



# **The 5th Australasian Redesigning Health Care Summit**

**Redesign at Work**

**24-26 March 2009**

**Brisbane Convention and Exhibition Centre  
Southbank, Brisbane**

## **Final Program**

### **Important Dates**

Early Bird Registration Deadline  
**Tuesday, 10 February 2009**



**[www.redesignhealth2009.org](http://www.redesignhealth2009.org)**

# Program

Please note that the program is subject to change

## Wednesday, 25 March 2009 – Day 1

9.00am	<b>Opening Session</b>		
	<b>Welcome</b>		
	M3&M4		
9.00am	Welcome <i>Michael Reid, Director General, Queensland Health</i>		
9.15am	Lean Thinking and Healthcare: lessons learned in the first 5 years <i>David Ben-Tovim, Convenor, Australasian Lean Healthcare Network</i>		
9.40am	Redesigning Healthcare in Queensland <i>Maarten Kamp, Senior Director, Clinical Practice Improvement Centre, Centre for Healthcare Improvement, QLD Health</i>		
10.00am	Fear & Anxiety in the ED: Improving Emergency Department experience using experience based design <i>Jane Gray, Senior Manager Patient and Carer Experience, Health Services Performance Improvement Branch, NSW Health</i>		
10.20am	Lean Thinking and Hospital Design <i>Dr Peter Steer, District CEO, Queensland Children's Health Services</i>		
10.40am	<b>Morning tea</b>		
	Mezzanine Foyer M3-M6		
11.10am	<b>Plenary: Designing Safer Work</b>		
	M3&M4		
11.10am	Designing safer work in healthcare: can human error concepts help? <i>Filomena Sousa, CEO, Talsico International</i>		
12.10am	Designing safer work in healthcare: can simulation concepts help? <i>Marcus Watson, Senior Director, Skills Development Centre, QLD Health</i>		
12.40pm	Designing safer work after hours <i>Marion Eckert, Acting Executive Director of Nursing, Flinders Medical Centre, SA</i>		
1.00pm	<b>Lunch</b>		
	Mezzanine Foyer M3-M6		
2.00pm	<b>Concurrent: Delegate Presentations</b>		
	Designing the healthcare system that flows	Designing safer work	Innovative models of care
	M4	M3	M2
2.00pm	Redesigning ENT Outpatient Care at the Royal Children's Hospital Melbourne <i>James Downie, Manager, Service Redesign, Royal Children's Hospital Melbourne, VIC</i>	The Electronic Medical Task Board Story - A technological solution to support a process problem <i>Nicholas Kennedy, Medical Registrar, Flinders Medical Centre, SA</i>	A Patient Centred Model of Care: Patient First <i>Roisin Dunne, Service Improvement Coach, Mater Private Hospital, QLD</i>
2.20pm	Focusing on Flow at Mater Health Services <i>Fiona Butler, Flow &amp; Access Manager, Mater Health Services</i>	Review of a Radiology Request Form incorporating ISBAR and Lean Error Proofing functions <i>David Witte, Southern Health, VIC</i>	Whai Manaaki: More Time Better Care <i>Maggie Spencer, Senior Quality Improvement Manager, Counties Manukau DHB, NZ</i>
2.40pm	Improving Patient Flow from Acute to Subacute Services <i>Dean Jones, Manager, Redesigning Care, Alfred Health, VIC</i>	A 'One Stop' dispensing model in a busy medical ward <i>Robert Forsythe, Director of Pharmacy, Central Queensland Health Services District, QLD</i>	Designing an Innovative New Model of Care for Rehabilitation <i>Gregory Turnham, Quality Manager of the Peter James Centre and Wantirna Health, Eastern Health, VIC</i>
3.00pm	Improving the patient journey from hospital to GP <i>Matthew Long, Clinical Redesign Engineer, North Coast Area Health Service, NSW</i>	Effective Discharge and Handover from Intensive Care Unit <i>Lorraine Retallick, Clinical Nurse Specialist, Gold Coast Health Service District, QLD</i>	Leaders Learning Lean Logically <i>Duncan Stuart, Medication Services Qld's (MSQ) Clinical Systems Improvement Facilitator, QLD Health</i>
3.30pm	<b>Afternoon tea</b>		
	Mezzanine Foyer M3-M6		
4.00pm	<b>Plenary: Lean Thinking Keynote Presentations</b>		
	M3&M4		
4.00pm	The Road Map to a Lean Thinking Organisation <i>David Meier, Lean Enterprise Institute, USA</i>		
4.45pm	Clinical Process Redesign – transforming care in the NHS <i>Virginia Craig, Associate Director, Clinical Systems Improvement, Princess Alexandra Hospital, NHS Trust, UK</i>		
5.30pm	<b>Close of Session</b>		
5.45pm-7.30pm	<b>Welcome Reception</b> Gallery of Modern Art		

