine Pound on 03 9903 0891 or [catherine.pound@med.monash.edu.au](mailto:catherine.pound@med.monash.edu.au).



Centre of  
Research Excellence  
in Patient Safety



The Alfred



MONASH University  
Medicine, Nursing and Health Sciences

Supported by the Victorian Government  
Department of Human Services



### Speaker details (in order of appearance)

**Dr Alasdair MacDonald** is the current President of the Internal Medicine Society of Australia and New Zealand (IMSANZ). He is a General Physician and a member of the Adult Medical Division Executive Committee for the Royal Australian College of Physicians. Alasdair is a keen participant in the planning and developmental stages of Acute Medical Assessment Units in Australia.

**Associate Professor Harvey Newnham** has been Director of General Medicine at the Alfred Hospital since July 2007. His previous appointment was that of Director of Internal Medicine at Box Hill Hospital and Director of Physician Training for the Greater South Eastern Consortium of Hospitals. He was involved in the establishment of the Rapid Access Medical Unit (RAMU) at Box Hill Hospital. He has a strong interest in physician training and is Chair of the RACP Victorian and Tasmanian Directors of Physician Training and Directors of Advanced Training Committee.

**Associate Professor John Henley** was the Clinical Director, Admission and Planning Unit, and practicing as a Consulting Physician for the General Medicine Department at Auckland City Hospital until the end of 2008. For the past five years he has led work in Australasia introducing Acute Medical Assessment Units, initially as a member of the Acute Demand Working Group and more recently on the Emergency Department Working Party for the NZ Ministry of Health. These groups were charged with the responsibility of identifying and implementing strategies to improve management of acute admission patients. In 2006 John chaired the IMSANZ Medical Assessment and Planning Unit Working Group which, later that year released Standards for Medical Assessment and Planning Units in Public and Private Hospitals.

**Associate Professor Paul Jenkins** has 15 years experience of Acute Medicine in the UK. He was a founder member of the Society for Acute Medicine UK and has been its Past President. He was the first Consultant to develop and lead an Acute Medical Unit full-time in England and has introduced one of the country's first registrar training programmes in Acute Medicine (in East Anglia) where inter-specialty training rotations between Acute and Critical Care Medicine have been pioneered. He was a member of the Task Force of the Royal College of Physicians of London which, in October 2007, published "Acute medical care, the right person in the right setting-first time". He sat on the NICE (National Institute for Clinical Excellence) Committee in the UK which reported in 2007 on the "Care of the Critically Ill Patient in Hospital".

(continued overleaf)

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## Speaker Profiles

**Professor Peter Cameron** is a Consultant Emergency Physician and Director of the NHMRC Centre of Research Excellence in Patient Safety (CRE-PS). He has a strong research background in epidemiology and health services and systems research. He has presented and published widely with over 200 peer reviewed publications. As well as successfully managing a large number of research and contract grants for clinical and health services research, he also consults widely on health policy and health service development.

**Associate Professor Mark Fitzgerald** is Director of the Emergency & Trauma Centre at The Alfred Hospital, Medical Advisor, for Ambulance Victoria; and Retrieval Physician for Adult Retrieval Victoria. He has over 25 years of clinical experience in the reception and resuscitation of major trauma patients. He was President of the Australasian Trauma Society 2003-2005. He has been an advisor to many international organisations and institutions setting up trauma services. His research themes are systems improvement, error reduction and standardisation of resuscitative care.

**Associate Professor Ian Scott** is a Consultant general physician and Director of the Department of Internal Medicine and Clinical Epidemiology at the Princess Alexandra Hospital (PAH) in Brisbane, and Associate Professor of Medicine at the University of Queensland. He has a Research Masters in Clinical Education which focused on how to improve clinical reasoning. He is a current member of the Queensland Health Patient Safety and Quality Board. Ian co-authored the IMSANZ position statement on Medical Assessment and Planning Units (MAPU) in 2006 and is lead clinician for the PAH-MAPU project which will see a 30-bed MAPU commissioned at PAH in early 2010.

**Associate Professor Peter Hunter** is the Director of Sub-Acute and Medical Services for the Division of Rehabilitation, Aged and Community Care, Bayside Health. He is also an Associate Professor of aged care through Monash University. His interests include nutritional problems in the elderly, the development of quality care for older patients across health systems, clinical process improvement, clinical governance and chronic disease management. He is a past president of the Australian and New Zealand Society for Geriatric Medicine.

**Associate Professor David Russell** holds multiple Directorships at the Royal Melbourne Hospital (RMH). He is the Director of the Department of General Medicine, Director of Clinical Nutrition, and Director of Advanced Physician training. He is a gastroenterologist with 25 years experience in general medicine. He has overseen the establishment and ongoing administration of the Medical Assessment and Planning Unit (MAPU) at RMH since its inception 6 years ago.

**Professor Don Campbell** is Professor of Medicine in the Department of Medicine, Monash University. He is also Head of the General Medicine Department at the Monash Medical Centre Clayton. He has an interest in examining factors associated with problems of access to hospitals which has led to an interest in applied simulation modeling. He is a Chief Investigator on an ARC linkage grant working with University of Melbourne on Modelling patient flows through hospitals: optimising effective use of resources. He also holds an appointment with the Department of Human Services Victoria assisting them in developing clinical audit methodologies applicable in hospital settings.

