



//THE COMMUNIQUÉS

Engaging frontline staff in changing clinical practice

When

Friday 28th October 2016
8:45am – 4:45pm

Where

The Alfred Medical
Research and Education
Precinct (AMREP)
lecture theatre,
75 Commercial Road,
The Alfred
Melbourne Victoria

Cost

\$165* Early Bird
Early rates expire 7th October
\$210* Standard

Purchase Information

Payment and
registration is by credit
card only:

<http://aireys.its.monash.edu.au/medicine/product.asp?pID=751&cID=1>

Catering will be provided.

OVERVIEW

Engaging frontline staff requires a much better understanding of how they seek, access and use information. Innovative approaches to improving clinical practice must be designed to respect and enhance the interest of the aged care and health care workforce.

This seminar will present information about the different sources and modes of communicating messages that promote patient and resident safety with a look at how the emerging multi-media formats are being used.

Changing practice to improve delivery of clinical care of older patients and enhance the quality of life of residents requires both 'top-down' and 'bottom-up' approaches. This applies to every organisation, be it acute care hospitals or residential aged care services. Health and aged care organisations rely on a top-down model to direct changes in practice, relying on the authority and this approach is two-pronged.

We use fear by informing staff of the potential sanctions that arise from the courts and regulatory authorities, such as accreditation or professional registration. Is this fair? We appeal to the rational, intellectual and scientific side of staff by promoting change with the use of data, research evidence and guidelines from professional colleges and universities. Is this effective?

We should be conveying messages to staff in a way that matches how they learn and that fits into their day-to-day work and life. We look back at 10-years of experience using printed educational material of deaths reported to the Coroners Court and examine the contemporary questions of 'Is it worthwhile spending money to make a YouTube video? Does a 'like' on Facebook actually lead to changing how a doctor, nurse or pharmacist think and behave?' This seminar explores the importance of tailoring information, exploring:

- The latest in an evolving communications environment
- Using different mediums and communication tools to effectively mitigate clinical risk
- Driving a safety culture for staff, patients and residents.

Book now
Places are limited!
Registrations close
25th October

Further venue details, accommodation and parking information can be found on our website at:

<http://www.med.monash.edu.au/sphpm/creps/seminars.html>

Enquiries to Catherine Pound on +61 3 9903 0891 or crepatientsafety@monash.edu.

*Monash staff and student payments via internal transfer are GST exclusive.

Terms and Conditions: Refunds will not be given if cancellations are advised less than seven days prior to the event. Please note, a colleague is always welcome to attend in your place. Refund requests need to be received in writing to crepatientsafety@monash.edu

Registration is finalised once you receive a registration confirmation email from the administrator.

Finance office use only M25002 3261220 Consulting - J Ibrahim

COMMUNIQUE 10-YEAR ANNIVERSARY PROGRAM

Friday 28th October 2016

Time	Speaker	Organisation	Topic
08:30		REGISTRATION	
08:45		INTRODUCTION AND WELCOME	
Session #1:	Safety lessons: learning from harm	Chair: Joseph Ibrahim	
9:00	Jane Herington PSM Ageing and Aged Care Branch, Department of Health and Human Services		DHHS initiatives - history of RAC Communiqué
09:15	Magistrate Audrey Jamieson Coroner's Court of Victoria		The role of coroner in patient safety
09:45	Martin Fletcher Australian Health Practitioner Regulation Agency		Influence of tales of poor professional practice on improving patient safety
10:15		Questions	
10:30		MORNING TEA (30 MINUTES)	
Session #2:	How I use information	Chair: Maree Cameron	
11:00	Rae Lamb Aged Care Complaints Commissioner		Resolve, protect, improve – doing the right thing with aged care complaints
11:30	David Ranson Victorian Institute of Forensic Medicine		Lessons from communicating complex information in a court room to a clinical team
12:00	Cathy Balding Quality Works		Boards are human too!
12:30		Questions	
12:45		LUNCH (45 minutes)	
Session #3:	Contemporary media	Chair: Nicola Cunningham	
1:30pm	Misha Ketchell The Conversation		Role of evidence & experts in media & public debate
2:00pm	Wendy Doube Swinburne University		Evaluating a virtual experience for training carers
2:30pm	Prateek Bandopadhyay and Jeremy Ley Independent Film-maker		The power of story. Using emotional narrative to engage a health care audience
3:00pm		Questions	
3:15pm		AFTERNOON TEA (15minutes)	
Session #4:	Translation and education	Chair: Joseph Ibrahim	
3:30pm	Basia Diug Monash Education		Teaching and learning with the millennials
4:00pm	Rachel Berger Media Personality		Engaging an audience "eyeballs or ethics"
4:30pm		Farewell and Evaluation	
4:45pm		Close	

SPEAKER BIOGRAPHIES

JANE HERINGTON, PSM

Jane Herington is the Director of the Ageing and Aged Care Branch, Community Participation, Sport and Recreation, Health and Wellbeing Division at the Department of Health and Human Services (DHHS) Victoria. Jane is a recipient of the Public Service Medal for her contribution to improving the lives of many older Victorians, people with disabilities and vulnerable client groups. Jane joined the DHHS in 2001 and overseen significant innovations to the aged care program which have both improved access to, and quality of, the services provided to both older Victorians and vulnerable people living in private supported accommodation. Some of these innovations include HACC reforms, innovations in the way aged care assessment services are delivered and, improved quality in more than 190 public sector residential aged care services.

