



3rd National Health Care Complaints Conference

Getting Better Together Using Complaints to Improve the Quality of Our Health Services

**Thursday 29 March
and Friday 30 March 2001**

Victoria University Conference Centre
Melbourne, Australia

**REGISTRATION
BROCHURE**



3rd National Health Care Complaints Conference

“Getting Better Together: Using Complaints to Improve the Quality of Our Health Services”

**Victoria University Conference Centre
Level 12, 300 Flinders Street, Melbourne**

Thursday 29 March and Friday 30 March 2001

This is the 3rd National Health Care Complaints Conference. As with previous conferences, interest has been strong with presentations giving practical advice on complaints handling, national initiatives and the role of the media. I encourage all who are interested in complaints handling and quality improvements to attend.

Beth Wilson

Health Services Commissioner, Victoria and Conference Convener

Who Should Attend?

Anyone who is interested in complaints resolution and quality improvements including administrators, complaints liaison officers, registration boards, consumers, quality managers, policy makers and health service providers should not miss this important opportunity to learn, contribute and network.

Keynote Speakers:

Emeritus Professor Margaret J Bennett, AM

Professor Bennett is the President of the Nurses Board of Victoria. She was Dean of the Faculty of Nursing at RMIT for ten years. Professor Bennett's long career has involved working and teaching in a wide variety of settings and at all levels of nursing in Victoria and Canada. Professor Bennett has recently been appointed as Chair of the Nurse Practitioner Advisory Committee and was Chair of the Minister for Health's, Retention and Recruitment of Nurses Advisory Committee.

Professor Paul Mullen

Professor Mullen is Clinical Director of the Victorian Institute of Forensic Mental Health and Professor of Forensic Psychiatry at Monash University, Medical School. He was formally Professor of Psychological Medicine at the University of Otago, Consultant Psychiatrist to the Royal Bethlem and Maudsley hospitals and Senior Lecturer at the Institute of Psychiatry, London.

Professor Mullen's current research interests are stalking; the relationships between mental disorder and dangerousness behavior, and querulous behavior.

Dr Mark O'Brien

Dr O'Brien is a General Practitioner in Brisbane. He spent 10 years as a rural general practitioner on the Granite Belt then in 1999, became the National Education Policy Development Officer and Consultant to the RACGP Training program in Melbourne. He is involved in teaching communication skills to General Practitioners as the Regional Coordinator of the RACGP Training Program for Toowoomba and South West Queensland, as Director of the Program for Medical Excellence at the Holy Spirit Hospital in Brisbane, as a Foundation Faculty Member for the Bayer Institute for Doctor Patient Communication in Australia and as the Director of Cognitive Consulting Group in Brisbane. His special interests are in using communication as an effective time management tool and as a litigation prevention strategy.

Mr. Rowan Story

Mr. Rowan Story is an Oral and Maxillofacial Surgeon in private practice in Melbourne. He is Head of Oral and Maxillofacial Surgery at The Monash Medical Centre and an Honorary Senior Lecturer in Medicine at Monash University. Mr. Story is also the Consultant in Oral and Maxillofacial Surgery to the Surgeon General of The Australian Defence Force.

PROVISIONAL PROGRAM

DAY 1 – Thursday 29 March 2001

- 8.00am Registration
- 8.45am Welcoming Ceremony by Wurundjeri Elder, **Ms Joy Murphy**
- 9.00am Welcome by **The Hon. John Thwaites MP**, Minister for Health, Victoria
- 9.15am Identifying the Rare But Persistent Vexatious Complainant.
Professor Paul Mullen
- 9.45am Nursing and Professional Standards in a Complex Health Care Environment.
Emeritus Professor Margaret Bennett AM

Concurrent Sessions 11.00am – 12.30pm

Patient Rights	Effectiveness of Complaint Processes	Effectiveness of Commissioner/ Watch-dogs	Conciliator's Workshop
Patients Rights in New Zealand: A Tool for Quality Improvement? Ron Patterson, Heath Complaints Commissioner, New Zealand.	Complaint to Correction – Linking the Connection John Love and Cheryl Miller, Royal Perth Hospital, Western Australia	Health Care Complaints and The Health Insurance Commission Dr Raymond Mak, Health Insurance Commission, Victoria	The Scope and Limitations of Conciliation in Resolving Health Care Complaints Carmel Blick and Joan Welsh, Health Rights Commission, Queensland
Assessing The Quality of Consumer Health Education Kay Currie, Monash Medical Centre, Victoria	Every Complaint is a Treasure – Investigation of Causation Factors in the Resolution of Complaints Pat Rayner, Repatriation General Hospital, South Australia.	Evaluation of the Complaints Process Within The Office of The Health Services Commissioner – Victoria Naomi Lillis, Swinburne University of Technology and Pamela Gilbert, Health Services Commission, Victoria	
	Complaints Processes – a Nest Egg of Golden Opportunities Avis McDonald, Ipswich Hospital, Queensland	Consultative Resolution – A Cooperative Approach to Service Enhancement Bruce Greetham, Health Complaints Commission, New South Wales	