**Ms Lauri O'Brien** has over 27 years experience in the health care sector as a midwife, senior clinician, clinical governance leader and change management agent in South Australia and interstate. Her role in Redesigning Care using predominantly the Lean methodology and Clinical Practice Improvement has seen her facilitate wide scale projects which have a large cultural and change management component. Lauri has worked closely as a Clinical Facilitator with the Acute Assessment team at Flinders Medical Centre. She is part of the team that is world renowned for successfully implementing Lean methodologies into healthcare.

**Ms Glynis Jenkins** has more than 20 years experience working in the emergency areas of busy UK hospitals. In 2001, as Senior Nurse Manager she was responsible for developing and running the Emergency Assessment Unit (EAU) which assessed approximately 70 patients per day for admission. Glynis has led work in the development of nurse competencies for acute medical nurses and in the production of guidelines for nurse staffing establishments in acute assessment units. She assisted in the production of the "Acute Medical Care – the right person, in the right setting – first time" report. In 2008 Glynis joined the Royal Perth Hospital (RPH) as Project Co-ordinator for the new Acute Assessment Unit.

**Ms Margaret Grigg** is Assistant Director, Access and Metropolitan Performance Branch within the Department of Human Services. She has worked as a clinician in clinical, administrative, academic and policy roles for approximately 30 years. Over the past 4 years Margaret has been leading a program of work aimed at improving care provision to medical patients within the acute health service.

**Associate Professor Campbell Thompson** is the Director of Medicine, Cardiac and Critical Care Services at Flinders Medical Centre in South Australia. He trained in Renal Medicine in Sydney and Oxford in the 1990's while developing a research interest in metabolism and magnetic resonance in vivo. He then moved to Flinders Medical Centre in 2002 as head of General Medicine and has built up the workforce there from 0.7 consultant FTE to 13 FTE. At Flinders he was involved in the establishment of an acute assessment unit that has been in operation since 2004. That unit processes about 5,000 admissions a year and has replaced the "on-take" admissions process.

**Professor Paddy Phillips** is the Chief Medical Officer for South Australia. In his previous position (1997-2008) as Professor and Head of Medicine at Flinders University and Flinders Medical Centre and the Repatriation Hospital in South Australia, Professor Phillips strongly supported the Acute Medical Assessment Unit initiative. He has played a major role in its establishment at Flinders Medical Centre.

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Time	Speaker	Organisation	Area covered
0900	<b>REGISTRATION</b>		
Session 1:	Overview		Facilitator: Dr Alasdair MacDonald
0930 - 0935	A/Prof Harvey Newnham	The Alfred, Vic	Opening Comments
0935 - 1005	A/Prof John Henley	Auckland City Hospital, NZ	Medical Assessment Units - an overview
1005 - 1035	A/Prof Paul Jenkins	Royal Perth Hospital, WA	Implementation in the UK and WA - lessons for Australia
1035 - 1100	Panel Discussion: What are the major hurdles to overcome?		
1100 - 1130	<b>MORNING TEA (30 minutes)</b>		
Session 2:	Identifying and addressing barriers		Facilitator: Prof Peter Cameron
1130 - 1150	A/Prof Mark Fitzgerald	The Alfred, Vic	Existing Barriers to Patient Flow from ED to the ward - the ED perspective
1150 - 1210	A/Prof Ian Scott	Princess Alexandra Hospital, Qld	Evidence base for Medical Admission Units
1210 - 1230	A/Prof Harvey Newnham	The Alfred, Vic	Rapid: An innovative model without structural change in an environment of strong Sub-Acute Services
1230 - 1300	Panel Discussion: Are FACEMS and FRACP in competition? Generalists and Specialists: How to work together? Disposition - the importance of the Sub-Acute Services. Panel to be joined by A/Prof Peter Hunter.		
1300 - 1345	<b>LUNCH (45 mins)</b>		
Session 3:	Lessons learned from existing units		Facilitator: A/Prof John Henley
1345 - 1405	Dr David Russell	Royal Melbourne Hospital, Vic	Sharing the experience of establishing the MAPU
1405 - 1425	Prof Don Campbell	Monash Medical Centre, Vic	Developments since the Medical Inpatients Study
1425 - 1445	Ms Lauri O'Brien	Flinders Medical Centre, SA	Evaluating the Flinders model: change management requirements
1445 - 1515	Panel Discussion: Should other hospitals follow suit? Transferability of the models? Panel to be joined by Ms Glynis Jenkins.		
1515 - 1530	<b>AFTERNOON TEA (15 minutes)</b>		
Session 4:	Implementation		Facilitator: Ms Margaret Grigg
1530 - 1550	A/Prof Campbell Thompson	Flinders Medical Centre, SA	Evaluating using KPIs
1550 - 1610	Prof Paddy Phillips	SA Health Flinders Uni, SA	Administrator perspective: addressing resource and cost benefit issues
1610 - 1630	Panel Discussion: Where to now?		
1630	<b>CLOSE</b>		

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## REGISTRATION FORM



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**COST - \$165.00 per person (inc. of GST)**

Payment can be made by cheque payable to Monash University, or by credit card. Cheque payments must be forwarded independent of any other payments. A copy of your registration must be included with your payment.  
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**FAX** completed registration forms to: 03 9903 0181

**OR**

**EMAIL** completed registration forms to [catherine.pound@med.monash.edu.au](mailto:catherine.pound@med.monash.edu.au)

**POST** cheques or money orders to:  
Gary White - CRE Patient Safety Seminar  
Department of Epidemiology & Preventive Medicine  
Monash University, Alfred Hospital,  
Melbourne Victoria 3004

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