

*Sponsored by  
Making it Work3  
International Networking for Rural Health*



# *Shifting the Balance*

## *New Roles and Models of Care*

**International Conference  
12 & 13 May 2008**

**MacDonald Highland Resort,  
Aviemore**

# **PROGRAMME**

[www.helse-nord.no/makingitwork](http://www.helse-nord.no/makingitwork)

*Celebrating International Nurses Day 12 May*

*Shifting the Balance*

*Aviemore 12 & 13 May 2008*

# Introduction

## Conference Aims

Health professionals everywhere need to meet the challenges of role change and new ways of working, in response to changing population demographics and health needs. The conference will explore shifting the balance of care, new roles and new models of care, with a keen focus on future proofing of health services.

The conference will bring together health professionals across a wide range of fields with a wealth of different backgrounds and experiences, providing an opportunity to showcase work and share best practice.

There will also be a celebration of International Nurses Day on 12 May. This international conference continues to build on shared experiences and shared learning between NHS Highland and the Northern Norway Regional Health Authority (Helse Nord).

## Themes

“Future Proofing” is about being better equipped and trained to plan ahead for changing public health needs, developing anticipatory care models and building sustainable services. The conference will provide an opportunity to exchange ideas and plan for healthy communities, promoting good health, self care and preventing illness. Health professionals need to work together with partners in social care and the voluntary sector, as well as carers, to break down the barriers to better services. Workforce development, education and leadership are fundamental to the challenges of managing change. The conference will challenge delegates to welcome innovation and new ways of working, by exploring research and re-design opportunities.

## Objectives

- *To enable frontline practitioners to share and celebrate their own practice developments and experiences with new models of care in meeting the health needs of their communities*
- *To celebrate innovation and creativity by Health Professionals, looking into new models of service delivery across clinical and geographical boundaries and strategies for shifting the balance of care*
- *To provide opportunities for health professionals to develop ideas for education and training for further improvement in service delivery across community and rural hospital settings*

*Taking place in the beautiful setting of the Cairngorm Mountains, we will use the theme of “Mountains” for our Conference Programme.*

## Venue Information

Located in the heart of the Cairngorms National Park, the resort offers boundless opportunities to experience numerous outdoor activities all year round and to enjoy the best of Highland hospitality.

The resort combines unique conference and event facilities, alongside high standard meeting rooms, team activities and stress free accommodation.



### Checking In

**All delegates who have booked accommodation must check in at the main Resort Reception in the Conference Centre.** Guaranteed check in time is from 4pm but guests can register from 12 noon and if the rooms are ready then guests will be given early access.

Check out time is 11am. Guests are able to leave luggage in the main conference centre and delegates should check out either prior to the start of conference or during morning coffee break.



### The Highland Leisure Arena.....

Hotel residents have the use of the Highland Leisure Arena and Spa. You can take a swim in the 25 metre pool, relax in the Jacuzzi or experience the 'Vital Beauty Spa' with one of the many refreshing treatments on offer for men and women. *For any Spa bookings or enquiries, please call extension 5279 or 5275*

If this is your first time visiting, we hope you enjoy the best in Highland hospitality!

## Illustrator

Graham Ogilvie is a Corporate Artist with a degree in Fine Art and Illustration from Duncan of Jordanstone College of Art in Dundee, Scotland. Graham has developed and specialises in a technique called 'Creative Visioning'. It involves collecting a person or teams thoughts and ideas and translating them into illustrations and storyboards.

He works on the day in the specified venue capturing the main themes, events and issues of a session or meeting 'live' as they happen. We are delighted to have Graham working with us during "Shifting the Balance", helping to visualise and capture the ideas.

One of Graham's illustrations will also be presented to the keynote speakers and to the winners of the best Abstracts as a memento of the event.



## The Knowledge Bank

A "Knowledge Bank" will be available during the conference for you to deposit your ideas. You will find a deposit slip in your conference pack. Key themes and ideas will be discussed at the end of the conference.

# Conference Programme

## Day One

Monday 12 May 2008

### Excursion to the Centre for Health Science, Inverness

10.00-12.00 (Bus departs Aviemore Resort Reception at 09:15am and returns by 12:45)

Tour of the Centre for Health Science, presentation by Prof Alasdair Munro, coffee and networking. *Sponsored by the Centre for Health Science.*

(The tour is now fully booked.)

### “Basecamp”

11.00-14.00 Registration & Exhibitions

Exhibitions and displays showcasing best practice will be on show during the Conference.

### “Preparing for the Expedition!”

14.00-17.30 Plenary Session (Auditorium)



14.00 “The Routemap!”: Welcome address. Conference Chair: Dr Roger Gibbins, Chief Executive, NHS Highland

14.15 “Shifting the Balance”: Mr Paul Martin, Chief Nursing Officer for Scotland.

