

DETAILED PROGRAM

TUESDAY 11 OCTOBER 2011: PRE-CONFERENCE WORKSHOPS						
	Perth Room	Sydney Room	Auditorium	Brisbane Room	St Vincent's Hospital	Fitzroy Ballroom
0930 – 1100	<p>PRE-CONFERENCE WORKSHOP 1 Topic: Exploring the Link Between Clinician Engagement and Patient – Centred Outcomes</p> <p>Time: 0930 – 1100 Presenter: Prof John Clark</p>	<p>PRE-CONFERENCE WORKSHOP 2 Topic: Organisational Culture and Healthcare Quality</p> <p>Time: 0930 – 1100 Presenters: Prof Russell Mannion Prof Jeffrey Braithwaite</p>	<p>PRE-CONFERENCE WORKSHOP 3 Topic: Measurement in Healthcare: Are We Dividing Apples by Red HERRINGS?</p> <p>Time: 0930 – 1100 Presenters: Dr Jen Bichel-Findlay Dr Chris Maxwell Ms Anne McIntosh</p>	<p>PRE-CONFERENCE WORKSHOP 4 Topic: Disaster Management Master Class <i>Chair: Dr David Rankin</i></p> <p>Time: 0900 – 1040 Over the past two years areas of Australia and New Zealand have been devastated by a series of natural disasters including Bushfires, Floods, Cyclones and Earthquakes. This interactive workshop will cover the practical aspects of disaster management from the health service perspective including preparation, response and recovery and lessons learnt from the management of these disasters. Presenters Dr Andy Robertson Dr Andrew Johnson Dr Michael Hills Dr Richard Ashby Dr Paul Cullen</p>	<p>PRE-CONFERENCE WORKSHOP 5 Topic: The Role of Simulation in Education and Training of the Healthcare Workforce (THIS WORKSHOP IS HELD IN THE SIMULATION CENTRE AT ST VINCENT'S HOSPITAL)</p> <p>Time: 0930 – 1100 Presenters: Prof Debra Nestel Dr Robert O'Brien Dr Stuart Dilley Dr Neil Cunningham Mr Julian van Dijk Ms Katie Walker</p>	<p>PRE-CONFERENCE WORKSHOP 6 Topic: How to Use Casemix as a Tool to Achieve and Improve Patient Care Outcomes</p> <p>Time: 0930 – 1100 Presenter: Prof Kathy Eagar</p>
1100 – 1115						
1115 – 1300	<p>[...continued] Topic: Exploring the Link Between Clinician Engagement and Patient -Centred Outcomes</p> <p>Time: 1115 – 1300</p>	<p>[...continued] Topic: Organisational Culture and Healthcare Quality</p> <p>Time: 1115 – 1300</p>	<p>[...continued] Topic: Measurement in Healthcare: Are We Dividing Apples by Red HERRINGS?</p> <p>Time: 1115 – 1300</p>	<p>[...continued] Topic: Disaster Management Master Class</p> <p>Time: 1100 – 1215 Presenters: Dr Andrew Robertson Dr Michael Hills Dr Nigel Millar</p>	<p>[...continued] Topic: The Role of Simulation in Education and Training of the Healthcare Workforce (THIS WORKSHOP IS HELD IN THE SIMULATION CENTRE AT ST VINCENT'S HOSPITAL)</p> <p>Time: 1115 – 1300</p>	<p>[...continued] Topic: How to Use Casemix as a Tool to Achieve and Improve Patient Care Outcomes</p> <p>Time 1115 – 1230</p>
1300 – 1330						

