

IN THE SPOTLIGHT

Patient Centred Care
DRAFT PRELIMINARY PROGRAM

Novotel Brisbane
200 Creek St Brisbane QLD Australia

Thursday 2 September 2010
Friday 3 September 2010



In the Spotlight: Patient Centred Care

2-3 September, 2010

Venue: Novotel Brisbane, 200 Creek St, Brisbane, Queensland, Australia

Draft Preliminary Program

*Please note that this program is subject to change.
Please check <http://www.changechampions.com.au> for updates.

Seminar Aims:

- < ' Highlight strategic directions and policy initiatives that focus on the patient at the centre of care
- < ' Showcase development programs that focus on patient empowerment and patients as leaders of quality improvement initiatives
- < ' Showcase innovations programs where learning from the patient experience has improved service delivery and practice
- < ' Share information on approaches to measuring the impact and outcomes of patient involvement in service delivery and practice

Change Champions P/L

Change Champions delivers practical, high quality toolkit seminars that showcase solutions for healthcare service delivery challenges.

Our commitment is to support leadership, innovative thinking, creativity and the sharing of great ideas in healthcare delivery.

Further information:



Change Champions P/L
PO Box 668
The Junction NSW
Phone: 02 9692 0533
Fax: 02 9518 6898
Email: info@changechampion.com.au
Web: www.changechampions.com.au

Thursday 2 September 2010

Session 1

8.55-9.00 **Welcome and Housekeeping**

Char Weeks

Chief Executive

Change Champions P/L

9.00-9.40

Opening Address

Improving safety and quality by centering care on patients and consumers – an Australian approach

Dr Nicola Dunbar

Australian Commission on Safety and Quality in Health Care

9.40-10.10

Presentation to be advised

10.10-10.50

International Perspective

Lessons from a D-Student

Service Improvement Ideas for Patients via Disney, Duke University and DaVita

William P (Bill) Shannon

Chief Wisdom Officer & Senior Vice President

DaVita, Inc (NYSE: DVA), USA

Former Executive Director, Service Improvement, Duke University School of Medicine & Health System

Former Program Manager, Walt Disney Company, Disney Institute, Walt Disney Imagineering, Walt Disney Attractions

10.50-11.05

Questions to Speakers

11.05-11.30

Morning Tea

Thursday 2 September 2010

Session 2 Patient, Care and Consumer Engagement

11.30-11.50 Presentation to be advised

11.50-12.10 Presentation to be advised

12.10-12.30 **Youth in Action – Engaging Young People in Designing the
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Samuel Brookfield

Patient and Family Engagement Officer

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12.30-12.50 Presentation to be advised

12.50-13.00 **Questions to Speakers**

13.00-14.00 **Lunch**

Thursday 2 September 2010

Session 3 Focussing on Patients

Feedback Forums YUfb@b5bx=adfcj@bfcacifduh@ybhdg9

Lauren Barker

Manager, Angliss Health Independence Programs
Eastern Health, VIC

14.20-14.40

Person Centred Care: we're not perfect but we're getting there

Jennifer Boak

Project Officer
Bendigo Health, VIC

14.40-15.00

Shifting our focus of care: Perceptions from older people in acute hospitals

Sonia Thomas

Project Manager
Southern Health, VIC

Jane Carlin

Southern Health, VIC

15.00-15.15

Questions to Speakers

15.15-15.45

Afternoon Tea

Thursday 2 September 2010

- Session 4** **Evaluation, Outcomes and Patient Centredness**
- 15.45-16.05 **Documents and dialogue: Evaluating PCC in service delivery**
Dr Lorraine Venturato
Research Fellow
RCCCPI / GIHMR /RSL Care
Griffith University, QLD
- Prof Wendy Moyle***, Professor of Aged Care, RCCCPI / GIHMR
Griffith University, QLD
- 16.05-16.25 **PARIS, a Patient Centred Innovation**
Pieter Van Dam
Clinical Facilitator Innovation
Royal Hobart Hospital
Southern Tasmania Area Health Service, TAS
- 16.25-16.45 **Percutaneous Coronary Intervention, Repatriation and Unplanned Readmissions**
Peter Kennedy
Flight Nurse
Hawke's Bay District Health Board, NZ
- 16.45-16.55 **Questions to Speakers**
- 16.55 **Close**
- 17.00 **Drinks and Canapes (registered delegates and invited guests only)**

