The Victorian Healthcare Quality Association, in association with the Centre of Research Excellence in Patient Safety, the Victorian Department of Health and the Australasian Association for Quality in Health Care is proud to announce our upcoming two-day conference showcasing quality improvement initiatives which have won major awards across Australia over the previous 12 months.

**Day 1 – Monday 16th June**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:30-09:00</td>
<td>REGISTRATION AND COFFEE</td>
</tr>
<tr>
<td>09:00-09:15</td>
<td>Conference Opening&lt;br&gt;Prof Chris Brooks, Victorian Department of Health</td>
</tr>
<tr>
<td>09:15-10:15</td>
<td>Being successful while also having a life&lt;br&gt;Dr Sally Cockburn, GP</td>
</tr>
<tr>
<td>10:15-10:45</td>
<td>MORNING TEA</td>
</tr>
<tr>
<td>10:45-11:30</td>
<td>Governance&lt;br&gt;Dr Cathy Balding, Director Qualityworks P/L</td>
</tr>
<tr>
<td>11:30-11:50</td>
<td>Frequent User Management&lt;br&gt;Mr Paul Wildin, Ambulance Service, NSW</td>
</tr>
<tr>
<td>11:50-12:10</td>
<td>Mental Health Lived Experience Register&lt;br&gt;Ms Emma Willoughby, Mental Health and Substance Abuse Division SA Health</td>
</tr>
<tr>
<td>12:10-12:40</td>
<td>Panel discussion facilitated by Dr Sally Cockburn</td>
</tr>
<tr>
<td>12:40-13:40</td>
<td>LUNCH</td>
</tr>
<tr>
<td>13:40-14:40</td>
<td>Resilient healthcare: forging new directions in health care&lt;br&gt;Prof. Jeffrey Braithwaite, University of NSW</td>
</tr>
<tr>
<td>14:40-15:10</td>
<td>Too good not to share, news from the field&lt;br&gt;Presented by the Victorian Healthcare Quality Association</td>
</tr>
<tr>
<td>15:10-15:30</td>
<td>AFTERNOON TEA</td>
</tr>
<tr>
<td>15:30-15:50</td>
<td>Nocturnal in-centre haemodialysis – the paradigm shift&lt;br&gt;A/Prof. Robyn Langham, St Vincent’s Hospital, VIC</td>
</tr>
<tr>
<td>15:50-16:10</td>
<td>Pushing the Boundaries of Rehabilitation beyond the Hospital walls&lt;br&gt;Dr Shari Parker, Sacred Heart Health Service, VIC</td>
</tr>
<tr>
<td>16:10-16:30</td>
<td>Hospital Code Stroke Team&lt;br&gt;Dr Bruce Campbell, Royal Melbourne Hospital, VIC</td>
</tr>
<tr>
<td>16:30-17:00</td>
<td>Panel discussion facilitated by Dr Sue Evans</td>
</tr>
<tr>
<td>17:00</td>
<td>CLOSE</td>
</tr>
<tr>
<td>17:00-19:00</td>
<td>DRINKS AND CANAPES&lt;br&gt;Sponsored by Australasian Association for Quality in Healthcare</td>
</tr>
</tbody>
</table>