1330 – 1600	[...continued] Topic: Exploring the Link Between Clinician Engagement and Patient-Centred Outcomes	[...continued] Topic: Organisational Culture and Healthcare Quality	[...continued] Topic: Measurement in Healthcare: Are We Dividing Apples by Red Herrings?	[...continued] Topic: Disaster Management Master Class	[...continued] Topic: The Role of Simulation in Education and Training of the Healthcare Workforce (THIS WORKSHOP IS HELD IN THE SIMULATION CENTRE AT ST VINCENT'S HOSPITAL)	PRE-CONFERENCE WORKSHOP 7 Topic: How to Use Administrative Data as a Tool to Achieve and Improve Patient Care Outcomes (Readmission, Comorbidities, Hospital Acquired Disease)
	Time: 1330 – 1600	Time: 1330 – 1600	Time: 1330 – 1600	Time: 1315 – 1450 Presenters: Dr Andrew Roberson Dr Mike Hills Dr Peter Aitken Ms Alison McMillan	Time: 1330 – 1600	Time: 1330 – 1500 Presenter: Dr Diane Watson Mr Jason Boyd
				AFTERNOON TEA		AFTERNOON TEA
				Time: 1510 – 1600 Hypothetical Moderator: Dr Tony Austin Panel: Dr Michael Hills Dr Nigel Millar Dr Peter Aitken Dr Andy Robertson Cdre Robyn Walker Dr Dell Hood		Time: 1515 – 1630
1630 – 1730	RACMA AGM Location: Auditorium					
1630 – 1800	AHHA Council Meeting Location: Victoria Suite 2					
1700 – 1800	AAQHC Council Meeting Location Perth Room					



WEDNESDAY 12 OCTOBER 2011		Grand Ballroom		
0845 – 1030	<p>PLENARY SESSION 1 <i>Chair: Dr Sherene Devanese</i></p> <p>Time: 0845 – 0900 Welcome Address</p> <p>Presenter: Dr Annette Pantle <i>On Behalf of the Collaboration Chairs</i></p> <p>Time: 0900 – 0930 Opening Address</p> <p>Presenter: Dr Sally Cockburn (Dr Feelgood)</p> <p>KEYNOTE ADDRESS Topic: New Advances in Human Nature: The Greatest Healthcare Challenge of Them All. How We Can and How We Can't Make the Progress We Hope For</p> <p>Time: 0930 – 1030 Presenter: Prof Jeffrey Braithwaite</p>			
1030 – 1100	MORNING TEA AND EXHIBITION VIEWING			
1100 – 1230	Perth Room	Sydney Room	Brisbane Room	Fitzroy Ballroom
	<p>CONCURRENT SESSION Topic: From Pain to Organisational Excellence <i>Chair: Dr Yvonne Luxford</i></p> <p>Time: 1100 – 1130 A National Approach to Improving Pain Management Practices in Australian Emergency Departments Presenter: Mr Scott Bennetts</p>	<p>CONCURRENT SESSION Topic: Innovations in Involving Patient Care Now and in the Future <i>Chair: Dr Paul Scown</i></p> <p>Time: 1100- 1130 Is Reform and Innovation Possible in the Current Paradigm of Care? Presenter: Ms Alison McMillan</p> <p>Time: 1130 – 1145 'There's No Place Like Home' – Care for Acutely Unwell Children Without Hospital Admission Presenter: Dr Susan Piper</p> <p>Time: 1145 – 1200 'Two Innovations Towards Consumer-Centred Healthcare' Presenter: Mr Vern Hughes</p>	<p>CONCURRENT SESSION Topic: Appropriateness of Care – The Holy Grail of Quality <i>Chair: Prof Peter Woodruff</i></p> <p>Time: 1100 – 1115 Consumer Experience – The Key to Quality Improvement Presenter: Ms Jan Donovan</p> <p>Time: 1115 – 1130 Predicting Medication Omission: A Foundation for Evidence Based Strategies to Improve Patient Safety Presenter: Mrs Sharon Latimer</p> <p>Time: 1130 – 1145 Improving Mortality Reporting and Review Through the Implementation of an Electronic Death Notification Escalation System Presenter: Ms Aasha Savage</p> <p>Time: 1145 – 1200 'In the Patient's Shoes': The Eastern Health Patient Experience of Care Program Presenter: Ms Gayle Smith</p>	<p>WORKSHOP 1 Topic: Quality Tools or Improvement Methods for the New Quality Manager (Or the Old One Who Has Been Faking it for a Long Time!) <i>Chair: Ms Sarah Michael</i></p> <p>Time: 1100 – 1230 Presenters: Ms Maureen Robinson Ms Cathie O'Neil</p>
			Auditorium	<p>CONCURRENT SESSION Topic: Practical Application of ICT <i>Chair: Dr Richard Ashby</i></p> <p>Time: 1100 – 1120 Delivering Same Day Radiology Reports For 130 X-Ray Departments – It's Not Just Technology Presenter: Mr Paul Carroll</p> <p>Time: 1120 – 1140 Single Hospital Implementation Presenter: Ms Michelle Martella</p> <p>Time: 1140 – 1200 Core Medical Solutions Presenter: Mr Paul Lanzoni</p>

