

8 August 2011

Attention: CME and Professional Development Officer
admin@accs.org.au

To Whom It May Concern:

Please find enclosed information relating to the Avant Diagnose Your Risk workshop series. I understand that the Australasian College of Cosmetic Surgery does not pre-approve CME points, so I hope this information is useful should any attendees contact the college regarding points post-event.

Details of Education Provider:

Name: Avant Mutual Group
Address: PO Box 1019 Richmond North VIC 3121
Contact person: Casey Mackay
Programs Manager – Member Risk Education
Contact details: 03 9026 5978
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Details of Education Activity:

Title: Diagnose your risk – Avant’s medico-legal workshops
Target audience: Cosmetic surgery practitioners
Estimated number of participants: Each event will have 30-50 delegates in attendance. We anticipate that 10% will fall into this field.
Evidence of Attendance: Certificates of participation to be issued within one month following each workshop
Format of Activity: The workshop series at a national level has been divided into a number of specialty groups; refer to division noted in learning objectives section. Each group will discuss a different case study that identifies medico-legal issues relevant to the attendee’s specialty. All events will be run under the series heading Diagnose Your Risk – Avant’s medico-legal workshops.

The events will also be recorded and made available for on demand viewing via the Avant website, which will be promoted as an option for doctors who are unable to attend the live events or are interested in online learning. Users will be able to view the recording of the live event including the question and answer sessions in conjunction

Total hours for participation:

with film vignettes and any power point slides used by the panel. Recordings will be made available within one week of each live event and will be available for on demand viewing for a period of approximately twelve months. Two hours per live workshop and one hour per online module

Activity Schedule (online events will included content component only):

6:00pm – 6:30pm	Guests arrive for registration - canapés and light refreshments
6:30pm - 7:00pm	Plated dinner
7:00pm – 9:00pm	Workshop until close – will consist of three film vignettes demonstrating a case study. For each of the three chapters, the presenters will introduce the risks, show a short video of the situation and then invite table discussion. We will then seek the panel input from a clinical, risk and legal perspective. Then the floor will be opened to group discussion and further questions.
9:00pm	Guests leave

EVENT	EVENT DATE	VENUE
SA: surgeons master class	27-Sep-11	The Sebel Playford Adelaide, Adelaide
WA: surgeons master class	19-Oct-11	The UWA Club, Perth
NSW: Regional Forum	20-Oct-11	The Sebel Newcastle Beach, Newcastle
NSW: Plastic surgeons master class	25-Oct-11	Citigate Central, Sydney
TAS: Regional Forum	8-Nov-11	The Old Woolstore Apartment Hotel, Hobart
QLD: Doctor in Training master class	17-Nov-11	The Sebel and Citigate King George Square, Brisbane
VIC: Plastic surgeons master class	22-Nov-11	The Sebel and Citigate Albert Park, Melbourne
QLD: Regional Forum	21-Feb-12	Rydges Southbank Townsville, Townsville
NSW: General Surgeon master class	13-Mar-12	Citigate Central, Sydney
TAS: Specialists master class	3-Apr-12	The Old Woolstore Apartment Hotel, Hobart
QLD: Plastic surgeons master class	17-Apr-12	The Sebel and Citigate King George Square, Brisbane
VIC: Regional Forum	24-Apr-12	Mercure Geelong, Geelong
ACT: Regional Forum	12-Jun-12	University House, Canberra

Activity Description:

Diagnose your risk – Avant’s medico-legal workshops

Facilitated by an expert moderator and a panel of specialists in clinical practice, medico-legal matters and risk management, these events are designed for doctors in Australia to challenge their thinking on the risks they are exposed to in their practice and to provide strategies to minimise the impact of an adverse event or outcome.

These events will utilise interactive case studies, group discussion and practical advice to showcase medico-legal issues pertinent to the attendee's specialty.

Series Objectives:

For attendees:

- Meet with experts to obtain relevant and current knowledge
- Learn and share the experience with peers
- Obtain education and be better informed on legal requirements and maintaining professional standards
- Obtain CPD points for relevant medical college accreditation programs
- Networking with peers

For Avant:

- Opportunity to strengthen relationships with both members and non-members
- Create loyalty and advocacy amongst members
- Opportunity to better position Avant as a leading provider of risk management

Learning Objectives:

The learning objectives will be communicated to all potential participants on the promotional material (i.e. online registration form and information pages) and will be detailed in the session program/workbook made available at the session.

Regional (Townsville, Newcastle, Hobart, Geelong, Canberra)

After participating in this event, attendees will be able to:

- Demonstrate an understanding of the applicable requirements in regard to the management of patient records and communication of health information.
- Demonstrate an understanding of the factors that can reduce error in patient follow-up.
- Demonstrate an understanding of the factors that can reduce error in clinical handover.
- Demonstrate an understanding of the legal obligations in relation to making a notification to AHPRA concerning a registered health practitioner.
- Demonstrate an understanding of strategies for improving clinical communication with colleagues.
- Demonstrate an understanding of the legal obligations in relation to responding to Coronial investigations
- Demonstrate an understanding of how to handle media enquiries regarding your practice and maintaining privacy.

Plastic surgeons

After participating in this event, attendees will be able to:

- Demonstrate an understanding of the implications of patient selection and patient expectations on the consent process.

