

AAQHC-ACHS CONFERENCE PROGRAM 2007 Updated 30th July 2007

SUNDAY 5 AUGUST

1500 - 1800	Registration
-------------	--------------

DAY ONE Monday 6th AUGUST

0700 – 0845	Registration
-------------	--------------

0830 -1030	Plenary 1 CONFERENCE OPENING	Great Halls 1 & 2
0830 - 0840	MC: Mr Jim Birch	
0840 - 0850	Welcome Dr Michael Hodgson, ACHS President and Ms Kathleen Ryan, AAQHC President	
0850 - 0905	Indigenous Welcome	
0905 - 0925	Formal Opening Mr Stephen Robertson- Queensland Minister for Health	
0925-0945	Vintage Swiss Cheese	
0945 - 1030	PATIENT SAFETY:PUTTING IT ALL TOGETHER KEYNOTE SPEAKER: PROFESSOR DIANNE PARKER Co-Chairs :Dr Michael Hodgson and Ms Kathleen Ryan	
1030-1100	MORNING TEA	Great Halls 3 & 4

1100-1700	AAQHC Fellowship Exams	VIP Suites
-----------	------------------------	------------

1100 -1230		CONCURRENT SESSION ONE					
	THEME 1 P3-5	THEME 2 Great Hall 1 & 2	THEME 3 M4	THEME 4 M1	THEME 5 M2	THEME 6 M3	
	USING DATA TO IMPROVE CLINICAL OUTCOMES Chair: Prof Mike Ward	QUEENSLAND: BEYOND BUNDABERG CONSUMER, CLINICIAN AND CORPORATE PERSPECTIVES Chair: Mr Brian Johnston	CLINICAL QUALITY Chair: Dr Christine Jorm	CARE ACROSS THE CONTINUUM Chair: Ms Jenny Rance	HUMAN RESOURCES Chair: Ms Jenny Tuffin	PATIENT SAFETY AND QUALITY Chair: Dr Annette Pantle	
1100 - 1120	Engaging Non Procedural Medical Staff in Quality Improvement Activities: Results of the General Medical Indicator Project (GMIP) Dr Caroline Brand	Reform or rhetoric: Perspectives on changes in QH since the Bundaberg Hospital Commission of Inquiry." Dr Stephen Duckett Mr Keith McNeil Mrs Cheryl Herbert Ms Barbara Kent	Using audit data to develop a predictive model of success for endovascular repair of abdominal aortic aneurysms Mrs Maggie Boulton	Board of Management reporting on clinical governance in community health Ms Vicky Mason	Comprehensive Evaluation Of A Simulation Based Undergraduate Medical Course In Patient Safety Prof Brendan Flanagan	Every Patient Every Time – Improving Hand Hygiene Mrs Eveline Soon	

1120 - 1140	Chronic Disease Management in the Australian Community Setting: Approaches to evaluation using cross-jurisdictional linkage Dr David Preen		Self Assessment of quality indicators in prescribing and use of medicines across settings Ms Judith Mackson	Coordinated, integrated health care and its implementation vacuum Ms Ann Revell	Consumers A Driving Force Mrs Shirleen Wickham	Credentialing And Clinical Privileging – Protecting Patient Safety Dr Shane McGuire
1140 - 1200	Variable life adjusted display - a new methodology highlighting variation to improve quality of hospital care Miss Kirstine Sketcher-Baker and Mr Chris Hall		Developing a national audit of surgically related deaths with a web based system for data entry linkage Mrs Astrid Cuncins-Hearn	Developing A Quality Framework For A Community Health Setting - A Quality Initiative for Beginners Ms Linda McCrorey	Consumers make a difference to health professional education and accreditation of training courses Mr Antonio Russo	Safer System Saving Lives – What did we find and lessons learnt Ms Alison McMillan
1200 -1230	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL

1230-1330	LUNCH LUNCHBOX SESSION: <i>Measuring Patient Safety: Stories or Statistics.</i> QLD HEALTH: Dr John Wakefield In this interactive session, Dr Wakefield will explore patient safety measurement, both from the clinician and consumer perspective. Participants will be encouraged to reflect on the 'use' and 'misuse' of current patient safety metrics, in addition to exploring new approaches to patient safety measurement.	P3 & 5	CONSUMERS LUNCH BOX SESSION CONSUMERS: IT'S ALL ABOUT COMMUNICATION Mr Mitch Messer, Chair, Consumers' Health Forum of Australia	M3
-----------	---	-------------------	---	-----------

