



Name:

Maternity Improvement Group Meeting

 #HRT1702

22 - 23 March 2017

Novotel on Collins, Melbourne

PARTICIPANT WORKBOOK

The purpose of Health Roundtable meetings is to share ideas and shorten the search for answers. We aim to ensure you leave with one good idea to improve patient care to take back to your health service.

That idea needs to fit in with your organisation's strategic objectives, and this workbook is designed to help you collect a number of ideas and then screen them for suitability for your health service. The workbook contains the following:

- Some information about The Health Roundtable
- Agenda and the list of registered participants and their contact details
- Our approach to change management & action planning – using the John Kotter Harvard Business School 8 Stages of Change Model
- A simple action planning template to help you reach your destination
- Meeting evaluation form to provide feedback on improving our processes

We recommend that you and your colleagues from your health service work together to complete an action plan before you leave.

Enjoy the meeting and listen for one key idea from your colleagues that will make your life easier, improve patient care, and improve your health service!

THE HEALTH ROUNDTABLE TEAM

The Health Roundtable ... An Innovation Clearinghouse since 1995



- ✓ Non-profit membership group
- ✓ Honour Code
- ✓ 89 Health Services
- ✓ 155 Facilities
- ✓ Share problems
- ✓ Share solutions
- ✓ Provides informal network
- ✓ Non-political

Our Honour Code

- ✓ No member shall criticize the performance of other member hospitals, or use any of the information to the detriment of a fellow member.
- ✓ No external distribution of data or conclusions based on Health Roundtable data is made without the unanimous consent of all participants.



However, we encourage you to celebrate your innovations and share your own data publicly!

Not registered on the HRT website yet? Never looked before?

Click “Create Account” on the <http://www.healthroundtable.org> website—and use your health service email address to set up your account. An e-mail verification will be sent, once you receive this click the link to access the HRT Website.

The screenshot shows the top navigation bar with a yellow banner for 2014 innovations presentations, a 'Create Account' button, and a 'Login' button. Below is the logo for 'THE HEALTH ROUNDTABLE - Promoting Innovation in Healthcare' and a 'Join Us' button. A breadcrumb trail reads 'You are here: Join Us » Home » Welcome'. A main navigation menu includes 'Welcome', 'Services', 'Calendar', 'Members', 'Sponsors', and 'Governance'. A video player displays a testimonial from a man in a suit, with a 'Watch' button. To the right is a login form with fields for 'Username:' and 'Password:', a 'Login' button, and links for 'Create Account' and 'Retrieve Password'.

Agenda

HRT1702 Maternity Improvement Group Workshop

Novotel on Collins, Melbourne

DAY 1 - WEDNESDAY 22 MARCH 2017	
7.30 – 8.00 am	Registration for Optional Masterclass – Health Roundtable data
8.00 – 8.45 am	Breakfast Meeting – Optional Masterclass – Health Roundtable data (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).
8.30 – 9.00 am	Registration for Maternity Services Improvement Group – those not attending the Masterclass (<i>Arrival tea and coffee</i>)
9.00 – 9.30 am	Welcome and introductions (<i>facilitator</i>)
9.30 – 10.15 am	Set the Stage – First working session – Introduction to Maternity Improvement Group Roundtable and the issue of postpartum haemorrhage Dr John Menzies, Dr Gail Prileszky, Dr Christine Hendry Presented by HRT staff: Introduction to the Roundtable. Brief introduction to current profile of Maternity Services across Australia and New Zealand Maternity Improvement Group. General observations from the Maternity Improvement Group Board report for 2017
10.15 – 10.45 am	<i>Morning tea</i>
10.45 – 11.45 am	Keynote address: Exploring a national approach to improving the management of PPH. Health Quality and Safety Commission NZ. Dr Leona Dann The use of clinical guidelines and improvement programmes at a national level in New Zealand Keynote address: The potential of technology in Maternity Services. Dr Christine Hendry Chris will discuss currently available technology that may be applied to Maternity Services to improve communication and clinical outcomes for women and babies
11.45 – 12.45 pm	Setting the Stage – Second working session - The burning platform – HRT data review Key insights from comparative data presented by HRT staff. Specific observations relating to postpartum haemorrhage from the Maternity Improvement Group Board report for 2017. Team discussions: <ul style="list-style-type: none"> • What has been identified from this morning’s presentations? • What is the burning issue(s) for my hospital/network/DHB?
12.45 – 13.30 pm	<i>Lunch</i>
13.30 – 15.00 pm	Decide what to do – Third working session – Goals, Innovations and Market Place Keynote to open the session: Great expectations – establishing the first alongside midwifery centre in NZ – the first six months Jules Arthur, Midwifery Director Hawkes Bay DHB, NZ <ul style="list-style-type: none"> • SMART Goals and review of Aim statements • Innovations poster session – sharing and learning from improvements made by other member health services • “Share and steal marketplace” – checking out policies and procedures from our counterparts
15.00 – 15.30 pm	<i>Afternoon tea</i>
15.30 – 16.45 pm	Decide what to do – Fourth working session - Deciding how transformational change can occur and developing a clear vision of the change activities that are needed <ul style="list-style-type: none"> • Top 3 poster presentations – overcoming challenges and barriers • Health service team action planning
16.45 pm	<i>Meeting ends for Day One</i>
6.00 pm	<i>Meet in foyer for leisurely walk to restaurant</i>
6.30 pm	Group dinner (Optional)