		<p>Time: 1200 – 1215 Improving Patient And Whanau (Family) Engagement in Counties Manukau District Health Board (Cmdbh) Presenter: Mr Ian Kaihe-Wetting</p> <p>Time: 1215 – 1230 Assessing Appropriateness, Effectiveness And Safety Of Care Provided To Men Diagnosed With Prostate Cancer Presenter: Dr Sue Evans</p>	<p>Time: 1200 – 1220 Practical Delivery of IT (The Paperless Hospital) Presenter: Mr Evan Rawstron</p> <p>Time: 1220 – 1230 Speaker Panel Discussion</p>
LUNCH AND EXHIBITION VIEWING			
FACILITATED POSTER SESSION			
1230 – 1330		<p>LUNCHTIME SESSION (ACHS) Topic: Launch Australasian Clinical Indicator Report 2003-2010</p> <p>Time: 1300 – 1330 ACHS President: A/Prof Peter Woodruff Presenters: Dr Chris Maxwell Dr Jen Bichel-Finlay Ms Anne McIntosh</p>	
1300 – 1330			
1330 – 1530	<p>CONCURRENT SESSION (RACMA) Topic: Lessons Learnt From the Management of Recent Disasters in Australia and New Zealand <i>Chair: Dr David Rankin</i></p> <p>Time: 1330 – 1530 The 3 phases of emergency management: Preparation, Response and Recovery Presenter: Tony Austin</p> <p>The Australian National Arrangements for Disaster Management and how this relates to the jurisdictions. Including AUSMAT Presenter: Cdre Robyn Walker</p>	<p>CONCURRENT SESSION (RACMA) Topic: Margaret Tobin Challenge Award <i>Chair: Dr Roger Boyd</i></p> <p>WORKSHOP 2 Topic: Project Management "101" <i>Chair: Ms Sarah Michael</i></p> <p>Time: 1330 – 1530 Presenters: Ms Maureen Robinson Ms Cathie O'Neil</p>	<p>CONCURRENT SESSION (RACMA) Topic: Margaret Tobin Challenge Award <i>Chair: Dr Roger Boyd</i></p> <p>Time: 1330 – 1530 The culmination of RACMA's annual presentation competition where candidates nominated by their respective State Committees battle it out on topics related to the Conference theme.</p>

Track 1: Leadership and Vision	Track 2: Innovation and Reform	Track 3: Clinical Governance	Track 4: Technology, ICT and e-Health	Track 5: Appropriateness of Care and Patient-Centred Outcomes
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WEDNESDAY 12 OCTOBER 2011

