



Presented by the Geelong Quality Council

Hosted by Barwon Health



Daily Management At Barwon Health

Thursday 30th June 2016

8:45am registration, 9:00 am start – 11:00 am finish

Barwon Health, John Lindell Theatre – (Access from Bellerine St), Geelong

Presentation

Managing patient flow through an acute hospital relies on availability of vacant beds to admit new patients. Failure to manage the discharge process reduces available beds and creates delay for patients waiting for admission to receive treatment, further impacting a broad range of support services across the organisation.

Under the leadership of Professor Andrew Hughes and Martin McCall-White, the General Medicine unit developed a robust and predictable method for improving the discharge process. Working in collaboration with patients (the consumer) to understand their needs, the General Medicine ward ran a series of KAIZEN events to redesign existing processes and develop supporting daily communication and visual management systems.

The General Medicine ward will guide you through their journey of redesign and instruct you on how Visual and Daily Management have become key tools in planning and managing task completion, supports clear and visible communication across the various wards, allows for early identification of issues and rapid problem solving and provides the foundation for Ward based daily continuous improvement

The Agenda

Arrival: Please enter John Lindell Theatre by the Bellerine Street entrance (p.t.o. for map).

(If entering the hospital from Myers St, follow the blue arrow on the map. If entering the hospital from Bellarine St, follow the orange arrow on the map, taking the Lift to level 4 and then follow the blue arrow to the John Lindell theatre)

8:45	Registration	
9:00	Introduction and House Keeping	Flavio/Jenny
9:05	Welcome to Barwon Health	CEO
9:10	Linking Organisational Strategy and Business Improvement	Alison Smith
9:20	Identifying a Need for Change (Consumer Focused)	Andrew Hughes
9:30	Developing a smooth predictable discharge process	Andrew Hughes
9:40	Establishing Daily/Visual Management in a Service Industry	Martin McCall-White
10:00	Outcomes of developing predictable discharge	Andrew Hughes
10:10	Staff Observations and feedback from implementation	Kylie/Kellie
10:20	Q&A and Prep for Tour into groups etc	Flavio/Jenny
10:25	Gemba tour of a general medicine ward	Guides
10:55	Q&A – End of Session including feedback from attendees	Flavio/Jenny
11:00	Close	

RSVP by Monday 27th June 2016

Places are limited to 20 and registration is essential. We may need to restrict the number of participants to 2 from each organisation if demand exceeds the number of places available.

Register on line: <https://www.trybooking.com/LVLR>

Cost: \$ 30 (including GST)

Further details from: Flavio Giurco (M: 0439 319 249) or Richard Hamilton (M: 0402 973 894)

PARKING IS SCARCE NEAR THE HOSPITAL. THERE IS METERED PARKING AROUND THE SITE AND A MULTI-STOREY OPPOSITE THE MAIN ENTRANCE IN BELLERINE STREET, ENTER VIA LITTLE RYRIE ST.

DIRECTIONS (KEEP AN EYE OUT FOR SIGNS)

John Lindell Theatre is on Level 4

Entry to the hospital via **Myers St Entrance** brings you in on the 4th floor of the Bellerine Centre.

If entering from **Bellerine St**, you will need to take the lift to Level 4

