



## Transforming flow: *towards a better experience for consumers and clinicians*

Rydges Southbank, 9 Glenelg Street, South Bank

Brisbane, Meanjin

**5pm – 9pm, Thursday 18 July 2024**

1700	<b>Registration and networking, Podium Room 1</b>
1800	<b>Welcome to Country (15 mins)</b> Songwoman Maroochy
1815	<b>Senate welcome and update on past meetings (10 mins)</b> Dr Tanya Kelly, Chair, Queensland Clinical Senate
1825	<b>Deputy Director-General Address (10 mins)</b> Dr Helen Brown, Deputy Director-General, Clinical Excellence Queensland
1835	<b>Progress updates: Reimagining Healthcare and First 2000 Days (20 mins)</b> Dr Elizabeth Whiting, Program Lead, Queensland Health Reform Office Dr Rachael Beswick, Director, Queensland Health Reform Office
1855	<b>Improving interfaces of care: a Commonwealth perspective (10 mins)</b> Clara Lubbers, Director Digital and Service Design, Australian Department of Health

1905	<b>Dinner (dessert to follow at 1945), Podium Rooms 2 &amp; 3</b>
1945	<p><b>Patient flow: why it's not about the emergency department (10 mins)</b></p> <p>Prof Clair Sullivan, Clinical Informatics Director - Research Lead, Metro North Hospital and Health Service</p>
1955	<p><b>Optimising flow for our First Nations consumers (10 mins)</b></p> <p>Julie Allen, First Nations Senior Health Worker, Royal Brisbane and Women's Hospital Emergency and Trauma Centre, Metro North Hospital and Health Service</p>
2005	<p><b>The challenges of patient flow – the impact on clinicians (10 mins)</b></p> <p>Dr Liz Crowe, Staff Wellbeing Specialist, Royal Brisbane and Women's Hospital, Metro North Hospital and Health Service</p>
2015	<p><b>What am I waiting for, where am I going and how do I get there? A consumer perspective (10 mins)</b></p> <p>Georgia Railton-Stewart, Health Consumer Representative</p>
2025	<p><b>Panel Q&amp;A (Facilitator: Dr Tanya Kelly) (20 mins)</b></p> <ul style="list-style-type: none"> <li>• Clara Lubbers</li> <li>• Prof Clair Sullivan</li> <li>• Julie Allen</li> <li>• Dr Liz Crowe</li> <li>• Georgia Railton-Stewart</li> </ul>
2045	<p><b>Looking ahead – day two of the Senate meeting (15 mins)</b></p> <p>Dr Tanya Kelly, Chair, Queensland Clinical Senate</p>
2100	<b>Meeting close</b>

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8am – 3.30pm, Friday 19 July 2024

0730	<b>Check in, Podium Rooms 1 - 3</b>
0800	<b>Agenda and housekeeping (5 mins)</b> Dr Tanya Kelly, Chair, Queensland Clinical Senate
0805	<b>Director-General Address (10 mins)</b> Michael Walsh, Director-General, Queensland Health
	<b>Session one: Egress from the emergency department to the inpatient environment</b> Session Facilitator: Dan McKavanagh, Director Clinical Informatics, Office of the Chief Clinical Information Officer, eHealth Queensland and Kellie Stockton, Executive Director Allied Health, Metro South Health
0815	<b>Why do patients struggle to egress from the emergency department - what does the data tell us? (15 mins)</b> Deanne Steele, Manager, Healthcare Improvement Unit, Clinical Excellence Queensland, Department of Health
0830	<b>Streamlining admission pathways – enhancing flow from the emergency department (10 mins)</b> Dr Ben Close, Clinical Director Emergency, Access and Flow, Sunshine Coast Health. Co-Chair Queensland Emergency Department Strategic Advisory Panel (QEDSAP)
0840	<b>Measurement and management of frailty to improve flow (10 mins)</b> Prof Ruth Hubbard, Masonic Chair of Geriatric Medicine, University of Queensland, and Consultant Geriatrician, Princess Alexandra Hospital
0850	<b>Medical assessment and planning units (MAPUs) and admission units (10 mins)</b> A/Prof Jeffrey Rowland, Co-Chair, Queensland General Medicine Clinical Network & Executive Director, Medicine Stream, Metro North Clinical Services & Medical Director, Acute Medicine & Sub-Specialties & Internal Medicine, The Prince Charles Hospital

