

## PRESENTATION EXAMPLES

### What Great Ormond Street has learned from the Ferrari Formula 1 Pit Stop Team

Great Ormond Street recognized the transition of patients (children) from surgery to ICU was problematic – it took too long, was too hectic and too dangerous. By benchmarking performance against the Ferrari Pit Stop Team's hand-over steps, they significantly reduced transition time and dramatically increased patient safety.

### ED-Management: How to optimize patient flow

Greater patient numbers in German Emergency Departments led to the introduction of new processes to increase patient safety and satisfaction. Frankfurt/Oder hospital's 5-step triage system proved so effective, that it won a prize in a national competition between 'Quality Hospitals'. This presentation explains the five steps and how they were implemented and integrated into an IT solution that benefited both patients and clinicians.

### Patient focused process management: How to use industrial Planning tools to measure performance and improve quality of care

To improve quality of care, a Maltese Hospital's A&E Department applied two industrial tools – Quality Function Deployment (QFD) and Logical Framework Analysis (LFA) – to see which processes were needed, and which could be removed/altered. This presentation shares their results which included faster patient flow, expert triage and shorter waiting times.

### How to hire and keep the best health care professionals

Demographic development has led to a growing deficit of physicians and nurses, at a time when demand for them is ever-increasing. The hospitals of the city of Cologne have developed "Demographic Risk Management" to cope with such problems.

### New occupational groups in the health care services

The shortage of physicians has led to other occupational groups taking over certain duties. This presentation will explain how different healthcare sectors are succeeding in this important area. Content will include analysis and discussion about the importance of specialization, plus how new groups (like the Physician Assistant and the Technical-Surgical Assistant) are playing important roles.

### CONFERENCE VENUE

Grosvenor House, A JW Marriott Hotel  
Park Lane, London, W1K7TN, UK  
Phone: +44-20-74996363  
Fax: +44-20-76299337  
www.marriott.com

### HOSPITAL SITE VISIT

**Thursday, November 24<sup>th</sup> afternoon**  
Great Ormond Street Hospital for Children NHS Trust  
Great Ormond Street, London, WC1N 3JH  
www.gosh.nhs.uk



## BEST PRACTICE FORUM

Transforming your organisation's people and processes

## INVITATION

### FORUM WEBSITE

www.forum-hospital-management.com

### CONTACT INFORMATION

Bettina Krauel  
Abbott GmbH & Co. KG  
Max-Planck-Ring 2  
65205 Wiesbaden, Germany  
Telephone: 0049 6122 58 1282  
bettina.krauel@abbott.com

European Forum for  
Hospital Management

November 23<sup>rd</sup>–24<sup>th</sup>, 2011  
London

## INVITATION

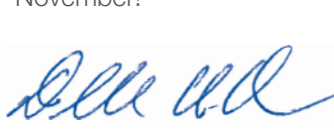
We would like to invite you to our unique European Forum bringing together some of Europe's recognized experts in the field of hospital management. We are all faced with new and constant challenges, and the better we adapt to change, learn from others and institutionalize best-practices, the better we can manage the future. This means our patients will be better off in the long run.

The agenda is focused on practical examples of how to get optimum value from people and processes in the hospital, including presentations introducing new concepts to

- free up more time for physicians
- improve cooperation with health care staff
- optimize patient flow between hospital departments
- enhance patient safety and quality of care
- contain costs through redefined procurement

The European Forum concept is designed to maximize the exchange of ideas. We have scheduled time for you to network with your peers, to discuss your best practices with each other, and learn from the visit to Great Ormond Street Hospital.

We are looking forward to welcoming you at the European Forum in London in November!



Dr. Uwe Preusker  
Preusker Health Care OY  
Finland



Prof. Dr. Dr. Wilfried von Eiff  
Centre for Hospital  
Management  
University Münster,  
Germany



Kathy Turner  
Abbott Diagnostics Europe  
Wiesbaden, Germany

## WEDNESDAY, NOVEMBER 23<sup>rd</sup>

13.00–14.00 Arrival/Business Lunch

*Chairman: Dr. Uwe K. Preusker, Preusker Health Care OY, Finland*

**14.00–14.15 Welcome**

**14.15–14.45 European Health Care Perspectives and Challenges – Reflections on the UK Health Care System**  
*(speaker to be confirmed)*

**14.45–15.15 People and Processes – New Directions of Change Management**

*Prof. Wilfried von Eiff, Centre for Hospital Management, University Münster, Germany*

15.15–15.45 Coffee Break

### Session 1: People – How to fight the “War for Talent”

**15.45–17.00 How to hire and keep the best health care professionals**

*Prof. Christian Schmidt, Kliniken der Stadt Köln, Germany*

**New occupational groups in the health care services**

*Taina Viiala, Laurea University for Applied Sciences, Finland*

**The Endo Nurse: How to overcome the physician shortage**

*Dr. Marvan Habiba, Leicester Royal Infirmary NHS Trust, UK*

**17.00–17.30 Best Practice Examples from the Audience, Discussion and Take Home Messages**

**17.30–18.00 What Great Ormond Street Hospital has learned from the Ferrari Formula 1 Pit Stop Team**

*Great Ormond Street Hospital, London, UK (speaker to be confirmed)*

18.00–19.00 Break and transfer to the evening event

**19.00–19.20 Dinner Speech: The role of Abbott in a changing hospital world**

*Kathy Turner, Abbott Diagnostics Europe*

19.30 Dinner

## THURSDAY, NOVEMBER 24<sup>th</sup>

Session 2:

**Processes – How to streamline the “Hospital of the Future”**

*Chairman: Prof. Wilfried von Eiff, Centre for Hospital Management, University Münster, Germany*

**09.00–09.45 ED-Management: How to optimize patient flow**

*Dr. Petra Wilke, Rhön-Klinikum Frankfurt/Oder, Germany*

**Patient focused process management: How to use industrial planning tools to measure performance and improve quality of care**

*Dr. Sandra Buttigieg, University of Malta*

09.45–10.15 Coffee Break

**10.15–11.30 Does collaborative procurement work in the NHS and what should suppliers do? The new role of suppliers**

*Mario Varela, Barts and the London NHS Trust, UK*

**Redefining procurement: Cost containment and patient safety by putting electronic cabins in place**

*Rupert Robin, Avantec Ltd., UK*

**Hospital design: Framework for wellbeing and efficiency**

*(speaker to be confirmed)*

**11.30–12.15 Best Practice Examples from the Audience, Discussion and Take Home Messages**

**12.15–12.45 The Future of Integrated Diagnostics**

*Prof. Jörg Debatin, University Hospital Hamburg, Germany*

**12.45–13.00 Sum up**

*Uwe K. Preusker/Wilfried von Eiff*

13.00-14.00 Business Lunch

**Hospital Site Visit (optional): Great Ormond Street Hospital (GOSH)**

14.00-16.00 Site-visit Program

# PRELIMINARY AGENDA