1300-1330	Poster Discussion Session – Theme 1: Measuring performance to improve patient care			Great Halls 3 & 4
Poster 2 - Factors Related To Content Of Antenatal Care In Three Rural Provinces Of Vietnam Dr L Trinh	Poster 3 - Antenatal Hospitalisations In New South Wales, Australia 2001-04 Dr L Trinh	Poster 5 - Malaria Knowledge And Practice Among Women In An Endemic Area Of Vietnam Dr L Trinh	Poster 10 - The Communication Complexity Score- measuring the performance of health care services in communicating with complex non-English-speaking patients Ms P Garrett	
Poster 17 - Mining the goldmine – using “administrative” databases to monitor quality and improve care Ms M Walker	Poster 20 - Pressure Ulcer Point Prevalence Surveys – a call for standardising processes across jurisdictions Mrs B McErlean	Poster 37 - Preliminary Insights into the Quality of Data Collected in NSW Intensive Care Units Ms K Hewson	Poster 50 - Quality Improvement Through The Introduction Of Routine Audit Ms J Brumby	
Poster 51 - Consumer Feedback Survey in a Paediatric Physiotherapy Department	Poster 52 - Improving Efficiency In Patient Care And Discharge	Poster 54 - Indicators For Quality Use Of Medicines In Australian Hospitals	Poster 56 - Linking Multiple Information Systems to Collect State Wide Data on Cancer Patient	

			Treatment and Outcome
Ms F Moran	Dr K Tan	Dr J Lowinger	Mr J Harrington
Poster 61 - Pilot Project To Evaluate The Effectiveness Of A Falls Minimisation Toolkit	Poster 65 - An Evaluation on DOTS Implementation in Indonesian Hospitals Through Clinical Audit: Is The Australian Clinical Governance Model Can Make Improvement?	Poster 75 - Overcoming Data Coding Issues To More Effectively Detect Quality of Care	Poster 77 - DVT prophylaxis for gastrointestinal surgery/medicine - harder than it looks!!
Ms P McGarrity	Mr H Djasri	Ms K Sketcher-Baker	Ms B Draper
Poster 84 - Innovations in Orthopaedic Care - Fast Track Joint Replacement Program	Poster 97 - Optimising Procedures to Improve Quality of radiation therapy summary letters and billing - Utilising an oncology information system & Crystal Reports	Poster 100 - Developing An Integrated Performance Management System Using Standard IT Software	Poster 103 - Improving Clinical Governance in a multi-site Health Service – Implementation of Performance Indicators for Monitoring Patient Safety and Improving care
Ms K Ekberg	Ms N Kadaan	Mrs H Howard	Ms K Morrissy
Poster 105 - The Power of a Simple Strategy to reduce MRO infections in hospitals – Hand Hygiene	Poster 117 - Electronic bar-code scanning to reduce medication errors associated with dispensing	Poster 128 - Laparoscopy in Gynaecology and Surgery: Practice Review Using Audit of Errors for Improving Safety in Rural Australia	Poster 130 - Serious Transfusion Incident Reporting: A Pilot Study
Ms A Pantle	Mr M Dooley	Ms V Jenkins	Ms L Stevenson
Poster 134 - Linked Hospital Morbidity Data to Evaluate Patterns of Surgery for Ventilation Tube Insertion (Grommets) in WA Children 1981-2004	Poster 136 - 'When things go wrong in hospital': the what, why and how of investigating and researching adverse events	Poster 141 - Long Term Survival of Stroke Patients Following an Inpatient Rehabilitation Admission	Poster 143 - An Evaluation of the Survival Period of Cancer Rehabilitation Patients Following an Inpatient Rehabilitation Admission
Dr K Spilsbury	Dr T Jackson	Dr J Estell	Dr J Estell
Poster 144 - An Evaluation of the Survival Period of Patients Following an Inpatient Rehabilitation Admission	Poster 148 - From Death We Learn	Poster 165 - Digital pen technology use in measuring pathway variances in Queensland	Poster 166 - Evaluating Massage Therapy In Palliative Care: Simple Systems, Strong Outcomes
Dr J Estell	Ms A May	Ms K McConochie	Ms N Tyndall
Poster 168 - Development of National Guideline for Clinical Indicators and Reporting System to Support Patient Safety in Hospitals	Poster 175 - Interprofessional Communication and the Quality of Care for Patients with Upper Gastrointestinal Bleeding	Poster 200 - Mental Health Clinical Collaborative - Making Data Meaningful	Poster 209 - Smart Tools for Improving Patient Outcomes in Oncology
Mr H Djasri	Dr D Hewett	Ms S Plever	Mr J Harrington
Poster 210 - Working Towards Engaging and Supporting Clinicians in Healthcare Delivery, Quality Improvement and Organisational Activities through Standardised and Automated Data Reporting	Poster 211 - Multi-disciplinary Team (MDT) Review of Cancer Patients in Hospitals: Do They Make a Difference?	Poster 213 - Documentation of Cancer Stage in Public Hospitals: Is There Enough Information to Assess Outcomes and Effectiveness of Treatment?	Poster 215 - Patient Journey in Public Hospitals: How Long Do Cancer Patients Wait for Specialist Review, Diagnosis and Treatment?
Dr S Shea	Mr J Harrington	Mr J Harrington	Mr J Harrington
Poster 222 - Comparing voluntary sentinel event reporting with routinely-coded hospital-acquired diagnoses in Victoria, 2005/06	Poster 223 - Benchmarking as a Quality Improvement Tool in a local Mental Health Service from participation in a National Project.	Poster 224 - Efficacy of unit appointed infection control nurses in an Australian intensive care unit with an Acinetobacter outbreak	Poster 229 - Evidence-based multidisciplinary approach to improve patient care: CO2 Retaining Patients Working Group
Dr T Jackson	Ms M Hyland	Ms L Redl	Dr A Dwyer