Concurrent Workshops 1.15pm-3.30pm

Data Collection and Dissemination Workshop	Complaints Resolution – Alternative Processes	Complaint Officers and Risk Management	Conciliator's Workshop
Phil Cohen, Department of Human Services, Victoria Rosie Brown, Health Services Liaison Association, Victoria Philip Punshon, Health Services Commission, Victoria	Complaint Assessment: Do We Need to be Skilled Helpers or Tough Legal Eagles to Obtain the Best Possible Outcomes To Improve the Quality of Our Health Services? Pearl Snaddon, Community and Health Services Complaints Commissioner, Australian Capital Territory.	A Cross Sectional Study on Complaint Management Models Used in Victorian Acute Health Care Public Hospitals and Identification of The Key Characteristics of Complaint Liaison Officers Kay Currie, Monash Medical Centre, Victoria.	Conciliating disputes; practical strategies. Terri Punshon, Kath Kelsey, Keith Jackson, Health Services Commission, Victoria
	Turning the Scrutiny Inwards – Some Reflections on Best Practice Investigations. Fiona Jackson and Owen Davies, Health Rights Commission, Queensland	Complaint Review as an Integral Component of an Effective Clinical Risk Management Programme Dr Elizabeth Mullins, Health Care Risk Resources International, Victoria	
	Service Improvement – The Austin and Repatriation Medical Centre Experience Lyn Robertson, Austin and Repatriation Medical Centre, Victoria	Who's Helping the Helpers?: Strategies to Improve The Quality of The Health Systems Complaint Handling Julie Kinross, Health Care Complaints Commission, New South Wales.	

3.50pm

Hypothetical – “The Black Stump Hospital Scandal: Adverse Events, Whistle Blowers and the Role of the Media”.

Facilitator – **Professor Graham Brown, Professor of Medicine, Royal Melbourne Hospital**

DAY 2-Friday 30 March 2001

9.00am Doctors and Communication: You *Can* Teach an Old Dog New Tricks.
Dr Mark O'Brien

9.35am Informed Consent, Cosmetic Procedures, Communication and Dentistry.
Mr Rowan Story

Concurrent Sessions 11.00am – 12.30pm

Role and Issues for Registration Boards	Statewide and National Initiatives	Issues of Privacy and Access to Records
A New Approach to Health Professionals Regulation – The ACT Experience Peter Trahair, Office of The Community and Health Services Complaints Commissioner, Australian Capital Territory	Implementation of a Statewide Patient Complaint System in Queensland Health Julie Hulcombe, Anita Hansen Royal Childrens' Hospital and Health Services District and Elizabeth Garrigan, Queensland Health, Queensland.	Protecting Privacy of Personal Health Information in an Electronic Age Ken Patterson, Community and Health Services Complaints Commissioner, Australian Capital Territory
A Collaborative Model of Complaint Assessment and Management Dr Alison Reid, New South Wales Medical Board		Access to Medical Records, Privacy; The Health Records Bill, Victoria. Beth Wilson, Health Services Commissioner, Victoria
Impropriety and Sexual Misconduct – Can Such Complaints be Used to Improve the Quality of Health Services? Helen Shurven and Stephanie Boyd, Office of Health Review, Western Australia.		

Concurrent Sessions 1.15 pm – 2.45pm

Communication in Difficult Situations	Complaints from Prisoners	Koori Hospital Liaison Officers. Hostels, Mental Health and the Media.
When "Getting Better Together" May Not be Getting You Better. Peter Boyce, Health and Community Services Complaints Commissioner and Pippa Rudd, Northern Territory	Complaints management Within a Correctional Setting Leslie Tak, Corrections Health Service, New South Wales	Hostels and The Media Jillian Gilbert and Noel Delaney, Royal Brisbane Hospital and District Health Service, Queensland
Giving Bad News to Patients and Their Families Kerry McDougall, Association for Children with a Disability, Victoria	Health Care Complaint Management in a Correctional Setting Dr Eugenie Tuck, Rosie Brown, St Vincent's Hospital, Victoria Lynn Griffin, Heather Andrew, Health Services Commission, Victoria	Indigenous Health Lyn McInnes and Karlene Dwyer, Victorian Aboriginal Community Control Health Organisation, Melanie Fraser, Aboriginal Liaison Officer, Health Services Commission, Victoria

