

FACE TO FACE  
INSIGHT FORUM



# CHA Paediatric Emergency Care



CHILDREN'S  
HEALTHCARE  
AUSTRALASIA

16-17 May 2019  
Brisbane

Novotel Brisbane South Bank  
38 Cordelia St, South Brisbane QLD 4101

## Towards Best Practice in Emergency Care for Children & Young People

Day 1 - Thursday, 16 May 2019

0830 - 0900 Registration - tea & coffee available

0900 - 0930 **Welcome Introductions & Goals for the day**

Barb Vernon  
(Chief Executive Officer, CHA)

### Roundtable discussions

- What's happening regarding the care of children & families at your ED? What's changing?
- What do you hope to get out of this meeting?

Roundtables:

- Children's Hospitals
- Mixed EDs >20,000
- Mixed EDs <20,000

### Innovations in Models of Care for Children in the ED

0930 - 0950 **Allied Health: Harnessing Expertise in your ED**

Michael Feeney  
(The Prince Charles Hospital)

0950 - 1010 **Virtual Paediatric Emergency Department in Mixed Emergency Care**

Michelle Davison  
(Sunshine Coast University Hospital)

1010 - 1030 **RAPID: An innovative 'front of house' model to improve patient flow & experience at a Children's Hospital**

Stuart Lewena  
(The Royal Children's Hospital Melbourne)

1030 - 1050 **Roundtable discussions**

- What are you working to improve for children & families attending your ED?
- What are you most proud of regarding your paediatric emergency care service?

1050 - 1100 **Feedback from Roundtables**

1100 - 1130 **Morning tea**

### Safety & Quality in Paediatric Emergency Care

1130 - 1150 **Transforming care in Emergency Department: Towards Zero Harm**

Paul Hunstead &  
Linda Durojaiye  
(Sydney Children's Hospital Network)

1150 - 1220 **The role of clinical practice guidelines in improving outcomes for children: Update from PREDICT**

Stuart Dalziel  
(Starship Children's Hospital & former Chair of PREDICT)

- 1220 - 1250 **Roundtable discussions**
- How is your service measuring the quality of your emergency paediatric care? What do you do with the information you have?
  - What strategies are you finding effective for encouraging & supporting all members of your emergency paediatric care team to follow guidelines? What are the changes you've made to support this?

1250 - 1300 **Feedback from Roundtables**

**1300 - 1400 Lunch**

**Towards best practice design of emergency care facilities for children**

- 1400 - 1445 **Designing new builds/fit-out of your ED: Lessons learnt for children's care**
- Group discussion**
- Dennis Chow  
(Perth Children's Hospital)
- Jason Acworth  
(Queensland Children's Hospital)

**Capacity Building: equipping your team and human factors**

- 1445 - 1515 **Creating a culture of trust: Using human factors for One ED program**
- Christa Bell  
(Gold Coast University Hospital)

- 1515 - 1545 **Lessons from simulation training in paediatric care in EDs – what works best?**
- Jane Cichero  
(Sydney Children's Hospital)

1545 - 1615 **Roundtable discussions**



- What strategies are you finding effective for preventing burnout among staff caring for children in your ED?
- What's working for you regarding multi-disciplinary training of staff involved in the care of children in the ED?
- What support is provided to staff when there is an adverse outcome or stressful incident? How do you facilitate learning from incidents in a constructive way for all staff?

1615 - 1630 **Feedback from Roundtables**

1630 - 1645 **Reflections on the day**

1830 **Networking Dinner**  
**Venue: Popolo, 3 Sidon St, Brisbane @ 6.30pm**

**Day 2 – Friday 17 May 2019**

0800 - 0845 **Optional Tour of Queensland Children's Hospital**

- 0900 - 0905 **Welcome to Day 2**  
Questions arising from Day 1  
Issues to be discussed on Day 2
- Barb Vernon  
(Chief Executive Officer, CHA)

**Partnering with Children & their Families**

- 0905 - 0925 **Engaging parents/carers in emergency care: the challenges of partnering with consumers who may be stressed**
- Sharon Bluett  
(Queensland Children's Hospital)

- 0925 - 0945 **Child and family engagement: Experience from The Prince Charles Hospital**
- Tanya Mountford  
(The Prince Charles Hospital)

- 0945 - 1005 **Engaging children in Emergency Care: Innovative ways from Sunshine Coast University Hospital**
- Rebecca Halsall  
(Sunshine Coast University Hospital)

1005 - 1030

**Roundtable discussions**



- How do you know what children & families think of your hospitals emergency department care? What tools do you find helpful and manageable for collecting this data? How is the data used to support improvement?
- How do you manage the challenge of engaging with parents/carers in the busy ED setting?
- What strategies have you found effective for managing parent/carer expectations that any test is better than no test? That not treating a child is sometimes better than providing therapy?
- How are you trying to meet cultural needs of children & families?