MAGISTRATE AUDREY JAMIESON, CORONERS COURT OF VICTORIA

Her Honour Audrey Jamieson was appointed a Magistrate on 21 December 2004. In June 2005, the Chief Magistrate assigned her to the Coroners Court of Victoria (CCoV) where she remains working as a full-time Coroner. Coroner Jamieson has a background in nursing and as a lawyer and partner at Maurice Blackburn Lawyers where she practised as an accredited specialist in personal injury litigation. Coroner Jamieson has a wide range of experience in death investigation and has a particular interest in deaths arising from work place incidents and from adverse medical events. Coroner Jamieson holds a BA LLB and Graduate Diploma in Bioethics from Monash University and is the State Coroner's representative on the Ethics Committee at the Victorian Institute of Forensic Medicine. She is also the Chair of the Coroners Education Committee and a member of the CCoV Research Advisory Committee and represents the Court on the Family Violence Taskforce.

MARTIN FLETCHER, AUSTRALIAN HEALTH PRACTITIONER REGULATION AGENCY

Martin Fletcher started with the AHPRA in December 2009 as the inaugural chief executive officer. Before joining AHPRA, Martin was chief executive of the National Patient Safety Agency, the leading National Health Service body for patient safety in England and Wales. From 2004 to 2007 Martin worked with the World Health Organisation in Geneva to establish a global program of work on patient safety. From 2000 to 2002, he worked with the Australian Council for Safety and Quality in Health Care to establish the first national program of work on patient safety in Australia.

RAE LAMB, AUSTRALIA'S AGED CARE COMPLAINTS COMMISSIONER

A former journalist and deputy health and disability commissioner in New Zealand (2005 to 2011), is now in her second term as Australia's Aged Care Complaints Commissioner. Ms Lamb has extensive experience with complaints handling and resolution, investigations, and review in the health and aged care regulatory environment. She was Australia's Aged Care Commissioner from 5 January 2011 until 31 December 2015, responsible for examination of complaints about the former Aged Care Complaints Scheme's decisions and processes and

the Australian Aged Care Quality Agency's processes. Prior to this Ms Lamb was a journalist. In 2001/2002 she was a Harkness Fellow at the Institute for Healthcare Improvement and the Harvard School of Public Health in Boston.

DAVID RANSON, DEPUTY DIRECTOR OF THE VICTORIAN INSTITUTE OF FORENSIC MEDICINE

A/Professor Ranson is the Deputy Director of the Victorian Institute of Forensic Medicine and Adjunct Clinical Associate Professor in the Department of Forensic Medicine at Monash University. David has worked as forensic pathologist for the British investigation team examining the individuals killed in the conflict in Kosovo and has been part of the teams assisting in the forensic pathology work in a number of major Disaster Victims Identification (DVI) incidents. He has provided expert medical testimony in a range of courts in the United Kingdom, New Zealand and in many States and Territories in Australia and has provided expert medical testimony in a number of Commonwealth Senate enquiries in Australia. In the last 10 years he has been particularly involved in the establishment and working of specialist death investigation and research units aimed at preventing avoidable death and injury. These units have included the National Coroners' Information System, the Clinical Liaison Service (adverse medical event investigation unit) the Workplace Death Investigation Unit and the Consultative Committee into Road Traffic Fatalities.

CATHY BALDING, ADJUNCT ASSOCIATE PROFESSOR IN HEALTH MANAGEMENT, LA TROBE UNIVERSITY

Cathy Balding has been involved in health service management, quality and clinical governance in rural and metropolitan health services for more than 20 years and has published and presented in these areas nationally and internationally. She was the inaugural Manager of the Victorian Quality Council and has operated her own consultancy in health care quality since 2005. Cathy has conducted many reviews of health service quality and governance systems across Australia, as well as developing quality frameworks for South Australia and Victoria. She is an Adjunct Associate Professor in Health Management at La Trobe University and a Fellow of the College of Health Service Managers. Cathy has a particular interest in understanding how health care organisations work and how this impacts on implementing change and improvement in health services, and explores this in her books, and recent 'Clinical Governance' chapter in the 2015 textbook: 'Health Services Management: An Australasian Perspective.'

MISHA KETCHELL, MANAGING EDITOR FOR 'THE CONVERSATION'

Misha most recently worked as a researcher and producer on ABC TV's Media Watch. Previously he was editor of Crikey and The Big Issue (Australia) and a reporter for The Age.