3.00pm The Complainants Dilemma.
Associate Professor Richard Bell, President and **Mr Peter Gardiner**, Registrar, Psychologists Registration Board of Victoria

3.40pm Getting Better Together: Response from the Department of Human Services.
Patricia Faulkner, Secretary, Department of Human Services, Victoria

4.30pm Conference Close

CONFERENCE VENUE

Victoria University Conference Centre, Level 12, 300 Flinders Street, Melbourne situated opposite Southbank and Flinders Street Station in the heart of the city. Car parking is available next door for a flat daily fee of \$7.70 and the venue is within easy access of public transport.

ACCOMMODATION

Accommodation has been reserved for delegates at the Duxton Hotel, 328 Flinders Street, Melbourne, a four star hotel and a few minutes walk from the conference venue. Situated in the heart of Melbourne's CBD, the Duxton is on the doorstep of quality boutiques and shopping, restaurants, theatres and opposite Southbank and is a Heritage Building with modern facilities. Each room features tea/coffee making facilities, personal bar, in-room safe, iron/boards, hairdryer, in-house movies, and smoke free rooms. The Duxton has a Business Centre offering all office facilities, photocopying, facsimile and computer access for delegates use, a gymnasium and 24 hour room service.

The special conference rate is \$165.00 per room per night, single/double occupancy. The special Government rate for bona-fide government employees with proof of status is \$132.00 per room per night, single/double occupancy. Valet Parking is available at \$12.00 per 24 hours.

To obtain these special rates it is necessary to include one room night as deposit, and this will be credited to your room account on departure from the hotel.

All bookings must be made through the Conference Organiser.

PLEASE BOOK EARLY TO AVOID DISAPPOINTMENT.

OFFICIAL AIRLINE

We are pleased to announce QANTAS has been appointed official carrier for the Conference. A discount of 45% off the full economy airfare at the time of booking has been negotiated, subject to seat availability in "V" Class. Please quote **1161848** when making your reservations.

The QANTAS Groups and Convention Reservations telephone number is:
TOLL FREE 1 800 684 880 (Australia only).

DISCLAIMER

At the time of printing, all information contained in this brochure is correct and the organising committee, its sponsors and agents, cannot be held responsible for any changes in the final structure or content of the program, or any other general or specific information published in this brochure.

CANCELLATION POLICY

Any cancellations received and dated after Friday 2 February 2001 will incur a \$40.00 cancellation fee and may include accommodation deposits.

REGISTRATION FEES

The full conference fee for Delegates is \$275.00 There are no day registrations. All fees include morning/afternoon teas, working luncheons and administrative costs.

If you are seeking funding through employing authorities, please forward your completed registration form initially (to avoid late fees), followed by payment later.

Late fees of \$35.00 will be incurred for all registrations received and postmarked after Friday 23 February 2001.

ENQUIRIES

For further details regarding the conference, please contact: The Conference Organiser, PO Box 214, Brunswick East, 3057 Victoria.

Telephone: (61) (03) 9380-1429

Fax: (61) (03) 9380-2722,

Email: conorg@ozemail.com.au

Registration Form

Prof/Dr/Mr/Mrs/Ms _____
First name Last name

Organisation _____

Address _____

_____ Post Code _____

Telephone: (W) () _____ Private () _____

Facsimile () _____

Email: _____

Registration Fees \$275.00 (All fees in Australian Dollars) \$

Late fees after (23/02/01) @ \$35.00 \$

Sub Total fees: \$

Accommodation (indicate preference and include one room night as deposit)

- The Duxton Hotel (Deposit one room night) \$
Government Rate - \$ 132.00
Regular Rate - \$ 165.00

Single Double

Date In: Date Out:

I will share with _____

Grand Total fees: \$

Payment Instructions

I enclose my cheque made payable to: or please debit my credit card as follows:

Bankcard
American Express

Mastercard
Diners Club

Visa

Card Number: □□□□ □□□□ □□□□ □□□□

Expiry date: / Amount: \$

Name on Card: _____

Signature: _____

Please forward your registration immediately to:

3rd National Health Care Complaints Conference
The Conference Organiser
PO Box 214
Brunswick East Australia 3057

Tel: (03) 9380-1429 Fax: (03) 9380-2722
Email: conorg@ozemail.com.au