

# The 4th Australasian Redesigning Health Care Summit

5 - 6 March 2008  
Melbourne Cricket Ground (MCG)  
Melbourne, Australia

## Updated Program



*Continuously improving the patient journey*



### Important Dates

Accommodation Booking Deadline  
Thursday, 31 January 2008

Early Bird Registration Deadline  
Friday, 1 February 2008



Summit Organisers | ICMS  
Hosted by the Australasian Lean Healthcare Network (ALHN)



[www.redesignhealth2008.org](http://www.redesignhealth2008.org)

# The 4th Australasian Redesigning Health Care Summit

5 - 6 March 2008

Melbourne Cricket Ground (MCG)

Melbourne, Australia

## Updated Program

Please note that the  
program is subject to change

### Wednesday, 5 March 2008 - Day 1

**9.00am** **Welcome**  
*David Ben-Tovim, Convenor Australasian Lean Healthcare Network*

**9.05am** **Opening Address**  
*Hon. Daniel Andrews, Minister for Health, Vic*

#### 9.15am Session 1 - Plenary

**Redesign for Safety: The New Paradigm**  
*Chairperson: TBA*

**9.15am** **Keynote Address:**  
**Redesign for Safety: Reducing the Defect Rate in Health Care**  
*John Toussaint, CEO, ThedaCare USA*

**10.15am** **Reducing Human Error: Is this Relevant to Health Care?**  
*Filomena Sousa, CEO, Talsico International*

#### 10.45am Morning Tea

#### 11.15am Session 2 - Plenary

**Victorian Redesigning Hospital Care Program**  
*Chairperson: Brendan Murphy, CEO, Austin Health*

**11.15am** **Overview of the Victorian Redesign Program**  
*Brendan Murphy, CEO, Austin Health*

**11.30am** **Redesigning Hospital Care: Diagnostic Imaging**  
*Shelly Park, CEO, Southern Health, Vic*

**11.50am** **Improving Patient Flow from Acute to Sub-Acute Services**  
*Jennifer Williams, CEO, Bayside Health, Vic*

**12.10pm** **Redesigning Hospital Care, Western Health**  
*Kath Cook, CEO, Western Health, Vic*

#### 12.30pm Lunch

#### 1.30pm Session 3

##### Concurrent Learning Sessions

**3A. Getting Started with Lean Thinking**  
*John Shook, Senior Advisor, Lean Enterprise Institute, USA*

**3B. Creating a Culture of Continuous Improvement**  
*John Toussaint, CEO ThedaCare USA*

**3C. Measurement for Redesign: Measuring Flow, Safety and Quality**  
*David Ben-Tovim, Director, Redesigning Care, Flinders Medical Centre, SA*

#### 2.30pm Session 4

##### Storyboard Poster Presentations and Afternoon Tea

*All accepted storyboards will be on display at this time - authors will be sited at their posters to share their redesign work with delegates.*

#### 3.30pm Session 5 - Plenary

**Continuous Improvement**  
*Chairperson: TBA*

**3.30pm** **Keynote Address:**  
**Continuous Improvement: the Key to Sustainability**  
*John Shook, Senior Advisor, Lean Enterprise Institute, USA*

**4.30pm** **Sustaining Redesign at Hunter New England Health**  
*Nigel Lyons, CEO, Hunter New England Health*

**4.50pm** **Nursing Work: A Model for Continuous Improvement**  
*Susan O'Neill, Executive Director of Nursing, and Denise Bennett, Deputy Director, Redesigning Care, Flinders Medical Centre*

**5.15pm** **Close of Day 1**

**5.15pm** **Welcome Function**  
**6.30pm** **Optional Tour of MCG**

## Continuously improving the patient journey

Thursday, 6 March 2008 - Day 2

### 7.30am Breakfast Session

#### Breakfast with the Experts: Challenges with Lean Implementation

Facilitated by David Ben-Tovim, Convenor, Australasian Lean Healthcare Network

John Shook, Senior Advisor, Lean Enterprise Institute, USA

John Toussaint, CEO ThedaCare USA

Michael Szwarbord, General Manager Acute Services, Southern Adelaide Health Services

### 9.00am Session 6 - Plenary

#### Building Redesign Capability

#### Building Redesign Capability in Health Care - "Learning How to Cook"

David Ben-Tovim, Director, Redesigning Care, Flinders Medical Centre

Convenor: Australasian Lean Healthcare Network

#### Panel Presentations and Discussion

Victoria, NSW, New Zealand, Western Australia, Queensland, John Toussaint and John Shook.