## Thursday, 26 March 2009 - Day 2

7.00am	<b>Queensland Early Bird Breakfast with the Experts</b> <i>David Meier, Lean Enterprise Insitute, USA</i> <i>Virginia Craig, Princess Alexandra Trust, UK</i> <i>Andy Black, Durrow Consulting, UK</i>		
8.15am	<b>Plenary: Innovative Models of Care</b> M3&M4		
8.15am	Designing Models of Care for the Future <i>Andy Black, Durrow Consulting, UK</i>		
9.00am	Alfred Health Streams of Care: a patient journey framework for Redesigning Care <i>Dean Jones, Manager Redesigning Care, Alfred Health, VIC</i>		
9.20am	Innovative Models of Care in Aged & Chronic Care <i>Kath Harrison, Operations Manager Eastern Cluster, Sydney West, Area Health Service, NSW Health</i>		
9.40am	Timely and appropriate care of children and adolescents with mental health disorders <i>Daniel Fung, Senior Consultant and Chief of the Department of Child and Adolescent Psychiatry, Institute of Mental Health, Singapore</i>		
10.00am	<b>Morning tea</b> Mezzanine Foyer M3-M6		
10.30am	<b>Concurrent Learning Sessions</b>		
	Redesign at Work: Bringing together policy, culture and outcomes	The missing link: designing a supply chain to support the patient journey	Clinical Communication: tools and techniques to reduce communication errors in the clinical setting
	M4	M3	M2
10.30am	Facilitated by <i>Susan O'Neill, Executive Director of Nursing &amp; Redesigning Care, Flinders Medical Centre, Southern Adelaide Health Services, SA</i>	Facilitated by <i>Sean Lewis, Leannovation and Michael Szwarcbord, Lean Healthcare Australia</i>	Facilitated by <i>Marcus Watson, Senior Director, Skills Development Centre, QLD Health</i>
10.35am	Redesigning Hospital Care Program - a Statewide approach <i>Jane Evans, Manager, Strategic Projects &amp; Policy in the Access &amp; Metropolitan Performance Branch of the Department of Human Services, DHS, VIC</i>		
10.50am	The 3 Rs of Surgery: Reform, Remodel and Retain <i>Patrick Cregan, Chair, NSW Surgical Services Taskforce, Area Program Director of Surgery Sydney West Area Health Service, NSW</i>		
11.05am	Changing a culture: Lean Thinking and its impact on the culture of the Allied Health Division of FMC. <i>Josie Kitch, Director of the Allied Health Division at Flinders Medical Centre, Flinders Medical Centre, SA</i>		
11.20am	Tools for Measurement - SPC and VLAD's (Variable Life Adjusted Display) <i>Kirstine Sketcher-Baker, Manager, Clinical Monitoring Team and Di O'Kane, Manager, Clinical Improvement Measurement Team, CPIC, QLD Health</i>		
11.45am	Panel Discussion		
12.00pm	<b>Lunchtime Delegate Poster Session (Storyboards)</b> Mezzanine Foyer M3-M6		
1.15pm	<b>Panel - Redesigning the Supply Chain in Healthcare - Case studies</b> M3&M4		
	The Supply Chain - an opportunity for healthcare Panel Chair: <i>David Meier, Lean Enterprise Insitute, USA</i>		
	<ul style="list-style-type: none"> <li>Case study from the USA - <i>Sean Lewis, Leannovation</i></li> <li>ED Case study from Counties Manukau DHB, New Zealand - <i>Allan Cumming, General Manager, Quality Improvement Unit / Te Pai Huangā at Counties Manukau District Health Board in Auckland New Zealand</i></li> <li>Case Study from the Gold Coast Health Services - <i>Paul O'Neill, Supply Manager, Gold Coast Health Service District</i></li> </ul>		
	Panel Discussion		
2.30pm	<b>Afternoon tea</b> Mezzanine Foyer M3-M6		
2.50pm	<b>Plenary: Designing the Hospital that Flows</b> M3&M4		
2.50pm	Creating flow in a full hospital: The challenge continues <i>Susan O'Neill, Executive Director of Nursing &amp; Redesigning Care, Flinders Medical Centre, Southern Adelaide Health Services, SA</i>		
3.10pm	Designing a children's hospital that flows <i>Denise Bennett, Director, Lean Healthcare Australia</i> <i>James Downie, Manager, Service Redesign., RCH, VIC</i>		
3.30pm	Designing the Orthopaedic Journey across the inpatient/GP interface <i>Dr Don Pitchford, Director of Orthopaedics, Gold Coast Health Service District</i>		
3.50pm	A University of Michigan Junior Doctor's Experience with Lean Quality Improvement <i>Terry Platcheck, House Officer in the Department of Internal Medicine and the Department of Pediatrics and Communicable Diseases at the University of Michigan, University of Michigan, USA</i>		
4.10pm	Patient flow at Princess Alexandra Hospital, NSW <i>Virginia Craig, Associate Director, Clinical Systems Improvement, Princess Alexandra Hospital, NHS Trust, UK</i>		
4.30pm	<b>Close of Summit</b>		