	Perth Room	Sydney Room	Brisbane Room	Fitzroy Ballroom	Auditorium
1330 – 1530	<p>CONCURRENT SESSION (RACMA) Topic: Lessons Learnt From the Management of Recent Disasters in Australia and New Zealand Chair: <i>Dr David Rankin</i></p> <p>[...continued]</p> <p>Time: 1330 – 1530 Problems faced and lessons learnt from the Victorian Bushfires Presenter: Alison McMillan</p> <p>Problems faced and lessons learnt from Cyclone Yasi Presenter: Richard Ashby</p> <p>Problems faced and lessons learnt from the Queensland Floods Presenter: Peter Aitken</p> <p>Problems faced and lessons learnt from the Christchurch Earthquakes Presenter: Nigel Millar Panel Discussion</p>	<p>CONCURRENT SESSION Topic: Innovation and Reform in the Australian Healthcare Setting Chair: <i>Dr Alison Dwyer</i></p> <p>[...continued]</p> <p>Time: 1400 – 1430 National Workforce Innovation and Reform Strategic Framework Presenter: Mr Ben Wallace</p> <p>Time: 1430 – 1500 The Role of the New Independent Hospital Pricing Authority Presenter: Mr Shane Solomon</p> <p>Time: 1500 – 1530 Prevention Through Partnerships – Investing Today in Australia's Future Presenter: Ms Louise Sylvan</p>	<p>CONCURRENT SESSION Topic: Improving Care for the Patient Chair: <i>Mr Stephen Walker</i></p> <p>[...continued]</p> <p>Time: 1400 – 1415 Large Scale Change: Reducing Central Venous Catheter Blood-Stream Infections (CVC-BIS) in Intensive Care Units (ICUS) in England Presenter: Mr Peter Hibbert</p> <p>Time: 1415 – 1430 The Victorian Induction of Labour Project 3 Years Old: What Has it Achieved? Presenter: Mrs Debbie Rogers</p> <p>Time: 1430 – 1445 Adverse Drug Reactions During Hospital Stay: A Model For Informing Patients and Caregivers Presenter: Ms Linda Graudins</p> <p>Time: 1445 – 1500 Ensuring a Person-Centred Approach to Cancer Treatment Planning Through the Enhancement of Multidisciplinary Team Meetings: SMICS MDT Pilot Project Presenter: Ms Wendy Wild</p> <p>Time: 1500 – 1515 The Discharge Management of Acute Coronary Syndromes (DMAACS) – A National Quality Improvement Initiative Presenter: Ms Angela Wai</p> <p>Time: 1515 – 1530 Under the PUMP: Tackling Clinician Behaviour and Appropriateness of Care Presenter: Dr Mellissa Naidoo</p>	<p>[...continued]</p> <p>Time: 1330 – 1530 Presenters: Ms Maureen Robinson Ms Cathie O'Neil</p>	<p>[...continued]</p> <p>Time: 1330 – 1530 The culmination of RACMA's annual presentation competition where candidates nominated by their respective State Committees battle it out on topics related to the Conference theme</p>
1530 – 1600	AFTERNOON TEA AND EXHIBITION VIEWING				
1600 – 1700	Grand Ballroom				
	<p>PLENARY SESSION 2 KEYNOTE ADDRESS Topic: Measuring Hospital Quality and Performance: Salutory Lessons From the UK Chair: <i>Prof Jeffrey Braithwaite</i></p> <p>Time: 1600 – 1645 Presenter: Prof Russell Mannion</p> <p>Time: 1645 – 1700 Commentator: Ms Bev Johnson</p>				

1700 – 1800	WELCOME RECEPTION Location: Exhibition Area
1830 – 2000	RACMA Graduation Ceremony and Langford Oration Location: Auditorium
THURSDAY 13 OCTOBER 2011	
Fitzroy Ballroom	
0745 – 0845	BREAKFAST SESSION Breakfast With an Expert Experts: Prof Chris Baggoley Prof Jeffrey Braithwaite Prof John Clark Mr Martin Fletcher Prof Russell Mannion Dr Mark Parrish Dr Heather Wellington Ms Bev Johnson
Grand Ballroom	
0845 – 1030	PLENARY SESSION 3 KEYNOTE ADDRESS Topic: Healthcare Reform Chair: Prof Clifford Hughes Time: 0900 – 0915 Commonwealth Perspective Presenter: Ms Jane Halton Time: 0915 – 0930 State Perspective Presenter: Ms Fran Thorn Time: 0930 – 0945 Local PHC/Community and Hospital (LHN) Interface Presenter: Mr John Rasa Time: 0945 – 1000 Opportunities for Public-Private Collaboration Presenter: Dr Tracey Batten Time: 1000 – 1025 Discussion Time: 1025 – 1030 Australian Commission on Safety and Quality in Health Care: Launch of Windows 2011 Presenter: Dr Michael Smith
1030 – 1100	MORNING TEA AND EXHIBITION VIEWING