Poster 246 - Quality Improvement in Renal Dialysis: Achievements and Challenges of the Renal Collaborative Ms J Marshall	Poster 251 - Capability of ambulatory monitoring system in community rehabilitation to quantify physical activity levels in patients Dr M Karunanithi	Poster 264 - Counting excess lives saved or lost in the care of acute myocardial infarction: Patient selection is more important than method of risk prediction Prof I Scott
---	--	---

1330-15.00	Plenary 2 - The Power of 'E' Proudly Supported by the Australian Commission on Safety & Quality in Health Care Chair: MR JIM BIRCH Presentation : Mr Bill Lawrence- Australian Commission on Safety and Quality in Health Care	Great Halls 1 & 2
1330 - 1410	TOPIC- ELECTRONIC CARE PATHWAYS Speaker: DR SIMON ECCLES	
14.10-14.45	TOPIC - IMPLEMENTATION OF E- HEALTH IN AUSTRALIA Speaker: DR IAN REINECKE	
14.40-15.00	TOPIC – A CONSUMER VIEW OF QUALITY AND SAFETY THROUGH ELECTRONIC HEALTH RECORDS Speaker: MS CORAL RIZZALI	
15.00-15.15	Question and Answers	

1515-1545	AFTERNOON TEA	Great Halls 3 & 4
-----------	---------------	------------------------------

1545 - 1715	CONCURRENT SESSION TWO					
	THEME 1 GH 1&2	THEME 2 M3	THEME 3 M1	THEME 4 M2	THEME 5 P3-5	THEME 6 M4
	REDESIGNING CARE	MEASUREING PERFORMANCE: <i>The private sector perspective</i> <i>Sponsored by Medibank Private</i> Chair: Ms Jenny Rance	EDUCATION, SKILLS AND WORKPLACE CULTURE Chair: Dr George Downward	SYSTEMS CHANGE Chair: Ms Darlene Hennessy	HUMAN RESOURCES Chair: Ms Valmae Joyce	OPEN DISCLOSURE Chair: Ms Jannine James
1545 - 1605	SA: Ms Margaret Martin QLD: Prof Mike Ward NSW- Dr Tony O'Connell WA: Ms Tanya Gawthorne VIC: Ms Belinda Rickard Panel Session Facilitated by Dr Simon Eccles	Private Hospital speaker – how the funds measure performance outcomes. Ms Christine Gee	Use of simulation labs to improve clinical skills Dr Marcus Watson	Strategic Planning and Change Management Ms Christine Dennis	Supporting Consumer Participation within a large health service. Ms Jenny Ashby	Learning from the National Open Disclosure Standard Pilot Dr John Wakefield , Chair National Open Disclosure Steering Committee, Senior Director, Patient Safety Centre, Queensland Health. Cherie Ryan , National and Queensland State Program Manager, Open Disclosure. PhD
1605 - 1625		The role of health insurance funds in improving quality and safety in health care	Improving Patient Safety and Outcomes by Changing the Healthcare Culture Using Crisis Resource Management (CRM) Principles.	Building Skills for redesign	Helping Doctors Help Themselves: Organisational Strategies to support poorly performing and 'at risk' junior medical	

		Ms Julie Andrews	Dr Pauline Lyon	Mr Andrew Bryett	staff Dr Alison Dwyer	student, University of Queensland, School of Psychology Dr Luis Prado , Director Medical Services, Wesley Hospital, Brisbane Professor Rick Iedema , Professor of Organizational Communication Associate Dean (Research) Faculty of Humanities and Social Science University of Technology Sydney
1625 - 1645		Measuring Performance - A Private Hospital Perspective.	"Better Workplaces" Staff Opinion Survey – Workplace Culture Improvement	Demonstrating the power of us– the development of the Anaesthetic Crisis Management Manual	Safe Doctors – Fair Systems; supporting clinicians to give safe quality care	
		Sue McKean	Ms Jan Phillips	Mr Peter Hibbert	Dr Craig Margetts	
1645 - 1715	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL

1715-1845	Welcome Reception	Great Halls 3 & 4
-----------	--------------------------	------------------------------