# Posters

**Thursday, 26 March 2009 12:00 13:15**

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## Discharge Model lines; the key to the back door

Lauri O'Brien, Flinders Medical Centre, SA

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## No Problem is Problem: Creating a Problem Solving Ward

Mel Lewis and Jane Potts, Flinders Medical Centre, SA

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## Mobile Technologies an enabler for new community focussed models of care

Michelle Mancktelow, Queensland Health, QLD

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## Arts in Health at FMC: a creative approach to improving the hospital environment

Sally Francis, Arts in Health at FMC, SA

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## The Patient Journey – Safety through visibility

Paul Donaldson, The Prince Charles Hospital, QLD

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## Sir Charles Gairdner Hospital Emergency Medical Patient Project

Margaret Faulkner and Carolyne Wood, Sir Charles Gairdner Hospital, WA

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## Hip and Knee Arthroplasty Service Redesign

Graham Mercer, Repatriation General Hospital, Daw Park, SA

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## A lean observation study to identify interruptions to Radiologist reporting

David Witte, Southern Health Diagnostic Imaging, VIC

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## Sustained Lean Dispensing by Multisite Collaboration

Duncan Stuart and Diane Aldous, Medication Services Queensland, QLD

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## A Root Cause Analysis of emergency admissions at Flinders Medical Centre: A Pilot Study

Linda Isherwood, Department of General Practice, Flinders University, SA

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## Standardisation as a Method to enhance Medication Safety

Charles Mitchell, Safe Medication Practice Unit, Medication Services Queensland, QLD

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## Re-engineering Out-Patients services to enhance clinical outcomes and improve efficiency by engaging general practice

Claire Jackson, University of Qld Discipline of General Practice, QLD

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## Chasing Results; Eliminating Paper Waste

John Macrow, Royal Children's Hospital, VIC

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## Improving door to balloon time in ST elevation myocardial infarction transfer for emergency angioplasty. Saving 30 minutes with simple redesign of the transfer protocol from an urban general hospital

Paul Bailey, University of Western Australia, WA

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## Lessons learnt from and by lean leaders?