Track 1: Leadership and Vision	Track 2: Innovation and Reform	Track 3: Clinical Governance	Track 4: Technology, ICT and e-Health	Track 5: Appropriateness of Care and Patient-Centred Outcomes
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THURSDAY 13 OCTOBER 2011

	Perth Room	Sydney Room	Brisbane Room	Fitzroy Ballroom	Auditorium
1100 – 1230	<p>CONCURRENT SESSION Topic: Reforming Models of Patient Care Chair: Mr Brian Johnston</p> <p>Time: 1100 – 1130 Measuring Appropriate Healthcare: The COAG Reform Council's Experience Presenter: Ms Patricia Faulkner</p> <p>Time: 1130 – 1145 Co-location of Health Services: Does this Reform Enhance Patient Care? Presenter: Dr Peter Nugus</p> <p>Time: 1145 – 1200 LAN Page Project Presenter: Ms Monica Finnigan</p> <p>Time: 1200 – 1215 Orchestrating Safety in Mental Health Care: An Ethnographic Study Presenter: Ms Jennifer Plumb</p> <p>Time: 1215 – 1230 The Arthritis Map of Victoria Presenter: Ms Clare Hawkins</p>	<p>CONCURRENT SESSION Topic: Information Technologies Chair: Dr Patrick Bolton</p> <p>Time: 1100 – 1130 National Perspective Presenter: Dr Megan Kearney</p> <p>Time: 1130 – 1200 State Perspective Presenter: Dr Paul Fennessy</p> <p>Time: 1200 – 1230 Credentialing and Scope of Practice Implications Presenter: Dr Grant Phelps</p>	<p>CONCURRENT SESSION Topic: Measuring and Benchmarking Appropriate Patient Care Chair: Ms Cathie O'Neill</p> <p>Time: 1100 – 1130 Core, Hospital-Based Outcome Indicators – Signals and Statistics Presenter: Mr Neville Board</p> <p>Time: 1130 – 1200 Three Questions That Patients Can Ask to Improve the Quality of Information Physicians Give About Treatment Options: A Cross-Over Trial Presenter: Heather Shepherd</p> <p>Time: 1200 – 1215 Evaluating Clinical Networks and their Contribution to Improving Patient Care Presenter: Dr Frances C. Cunningham</p> <p>Time: 1215 – 1230 A Trial of Different Patient Centred Care Strategies – Which Work Best? Presenter: Ms Cathy Jones</p>	<p>WORKSHOP 4 Topic: Enhancing Patient Centred Care: An Exploration of Strategies and Approaches For Your Service Chair: Dr Michael Smith</p> <p>Time: 1100 – 1230 Presenters: Dr Nicola Dunbar Dr Karen Luxford</p>	<p>CONCURRENT SESSION (VOC) Topic: Healthcare Data – Use, Misuse and Abuse! Facilitator: Dr Bill Shearer</p> <p>Time: 1100 – 1230 A Robust Facilitated Discussion on the Use and Misuse of Data for Improving Healthcare Panelists include Russell Manion, Diane Watson, Alison McMillan, Joe Ibrahim and Russell Gruen</p>
1230 – 1330	LUNCH AND EXHIBITION VIEWING				
1300 – 1330	FACILITATED POSTER SESSION				
1230 – 1330	VHOA AGM Location: Perth Room				
1230 – 1330	Australian Health Review Board Meeting Location: Victoria Suite 2				
1330 – 1530	<p>CONCURRENT SESSION Topic: Impact of HRM Systems on Hospital Outcomes Chair: Ms Prue Power</p>	<p>CONCURRENT SESSION Topic: Assessing New Technologies for Clinical Practice Chair: Dr Michael Walsh</p>	<p>CONCURRENT SESSION Topic: New Visions in Organising Healthcare Chair: Dr Stephen Christley</p>	<p>WORKSHOP 5 (VOC) Topic: Effective Clinical Conversations: Time For a Reality Check! Chairs: Dr Annie Moulden Ms Jo Bourke</p>	<p>CONCURRENT SESSION Topic: What is Good Clinical Governance? Chair: Dr Tracey Batten</p>