Agenda

HRT1702 Maternity Improvement Group Workshop

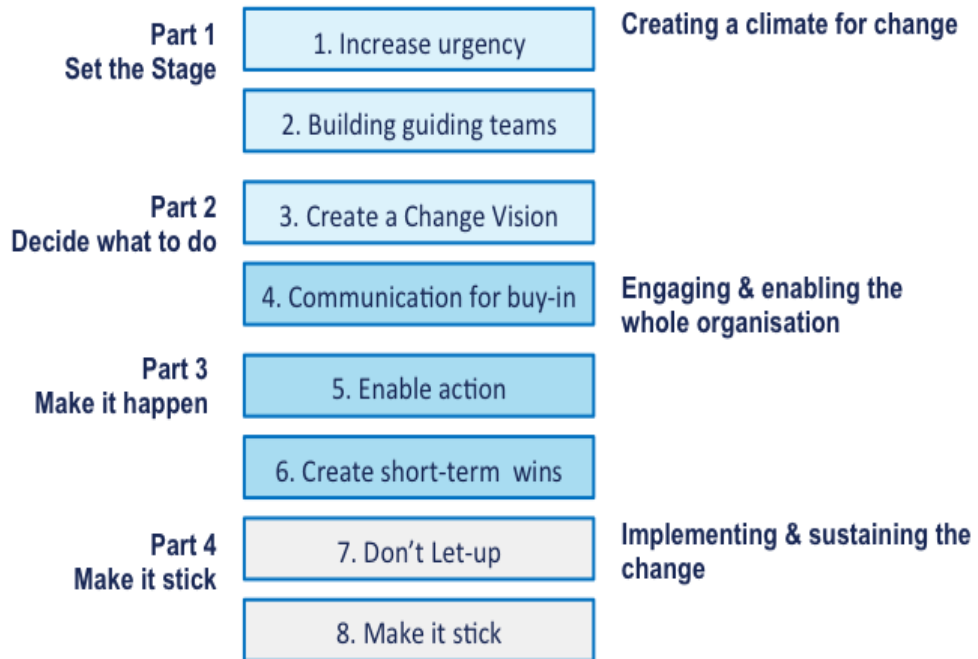
Novotel on Collins, Melbourne

DAY 2 - THURSDAY 23 MARCH 2017	
8.15 – 9.00 am	Registration for participants who did not attend on Day One <i>Arrival tea and coffee</i>
9.00 – 9.15 am	Recap of Day One
9.15 – 10.15 am	Keynote address: Further explorations of the burning platform issues that necessitate change for improving the identification and management of postpartum haemorrhage <i>Dr Hannah Dahlen Professor of Midwifery at the University of Western Sydney</i> Dr Hannah Dahlen is an expert in the management of postpartum haemorrhage and will build on both the current state and future state pictures, including identification of best practice
10.15 – 10.45 am	<i>Morning tea</i>
10.45 – 11.15 pm	Make it happen – Fifth working session – turning issues into action Learning from exemplars – Panel discussion Panel discussion with representatives from exemplar hospitals within the Maternity Services Improvement Group including Innovations winners from Day One: <ul style="list-style-type: none"> • More information on what works well and further improvements • Discussion on how to manage change • Opportunity for others to participate with their own insight and knowledge
11.15 – 12.00pm	Make it happen – Sixth working session – turning issues into action (continues) Small group discussion with other participants on how to: <ul style="list-style-type: none"> • Communicate for understanding and buy-in • Empower others to act Produce short term wins
12.00 – 13.00 pm	<i>Lunch</i>
13.00 – 14.45 pm	Make it happen – Seventh working session – Don't let up, create a new culture A gallery walk of A3 action plans will start this session, followed by teams working on and refining their Aim statements and action plans.
14.45 – 15.00 pm	2018 and closing comments Suggestions for 2018 and final comments from Health Roundtable General Manager – John Menzies
15.00 pm	<i>Meeting concludes</i>

