TWO EVENTS IN TWO DAYS

12TH INNOVATIVE PRACTICE IN THE PRIVATE SECTOR CONFERENCE

MONDAY 20 JUNE 2016
A one day conference to showcase innovations in the Private Hospital sector which have demonstrated outcomes in the areas of: Clinical Innovation, Non-Clinical Innovation and Innovation in Education & HR Management

8TH QUALITY & SAFETY IN ACTION CONFERENCE

TUESDAY 21 JUNE 2016
A one day conference to canvass topical issues in Quality & Safety

Both Days: 8.30 AM – 4.30 PM
Coffee and Registration from 8.00 AM

Venue: 
Plaza Rooms 6-8
Brisbane Convention & Exhibition Centre (BCEC)
Grey Street, South Bank, Brisbane
SOUTHBANK – BRISBANE

Transport:
BCEC is well serviced by public transport. For those travelling by train or bus – including train travel from Brisbane Airport, please refer to the TransLink Website www.translink.com.au for further information and schedules or http://www.airtrain.com.au/timetable.php for air train services.

Pay parking is available at the Brisbane Convention and Exhibition Centre. For further parking information please refer to the BCEC website http://www.bcec.com.au/visit/car-parking/

Accommodation:
Delegates requiring accommodation are requested to make their own arrangements. For information regarding accommodation options close to the Convention Centre please refer to the BCEC website http://www.bcec.com.au/visit/brisbane-accommodation/
or contact Lucy Fisher at PHAQ (07) 3279 7600 or lucyf@phaq.org

Who should attend:
CEOs; Directors of Nursing/Clinical Services; Directors of Medical Services, Chairs of Medical Advisory Committees, Unit Managers; Quality & Safety Managers; Risk Managers; HR Managers; Health Fund Executives; Other Senior Executive Staff.

PLEASE NOTE: In the event of unforeseen circumstances, PHAQ reserves the right to amend the program without notice.
Innovative practice is evident throughout the private hospital sector and yet it is often not publicly recognised or rewarded. With this in mind, the Private Hospitals Association of Queensland in partnership with our major sponsor, HESTA Super Fund, have established an annual awards program for private hospitals and day hospital facilities – the **Innovative Practice in the Private Sector Awards** which is now celebrating its 12th year.

In addition to recognising innovation, the aim of this Award program is to also provide a platform where these initiatives may be shared amongst industry colleagues.

Once again, the conference program has been structured following a Call for Papers – 14 of which have been short listed by our Clinical Advisory Forum as Award finalists for presentation at the Conference. This year, two prizes of $1,000 will be awarded in the category of Non-Clinical Innovation and one prize of $1,000 to the winners of each of the other two categories – Clinical Innovation and Innovation in Education and HR Management with the 4 recipients of these category awards being eligible for the overall Innovative Practice in the Private Sector Award 2016, the winner of which will be rewarded with a further prize of $4,000.

To enable the industry to participate in the selection process for these awards, at the close of the final session we will invite all registered delegates to select their preferred candidates in each category, together with their selection for overall winner. Votes will be tallied while you enjoy drinks and canapés with your colleagues and the winners will be announced prior to the conclusion of proceedings.

### Conference Fees

**Innovative Practice in the Private Sector Conference** - Monday 20 June 2016  
(Prices are inclusive of GST)

- **Employees of PHAQ Member Hospitals** - per person **$300**  
- **Staff from Non-Member Organisations** - per person **$350**

Registration fees include:
- Registration Coffee
- Morning & Afternoon Tea
- Lunch
- Drinks & Canapés
- Book of Abstracts and CD ROM of presentations

### Closing Date for Registrations  
- **Friday 10 June 2016**

Please Note: It may not be possible to accept late registrations – therefore please fax your registration form through as soon as possible to avoid disappointment.  
Fax: (07) 3279 7601 - no cover sheet required or email to lucyf@phaq.org

- Please ensure that you complete one registration form for each delegate from your organisation
- Please do not send payment with your registration form – a tax invoice will be issued on receipt of registration.