0900	<p><b>Deadly Red: co-designing culturally safe flow in the emergency department (10 mins)</b></p> <p>Tess Symes, Assistant Nursing Director, Indigenous Health Leadership Team, The Prince Charles Hospital, Chermide Community Health Centre, Metro North Hospital and Health Service</p> <p>Dr Alan Yan, Director of Emergency Medicine, Redcliffe Hospital, Metro North Hospital and Health Service</p> <p>Dr Michelle Davison, Medical Director Paediatric Emergency, Sunshine Coast Hospital and Health Service</p>
0910	<p><b>Local and central policies – developing synergistic relationships (10 mins)</b></p> <p>Prof Ian Scott, Immediate Past Chair, Queensland Clinical Networks Executive</p>
0920	<p><b>Panel Q&amp;A (Facilitators: Dan McKavanagh and Kellie Stockton) (15 mins)</b></p> <ul style="list-style-type: none"> <li>- Dr Ben Close</li> <li>- Prof Ruth Hubbard</li> <li>- A/Prof Jeff Rowlands</li> <li>- Tess Symes</li> <li>- Prof Ian Scott</li> <li>- Marney Perna, Health Consumer Representative</li> </ul>
0935	<p><b>Groupwork with feedback (Facilitator: Dan McKavanagh and Kellie Stockton) (30 mins)</b></p>
1005	<p><b>Recommendations challenge via Mentimeter (15 Mins)</b></p> <p>Dr Tanya Kelly, Chair, Queensland Clinical Senate</p>
1020	<p><b>Morning tea</b></p>
	<p><b>Session two: Egress from the inpatient environment to home (with support)</b></p> <p>Session Facilitators: Amanda Wilson, Executive Director Allied Health, Torres and Cape Hospital and Health Service, and Elizabeth Garrigan, Director, Healthcare Improvement Unit, Clinical Excellence Queensland, Department of Health</p>
1040	<p><b>What am I waiting for – reasons for delayed discharge? (5 Mins)</b></p> <p>Shonell Willocks, Allied Health Clinical Lead – Delayed Discharge, Darling Downs Hospital and Health Service</p>
1045	<p><b>Utilising the SAFEST bundle for optimising patient flow (10 mins)</b></p> <p>Laureen Hines, Director, Healthcare Improvement Unit, Clinical Excellence Queensland, Department of Health</p>

1055	<p><b>Home based care: a foundational component of the patient journey (10 mins)</b></p> <p>Lesley English, Executive Director, Community and Oral Health, Metro South Hospital and Health Service</p>
1105	<p><b>The role of community services in facilitating flow (10 mins)</b></p> <p>Jennifer Mann, Director of Aged, Palliative and Disability Services, Torres and Cape Hospital and Health Service</p>
1115	<p><b>Optimising flow through supporting new and innovative models (15 mins)</b></p> <p><b>1. Post-operative discharge support services (PODSS)</b></p> <p>Sally Kriel, Principal Project Officer PODSS &amp; Surgical Rapid Access Unit, Healthcare Improvement Unit</p> <p><b>2. Caboolture Care Collaborative and Patient Care Facilitators in General Practices</b></p> <p>Megan Kreis, Senior Director, Reform Office, Queensland Health</p>
1130	<p><b>Panel Q&amp;A (Facilitators: Amanda Wilson and Elizabeth Garrigan) (15 mins)</b></p> <ul style="list-style-type: none"> <li>- Laureen Hines</li> <li>- Lesley English</li> <li>- Jenny Mann</li> <li>- Megan Kreis</li> <li>- Roberta Geddes, Manager, Primary Health Care Services, Institute for Urban Indigenous Health</li> <li>- Jan Higgins, Health Consumer Representative</li> </ul>
1145	<p><b>Groupwork with feedback (Facilitators: Amanda Wilson and Elizabeth Garrigan) (25 mins)</b></p>
1210	<p><b>Recommendations challenge via Mentimeter (20 Mins)</b></p> <p>Dr Tanya Kelly, Chair, Queensland Clinical Senate</p>
1230	<p><b>Lunch (45 mins)</b></p>
	<p><b>Session three: Complex care egress from the inpatient setting inclusive of aged care and supported accommodation</b></p> <p>Session Facilitator: Kellie Stockton, Executive Director Allied Health, Metro South Health, and Beth Wilson, Director, Healthcare Improvement Unit, Clinical Excellence Queensland, Department of Health</p>
1315	<p><b>What is the data telling us – long stay patients (10 min)</b></p> <p>Belinda Lewis, Executive Director, System Policy Branch, Strategy Policy &amp; Reform Division</p>

1325	<p><b>A system view of older people’s care - initiatives and challenges (15 mins)</b>  Dr Elizabeth Whiting, Program Lead, Queensland Health Reform Office</p>
1340	<p><b>Opportunities and challenges at the primary care interface (10 mins)</b>  Dr Toni Weller, General Practitioner and General Practice Liaison Officer</p>
1350	<p><b>Navigating the complexity of discharge from hospital for people with disability (10 mins)</b>  Prof Elizabeth Kendall, Griffith University</p>
1400	<p><b>Navigating the complexity of discharge from hospital for people with disability - a consumer’s story (10 mins)</b>  Karin Swift, Independent Consultant, Queenslanders with Disability Network</p>
1410	<p><b>Panel Q&amp;A (Facilitator: Kellie Stockton and Beth Wilson) (15 mins)</b></p> <ul style="list-style-type: none"> <li>- Dr Elizabeth Whiting</li> <li>- Dr Toni Weller</li> <li>- Professor Elizabeth Kendall</li> <li>- Karin Swift</li> <li>- Fiona Trad, Advanced Social Worker, Princess Alexandra Hospital</li> </ul>
1425	<p><b>Groupwork with feedback (Facilitator: Kellie Stockton and Beth Wilson) (30 mins)</b></p>
1455	<p><b>Recommendations challenge via Mentimeter (20 mins)</b></p>
1515	<p><b>Closing summary: where to from here? (10 mins)</b>  Dr Tanya Kelly, Chair, Queensland Clinical Senate</p>
1525	<p><b>Meeting close</b></p>