**Conference enquiries:**
Please email vhqasn@gmail.com

**To join the AAQHC:**
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter(s)</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:15-10:00</td>
<td>How to be an Innovator</td>
<td>Mr Andrew Carnegie, Consulting Psychologist</td>
<td></td>
</tr>
<tr>
<td>10:00-10:30</td>
<td>Getting the simple things right</td>
<td>Prof. Sandy Middleton, St Vincent’s Hospital, NSW</td>
<td></td>
</tr>
<tr>
<td>10:30-11:00</td>
<td>MORNING TEA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:00-11:20</td>
<td>Country Cancer Services Project</td>
<td>Dr Jacqui Adams, Lyell McEwin Health Service, SA</td>
<td>Winner: Enhancing Hospital Care SA Health Awards, 2013</td>
</tr>
<tr>
<td>11:20-11:40</td>
<td>Out of the Dark</td>
<td>Dr Owen Roodenburg, Alfred Health, VIC</td>
<td>Premiers Award for advancing healthcare: putting patients first</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Victorian Healthcare Quality Award, 2013</td>
</tr>
<tr>
<td>11:40-12:00</td>
<td>Self Management and Review Type 1 Education (SMaRT1E)</td>
<td>Ms Maxine Schlaeppi, Rockingham General Hospital, WA</td>
<td>Winner: Director Generals Award and Excellence in Empowering Patients</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>WA Health Awards, 2013</td>
</tr>
<tr>
<td>12:00-12:45</td>
<td>Panel discussion facilitated by Prof. Sandy Middleton</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:45-13:45</td>
<td>LUNCH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:45-14:15</td>
<td>Nurse Endoscopy: Addressing Endoscopy Waiting Lists</td>
<td>Ms Sylvia Constantinou, State Endoscopy Training Centre</td>
<td>Winner: Minister for Health’s Award for achieving a highly capable and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Austin Health, VIC</td>
<td>engaged workforce</td>
</tr>
<tr>
<td>14:15-14:35</td>
<td>Improving Safety, Quality and Efficiency of Care through the Development of an Electronic Medical Record (EMR)</td>
<td>Ms Lyn Jamieson, Peninsula Health and Libby Owen-Jones, Austin Health, VIC</td>
<td>Winner: Clinical Excellence and Patient Safety ACHS Quality Improvement Awards, 2013</td>
</tr>
<tr>
<td>14:35-14:55</td>
<td>In Safe Hands - Structured Interdisciplinary Bedside Rounds</td>
<td>A/Prof. Gabriel Shannon, Orange Health Service, NSW</td>
<td>NSW Minister for Health and Minister for Research Award for Innovation</td>
</tr>
<tr>
<td>14:55-15:15</td>
<td>Patient ID: one size doesn't fit all</td>
<td>Ms Jill Butty, Women’s Hospital, VIC</td>
<td>NSW Health Innovation Awards, 2013</td>
</tr>
<tr>
<td>15:15-16:10</td>
<td>Panel discussion facilitated by Ms Belinda Westlake</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16:10-16:15</td>
<td>CLOSE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16:30</td>
<td>Australasian Association for Quality in Healthcare – Special General Meeting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Conference Speakers

**Professor Chris Brooks**
Chris is the Chief Advisor within the Office of Clinical Advisors and Transformation in the Victorian Department of Health (DH). This position, created in April 2014, asserts a policy role, separate from day-to-day operations. He is the State Health and Medical Commander (Emergency Management). This position provides the command and coordination across all DH services, encompassing all hospitals; ambulances; and others when a large scale emergency event occurs. Chris has recently been re-appointed as a member of the Advisory Board of the Australian Commission on Safety and Quality in Health Care.

**Dr Sally Cockburn**
Sally is a Melbourne GP and media commentator (as Dr Feelgood) on radio 3AW. She is ranked in the top 10 corporate speakers in Australia. Sally will take us for a wild ride about quality health care - but not the way you know it. Her take on diet and exercise will surprise you, and her own health story will make you feel like a champ. She'll dazzle you with stats and more important stuff like why we're all too tired for sex. In the end she'll send us on our way with a grin telling us why the sparkle in our day and a full length mirror can be essential health tools.

**Dr Cathy Balding**
Cathy is director of Qualityworks PL, a business dedicated to helping health services executives and quality professionals build and implement simple, powerful quality and governance systems that create great consumer experiences, using a strategic system model she has fine-tuned over many years. She runs Board and Executive clinical governance training across Australia and SE Asia, and is a member of the Board of a large aged care organisation. She is the author of two books, ‘The Strategic Quality Manager Handbook’ and ‘Create a Great Quality System in Six Months Blueprint.’

**Mr Paul Wildin**
Paul has worked as a mental health nurse since 1998, gaining experience working in psychiatric intensive care units, Crisis and Home Resolution Treatment and Assertive Outreach teams in the UK. Since moving to Australia in 2006 he has worked as a Clinical Nurse Consultant across in-patient and community mental health services and as a Nurse Unit Manager within the Sydney Local Health District. For the past 18 months Paul has worked for NSW Ambulance Service, responsible for the design and implementation of the Frequent User Program.

