We are extremely excited to announce several of the keynote speakers for Tasmania's own international conference on health service improvement, "Sustainable Healthcare Transformation", scheduled in Hobart from 18-20 March 2015.

Sir Robert Naylor has been Chief Executive of University College London Hospitals (UCLH) since 2000, and a Chief Executive in the NHS for 24 years. UCLH comprises six hospitals in central London. It is a founder member of the recently accredited UCL Partners, an Academic Health Science Centre. Professor Chris Baggoley is the Chief Medical Officer for the Australian Government and principal medical adviser to the Minister and the Department of Health. An emergency medicine physician, he was previously Chief Executive of the Australian Commission on Safety and Quality in Health Care, and Chief Medical Officer and Executive Director with the South Australian Department of Health.

In addition, we will be hosting leading international speakers from the Mayo Clinic and Oxford University. It would be great to have a strong Tasmanian contingent of presenters and attendees at what will be a fantastic conference. Please see our website for further details.

Along with the THOs and the clinical redesign leads and their teams, planning is well underway for redesign initiatives across each of the State’s major public hospitals. The early focus is on three fronts: the medical patient journey (including emergency department presentation), elective surgery and outpatient specialist clinics. We will shortly be seeking the involvement of THO staff from the relevant areas to assist in forming work groups.

A reminder that HSI Tas is funding scholarships for students interested in undertaking Honours in health services research within the acute health sector. The scholarships are not restricted to one discipline, and the students will typically remain in their primary discipline with supervision. Again, further details are on our website.

As always, please contact us if you would like to learn more about our collaborative work with the Tasmanian health system.

Best regards,

Professor Greg Peterson and Assoc Professor Craig Quarmby
Co-Directors, Health Services Innovation Tasmania
Tasmanian Clinical Redesign on a Roll

Planning the rollout of Clinical Redesign in Tasmania's acute care system is progressing well under the guidance of Health Services Innovation Tasmania (HSI Tas), a centre of the Faculty of Health, University of Tasmania.

The NSW Agency for Clinical Innovation (ACI), is collaborating with the HSI Tas team, assisting where possible with the early phase of the program and providing educational support.

Katherine Valastro, Manager, Centre for Healthcare Redesign, ACI visited Hobart in mid-October to meet with co-directors Assoc Prof Craig Quarmby, a well known local surgeon, and Prof Greg Peterson from the University’s Faculty of Health.

Kath also sat in on a one-day Introduction to Clinical Redesign workshop for state-wide DHHS staff. At the same time, HSI Tas’ Educational Facilitator Pieter Van Dam was attending clinical redesign training at ACI’s Centre for Healthcare Redesign in Sydney.

Qualitative research is improving the patient experience

The 3rd Asia-Pacific International Conference on Qualitative Research in Nursing, Midwifery and Health was held on October 1-3 in Newcastle New South Wales. Health Services Innovation Tasmania’s Educational Facilitator, Pieter Van Dam, attended and delivered a paper at the conference. There was a large focus on qualitative methodology but the conference also provided some interesting presentations regarding patient and health professionals’ experiences. The conference did not specify healthcare improvement as a theme, but links to these improvements could easily be made. Much of the presented research was aimed at making a positive difference within healthcare.

Remarkable presentations included a narrative inquiry into exploring stories of survivors of cardiopulmonary resuscitation. The thought provoking question was asked why healthcare professionals resuscitate patients who suffer from co-morbidities. There is a lack of research exploring this area and it will be an interesting read once this researcher's findings are published. Another presentation explored the personal dilemmas and ethical challenges of qualitative research. The researcher undertook a study in a nursing home exploring ways of working and discovered the provision of sub-standard care in a number of cases. The researcher was torn between interfering and not-interfering. Interfering would mean that the researcher would contaminate the data. However, in one instance she did interfere as a resident was suffering from ill-treatment.
Professor Levitt-Jones, an invited speaker, spoke about enhancing students’ cultural empathy through the use of a 3D simulation where sight, smell and sound were used. In Australia the population comes from 160 countries and over 200 languages are spoken. Cultural competence is regarded as vital to safe clinical practice. There is evidence showing that culturally and linguistically diverse patients are twice as likely to experience serious adverse events in hospital settings as English speaking people. Students were exposed to the simulation experience involving a ten minute video of a scene unfolding in a hospital in a developing country. Students lay on a bed and viewed the video through 3D glasses. They were exposed to a range of unfamiliar sights, sounds and smells. The simulation was followed by debriefing and guided reflection. Preliminary results indicated that the simulation had a positive impact on health professional students’ intention to practice in a culturally competent way.

