



The 6th Australasian **REDESIGNING HEALTHCARE SUMMIT**

3-5 May 2010 | Melbourne Convention and Exhibition Centre



KEY DATES

Call for Abstracts Closes
FEBRUARY 2010

*Early Bird
Registration Closes*
19 MARCH 2010

REGISTRATION BROCHURE

www.redesignhealth2010.org

delivering a system that works

INVITATION

Delivering a system that works

The Australasian Lean Healthcare Network (ALHN) is delighted to announce that the Australasian Annual Redesigning Healthcare Summit will be returning to Melbourne, Victoria in 2010. The summit, now in its 6th year, is regarded as the premier healthcare redesign event in Australasia. The ALHN welcomes the support of the Department of Health, Victoria who through the Victorian Redesigning Hospital Care Program, are supporting the Summit.

The Australasian Redesigning Healthcare Summit is internationally renowned for its contribution to sharing the lessons from healthcare redesign. International speakers from health and other industries will combine with local champions of innovative redesign to create a program rich and diverse in content. The 2 day Summit program will be supplemented by four pre-summit workshops (now a regular feature of the event) and for the first time visits to exemplar Lean Thinking industry sites.

The Summit organisers have chosen the theme “delivering a system that works” in acknowledgement of the cumulative and diverse redesign experience in Australasia that has now been tested over time to deliver improvement in flow, quality, cost and patient and staff experience. Many of these systems have developed from what we have learned from non-health industries and there will be increased opportunities to learn from outside healthcare. The program will run alongside the Lean Enterprise Australia Annual Summit and will showcase redesign and improvement case studies from health, service and manufacturing. This will provide delegates with an opportunity to widen their knowledge base and networks. The Summit not only promises an exceptional educational program but the location and facilities offered at the state of the art Melbourne Convention and Exhibition Centre are sure to promote memorable networking opportunities.



The 6th Australasian Redesigning Healthcare Summit brings together:

- Clinicians (Doctors, Nurses & Allied Health)
- Healthcare Executives, Leaders & Managers
- Redesign, Quality, Safety & Improvement Teams
- Clinical & Non-Clinical Service providers
- Public and private health care providers

SUMMIT ORGANISING COMMITTEE

- Denise Bennett**, Australasian Lean Healthcare Network
- David Ben-Tovim**, Southern Adelaide Health Service, SA & Australasian Lean Healthcare Network
- Cheyne Chalmers**, Southern Health, VIC
- Jane Evans**, Department of Health, VIC
- Martin Lum**, Department of Health, VIC
- Cheryl Schneider**, Department of Health, VIC
- Gayle Smith**, Eastern Health, VIC
- Dean Jones**, Alfred Health, VIC
- Susan O’Neill**, Cabrini Health, Melbourne
- Michael Szwarcbord**, Lean Application
- Monica Shaw**, Western Health, VIC

PROGRAM OVERVIEW

Delivering a system that works, is the focus for the Summit. This concept will guide development of the plenary and delegate program. Additional focused learning sessions, delivered by redesign and Lean Thinking experts, will be included in the program, in response to delegate feedback from 2009.

Summit Themes include:

- **Delivering** redesign outcomes – quality, flow and cost
- Methods and models of redesign that **deliver** results
- **Delivering** redesign in clinical streams
- **Delivering** innovation in communication
- The program will offer a range of learning experiences to meet the needs of both the redesign novice and experts.

For delegates with minimal redesign knowledge the pre-summit ‘Introduction to Lean Thinking & Healthcare Improvement’ workshop is recommended.

Highlights of the Summit will include:

- A series of pre-summit workshops and industry site visits on the 3rd May 2010
- International speakers from health and other industries
- Practical Lean Thinking & redesign skills taught in interactive sessions
- Storyboard poster session
- Delegate presentations
- Breakfast with the experts

delivering a system that works



INVITED SPEAKERS

The Keynote Speakers will provide a diverse perspective on contemporary redesign and Lean Thinking concepts as they apply to healthcare. Speakers at the Summit will include:



Robert Middleton, NHS, UK

Rob Middleton is a Consultant Orthopaedic Surgeon and Service Improvement Specialist, with a proven track record in leading and achieving rapid change in healthcare. He graduated from Cambridge University and completed his medical training at Guy's Hospital, London. He then received his orthopaedic training at The Royal National Orthopaedic Hospital at Stanmore before being awarded and completing an AO International Trauma Fellowship in Switzerland, and a King's Fund Fellowship to study in Australia. For the last ten years he has worked as an orthopaedic and trauma surgeon at the Royal Bournemouth Hospital, England. Over more recent years he has successfully led and delivered a complete system transformation in his role as clinical lead of the Derwent centre. The Derwent is a high quality, high volume joint replacement unit based on the principles of Lean, control of variation, and best clinical practice. The success of the Derwent led to Rob's appointment to the post of National Clinical Lead in Hip and Knee Replacement at the NHS Institute for Innovation and Improvement in 2008.