DAY TWO Tuesday 7th AUGUST

0730-0830 – “Power Speaking” – Breakfast with the Experts P 1 & 2 Chair: Mr Jim Birch Speakers: Prof Dianne Parker, Dr Simon Eccles, Prof Sean Clarke, Mr Stephen Duckett, Dr John Youngman, Dr Christine Jorm, Mr Christopher Newell			
WORKSHOP 1 A 9.00-10.30am M1 Using Observational Research to Reshape Clinical Practice Professor Rick Iedema, Dr Christine Jorm and Mr Bryce Cassin The National Commission	WORKSHOP 2A 9.00-10.30am P3&4 Clinical Indicator Workshop Ms Darlene Hennessy Australian Council on Healthcare Standards Chair: Ms Jenny Tuffin	WORKSHOP 3 – Part 1 (200 people) 9.00-12.30pm M3 Making Change Work Mr Rod Anderson	WORKSHOP 4 9.00-10.30am M4 Patient Safety: “The Engagement Party” Dr Peter Lee
WORKSHOP 1 B 11.00-12.30pm M1 Using Observational Research to Reshape Clinical Practice Professor Rick Iedema, Dr Christine Jorm and Mr Bryce Cassin The National Commission	WORKSHOP 2B 11.00-12.30pm P3&4 Clinical Indicator Workshop Ms Darlene Hennessy Australian Council on Healthcare Standards Chair: Ms Jenny Tuffin	Part 2 Follows from previous M3 Making Change Work Mr Rod Anderson	WORKSHOP 5 11.00am-12.30pm M4 Human Factors Engineering Dr Shelly Jeffcott, Professor Joseph Ibrahim and Dr Sue Evans.
Off site Visit to Skills Development Centre Session 1 9.00am-10.30am	TUTORIAL 1 9am-12.30pm GH1&2 DR SIMON ECCLES TOPIC: Accuracy of IT Records / Health Space Chair: Ms Heather McDonald	TUTORIAL 2 9am-12.30pm M2 PROF DIANNE PARKER TOPIC – Understanding and Improving Organisational Culture Chair: Mrs Margaret Marshall	TUTORIAL 3 9am-12.30pm P5 PROF SEAN CLARKE TOPIC: Nursing Work Environments and how they promote quality of care Chair: Ms Marilyn Cruickshank
Off site Visit to Skills Development Centre Session 2 11.00am-12.30pm	TUTORIAL 1 CONTINUED LOCAL SPEAKER: Dr Leonie Katarak Mr Craig Hooper DIALOGUE	TUTORIAL 2 CONTINUED LOCAL SPEAKER Ms Susan Johnston Mr Christopher Newell DIALOGUE	TUTORIAL 3 CONTINUED Ms Christine Duffield Ms Michelle Kosky DIALOGUE

--	--	--	--

1030-1100	MORNING TEA	<i>Great Halls 3 & 4</i>
1230-1330	LUNCH	<i>Great Halls 3 & 4</i>

Posters Discussion Session Theme 2 –Education, Training and Skills Development and Theme 3 – Systems Change and Leadership

Great Halls 3 & 4

<p>Poster 28 – Factors that facilitate and hinder the utilization of the medical emergency team: a nursing perspective</p> <p>Mrs N Santiano</p>	<p>Poster 49 – Cancer Services Imaging and training and assessment program</p> <p>Mr D Sampson</p>	<p>Poster 82 – Development of an online safety and quality education package and checklist for all health service staff and an evaluation of its effectiveness</p> <p>Ms P McGarrity</p>	<p>Poster 91 – Co-location in Action</p> <p>Ms C Foley</p>
<p>Poster 93 – Staff Responsibilities Matrix for Risk Management</p> <p>Ms C Foley</p>	<p>Poster 106 – Model of Care for Prevention & Management of Delirium in the Acute Care Setting</p> <p>Ms J Sinnott</p>	<p>Poster 107 – “Communicating for Clinical Care” – Using Trigger Scenarios to Improve Communication Practices</p> <p>Ms M Mitchellhill</p>	<p>Poster 132 – An innovative approach to skills development</p> <p>Ms F Strongylos</p>
<p>Poster 176 – Medical Record Documentation and Interprofessional Communication: An Intergroup Communication Approach</p> <p>Dr D Hewett</p>	<p>Poster 188 – Sharp cat – reducing needlestick injuries & blood exposures and improving reporting</p> <p>Mrs J Wayland</p>	<p>Poster 197 – The Emergency Department Assessment of Patient Medication: A Comedy of Errors</p> <p>Dr R Bradbear</p>	<p>Poster 198 – Clinical Governance knowledge and competencies required by Victorian Public Hospital Medical Administrators – A survey of Medical Administrators currently working in Victorian Public Hospitals</p> <p>Dr S Shea</p>
<p>Poster 199 – Increasing the safety of enoxaparin therapy in medical inpatients: a combination of guidelines and education is effective.</p> <p>Dr R Bradbear</p>	<p>Poster 203 – Understanding Effective Clinical Handovers: A Multidisciplinary Approach</p> <p>Dr B Watson</p>	<p>Poster 205 – A Model To Ensure Comprehensive Assessment And Treatment Plans Based On Best Practice Guidelines In Dentistry With An Evaluation Tool</p> <p>Dr D Golding</p>	<p>Poster 207 – The development of clinical practice guidelines for the management of delirium in older people in Australia</p> <p>Ms C Brand</p>
<p>Poster 219 – Training for Quality: learning from the VET sector</p> <p>Dr G Fennessy</p>	<p>Poster 227 – Consumer Leadership</p> <p>Ms K Simons</p>	<p>Poster 232 – Medical leaders in Clinical Governance: The Role of a Head of Unit in 2006</p> <p>Dr A Dwyer</p>	<p>Poster 235 – St Vincent’s Hospital Toowoomba’s response to a Pandemic Influenza H5N1 Threat: and derived recommendations.</p> <p>Ms K Hamilton</p>
<p>Poster 237 – Redesigning models of care to meet the needs of people with osteoarthritis (OA) of the hip and knee</p> <p>Dr C Brand</p>	<p>Poster 247 – Improving Patient Safety Through Surgical Simulation: Finding the Evidence to Support the Uptake of the Fundamentals of Laparoscopic Surgery Program by Advanced Surgical Trainees</p> <p>Ms K Walker</p>	<p>Poster 260 – WAASM – Mortality audit extends beyond the data</p> <p>Ms J Mountain</p>	<p>Poster 262 – Quality Approach To Managing Assault Presentations to the Emergency Department</p> <p>Ms D Wakefield</p>

