

Clinical Handover

Friday 23rd February 2007

Clinical handover refers to much more than the doctor and nurse communication at the beginning and end of a shift. It is the discourse that ensures information is transmitted to the appropriate person in a timely manner and is acted upon appropriately. The consequence of poor clinical handover is an inefficient system at best and patient death at worst. The issue of improving clinical handover is gaining increasing attention as inpatient stay and medical working hours are reduced, while at the same time patient acuity increases.

Presented in conjunction with Queensland Health, this seminar has been designed to provoke thought and debate. You will hear from speakers discussing action at a health systems level as well as those implementing projects and demonstrating effective outcomes.

Registration: See back for details

Venue: Mercure Hotel
85-87 North Quay
Brisbane, QLD 4000
www.mercurebrisbane.com.au

Date: Friday 23rd February 2007

Cost: \$165 per person
(inclusive of GST)

Enquiries: Peta McLaughlin 03 9903 0245
Sue Evans 03 9903 0017

Web: www.CREpatientsafety.org.au

Speakers

Professor Stephen Duckett: Executive Director Reform and Development Division, Queensland Health.

Associate Professor Ian Scott: Director, Internal Medicine; Director, Clinical Services Evaluation Unit Princess Alexandra Hospital; and Associate Professor of Medicine, University of Queensland.

Ms Karen Gibson: General Manager, Project Coordination National E-Health Transition Authority (NEHTA).

Professor Peter Cameron: Director, NHMRC CRE in Patient Safety; Emergency Physician, Alfred Trauma Centre; Head, Victorian State Trauma Registry.

Dr John Wakefield: Senior Director, Queensland Health Patient Safety Centre.

Dr Christine Jorm: Senior Medical Advisor, Australian Commission on Safety and Quality in Health Care.

Dr Annie Moulden: Paediatrician and Director, Quality and Safety, Royal Children's Hospital, Melbourne; Clinical champion, Victorian Quality Council Clinical Handover project.

Professor Joseph Ibrahim: Associate Director, NHMRC CRE in Patient Safety; Foundation Professor and Director, Aged Care Medicine, Penninula Health; Clinical Liaison Officer, State Coroners Office and Victorian Institute for Forensic Medicine.

Clinical Excellence Commission: (Speaker to be confirmed).

Professor David Watters: Professor of Surgery, University of Melbourne; Director of Surgery, Barwon Health.

Professor Penny Sanderson: Professor of Cognitive Engineering and Human Factors, The University of Queensland.

Ms Linda Hardy: Nursing Director, Medical Business Unit, Ipswich Hospital.

Dr Kim Hill: Director, Clinical Governance, Hunter New England Health, NSW.

Ms Jenny Rodwell: A/Quality Risk Manager, Coffs Harbour Base Hospital, NSW.

Ms Jennie McKay: Senior Clinical Pharmacist, electronic Liaison Medication System (eLMS), Safe Medication Practice Unit, Queensland Health.

Program

08:30 **Registration**

09:00 **Professor Stephen Duckett**, Queensland Health: Opening address.

09:10 **Associate Professor Ian Scott**: Setting the scene- do we need handover?

09:30 **Ms Karen Gibson**: Improving transition from hospital to community: handing over key clinical facts.

09:50 **Professor Peter Cameron**: What is handover? What are the real issues?

10:00 **Morning tea**

Session 1: **Health system approach** **Facilitator: Professor Peter Cameron**

10:30 **Dr John Wakefield**: Queensland's initiatives to improve clinical handover.

10:50 **Dr Annie Moulden**: Victoria's initiatives to improve clinical handover.

11:10 **Representative from Clinical Excellence Commission**: New South Wales' initiatives to improve handover.

11:30 **Dr Christine Jorm**: Australian Commission on Safety and Quality in Healthcare - building handover tools and knowledge with the WHO Patient Safety Alliance.

11:50 Questions to Health System speakers.

12:05 **Lunch**

Session 2: **Health services approach** **Facilitator: Dr John Wakefield**

13:00 **Professor David Watters**: Using IT to assist in handover.

13:30 **Ms Linda Hardy**: Improving handover using a multi-pronged approach.

14:00 **Dr Kim Hill**: Enhancing clinical communication between clinicians.

14:30 **Ms Jenny Rodwell**: Demonstrating reduction in error through effective clinical handovers.

15:00 **Afternoon tea**

Session 3: **Future directions** **Facilitator: Professor Joe Ibrahim**

15:30 **Ms Jennie McKay**: Streamlining medication management into the community.

16:00 **Professor Penny Sanderson**: Designing practical systems to improve information transfer.

16:20 **Panel discussion**: Moving beyond projects- sustaining and spreading achievements. Do we know enough to make significant change?

16:45 Close.

Clinical Handover Seminar: February 23rd

REGISTRATION FORM

Please complete the form below and fax to 03 9903 0181

Cost - \$165 per person (GST inclusive)

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.

Please send cheques to - NHMRC Centre of Research Excellence in Patient Safety, Department of Epidemiology & Preventive Medicine, Monash University, Alfred Hospital, Melbourne. 3004

You will be notified by email within seven working days of receipt of registration.

Please book early as places are limited.

Please keep a copy of this form as a tax invoice/receipt

Monash University ABN 12 377 614 01

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Position _____	Organization _____		
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The NHMRC Centre of Research Excellence in Patient Safety is located in the Department of Epidemiology and Preventive Medicine, Monash University.



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