The Eight Step Process for Successful Change

Adapted from John Kotter & Dan S Cohen (*The Heart of Change Field Guide*)

The Health Roundtable uses the Kotter Change Management Model, consisting of an eight-step process to help you lead and implement more successful change.¹



Part 1 – Set the Stage

Step 1. Increase urgency

What is the data telling you? What is the gap in performance?

What are the sources of complacency?

What are the key risks?

What are the impacts of current performance on the organization/department/staff/patients?

¹ 2005, Dan S Cohen & John P Kotter, *The Heart Of Change Field Guide*

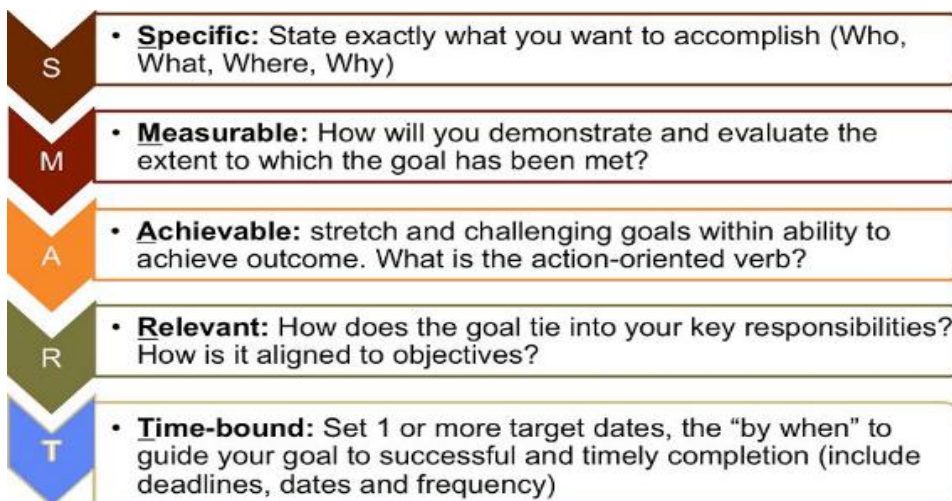
Part 1 – Set the Stage - Step 1. Increase urgency
WHAT DOES YOUR BURNING PLATFORM LOOK LIKE?

Draw a picture of the contributory factors –

- External stressors (seasonal variation, regulations, demand)
- Systems & Processes (non-standard processes etc.)
- Management (Resource allocation, policies, training etc.)
- Culture (speaking up, behaviours)
- Human Factors (Fatigue, memory lapse, biases)
- Hazards

Part 2 – Decide what to do
Step 3. Create a Change Vision & Strategy

What is your SMART goal or target?



Part 2 – Decide what to do	
Step 3. Create a Change Vision & <u>Strategy</u>	
Strategy / Innovation / Idea Linked to our Goal	Details of service implementing

Other Ideas for us to consider not linked to our Goal

Part 2 – Decide what to do	
Step 3. Create a Change Vision & <u>Strategy</u>	
Other Ideas we liked	Details of service implementing

Part 1 – Set the Stage

Step 2. Building Guiding Teams

What mix of skills do you need for your guiding team? (Controller, Director, Supporter, Influencer)

Who is in your guiding team?

Part 3 Make it Happen

Step 4. Communication for Buy-in

What strategies do you have for communicating your vision? Marketing & Branding

Who do you need to communicate with?

What does your vision for the future look like – Draw a picture

Part 3 – Make it Happen

Step 5 – Enable Action

What are the barriers to implementation?

