

Driving Quality in Emergency Departments

Sustaining improvements & building capacity

22nd & 23rd March 2016, Rydges Sydney Central

Key Speakers



Sally McCarthy
Clinical Director
EMERGENCY CARE INSTITUTE, NSW



Brett Gardiner
Chief Medical Officer &
Director Clinical Governance
ST VINCENT'S HOSPITAL, NSW



James Lind
FACEM
GOLD COAST HOSPITAL, QLD



Yusuf Nagree
Emergency Physician &
Clinical Academic
FIONA STANLEY HOSPITAL, WA

Benefits of attending

- **Measure quality & sustain performance** improvements
- Build **workforce capacity** to manage **increased demand**
- **Utilise data** to improve **patient centred care**

Hear from over 12 hospitals on how to drive quality improvements within your emergency department!

Register 3 delegates at the 'standard price' & bring a **4th delegate FREE!***

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HOSPITAL+HEALTH
SUPPLIERS GUIDE

Pre & Mid Conference Workshops

- A** How to drive & implement quality improvements in the ED
- B** How to implement change strategies for intelligent workforce design

Spaces are limited, book early to avoid missing out!

> see inside for more

Building capacity for quality improvements

Emergency departments from across Australia are continuing to struggle to meet increased demand and alleviate hospital congestion. Hospitals must now look past NEAT and drive sustainable improvements to support quality, patient centred care.

This national conference will showcase how emergency departments can drive sustainable change to improve the delivery of emergency medicine within Australia's hospitals.

This conference will focus on:

- How to **measure quality & sustain performance** improvements
- Building **workforce capacity** to manage increased demand
- **Utilising data** to improve patient centred care

"It was great to meet and hear from like-minded people from organisations facing similar issues."

- Jonaelle Lucas, Director Process Excellence,
Mater Health Services - 2014 conference attendee

Who will attend?

Hospitals, Local Health Districts & State Government with responsibilities for:

- Emergency Department
- Hospital Performance
- Clinical Operations
- Patient Flow

Sponsorship opportunities

We work closely with corporate partners to create unique and innovative tailored sponsorship packages that best meet your specific marketing, business development and corporate entertainment objectives.

Contact Simon Asquith on **02 9239 5729** and find out how you can make your mark on this industry.

SAVE \$300 when
you register & pay by
18th December 2015*

Plus key contributions from:

Robynne Cooke
Liverpool Hospital, NSW

Linda McCormack
Department of Health, QLD

Andrew Crellin
Ballarat Health Services, VIC

Diana Badcock
Bendigo Health, VIC

Ben Close
Townsville Hospital, QLD

Kate Brockman
Health Care Reform

Michael Dinh
Royal Prince Alfred Hospital, NSW

Andrew Staib & Clair Sullivan
Princess Alexandra, QLD

Jacqueline Hewitt
John Hunter Hospital, NSW

Julie Bunting
The Prince Charles, QLD

To register

phone **1300 316 882**

fax **1300 918 334**

registration@criterionconferences.com

www.criterionconferences.com/event/edm/

Day 1

Tuesday 22nd March 2016

8:00 Registration, coffee & networking

8:30 Opening remarks from the Chair

How to measure quality & sustain performance improvements

8:40 The benefit of flexible standardisation in emergency departments

- Creating an environment that enables high performing clinicians
- Embedding a culture of quality

Sally McCarthy
Clinical Director

Emergency Care Institute, NSW

9:20 Linking NEAT performance with quality outcomes

- A study of 20 million patients
- Examining mortality in relation to NEAT
- Tracking quality indicators

Andrew Staib, Deputy Director Emergency &
Clair Sullivan, Deputy Chair Medicine
Princess Alexandra Hospital, QLD



SPEED NETWORKING

10:00

In this interactive session you will have the opportunity to meet all the delegates in short 60 second bursts, exchange business cards, and set up valuable conversations for the rest of the event.

10:20 Morning tea & networking



PANEL DISCUSSION

10:50 How do we balance the costs of achieving targets with gains in efficiency & safety?

