Timely Access to Emergency Departments
Balancing time targets with safe, quality service delivery
29th & 30th May 2013, Bayview Boulevard, Sydney

Key speakers

Bernie Harrison
Executive Director Hospital Performance
NATIONAL HEALTH PERFORMANCE AUTHORITY

Dr Sally McCarthy
Medical Director
EMERGENCY CARE INSTITUTE

Professor Frank Daly
Executive Director
ROYAL PERTH GROUP,
SOUTH METROPOLITAN
HEALTH SERVICE
& Former
STATE-WIDE FOUR HOUR RULE PROGRAM CLINICAL LEAD

Mary Bonner
Chief Executive Officer
CAPITAL & COAST DISTRICT
HEALTH BOARD, NZ

Learn to

➤ Examine ED contributions to the NEAT
➤ Adopt a whole of hospital approach to improve the patient journey & decrease overcrowding
➤ Implement fast track models of care to achieve the NEAT
➤ Strengthen clinician engagement to drive processes & system improvement
➤ Apply innovative models of care to overcome access block & reduce ramping

See inside for more speakers

Pre & Mid Conference Workshops

Workshop A
How to implement the NEAT in your hospital

Workshop B
How to strengthen clinician engagement

Register 3 delegates at the ‘standard price’ & bring a 4th delegate FREE!

To register
phone 1300 316 882
fax 1300 918 334
registration@criterionconferences.com
www.accesstoemergency.com

Featuring case studies from the leading hospitals in the country against the NEAT

Researched by
Proudly endorsed by

Nursing Careers
Allied Health
Discharge Planning
Association
Strategies to alleviate ED congestion

What is behind the Emergency Department (ED) bottle neck?

This conference will examine innovative models for improving waiting times, and access block with an emphasis on safe, quality of care.

Between 2009 and 2010, Australian public hospitals provided almost 7.4 million accident and emergency services, with an annual growth rate of 4.3 per cent per year over the past five years.

Coupled with the rising demand for emergency services, there has been an increasing awareness of the extent and impact of ED overcrowding.

This conference will address:

• The health system that creates an ED pressure
• Meeting national health quality and safety standards by strengthening safe, quality service delivery
• Balancing the NEAT with the National Elective Surgery Target priorities (NEST)
• Utilising accurate data to measure performance improvement and drive change

The National Emergency Access Target (NEAT) expert panel have advised “[NEAT should] drive process and systemic change and be a measure against which to monitor progress” 2012

Who will attend?

Emergency Physicians
Unit Managers
Clinical Governance Directors
Clinical Operations
Patient Flow Managers
Program Managers
Clinical Redesign Managers

Sponsorship Opportunities

We work closely with corporate partners to create unique and innovative tailored sponsorship packages that best meet specific marketing, business development and corporate entertainment objectives.

Contact Melik on Tel: +61 2 9239 5701 and find out how you can make your mark on this industry.

Early booking discounts apply - the earlier you book the more $$$ you save*

*Does not apply to group discounts

Plus key contributions from:

Andrew Stripp
Alfred Hospital, VIC

Kate Brockman
(formerly) Royal Perth Hospital, WA & NSW Ministry of Health

Dr David Rosengren
Greenslopes Private Hospital & QLD Health

Glenn Paull
St George Hospital, NSW

Dr Pieter Nel
Mackay Hospital, QLD

A/ Professor Ian Scott
Princess Alexandra Hospital, QLD

Dr Chris May
Dr John Sutherland
Redland Hospital, QLD

Professor Hugh Grantham
Flinders University & (formerly) SA Ambulance Service

Dr John Burke
Royal Brisbane & Women’s hospital, QLD

Julie Morgan
Ambulance Service of New South Wales

To register
phone 1300 316 882
fax 1300 918 334
registration@criterionconferences.com
www.accesstoemergency.com

theHealthScoop
Day 1
Wednesday 29th May, 2013

8:30  Registration, coffee & networking
8:50  Opening remarks from the Chair
Professor Hugh Grantham, Professor Paramedics
Flinders University

The national health reform

9:00  Driving hospital performance via accountability & transparency
KEYNOTE
- The current and future role of the National Health Performance Authority (NHPA)
- Examining findings from the 2011-12 NHPA report on time patients spend in EDs
  Bernie Harrison, Executive Director Hospital Performance National Health Performance Authority

9:40  Where NEAT & patient safety meet
KEYNOTE
- Why NEAT is strengthening patient safety
  Dr Sally McCarthy, Medical Director
  Emergency Care Institute