John Shook, Senior Advisor, Lean Enterprise Institute, USA

A senior advisor to the Lean Enterprise Institute, John Shook is recognised as a true mentor who enthusiastically shares his knowledge and insights within the Lean Community. John learned about Lean Management while working for Toyota for nearly 11 years in Japan and the U.S.A. As co-author of *Learning to See*, John helped introduce the world to value-stream mapping. John also co-authored *Kaizen Express*, a bi-lingual manual of the essential concepts and tools of the Toyota Production System. In his latest book *Managing to Learn*, he describes the A3 management process at the heart of Lean Management and leadership. John now spends most of his time helping companies and the Lean community learning Lean Management. He now supports University of Michigan Hospital in their Lean transformational effort. John is committed to supporting the development of Lean healthcare in Australasia and this will be his 4th year of participation. Welcome back John!



John Toussaint, ThedaCare, USA

John S. Toussaint, MD, is CEO Emeritus of ThedaCare, and CEO of the newly-launched ThedaCare Center for Healthcare Value. The Center's mission is to create a healthcare marketplace that rewards providers for delivering value measured in terms of best quality at the lowest cost to their customers. Dr. Toussaint served as president and chief executive officer of ThedaCare, Inc. from March 2000 until April 2008. During his tenure at ThedaCare, he introduced the ThedaCare Improvement System (TIS), which is based on the Toyota Production System. The culture of continuous improvement has allowed ThedaCare to reduce patient errors, improve outcomes and deliver better quality care. The ThedaCare improvement system has saved ThedaCare \$25 million. John attended the summit in 2008 and has a strong message for senior clinicians, executives and senior policy & health planners.

REDESIGN NETWORKING

The Summit Program provides 2 key opportunities for networking with the invited speakers and other delegates.

Welcome Reception

Date: Tuesday 4 May 2010
Time: 5:30pm
Venue: Melbourne Convention & Exhibition Centre

An invitation is extended to all delegates to attend the Welcome Reception. This is a great opportunity to network with old friends and new acquaintances. View the storyboard posters whilst enjoying delicious finger food and beverages.

Breakfast with the Experts

Date: Wednesday 5th May 2010
Time: 7:00am
Venue: Melbourne Convention & Exhibition Centre

This informal breakfast provides delegates with an opportunity to hear about personal challenges of our experts in implementing Lean with adequate opportunity to ask those burning Lean Thinking & redesign questions that keep us awake at night.

Tickets for the breakfast are limited and can be purchased when registering for the Summit.

PRELIMINARY PROGRAM

Day 1, Tuesday 4th May 2010

9:00am	OPENING SESSION
9:00am	<i>Opening Comments</i> , Denise Bennett ALHN
9:10am	<i>Welcome</i> , Honorable Daniel Andrews, Minister for Health Victoria
9:20am	<i>Service transformation through rapid improvement: an orthopedic example</i> , Robert Middleton, Royal Bournemouth Hospital, UK
10:00am	<i>Lean Thinking: balancing people and process</i> , John Shook, Lean Enterprise Institute, USA
10:45am	Morning Tea
11:15am	PLENARY: METHODS AND MODELS OF REDESIGN THAT DELIVER RESULTS: THE AUSTRALASIAN EXPERIENCE
11:15am	<i>Connecting policy to patient to policy</i> , TBA, Department of Health, VIC
11:45am	<i>From Redesign to Improvement: making large-scale change</i> , Tony O'Connell, Centre for Healthcare Improvement, Queensland Health, QLD
12:05pm	<i>Redesigning Care at the Flinders Medical Centre: top and bottom – what sticks?</i> David Ben-Tovim, Southern Adelaide Health Service, SA
12:25pm	<i>6 Hours Can be Ours: a problem to be solved</i> , Allan Cumming, Counties Manukau DHB, NZ
12:45pm	TBA
1:05pm	<i>Lessons learned: methods and models</i> , Session chair
1:15pm	Lunch
2:15pm	BREAKOUT: LEARNING SESSION DELIVERING FLOW IN CLINICAL STREAMS
	A: Delivering Unplanned Flows
2:15pm	<i>Ambulance CARE: improving the patient experience</i> , Michelle Shiel & Katie O'Donnell, Ambulance Service of NSW, NSW
2:35pm	<i>Creating and sustaining a no wait Emergency Department</i> , Kim Adams, Swedish Medical Centre, Seattle, USA
2:55pm	TBA
	B: Delivering Planned Flows
2:15pm	<i>Opening the door on the front door for planned flows: a demonstration project to improve Specialist Clinics in Victoria</i> , TBA, Department of Health, VIC
2:35pm	<i>Delivering improved flows: the acute to community transition</i> , TBA, Southern Adelaide Health Services, SA
2:55pm	TBA
	C: Delivering the 'Business' of Hospital Care
2:15pm	<i>Improving access to CT services</i> , Peter Nuttman, Melbourne Health, VIC
2:35pm	<i>Delivering redesign in the supply chain</i> , TBA
2:55pm	<i>Delivering redesign in pathology services</i> , Leanne Ballard, Sullivan Nicolaidis Pathology, QLD
3:15pm	Afternoon Tea
3:45pm	BREAKOUT: MASTER CLASS DELIVERING THE CAPACITY AND CAPABILITY FOR REDESIGN
	A: Leadership in Redesign: authorisation & permission to redesign
3:45pm	<i>Case Study: Cabrini Health, Victoria</i> , Michael Walsh, CEO & Susan O'Neill, Executive Director of Nursing Facilitator: John Toussaint, ThedaCare, USA
	B: Delivering clinician engagement for redesign
3:45pm	<i>Case Study: Hunter New England Health Service</i> , Dr Tracey Tay, Deputy Director Anaesthesia & Medical Champion Redesign Facilitator: Robert Middleton, NHS, UK

