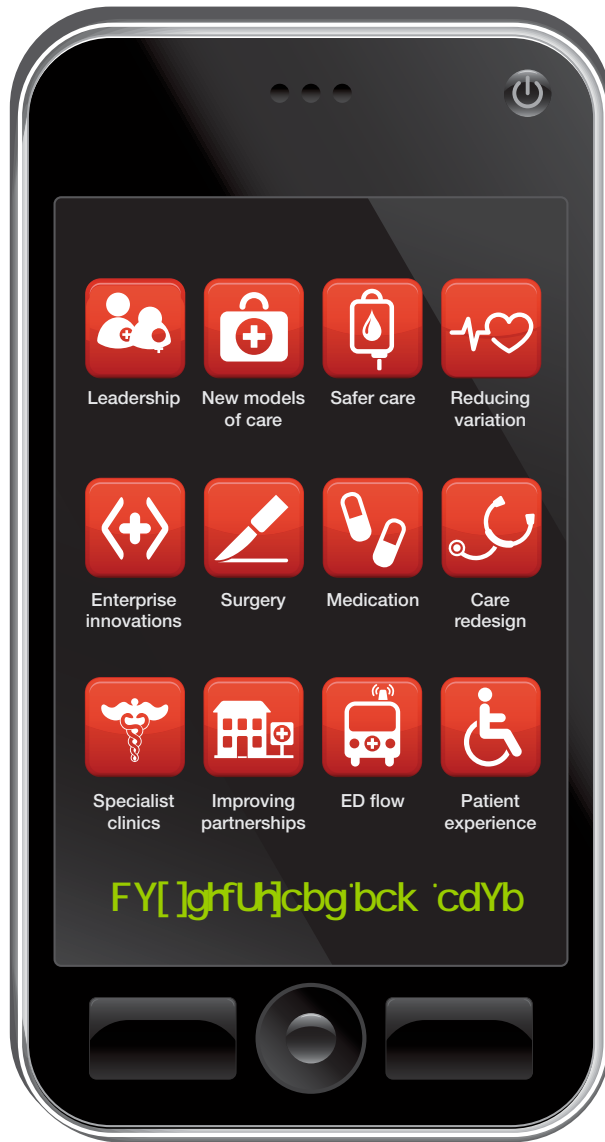


Healthcare innovation in Victoria 2010 showcase conference

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**ACCESS THE BEST INNOVATIONS
THAT ARE IMPROVING HEALTHCARE IN VICTORIA**



Introduction and invitation to attend

The Department of Health is hosting a two-day showcase on 23 and 24 February 2010 that brings quality, innovation and excellence in healthcare to the fore. The *Healthcare innovation in Victoria: 2010 showcase* has been designed to inform, challenge and inspire you. Managers, clinicians, front line staff and policy makers working in Victorian public healthcare are invited to attend this important conference.

Why attend?

Develop an understanding of current and future challenges that will drive Victorian healthcare services in 2010. Hear from the 2009 Victorian Public Healthcare Awards winners on innovative patient care and learn about the Redesigning Hospital Care Program innovations which are transforming services.

Network with healthcare professionals; seek out new contacts and experts who have inspired, challenged or led effective public healthcare services.

Be inspired and challenged by local and international experts on how to think about, plan and operate healthcare services.



Keynote speakers



Dr John Øvretveit

Director of Research and Professor of Health Innovation Implementation and Evaluation, Karolinska Institute Medical Management Centre, Stockholm

John's work is based on the belief that organisation and management can bring out the best and worst in people, and that the right organisation design is critical for effective healthcare. A theme underlying his work is how practical research can contribute to healthy work organisation and better care for patients.

Previously John was Professor of Health Policy and Management at the Nordic School of Public Health, Gothenburg, Sweden and at Bergen University Medical School, Norway.



Penny Burke

Director, Essence Communications

Penny has worked in marketing and advertising in Melbourne, Sydney and London for 25 years. Prior to starting Essence Communications, she spent 12 years at Clemenger BBDO as Strategy Planning Director, overseeing strategic developments for major communications projects.

Penny's experience in government, including providing strategic communication advice to the Department of Health, has given her an appreciation of the importance of stakeholders - how to identify and manage them in a positive way that adds to a communications project rather than disrupts it. Penny is a dynamic public speaker and her addresses are always entertaining and provocative.



Martyn L. Newman

Chief Executive, RocheMartin

Martyn L. Newman Ph.D., D.Psych., is a consulting psychologist with an international reputation as an expert in emotional intelligence and leadership. As well as holding senior positions at leading universities in Europe and Australia, he has had many years of experience working in leadership development and management consulting across Europe and Asia.

Martyn received his Ph.D. from the University of Sydney and holds an M.A. from the University of California, Berkeley, a Masters of Psychology and a Doctor of Psychology from La Trobe University, Melbourne. Martyn is a captivating keynote speaker on the power of building emotional intelligence in the workplace.