Duncan Stuart, Medication Services Queensland, QLD

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## Improving Bed Management: creating a health system that flows

Roxanne Carroll, Gold Coast Health Service District, QLD

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## Implementation of standardised suite of chest pain and acute coronary syndrome protocols and pathways

Kristina O'Dwyer, Clinical Practice Improvement Centre, QLD

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## Improving Orthopaedic patient flow through the operating theatre

Nicky Cross, Gold Coast Health Service District, QLD

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## The HIV/AIDS & Related Programs (HARP) Redesign Project

Mark Denoe, HIV/AIDS & Related Programs Unit, South East Sydney Illawarra Health, NSW

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## How to improve flows through a ( Medical) Acute assessment unit

Lauri O'Brien and Rebecca Ayles, Flinders Medical Centre, SA

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## Establishment of an Express Community Care Centre

Matthew Long, North Coast Area Health Service, NSW

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## Quality and Timely Referrals – Crossing the Great Divide

Kate Johnston and Sara Drew, Gold Coast Hospital/ General Practice Gold Coast, QLD

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## Optimising the Patient's Journey: A National Programme

Allan Cumming, Counties Manukau District Health Board, NZ

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## Guiding the health system players into an integrated team – the Service Integration Framework

Caroline Nicholson, Mater/UQ Centre for Primary Health Care Innovation, Mater Health Services, QLD

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## Continuity of care from Hospital to Community

Jenny Smith, Mater Health Services, QLD

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## Standardisation of dispensing methodology across the Princess Alexandra Hospital (PAH) and the Royal Brisbane and Women's Hospital (RBWH) Pharmacy Departments

Lynette Loy, Princess Alexandra Hospital, QLD

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## Health Record Loose Sheet Filing

Jenny Smith, Mater Health Services, QLD

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## A Redesign Journey – Locating Health Records for Patient Care

Sallyanne Wissmann, Mater Health Service, QLD

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## Computer Modelling and Simulation of Cardiac Surgery Patient Flow and Bed Occupancy as an aid to Decision Making

Anton Freischmidt, The Royal Children's Hospital Melbourne, VIC

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## Redesigning a pharmacy department's dispensary workflows and work practices within a large tertiary institution

Lynette Loy, Princess Alexandra Hospital, QLD

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## Emergencies ARE predictable... Right?

James Downie, Royal Children's Hospital Melbourne, VIC

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## Alice Lean – Style

Rebecca Wells and Neil Pomfret, Alice Springs Hospital, NT

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## Lean beginnings – putting 5S into action

Carmen Walker, Southern Health, VIC

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## Lean is not mean: using Lean to enhance patient flow from acute to continuing care services at Southern Health

Brydie Quinn, Southern Health, VIC

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## Endoscopic procedures: a sustainable model for improved patient care and throughput

Cheryl Schneider, Southern Health, VIC

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## Cellular Flow to Reduce Patient Wait Time, Enhance Quality and Increase Productivity in Clinic 'B' of the Institute of Mental Health (IMH), Singapore

Boon Leng Lim, Institute of Mental Health, Singapore

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## Increasing utilisation of a discharge lounge to support patient flow

Darren Daff, Flinders Medical Centre, SA

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## Reducing prolonged length of stay in a tertiary Rehab Centre in Singapore

Soon Yin Tjan, Tan Tock Seng Hospital, Singapore

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**Reducing Patient Queuing within The Alfred's Specialist Consulting Clinics (Outpatients)**

Nonie Bridgland, Alfred Health, SA

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**Redesigning Child and Youth Mental Health Services to deliver a model of care to improve access: Complexities, Contradictions and Change**

Linda Leatherbarrow, Denisse Best and Margaret Hoyland, Child and Youth Mental Health Service, Brisbane Royal Childrens' Hospital, Childrens Health Service District, QLD

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**The Alfred Centre – A Model for the future of Public Healthcare**

Martin Keogh, The Alfred, Melbourne, VIC

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**Civility, Respect, Engagement at the Workplace (CREW): Nationwide Organization Development Intervention in at the United States Veterans Healthcare Administration**

Katerine Osatuke and Sue Dyrenforth, Veterans Health Administration Natl Center for Organization Development, USA

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**Work redesign: Continuously improving nursing handover**

Amanda Tuck, Flinders Medical Centre, SA

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**The Eye Emergency Manual Project**