### 10.30am Morning Tea

### 11.00am Session 7

#### Concurrent Patient Journey Learning Sessions

#### 7A. Urgent and Emergency Care: Are Our Current Models of Service Delivery Sustainable?

Chairperson: TBA

Redesigning Care at Triage: Thinking Lean at Triage.

Francisco Lopez,  
Bayside Health, Vic

One Door or More for Emergency and Urgent Care

Raj Verma, NSW Health

Improving the Journey for Chest Pain

James Dunne, NSW Health

Urgent and Emergency Care - What Can We Learn from the NHS

Jan Elliot, NSW Health

#### 7B. Outpatient Redesign: Opening Pandora's Box!

Chairperson: Margaret Martin,  
Flinders Medical Centre, SA

Redesigning Outpatient - a Hospital Program

Margaret Martin,  
Flinders Medical Centre, SA

Redesigning Outpatient - a State-wide Approach

Shirley Bowen,  
Fremantle Hospital, WA

Never Say Never - Orthopedic OP Redesign

Melissa Waters,  
Gold Coast Hospital, QLD

Getting Rid of the Fat and Making it Lean: Outpatient Redesign for the Complex Medical Patient

Susan Calvert,  
Capital and Coast DHB, NZ

Redesigning ENT Patient Care at the Royal Children's Hospital

James Downie,  
The Royal Children's Hospital, Vic.

#### 7C. Improving the Patient Experience - Not Just the Journey.

Chairperson: Tony O'Connell,  
NSW Health

The Challenge of Co-design in NSW Health

Jane Gray, NSW Health

Co-design - The Patient Story

Diane King,  
Southern Adelaide Health Services

Co-design - The Staff Story

Brian Shimadry and Sharon Jackson,  
Bankstown Hospital, NSW

Co-design - The GP Perspective

Carolyn Hollick,  
John Hunter Hospital, NSW Health

Next Steps

Jane Gray, NSW Health

### 12.30pm Lunch

# The 4th Australasian Redesigning Health Care Summit

5 - 6 March 2008

Melbourne Cricket Ground (MCG)