The conference highlighted the important research clinicians, educators and academics are conducting in improving the provision of healthcare.

RHH // UTAS // HPH

2014 GRAND ROUND

1.00pm Friday 14th November 2014

“General Medicine:
Identifying footprints
And
The 24 hour inpatient admission – good or bad?”

Presented by:
Dr. Nicole Hancock - Head of Department, General Medicine, RHH
&
Dr. Elena Kornaczewski – Advanced Trainee in General and Acute Care Medicine

Chair – Prof. Matthew Jose

KEITH MILLINGEN LECTURE THEATRE

The Grand Round is a clinical case-based meeting. All health professionals and students are welcome to attend.
A light luncheon is provided for clinicians and guests at 12:30pm in Rm G02 on the Ground Floor of the Clinical School.

Next steps for the Royal Hobart Hospital
In last month’s newsletter, the Southern Clinical Redesign Team said it would start to look at areas where attention and further diagnostics will enable us to better define service issues and areas of variability in practice. We will then be able to better consider how changes might be made to systems to improve patients’ experiences and care outcomes.

The THO South Executive Committee was presented with feedback from staff who attended the Showcases and other presentations on the results of the high level diagnostic studies undertaken in August. Given the feedback and the diagnostic results, several areas were identified for further work and the Executive supported the recommended areas for action.

Over the next couple of months the Team will concentrate on working with staff in the following areas:

- The Older Persons Journey – from admission to discharge.
- The General Medical Patient Journey – from admission to discharge;
- Specialist Outpatient (Wellington Clinics) – improvement in patient waiting lists for high volume clinics; and
- Right Patient, Right Place, Right Time - looking at the flow of patients being admitted (planned and unplanned) into the hospital from the time a decision is made to admit them.

If you have the enthusiasm, knowledge and desire to be involved in changes in your workplace in the Royal Hobart Hospital please talk to your manager about the possibility of your involvement with Clinical Redesign.

Maggie Crawford
Program Officer
Clinical Redesign Office

Launceston General Hospital Big Picture Mapping

Following on from the Health Reform Consulting (HRC) report, the HSI Tas THO-N Clinical Redesign team (CR) have undertaken their first big picture mapping exercise with the Acute Medical Unit (AMU) team at the LGH. The AMU is a short stay unit (72 hours), front loaded with highly skilled health care professionals providing senior clinical advice to streamline care management and discharge planning for acute medical patients. It provides a 24 hour, seven day a week service model with an inter-professional approach to diagnosis, stabilisation and discharge planning of patients.

The two and half hour session facilitated by Kerry and Helena from the THO-N CR team used process mapping techniques and involved representatives from medicine, allied health including
pharmacy and physiotherapy and nursing.

The scope of the sessions was the AMU general medicine patient from decision to admit through to discharge. The process was broadly broken into:

1. Emergency Department (ED) process specific to AMU patients
2. AMU admission process
3. AMU in patient process
4. AMU discharge process

A series of pre-prepared structured questions were utilised to breakdown the process, capturing current practices and leading to a series of issues ‘falling’ out that would require further diagnosis and clinical redesign work. Following the session, the AMU steering group are convening to identify the issues they wish to start working on with support of the HSI Tas THO-N Clinical Redesign team.

Kerry Leonard
Program Officer
Clinical Redesign Office - North

Tasmania Medicare Local launches the Health Pathways Project

Formally described as “an agreed approach to managing a person’s medical condition”, a health pathway is the ideal ‘road map’ for health professionals to coordinate the care provided to patients in the out-of-hospital setting.

Based on a model successfully developed by the Canterbury health district in New Zealand, the Tasmania Medicare Local’s HealthPathways program has become the first online health information portal of its kind in the state.

Funded by the Australia Government under the Tasmanian Health Assistance Package, the program involves GPs, hospital specialists, and community and allied health providers. It is tailored to local needs and includes specialist clinical leaders from each of the three THOs who will support the development of the pathways by acting as ‘local champions’ for the program in each region.

“It is designed to ensure more people get the right treatment or specialist care in the right place at the right time, with less waiting times,” said TML CEO Phil Edmondson at the 16 October launch in Hobart.