### Who Should Attend?

- CEOs  
- Directors of Nursing/ Directors of Clinical Services  
- Directors of Medical Services/ Medical Advisory Committee Chairs  
- Quality & Safety Managers  
- Unit Managers  
- Risk Managers  
- HR Managers  
- Staff Educators  
- Health Fund Executives  
- Other Senior Executive staff

### Session Format

There will be four sessions in total and a panel question period will follow each group of presentations.

- Clinical Innovation  
- Innovation in Education & HR Management  
- Non - Clinical Innovation (A)  
- Non - Clinical Innovation (B)

### CME Points

All delegates will be provided with certificates of attendance for CME purposes.

**12th Innovative Practice in the Private Sector Conference**  
- **6 hours**

**8th Quality & Safety in Action Conference**  
- **7 hours**

### Cancellation Policy for both Innovative Practice & Quality & Safety Conferences

More than 7 days before either event – full refund of registration fees paid  
7 days or less before either event – no refund of registration fees either paid or invoiced, although a substitute delegate may be nominated  
“No Show” – no refund of registration fees either paid or invoiced

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SESSION ONE  CLINICAL INNOVATION
8.40 – 10.20 Chair: Karen Gerrard, Executive Director of Nursing, Mater Health Services North Queensland
8.40 – 9.00 Alarm Fatigue – Can it be reduced?
Elizabeth Lane & Jennifer May
- Greenslopes Private Hospital (QLD)
9.00 – 9.20 Establishing a Clinical Documentation Improvement Program – Bridging the Gap between Clinical and Coding Speak Resulting in Improved Patient Safety, more Accurate DRG Assignment and Greater Hospital Reimbursement
Nicole Draper
- St Vincent’s Private Hospital Sydney (NSW)
9.20 – 9.40 St Andrew’s Toowoomba Palliative Care Support Program
Olivia Carey & Katie Burgess
- St Andrew’s Toowoomba Hospital (QLD)
9.40 – 10.00 Nursing Care Guides: The Future of Nursing Documentation
Melanie Gordon & Nicola Timms
- Epworth Healthcare Richmond (VIC)
10.00 – 10.20 Panel Question Period
10.20 – 10.40 MORNING TEA

SESSION TWO INNOVATION IN EDUCATION AND/OR HR MANAGEMENT
10.40 – 12.20 Chair: TBC
10.40 – 11.00 “Talk to me in SBAR”
Anna Davey & Rachel Edwards
- John Flynn Private Hospital (QLD)
11.00 – 11.20 Life After HWA – Sustaining Clinical Placement Growth at The Wesley Hospital
Kate Thomas - The Wesley Hospital (QLD)
11.20 – 11.40 Staff Wellness Program
Cassie Gribben & Benny Coutinho
- Holy Spirit Northside Private Hospital (QLD)
11.40 – 12.00 Implementing an Innovative Interprofessional Clinical Supervision Program – Building Capacity of Health Professional Educators
Diana Owen
- Mater Health Services South Brisbane (QLD)
12.00 – 12.20 Panel Question Period
12.20 – 1.00 LUNCH

SESSION THREE NON – CLINICAL INNOVATION (A)
1.00 – 2.40 Chair: Cheryl Clayton, Director of Nursing & Midwifery, Mater Private Hospital, South Brisbane
1.00 – 1.20 CSD – Paperfree
Sue Fuller - Sunshine Coast University Private Hospital (QLD)
1.20 – 1.40 How to Catch a Thief
Karen Cribb & Leonie O’Neill
- Mater Health Services NQ (QLD)
1.40 – 2.00 Lightening the Orthopaedic Load
Tania Arnold
- Joondalup Health Campus (WA)
2.00 – 2.20 School Student Internship Program at The Wesley Hospital: Consequential Marketing to Engage Future Staff and Create Community Awareness
Wendy Zernike - The Wesley Hospital (QLD)
2.20 – 2.40 Panel Question Period
2.40 – 3.00 AFTERNOON TEA

