

Designing hospital units to optimise outcomes

Friday 9th December 2011

About the seminar:

A proactive patient-centered care team can optimise hospital outcomes. Managed properly, hospital units can engage, support, and sustain these high-functioning teams.

This seminar will provide a practical overview of the convergent structure, process, management, training, and system features that can recreate hospital wards as Accountable Care Units with Structured Interdisciplinary Bedside Rounds (SIBR). The seminar will draw directly upon the implementation experiences of Emory Healthcare in Atlanta and The Alfred in Melbourne and will highlight the facilitated implementation of states such as New South Wales (NSW) and South Australia.

Who should attend:

This seminar is aimed at all professionals with an interest in designing hospital care towards greater quality, reliability, accountability, and patient-centeredness, including hospital unit leaders (e.g. physicians, nurses, and allied health professionals); hospital leadership (e.g. executive leadership, nursing leadership, clinical governance, and quality and safety officers); and medical and nursing educators (e.g. directors of training and professional development programs).

Venue: State Library of Victoria, Village Roadshow Theatre, Entry 3 (Conference Centre entrance), 179 La Trobe Street, Melbourne Vic 3000.

Seminar date: Friday 9th December, 2011

Seminar time: 9:00am - 4:00pm
(Registration opens at 8:30am)

Cost:

\$180 per person (incl. of GST) - Full fee

\$165 per person (incl. of GST) - Organisation fee
(3+ delegates)

\$150 per person (incl. of GST) - Alfred & Monash Uni Staff/Students

\$110 per person (incl. of GST) - SPHPM staff

Further venue details, accommodation and parking information can be found on our website at:
<http://www.crepatientsafety.org.au/seminars/>

Enquiries to Catherine Pound on +61 3 9903 0891 or catherine.pound@monash.edu

 **MONASH University**
Medicine, Nursing and Health Science



Centre of
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in Patient Safety

Speaker and Facilitator details

(in order of appearance)

Professor Peter Cameron is Head of the Critical Care Research Division of the Department of Epidemiology and Preventive Medicine at Monash University, Academic Director of the Emergency and Trauma Centre at The Alfred Hospital, Head of the Victorian State Trauma Registry, Associate Director of the National Trauma Research Institute and President of the International Federation of Emergency Medicine. His main research interests include trauma epidemiology, injury prevention and management, pre-hospital care and health services and systems research.

Assistant Professor Jason Stein is a Hospitalist at Emory University, Atlanta. Jason is the Associate Vice Chair for Quality in the Department of Medicine at Emory University School of Medicine in Atlanta, Georgia. Jason has developed hospital care improvement strategies which have been incorporated into position papers published in the US and UK. His research focuses on improving the quality, reliability, and patient-centeredness of hospital care by combining teamwork structures with health IT to create high-functioning frontline teams.

Dr Charles Pain is a public health physician and is currently Director for Health Systems Improvement at the Clinical Excellence Commission for NSW. He studied medicine at the University of Liverpool, in England, spent several years in hospital medicine, ending up working in cardiology and then trained in public health medicine in the North West of England, in Preston, Salford and Manchester. He is now a Fellow of the Australasian Faculty of Public Health Medicine and a Fellow of the Faculty of Public Health in the United Kingdom. He has 25 years experience of working in three public health systems, in the United Kingdom, New Zealand and in Australia and has worked in the NSW public health system for the past 13 years. He has worked in a variety of positions, clinical, academic and administrative, including the Department of Health for England, the NSW Health Department and a number of regional and area health services. The main focus of his career in the past decade has been on improving patient safety and quality of care.

Dr Karen Luxford is Director – Patient Based Care at the Clinical Excellence Commission, Sydney, Australia (CEC). In 2010, Karen founded the *Partnering With Patients* program at CEC to promote patients, family and carers as care team members and the role of patient-based care in improving patient safety and quality in health care services. In 2008-2009, Karen was a Harkness Fellow in Healthcare Policy and Practice, Harvard Medical School, Boston and studied exemplar patient-focused organisations in the USA and the role of leadership, patient engagement and patient feedback in improving service quality. Karen was formerly General Manager of the National Breast and Ovarian Cancer Centre. She is a founding Executive member of the Health Services Research Association of Australia and New Zealand and the Chair of the Cancer Institute NSW Quality and Clinical Effectiveness Advisory Committee. Karen is an Honorary Associate, School of Public Health, University of Sydney, a Visiting Fellow, College of Medicine, Australian National University and Conjoint Lecturer, School of Public Health and Community Medicine, University of NSW.
(continued overleaf)

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Speaker profiles

Dr Shelly Jeffcott is a Senior Research Fellow at Monash University. Shelly's research has focused on links between organisational dynamics and culture in industries like healthcare and railways. Her work investigates people's perceptions and attitudes toward safety and team working, with the aim of designing interventions that are better matched to real work and likely to be successful and sustainable. She has particular interests in human behaviour, decision making, culture and both system risk and resilience.

