

Decreasing Turbulence in Health Systems

From the Flight-Deck & Passengers to Health Systems & Patients



Aviation Human Factors Workshop for Health Care Executives & Clinical Leaders

Melbourne: Friday 7th October 2011

Perth: Tuesday 11th October 2011

Presented By:



www.lean-healthcare-consultants.com

Presenters



Captain Suren Ratwatte

Fellow of the Royal Aeronautical Society, current A380 pilot and author of numerous programs on reducing risk and improving safety. Former Head of "Human Factors" for one of the world's leading airlines.



Mr Pieter Walker

Director of Lean Healthcare Consultants, who has worked with over 150 health providers in the public, private and not for profit sectors to design and deliver significant improvements in outcomes and operational management.



Building a culture of excellence through lean thinking

Decreasing Turbulence in Health Systems

What you will see, learn and experience

Learn and apply the knowledge and expertise from the aviation industry to healthcare

Aviation is renowned for its safety first culture and has 50 years of research and data on making aviation one of the safest industries in the world. See how aviation applies the science of human factors to its industry and how this can be adopted for **healthcare to reduce error and enhance quality and safety for patients & staff.**



- ✓ Hear how aviation has learnt from their mistakes - **Air Crash Investigation** examples
- ✓ Watch the **3D re-creation of the Hudson River landing** and be walked through how human factors principles were applied
- ✓ See and hear how Capt. Ratwatte made an **emergency landing of an A380** due to an on-board medical emergency
- ✓ Experience a **NASA Human Factors simulation**

Workshop Feedback

"Very impressed!!"

"Very useful workshop. Excellent presentations and concepts. Messages easily understandable and powerful"

"An excellent day, really well run and interactive. Very good team work between you both"

"I really enjoyed the session and would love to hear more"

See how aviation uses;

- ✓ Standard Operating Procedures
- ✓ Checklists
- ✓ Briefings & de-briefings
- ✓ Crew Resource Management



and discuss how we can apply them to healthcare

Learning Objectives

Provide tools and strategies from aviation that can be used by health executives and clinicians to improve:

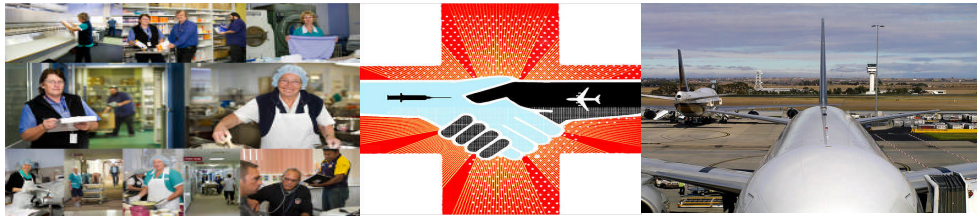
- ✓ Systems and processes
- ✓ Quality, safety and risk
- ✓ Decision making
- ✓ Teamwork and communication in health services
- ✓ Leadership and teamwork in health services

Who should attend ?

- ✓ Hospital CEOs
- ✓ Senior Hospital Executives
- ✓ Senior Medical and Nursing Staff
- ✓ Allied Health leaders
- ✓ Risk and Quality and Safety Managers
- ✓ Anyone with a passion for **reducing risk**

& improving operational excellence





Venues

Melbourne: Fri 7th October 2011

Novotel on Collins Melbourne

270 Collins Street Melbourne VIC 3000

(03) 9667 5800 (reservations)

www.novotelmelbourne.com.au

Perth: Tues 11th October 2011

Burswood on Swan

1 Camfield Drive Burswood WA 6100


(08) 9427 0255

www.burswoodonswan.com.au

Agenda

8.45am—9.00am	Registration & Welcome Tea & Coffee
9.00am—10.30am	<p>Introduction to Human Factors - Lessons from the cockpit and learnings from aircraft investigations:</p> <ul style="list-style-type: none"> • Taking aviation from unsafe to safe • Human factors overview • Crew resource management
10.30am—10.50am	Morning Tea
10.50am—12.15pm	<p>Clarifying roles and responsibilities</p> <ul style="list-style-type: none"> • Standard Operating Procedures • “To do lists” and Checklists • A380 Emergency landing
12.15pm—1.00pm	Lunch
1.00pm—1.15pm	<p>Bringing the aviation content back into a health service setting – How we can use these principles</p>
1.15pm—3.15pm	<p>Threat and error management</p> <ul style="list-style-type: none"> • How briefings can be applied to healthcare to mitigate risk • Use of safety window and sterile cockpit in health • Identifying wastes and risks in health • Mistake proofing in health
3.15pm—3.30pm	Afternoon Tea
3.30pm—4.30pm	<p>Situational Awareness - Decision making and prioritisation under pressure</p> <ul style="list-style-type: none"> • NASA decision making simulation • Captain Sullenberg’s Hudson river Landing
4.30pm—5.00pm	<p>Putting it all together – Innovations and Improvement opportunities from Aviation to Healthcare</p> <p>Action Planning</p>

Investment

1 Day Seminar fee including GST	Per Person
Single registration (non early bird)	\$770
2+ registrants from the same organization	\$660
 Early Bird, on or before 23rd September 2011 (Melbourne) 27th September 2011 (Perth)	
Single registration	\$660
2+ registrants from the same organization	\$550
5+ registrants from the same organization (please telephone our office)	\$440

ROI

This is a **great return on investment**.

Two very experienced, expert and entertaining speakers:

- Captain Suren Ratwatte from the ultra-safe airline industry
- Pieter Walker who has 20 years experience in healthcare, have teamed up to integrate the learning for healthcare so you can begin immediately to;

Out of Pocket Costs

Program fees do not include any flights, travel, transfers, and accommodation or parking costs you may incur.

Cancellation Policy

Cancellations must be received in writing no later than seven (7) working days prior to the event for a refund of 50% of the registration fee.

Registration Details

Melbourne: Friday 7th October 2011

Perth: Tuesday 11th October 2011

Seminar Attendee's Full Name (Please print clearly)	Job Title	Mobile Phone	Email address	Special Dietary Requirements or Allergies?	Amount \$ (incl. GST)
Total					

Registered by: (name and title) _____

Preferred contact method and details: (Phone/mobile/email) _____

To make your booking simply:

- **Call Tamara on 03 9878 0266** during business hours and have your credit card details ready

- **Fax (03) 9878 6788 /Email tamara@leanhcc.com** the form below

Card Type: Visa Card MasterCard

Name as it appears on card: _____

Card Number: _____ Expiry Date __/__/ Security Code ____

Please charge the **TOTAL AMOUNT** to my card

- **Bank transfer Lean Healthcare Consultants Pty Ltd WESTPAC: BSB 033 372 Account: 445 044**

* Please note the payment as "Lessons from Aviation" and fax this form to: 03 9878 6788