SESSION FOUR NON-CLINICAL INNOVATION (B)
3.00 – 3.50 Chair: TBC
3.00 – 3.20 Our Innovative Marketing Approach for The Women’s Unit at Mater Health Services North Queensland
Helen Weismann & Michele Burge
- Mater Health Services NQ (QLD)
3.20 – 3.40 Jason = My Side of the Story
Gill Reid
- Joondalup Health Campus (WA)
3.40 – 3.50 Panel Question Period
3.50 Participants Complete Innovative Practice Awards Voting Slips
3.55 DRINKS & CANAPÉS
4.30 Announcement of recipients of the Innovative Practice in the Private Sector Category Awards and Overall Winner for 2016
4.45 DRINKS CONTINUE
5.00 CONFERENCE CONCLUDES
At HESTA, we’re committed to helping members reach their retirement goals. After all, we’ve had more than 25 years of experience in the health and community services sector.

We deliver our financial education and advice services in easy-to-understand language, using real-life examples.

Led by CEO, Debby Blakey, our role is to inform you about your options — so you can build a better retirement savings balance, whether you’re 25 or 65.

HESTA now has more than 800,000 members and $33 billion in assets.

HESTA’s size means we can offer many benefits to members and employers. These include: low fees, a fully portable account, easy administration, access to low-cost income protection and death insurance, limited financial advice (at no extra cost), super education sessions and transition to retirement options.

HESTA members also have access to a range of great value products and services including health insurance, banking and financial planning.

We are at the forefront of super innovation. HESTA was the first major super fund in Australia to introduce a sustainable investment option — Eco Pool — and assess fund managers on their after-tax investment returns.

For more information visit hesta.com.au or call 1800 813 327.

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Now in its 8th year our popular Quality and Safety in Action Conference will once again address a range of topical issues and we are indebted to our outstanding panel of speakers who have generously donated their time to present at this year’s event.

PHAQ would also like to gratefully acknowledge the support of our major sponsors and partners – Minter Ellison and the Cognitive Institute.

We hope you will find the program to be both stimulating and enjoyable and look forward to welcoming you to the Brisbane Convention and Exhibition Centre in June.

SESSION 1 is focussed on Mechanisms to Address Unwanted Variation in Healthcare and we are delighted to welcome back Dr Mark O’Brien, Medical Director of the Cognitive Institute as one of our keynote speakers who will present on Promoting Professionalism – Achieving Quality Outcomes by Addressing Unwanted Variation in Healthcare.

Rounding out Session 1, Professor Andreas Obermair will discuss Surgical Performance – an online surgical performance and complications tracking system developed for surgeons, by surgeons.

SESSION 2 Dr Nicola Dunbar (ACSQHC) will provide an update on a range of key programs and initiatives currently being undertaken by the Australian Commission on Safety and Quality in Health Care including the review of the National Standards, Health Literacy and Partnering with Consumers; Variation in Healthcare, Cognitive Impairment and Antimicrobial Stewardship.

Dr Catherine Gilbert will share her experience as a participant in the WHO High 5s Medication Reconciliation SOP Project and also as a pilot site for the PBS Hospital Medication Chart Trial.

SESSION 3 is our regular Medico-Legal Update and this year, in addition to a general legislative update incorporating relevant case decisions, Shane Evans will also canvass a range of current topics which have been identified by our various clinical networks.

SESSION 4 We are delighted to welcome back to Brisbane, Professor Chris Baggoley, Chief Medical Officer, Department of Health Canberra, who will speak on The Quality of Healthcare – Current Trends.

Shared experiences have always been popular segments of prior events, and to close this year’s conference, Alan Cooper, CEO, Friendly Society Private Hospital, Bundaberg will provide a case study of his experience in implementing Studer in a presentation entitled – Principles, Pillars and Passion driving positive outcomes.