	C. Delivering capability for redesign
3:45pm	<i>Case Study: Gold Coast Health Service, QLD</i> , Helen O'Flanagan, Manager Lean Thinking Unit Facilitator: John Shook, LEI, USA
5:15pm	Close
5:30pm – 7:00pm	WELCOME RECEPTION

Day 2, Wednesday 5th May 2010

7:00am	BREAKFAST WITH THE EXPERTS
	John Toussaint, Robert Middleton and John Shook
8:30am	PLENARY: DELIVERING PRACTICAL IMPROVEMENT
8:30am	<i>Delivering an effective improvement program: Lean Thinking concepts and tools that work</i> , John Toussaint, ThedaCare, USA
9:10am	<i>Walgan Tilly: Improving Chronic Care for Aboriginal People</i> , James Dunn, NSW Health, NSW
9:35am	<i>Delivering a System that Works: Junior Doctors as Lean Change Agents</i> , Terry Platchek, University of Michigan Hospital, Michigan, USA
10:00am	Morning Tea
10:30am	CONCURRENT DELEGATE PRESENTATIONS DELIVERING REDESIGN OUTCOMES: QUALITY, COST & FLOW
	A: Delivering redesign in clinical streams
	B: Delivering innovation in communication
	C: Methods & models of redesign that deliver results
12:15pm	LUNCH AND DELEGATE STORYBOARDS/POSTERS
1:30pm	PLENARY: DELIVERING INNOVATION IN COMMUNICATION
1:30pm	<i>Communication Essentials: an ED Experience</i> , TBA, NSW Health, NSW
1:50pm	<i>Once we were blind, but now we see: creating a visual workplace in healthcare</i> , Denise Bennett, ALHN
2:10pm	<i>Programmatic application of Human Factors to the Design of Healthcare Systems</i> , Marcus Watson, Skills Development Centre, Queensland Health, QLD
2:30pm	Afternoon Tea
3:00pm	PLENARY: LEARNING TOGETHER ABOUT CONTINUOUS IMPROVEMENT: SERVICE, MANUFACTURING AND HEALTHCARE
3:00pm	<i>Lean Thinking at Autoliv: the way we do things around here</i> , Seamus Power, Autoliv, Melbourne, VIC
3:30pm	<i>City Of Melbourne: Learning Lean in Local Government</i> , Kath Alexander, City of Melbourne, VIC
4:00pm	<i>ThedaCare Improvement System: The Journey</i> , John Toussaint, ThedaCare, USA
4:30pm	<i>Panel Discussion: Fundamentals for Continuous Improvement</i>
5:00pm	Close

Please note that the summit program is still under development and is therefore subject to change.



PRE-SUMMIT WORKSHOPS

Monday 3rd May 2010, Melbourne Convention & Exhibition Centre

The 6th Australasian Healthcare Summit will be hosting four full-day workshops on Monday 3rd May 2010. These workshops will be limited to 30 participants per workshop to facilitate interaction and maximise hands-on learning.