1030 - 1040

**Feedback from Roundtables**

1040 - 1110

**Morning tea**

**Taking Stock of Staffing care of children in your ED: Challenges & Opportunities**

1110 - 1130

**How well is my service resourced for the number of kids we see?**

Results form a preliminary survey of CHA members regarding staffing, skillmix and workload

Adele Kelly  
(Children’s Healthcare  
Australasia)

1130 - 1150

**Are we staffing space or activity?**

Rebecca Nogajski  
(Westmead Children’s Hospital)

1150 - 1220

**Roundtable discussion**



- What insights do the survey findings provide relevant to your service?
- What skill mix, experience, rostering do you find effective?
- What strategies are you finding effective for responding to the challenges of staffing children’s emergency care?

Roundtables  
➤ Specialist children’s ED  
➤ Mixed EDs

1220 - 1230

**Feedback from roundtables**

1230 - 1330

**Lunch**

**Nurturing your team: building competence & confidence in the care of children**

1330 - 1350

**Nurse practitioner role in ED**

Dianne Crellin  
(Royal Children’s Hospital,  
Melbourne)

1350 - 1410

**Challenges in providing Education to trainees in a Paediatric ED**

Mark Lee  
(John Hunter Children’s Hospital)

1410 - 1430

**Recruiting and retaining paediatric skills in your nursing workforce**

Sarah Strid  
(Robina Hospital)

1430 - 1500

**Roundtable discussions**



- What strategies are you finding effective for recruiting and retaining staff with paediatric expertise?
- How are you building confidence & competence in paediatric emergency care?

Roundtables:  
• Medical  
• Nursing  
• Allied health

1500 - 1515

**Feedback from Roundtables**

1515 - 1530

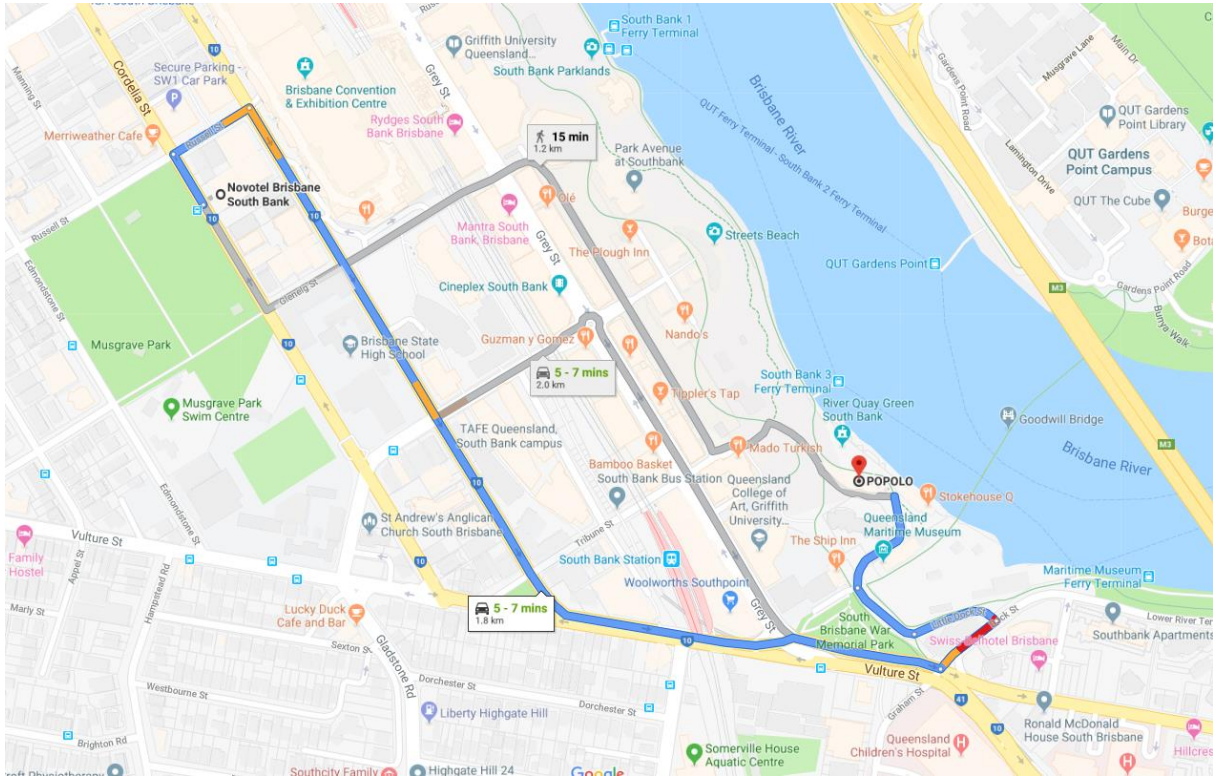
**Take home messages**

Future priority topics for the CHA Emergency Care Special Interest Group

1530

**Meeting Close**

# Directions from Novotel Brisbane South Bank to Popolo Restaurant (Networking Dinner Location)



## Upcoming SIG Web Meetings for the CHA Emergency Care Special Interest Group

**3 September 12:00pm AEST**  
**25 November 12:00pm AEDT**

## Join Our Members Website

<https://members.wcha.asn.au>

**Create an account**

**Sign In**

Email\*

Password\*

Go

Create a new account

Forgot password?

Is my service a member?

Need some help?

**Upload data on our secure Benchmarking page.**

**Post, comment and share experiences and resources to help achieve better outcomes.**

**Access a growing library of resources in each SIG.**