“Health professionals will have access to a single web portal to follow common health pathways for their shared patients and
Clinical Redesign at the Grand Rounds

The HSI Tas Team have been busy recently delivering Grand Round presentations at the Royal Hobart Hospital. During the past six weeks, Clinical Lead for THO-S, Dr Nicole Hancock, delivered a presentation on the findings of the baseline analysis of ED and whole of hospital patient flow, while Greg Peterson delivered a presentation on debunking some of the common myths about the performance of Tasmania’s hospitals. Dr Nicole Hancock will deliver one on patterns of bed usage and requirements for general medical patients this Friday 14 November 2014 at the Keith Millingen Lecture Theatre 1.00 - 2.00 pm. Below see a selection of slides from Professor Greg Peterson’s presentation.

PROFESSIONAL DEVELOPMENT OPPORTUNITIES

UPCOMING WORKSHOPS

An Introduction to Clinical Redesign

This workshop is designed for any clinician and other staff working in acute care, to learn more about the Clinical Redesign process. The outcomes of the day are:

- to understand the structure and principles of Clinical Redesign
- to become familiar with the Scoping, Diagnostic, Intervention, Evaluation and Continuous Improvement phases of program of work

Hobart: Wednesday 8 February, Friday 13 March, Friday 17 April 2015
Launceston: Wednesday 25 February, Tuesday 24 March, Thursday 30 April.
North-West Regional Hospital: Date to be finalised for early 2015.
To register for these workshops, please visit our website.

**Working with People for Health Service Innovation - places still available!**

These workshops are designed for project and clinical leaders in the HSI Tas redesign program and complement the “Introduction to Clinical Redesign Workshop”. There are two workshops in the series and it is recommended that participants attend both.

The interactive workshops blend theory with practical tools and processes and aim to:

- enhance communication and engagement skills related to workplace culture, innovation and redesign
- increase participants’ understanding of shared humanity and its relevance to working with self and others in changing environments
- enhance skills in using strengths based and solution focused approaches to innovation and change
- enhance skills in motivating teams and facilitating change

**WORKSHOP 1: Communication and Engagement for Health Service Innovation**
*Date:* Tuesday November 25, 10:00 - 16:00  
*Venue:* The Grange, Campbell Town  
*Lead Facilitators:* Professor Kenneth Walsh and Dr. Karen Ford

**WORKSHOP 2: Motivating and Facilitating Change for Health Service Innovation**
*Date:* Thursday December 4, 10:00 - 16:00  
*Venue:* Campbell Town Community Centre, 70 High Street, Campbell Town  
*Lead Facilitators:* Professor Kenneth Walsh and Dr. Karen Ford

To register for these workshops, please visit our website.
Sir Robert Naylor confirmed speaker for International Conference

It is with great pleasure that we announce that Sir Robert Naylor, the Chief Executive of University College London Hospitals NHS Foundation Trust (UCLH) has agreed to speak at the Sustainable Transformation conference.
UCLH is one of the largest National Health Service Trusts in England and includes six hospitals in central London.

Sir Robert Naylor was involved in the establishment of an Academic Health Science Centre and has led the development of one of the largest building projects in the NHS to create the new world-class University College Hospital.

Sir Robert Naylor has been a chairman of a number of national and regional committees associated with healthcare reform and was awarded an Honorary Doctorate by Greenwich University in 2009. He is particularly interested in organisational development as a means of empowering clinical teams and promoting leadership skills.

Sir Robert was awarded a Knighthood ‘for services to healthcare’ by Her Majesty the Queen in the 2008 New Year Honours List.

To hear more on the Healthcare Leaders and Innovators that will speak at the forum please visit our website http://www.healthcaretransformation.com.au

Conference Speakers include:

- Professor Andrew Pettigrew OBE FBA
  You can view Professor Pettigrew speaking for the Sir John Cass’ Foundation Lecture at The British Academy here.

- Holly Ransom
  You can view Ms Ransom speaking here.

- Professor Chris Baggoley
  You can view Professor Baggoley speaking at the Conjoint Medical Education Seminar here.

Abstract submissions for presentation at the International Conference on Health System Innovation, 'Sustainable Healthcare Transformation' are due by the 28 November 2014 and can be submitted via the Presenters Portal on the conference website.

126 Days to go - have you registered yet?
The countdown is on - register at the conference website!
Seasons greetings and best wishes for the new year from the HSI Tas Team.
Our next newsletter will come out in February.

Health Services Innovation Tasmania is funded by the Australian Government through the Tasmanian Health Assistance Package

Australian Government