14.50 “The Psychology of Change - Going beyond the Tip of the Iceberg?”: Dr Jim White, Clinical Psychologist

15.30-16.00 Coffee Break

16.00 “Working Across Boundaries” Dr Margit Steinholt, Consultant Obstetrician

16.35 “Finding the Fifth Wave”: Dr Andrew Lyon, International Futures Forum

17.00 “The First Ascent” : Questions and Discussion led by Roger Gibbins

### “Lighting the Beacon” 18.45pm Civic Reception & Dinner

**Guest Speaker:** Dr George Crooks, Chief Executive, NHS24

**Entertainment:** by the Portobello Ceilidh Band

## Day Two “Basecamp Two”

Tuesday 13 May 2008 08.45am

Plenary Session (Peregrine Suite)

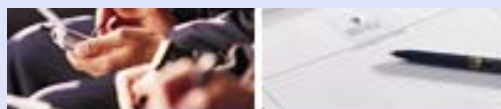
08:50 Chair’s Welcome & housekeeping

09.00 **Conference Address: *Delivering for Remote and Rural Healthcare:***  
Nicola Sturgeon, Scottish Cabinet Secretary

09:25 “*Walking the Ridge*” : Professor Nora Kearney, University of Stirling

## “Navigating the Way”

A taster of the abstracts is shown here. A full programme of abstracts posters and papers will be available shortly.



### Parallel Sessions 10.00-12.30

#### 1. Delivering for Remote and Rural Healthcare—The Role of the Rural Hospital

*Coffee/tea served in workshops areas*

- Delivering for Remote and Rural Healthcare, General Policy, Annie Ingram
- The Future for Local Acute Hospitals in Norway, Tor Ingebrigtsen
- Challenges for Scotland's Rural Hospitals, Andrew Sim

#### 2. Maternity and Child Health

- Redesigning Maternity Services, Margit Steinholt
- The BIG Trial, Pat Hoddinott
- Delivering Life Support, Houy Chandy

#### 3. Anticipatory Care and Managing Long term Conditions

- The Nairn Anticipatory Care Project, Adrian Baker
- Planning for the most vulnerable groups Heidi Aarmo Lund
- Brief Interventions for Alcohol, David Greenwell

#### 4. Improving Health Through Behavioural Change

- STEPS, Jim White
- Enabling Self Care, Maggie Clark
- Hopes & Fears, Ian James & Jenny McCall

### Lunch 12.30-14.00

### Parallel Sessions 14.00-16.45

#### 5. Delivering for Remote and Rural Healthcare - Improving Rural Access

### Exhibitions & Networking

*Coffee/tea served in workshops areas*

- Detailed Rural General Hospital Model, Andrew Sim
- The Role of the Community Hospital, Hamish Greig
- Bringing the Hospital to Patients - Ambulance Boats, Svein A Monsen

#### 6. Education and Innovation

- Investing in Training, Elizabeth Mansion
- The Vocational education and training solutions for allied health skill shortages in Australia, Sue Kilpatrick
- It's RRHEALy happening! Pam Nichol

#### 7. New Roles and Models of Care

- The Physician Assistant, Mags Currie and Jane Farmer
- Generic Support Worker, L Hall and EM Watson
- Rana Health-Park, Anette Fosse

#### 8. Community Resilience

- The social, economic, human and institutional contributions of primary health services to rural communities, Maria Prior
- Stable foundations for unstable lives, Mairi McGregor.
- The Village University, Ole Kristian Losvik

## “View from the Summit”

Plenary Session 16.45-17.15  
Feedback from the Knowledge Bank.  
Conference close.



## Short Biographies of Speakers

*In order of programme*

### **Mr Paul Martin RN, RHV, DMS, MBA Chief Nursing Officer and Interim Director for Health Workforce for Scotland**



Paul Martin took up the post of Chief Nursing Officer for Scotland in September 2004. In this role he advises Ministers on all matters relating to nursing, midwifery, health visiting and the allied health professions. In March 2005, in addition to his role as Chief Nursing Officer, Paul took over the role of Interim Director for Health Workforce.

Until August 2004 Paul was Deputy Chief Executive (Modernisation), Highland Direct Health Services (formerly Chief Executive, Highland Primary Care NHS Trust), a post he took up in July 2002. Paul was previously Director of Nursing and Allied Health Professionals in Renfrewshire and Inverclyde Primary Care NHS Trust for 3½ years, and Director of Nursing and Community Services, NHS Borders for 4½ years.

Paul has a broad experience in nursing, having trained and practiced as a general nurse, a midwife and a health visitor. He has extensive general management experience across primary care and mental health services and holds a Diploma in Management Studies and a Masters in Business Administration. In December 2007 Paul was given the honorary award of Doctor of the University of the West of Scotland.

### **Dr Margit Steinholt, MD, Specialist in Obstetrics and Gynecology**

Head of Obstetrics and Gynaecology in Sandnessjøen Hospital with responsibility for the midwife-led units in Mosjøen and Brønnøysund. She is newly appointed the Employee Director for Medical Staffing in Helse Nord.

Worked in Northern Norway for 20 years, promoting safe motherhood in this region. Since 2004 participating in teaching and training of midwives, doctors and traditional birth attendants in poor and rural areas of Cambodia. This work is done through the Trauma Care Foundation, Tromsø.