**Ms Emma Willoughby**
Emma has worked in the mental health sector since 2004 and is passionate about mental health and wellbeing. She is currently the Consumer Consultant in the Office of the Chief Psychiatrist in the Mental Health and Substance Abuse Division SA Health. Emma is passionate about person centred care and uses the "lived experience" of people living well with mental illness to shape and support the broader community. Emma holds a Bachelor of Social Work and Graduate Certificate in Health Promotion.

**Professor Jeffrey Braithwaite**
Jeffrey is Foundation Director, Australian Institute of Health Innovation, Director, Centre for Clinical Governance Research and Professor of Health Systems Research, Faculty of Medicine, University of New South Wales. His research examines the changing nature of health systems, particularly patient safety, standards and accreditation, leadership and management, the structure and culture of organisations and their network characteristics. He has conducted a great deal of work over two decades on clinical and organisational performance, health systems improvement and patient safety.

Conference enquiries: Please email vhqasn@gmail.com

To join the AAQHC: https://www.aaqhc.org.au/About-AAQHC/Membership.aspx
Associate Professor Robyn Langham
Robyn is the Director of Nephrology at St. Vincent's Hospital, in Melbourne and Principal Research Fellow at the University of Melbourne. A graduate of Monash University, she has a PhD in molecular analysis of human renal disease, and continues to work in fields of basic, translational and clinical renal research. As a past President of the ANZSN, previous Chair of the Victorian Government Renal Health Clinical Network, and through ongoing roles in contributing to the work of Kidney Health Australia, she is truly committed to improving the health outcomes of people with kidney disease through innovative research and new models of care.

Dr Shari Parker
Shari completed her Fellowship in Rehabilitation Medicine in 2007, being awarded the Basmajian Prize in the Fellowship Clinical Examination. She has a particular focus on alternative models of rehabilitation care. She was involved with establishment of the first Private Hospital home based Rehabilitation team, and one of Australia's first Acute Rehabilitation Teams. Three of her innovative Rehabilitation Teams were awarded St Vincent's Health Australia Quality Awards over consecutive years.

Dr Bruce Campbell
Bruce is an award-winning stroke neurologist in the Department of Neurology, Royal Melbourne Hospital and an NHMRC post-doctoral research fellow at the University of Melbourne. His PhD investigated advanced imaging in the selection of patients for acute stroke therapies and was awarded the University of Melbourne Chancellor's Prize for excellence. He has published over 50 peer-reviewed papers. Bruce was the senior author of the Neurology paper documenting dramatic improvements in stroke treatment times through re-design of pre-hospital and emergency department care at Royal Melbourne Hospital.

Mr Andrew Carnegie
Working as a consulting psychologist for the past 20 years, Andrew has developed expertise in working with a range of complex and demanding employee and organisational issues. He provides a range of solutions around stress management, building employee resilience, increasing engagement, and conflict resolution. Andrew has also worked with organisations in taking a more proactive approach to a range of often difficult and complex workplace issues including negative team dynamics, organisational health, performance management and effective leadership.

Professor Sandy Middleton
Sandy is Director of the Nursing Research Institute a joint initiative between St Vincent’s Health Australia and Australian Catholic University, located at St Vincent’s Hospital in Sydney. She has been successful in obtaining funding as a chief investigator on 56 grants attracting funding of over $14.5m and has an interest in implementation research, particularly in the area of stroke.

Dr Jacqui Adams
Jacqui is the Clinical Director of Cancer Services for two South Australian Local Health Networks: Country Health SA Local Health Network and Northern Adelaide Local Health. Jacqui is a Medical Oncologist who has, for the last four years been instrumental in developing cancer services to meet national and statewide standards and guidelines. Many of the safety and quality aspects developed are being implemented in South Australian metropolitan cancer services contributing to standardised practice across the state.