Jan Steen, GMCT / Statewide Ophthalmology Service, NSW

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**Utilising Redesigning Care Principles to improve Ancillary Staff services**

Anthony Bakarich, Flinders Medical Centre, SA

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**Radiotherapy Business Improvement Strategy**

Penny Adams, Cancer Institute, NSW

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**Emergency Department Out of Hours Falls Project Shoalhaven Hospital Physiotherapy Department – Strengthen Primary Health and Care in the Community**

Helen Troy, SESIAHS, NSW

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**Access block at Royal Perth Hospital: Developing solutions across the hospital to enhance patient flow**

Frank Daly, University of Western Australia, WA

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**Access block at Royal Perth Hospital: Defining who owns the time line and the root causes**

Frank Daly, University of Western Australia, WA

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**Patient Flow Systems**

Daniel Comerford, NSW Health, NSW

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**Using 5S to Re-Organise Storage of Equipment and Consumables in the Treatment Room**

Regina Goh, National Healthcare Group Polyclinics, Singapore

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**Towards A Lean Referral**

James How, National Healthcare Group Polyclinics, Singapore

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**Using Lean Thinking Principles to smoothen the patients' journey to treatment room for stat dose of anti-hypertensive medicine**

Tin See Swee, National Healthcare Group Polyclinics, Singapore

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**To improve on continuity of care of patients for routine regular injections and to reduce time waste as nurses browse through case notes to verify correct schedule**

Tin See Swee, National Healthcare Group Polyclinics, Singapore

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**Improving the glycaemic control in Diabetic Patients in Woodland Polyclinic with a traffic light system (visual cues)**

Djoni Sian Wei Huang, National Healthcare Group Polyclinics, Singapore

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**Genetic Health Queensland: re-designing work flow for a state-wide service**

Julie McGaughran and Annette Hattam, Genetic Health Queensland, Royal Brisbane and Women's Hospital, QLD

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**Sir Charles Gairdner Hospital Bed Status Audit**

Daniel Hitchcock, Sir Charles Gairdner Hospital, WA

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**Rapid improvement of a regional hospital pharmacy**

Robert Forsythe, Central Queensland Health Services District, QLD

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**Patient focused Booking**

Allan Cumming, Counties Manukau District Health Board, NZ

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**Kanban Project**

Penny Impey, Counties Manukau District Health Board, NZ

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**Use of statistical process control in healthcare to evaluate if redesigning of service delivery was associated with improvements in the quality of care**

Christina Manolas, Clinical Practice Improvement Centre Queensland Health, QLD

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**Scheduled Transfer Trial**

Jane Bassham, Flinders Medical Centre, SA

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**Staff Tracking in Healthcare Redesign – Animating the Motion**

Anton Freischmidt, The Royal Children's Hospital Melbourne, VIC

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**Physiotherapy in the Early Assessment Unit – More Than Mobility**

Denise Krklec, The Prince Charles Hospital, QLD

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**Palliative Care hospital based Outreach Program**

Loretta Williams, Western Health, VIC

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**Re-admissions to General Medicine at an acute public hospital. A comprehensive patient analysis**

Clare Whitehall and Martin MacDonald, Monash Medical Centre, VIC

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**Optimizing Communication Between the Inpatient and Community Teams in Mental Health**

Denise Wright, Flinders Medical Centre, SA

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**Introducing Journey Boards into Mental Health**

Anna Szykar, Flinders Medical Centre, SA

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**New model of care for General Medicine, Monash Medical Centre Clayton (MMC)**

Donald Campbell, Keith Stockman, Martin MacDonald and Fiona Dickson, Monash Medical Centre, VIC

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**Nursing Works: beyond the Model Lines**

Dean Baker, Flinders Medical Centre, SA

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**Introducing Journey Boards into Mental Health & Optimizing Communication Between the Inpatient and Community Teams in Mental Health**

Anna Szykar and Denise Wright, Flinders Medical Centre, SA

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**Nursing Works: The Model Line Approach**

Susan O'Neill, Southern Adelaide Health Services, SA

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