WORKSHOP 1

Introduction to Lean Thinking & Healthcare Improvement

David Ben-Tovim, *Australasian Lean Healthcare Network*
Melissa Lewis, *Southern Adelaide Health Service, SA*

Overview

This workshop will provide a practical introduction to Lean Thinking and its application to redesigning healthcare processes of all kinds. Using real life examples and inter-active sessions, the workshop will introduce participants to Lean Thinking principles and their application to healthcare. The participants will then be introduced to a method for applying those principles in improving the safety, quality and efficiency of healthcare processes across health institutions, and the wider health services that they are part of.

Target Audience

Anyone who wants to understand what Lean Thinking is about, and how it can be applied to healthcare, will benefit from participation.

The workshop is particularly targeted at participants at a relatively early stage in their Lean journey, who have little or no previous exposure to the principles and practice of Lean Thinking and healthcare redesign, and who would like to develop or increase their understanding of Lean Thinking and process improvement. Participants, who have had some exposure to the theory, but little exposure to practical issues in implementation, should also benefit from participation.

Learning Outcomes

- An understanding of the principles of Lean Thinking as they apply to healthcare improvement activities
- An understanding of how to embed those principles in a structured approach to healthcare improvement practice
- An introduction to some basic tools and techniques in Lean Thinking and process improvement.

WORKSHOP 2

Delivering a Ward that Works

Susan O'Neill, *Executive Director of Nursing, Cabrini Health, Melbourne, VIC*
Denise Bennett, *Australasian Lean Healthcare Network*
Dean Jones, *Redesign Manager, Alfred Health, VIC*
Monica Shaw, *Redesign Manager, Western Health, VIC*

Overview

This workshop will provide participants with a working model to undertake ward redesign. The model is based on fundamental Lean Thinking principles and tools which have now delivered significant results in wards diverse in nature, across several health services. This workshop draws on the experience of the facilitators to deliver a ward redesign model that incorporates the 'essentials for ward redesign' yet is not a one-size fits all, accommodating the differences found between healthcare services and specific wards.

Target Audience

The workshop is suitable for nurses, doctors & allied health staff (in clinical, management and/or leadership roles), redesign and quality improvement teams.

Although the major focus of this program is the wards the methodology can be applied to any area of clinical practice.

Learning Outcomes

- An understanding of Lean Thinking application to ward
- An understanding of the connection between patient care and ward redesign
- An understanding of the foundation stones required for successful ward redesign
- An understanding of how to build sustainment in from the start
- An understanding of the Lean Thinking tools to support ward redesign
- Exposure to a series of ward based redesign programs and their outcomes
- An appreciation of the opportunities and challenges in ward redesign



PRE-SUMMIT WORKSHOPS *(continued)*

WORKSHOP 3

Delivering Safe & Effective Communication for Healthcare Teams

Marcus Watson, Skills Development Centre, Queensland Health

Overview

This is a participatory workshop that will look at why it is human to error and how we go about developing good team communications to create healthcare resilient to human error.

The workshop will examine approaches to improving verbal, written and chart based communications. Simulations and video analysis of incidents causing patient harm will be used to develop an understanding of human factors that impact on the efficiency and safety in our systems. Participants will discuss how we address not only the design and training required for effective communication but also approaches to achieving the cultural shift required to maintain good teamwork. The workshop will examine issues including clinical preference versus evidence based solutions, positive approaches to measure communication and cultural resistance to change.

Participants will also be asked to share the lessons learnt from their own success and failures in trying to implement effective communications. Participants will be provided with a range of freely available tools and resource sites to help them develop more effective communications in their own facilities.

Target Audience

Clinicians, managers and redesign teams.

Learning Outcomes

- An understanding of the human factors responsible for resulting in communication errors
- An understanding of techniques for analysing communication within clinical teams
- An understanding of approaches, tools & techniques to improve communication

WORKSHOP 4

Managing to Learn

John Shook, Lean Enterprise Institute, USA

Overview

This workshop is based on John's text, *Managing to Learn*. A copy of the text will be provided to participants. The purpose of the workshop is to explore the lessons and insights of *Managing to Learn* (MTL) from two perspectives.

Participants will explore the requirements of sound A3 thinking and management by following the stages of learning illustrated in *Managing To Learn*.

Participants will learn some basic forms of the A3 format and consider the possible uses and benefits of the A3 process in their organisation.

Target Audience

Managers, Executives and Lean Thinking practitioners.