Theme 3- Systems Change and Leadership			Great Halls 3 & 4
Poster 8 – “Better Workplaces” Leadership Development Program Ms J Phillips	Poster 18 - Putting process into action Ms L Bates	Poster 21 - Equal Access: Health Service Cultural Diversity Plans Ms L Horvat	Poster 22 - The ‘In’ in Interdisciplinary Care Ms J Exton
Poster 43 - The power of bottom up networks as a force for safety and quality Mr P Hibbert	Poster 53 - A Partnership Between An International Law Firm and An Acute Care Hospital - Evaluation Of A Pilot Program To Provide Pro Bono Legal Services For Cancer Patients Ms E Ballinger	Poster 57 - Establishing a Quality Management System; the Catalyst for Redefining an Organisational Culture and Implementing Change Ms B Knight	Poster 83 - Queensland, Stay On Your Feet: A Falls Prevention Collaborative Addressing Falls Injury Prevention Across the Continuum Ms R Bell
Poster 85 - Using functional status outcomes of hospitalised older people as indicators of healthcare quality Ms L Beddoes	Poster 88 - Measuring Program Compliance In Community Health Using Feedback Data And Benchmarking Ms L McCrorey	Poster 89 - Implementing Electronic Medications Management In A Private Hospital Mr J Evans	Poster 90 - Clinical Governance and Peer Review Ms C Foley
Poster 98 - A Staged Approach to Optimising Electronic Billing in LANTIS Ms S Avery	Poster 109 - Clinical Governance: Achieving a Quality Governance Framework From The Bedside to the Board Ms K Morrissy	Poster 115 - An Exploration of Symptom Management Practices to Evaluate Quality of Care in an Oncology Setting Ms E Cohen	Poster 120 – The fall and rise of an outer-metro emergency department Dr J Farmer
Poster 121 - Bridging the Gap – The Orthopaedic Way Ms C Kimber	Poster 131 - Informing Consumers: What Are The Challenges In A Hospital Setting? Ms L Stevenson	Poster 133 - An innovative approach to delivering our goals Ms C Theobald	Poster 151 - Along the road of discovery – facing the challenges of implementing Clinical Governance Ms F Ciaravella
Poster 179 - Public Dental Emergency Demand Management Strategy Dr S McGuire	Poster 183 - The Power Of Change - Role Redesign In An Outpatient Clinic Ms R Coyne	Poster 187 - Patient Perceptions of Obstetric Clinical Handover (Pilot Study) Dr G Chin	Poster 189 - Getting It Right at Night Ms P Markham
Poster 220 - Leadership For Change - The Power Of The People Ms P Frost	Poster 225 - Through the innovation of Discharge Planning System to Reduce the Length of Stay in a Medical Center Mrs C Shu-Chen	Poster 233 - Open Disclosure and leadership- a way forward Ms B Dougan	Poster 239 - Lessons for healthcare from the railways Dr S Jeffcott
Poster 242 - Is Your Head In The Sand? Mrs H Parsons	Poster 243 – Poor concordance with non pharmacological recommendation for osteoarthritis within a chronic disease management program: implications for clinicians, consumers and policy makers Dr C Brand	Poster 244 - Understanding the safety culture of maternity services Ms S Allen	Poster 245 – Application of an evidence based implementation model for supporting service redesign for people with osteoarthritis in ambulatory care settings. Dr C Brand

