

# SUPPORT STAFF

**FUSION**  
Cairns *July 1 - July 4* **2010**

## Introduction

This year's Support Staff Program is now available. This is a wonderful opportunity for all staff members to experience an international meeting right here in Australia whilst enjoying the tropical warmth of Cairns.

We have had a number of requests for discounts for group bookings for the Support Staff Program and we are delighted to offer the following....

- Register 3 - 5 staff for a 10% discount
- Register 6 -10 staff for a 15% discount
- Register 10+ staff members for a 25% discount

The FUSION 2010 meeting provides the perfect opportunity to enable the vital support staff to network with their peers and learn how to improve YOUR business. It's also an opportunity for management and investors to reward Support Staff for all their valued work they provide everyday.

If you wish to take up our Group Booking offer, you need to contact AUSCRS Headquarters directly...

[office@auscrs.org.au](mailto:office@auscrs.org.au)

If you are not taking up this offer you can register on line now....

[www.fusion2010.org.au.registration](http://www.fusion2010.org.au.registration)



## The Program

### DAY ONE

#### Friday, July 2

9.00am - 10.00am

***"You know you're good, but what would your patients say?"***

Felicity Johns

Business Development Manager - UltraFeedback

Patients are the most under-utilised resource in the health care system. What information do you collect? Is it useful? Probably somewhat. How can you make better use of this information for systems improvement and cost savings for the business? The answers are all waiting there patiently in your waiting room. Find out how to use patient opinion to make it work for you, your patients and your practice.



• Felicity Johns

10.30am - 12.30pm

**Fusing Growth and Performance**

**- Your Practice and You**

Richard Woodward from Richard Woodward & Associates (Inspiring you to attract business)

Everyone can play a role in contributing to a dynamic and success oriented practice, turning the passion for their roles in to an enjoyable and profitable working experience. In this two hour inspiring session you will learn...

- the essentials of good business development enabling you to attract and retain clients
- practical and proven techniques for enhancing your own performance and that of your team and practice



• *Richard Woodward*

2.00 - 3.30pm

**The World in Your Waiting Room**

Rev. Dr. Richard Leonard

Each day a microcosm of the Australian community enters the door of health facilities around the nation. But how much do you know of our community? And to what degree does it affect the care you deliver? If we want to advocate for the 'me generation' then good clinicians will be very mindful of two things: that healthcare doesn't happen in a vacuum; it has a wider social context, and, whether we like it or not, that the media culture profoundly forms our patients in your rooms, and the sorts of expectations they have about healthcare and allied therapies.



• *Dr. Richard Leonard*

4.00pm - 4.30pm

**JCI standards in Patient Safety SNEC's Experience**

Being accredited with JCI is a prestigious recognition and ongoing commitment to provide a high standard of patient care in the Singapore Health Care System. The main focus of patient safety and quality care will cover six important elements classified as IPG (International Patient Safety Goals). This presentation will relate the journey and experience in applying these elements into the SNEC's clinical practice.

4.30pm - 5.00pm

**Preventing TASS - Responsibilities of an Ophthalmic Nurse**

TASS, an acute sterile inflammatory disorder may occur following anterior segment surgery. Post-operative inflammation can be caused by accidental introduction of a non-infectious substance into the Anterior Chamber. This causes toxic damage to tissues and the condition can be prevented.

Staff involved in the cleaning and sterilization of intraocular instruments should receive thorough instruction regarding the protocols for cleaning processes. Residue that could accumulate on reusable instruments could be eliminated through this effort. This presentation walks through the journey as to how SNEC controls and minimizes this occurrence through the proper management of Ophthalmic instruments.

5.30 - 7.30pm

**2010 FUSION Film Festival**

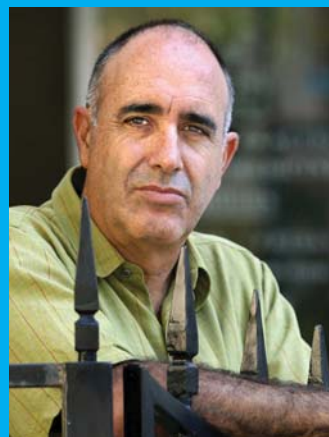
Join in the main plenary room for the joint live presentation and awards' ceremony of the AUSCRS and APACRS 2010 Film Festivals.

**DAY TWO**  
**Saturday, July 3**

8.30 - 10.00am

**The Difficult Patient**

Dr. Raymond Seidler



• *Dr. Raymond Seidler*

This interactive presentation is on how to recognise and deal with difficult patients in your practice. Sure-fire strategies will help both staff and doctors to set themselves free from these difficult and manipulative patients.

10.30am - 12.30pm

### **Reefside Chat**

Join in with all delegates in the main plenary session to hear industry leaders discuss key issues with leading practitioners. Expect a frank, completely upfront discussion... things you'll never hear anywhere else outside the boardroom!

11.30am - 12.30pm

### **IOL Calculation following refractive surgery**

Chris Hodge

Aim: to increase knowledge and confidence in the decision to choose the correct IOL power for post refractive surgery patients.

Workshop: discussing issues involved with post refractive patients and then provide practical information to enable the participant to calculate the most appropriate lenses. Working through examples.

Take home: practical tips and knowledge.

2.00 - 3.30pm



• *Claudia Raab*

### **Communication Skills Masterclass**

Claudia Raab - Raab Performance Consulting

This Masterclass will show your team members proven communication techniques and strategies that guarantee they are prepared for any situation. This can range from introducing themselves and your medical practice at formal and informal one-

on-one meetings to presentations in front of a group of colleagues and clients. Your team will discover how to:

- plan and deliver presentations with confidence and clarity to reflect professionalism and expertise
- how to promote your medical practice, products and services confidently and professionally
- how to identify their own personal communication and extend it to improve interpersonal communication

4.00 - 5.30pm

### **Occupational Health and Safety - Is your practice complying?**

Shane Stockill - Manager Psychosocial and Cognitive Ergonomics Health Strategy Branch Programs Workplace Health and Safety Queensland

It is vital to ensure that your practice adheres to set guidelines for workplace occupational health and safety. Do you know what the guidelines are in the ophthalmic practice setting? Learn about various facets of this important topic, such as health surveillance, risk management and what your responsibilities are to your colleagues, your patients and yourself. You will come away from this workshop with knowledge around risk management / psycho social issues (looking at client aggression, workplace harassment, stress, fatigue etc)

From 7.30pm

### **Carnivale - Conference Gala Dinner**

## **DAY THREE**

### **Sunday, July 4**

9.30 - 10.30am

- 1. The Importance of Virginity** - Laura Hartley
- 2. How Effective is the Haigis - L Formula?** - Ana Alexandratos
- 3. Pellucid marginal degeneration - an interesting case study** - Amanda Beveridge
- 4. Pre-op marking of astigmatic axis in toric IOL implantation** - Stephanie Goodwin
- 5. Treating astigmatism in Cataract patients** - Nhung Nguyen
- 6. Post refractive IOL calculations – for those who like a challenge** - Kate Roberts
- 7. Alcon premium IOL update** - David Holland

11.00am - 12.30pm

### **1. Changes, Challenges and Collaboration**

Marilyn Smith, Alcon HR Consultant

How do we keep up with all the changes across the different generations?  
How do we challenge our employees and retain them?  
How do we tap into their ideas?



• *Marilyn Smith*

### **2. OCT Workshop - run by Carl Zeiss**

Rooms 1 & 2 Mezzanine Floor

30 minute IOL Master technology

30 minute OCT technology

25 minute hands on workshop and/or questions

From 12.30pm

**Free afternoon for all delegates**