<p>1330 – 1345 Improving Oral Health for Frail Community-Living Older People Presenter: Ms Adrienne Lewis</p>	<p>Time: 1330 – 1400 The Promises of E-Health Presenter: Prof John Wilson</p>	<p>Time: 1330 – 1400 Medical Leadership: A Survey of Structures in English Trusts Presenter: Dr Helen Dickinson</p>	<p>Time: 1330 – 1400 The Role of the Board in Clinical Governance: A Personal Perspective Presenter: Dr Heather Wellington</p>
<p>Time: 1345 – 1530 The Greatest Challenge of Them All: Ensuring the Quality and Safety of Care for Vulnerable Groups (Interactive Presentation) Presenter: Dr Joanne Travaglia</p>	<p>Time: 1400 – 1430 Getting E-Health Policy Right Presenter: Prof Enrico Coiera</p>	<p>Time: 1400 – 1430 Resource Scarcity and Priority Setting: The Role of Leadership in the Rationing of Healthcare Presenter: Dr Suzanne Robinson</p>	<p>Time: 1400 – 1415 High Performing Hospitals: What are Important Healthcare Service Characteristics Presenter: Ms Caroline Brand</p>
	<p>Time: 1430 – 1445 Patient Autonomy, e-Health and Self-Management in TDM Presenter: Dr Janice Wiley</p>	<p>Time: 1430 – 1445 Is Statutory Immunity an Invisibility Cloak for Clinicians? Presenter: Mr Deane Wilks</p>	<p>Time: 1415 – 1430 An Innovative Approach to Quality and Safety Performance Monitoring Presenter: Ms Cindy Hawkins</p>
	<p>Time: 1445 – 1500 Standards-Based Supply Chain Reform in Health Presenter: Ms Tania Snioch</p>	<p>Time: 1445 – 1500 The Tragic Impact of Failed Engagement – The National Consequences of High Need Children Who Do Not Fit the Health Model Presenter: Dr David Rankin</p>	<p>Time: 1430 – 1445 Assessing the Quality of Care Provided by Health Services Objectively Presenter: Ms Alison McMillian</p>
	<p>Time: 1500 – 1515 The Effectiveness of Two Commercial e-Prescribing Systems to Reduce Medication Errors in Hospitals Presenter: Prof Johanna Westbrook</p>	<p>Time: 1500 – 1515 From Casemix to Better Quality of Healthcare: Experiences From a German University Hospital Presenter: Dr Eberhard Rembs</p>	<p>Time: 1445 – 1500 Managers Questioning How They Work to Improve Interprofessional Collaboration and Clinical Governance Presenter: Dr David Greenfield</p>
	<p>Time: 1515 – 1530 Medication Safety – What are the Issues? Presenter: Mr Jai Gupta</p>	<p>Time: 1515 – 1530 Meeting the Challenge of Multiple Conditions Presenter: Ms Christine Walker</p>	<p>Time: 1500 – 1515 Can Increased Administrative Support for Managers and Clinicians Meet the Challenge of Improving Patient Care? Presenter: Ms Deborah Debono</p>
			<p>Time: 1515 – 1530 Better Than a Blank, More Specific Than a Spot: Reducing Omitted Medication Errors in an Acute Setting Presenter: Ms Virginia Armour</p>
AFTERNOON TEA AND EXHIBITION VIEWING			