10:20  Morning tea & networking

10:50  What are the implications of the NEAT for the sector?
- Examining implications of meeting the 90% target: Pros versus cons
- What can be learnt from international time targets?
- How to achieve the NEAT whilst complying to the national health quality and safety standards
- Managing NEAT and National Elective Surgery Target (NEST) priorities
  Bernie Harrison, Executive Director Hospital Performance National Health Performance Authority
  Dr Chris May, Director Emergency Medicine
  Redland Hospital
  Dr David Rosengren, Director Emergency Centre
  Greenslopes Private Hospital &
  Director, Metropolitan Emergency Department Access Initiative

Innovative models to improve flow & streamline processes

11:30  Adopting a whole of hospital approach to reduce ambulance ramping
- Examining system wide solutions
- Managing load share distribution
- Ambulance diversion or bypass: An acceptable mechanism?
- Triage models to improve waiting times
  Dr David Rosengren, Director Emergency Centre
  Greenslopes Private Hospital &
  Director, Metropolitan Emergency Department Access Initiative

12:10  Networking lunch

1:10  How to maintain a quality education program
- Lessons learnt from implementing the 4 hour rule
- The impact that the 4 hour rule has on medical training
- UK perspective
  Dr Peter Allely, Deputy Director ED Consultant
  Sir Charles Gairdner Hospital, WA

1:50  Strategies to improve flow during a time of growth
- Implementing a fast track model
- Examining Mackay's SMO admission policy
- The importance of strong governance
  Dr Pieter Nel, Director Emergency Department
  Mackay Hospital, QLD

2:30  Afternoon tea & networking

3:00  Improving the management of non-emergency transports out of the hospital
- The role of the data in driving an effective clinical redesign process
- The redesign project: Managing discharges effectively to improve patient flow
- Back end transport out of central coast local health district
  Julie Morgan, Acting Director Service Improvement
  Ambulance Service of New South Wales

3:40  Reducing assessment time in emergency by implementing a pre-hospital assessment model
- Bypassing emergency and improving flow via the Pre-hospital Assessment for Primary Angioplasty (PAPA) project
- Streamlining processes to reduce door to balloon time: Lessons learnt at St George
  Glenn Paull, Clinical Nurse Consultant Cardiology
  St George Hospital, NSW

4:20  Closing remarks from the chair & close day one

Mid-Conference Evening Workshop B

How to strengthen clinician engagement
Dr John Sutherland, Senior Staff Specialist
Emergency Department Redland Hospital

5:00pm - 8:00pm
Mid-Conference Evening Workshop B
How to strengthen clinician engagement
Dr John Sutherland, Senior Staff Specialist
Emergency Department Redland Hospital
Day 2
Thursday 30th May, 2013

8:30  Welcome, coffee & networking

9:00  Opening remarks from the Chair
Professor Hugh Grantham, Professor Paramedics
Flinders University

Examiner international time targets & the NEAT

9:10  Meeting the 6 hour targets in NZ
Mary Bonner, Chief Executive Officer
Capital & Coast District Health Board, NZ

9:50  What is the ideal length of stay for ED patients internationally?
• How long is a piece of string?
• Examining length of stay targets around the world
• Current targets in the UK, USA and Canada
Dr Chris May, Director Emergency Medicine
Redland Hospital

10:30 Morning tea & networking

11:00 Achieving the NEAT: A whole of hospital approach
• Executive leadership and commitment
• NEAT implementation: What worked and what didn’t
Kate Brockman, (formerly) 4 Hour Rule Program Lead
Royal Perth Hospital, WA &
Advisor, Whole of Hospital Program
NSW Ministry of Health

Strengthening clinician engagement & workforce capacity

11:40 Strengthening clinician engagement to drive efficiency
• Lessons learnt from past experience: Strategies for creating strong leadership and organisational structures
• How to engage senior medical staff and enable cultural change
• Creating a high performing organisation via effective lines of accountability
Professor Frank Daly, Executive Director
Royal Perth Group, South Metropolitan Health Service

12:20 Networking lunch

1:20 Effective governance to drive performance improvement
• The role of good governance in driving timely quality care for the emergency patient
• Developing an effective governance structure: How to achieve good governance?
Andrew Stripp, Deputy Chief Executive and Chief Operating Officer
Alfred Hospital, VIC

2:00 Driving efficiency via the ‘thermostat’ model
• Examining the two hour evaluation and referral model for shorter turnaround time
• Adopting new processes by enabling behavioral change
• Using performance management strategies to achieve results
• Delivering timely care via effective staffing in EDs
Dr John Burke, Emergency Physician
Royal Brisbane & Women’s hospital, QLD

2:40 Afternoon tea & networking

Collecting & using data to measure performance improvement

3:10 Improving performance by changing culture & using data
• Collecting data in a timely and accurate fashion
• Using data to measure performance against the NEAT
• Strategies for changing culture
• Improving ED: Inpatient interfaces
A/Prof Ian Scott, Director Internal Medicine & Clinical Epidemiology
Princess Alexandra Hospital, Qld