Friday 3 September 2010

Session 5 Patient Centred Care – Reality or Just Rhetoric?

9.00-9.40 **Patient-centred care: moving beyond the rhetoric**
Dr Karen Luxford
Harkness Fellow in Health Policy & Practice

9.40-10.20 **Using Experience Based Co-Design (EBCD) to improve breast and lung cancer services**

Dr Vicki Tsianakas
Research Associate
Florence Nightingale School of Nursing and Midwifery
King's College London, UK

Dr Jill Maben, Senior Research Fellow, Deputy Director,
National Nursing Research Unit

Dr Theresa Wiseman, Senior Lecturer, Cancer and Palliative Care Nursing

Dr Glenn Robert, Senior Research Fellow, National Nursing Research Unit

Florence Nightingale School of Nursing and Midwifery
King's College London, UK

Prof Alison Richardson, Clinical Chair in Cancer Nursing and End of Life Care,
Southampton University Hospitals NHS Trust and the University of Southampton,
Southampton General Hospital, UK

10.20-10.50 Presentation to be advised

10.45-11.00 **Questions to Speakers**

11.00-11.30 **Morning Tea**

Friday 3 September 2010

Session 6 Designing Services Around the Patient

11.30-11.50

Listen and Learn

Anne Axa

Associate Director, Patient Safety and Quality, Clinical Governance
Sydney West Area Health Service, NSW

Carla Edwards

Coordinator Healthcare Innovation
The Centre for Health Innovation & Partnership
Sydney West Area Health Service, NSW

11.50-12.10

Redesigning the model of service delivery on an inpatient rehabilitation unit – a participatory approach

Gillian Garrett

Clinical Operations Manager . Spinal Injuries Unit
Royal Rehabilitation Centre Sydney, NSW

12.10-12.30

Go the Extra Mile on Bed Safety – Do No Harm

Tracy Nowicki

Clinical Nurse Consultant
The Prince Charles Hospital, QLD

12.30-12.50

Protected Mealtimes - a sustainable approach to improving patient nutrition

Elissa Robins

A/Senior Clinical Dietitian
The Prince Charles Hospital, QLD

12.50-13.05

Questions to Speakers

13.05-14.00

Lunch

Friday 3 September 2010

Session 7 Great Seminar, Great Networking – Now What?

14.00-15.15 This interactive session with our expert panel is designed to help delegates review what they have seen and learned at the seminar before it becomes a distant blur in the noise of their daily grind.

Objectives

- < Review and summarise the key learnings from the seminar
- < Consider how the key learnings might be applied back in own work place
- < Identify opportunities/barriers to implementing the key learnings and develop contingency plans as required
- < Create a next steps implementation plan

15.15 **Close**

In the Spotlight: Patient Centred Care

Thursday 2 and Friday 3 September, 2010

Venue: Novotel Brisbane, 200 Creek St, Brisbane, Queensland, Australia

Registration Form

Delegate No.1 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

Delegate No.2 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

Delegate No.3 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname: _____
Given Name: _____
Company/Organisation: _____
Position: _____
Address: _____
State: Postcode: _____
Country: _____
Telephone: _____
Facsimile: _____
Email: _____
Preferred Name for Badge: _____
Special Diet: _____
Disability Assistance: _____