Learning Outcomes

- An understanding of a basic format of A3 report, the essential elements in the A3 problem solving story, and uses of A3 creation as a management and development process
- Basic skills in reading & evaluating A3s
- An appreciation of both the benefits and challenges of implementing an A3 process in the participant's organisation

**NEW
IN 2010**

Learning from outside of health: Industry Site Visits

3rd May 2009 8.00am – 5.00pm

In association with the 6th Australasian Redesigning Healthcare Summit, *Insights to Excellence* are offering a 'learning to see' experience for Summit delegates. Two industry site tours, featuring organisations that are recognised as leaders in improvement using Lean and Six Sigma approach, will be offered. The visits are limited to 30 places on each tour to maximise learning opportunities and networking.

TOUR 1: GSK AND KRAFT FOODS AUSTRALIA

GSK, Boronia

The Insight will showcase best in class implementation of Lean sigma philosophies including visual systems targeted at policy deployment, visual planning and performance measurement. Delegates will see 5S Systems, value stream mapping, Kanban and other Lean tools.

Kraft Foods Australia, Port Melbourne

The Insight will showcase best in class Lean implementation at the Vegemite plant, featuring enterprise wide visual systems and policy deployment, including 8 minute meetings. Tools on show include 5S systems, value stream mapping and cross functional problem solving teams.



TOUR 2: AUTOLIV AUSTRALIA AND NAB

Autoliv Australia Pty Ltd, Broadmeadows

The Insight will showcase best in class Lean implementation in an automotive environment, featuring enterprise wide visual systems to cascade policy deployment. You will see a full deployment of Lean tools.

National Australia Bank, Docklands

The Insight will showcase global best practices in operations management, continuous improvement, and business excellence. Best in class Lean sigma implementation features strong visual systems and a focus on standardised work.

Tour structure and learning outcomes

Each tour will commence with a presentation from the host followed by an extensive plant tour to see first-hand the application of Lean and Six Sigma. The tour concludes with a facilitated discussion on the application of the tools in a healthcare setting. Learning outcomes include:

- Understand how organisations have integrated Lean and Six Sigma methodologies into a sustainable program of process improvement
- Learn how to engage all staff in the process improvement journey, and make behavioural and cultural change happen
- An understanding of the application of Lean Thinking tools

Target audience

The tours are suitable for Lean practitioners, clinicians, managers and executives who are interested in best practice change management and the application of redesign tools and techniques.

Other information

Buses (to ferry delegates to venues) and lunch and other refreshments are all included. You are advised to select Tour 2 if you are allergic to nuts.

REGISTRATION INFORMATION

The preferred method of registering is online via the Summit website: www.redesignhealth2010.org

Registration Fees

All prices are quoted in Australian dollars (inclusive of GST). Payment in any other currency will not be accepted.

REGISTRATION CATEGORY	PRICE CATEGORY	
	EARLY BIRD <i>on or before 19 March</i>	STANDARD <i>from 20 March</i>
Full Registration	\$755	\$910
Day Registration	\$425	\$425
Full Day Workshop – 1,2,3	\$400	\$400
John Shook Workshop - 4	\$650	\$650
Full Day Site Visit - A or B	\$400	\$400

Registration Entitlements

Full Registration Entitlements

- Entry to all Summit sessions
- Lunch daily
- Morning & afternoon tea daily
- Summit Satchel & Program Book
- Attendance at Welcome Reception

Day Registration Entitlements

- Entry to Summit sessions on selected day
- Lunch
- Morning & afternoon tea
- Summit Satchel & Program Book

Full Day Workshop Entitlements

- Entry to one full day workshop at the Melbourne Convention & Exhibition Centre
- Lunch
- Morning & afternoon tea

Full Day Site Visit Entitlements

- Access to one full day Industry Site Visit at a manufacturing and service industry
- Lunch
- Morning & afternoon tea
- Transport from the MCEC

How to register

Please register via the Summit website www.redesignhealth2010.org

Should this not be convenient, please fax the enclosed registration form. A separate registration form is required for each delegate.

Alterations

Changes to your registration will be accepted up until the 22 March 2010. Please contact the Summit Managers via email healthcare2010@arinex.com.au if you require changes to your registration.

ACCOMODATION

The Summit Managers have secured highly competitive rates for delegates at two properties in close proximity to the Melbourne Convention & Exhibition Centre. As rates may fluctuate please visit the online registration form or the website www.redesignhealth2010.org to view current room rates.

It is recommended that you visit the website to view hotel information and fact sheets, hotel maps and our flexible booking terms and conditions.

Hilton South Wharf – Executive Club Rooms: Guests staying in Hilton Executive floor rooms enjoy the use of the hotel's exclusive Executive Lounge, which offers you a place to relax, meet, or obtain business support. Express check-in and check-out, complimentary afternoon tea, evening drinks and canapés and breakfast the following morning are all included.

HOTEL	STAR RATING	ROOM TYPE	ROOM ONLY RATE <i>incl. GST</i>	BED AND BREAKFAST RATE <i>Incl. GST</i>
Hilton South Wharf	5	Executive Room SGL\DBL\TWN	\$330	N A
		Guest Room SGL	\$235	\$250
		Guest Room DBL\TWN	\$235	\$265
Travelodge Southbank	4	Standard Room SGL	\$159	\$177
		Standard Room DBL/TWN	\$159	\$195



MELBOURNE – YOUR HOST CITY

Melbourne is Australia's cultural capital, boasting a lively and cosmopolitan vibe, it sits on the northern banks of the Yarra River, with the vibrant Southbank entertainment precinct a short stroll across the river.

The city is renowned for its festivals and sporting events, live music venues, a burgeoning number of chic and groovy inner city bars and a range of quality restaurants. For the shop-a-holics Melbourne fashion is the envy of many, from the Paris end of town in ritzy Collins Street to the urban cool of Chapel Street in South Yarra. From Melbourne, you can also access a range of nearby tour locations including the Yarra Valley, Great Ocean Road and Phillip Island.

Delegates can expect cool weather in Melbourne in May, with average temperatures ranging from 10–18 degrees Celsius.



VENUE – MELBOURNE CONVENTION & EXHIBITION CENTRE

1 Convention Centre Place, South Wharf

www.mcec.com.au

The Melbourne Convention and Exhibition Centre (MCEC) is superbly located on the banks of Melbourne's Yarra River, close to the heart of the CBD and just 45 minutes from Melbourne's International Airport. The new Convention Centre is part of a \$1.4 billion development in South Wharf that includes a Hilton Hotel, lifestyle retail precinct and shopping space. It has received world wide acclaim for achieving a 6 Star Green Star environmental rating by the Green Building Council of Australia, the first in the world for a convention centre.

GENERAL INFORMATION FOR DELEGATES

How to get to the Summit Venue

The Melbourne Convention & Exhibition Centre has direct access to a wide range of public transport options.

The Melbourne airport is approximately 45 mins from the city by taxi.

Airbus – Catch the Airbus from the Airport to Southern Cross Station. Tickets are available for purchase at the airport.

Train Stations – Delegates travelling to the Summit by train should get off at Southern Cross Station, which is a 15 minute walk to the MCEC.

Trams – Melbourne has an extensive tram network. Delegates arriving to Melbourne CBD by train, can catch the 96, 112 or 109 directly to the front door of the convention centre.

Taxi – Taxi ranks are located at the Main Entrance to the Centre (Hilton South Wharf entrance), or across the road at the Crown Casino.



SUMMIT OFFICE



arinex pty limited

91–97 Islington Street
Collingwood VIC 3066

Phone: + 61 3 9417 0888

Fax: + 61 3 9417 0899

REGISTRATION AND ACCOMODATION ENQUIRIES

Phone: 1300 799 691 (within Australia) or
+61 2 9265 0890 (International)

Fax: + 61 2 9265 0880

Email: healthcare2010@arinex.com.au

The 6th Australasian REDESIGNING HEALTHCARE SUMMIT

3-5 May 2010 | Melbourne Convention and Exhibition Centre

www.redesignhealth2010.org

NOTE: All fees include the 10% Goods and Services Tax (GST) and are in Australian Dollars. Confirmation of your registration will be sent to you within 10 working days from receipt of your registration form.

REGISTRATION FORM

By completing this registration form you have read, understood and agree to all terms and conditions of bookings including cancellation policies, privacy statement and security requirements as stated on the Summit website.

Please print clearly or type and keep a photocopy of this form for your records or register online at www.redesignhealth2010.org. The information submitted will be reproduced in the delegate list at the Summit and be used for all mailings. Please ensure the information you complete is correct. Please complete the form and mail immediately with your credit card details or cheque payable to Redesigning Healthcare Summit 2010.

Forward this form and payment by fax or airmail to:

The Summit Managers:
arinex pty limited/Healthcare 2010
GPO Box 128,
Sydney NSW, 2001, AUSTRALIA
Fax: + 61 2 9265 0880

DELEGATE DETAILS

DELEGATE			
TITLE	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Dr <input type="checkbox"/> Prof <input type="checkbox"/> Other _____		
GIVEN NAME			FAMILY NAME
ORGANISATION			POSITION
STREET ADDRESS			
CITY/SUBURB	STATE	POSTCODE	
TELEPHONE	MOBILE PHONE		
FAX			
EMAIL			
PREFERRED NAME ON NAME BADGE			

B. REGISTRATION FEES

Visit the website to view delegate entitlements.