Dr Tim Leong is Head of Quality Improvement and Deputy Director of Intensive Care at Alfred Hospital. He has experience implementing daily goals and procedural checklists into intensive care clinical practice with varying degrees of success.

Professor Don Campbell is Head of the General Medicine Department, Southern Health based at the Monash Medical Centre Clayton. He is also Professor of Medicine in the Department of Medicine, Monash University. He has a clinical career as a hospital based general and respiratory physician. He has conducted several epidemiological studies of asthma including surveys of asthma mortality with particular emphasis on psychosocial features of near-fatal asthma. He established the Clinical Epidemiology and Health Service Evaluation Unit at Melbourne Health in 1998, where his research interest in quality improvement has led to an examination of systems where the emphasis is on seeking solutions to problems in delivery of high quality health care. He took on the role of Director of the Monash Institute of Health Services Research from July 2003 until June 2007 when he was appointed to his current position. More recently his research work examining access to hospital has led to an interest in applied simulation modelling of patient flows through hospitals. His clinical interests at present are devoted to the implementation of acute assessment units in hospitals.

Mr Keith Stockman is an experienced health sector manager and management consultant with over 15 years experience in improving healthcare delivery systems. He is expert in clinical service redesign and currently works with Don Campbell at Southern Health General Medicine where they have designed and implemented extensive model of care changes which are on-going. Keith greatly enjoys working collaboratively with front line teams and management to achieve sustainable and high value improvement.

Mr Andrew Hoiles has worked in acute care over the last 15 years. This includes experience across both medical and surgical clinical areas as well as the private and public sectors. He is currently the Nurse Manager of the Acute Medical Unit of which he has helped establish – Alfred Hospital. His interests lie in innovating models of care that improve access to care, process redesign that elicits improved patient outcomes and satisfaction and finally, developing high performing teams.

Associate Professor Michele Levinson is Associate Professor of Medicine and Head of the Cabrini - Monash Department of Medicine. She graduated in Medicine from the University of Melbourne and holds fellowships of the Royal Australasian College of Physicians and the College of Intensive Care Medicine. She has a research MD in nutrition and metabolism in the critically ill. Her interests include systems of quality care delivery in acute general medicine and how we can promote a culture of holistic, evidence-based care in a busy acute environment. She has pioneered a new model for care for a private hospital setting involving multidisciplinary interactive ward rounds fulfilling the care needs of patients and providing education, training and mentoring in professionalism for undergraduate medical students and postgraduate trainees.

Dr Andrea Kattula is currently employed as Leader Clinical Practice Improvement at Alfred Health. Andrea is an Anaesthetist by background and has extensive experience in patient safety and quality activities. She has a Masters in Quality Improvement in Healthcare from the University of Newcastle in NSW. She has been involved in organisational mortality review for the past nine years. She was also a co-developer and lead trainer in the Victorian Statewide Root Cause Analysis Program.

Associate Professor Harvey Newnham is a General Physician, Endocrinologist and Associate Professor of Medicine with Monash University. He has been Director of General Medicine at the Alfred Hospital since July 2007 and Clinical Program Director of Emergency and Acute Medicine for Alfred Health since December 2009. His main interests include improving services in acute medical care, medical education, disorders of lipid metabolism and vascular disease in diabetes.

Ms Christy Pirone began her nursing career in Intensive Care in Indiana. Her interest in Diving Medicine led her to Australia in 1987 where she has since worked in intensive care, diving and hyperbaric medicine, clinical research, safety and quality and tertiary health care curriculum development. She has been a leader in quality improvement, professional development, and clinical research in her profession with recognition of her achievements as a recipient of international and state awards. Her postgraduate work focused on patient and staff safety. Currently, she is the Principal Consultant, Safety and Quality, at the South Australian Department of Health. Her work is focussed on patient safety primarily in the areas of clinical handover, teamwork, incident investigation and analysis and the identification of human, design and system factors that affect patient safety.

Dr Matthew Skinner is a Consultant in the General Medicine Unit and Acute Medicine Unit at The Alfred. He is a Master Trainer in TeamSTEPPS, the teamwork training program developed by the US Department of Defense. As the lead physician for The Alfred's 4AMU SIBR Unit, Matthew has experience launching and co-managing a SIBR unit with the Nurse Unit Manager, as well as conducting monthly SIBR orientation for trainees rotating through the unit.

