

Agenda

HRT1701 Improving Patient Pathways Workshop

Aerial UTS Function Centre, Sydney

Day 1 22 nd Feb 2017	
7.15 – 7.30am	<i>Registration for Optional Masterclass – Health Roundtable data</i>
7.30 – 8.45am	Breakfast Meeting – Optional Masterclass – Health Roundtable data <i>(All first time attendees and those interested in understanding how Health Roundtable bench-marking data is compiled and how it can be used, are strongly encouraged to attend this session).</i>
8.30 – 9.00am	<i>Registration (Arrival Tea and Coffee)</i>
9.00 – 10.30am	Welcome and Introductions Networking to share ideas Overview of the meeting and introduction to the Harvard Business School Model of Change SETTING THE STAGE 1 – Identifying the critical issues <ul style="list-style-type: none"> · Analysis and review of data · Presentation of benchmarked analysis of your highest volume investigation · Wait list and complications trends · Department or clinician variation · Comparison of booking, procedure and follow up practices · Comparative demand forecasts · Identifying good practice to improve your performance Setting aim statements for high volume investigations Selected sites will be asked to provide short “thought starter” presentations on their approach
10.30 – 11.00am	<i>Morning Tea</i>
11.00 – 12.45pm	SETTING THE STAGE – Identifying the burning platform for change Di Riley – Regional Director, Southern Cancer Network, New Zealand describes why tackling high volume demand pathways now is crucial for future survival. Real life case study example: Implementing national bowel screening policy in New Zealand DECIDE WHAT TO DO – Right Patient, Right Test Dr Jason Hill, Clinical Leader Gastroenterology, Dunedin Hospital shares insights on developing effective nurse led triage processes to handle high volume colonoscopies. Jason has recently overhauled the gastroenterology service at Dunedin Hospital to include utilising nursing skills more effectively to improve efficiency.
12.45 – 1.30pm	<i>Lunch</i>
1.30 – 3.00pm	DECIDE WHAT TO DO Small group facilitated workshop discussion: What has been identified from the morning’s presentations? What are the burning issue(s) for my hospital / network /DHB? What needs to be done to make a transformational improvement? Develop current state picture ‘Innovations’ Poster session & Meeting Market Place - Each facility to highlight one or more innovation projects (preferably related to theatre scheduling improvements). We want to encourage you to bring any documents / materials you may have for your colleagues to look at and take. The room will be set up like a market place with your posters & material around the room. There will also be a data stall for those interested in talking & exploring the data with our data team.
3.00 – 3.30pm	<i>Afternoon Tea</i>
3.30 – 4.45pm	DECIDE WHAT TO DO Top 3 Poster presentations - Top Innovations – more detailed presentation of selected posters with discussion and questions Deciding What To Do 2 - Health Service team action planning – Deciding on a clear goal and vision for improving scheduling
4.45 – 5.00pm	<i>Summary and Day 1 close</i>
6.30pm	Group Dinner (Optional) – Marigold Chinese Cuisine - Citymark Building, 683-689 George St, Haymarket NSW 2000

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Day 2 23 rd Feb 2017	
8.15 – 8.30am	<i>Arrival Tea and Coffee</i>
8.30 – 9.00am	Welcome and reflections from day one
9:00 - 10:00am	<p>MAKE IT HAPPEN: - Right Test, Right Time</p> <p>Sharyn MacDonald, Chief of Radiology, Christchurch Hospital, New Zealand shares experience of applying production planning methods to scheduling and providing quality, safe, right time diagnostic imaging. Christchurch Hospital has applied production planning techniques from industry to healthcare resulting in positive efficiency gains in radiology. This session will also look at the impact of advancing technology on existing pathways.</p>
10.00 – 10.30am	<i>Morning Tea</i>
10.30 – 11.00pm	<p>DECIDE WHAT TO DO</p> <p>Deciding What To Do 3 - Health Service Team</p> <p>– Deciding how transformational change can occur and developing a clear goal and vision of the change activities that are needed</p>
11.00 – 12.30pm	<p>MAKE IT HAPPEN</p> <p>Solving burning platform issues for improving scheduling services</p> <p>(Small group discussion with other participants from same state or country on how issues can be addressed)</p>
12.30 – 1.15pm	<i>Lunch</i>
1.15 – 3.30pm	<p>MAKE IT HAPPEN</p> <p>Not letting up – creating a new culture - Team Action Planning & Presentations</p> <p>How to make change happen – people engagement, marketing & branding your change, risks to manage etc.</p> <p>Teams to develop Action plans</p> <p>All plans will be placed on wall posters for general improvement discussion / suggestions by other teams.</p> <p>Finally, teams will refine their action plans.</p> <p>Decide on 2017 Theme</p>
3.30pm	<i>Meeting Ends</i>