Conference Fees
Quality & Safety in Action Conference – Tuesday 21 June 2016
(Prices are inclusive of GST)

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Registration fees include:
• Registration Coffee
• Morning & Afternoon Tea
• Lunch
• Conference Handbook

CLOSING DATE FOR REGISTRATIONS – FRIDAY 10 JUNE 2016

NB: Please refer to the cancellation policy which also applies to this event.

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### Session 1

**Session Chair:** Alan Cooper, CEO, Friendly Society Private Hospital, Bundaberg & President, PHAQ

**8.30 – 8.35** Welcome and Introduction  
*Lucy Fisher – Executive Director, PHAQ*

**8.35 – 9.35** Mechanisms to Address Unwanted Variation in Healthcare  
*Dr Mark O’Brien MBBS FRACGP FACRRM AFACHSM Medical Director, Cognitive Institute*

**9.35 – 9.50** Question Period

**9.50 – 10.20** Surgical Performance  
• Online Surgical Performance and Complications Tracking For Surgeons, By Surgeons  
*Professor Andreas Obermair, Gynaecological Oncologist & Director of Research, Queensland Centre for Gynaecological Cancer*

**10.20 – 10.30** Question Period

**10.30 – 10.50** Morning Tea

**10.50 – 12.30** Session 2

**Session Chair:** Anne Crouch, CEO & Director of Nursing, EyeTech Day Surgeries

**10.50 – 11.50** Australian Commission on Safety and Quality in Healthcare  
Update on key programs and initiatives including:  
• Review of the NSQHS Standards – following the pilots and review of industry feedback – what will v2 of the Standards look like & how different will the next version of the Standards really be?  
• Antimicrobial Utilisation Surveillance Project & other antimicrobial stewardship initiatives  
• Variation in Healthcare  
• Cognitive Impairment  
• Health Literacy & Partnering with Consumers  
• PBS Prescribing, Dispensing and Claiming on a Medication Chart Project  
*Dr Nicola Dunbar (Director Strategy & Development) ACSQHC*

**11.50 – 12.30** MEDICATION UPDATE

**12.30 – 1.00** Lunch

**1.00 – 2.45** Session 3

**Session Chair:** Cathy Roberts, Director of Nursing, Sunshine Coast Day Surgery

**11.50 – 12.30** WHO High 5s Medication Reconciliation SOP Project  
• Has participation generated any change in practice to improve medication safety and are there any lessons to be shared?  
**PBS Hospital Medication Chart Trial**  
• Current status of the trial and any benefits and/or challenges identified  
*Dr Catherine Gilbert – Assistant Director of Pharmacy – Mater Health Services*

**1.00 – 2.45** Medication Update  
• General Legislative Update & recent cases of note  
• How to manage patients with Advance Resuscitation Plans/Advance Health Directives who arrest unexpectedly in a ward or on the operating table – where do you stand?  
• Legislation surrounding Advance Health Directives & the Pros and Cons of NFR and when not in place. What should be documented in Queensland?  
• Managing a VMO practitioner referred to the Board for substance abuse – during the period of investigation what can/should the hospital do?  
• Where does the duty of care end for a day hospital/day surgery unit? (i.e. in circumstances where you find out on admission or post-procedure that the patient does not have anyone at home)  
• Liability of medical practitioners for non-conformance to hospital policy and/or NSQHS Standards requirements  
• Informed consent – hospital responsibility in respect of ensuring a VMO provides proper informed consent  
• Liability surrounding counter signing a medication chart

**Day 2 program continues over the page**
Day 2 program continued

- Chain of events documents under the OHO legislation
- Managing a major cyber breach of patient information
- Managing social media issues
- Assistance Dogs – how to manage the fine line between patient demands; discrimination law and the need to manage hospitals in an orderly way