Conference enquiries:
Please email vhqasn@gmail.com

To join the AAQHC:
Dr Owen Roodenberg
Owen is the Deputy Director of Intensive Care and Head of Trauma ICU at The Alfred Hospital, Melbourne. He is the Supervisor of Training for the College of Intensive Care Medicine with over 80 junior medical staff working annually in the ICU. As a Senior Lecturer with Monash University, Owen is interested in high quality medical education, training, and research at all levels within and outside of The Alfred Intensive Care Unit. Owen has developed and runs a number of innovative leadership and mentoring programs and also is involved in collaborative research across different craft groups and specialties.

Ms Maxine Schlaeppi
Maxine has over 21 years' experience in diabetes education and management. She is the co-ordinator of the Rockingham Endocrinology & Diabetes Service based at Rockingham General Hospital in Perth Western Australia. She has written articles on diabetes education, HbA1c and glucose management for various journals both in French and English. Maxine runs the intensive Self Management and Review Type 1 Education Program.

Ms Sylvia Constantinou
Sylvia is the Program Manager of the State Endoscopy Training Centre at Austin Health. Originally trained as a medical scientist with more than 20 years' experience in many areas of healthcare, Sylvia manages the team advancing nurse-led endoscopy practice in Victoria's public hospitals. The Nurse Endoscopy Service trains Advanced Practice Nurse Endoscopists to perform independent colonoscopies. The service has produced excellent outcomes for patients, has gained strong support from clinicians and has led the way for other programs across Australia.

Ms Lyn Jamieson
Lyn is the Clinical Systems Director at Peninsula Health which is the major public health care provider serving the metropolitan and rural areas on Victoria's Mornington Peninsula. The Clinical Systems Unit has been overseeing the implementation of the electronic medical record (eMR) across Peninsula Health since late 2009. Lyn originally graduated as a Speech Pathologist from Lincoln Institute and has since worked in a variety of clinical (both public and private), operational management and quality management positions in the health and education sector.

Ms Libby Owen-Jones
Libby has worked in the health sector in a variety of health service planning, service development and management, and project management roles. Originally training in Health Information Management, Libby moved into general healthcare management after completing her Masters in Business Administration. She is the Project Director for the Clinical Systems Projects at Austin Health. The focus of this role has been the implementation of Cerner Millennium at Austin Health, including the implementation of the e-prescribing and electronic ordering of pathology and radiology investigations and procedures.

Associate Professor Gabriel Shannon
Gabriel is a Staff Specialist Physician at Orange Hospital, a large rural referral hospital, Clinical Leader of the Clinical Governance Unit Western NSW Local Health District, and a Board Member of the Clinical Excellence Commission and the Agency for Clinical Innovation in NSW. Gabriel is also Deputy Head of the School of Rural Health, University of Sydney. In 2013 Gabriel was awarded the Collaborative Leader of the Year at the NSW Health Innovation Awards.

Ms Jill Butty
Jill commenced working at the Women's in 2011 after working for over 10 years as Manager of Quality at Werribee Mercy Hospital and Mercy Hospital for Women. Prior to this Jill was a laboratory manager at RMIT University. She has a broad role at the Women's which includes managing the quality and safety unit, overseeing the incident management and complaints management systems, quality improvement initiatives, managing the risk register and risk management system and managing the accreditation processes to showcase achievements in quality and safety.
Booking Details

Who should attend?
This conference is directed at Healthcare Professionals who want to keep abreast of innovative practice recognised as outstanding over the past 12 months.

<table>
<thead>
<tr>
<th>Cost</th>
<th>Two Days</th>
<th>One Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAQHC Members</td>
<td>$490</td>
<td>$290</td>
</tr>
<tr>
<td>Non-members</td>
<td>$550</td>
<td>$350</td>
</tr>
</tbody>
</table>

Bookings

Accommodation
To be booked separately by registrants from Novotel St Kilda [http://accorasiapacificpartners.com/monash](http://accorasiapacificpartners.com/monash). There is a range of alternative accommodation in St Kilda.

Conference enquiries:
Please email vhqasn@gmail.com

To join the AAQHC: