

**7th Australasian Conference on Safety and Quality in Health Care**  
**Detailed Program: Monday 7 September 2009**  
[www.aaqhc2009.org.au](http://www.aaqhc2009.org.au)



Room	Bayside Auditorium A	Bayside 101	Bayside 102	Bayside 103	Bayside 104	Bayside 105	Bayside 106	Bayside Gallery
0800 - 1800	<b>Registration Open - Bayside Grand Hall, Sydney Convention Centre</b>							
0900 - 0920	<b>Welcome to Country - Traditional Smoking Ceremony performed by Wuruniri Music &amp; Dance</b>							
0920 - 0925	<b>AAQHC President's Welcome: Kathleen Ryan, President AAQHC</b>							
0925 - 0935	<b>NSW Minister for Health</b>							
<b>PLENARY 1</b>	In this plenary session you will hear from two international leaders, Dr Jim Bagian and Dr Richard Davis about what they have done in their organisations to position themselves as global leaders in quality and safety. What are the key elements of their success?							
<b>Plenary Chair</b>	<b>Mr Bill Beerworth, Chair, Australian Commission for Safety and Quality in HealthCare</b>							
0935 - 1010	<b>Dr Richard Davis - Keynote Presentation</b> Johns Hopkins Medicine's (JHM) Vice President for Innovation and Patient Safety, directing JHM's system-wide effort to improve the quality, efficiency and safety of patient care							
1010 - 1045	<b>Dr Jim Bagian - Keynote Presentation - Communitio Keynote Speaker</b> Veteran NASA Astronaut, Director of the National Center for Patient Safety of the Department of Veterans Affairs (VA), USA and "Service to America" Medal Winner							
1045 - 1115	<b>Morning Tea in Exhibition - Bayside Grand Hall, Sydney Convention Centre</b>							
<b>PLENARY 2</b>	This plenary proposes the challenges to really move forward with patient safety and proposes a bold new idea: " Error Trading"							
<b>Plenary Chair</b>	<b>Kathleen Ryan, President AAQHC</b>							
1115 - 1215	<p align="center"><b>Professor Enrico Coiera and Professor Jeffrey Braithwaite - Keynote Presentation</b>  <b>Patient Safety Using Market-Based Control to Engineer a Safer Health System</b></p> <p>Professor Braithwaite is a leading health services organisational researcher with an international reputation for his work investigating the culture and structure of acute settings, leadership, management and change in health sector organisations, quality and safety in health care, accreditation and surveying processes. Professor Enrico Coiera is the Foundation Chair in Medical Informatics within the Faculty of Medicine at the University of NSW and is the Director of the Centre for Health Informatics, a part of the newly formed Australian Institute for Health Innovation at UNSW. Professor Coiera's research focuses on advancing the safety and quality of health care through the use of information technology, trying to improve how clinicians can safely and effectively make decisions, and communicate.</p>							
1215 - 1245	<b>Panel Response</b> Dr Jim Bagian, Dr Richard Davis, Beverley H. Johnson (President and Chief Executive Officer of the Institute for Family-Centered Care in Bethesda, Maryland, USA) Professor Debora Picone (Director-General, NSW Department of Health), Dr Rob Middleton (Consultant Orthopaedic Surgeon and Service Improvement Specialist, NHS)							
1245 - 1345	<b>Lunch and Exhibition Viewing - Bayside Grand Hall, Sydney Convention Centre</b>							
1345 - 1415	<b>Facilitated ePoster Presentation Viewing- Bayside Grand Hall, Sydney Convention Centre</b> * Please check the ePoster Presentation Schedule in your satchel bag							

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1415 - 1700	<b>Conference Workshops</b>							
	<p><b>RCA for Team Leaders</b>                      The workshop will be interactive and includes:                      - pitfalls of the RCA method                      - the role of the RCA team leader - an overview of team dynamics - problem solving the essential steps and tools used in undertaking an RCA-managing difficult participants                      - report writing and negotiating recommendations.</p>		<p><b>Team First</b>                      The aim of this workshop is to examine and refine a model for teamwork using the SWAHS teamfirst framework. This workshop will feature 3 presenters and 2 small discussion sections for delegates to be further involved.</p>	<p><b>Building the Bridge - Abutments, Creeper Cranes &amp; Support Cables</b>                      This workshop will take delegates through the strategies employed at the Royal Children's Hospital in Melbourne, one by one with plenty of opportunity for debate! Attendees will learn to apply techniques such as attractors, small tests of change, efficiency of data collection, reliability science and spread to implement change packages in their health care environment.</p>	<p><b>Clinical Variation/Pathways The UK Experience</b>                      This workshop will address how to use a rapid improvement program in high volume clinical care to improve quality and value. This workshop will discuss and work with delegates on how to control clinical variation; and improve quality and value</p>	<p><b>Positive Patient Experience: Necessary or just nice?</b>                      In this highly interactive session you will see evidence of the link between positive patient experience and high quality clinical care. Participants will look at how to gain patient feedback and hear about health services that have responded and actually improved patient care experience. Learn how to engage patients and families in transforming your health care service and discuss critical success factors like responsiveness and leadership commitment.</p>	<p><b>Handover is not a Handball!</b>                      Participants in this session will explore a range practical tools and resources for designing, implementing, evaluating and maintaining clinical handover improvement programs. Key issues related to implementation of handover improvement will be discussed with active participation from the audience.</p>	<p><b>What a Job! Exploring and Enhancing the Quality Manager's Role</b>                      This workshop is designed to address some of these issues by facilitating a discussion of the evolving quality manager role in a rapidly changing safety and quality context. It will challenge current role perceptions and enable participants to identify and develop key competencies for operating more effectively within the complex healthcare environment.</p>
	Dr Jim Bagian, Sarah Michael & Dr Maree Bellamy		Dr Charles Pain, Prof Jeffrey Braithwaite, Kathleen Ryan, Sue Wiley & Julie Johnson	Annie Moulden, Justin King & Richard Davis	Dr Rob Middleton (NHS)	Jane Gray, Karen Luxford, Bev Johnson & Nicola Dunbar	Dr Dorothy Jones & Dr Kwang Chien Yee	Cathy Balding
1530 - 1600	<b>Afternoon Tea in Exhibition - Bayside Grand Hall, Sydney Convention Centre</b>							
1600 - 1700	<b>Conference Workshops continued</b>							
1700 - 1830	<p align="center"><b>Welcome Reception - All delegates are invited to the Bayside Grand Hall, Sydney Convention Centre for the Welcome Reception.</b></p> <p>Held within the trade exhibition, the Welcome Reception provides delegates and registered guests with the opportunity to view the exhibition renew old friendships and make new acquaintances in a relaxed environment. A selection of canapés and wines will be served to complement conversation and networking.</p>							

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0730 - 0830	<p align="center"><b>Breakfast with an Expert - Bayside Gallery: What On The Menu? This is a ticketed event- BOOK NOW!</b></p> <p align="center">The following Experts will be hosting breakfast at their table: Dr Jim Bagian (USA), Dr Richard Davis (USA), Professor Jeffrey Braithwaite (AUS), Beverley Johnson (USA), Dr David Mayer (USA), Dr Rob Middleton (NHS, UK), Anthea Penny (NHS), Professor Deb Thoms (AUS), Professor Chris Baggoley (AUS), Professor Cliff Hughes (AUS), Tony Burrell (AUS) and Dr Cathy Balding (AUS)</p> <p align="center"><b>Bayside Gallery</b></p>							
<b>PLENARY 3</b>	<p align="center"><b>Patient - Centred Care: Building Partnerships with Patients, Carers and Families</b></p> <p align="center">This session opens with acknowledgement to our leaders driving change in quality and safety. We will then hear from two international leaders on patient and family centred care and Open Disclosure</p>							
<b>Plenary Chair</b>	<p align="center"><b>Professor Cliff Hughes AO</b> <b>Chief Executive Officer, Clinical Excellence Commission</b></p>							
0830 - 0850	<p align="center"><b>Kathleen Ryan, President AAQHC: Awards Presentation</b> All delegates are invited to acknowledge our Leaders in Safety and Quality</p>							
0850 - 0925	<p align="center"><b>Beverley H. Johnson - Keynote Presentation</b> President and Chief Executive Officer of the Institute for Family-Centered Care in Bethesda, Maryland, USA Patient and Family-Centered Care: Partnerships for Quality and Safety This paper will discuss the "how-to" and the benefits of partnering with patients and families to improve and redesign health care</p>							
0925 - 1000	<p align="center"><b>Dr David Mayer - Keynote Presentation - Clinical Excellence Commission Keynote Speaker</b> Associate Dean for Curriculum, Director of Cardiothoracic Anesthesiology, Co-Executive Director of the Institute for Patient Safety Excellence &amp; the Curriculum Director for the Masters in Patient Safety Leadership (MPSL) Program Honesty and Trust in Healthcare - The Importance of Patients and Families in Helping Move the Safety Agenda This paper will discuss our experiences regarding the important role patients and families play in helping establish an organizational culture of safety. This includes helping develop curricula and educating our students to their involvement in investigations, root-cause analyses, and QI work.</p>							
1000 - 1030	<p align="center"><b>Morning Tea in Exhibition - Bayside Grand Hall, Sydney Convention Centre</b></p>							
1030 - 1200	<p align="center"><b>Concurrent Sessions</b></p>							
<b>Stream</b>	<b>Management of Deteriorating Patient</b>	<b>Clinical Audit &amp; Indicators</b>	<b>Incident Management Models</b>	<b>Communication Effecting Change</b>	<b>Evidence Into Action</b>	<b>Safety Culture</b>	<b>Lever for Change &amp; Improvement</b>	<b>Measurement For Improvement</b>
<b>Chair</b>	Dr Nicola Dunbar, Australian Commission For Safety and Quality In Health Care	Neville Board, Australian Commission For Safety and Quality In Health Care	Sandy Blake, Australasian Association for Quality in Health Care (QLD)	Kim Bannon, Australasian Association for Quality in Health Care (SA)	Jenny Tuffin, Australasian Association for Quality in Health Care (TAS)	Maureen Robinson, Communio	Jannine James, Australasian Association for Quality in Health Care (NT)	Jenny Rance, Australasian Association for Quality in Health Care (VIC)
	<b>Early Recognition of the Deteriorating Patient- are Improvements Sustainable?"</b> I Mitchell, H Mckay, C VanLeuvan, B Avard, S Mamootil, P Lamberth & T Fletcher	<b>MARCH: Maternity Audit Reduces Clinical Harm an MNCN Initiative</b> D Rogers, S Sinni & J Oats	<b>One Size Fits All - or Does It? RCA Methodology in NSW</b> A Burrell, J Taitz, B Shumack & M Scrimgeour	<b>Improving Communication Reduces Falls</b> B McErlean, M Nietz & K Stead	<b>From CI-SCaT to eviQ - A Bridge for Evidence Based Cancer Treatment Delivery</b> J Bichel-Findlay, S Rushton, R Ward, S Sinclair & J Bishop	<b>The Culture Of Patient Safety In The South Australian Public Health System: Results Of The First Australian State-Wide Survey</b> C Pirone, P Robinson, M.T Westbrook, J Braithwaite, S Michael, M Robinson & S Christley	<b>Quality Systems Assessment – A Whole of System Approach to Identify Clinical Risks</b> B Harrison, B King & C Hughes	<b>The Leadership Process Requires a Scientific Approach to Understanding Variation by Using Dynamic Data Displays</b> H Ganley

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	<b>Between the Flags</b> C Pain and C Duff	<b>Deaths in NSW under the care of surgeon: Outcomes from a peer review process of surgical mortality audit in Australia</b> M Mohsin, C.F Hughes, M Fearnside, A Jenkins & P Cheng	<b>Leading Acceptance Of Incident Analysis In A Hospital Setting: Clinicians And Managers Working Together For Patients</b> K Dyer & S Blake	<b>Improving Clinical Communication and Patient Safety in Intensive Care: The Helix Initiative</b> E Merrick, R Idema, D Rajhabdari, R Herkes & M Lucey	<b>Evidence into Action – Reducing Surgical Site Infections in Paediatric Neurosurgical Patients</b> R Chaseling, G O'Grady, A Jamal & E Harnett	<b>A Social Model Of Patient Safety: How Clinicians' Perceptions Of Consumer Vulnerability Can Affect The Quality Of Care</b> J Travaglia & J Braithwaite	<b>Sustaining change: Engaging Managers</b> M Spencer & J Benipal	<b>Using 'All or None' Compliance with Multiple Processes to Measure the Quality of Inpatient Care</b> S Taylor, A McGrath & A Wolff
	<b>Issues Relating to the Failure to Recognise the Deteriorating Patient pre implementation of the Met Team</b> A Armstrong, H Ward, P Lim, L Parsons & C Wilson-Row	<b>Results from the Queensland Audit of Surgical Mortality</b> S Faint & C Postin	<b>A Review of Medical Error Taxonomies: A Human Factors Perspective</b> I Taib, A McIntosh & C Caponecchia	<b>Fire in the Belly - Effecting Change by Committee</b> A Burrell, J Taitz, B Shumack & M Scrimgeour	<b>Radiation Awareness, a CPI Tool to Promote Evidence Based Imaging Requisition</b> J Nol, G Isouard, M Hession & C McKenzie	<b>Making Better Decisions: Mistakes, Biases, Irrational effects, and Inspired Genius!</b> R O'Connor	<b>Are Accredited Organisations Different from those not Accredited? A Comparative Empirical Test</b> D Greenfield, M Pawsey & J Braithwaite	<b>Do national Acute Coronary Syndromes guidelines contribute to better patient care?: National Audit data from the discharge management of acute coronary syndromes (DMACS) initiative</b> K Oliver, D Maxwell, A Wai, K Mulligan, K McIntosh, M Robertson, L Pulver, D Taylor, F Loh Shwu, A Tompson, G Peterson & J Mackson
		<b>VLADS and Clinical Networks - A Successful Model for Delivering Statewide Maternity Clinical Indicators</b> J Marshall, K Sketcher-Baker, J Collins & J Hall	<b>QUM watch: A Community Pharmacy Based Incident Reporting Program To Support Quality Use Of Medicines</b> R Fois, W Vergios, T Chen, A Mclachlan & W Runciman				<b>Intra-Rater Reliability: To What Extent does this hold Amongst Accreditation Surveyors?</b> D Greenfield, M Pawsey, J Braithwaite & H McDonald	<b>Blood Watch: improving evidence based fresh blood product transfusion in NSW Public Hospital</b> B Harrison, C Der Vartanian & C Hughes
1200 - 1300	<b>Lunch and Exhibition Viewing - Bayside Grand Hall, Sydney Convention Centre</b>							
1210 - 1250	<p><b>Lunch Session for Safety and Quality Framework</b>  <b>Quality Health Care Conversation: Have your say about the Proposed National Safety &amp; Quality Framework</b></p> <p>The Australian Commission on Safety and Quality in Health Care has been tasked by Health Ministers to develop a National Safety and Quality Framework. Following consultation with a wide range stakeholders a proposed National Safety and Quality Framework has been developed. The proposed Framework is designed to guide action to improve the safety and quality of the care provided in all health care settings over the next decade. The core themes are that safe, high-quality care is always: patient focused, driven by information and organised for safety. The Commission is seeking the views of delegates at the Australasian Conference on Safety and Quality in Health Care about the proposed Framework and the strategies it includes. This session gives you the opportunity to contribute to the national direction on safety and quality in Australia. There will be 2 Lunch Session:</p>							
	<b>Lunch Session 1:</b> Australian Commission for Safety and Quality in Healthcare Room: Bayside 103				<b>Lunch Session 2:</b> AAQHC Credentialling Program Room: Bayside 104			

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1300 - 1330	Facilitated ePoster Presentation Viewing- Bayside Grand Hall, Sydney Convention Centre * Please check the ePoster Presentation Schedule in your satchel bag							
1330 - 1630	Conference Workshops							
	<p><b>Clinical Incident Analysis: Better Actions: Better Outcomes</b></p> <p>In this workshop, participants will use a real case scenario to explore how knowledge of human factors engineering (HFE) can lead to stronger corrective actions. Delegates will also examine a tool to measure and improve the quality of Root Cause Analysis and learn how this is being used at jurisdictional level to provide objective improvement in RCA quality and provide real time support to RCA Teams.</p>		<p><b>Interhospital &amp; Maternity Care Handover</b></p> <p>This session will examine the use of two approaches for improving clinical handover – introduction of a patient flow model and using the SHARED framework. Participants will learn how these two approaches have been used to improve interhospital and maternity handovers.</p>	<p><b>Clinical Practice Improvement</b></p> <p>At the end of this workshop participants will have an understanding of: The context for improvement methodologies, Improving their ability to identify causes of process failure within their clinical teams through the application of diagnostic tools, solution design and measurement. Participants will also understand the theoretical basis for spreading and sustaining change.</p>	<p><b>Clinical Variation/Pathways The UK Experience</b></p> <p>This workshop will address how to use a rapid improvement program in high volume clinical care to improve quality and value. This workshop will discuss and work with delegates on how to control clinical variation; and improve quality and value</p>	<p><b>Achieving Success in Recognising and Responding to Clinical Deterioration</b></p> <p>This workshop will examine ways to improve the recognition of and response to clinical deterioration. There will be two areas of focus: the essential elements for recognising and responding, and the factors that promote successful implementation of these projects and programs.</p>	<p><b>AIM Methodology and Examples of Successes</b></p> <p>Delegates will gain a comprehensive guide to AIM strategies and tactics after attending this workshop. Delegates will also receive a tool book with 9 measurement and assessment tools, including sponsorship, risk forecast, and communication assessments. Tactics for accelerating implementation around the 56 "speed bumps" that may be slowing down your initiatives will also be discussed.</p>	<p><b>"take the lead" and Essentials of Care – The Synergy between two Programs that Influence Cultural Change at the Ward Level to Improve Patient Care</b></p> <p>This workshop will provide practical experience of examples of strategies and methods that engage clinicians in the implementation of sustainable changes to patient care.</p>
	Sandra Blake, John Wakefield & Jillian Farmer		Sara Hatten-Masterson & Jenny Carter	Bernie Harrison, Jonny Taitz & David Mayer	Dr Rob Middleton (NHS)	Dr Nicola Dunbar & Dr Annette Pantle	Rosemary Hegner	Jacqui Cross, Deb Thoms & Sue Hawes
1500 - 1530	Afternoon Tea in Exhibition - Bayside Grand Hall, Sydney Convention Centre							
1530 - 1630	Conference Workshops continued							
1930 - 2230	<p align="center"><b>Conference Dinner (Entry by Ticket only) - Harbours Edge, Darling Harbour.</b></p> <p>A highlight of the social program. The evening will be hosted at HarboursEdge, located moments from the Convention Centre. Guests will enjoy views of a glittering Cockle Bay Wharf and Darling Harbour from the terrace with background music adding to the ambience of the night. A modern three course menu will be served, complemented by Australian wines, beers and soft drinks served throughout dinner.</p>							

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0730 - 0830	<b>AAQHC Members Only Breakfast and AGM</b> <b>Invited Speaker: Professor Chris Baggoley, CE Australian Commission on Safety and Quality in Health Care</b> <b>Bayside 201</b>							
0830 - 1000	<b>Concurrent Sessions</b>							
<b>Stream</b>	<b>Management of Deteriorating Patient</b>	<b>Systems to Improve Patient Safety</b>	<b>Patient Care Experience</b>	<b>Clinical Inquiries/Clinical Governance</b>	<b>Engaging Staff</b>	<b>Educational Models</b>	<b>Gaining Patients Trust</b>	<b>Clinical Handover</b>
<b>Chair</b>	Dr Annette Pantle, Australasian Association for Quality in Health Care (NSW/ACT)	Margaret Duguid, Australian Commission on Safety and Quality In Health Care	Jane Gray, NSW Department of Health (NSW)	Professor Margaret Banks, Australian Commission on Safety and Quality In Health Care	Dr Marilyn Cruickshank, Australian Commission on Safety and Quality In Health Care	Chen Anderson, Australasian Association for Quality in Health Care (WA)	Dr George Downward, Australasian Association for Quality in Health Care (NZ)	James Dunne, NSW Department of Health (NSW)
	<b>Rapid Response Systems – a cure for sick hospitals?</b> D Massey	<b>Collaborative patient care with warfarin therapy</b> J Lowthian, B Diug, S Evans, E Maxwell, A Street, L Piterman & J McNeil	<b>Beyond Satisfaction Partnering with Patients to Improve Care Experience Outcomes</b> K Luxford, T Delbanco & D Safran	<b>Bridging the disjunctures in health care: answers from patient safety inquiries</b> J Travaglia & J Braithwaite	<b>Maximising Patient Outcomes through Staff Engagement Involving Cultural Change</b> J Sheppard	<b>Using SPADE (Simply Prioritise And Distribute Electronically) To Improve After-Hours Patient Management at Hutt Hospital</b> I Stolarek, H Smith, A Lumsden, R Archer & C Chen	<b>Bridging Gaps in Open Disclosure: Progress in Australia, New Zealand and the USA</b> R Iedema, T Gallagher & S Allen	<b>The VITAL® Model: A Structured Nursing Process For Patient Assessment, Care Planning and Nursing Documentation</b> K O'Leary
	<b>Improving Nursing Processes To Facilitate The Recognition And Appropriate Response To The Early Signs Of Patient Deterioration</b> K O'Leary	<b>A Whole Systems Approach To Implementation Of Mdt Clinical Care</b> K Vette & S Barnard	<b>Bedside nursing handover; An exploration of the patient's perspectives</b> W Chaboyer, A McMurray, J Johnson & T Gehrke	<b>Critical factors within an Inquiry Process that influence positive changes in clinical governance</b> H Gluyas	<b>Herding Cats – How standardising clinical practice needs systematic and sustained effort</b> B Draper, M Walker, R Padbury & J Sanford	<b>Changing practice through multimedia education - early detection of hip dislocation in children</b> L Donnan & M Vu	<b>Trust comes first: Dealing with high profile quality incidents</b> P Hoyle	<b>Patient Safety Walk-Rounds and Clinical Handover Survey in a Paediatric Emergency Department</b> B D'Souza & D Gustavsson
	<b>The Medical Emergency Team Response in a Rural Base Hospital</b> H Kempler	<b>Safety Walkrounds: Working Together to Improve Staff and Patient Safety at the Coalface</b> A Moulden, C Clarke, V Lane, N Lister & L McLaughlin	<b>A Leap too Far? Overcoming Barriers to Cultural Change in Patient and Family Centred Care</b> S Biggar & S Thomas	<b>Clinical Governance in Aged Care</b> C O'Neill & T Elkins	<b>Research: A Hospital Perspective on Working with Visiting Specialists to Achieve Best Practice Patient Outcomes</b> L Rossmuller, R Brighthouse & I Smith	<b>Development of Scope of Clinical Practice Criteria for Senior Medical Staff (SMS)</b> F Dudley & L Hamley	<b>Informed Consent - Preparing for the Next Generation</b> M Piper	<b>Improving the Structure and Function of Clinical Handover- Improving Patient Safety PVITAL - A tool for clinical handover</b> R Wilson

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	<b>Responding To Medical Emergencies At A Private Hospital</b> T Bucknall, R Ruseckaite, J Barrett & M Levinson	<b>Understanding alert overrides in an electronic medication management (eMM) system in a University teaching hospital</b> R Burke, Q Zeng, K Williams & A McLachlan	<b>Introducing Quality Programs in Aboriginal Health and Substance Misuse Services in Queensland</b> C Ryan			<b>Building Capacity and Capability in Quality and Safety</b> S Thomson, J Sheppard & R Lang		<b>Providing structural support and intensive communication to improve clinical handover</b> A Dhulia & H Naidoo
1000 - 1030	<b>Morning Tea in Exhibition - Bayside Grand Hall, Sydney Convention Centre</b>							
1030 - 1230	<b>Conference Workshops</b>							