Sally McCarthy, Emergency Care Institute, NSW
Andrew Staib, Princess Alexandra Hospital, QLD
Brett Gardiner, St Vincent's Hospital, NSW

11:30 Whole of hospital strategies to support the ED

- Applying a whole flow perspective
- Implementing quality frameworks to support the ED
- Supporting change

Kate Brockman
Health Care Reform

12:10 Implementing quality measures & initiative's in a rural setting

- Where do we begin?
- What are the barriers?
- Assessing the early stages

Andrew Crellin
Director of Emergency
Ballarat Health Services, VIC

12:50 Networking lunch

Building workforce capacity to manage increased demand

1:50 Strengthening workforce capabilities through senior led teams

- Guiding junior medical staff for improved care
- Promoting the benefits of effective workforce development

Brett Gardiner
Chief Medical Officer & Director Clinical Governance
St Vincent's Hospital, NSW



CASE STUDY

2:30 Liverpool Hospital - Engaging clinicians in one of NSW's busiest emergency departments

- Improving internal processes through engagement
- Encouraging senior management to drive cultural change
- Implementing a whole of hospital approach

Robynne Cooke, General Manager
Liverpool Hospital, NSW

3:10 Afternoon tea & networking

3:40 Implementing Physician Assistants in the ED to improve patient experience

- Supporting doctors to help expedite patient care
- Ensuring high quality and timely care
- Examining effectiveness one year on

Benjamin Close
Director Emergency
Townsville Hospital, QLD

4:20 Promoting stronger partnerships with community health providers to reduce unnecessary ED presentations

- Developing meaningful relationships with primary care
- Engaging and educating community
- Lessons learnt

Diana Badcock,
Director of Emergency
Bendigo Health, VIC

5:00 Closing remarks from the Chair & close of day one

5:15 Mid conference workshop B commences -
How to implement change strategies for intelligent workforce design

Day 2

Wednesday 23rd March 2016

SAVE \$200 when you register
& pay by 22nd January 2016*

8:00 Welcome, coffee & networking

8:30 Opening remarks from the Chair

Building workforce capacity to manage increased demand



SPOTLIGHT

8:40

In this interactive session you will gain a better understanding of all the hospitals present within the room and the different challenges they face.

9:20 Understanding demand and where it comes from?

- Examining theoretical models within ED environment
- What solutions work?

James Lind

FACEM

Gold Coast Hospital, QLD &

Linda McCormack

Director Healthcare Improvement Unit

Department of Health, QLD

10:00 Morning tea & networking

10:30 Improving hospital avoidance for aged care residents

- Implementing ACE in 100 aged care facilities
- Building relationships with aged care staff for improved patient outcomes
- Examining savings and delivering results

Jacqueline Hewitt

Clinical Nurse Consultant

John Hunter Hospital, NSW



PANEL DISCUSSION

11:10 How emergency departments can respond to increasing presentations and an ageing population?

Jacqueline Hewitt, John Hunter Hospital, NSW

Diana Badcock, Bendigo Health, VIC

Michael Dinh, Royal Prince Alfred Hospital, NSW

11:50 Networking lunch



CASE STUDY

12:50 Fiona Stanley Hospital - Segmenting acute care to drive quality outcomes

- Examining factors contributing to physical ED design
- Implementing hospital wide policies to support improved flow
- Managing safety and quality in a high flow environment

Yusuf Nagree

Emergency Consultant

Fiona Stanley Hospital, WA

Utilising data to improve patient centred care

1:30 Examining data trends in NSW emergency departments from 2010-2015

- A population based study of ED utilisation and length of stay
- Implementing prediction models
- Leveraging ambulance resources

Michael Dinh

Emergency Physician

Royal Prince Alfred Hospital, NSW

2:10 Afternoon tea & networking

2:40 Communicating real time information to improve demand

- Creating a platform for improved workforce management
- Linking information to escalation time
- Leveraging available data

Julie Bunting

Clinical Nurse Consultant

The Prince Charles Hospital, QLD



ROUNDTABLE

3:20 Strategies to improve the integrity of data within the ED?

- What are some solutions hospitals can implement?
- Challenges and advantages

4:00 Closing remarks from the Chair & close of conference

Find us at: www.criterionconferences.com/event/edm/ #EDQuality16



Australian Health Care Discussion Group



blog.criterionconferences.com

Workshops

Learn valuable skills in
an interactive setting!

How to drive & implement quality improvements in the ED

Pre Conference Workshop A

Monday 21st March 2016, 4:00pm- 7:00pm

Price: \$599 + GST

Hospitals struggle to measure quality and sustain improvements within the ED. By reducing duplication and wasteful processes hospitals can drive quality and better manage demand.

This interactive workshop will examine the evidence and build a business case that supports quality improvements in the ED.

Why attend this workshop?

- Develop a framework for quality care
- Reduce variation in ED delivery
- Learn how to implement quality indicators

What you will take away by attending

- Evidence to support quality improvements
- A plan for sustainable demand management
- Strategies to enhance ED performance

Your workshop leaders:

James Lind
FACEM

Gold Coast Hospital, QLD

Dr James Lind qualified from Nottingham University in the UK. He has been a consultant Emergency physician for 10 years and currently works at the Gold Coast Hospital. During his emergency career he has been Director of Emergency Medicine Training and has aided major disaster relief efforts.