Agenda day 1

Registration*					
Introduction					
Alison McMillan, Director Quality, Safety & Patient Experience Branch					
Welcome and overview					
Hon. Daniel Andrews MP, Minister for Health					
Keynote speaker					
Dr John Øvretveit, Director of Research and Professor of Health Innovation and Implementation, Karolinska Institute Medical Management Centre, Stockholm Sweden					
Morning tea					
Workshops	Evaluating quality			Demonstrating VHIMS: identifying the challenges and benefits of a statewide incident reporting system	
	Dr John Øvretveit, Director of Research and Professor of Health Innovation and Implementation, Karolinska Institute Medical Management Centre, Stockholm Sweden			Victorian Health Incident Management System (VHIMS) Project, Department of Health	
Lunch					
2009 Victorian Public Healthcare Awards breakout sessions	Enterprise & service innovations	Mental health innovation	New models of care	Improving partnerships	Improving cancer care
	Djerriwarrh Health Service Better reception services: automated queuing system	St Vincent's Mental health medication information program	Melbourne Health Education, support and follow-up of patients with acute coronary syndromes and chronic heart failure	The Royal Children's Hospital Allergy model of care	Paediatric Integrated Cancer Service The regional outreach & shared care program: sharing the care for children with cancer across Victoria
	Southern Health Our environment, our health	Southern Health Clozapine: triple guarding against avoidable adverse events	Royal Victorian Eye & Ear Hospital Fast track cataract	St Vincent's Specialist speech pathology and nutrition mentoring for cancer professionals in regional Victoria project	St Vincent's Hypothetical Mary: improving cancer care
	Alfred Health Melbourne Sexual Health Centre – a focus on research in quality assurance research leads to inevitable service improvements	Austin Health Centre for Trauma-Related Mental Health Team	Austin Health Impact of a day implementation model for non-invasive ventilation in motor neurone disease	Alfred Health Mental healthcare on the streets: an integrated approach	
Afternoon tea					
Keynote speaker					
Penny Burke, Director Essence Communication					
Close					

*Registration opens 08.00am, showcase commences at 09.00am



Agenda day 2

	Registration	
	Welcome and overview	
	Fran Thorn, Secretary, Department of Health	
	Keynote speaker	
	Martyn Newman, Chief Executive, RocheMartin	
	Morning tea	
Redesign breakout sessions	Governance and structure	Emergency department
	Austin Health Building redesign capability	South West Healthcare Timely and safe emergency department care
	Eastern Health Creating a whole of organisation approach	Alfred Health Redesigning care in The Alfred Emergency & Trauma Centre
	Melbourne Health Improvement governance and sustainability	Northern Health Introducing the RITZ: improving access for non-admitted patients
	Lunch	
Redesign breakout sessions	Surgery	In-patients
	The Royal Children's Hospital Improving Theatre Access	Southern Health Redesigning a new ward model of care
	Northern Health Redesigning the surgical patient journey at Northern Health	Western Health QuickNoF: improving the acute inpatient journey for patients with a fractured neck of femur
	Southern Health Smooth operations: enhancing the surgical patient journey	Melbourne Health Improving access to CT
Redesign breakout sessions	Specialist clinics	Length of stay/focus on variation
	Alfred Health Specialist consulting clinics reform at The Alfred	Peter MacCallum Cancer Centre Redesigning care in the medical day unit
	St Vincent's Redesigning the model of care for specialist clinics	Melbourne Health Reducing LOS for cardiology patients
	Western Health Improving the patient journey in specialist clinics	The Royal Women's Hospital
	Afternoon tea	
	Panel discussion	
	Leadership in healthcare	
	Close	



Conference venue

Melbourne Convention Exhibition Centre

1 Convention Centre Pl, South Wharf 3006. See enclosed map.

How to register

The conference is funded by the Quality, Safety and Patient Experience and Performance, Acute Programs and Rural Health Branches and is free for delegates. The conference is designed for Victorian public funded healthcare organisations.

1. Register at www.health.vic.gov.au/innovationshowcase. Delegate numbers are strictly limited and tickets will be allocated on a first-serve basis. If the event becomes fully subscribed a waiting list will be established.
2. Registrations will be acknowledged via email, with confirmation of delegate requirements according to the submitted registration form.
3. Cancellations must be notified in writing. Please email cancellation advice to innovation.showcase@health.vic.gov.au at least 48 hours prior to the event. A registration that has been cancelled will be offered to registrants on the waiting list. On the day of the event, a registration can be transferred to another person.
4. The Secretariat is encouraging full attendance at the event by registered delegates. Should a registered place be unused (that is, not cancelled or transferred to another person) on either event day, a \$300 tax invoice for non-attendance may be sent to the delegate's organisation.

Name badges

All delegates will receive a name badge on registration. This badge is the official pass and must be worn to obtain entry to all conference sessions and activities.

Event updates

Every effort has been made to ensure that the conference program is accurate. The Secretariat reserves the right to change the program as circumstances may require. Please check the website for updates: www.health.vic.gov.au/innovationshowcase

Secretariat contact

Tel: 03 9096 0470

innovation.showcase@health.vic.gov.au

MCEC venue locality



Melbourne Convention and Exhibition Centre

1 Convention Centre Pl,
South Wharf 3006

Exhibition Centre entrance

2 Clarendon St,
South Wharf 3006

--- Tramline

96 Tram Number

P Parking

South Wharf Precinct



MCEC directions



- Arriving by taxi:** Drop off points are at 1 Convention Centre Place or 2 Clarendon Street, South Wharf
- Arriving by tram:** Tram numbers 96, 112 and 109 travel down Spencer/Clarendon Streets and stop opposite the Clarendon Street entrance of the Melbourne Exhibition Centre
- Tram numbers 48 and 70 stop at the end of Flinders Street. Walk towards the Yarra River, across the new pedestrian bridge
- Arriving by train:** Take the train to Southern Cross Station. Tram numbers 96, 109 and 112 travel past Southern Cross Station down Spencer/Clarendon Streets and stop opposite the Melbourne Exhibition Centre
- www.metlinkmelbourne.com.au
- Arriving on foot:** Pedestrian access is along Southbank or across the new pedestrian bridge
- Parking:** Parking is available at the Melbourne Exhibition Centre and adjacent car parks