	<b>RCA for Team Leaders</b> The workshop will be interactive and includes: - pitfalls of the RCA method - the role of the RCA team leader - an overview of team dynamics - problem solving the essential steps and tools used in undertaking an RCA- managing difficult participants - report writing and negotiating recommendations.		<b>The Productive Ward - Releasing Time to Care</b> This workshop will focus on the content, the toolkit and practical exercises associated with the implementation of the Productive Ward which was designed by the NHS Institute for Innovation and Improvement to release more time to care for NHS frontline ward staff.	<b>Building the Bridge - Abutments, Creeper Cranes &amp; Support Cables</b> This workshop will take delegates through the strategies employed at the Royal Children's Hospital in Melbourne, one by one with plenty of opportunity for debate! Attendees will learn to apply techniques such as attractors, small tests of change, efficiency of data collection, reliability science and spread to implement change packages in their health care environment.	<b>Positive Patient Experience: Necessary or just nice?</b> In this highly interactive session you will see evidence of the link between positive patient experience and high quality clinical care. Participants will look at how to gain patient feedback and hear about health services that have responded and actually improved patient care experience. Learn how to engage patients and families in transforming your health care service and discuss critical success factors like responsiveness and leadership commitment.	<b>Team First</b> The aim of this workshop is to examine and refine a model for teamwork using the SWAHS teamfirst framework. This workshop will feature 3 presenters and 2 small discussion sections for delegates to be further involved.	<b>Workshop on Registries and the Implementation of National Guidelines</b> A brief summary of the Australian Clinical Quality Registries concept and project will be followed by a walk through of how to operationalise the draft Operating Principles and Technical Standards, documentation, ethics and privacy issues, particularly around opt-out consent. This workshop will provide participants with a chance to raise and issues and discuss registries with leaders in this field.	<b>Clinical Practice Improvement</b> At the end of this workshop participants will have an understanding of: The context for improvement methodologies, Improving their ability to identify causes of process failure within their clinical teams through the application of diagnostic tools, solution design and measurement. Participants will also understand the theoretical basis for spreading and sustaining change.
	Dr Jim Bagian, Sarah Michael & Dr Maree Bellamy		Anthea Penny	Annie Moulden & Justin King	Jane Gray, Karen Luxford, Bev Johnson & Dr Nicola Dunbar	Dr Charles Pain, Prof Jeffrey Braithwaite, Kathleen Ryan, Sue Wiley & Julie Johnson	Professor Stephen Graves, Professor Peter Cameron and Dr Niall Johnson	Bernie Harrison, Jonny Taitz & Dr David Mayer
1230 - 1330	<b>Lunch and Exhibition Viewing - Bayside Grand Hall, Sydney Convention Centre</b>							
1330 - 1400	<b>Facilitated ePoster Presentation Viewing- Bayside Grand Hall, Sydney Convention Centre</b> * Please check the ePoster Presentation Schedule in your satchel bag							

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1400 - 1600	<p align="center"><b>Panel Discussion &amp; Personal Reflections from the Experts</b>  <b>A Conversation with the Experts: Where are they coming from, where are they going to?</b>                      Facilitator: Professor Chris Baggoley - CE Australian Commission on Safety and Quality in Health Care                      Panel: Jim Bagian, Bruce Barraclough, Bev Johnson, Rob Middleton, David Mayer, Jeffrey Braithwaite</p> <p>In this session you will hear what makes our safety and quality experts tick. Professor Chris Baggoley, Chief Executive at the Australian Commission on Safety and Quality in Health Care will talk to the Conference Keynote Speakers about how they got involved in safety and quality, what makes them passionate about this work, what lessons they would like to share with others, and where they see their work going in the future. This will be an opportunity to obtain personal and professional insights from some of the leaders and innovators in this field.</p> <p align="center"><b>Bayside Auditorium A</b></p>							
1600 - 1630	<p align="center"><b>Conference Closing Session - Bayside Auditorium A</b>                      Announcement of 2010 AAQHC Conference                      Awarding Prizes, featuring the ePoster Prize</p>							

Please note: The Program is subject to change  
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