NOTE: All fees include the 10% Goods & Services Tax (GST). All fees are in Australian Dollars.

REGISTRATION CATEGORY	PRICE CATEGORY		
	EARLY BIRD (on of before 19 March)	STANDARD (from 19 March)	TOTAL
Standard Registration	<input type="checkbox"/> A\$755	<input type="checkbox"/> A\$910	\$
Day Registration – Day 1, 4th May	<input type="checkbox"/> A\$425	<input type="checkbox"/> A\$425	\$
Day Registration – Day 2, 5th May	<input type="checkbox"/> A\$425	<input type="checkbox"/> A\$425	\$

B. SUB-TOTAL REGISTRATION FEES: A\$

C. PRE-SUMMIT WORKSHOP & SITE VISIT FEES

Please choose one session only, as all workshops and site visits take place concurrently.

NOTE: All fees include the 10% Goods & Services Tax (GST). All fees are in Australian Dollars.

MONDAY 3rd MAY 2009	PRICE CATEGORIES	
FULL DAY WORKSHOPS		TOTAL
Workshop 1: Introduction to Lean Thinking & Healthcare Improvement	<input type="checkbox"/> A\$400	\$
Workshop 3: Delivering a Ward that Works	<input type="checkbox"/> A\$400	\$
Workshop 2: Delivering Safe & Effective Communication for Healthcare Teams	<input type="checkbox"/> A\$400	\$
Workshop 4: Managing to Learn with John Shook	<input type="checkbox"/> A\$650	\$
Industry Site Visit 1: GSK & Kraft Foods Australia	<input type="checkbox"/> A\$400	\$
Industry Site Visit 2: AUTOLIV Australia & NAB	<input type="checkbox"/> A\$400	\$

C. SUB-TOTAL WORKSHOP & SITE VISIT FEES: A\$

D. SOCIAL PROGRAM

The Welcome Reception is **included** in the Registration Fee for all Delegates, excluding Day Registrations.

Please indicate if you will be attending: Yes No If you require **additional** tickets please complete this section:

EVENT	COST PER TICKET	NUMBER OF TICKETS REQUIRED	TOTAL COST
WELCOME RECEPTION Melbourne Convention & Exhibition Centre Tuesday 4th May 2010, 5:30pm	A\$82		\$

The following event is **optional** and **not included** in the Registration Fee for all Delegates. If you require tickets for these events please complete this section:

EVENT	COST PER TICKET	NUMBER OF TICKETS REQUIRED	TOTAL COST
BREAKFAST WITH THE EXPERTS – Limited Seats Available Melbourne Convention & Exhibition Centre Wednesday 5th May 2010, 7:00am	A\$45		\$

D. SUB-TOTAL ADDITIONAL/OPTIONAL SOCIAL TICKETS: A\$

E. ACCOMMODATION

- A minimum one night's deposit must be paid or credit card details given at time of booking to guarantee reservation
- Deposit is non-refundable at **30th March 2010**
- Cancellations must be notified in writing to the Summit Managers
- Bookings made on or after **30th March 2010** must be secured with credit card details
- To view full terms and conditions for accommodation bookings please visit www.redesignhealth2010.org
- Please note bedding configurations are subject to hotel availability.

HOTEL AND DEPOSIT REQUIREMENTS

Single (SGL): A single occupancy room with one bed

Double (DBL): A double occupancy room with one bed

Twin (TWN): A double occupancy room with two beds

Hilton South Wharf – Executive Club Rooms: Guests staying in Hilton Executive floor rooms enjoy the use of the hotel's exclusive Executive Lounge, which offers you a place to relax, meet, or obtain business support. Express check-in and check-out, complimentary afternoon tea, evening drinks and canapés and breakfast the following morning are all included.

HOTEL	ROOM TYPE	ROOM ONLY RATE INCL. GST	BED AND BREAKFAST RATE SGL INCL. GST	BED AND BREAKFAST RATE DBL/TWN INCL. GST	NUMBER OF NIGHTS
5 STAR					
Hilton South Wharf	Executive Room SGL/DBL/TWN	<input type="checkbox"/> \$330	N/A	N/A	
	Guest Room SGL/DBL/TWN	<input type="checkbox"/> \$235	<input type="checkbox"/> \$250	<input type="checkbox"/> \$265	
5 STAR					
Travelodge Southbank	Standard Room SGL/DBL/TWN	<input type="checkbox"/> \$159	<input type="checkbox"/> \$177	<input type="checkbox"/> \$195	

Please indicate below whether you wish to pay for your entire stay:

- Yes, I wish to pay for my entire stay now
- No, I only wish to pay the one night's deposit now

If your first preference of hotel, as indicated above, is not available, the Summit Managers will secure your accommodation at another hotel. Please indicate your second preference:

Second preference: _____

- I do not require the Summit Managers to book accommodation for me. I have made my own arrangements.