Poster 259 - Adopting a transformational change framework to implement a statewide strategy.	
Ms M Arblaster	

1330-1515	Plenary 3 - The Passion and the Power of Teams Proudly supported by Queensland Health	Great Halls 1 & 2
	Chair: Mr Jim Birch	
1330-1415	Presentation by Queensland Health KEYNOTE ADDRESS – INTERDISCIPLINARY TEAM RESEARCH INTERNATIONAL SPEAKER: PROF SEAN CLARKE	
1415 – 1435	TOPIC – GETTING TO THE HEART OF PATIENT SAFETY-COMPASSION AND CARING SPEAKER: MR ROBIN YOUNGSON	
1435 - 1455	TOPIC – TEAM WORK TO ENHANCE QUALITY PATIENT CARE THROUGH THE USE OF CLINICAL INFORMATION TECHNOLOGY SPEAKER: MR SIU-FAI LUI	
1455 - 1515	Q&A with SPEAKER PANEL	

1515 – 1545 Afternoon tea

Great Halls 3 & 4

1545-1715	PLENARY 4 - Research – The Power Behind Practice Chair: Mr Jim Birch	Great Halls 1 & 2
1545 - 1700	TOPIC – PUTTING RESEARCH INTO PRACTICE DR DIANA HORVATH PROFESSOR WARWICK ANDERSON SALLY CROSSING	
1700 - 1715	AWARD PRESENTATIONS: AAQHC	
1900-2300	HESTA SUPERFUND CONFERENCE DINNER	<i>Plaza Terrace Room</i>

DAY THREE Wednesday 8th AUGUST

0730:0830	AAQHC AGM and Breakfast Members Only	P 1 & 2
-----------	---	---------

0845-1030	Plenary 5 THEME – THE POWER OF RESEARCH AND EVIDENCE	GH 1 & 2
	Chair: PROF MIKE WARD	
0900-0920	TOPIC – BETWEEN THE DEVIL AND THE DEEP BLUE SEA: PATIENT SAFETY AND RISK IN HOSPITALS Speaker: PROF JEFFREY BRAITHWAITE	
0920-0940	TOPIC – NICS “USING RESEARCH EVIDENCE TO CHANGE CLINICAL PRACTICE Speaker: DR SUE PHILLIPS	
0940-1000	TOPIC – THE DANGERS OF MEASUREMENT Speaker: PROF PETER CAMERON	
1000-10.20	TOPIC – TECHNOLOGY ALLOWS THE RITE OF PASSAGE:THE USE OF RECORD LINKAGE FOR RESEARCH INTO HEALTH Speaker: PROF JAMES SEMMENS	
1020-1030	QUESTIONS AND ANSWERS	
1030-1100	Morning Tea	GH 3 & 4

1100 - 1230	CONCURRENT SESSION THREE					
	THEME 1 <i>M2</i>	THEME 2 <i>M3</i>	THEME 3 <i>M4</i>	THEME 4 <i>P1 & 2</i>	THEME 5 <i>M1</i>	THEME 6 <i>GH 1 & 2</i>
	ACCREDITATION	MEASURING PERFORMANCE AND OUTCOMES	IMPROVING ACCESS	NON ACUTE CARE SETTING	THE INTERNATIONAL SCENE	CLINICAL HANDOVER
	Chair: Mr Bill Lawrence	Chair: Ms Kathleen Ryan	Chair: Ms Kae Martin	Chair: Dr Annette Pantle	Chair: Dr Desmond Yen	Chair: Dr Simon Eccles
1100 - 1120	Review of Accreditation Prof Margaret Banks	Australian Adaptation of the ISMP Medication Safety Self Assessment Tools Ms Helen Stark	The Ambulatory Surgery Initiative in a Public Health Service Ms Pam Tindall	What consumers want from primary healthcare – consistent quality in the non acute care setting Russell McGowan	Pre operative antibiotics Prophylaxis -Experience from a Taiwanese Medical Centre Setting Dr Shei-Lin Ku	Improving Clinical Handover – steps taken to support clinicians in the delivery of safe, effective clinical handover Dr Annie Moulden

1120 -1140	The Relationship Between Accreditation Criteria Results and Clinical Indicators Dr Marjorie Pawsey	Quality Indicators in Trauma" A Study of Validity Mr Cameron Willis	Managing the Wait: responding to the Consumer Dr Ken Ooi and Ms Lyn English	Hospital Care of Residents Living in Residential Care Facilities: Profile, Patterns of Utilization and Quality and safety of care Dr Sanjay Jayasinghe	Improvements In Quality Of Services In Healthcare Organisations Through Accreditation Dr Bhupendra Rana	Facilitated Discussion: Bryce Cassin (Doctorate) Clinical Handover Dr Bob Adams TQEH, South Australia Annie Moulden
1140 - 1200	The Accreditation of Australian General Practices – the journey into the electronic age with AccreditationPro. Ms Marisa Vecchio	Mental Health Outcomes Dr Aaron Groves	A New Clinical System for Effective Discharge Planning (Improve Access by Reducing Exit Block) Mrs Cathy Daunt	Grass Roots Quality – A Simple Approach to Implementing a Quality Framework for Health Professionals Working in the Community Setting Suzanne Corcoran	Successful Implementation of Three Tools for Specialty Based Learning from Incidents Cathelijne Snijders	
1200 - 1230	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL	Q&A with SPEAKER PANEL