Ms Margaret Way is currently employed as Director, Clinical Governance for Alfred Health and has over 20 years of clinical and management experience in the Victorian Healthcare sector. She has a Masters of Business Administration (Monash), is a graduate of the Williamson Leadership Program and is currently completing a Professional Doctorate in Public Health (LaTrobe). Margaret has a successful track record in grant funding and project management and has acted as principal quality advisor and facilitator in a range of Patient Safety collaboratives. She was also a co-developer and lead trainer in the Victorian Statewide Root Cause Analysis Program.

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Time	Speaker	Organisation	Area covered
0830		REGISTRATION	
0900 - 0915	Prof Peter Cameron		Opening address
0915 - 0930	Assistant Prof Jason Stein		Accountable Care Units (ACUs)
Session 1:	Structure		Facilitator: Assistant Prof Jason Stein
0930 - 0950	Dr Charles Pain	Clinical Excellence Commission	Unit-based teams
0950 - 1010	Dr Karen Luxford	Clinical Excellence Commission	Patient-centred units
1010 - 1030	Dr Shelly Jeffcott	Monash University	Unit design to prevent predictable adverse events
1030 - 1100		MORNING TEA (30 minutes)	
Session 2:	Process		Facilitator: Dr Charles Pain
1100 - 1120	Dr Tim Leong	The Alfred	Daily goals checklists
1120 - 1140	Assistant Prof Jason Stein	Emory University, Atlanta, US	Structured Interdisciplinary Bedside Rounds (SIBR)
1140 - 1210	Prof Don Campbell Mr Keith Stockman	Monash Medical Centre	Aligning SIBR with organisational strategy and operations
1210 - 1240	Mr Andrew Hoiles A/Prof Harvey Newnham	The Alfred	Partnered management: uniting the Nurse Unit Manager with the physician leader
1240 - 1330		LUNCH (50 minutes)	
Session 3:	Outcomes		Facilitator: Dr Karen Luxford
1330 - 1350	A/Prof Michele Levinson	Cabrini-Monash Division of Medicine	Team-based bedside care as a training model
1350 - 1410	Dr Andrea Kattula	Alfred Health	Team-based bedside care as a quality-safety model
1410 - 1430	Assistant Prof Jason Stein	Emory University, Atlanta, US	Accountable Care Unit outcomes
1430 - 1450		AFTERNOON TEA (20 minutes)	
Session 4:	Implementation in Australia and the US		Facilitator: A/Prof Harvey Newnham
1450 - 1510	Ms Christy Pirone	Department of Health, SA	Implementation: Teamwork training through TeamSTEPPS
1510 - 1530	Dr Matthew Skinner	The Alfred	Implementation: From teamwork training to a teamwork care model
1530 - 1600	Panel Discussion		Panel: Capacity building by states and hospital governance
	Ms Margaret Way	Clinical Governance, Alfred Health	
	Ms Christy Pirone	Department of Health, SA	
	Dr Charles Pain	Clinical Excellence Commission	
1600	CLOSE		



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REGISTRATION FORM

This is a two-step process:



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1. **Registration** - Please email registration information (via attached pdf or within an email) to: catherine.pound@monash.edu.

2. **Payment** - Pay online with credit card by visiting <http://ecommerce.med.monash.edu.au/default.asp?c=61938> (NB: this is a hyperlinked web address). You can search for "designing" in the top left or click on the seminars link on the left to find the item. You will automatically receive a tax invoice/receipt. Cheques will not be accepted.

NB: The registration process is complete once payment has been received and a registration confirmation email has been sent to you.

Terms and Conditions

Refunds will not be given if inability to attend is advised the day prior to the seminar. Requests for refunds at any other time will be considered on an individual basis. Please note, a colleague is always welcome to attend in your place.

COST: (please tick or mark the appropriate box)

	\$180 per person (incl. of GST)	Full fee
	\$165 per person (incl. of GST)	Organisation fee for 3 plus delegates (All 3 delegates must register at the same time to receive this discount)
	\$150 per person (incl. of GST)	Alfred Staff (an email from your Alfred account is considered proof) and Monash University Staff/Students Student ID # (Monash Staff/Students please contact Catherine for payment)
	\$110 per person (incl. of GST)	SPHPM Staff (Please contact Catherine for payment)

DELEGATE DETAIL/S:

Delegate 1

Title Other	Dr / Mr / Mrs / Miss	First name	Surname
Phone		Email	
Position		Organisation	

Delegate 2

Title Other	Dr / Mr / Mrs / Miss	First name	Surname
Phone		Email	
Position		Organisation	

Delegate 3

Title Other	Dr / Mr / Mrs / Miss	First name	Surname
Phone		Email	
Position		Organisation	

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