WENDY DOUBE, SWINBURNE UNIVERSITY

Wendy is a lecturer in the Digital Media department at Swinburne University. Her research covers the intersection of cognition, motivation and multimedia. Before joining Swinburne in 2008, Wendy taught Computer Programming, Information Systems, Professional Communication and Software Engineering at Monash and Western Carolina Universities. Wendy's involvement and leadership in large multimedia projects for learning computer science to research investigating the relationship between motivation and cognition in multimedia learning. In recent years, together with her research students Wendy has explored virtual environments, largely in the domain of health care. This research has informed the development of programming subjects for non-computing majors who are visual thinkers - responsive web application development and multimedia masters capstone projects in film, animation, 3D and virtual environments.

PRATEEK BANDOPADHAYAY, FILM MAKER

Prateek is a budding film director. After completing the double degree program in Medicine and Law at Monash University, his training in Ophthalmology was interrupted when he sold a feature film screenplay to film producer and past medical doctor, Dr George Miller (Happy Feet, Babe, Mad Max). Prateek worked as a screenwriter and trainee director for Dr Miller for 5 years, co-writing a new Mad Max film with him, whilst having the pleasure of exploring first hand Dr Miller's extensive lifelong study into the need for story telling in the human psyche, as well as the power of stories and mythology in engaging and influencing people. Prateek is currently spending his time working with Jeremy Ley on a feature film.

JEREMY LEY, FILM MAKER

Jeremy is an artist, writer, director, illustrator and feature film story board artist who has also worked with clients in the corporate arena, such as Telstra, Toyota, the Commonwealth Bank and the AFL, using his illustrations to help bring corporate visions to life in presentations. Prateek and Jeremy have recently completed a number of experimental film projects in collaboration with Professor Joe Ibrahim, exploring story telling as a medium to attract audiences and ignite community discussion and debate on important aged care issues.

BASIA DIUG, MONASH UNIVERSITY

Basia is a senior lecturer and the Deputy-Head of the Medical Education Research and Quality unit. Basia is the recipient of the 2015 Vice-Chancellor's Award for Teaching Excellence and 2015 Monash Education Academy Fellowship. In addition to this, Dr Diug has received recognition for her excellence in teaching with a national commendation by the Council of Academic Public Health Institutes Australia for Public Health Teaching Excellence and Innovation in 2014, the 2013 School of Public Health and Preventative Medicine (SPHPM) Teaching Excellence Award and 2012 SPHPM Tutoring Excellence Award.

RACHEL BERGER, MEDIA PERSONALITY

Rachel is one of Australia's most highly regarded, adept, and adaptive comedic talents, working variously as a comedian, broadcaster, novelist, columnist, agitator and television entertainer. Political, passionate and armed only with her material, Rachel has been prowling the stand-up circuit like a tigress for many years. Rachel has taken four solo shows to the Edinburgh Festival and her dynamic presence and engagingly sharp observations have made her an extremely popular performer both live and on television, across Australia and overseas.

CHAIRS

JOSEPH IBRAHIM, MONASH UNIVERSITY

Joseph is Head, Health Law and Ageing Research Unit, Department of Forensic Medicine at Monash University and Victorian Institute of Forensic Medicine and the editor-in-chief of the RAC Communiqué. Joseph also contributes to the research and teaching activities of the Centre of Research Excellence in Patient Safety, Department of Epidemiology and Preventive Medicine. Joseph has extensive clinical experience and continues an active role as a practicing Consultant Physician in Geriatric Medicine and is the Clinical Director of the Subacute Services at the Ballarat Health Service.

MAREE CAMERON, VICTORIAN DEPT. OF HEALTH

Maree is the Manager, Quality Improvement, Ageing and Aged Care Branch, Victorian Department of Health. Maree is a registered nurse with many years of leadership and management experience in the Australian aged care sector. This has included a diverse range of roles within the private and not for profits sectors and in State and Commonwealth government departments. Her strategic leadership role for advancing and promoting innovation in safety and quality in Victorian public sector residential aged services is focused on driving care excellence through effective governance and performance improvement strategies.

NICOLA CUNNINGHAM, MONASH UNIVERSITY

Nicola is a Forensic Physician at the Victorian Institute of Forensic Medicine (VIFM) and the editor-in-chief of the Clinical Communiqué. Nicola is also an Emergency Physician at St Vincent's Hospital, Melbourne. Her clinical roles provide insight into community and hospital medicine, and the interface between these areas, as well as a unique perspective on the medico-legal aspects of clinical practice gained by managing a wide variety of forensic cases. Nicola is a Fellow of the Australasian College for Emergency Medicine and a Fellow of the Faculty of Clinical Forensic Medicine with the Royal College of Pathologists of Australasia. She has a Master of Forensic Medicine, with an appointment at Monash University, Department of Forensic Medicine, Faculty of Medicine, Nursing and Health Sciences. Her ongoing interests include raising awareness of latent system errors in forensic medicine, and educating front line clinical staff in the safe management of cases, including the identification of potential medico-legal issues.



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