1530 – 1600

<p>Track 1: Leadership and Vision</p>	<p>Track 2: Innovation and Reform</p>	<p>Track 3: Clinical Governance</p>	<p>Track 4: Technology, ICT and e-Health</p>	<p>Track 5: Appropriateness of Care and Patient-Centred Outcomes</p>
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THURSDAY 13 OCTOBER 2011

Grand Ballroom					
1600 – 1700	<p>PLENARY SESSION 4 KEYNOTE ADDRESS Topic: Healthcare Reform <i>Chair: Dr Annette Pantle</i></p> <p>Time: 1600 – 1645 Innovation and Reform Presenter: Prof Chris Baggioley</p> <p>Time: 1645 – 1700 Commentator: Ms Bev Johnson</p>				
1700 – 1800	<p>AHHA Annual Special and General Meetings Location: Auditorium</p>				
1700 – 1800	<p>AAQHC AGM Location: Fitzroy Ballroom</p>				
1900 – 2300	<p>CONFERENCE DINNER Location: Grand Ballroom</p>				
FRIDAY 14 OCTOBER 2011					
Fitzroy Ballroom					
0730 – 0845	<p>BREAKFAST SESSION Executive Breakfast Workshop: International Experience in Measuring Performance and Outcome: Why, What, How, Who and When? Presenters: Dr Mark Parrish Prof Jeffrey Braithwaite</p>				
Grand Ballroom					
0900 – 1045	<p>PLENARY SESSION 5 <i>Chair: Dr David Panter</i></p> <p>Time: 0900 – 0930 PRESENTATION OF PRIZES AAQHC FELLOWSHIP AWARDS AHHA SIDNEY SAX MEDAL AHHA LIFE MEMBERSHIP Presenter: The Hon David Davis MLC</p>				
<p>KEYNOTE ADDRESS Topic: Exploring the Link Between the Extent of Medical Engagement and Organisational Performance Including Impact on Access, Quality, Safety and Outcomes Presenter: Prof John Clark</p>					
1045 – 1115	MORNING TEA AND EXHIBITION VIEWING				
1115 – 1245	<p>Perth Room CONCURRENT SESSION Topic: Leadership and Vision – The Australasian Context <i>Chair: A/Prof Karen Linegar</i></p>	<p>Sydney Room CONCURRENT SESSION (ACSQHC) Topic: Monitoring Appropriateness and Patient-Centred Care <i>Chair: Dr Andrew Johnson</i></p>	<p>Brisbane Room CONCURRENT SESSION Topic: Patients With Their Health Professionals Managing Their Care Together <i>Chair: Ms Jane Newcomb</i></p>	<p>Fitzroy Ballroom WORKSHOP 6 (VMIA) Topic: Implementing ISBAR – A Clinical Communication Strategy for Patient Safety <i>Chair: Ms Jo Travaglia</i></p>	<p>Auditorium CONCURRENT SESSION Topic: The Personally Controlled e-Health Record: The Ups and Downs, Ins and Outs <i>Chair: Prof Enrico Colera</i></p>