SECTION A TWO DAY REGISTRATIONS FOR 2 and 3 September 2010

Register for 2 full days Tuesday and 3 August 2010

Early Bird: 2 days before 19 August 2010 \$595.00 (inc GST) per person \$ _____
Standard: 2 days after 19 August 2010 \$710.00 (inc GST) per person \$ _____

DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ON LINE at www.changechampions.com.au . (You must pay at the time your register)

before 19 August 2010 \$575.00 (inc GST) per person
after 19 August 2010 \$685.00 (inc GST) per person

Register 4 or more people at the same time and pay on a credit card before 19 August 2010 (ie \$575.00 per person) and all 4 can join the networking drinks and canapés for free (\$60.00pp value)

SECTION B ONE DAY REGISTRATIONS FOR EITHER 2 OR 3 SEPTEMBER 2010

Register for one day only Thursday 2 September 2010

Early Bird: 1 day only before 19 August 2010 \$320.00 (inc GST) per person \$ _____
Standard: 1 day only after 19 August 2010 \$350.00 (inc GST) per person \$ _____

Register for one day only Friday 3 September 2010

Early Bird: 1 day only before 19 August 2010 \$320.00 (inc GST) per person \$ _____
Standard: 1 day only after 19 August 2010 \$350.00 (inc GST) per person \$ _____

SECTION D- NETWORKING CANAPES AND DRINKS

Networking Canapes, Drinks

Get to know our invited speakers and discuss what you have learnt during the day your colleagues

\$60.00 (inc GST) \$ _____

Additional Canapes and Drinks tickets _____ @\$60.00 (inc GST) \$ _____

SECTION E- CERTIFICATE OF ATTENDANCE

Signed and ready to pick up at the seminar \$10.00 (inc GST) per person \$ _____

TOTAL AMOUNT PAYABLE \$ _____

Please tick this box if you do not wish to have your email address included on the delegate list

Payment Methods

Change Champions P/L ABN 67 093 954 413

1. PREFERRED Register Online at <http://www.changechampions.com.au>

Simply visit <http://www.changechampions.com.au> and scroll down the home page to the seminar of your

When you register on line, you can select your preferred payment option of:

- Generate an invoice that will be instantly emailed to the nominated responsible person
- Pay by EFT or cheque
- Pay online with a credit card

OR Fax or mail the registration form and

2. Pay on your Credit Card

Cardholders Name (PLEASE PRINT) _____

MasterCard Visa ONLY

Card No. _____

Expiry Date: __ / __ / __

Amount to be charged: \$ _____

Cardholder's Signature: _____ Date: __ / __ / __

3. Pay by cheque/money order

Please make cheques/money orders for your **registration fees only** payable to Change Champions P/L

4. EFTPOS

Account name: Change Champions P/L
 Bank: Westpac
 BSB: 033 058
 Account No: 198 743
 Ref No: Spotlight (Your surname)

5. Request an invoice

Name and position title of person responsible for the payment of the invoice: _____

Email address: _____ Ph: _____

All invoices must be paid prior to the seminar.

MAIL: Change Champions P/L
 PO Box 668
 The Junction NSW 2291

FAX: 02-9518 6898
 From overseas: +61 2 9518 6898
PH: 02-9692 0533
 From overseas: +61 2 9692 0533

EMAIL: changechampions@bigpond.com

Your registration will be confirmed by email.

*** CONDITIONS APPLY**

You must pay on a credit card at the time you register if claiming a discount for online registration and payment.

Delegate Cancellation Policy

A 50% refund will be offered for cancellations received before 2 September 2010.

As we are contracted for a specific number of delegates, no refunds will be given after this date. However, an alternative delegate name may be submitted. Sorry, there are no refunds on drinks/canape bookings..

writing by email to changechampions@bigpond.com. The cancellation policy also appears at <http://www.changechampions.com.au> on the home page under terms and conditions.

I have read and understand the conditions and delegate cancellation policy.

_____ signed _____ / ____ / ____ date