- Demonstrate an understanding of the requirements in obtaining an effective informed consent.
- Demonstrate an understanding of the claims and complaints processes and when you should notify your professional indemnity insurer.
- Demonstrate an understanding of the benefits of effective use of open disclosure and its relationship to liability.
- Gain an understanding of the most appropriate way to handle an unexpected or adverse outcome.

DITs

After participating in this event, attendees will be able to:

- Demonstrate an understanding of the benefits of effective use of open disclosure.
- Gain an understanding of the most appropriate way to handle an unexpected or adverse outcome.
- Be able to explain the strategies required to implement an effective complaints management system.
- Gain a greater understanding about the relationship between the doctor in training and their supervisor and how to better communicate to reduce the likelihood of adverse outcomes.

General surgeons

After participating in this event, attendees will:

- Realise their role in reducing error in patient handover.
- Understand the clinical and system errors that contribute to missed/delayed diagnosis claims and appreciate the strategies that minimise their occurrence.
- Demonstrate an understanding of the applicable requirements in regard to the management of patient records and communication of health information.
- Identify ways to make changes in clinical and practice-based systems and processes to reduce the probability of adverse events and deliver improved safety to patients.
- Be able to explain the strategies required to implement an effective complaints management system.

Surgeons (mixed group)

After participating in this event, attendees will be able to:

- Demonstrate an understanding of the requirements in obtaining an effective informed consent.
- Demonstrate an understanding of the benefits of effective use of open disclosure.
- Gain an understanding of the most appropriate way to handle an unexpected or adverse outcome.
- Demonstrate an understanding of the applicable requirements in regard to the management of patient records and communication of health information.
- Demonstrate an understanding of the legal obligations in relation to making a notification to AHPRA concerning a registered health practitioner.
- Be able to explain the strategies required to implement an effective complaints management system.

Specialists (Hobart)

After participating in this event, attendees will be able to:

- Demonstrate an understanding of the requirements in obtaining an effective informed consent.
- Gain an understanding of the most appropriate way to handle an unexpected or adverse outcome.
- Demonstrate an understanding of the claims and complaints processes and when you should notify your professional indemnity insurer.
- Demonstrate a greater understanding of the process for responding to a complaint, particularly about conduct.

Presenters

A team of four Avant staff members will present at each workshop in addition to a guest speaker. The presenters selected will be based on their area of expertise. A list of all Avant presenters considered for the full series of events is below.

PRESENTER	STATE	AREA OF EXPERTISE
Alison Biscoe	NSW	Legal
Alison Fitzgerald	SA	Legal
Andrew Took	NSW	Legal
Catherine Carroll	WA	Claims
Chad Edwards-Smith	WA	Claims
Cheryl Lacy	VIC	Risk Management
Dianne Preen	NSW	Risk Management
Dr David Pakchung	QLD	GP
Dr Hugh Aders	NSW	Physician
Dr Joe Lizzio	NSW	Colo-rectal surgeon
Dr John Arranga	VIC	Legal
Dr John Campbell	VIC	Gynaecologist
Dr John Williamson	VIC	GP
Dr Malcolm Stuart	NSW	Colo-rectal surgeon
Dr Owen Bradfield	VIC	Claims
Dr Patrick Clancy	QLD	GP
Dr Peter Henderson	QLD	Obstetrician & Gynaecologist
Dr Richard Wilson	SA	GP
Georgie Haysom	NSW	Legal
Harry McCay	QLD	Legal
Helen Turnbull	NSW	Legal
Jennifer Tierney	NSW	Risk Management
Justine Beirne	QLD	Legal

Kate Williams	SA	Legal
Kelly Nickels	VIC	Claims
Lisa Clarke	VIC	Claims
Marianna Kelly	QLD	Risk Management
Megan Prideaux	SA	Legal
Miss Elizabeth Lewis	VIC	Neurosurgeon
Penny Browne	NSW	GP
Prof Greg Whelan AM	VIC	Physician

Planning Committee

The following Avant staff and subject matter experts have been involved in the content planning for the Diagnose your Risk workshop series.

NAME	QUALIFICATION
Adam Golabek	Head of Member Risk Management, Avant (Sydney)
Casey Mackay	Programs Manager – Member Risk Education, Avant (Melbourne)
Marion Tynan	Communications Coordinator, Avant (Sydney)
Cindy Cunningham	Brand Manager, Avant (Sydney)
Angela Watson	Marketing Coordinator, Avant (Sydney)
David Turner	eCommunications Consultant, Avant (Sydney)
Georgie Haysom	Special Counsel – MLAS/Health Law, Avant (Sydney)
Dr Patrick Clancy MBBS FRACGP MHLth&MedLaw	Medical Advisor and Claims Manager, Avant (Brisbane)
Dr Penny Browne MBBS(Syd), MRCGP,FRACGP, MHL	Medical Advisor, Avant (Sydney)
Andrew Took R.N. LLB (Hons). Accredited Specialist (NSW Law Society) Solicitor Supreme Court of NSW and High Court of Australia	National Manager, Medico-Legal Advisory Services, Avant (Sydney)
Di Preen RN,CM	Senior Manager, Risk Advisory Service, Avant (Sydney)

Needs Assessment

The following sources have been used to determine the need for this activity:

Summary of previous CME evaluation data

- Requests have been received from members to deliver medico-legal and risk management education.

Results of self-assessment or practice audit

- Practice audits on selected Avant members are regularly carried out.

Request from Committee/Board etc

- Education is an organisation focus.

Thank you for your consideration.

Yours sincerely



Casey Mackay
Programs Manager – Member Risk Education