	<p>Time: 1115 – 1145 Climate Change and the Experience Economy Presenter: Prof Bruce Barraclough</p> <p>Time: 1145 – 1215 The Impact of Leadership on the Quality of Healthcare Presenter: Prof Chris Baggoley</p> <p>Time: 1215 – 1230 Good Corporate Governance is Well Defined. Why Not Implement it in Public Healthcare? Presenter: A/Prof John O'Donnell</p> <p>Time: 1230 – 1245 Dr W. E. Deming – 'The Father of Quality' – Do the Principles of Quality and Risk Management Really Work? Presenter: Mrs Joan Sheppard</p>	<p>Time: 1115 – 1145 Towards National Arrangements for Australian Clinical Quality Registries Presenter: Mr Nick Wilcox</p> <p>Time: 1145 – 1200 Comparison of Qualitative and Quantitative Responses in Patient Tracking Presenter: Ms Kellie Michel</p> <p>Time: 1200 – 1215 Palliative Care: The National Standards Assessment Program (NSAP) – Improving Care at the Coalface Presenter: Ms Claudia Giugni</p> <p>Time: 1215 – 1230 Beyond the Piece of Paper: A Patient-Centred Approach to the Concept of Health Literacy Presenter: Dr David Greenfield</p> <p>Time: 1230 – 1245 Implementing Supported Open Communication (Open Disclosure) in a New Zealand District Health Board Presenter: Ms Kate MacIntyre</p>	<p>Time: 1115 – 1145 Excellence in Patient-Centred Care: Innovation, Governance and System Improvement Presenter: Dr Karen Luxford</p> <p>Time: 1145 – 1200 CareTrack Australia – Some Pilot Data Presenter: Prof Bill Runciman</p> <p>Time: 1200 – 1215 Consumer Perspectives on Chronic Disease Self-Management Presenter: Ms Susan Abbott</p> <p>Time: 1215 – 1230 The 'Patient-as-Professional': Strategies and Factors That Shape Proactive Engagement of Patients and Interprofessional Collaboration Presenter: Dr Peter Nugus</p> <p>Time: 1230 – 1215 Consumers as Partners – The Key to Better Health Outcomes Presenter: Ms Carol Bennett</p>	<p>Time: 1115 – 1245 Aim: 1. To Share Experiences and Effective Strategies in Implementing Communication Change in Organisations 2. To Provide the Tools and Materials to Support the Rollout of ISBAR Within a Health Service. Note: A free start-up kit of resources, such as lanyards, pads, stickers, and an educational DVD will be provided to all participants. Presenter: Ms Monica Finnigan</p>	<p>Time: 1115 – 1245 Panel: Mr Stuart Babbage Dr Chris Pearce Mr Les Schurmer Ms Rachel de Sain Facilitator: Prof Enrico Coiera</p>
1245 – 1330	LUNCH AND EXHIBITION VIEWING				
1245 – 1330	FACILITATED POSTER SESSION				
	Track 1: Leadership and Vision	Track 2: Innovation and Reform	Track 3: Clinical Governance	Track 4: Technology, ICT and e-Health	Track 5: Appropriateness of Care and Patient-Centred Outcomes



Grand Ballroom

1330 – 1630

PLENARY SESSION 6
Topic: Rising to the Challenge of Patient and Family-Centred Care
Chair: Prof Bruce Barradough

Time: 1330 – 1430
 The Role of Leaders Across the Continuum of Care
 Presenter: Ms Bev Johnson

Time: 1430 – 1500
 Presenter: The Hon Nicola Roxon MP

Hypothetical: Rising to the Challenge of Patient-Centred Care
Moderator: Dr Bernard Street

Time: 1500 – 1600

The closing hypothetical will be a dramatic highlight of the conference. Over the course of an hour Dr Bernard Street and an expert panel including many of the keynote speakers will explore a range of difficult decisions and ethical dilemmas relating to the theme of the conference - Achieving Patient-Centred Outcomes. The session will pull together the themes of the conference in an informative and entertaining way.

- Panel:
- Prof John Clark
 - Prof Jeffrey Braithwaite
 - Dr Karen Luxford
 - Dr Michael Walsh
 - Ms Carol Bennett
 - Ms Bev Johnson
 - Adj/Prof Mick Reid
 - A/Prof Karen Linegar
 - Facilitator: Dr Bernie Street

1600 – 1630

CONFERENCE CLOSE
ANNOUNCEMENT OF 2012 CONFERENCE

Track 1:
 Leadership and Vision

Track 2:
 Innovation and Reform

Track 3:
 Clinical Governance

Track 4:
 Technology, ICT and e-Health

Track 5:
 Appropriateness of Care and Patient-Centred Outcomes