What are the key risks to manage?

What objections may you get & how will you respond?

What are the key steps in the first week?

What key actions in weeks 2-3?

What are the key actions to be complete by the end of the first month?

How will you celebrate success?

Part 3 – Make it Happen

Step 6 – Create short term wins

Short term win	Measurement of Change	National Standard	By Who	By when	% complete			

Thought Starters

Organisation	Speaker & Email Address	Position	Phone
Health Quality & Safety Commission	Dr Leona Dann leona.dann@hqsc.govt.nz	Maternity Advisor	+64 21 814759
Hawkes Bay DHB	Jules Arthur julie.arthur@hbdhb.govt.nz	Midwifery Director	+64 21 02347784
University of Western Sydney	Prof Hannah Dahlen h.dahlen@westernsydney.edu.au	Professor of Midwifery	+61 2 9685 9118

Participants' List

Organisation	Delegate & Email Address	Position	Phone
Darling Downs HHS	Fiona Kajewski fiona.kajewski@health.qld.gov.au	CMC Maternity Services	+61 7 4616 4023
	Premala Paramanathan Premala.paramanathan@health.qld.gov.au	Director of Obstetrics and Gynaecology	+61 7 4616 6653
	Jeffrey Reeves Jeffrey.reeves@health.qld.gov.au	Nurse Unit Manager Children, Adolescent & Family H	+61 7 4616 6387
Gold Coast University Hospital	Victoria De Araujo Victoria.DeAraujo@health.qld.gov.au	Practice Development Midwife	+61 7 5687 1061
	Sean Holland Sean.Holland@health.qld.gov.au	Registrar	+61 7 5687 1125
	Rikki Pring Rikki.Pring@health.qld.gov.au	Midwife	+61 7 5519 8326
	Luke Waldrip Luke.Waldrip@health.qld.gov.au	Acting Clinical Director O & G	+61 7 5687 2998
Mater Health Service	Paul Bretz Paul.Bretz@mater.org.au	Director of Obstetrics & Gynaecology	+61 7 3163 8056
	Anne-Marie Judd Anne-Marie.judd@mater.org.au	Nurse Unit Manager - Birthing Services	+61 7 3163 1966
Metro North HHS (Royal Brisbane)	Karen Baker Karen.Baker3@health.qld.gov.au	O&G Staff Specialist	+61 7 3646 8111
	Marcia Morris Marcia.Morris@health.qld.gov.au	Nurse/Midwifery Educator	+61 7 3646 2192
	Libby Ryan Elizabeth.Ryan@health.qld.gov.au	A/Clinical Midwife Consultant	+61 7 3646 0602
Metro South HHS (Logan)	David Chettle david.chettle@health.qld.gov.au	Senior Medical Officer	+61 7 3299 8777
	Melissa Knox melissa.knox@health.qld.gov.au	Nursing Director, Women's & Children's	+61 7 3299 8023
	Pamela McErlean pamela.mcerlean@health.qld.gov.au	Clinical Nurse Consultant, Quality	+61 7 3299 8827
	Sarah Michalk sarah.michalk@health.qld.gov.au	Registered Nurse / Midwife	+61 7 3299 8616
Metro South HHS (Redland)	Ravi Walisinghe ravi.walisinghe@health.qld.gov.au	Staff Specialist	+61 7 3488 3111
	Emily Wilson emily.wilson@health.qld.gov.au	Registered Midwife	+61 7 3488 3444
West Gippsland Healthcare	Janet Caulfield janet.caulfield@wghg.com.au	Clinical Educator (Midwifery)	+61 419 558 983
	Jacqueline Pearson jacqueline.pearson@wghg.com.au	Clinical Midwife Specialist / Registered Nurse	+61 439 554 443

The Health Roundtable Team

John Menzies	john.menzies@healthroundtable.org	General Manager	+61 7 3114 4621
Gail Prileszky	Gail.prileszky@healthroundtable.org	Relationship Manager	+64 21 072 1869
Pieter Walker	pieter.walker@healthroundtable.org	Facilitator	+61 404 827 113
Christine Hendry	Christine.hendry@healthroundtable.org	Consultant	+64 21 655 355
Siavash Adibi	Siavash.adibi@healthroundtable.org	Data Analyst	+61 405 824 331