Melbourne, Australia

Thursday, 6 March 2008 - Day 2

## Updated Program

Please note that the  
program is subject to change

### 1.30pm Session 8 Concurrent Session: Themed Delegate Story Board Presentations

<p><b>8A. Process and Practice Redesign</b> <i>Chairperson: TBA</i></p> <p><b>Getting Started with Process and Practice Redesign</b></p> <p>Developing Redesign Expertise in Far North Queensland <i>Paul Cullen, Queensland Health</i></p> <p>Introducing Lean Thinking to Lakes District Health Board, NZ <i>Donna Mayes, Lakes District Health Board</i></p> <p>Clinical Redesign: From Concept to Commission. <i>Joonalup Health Campus, WA</i></p> <p>Tools for Implementing System Improvement Initiatives: Improving Patient Access Through Early Discharge Planning <i>Margi Faulkner, Sir Charles Gairdner Hospital, WA</i></p> <p><b>Implementing Process Redesign</b></p> <p>Redesign in Medical Imaging <i>Melissa Dougherty, Redesigning Care, Flinders Medical Centre</i></p> <p>Improving Emergency Department Patient Flow at Austin Health. <i>Austin Health, Vic</i></p> <p>Removing the Waste from Medication Administration on a Medical Ward <i>Gerrie Vandeppeer, Flinders Medical Centre, SA</i></p> <p><b>Implementing Practice Redesign</b></p> <p>Applying Lean Thinking to the Patient Journey <i>Alexander (Sandy) Morrison, Barwon Health, Vic</i></p> <p>General Medical Alcohol Pathway: A Lean Perspective <i>James MacWatt, Sir Charles Gairdner Hospital, WA</i></p> <p>Successful Prosthetic Management <i>Southern Health, Vic</i></p>	<p><b>8B. Continuously Improving the Planned and Procedural Patient Journey</b> <i>Chairperson: TBA</i></p> <p><b>Improving Procedural Patient Journeys</b></p> <p>The Productive Renal Patient Journey <i>Danielle Heffernan, Royal Brisbane Hospital</i></p> <p>The Right Person Delivering the Right Service on Time: Exercise Stress Tests for Low Risk Chest Pain <i>Sharon Burns, Flinders Medical Centre</i></p> <p><b>Improving Surgical Patient Journeys</b></p> <p>Improving Access to Acute Theatres <i>Mary Gordon, Canterbury District Health Board, NZ</i></p> <p>Optimising Emergency Surgery at Austin Health <i>Austin Health, Vic</i></p> <p>Health Problems - Stumbling Blocks or Stepping Stones <i>Hunter New England Health Service, NSW</i></p> <p><b>Improving Outpatient Journeys</b></p> <p>Improved Communication Through Patient Focused Booking <i>Allison Sparke, Central Northern Adelaide Health Service, SA</i></p> <p>Improving Interpreter Services in Outpatients <i>Bayside Health, Vic</i></p> <p>Best Foot Forward: Redesigning Podiatry Outpatients at Flinders Medical Centre <i>Josie Kitch, Flinders Medical Centre, SA</i></p>	<p><b>8C. Complex Patients and Systems – Can Redesign Help?</b> <i>Chairperson: TBA</i></p> <p><b>Complex Patient Journeys – Mental Health Redesign</b></p> <p>Building Care Coordination to Operationalise a Consistent Model of Care for Mental Health Services <i>Karen Harmon, Hunter New England Health Service, NSW</i></p> <p><b>Complex Patient Journeys – Medical, Surgical and Sub-Acute Redesign</b></p> <p>Is My Patient Safe? Improving the Safety of the Critically Ill Patient <i>Elisha Ryan, Flinders Medical Centre, SA</i></p> <p>Implementation of a Fast-track Model of Care for Ambulatory Care, Cancer Services <i>Princess Alexandra Hospital, QLD</i></p> <p>Improving the Journey for COPD Patients in Rural and Regional Areas <i>KPMG and Greater Western Area Health Service, NSW</i></p> <p>Development of a Geriatric and Rehabilitation Support Team - The Story so Far <i>Julie Faoro, Southern Health, Vic</i></p> <p>Nursing Works: Visualising the Work of the Complex Patient <i>Flinders Medical Centre, SA</i></p> <p><b>Redesigning Complex Health Systems</b></p> <p>A Framework for Patient Flow Planning: 'The Alfred's Stream of Patient Care' <i>Dean Jones, Bayside Health, Vic</i></p> <p>Service Systems Redesign in Chronic Disease Services <i>Benjamin Spooner, HealthWest Partnership</i></p> <p>Management Toolkit: The Five Essential Tools for Ensuring Sustained Redesign and Efficient Patient Flow Across Hospital Environments <i>Hunter New England Health, NSW</i></p>
--	--	---

### 3.00pm Afternoon Tea

### 3.30pm Session 9 - Plenary

<p><b>Redesigning the Complex Medical Patient Journey</b> <i>Chairperson: Jennifer Williams, CEO, Bayside Health, Vic</i></p> <p><b>3.30pm Sorting the Complex Medical Patient: The Acute Assessment Unit at FMC - Three Years Experience</b> <i>Paddy Phillips, Professor of Medicine, Flinders Medical Centre</i></p> <p><b>3.50pm The Complex Medical Patient - Can Utilisation Review Help?</b> <i>Chris Poulos, Wollongong Hospital, NSW</i></p> <p><b>4.10pm Closing Address: Collaborative Care</b> <i>John Toussaint, CEO, ThedaCare USA</i></p> <p><b>Panel Discussion</b></p> <p><b>4.50pm Close of Summit</b></p>
--