3:50 Strategies for improving the ED to inpatient interface
• Examining the interface between ED and inpatient units
• Improving access to short stay beds to drive efficiency
• Effective bed management processes
• What is the role of clinical redesign?
Andrew Stripp, Deputy Chief Executive and Chief Operating Officer
Alfred Hospital, VIC
A/ Prof Ian Scott, Director Internal Medicine & Clinical Epidemiology
Princess Alexandra Hospital, QLD
Dr John Sutherland, Senior Staff Specialist Emergency Department
Redland Hospital

4:30 Closing remarks from the chair and close of conference

Find us at: www.accesstoemergency.com – Twitter #accessED
Workshops
Tuesday 28th May, 2013
Wednesday 29th May, 2013

How to implement the NEAT in your hospital
Pre Conference Workshop A
Tuesday 28th May 2013, 5.00pm – 8.30pm

How to achieve the NEAT
The emergency access targets were designed to incentivize hospitals to embrace service redesign and improve access to emergency departments, without impacting on quality of care. However, this requires system improvements, change management and significant commitment from clinicians and managers.

By attending this workshop you will learn how to apply an innovative methodology to reach the NEAT in your hospital.

Why attend this workshop?
- Understanding the requirements of the transformation change program
- Examine key studies
- Learn about the use of accurate and timely data
- Develop tools for planning and implementing process and system redesign

What you will take away by attending:
- Enable engagement
- Learn how to ensure continuity and safe care
- Foster leadership among clinicians and managers

Workshop leader:
Kate Brockman, (formerly) 4 Hour Rule Program Lead
Royal Perth Hospital, WA & Advisor, Whole of Hospital Program
NSW Ministry of Health

Kate Brockman is a registered Nurse with over 18 years emergency experience. She led the inaugural reform and 4 hour rule program’s at Royal Perth Hospital.
She has extensive experience with reform methodologies and implementation and her previous roles include supporting Qld and NSW with the NEAT.
Kate is currently working with NSW Health as an advisor for the whole of hospital program.

How to strengthen clinician engagement
Mid-Conference Evening Workshop B
Wednesday 29 May 2013, 5.00pm – 8.00pm

How to strengthen clinician engagement
In 2011 the NEAT Expert Panel recommendations to COAG highlighted effective clinical engagement and clinical leadership as crucial to reaching the NEAT targets. This workshop will examine frameworks which have been implemented at the hospital departmental level to foster clinician engagement and leadership.

Why attend this workshop?
- Learn how to embed cultural change in your hospital
- Develop change management strategies
- Acquire methods for getting organisational buy in

What you will take away by attending:
- How to build leadership
- Develop strong governance structures
- Tools to implement effective programs such as rapid assessment teams
- Improve to ED to inpatient interface

Workshop leader:
Dr John Sutherland, Senior Staff Specialist Emergency Department
Redland Hospital

John completed his higher training in emergency medicine in the UK and worked as an emergency consultant in the NHS during the implementation of the 4 hour rule. He moved to Queensland in 2008 where he has been working as a staff specialist in emergency at Redland Hospital. Most recently he has been the lead clinician on the hospital clinical redesign project and now the “Macro NEAT” project.

His interests include emergency department process change and the interface between the ED and in-patient teams. He is married with two baby girls and lives on the bayside near Brisbane.
Registration Page

How To Register

Online: www.accesstoemergency.com
Fax: 1300 918 334
From outside Aust +61 2 9241 3345
Tel: 1300 316 882
From outside Aust +61 2 9239 5700
Mail: Criterion Conferences Pty Ltd
PO Box R1478
Royal Exchange, NSW 1225
Email: registration@criterionconferences.com

Team Discounts

Register 3 delegates at the ‘standard price’ & bring a 4th delegate FREE
Please note that the standard price will be charged for team discounted registrations,
early bird prices are not available for registrations utilising team discounts.
Delegates must be registered at the same time from the same organisation in order to receive
the team discount. For larger group bookings call us on 1300 316 882 to find out how you may
qualify for greater discounts.

Venue

Bayview Boulevard Sydney
90 William Street
Sydney NSW 2011

Accommodation
Contact +61 2 9383 7222 and quote ‘CRITER2905’ to receive your discounted rate!

Delegate Details

Please complete: (Please photocopy for additional delegates)

DELEGATE ONE

Delegate Forename: ____________________________
Delegate Surname: ____________________________
Job Title: _____________________________________
Department/Branch: ___________________________
Company/Organisation: _________________________
Email: _______________________________________
Telephone: ____________________________ Fax: ____________________________
Postal Address: ____________________________
Signature: ____________________________
Approving Manager’s Name: ____________________________

Cancellations

Should you be unable to attend, a substitute delegate is welcome at no extra charge.
The company regrets that no cancellations will be refunded, course documentation will,
however, be sent to the delegate. For an event cancelled by Criterion Conferences registration
fees are fully refundable.