1230 - 1330	LUNCH				<i>Great Halls 3 & 4</i>	
Poster Discussion Session Theme 4 –Human Resources for Health; challenges and opportunities and Theme 5- Patient Safety and Quality						
Poster 74 - Application of Balanced Scorecard Methodology to Improve Staff Performance at an Operation Room Setting Ms S Ku		Poster 127 - Facilitation Of Recruitment And Retention Of Allied Health Staff In A Rural Setting Through The Development Of Specialist Skills And Mentoring: A Pilot Project Ms L McCourt		Poster 156 - Introduction Of Perioperative Dedicated Education Unit To Increase Recruitment And Retention Of Nurses Mrs S Venkataram		
Theme 5- Patient Safety and Quality						
Poster 1 - What's an Interpreter? - Giving our Clients a Voice Ms L Dimopoulos		Poster 6 - Risk Minimisation Across Care Settings in a Palliative Care Service Through Shared Documentation and Records Mrs E Summers		Poster 12 - The Happy Migrant Effect- A qualitative study of the perceptions of negative experiences of hospital care by patients with little or no English Ms P Garrett		Poster 27 - The Rapidly Developing Role of the Quality Manager in the Modern Radiation Therapy Department Ms L Cheetham
Poster 29 - Setting up a standardised Medical Emergency Team reporting system across an area health service as a Patient Safety Initiative Mrs N Santiano		Poster 32 - Improving Quality of Care for Patients with Delirium, New Initiatives Following an Audit in Acute Medical Inpatients Ms Y Smith		Poster 33 - Look At Me! Look At Me! My Life Is Back On Track! Maximising Potential Of Clients After A Health Crisis Requiring Allied Health Intervention Ms S Paul		Poster 42 - Inter-Rater Reliability of the Australasian Triage Scale for Mental Health Patients Dr D Liew
Poster 44 - Promoting Clinical Risk Management in Community Health Ms A Brown		Poster 46 – Team Centered Behavior Based Approach to Correct Site Safety System Implementation Ms J Smith		Poster 55 - Talking the Talk: How A Structured Communication Tool Can Improve Patient Safety Ms M Martin		Poster 60 - "Residential Aged Care Coronial Communiqué": providing case studies of deaths reported to the Coroners Office to improve clinical care in Residential Aged Care Facilities Prof J Ibrahim

