



CONFERENCE PROGRAM

Relating to both staff & clients, this conference will focus of the four Ps of service provision - **People, Policies/Procedures, Practice & Paperwork**

Day 1 - Wednesday October 27 2010

0915 **Welcome & Introduction | Wayne Woff | Manager - Total Aged Services**

Theme 1 - "People" - after all it's a people 'business'

- 0930 Engaging with clients & their families** The word 'partnership' is regularly utilised in aged care services when it comes to clients & families. Are we genuinely engaging and working with clients & families or is it just rhetoric? Do you have active systems for information exchange and addressing of potential/actual concerns? How regularly do you have care planning discussions and are they effective and meaningful? In essence what constitutes your organisation's structured systems for ensuring a 'partnership' and how effective are these? This presentation will provide some proactive strategy suggestions for maximising outcomes for all concerned.
- 1015 Staff Performance Management & Appraisal** This session will provide a review of the latest research & thinking in relation to staff performance management & appraisal.
- 1045 Morning tea, networking & trade expo**
- 1115 Positive Leadership - inspiring staff, reassuring clients & families** "The very essence of leadership is that you have to have vision. You can't blow an uncertain trumpet". Theodore M. Hesburgh "Don't tell people how to do things, tell them what to do and let them surprise you with their results". George S. Patton. Using these 2 quotes as a launching pad, this presentation will examine key concepts & constructs of positive leadership.

Theme 2 - "Policies/Procedures" - setting the framework for excellence

- 1145 'Quality' Policies - committing to excellence** How has your organisation documented its commitment to quality & continuous improvement? Is the policy & associated processes well understood within your organisation? Is the 'baton' for quality activities shared amongst all staff or is it just the responsibility & domain of a few? Is a commitment to quality systemic in your organisation or just an add on? A 'big picture' session on a vital management issue.
- 1215 Clinical Policies/Procedures - an evidence based approach** Clinical policies (& procedures) for an aged organisation covering areas such as wound/skin care, pain management, continence care, nutrition/hydration etc can be daunting documents to develop, document & deliver on. This paper will provide guidelines for this important area of management responsibility with a particular focus on an evidence based approach.
- 1245 Lunch, networking & trade expo**
- 1345 Emergency Policies/Procedures - 'just follow me out'** Policy & procedures, training, Australian Standards, Equipment use & maintenance, Building codes, Inspections ... the list goes. Seeking to summarise the key areas this session will provide a clear & concise checklist of all things emergency for aged care services.
- 1430 Leisure/Lifestyle - beyond care & carrots** There is a 'snow-balling' recognition regarding the need to ensure aged care services provide truly holistic care which must include extensive 'leisure/lifestyle' services/programs. And it is not only the notional provision of these 'leisure/lifestyle' services/programs but the quality of individualised experience they provide & how they are integrated into a service's overall philosophy which is vital. This session is intentionally designed to challenge the very nature & focus of aged care service provision.
- 1500 Afternoon tea, networking & trade expo**
- 1530 Stories from the field (1)** These unique & diverse 'stories from the field' are sure to enlighten & motivate you.
- 1615 Close Day One**



aged care nurse managers conference

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Day 2 - Wednesday October 28 2010

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Theme 3 - "Practice" Makes perfect

0925 **Dementia care - a trip around the world** This session will review the latest trends, research, projects, surveys, programs in the world of dementia care & practice.

1000 **Spirituality - more than just an entry stating "Catholic"** How do we consider the issue of 'spirituality' for & with our clients? Do we only focus on formal religious doctrines, celebrations & protocols? Or do we have a broader view which encompasses the genuine diversity of understanding & observances which may encompass a person's 'spirituality'?

1045 **Morning tea, networking & trade expo**

1115 **Advance Care Planning** Advance Care Planning involves a person talking to a range of people - personal & professional - regarding issues & decisions about future health care and medical treatment. The session will provide a road map to the current landscape in this challenging area – examining what, why, who, when, how ... An important session with both professional & personal implications.

1200 **Wound Care - news & views** This session will review the latest trends, research, issues & products in the world of wound care & practice.

1245 **Lunch, networking & trade expo**

Theme 4 - "Paperwork" on the page or on the screen

1345 **I love a good audit!** Audits, checklist, surveys, graphs, results, trends ... it's all happening out there but what are benefits to clients & the organisation? Are we just drowning in a sea of 'paper' & performance scrutiny? With a particular focus on the concept of 'continuous improvement', this presentation seeks to separate fact from fiction when it comes to audits & auditing.

1415 **Care plans - genuine vs generic** Over the last 10 years, we have introduced various forms of technology & software for the preparation & production of care plans for clients. Some organisations are still manually hand writing these documents. At the end of the day, the format / presentation of these plans is one element to be considered but content, individual tailoring, accuracy & use are surely more important factors. The essence of this presentation will examine form over function and genuine vs generic.

1445 **Stories from the field (2)** To close our conference, more 'stories from the field' to inform & inspire.

1530 **Close of conference**