Shane Evans – Partner – Minter Ellison

2.45 - 3.00  AFTERNOON TEA

3.00 – 4.30  SESSION 4

Session Chair: Deanne Day, Chief Executive Officer, Buderim Gastroenterology Centre

3.00 – 3.45  CHIEF MEDICAL OFFICER

The Quality of Healthcare: Current Trends
Professor Chris Baggoley, Chief Medical Officer, Department of Health, Canberra

3.45 - 4.30  STUDER – HARDWIRING EXCELLENCE

- Principles, Pillars and Passion driving positive outcomes – case study of a regional Queensland Hospital
  Alan Cooper CEO – Friendly Society Private Hospital, Bundaberg

4.30  CONFERENCE CLOSE
Minter Ellison

Minter Ellison’s specialist Health and Ageing industry lawyers advise key players in the health sector. We understand emerging industry trends, the drivers for government policy and regulation, and the day-to-day issues facing the sector. Our clients include private hospitals, where we advise on the full spectrum of legal needs including health regulation, health reforms, litigation and inquests, risk management, mergers and acquisitions, health infrastructure, research, intellectual property, human resources and industrial disputes, e-health and privacy.

For further information visit www.minterellison.com

Cognitive Institute

Cognitive Institute is an international provider of healthcare education.

Last year 16,000 clinicians attended a Cognitive Institute designed course, presented by highly trained doctors, dentists, nurses and allied health professionals.

For more than 10 years leading names in healthcare throughout the world have relied on our education.

Cognitive Institute is part of the not-for-profit Medical Protection Society (MPS), the world’s leading protection organisation for doctors, dentists and healthcare professionals. More than 300,000 members worldwide choose MPS for professional support, advice and protection.

Cognitive Institute is just as committed to healthcare as you, providing independent, professional advice and education. The integrity of our programmes has led to them being adopted as medical specialty training curricula in many countries, as well as being utilised by professional regulatory authorities.

Our education is designed by clinicians, for clinicians and delivered by clinicians who understand the challenges of modern healthcare.

Cognitive Institute education is real world, results focused. More than 11,000 patient surveys* show significant behavioural change among clinicians three months after attending a Cognitive Institute workshop.

Our commitment is to provide education that distils complex issues and challenges into relevant practical training, with simple step-by-step skills models that clinicians can put into practice immediately.

COMBINED REGISTRATION FORM

TAX INVOICE - ABN 99 240 870 655
Please complete one form for each participant

NAME:

POSITION:

HOSPITAL / ORGANISATION:

CONTACT NO.:  E-MAIL:

MAILING ADDRESS:

DIETARY OR SPECIAL NEEDS :

Please Note: The PHAQ Member rate applies to all employees of PHAQ member organisations.

12TH INNOVATIVE PRACTICE IN THE PRIVATE SECTOR CONFERENCE
MONDAY 20 June 2016

☐ I am a PHAQ member and wish to register for the Innovative Practice in the Private Sector Conference to be held on Monday 20 June 2016 at a fee of $300 GST inclusive.

☐ I am a non-member of PHAQ and wish to register for the Innovative Practice in the Private Sector Conference to be held on Monday 20 June 2016 at a fee of $350 GST inclusive.

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Please do not forward payment with this form
– a tax invoice will be issued on receipt of registration form (s)

**Please indicate your requirements:**

- [ ] Tax invoice in name of individual staff member
- [ ] Single Tax invoice covering all registrants from the hospital - if you require a single tax invoice for all hospital staff, please ensure that you submit all registration forms at the same time, wherever possible.

**Do you consent to your contact details (name, position & hospital/organisation only) being made available to other registered conference participants?**

- [ ] YES  [ ] NO

Please make cheque payable to PHAQ and remit to:
PHAQ, P.O. BOX 370, KENMORE, QUEENSLAND, 4069

Please fax to PHAQ (07) 3279 7601 to register or email to lucyf@phaq.org

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Should you wish to pay by EFT or have any queries please contact Lucy Fisher – 07 3279 7600.