<p>Poster 64 - Lessons Learnt From The Identification And Management Of An Increased Incidence Of Severe Ovarian Hyperstimulation Syndrome At A Tertiary Obstetric Hospital In Melbourne, Australia Ms M Draper</p>	<p>Poster 67 - Clinical Governance Implementation Using ISO 9000:2000 Quality Management System: A Case Study in Two Public Hospitals in Indonesia Mr H Djasri</p>	<p>Poster 70 - Formative implementation in multisite piloting of a standardised mental health documentation suite. Mr A Weller</p>	<p>Poster 71 - Consumer Perceptions Of Using Self Assessment Outcomes In Mental Health To Engage Meaningfully In Care Planning Mr T Callaly</p>
<p>Poster 78 - Customer Quality In Health Care Dr J Tabrizi</p>	<p>Poster 79 - Customer Quality And Type 2 Diabetes In Australia Dr J Tabrizi</p>	<p>Poster 92 - A structured analysis of medication errors: a multi site study Dr A Gardner</p>	<p>Poster 95 - Preventing Wrong Gas Delivery to Patients Mr P Mason</p>
<p>Poster 110 – High compliance with a protocol for the management of bleeding peptic ulcer disease improves patient outcomes Dr P Bampton</p>	<p>Poster 116 - Managing Junior Medical Staff After Hours Workloads with Changes to In and After Hours Practice Dr T Bright</p>	<p>Poster 118 - Development of a trigger and screening tool to detect medication errors in a quaternary teaching hospital Ms M Van De Vreede</p>	<p>Poster 119 - Intravenous potassium chloride: Do health professionals in hospitals really know the risks? Ms M Van De Vreede</p>
<p>Poster 122 - Reality Bites : Coming To Grips With Patient Safety Ms R Richardson</p>	<p>Poster 126 - Analysis and the subsequent management for intra-operative pressure ulcers Mrs J Huang</p>	<p>Poster 135 - "Too Many Pills": Reducing the Risks of Polypharmacy in the Older Patient in the Acute Care Setting Ms K Stott</p>	<p>Poster 138 - Implementing an Equipment Change to Improve Patient Safety at a Public Hospital Ms V Wallroth</p>
<p>Poster 142 - Best Quality and Safety Practice in Managing Skin Integrity Prof A McMurray</p>	<p>Poster 147 - Cleaning Up Narcotic Use – With SOAP....the "Safe Oxycodone Administration Promotion!" Mrs D Bridgeford</p>	<p>Poster 150 - The Relationship among Knowledge, Attitude and Practice of Physical Restraint Mrs M Su</p>	<p>Poster 154 - Together Is Better: Providing Multi-Service Drought Relief At The Farm Gate Ms S Rutherford</p>
<p>Poster 155 - Improved Survival With In House Overnight Neonatal Consultants Dr S Fraser</p>	<p>Poster 159 - Improving Patient Comfort in Colonoscopy Ms B Draper</p>	<p>Poster 161 - Implementation Of A Chest Pain Assessment Service Mrs K O'Dwyer</p>	<p>Poster 164 - Enhanced Patient Safety with a Web Based Electronic Medication Management System in Two Regional Victorian Hospitals Mr C Turner</p>
<p>Poster 178 - A Regional Audit of Dosage Administration Aids in Aged Care Facilities Dr A Carruthers</p>	<p>Poster 182 - Evaluating a Fall Review Program in the Aged Care & Rehab Units Ms A Ko</p>	<p>Poster 184 - Evaluation Of The Effectiveness Of A Hydration Monitoring Tool In Aged Care Facilities Ms M Sappupo</p>	<p>Poster 185 - Breaking Down the Levels of Risk Registers and Improving Safety and Quality in Health Care. Mr R Johnson</p>
<p>Poster 186 - The Role Of Family In Rehabilitation After Stroke Dr T Barskova</p>	<p>Poster 193 - Early Detection And Management Of Falls Risk In Older Adults: Exploring The Use Of The Quickscreen Tool In Barwon Health Primary Care Clinical Practice Settings Ms R Smith</p>	<p>Poster 194 - Creating Safety – Addressing Seclusion and Restraint Practices Mr E Gibbons</p>	<p>Poster 195 - Encouraging Quality Improvement in Aged Care and Rehabilitation Services Ms J Palmer</p>
<p>Poster 202 - Improving Hand Hygiene – Results of the Victorian Quality Council (VQC) Hand Hygiene Pilot Project 2004 -2006 Ms D Quin</p>	<p>Poster 214 - Health Promotion for Older People – Developing a Lifestyle Option Ms S Daniel</p>	<p>Poster 216 - Designing programs to reduce risk of Vitamin D deficiency amongst dark skinned and veiled people: community reported barriers to uptake of effective interventions Ms D Couch</p>	<p>Poster 217 - A National Initiative To Optimise Acute Postoperative Pain Management: The APOP Project Dr K McIntosh</p>

Poster 226 - Fall Reduction in the Cardiac Stepdown Unit Mrs R Chataway	Poster 231 – Communication-an innovative idea to improve safety and quality Ms R Machiraju Venkata	Poster 236 - Post Anaesthetic Assessment Of "At Risk" Special Needs Patients - Working Collaboratively For Improved Patient Safety Dr S McGuire	Poster 253 - A Socio-cultural-technical Integrated Approach which Involves End-users through the Design and Implementation Process can Develop an Information Communication Technology which Incorporates Patient Safety Initiatives: A Case Study of an Electronic Medical Handover System. Ms M Wong
Poster 254 - Fast Track Colorectal Surgery - A Rural Perspective Ms T Moore	Poster 258 - Loads Of Rubbish! One Hospital's Experience Of Waste Management Review And Revision Mrs I Freeman	Poster 266 - Exploring Factors Affecting Inadvertent Perioperative Hypothermia Ms E Pavlos	Poster 267 - Capturing immediate Improvement supports Improvement". One organisation's recognition of the value of projects designed to improve the quality and safety of health care services. Ms M Hills

1330-15.00	<p>Plenary 6 DEBATE Proudly supported by Baxter Healthcare Presentation by Baxter Healthcare Facilitator – Jim Birch</p> <p>DEBATE: Guests include: Stephen Duckett, Mitch Messer (CHF Chairperson), Joseph Ibrahim, Robin Youngson, Luis Prado, Christine Gee Managing Demand and Addressing Quality: Competing Priorities or Two Sides of the Same Coin? Have we lost the luxury of quality: Is the focus on activity and targets – at what cost?</p>	Great Halls 1 & 2
-------------------	--	------------------------------

1500-1530	<p>CLOSE OF CONFERENCE BEST POSTER PRIZE</p> <p>PROMOTION FOR 2008 CONFERENCE</p>
------------------	--

*PLEASE NOTE THIS PROGRAM IS SUBJECT TO CHANGE