Privacy Policy:

Any information provided by you in relation to this conference is collected by Criterion
Conferences and will be added to our database with the sole purpose of providing you with
information about future conferences and services. If you do not wish to be added, please tick
here when you fax back your registration to 1300 918 334.

Changes to Conference and Agenda:

Criterion Conferences reserves the right to alter the programme without notice and is not
responsible for any loss or damage or costs incurred as a result of substitution, alteration,
postponement or cancellation of any event.

Criterion Conferences    ABN number: 50 878 562 414

-- CC*ASEM

Timely Access to Emergency Departments
29th & 30th May 2013

Event Prices

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Day Conference</td>
<td>$1799 + GST = $1978.90</td>
<td>$1899 + GST = $2088.90</td>
<td>$1999 + GST = $2198.90</td>
<td>$2099 + GST = $2388.90</td>
</tr>
<tr>
<td>+ Workshop A</td>
<td>$2299 + GST = $2528.90</td>
<td>$2399 + GST = $2638.90</td>
<td>$2499 + GST = $2748.90</td>
<td>$2699 + GST = $2968.90</td>
</tr>
<tr>
<td>+ Workshop B</td>
<td>$2699 + GST = $2968.90</td>
<td>$2799 + GST = $3078.90</td>
<td>$2899 + GST = $3188.90</td>
<td>$3199 + GST = $3518.90</td>
</tr>
<tr>
<td>+ Workshop A + B</td>
<td>$2999 + GST = $3282.90</td>
<td>$3099 + GST = $3408.90</td>
<td>$3199 + GST = $3518.90</td>
<td>$3408.90</td>
</tr>
</tbody>
</table>

Audio CD

$999 + GST = $1098.90

If there is a package you require that is not mentioned above, please contact us and we will
be happy to provide you with a quote. *GST is charged at 10%. Registration fee includes
lunch, refreshments and conference documentation. Please contact us for any special dietary
requirements. Full payment must be received prior to the conference to ensure admission.
Delegates may not “share” a pass between multiple attendees.

How To Pay

Number of delegates: ____________________________
Credit card:  □ Visa □ Mastercard □ American Express
□ Bank Transfer (details below) □ Cheque

Please make payable to Criterion Conferences Pty Ltd & mail to Criterion Conferences,
PO Box R1478, Royal Exchange, NSW 1225, Quote 4731 on the remittance.

Bank Transfers

Account Name: Criterion Conferences Pty Ltd
Bank Name: Westpac
Branch: Broadway, NSW, Australia
Address: SHOP LG 4/5 THE BROADWAY S/C,
Broadway, NSW 2007, Australia

How To Register

Online: www.accesstoemergency.com
Fax: 1300 918 334
From outside Aust +61 2 9241 3345
Tel: 1300 316 882
From outside Aust +61 2 9239 5700
Email: registration@criterionconferences.com

Event Prices

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Day Conference</td>
<td>$1799 + GST = $1978.90</td>
<td>$1899 + GST = $2088.90</td>
<td>$1999 + GST = $2198.90</td>
<td>$2099 + GST = $2388.90</td>
</tr>
<tr>
<td>+ Workshop A</td>
<td>$2299 + GST = $2528.90</td>
<td>$2399 + GST = $2638.90</td>
<td>$2499 + GST = $2748.90</td>
<td>$2699 + GST = $2968.90</td>
</tr>
<tr>
<td>+ Workshop B</td>
<td>$2699 + GST = $2968.90</td>
<td>$2799 + GST = $3078.90</td>
<td>$2899 + GST = $3188.90</td>
<td>$3199 + GST = $3518.90</td>
</tr>
</tbody>
</table>

Audio CD

$999 + GST = $1098.90

If there is a package you require that is not mentioned above, please contact us and we will
be happy to provide you with a quote. *GST is charged at 10%. Registration fee includes
lunch, refreshments and conference documentation. Please contact us for any special dietary
requirements. Full payment must be received prior to the conference to ensure admission.
Delegates may not “share” a pass between multiple attendees.

How To Pay

Number of delegates: ____________________________
Credit card:  □ Visa □ Mastercard □ American Express
□ Bank Transfer (details below) □ Cheque

Please make payable to Criterion Conferences Pty Ltd & mail to Criterion Conferences,
PO Box R1478, Royal Exchange, NSW 1225, Quote 4731 on the remittance.

Bank Transfers

Account Name: Criterion Conferences Pty Ltd
Bank Name: Westpac
Branch: Broadway, NSW, Australia
Address: SHOP LG 4/5 THE BROADWAY S/C,
Broadway, NSW 2007, Australia

Register 3 delegates and the 4th comes FREE!*