I will be staying: _____ (name of hotel)

- With friends or family

IMPORTANT – Please complete this section

Arrival/Check in Date: ____/____/____ Estimated Time of Arrival: _____

Departure/Check out Date: ____/____/____ Estimated Time of Departure: _____

I wish to guarantee early check in by pre-booking and paying for the previous night on: ____/____/____

I will be sharing this room with _____

Special Requirements e.g. smoking/ non smoking room (subject to availability)

E. SUB-TOTAL ACCOMMODATION: A\$

F. SPECIAL NEEDS/DIETARY REQUIREMENTS

If you have specific dietary requirements please indicate below. We will endeavour to cater to your needs but this may not be possible in all cases.

Please provide details of **YOUR** special needs/dietary requirements

Please provide details of **YOUR GUEST/S** special needs/dietary requirements

Please note: If you have selected Kosher or Halal, you will be provided with a vegetarian meal. Should you require alternative meal arrangements please contact the Summit Managers.

G. INFORMATION SOURCE

Please indicate where/how you heard about the Summit:

- | | |
|--|--|
| <input type="checkbox"/> Summit direct mail/brochure | <input type="checkbox"/> Promotion at another Conference: <i>Please specify</i>
_____ |
| <input type="checkbox"/> Summit email blasts | <input type="checkbox"/> Journal/newspaper article/advertisement: <i>Please specify</i>
_____ |
| <input type="checkbox"/> Summit 2010 website | <input type="checkbox"/> Other: <i>Please specify</i> _____ |
| <input type="checkbox"/> Work colleagues | |

H. PRIVACY

YES – I consent to my name and address being passed on to another organisation involved in organising a similar event or distributing material related to the subject matter of the Summit.

- No, I do not consent**

YES – please include my details as given in this form (and any subsequent amendment) in the Delegate List produced for the Summit which may be supplied to organising bodies, sponsors, exhibitors and all delegates attending the Summit.

- No, please do not include my details in the Delegate List.**

I. PAYMENT AND CONDITIONS

NOTE: All fees include the 10% Goods & Services Tax (GST). All fees are in Australian Dollars.

SECTION B	Registration Fees	A\$
SECTION C	Workshop & Site Visit Fees	A\$
SECTION D	Optional Social Program	A\$
SECTION E	Accommodation	A\$

J. TOTAL FEES ENCLOSED: A\$

Please find enclosed cheque/money order payable to Healthcare 2010

OR

Please charge the total amount above to the following credit card: Mastercard Visa Card Diners AMEX

Please note all transactions by credit card will appear on your statement as payment to: **arinex pty limited**

Credit card number: / / /

Name on card: _____ Expiry Date: ____/____/____

Billing Address: _____

Signature: _____ Date: ____/____/____

NOTE: Your registration will not be processed or confirmed if payment is not forwarded with this form.

K. CANCELLATION & REFUND POLICY

Cancellations received in writing at the Summit Office by 3 March 2010 will be accepted and all fees refunded less an AUD\$100 administrative fee. Cancellations received after this date cannot be accepted and cannot be refunded, however transfer of your registration to another person is acceptable. The full name and details of the person that will replace you must be advised in writing to the Summit Office prior to the Summit. No refunds can be made for non-attendance at the Summit.

Registration and Workshop Fee's:

- Before 3 March 2010 will incur an A\$100 cancellation fee
- Before 3 April 2010 will receive a 50% refund of fees paid
- After 3 April 2010 there will be no refund

Accommodation:

- A minimum one nights' deposit must be paid or credit card details given at time of booking to guarantee reservation
- Deposit is non-refundable at **30th March 2010** and will also be forfeited if you do not arrive on the date for which you have booked

Social

- Payments are non-refundable after 3 April 2010

L. ENQUIRIES

Enquiries regarding registration for the 6th Australasian Redesigning Healthcare Summit:

SUMMIT OFFICE



arinex pty limited

91-97 Islington Street

Collingwood VIC 3066

Phone: + 61 3 9417 0888

Fax: + 61 3 9417 0899

REGISTRATION AND ACCOMODATION ENQUIRIES

Phone: 1300 799 691 (within Australia) or

+61 2 9265 0890 (International)

Fax: + 61 2 9265 0880

Email: healthcare2010@arinex.com.au