Linda McCormack
Director Healthcare Improvement Unit
Department of Health, QLD

Linda McCormack has had significant experience at a state-wide level as a senior liaison officer for Directors-General and Ministers for Health. She has led change across the quality and safety spectrum including management of individual clinician performance concerns, establishing clinical governance frameworks and systems, clinical incident management and consumer complaint management.

For a full bio visit www.criterionconferences.com/event/edm/

**Refreshments & dinner provided*

SAVE \$100 when you register
& pay by 26th February 2016*

How to implement change strategies for intelligent workforce design

Mid Conference Workshop B

Tuesday 22nd March 2016, 5:15pm- 8:15pm

Price: \$599 + GST

Successful change management strategies stem from good planning. Hospitals often struggle to champion change and incorporate all the relevant stakeholders.

This interactive workshop will address how to design and implement a change management plan within your emergency department.

Why attend this workshop?

Develop integral skills for change management strategies

- Optimise engagement of the ED team in planning and designing work practices
- Analyse decision making tools for improved workforce capabilities

What you will take away by attending

- How to improve engagement within your team to implement change
- Qualitative and Quantitative data to support change
- How to implement sustainable change using the multi-disciplinary team within your ED

Your workshop leader:

Margaret Murphy
Clinical Nurse Consultant – Emergency
Westmead Hospital, NSW

Margaret Murphy (RN, Cert ICU, Grad Dip Change Management, MHIthSc(Ed)) has been a registered nurse since 1986 and has practised in Ireland, UK and Australia in specialties such as emergency, intensive care and mental health. She is currently working as an Emergency Clinical Nurse Consultant at Westmead Hospital – a role that combines clinical practice, education & research. She has extensive teaching experience and is affiliated with the School of Nursing, The University of Sydney as a Clinical Senior Lecturer.

**Refreshments & dinner provided*

To register, call us on
1300 316 882 or book online
www.criterionconferences.com/event/edm/

Registration Page

CC*WEB

Delegate Details

Please complete: (Please photocopy for additional delegates)

DELEGATE ONE

Delegate Title/First Name/Surname: _____

Job Title: _____

Department/Branch: _____

Organisation: _____

Email: _____

Postal Address: _____

Telephone: _____ Mobile: _____

Event Prices

Tick relevant box	Book & pay by 18 December 2015*	Book & pay by 22 January 2016*	Book & pay by 26 February 2016*	Standard price after 26 February 2016*
Discounted rates for Hospitals & Healthcare Providers				
☐ 2 Day Conference	\$1999 + GST = \$2198.90	SAVE \$300 \$2099 + GST = \$2308.90	SAVE \$200 \$2199 + GST = \$2418.90	SAVE \$100 \$2299 + GST = \$2528.90
Standard rates for State & Federal Government				
☐ 2 Day Conference	\$2499 + GST = \$2748.90	SAVE \$300 \$2599 + GST = \$2858.90	SAVE \$200 \$2699 + GST = \$2968.90	SAVE \$100 \$2799 + GST = \$3078.90
Upgrade your package with our Pre & Mid Conference Workshops				
☐ Pre Conference Workshop A		\$599 + GST = \$658.90		
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Calculate your ticket price		\$ _____		
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How To Pay

Number of delegates: _____ Total amount \$ _____

Credit card: Call us on **1300 316 882** to register and pay with your ☐ Visa ☐ Mastercard ☐ American Express

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Driving Quality in Emergency Departments

22nd & 23rd March 2016,
Sydney

How To Register

Online: www.criterionconferences.com/event/edm/

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From outside Aust +61 2 9239 5700

Email: registration@criterionconferences.com

Fax: 1300 918 334

From outside Aust +61 2 8188 1760

Mail: Criterion Conferences Pty Ltd

PO Box R1478

Royal Exchange, NSW 1225

Venue & Accommodation

Rydges Sydney Central

28 Albion Street
Surry Hills NSW 2010
02 9289 0000

Please call the Rydges Sydney Central on 02 9289 0000 and quote **CRITERION** to receive your discounted accommodation rate! Subject to availability.

Team Discounts

Register 3 delegates at the 'standard price' & bring a 4th delegate FREE

Early bird prices are not available with this group discount. All group delegates must be registered at the same time from the same organisation. For larger groups please call us on 1300 316 882.

Terms & Conditions

Registration fee includes lunch and refreshments. Please contact us for any special dietary requirements. Full payment must be received prior to the conference to ensure admission. Delegates may not "share" a pass between multiple attendees.

Workshop attendees must also register for the conference.

***Early bird prices subject to availability.**

Cancellations:

No cancellations will be refunded, however a substitute delegate is welcome at no extra charge. A credit voucher will be issued for cancellations received in writing more than two weeks before the event date and valid for 12 months. For an event cancelled by Criterion Conferences registration fees are fully refundable.

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