Margit is also an elected Employee Director of Medical and Academic staffing.



### **Dr. Jim White, Consultant Clinical Psychologist**



Jim White is a consultant clinical psychologist and leader of the STEPS primary care mental health in Glasgow. He has worked for many years in primary care, developing stepped-care services for common mental health problems. Recently, he has developed a range of cognitive behavioural approaches for those people who want to learn better ways of dealing with depression and anxiety including large 'evening classes' (100+), a website, booklet series and DVDs. He has written extensively on mental health and has published in peer-reviewed journals and has written two books. He has

presented numerous workshops and papers at national and international conferences. He is a Fellow of the British Psychological Society.

Website [www.glasgowsteps.com](http://www.glasgowsteps.com)

### **Dr Andrew Lyon , International Futures Forum**

After five years working in shops and factories, Andrew studied Sociology and Economics at Edinburgh University. After completing his PhD, he led a community oriented health programme at Polaroid UK Ltd, before moving to Glasgow to lead the Healthy Cities Programme. He has also worked for the WHO in Bangladesh and Europe. With Forward Scotland, he led on a Scottish approach to Sustainable Development from 1996- 2001. Now with the International Futures Forum, he leads on programmes designed to restore effectiveness in times of rapid change. Also a volunteer by nature, he currently serves on the

boards of several innovative charities. He loves to cycle, is a poor but enthusiastic astronomer. He also says he can play the flute and the uilleann pipes, his children say he can't! He thrives on the connection between thinking and doing.

### **Dr George Crooks, Interim Chief Executive and Medical Director NHS 24**



Dr George Crooks has been a General Practitioner in Aberdeen for the past 22 years. He was previously the Director of Primary Care for NHS Grampian, with responsibility for the provision and development of community based health services and lead on the implementation of a managed clinical network for unscheduled care in Grampian. Since moving to NHS24 as Medical Director he has been involved in a clinical leadership role with the national unscheduled care collaborative supporting the development and redesign of health services with the aim of reducing A+E attendances, reducing hospital admissions and facilitating early successful discharge. His interests include whole system thinking, service redesign and collaborative contracting as a driver for change.

### **Nicola Sturgeon MSP Cabinet Secretary for Health and Wellbeing**

Nicola Sturgeon was born in Irvine, Ayrshire in 1970. She was educated at Greenwood Academy, Irvine and Glasgow University where she studied Law and was awarded LLB (Hons) and Diploma in Legal Practice.

Before entering the Scottish Parliament she worked as a solicitor at the Drumchapel Law and Money Advice Centre in Glasgow.

Nicola was elected to the Scottish Parliament in 1999 and again in 2003, representing the Glasgow Region. She was elected as MSP for the Glasgow Govan constituency in 2007.

Since entering the Scottish Parliament in 1999, she has been the party's spokesperson on Education, Health & Community Care and Justice.

In September 2004, she was elected Deputy Leader of the Scottish National Party.

In May 2007, Nicola was appointed Cabinet Secretary for Health and Wellbeing, with responsibility for the NHS, health service reform, allied healthcare services, acute and primary services, performance, quality and improvement framework, health promotion, sport, public health, health improvement, pharmaceutical services, food safety and dentistry, community care, older people, mental health, learning disability, substance misuse, social inclusion, equalities, anti-poverty measures, housing and regeneration.



### **Prof Nora Kearney, Professor of Cancer Nursing, University of Stirling**

Nora Kearney is Professor of Cancer Care and Director of the Cancer Care Research Centre (CCRC), University of Stirling. Nora was appointed to the University of Stirling in January 2003 following a long clinical career in cancer nursing and previous academic positions at the Universities of Glasgow and Edinburgh.

As a cancer nurse she worked in the Beatson Oncology Centre for 11 years and today she continues her clinical practice as a nurse within the chemotherapy unit of Falkirk Royal Infirmary.

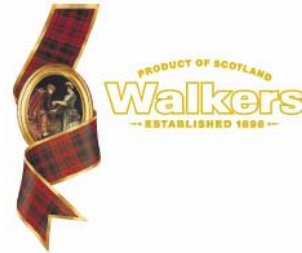
Nora has an established reputation as a leader in cancer care in Europe and internationally and was President of the European Oncology Nursing Society between 1997 and 1999 and is actively involved in cancer care developments internationally. Nora leads and collaborates on a number of multi-centre research projects in the areas of patient experience, symptom management in cancer care - including the use of technology - and cancer and the elderly. She has published widely and is regularly invited to international conferences to present keynote and plenary papers. She sits on a number of Scottish Executive committees, including the CSO Cancer Portfolio Group.

## Sponsors

*Making it Work3*

HELSE  NORD

**NHS**  
Highland



### Planning Committee:

Pat Tyrrell, Lead Nurse, Argyll and Bute CHP, NHS Highland  
Ruth Cleland, Head of Internal Communications, NHS Highland  
Helen Bryers, Head of Midwifery, NHS Highland  
Sarah McLeod, Training and Practice Development Coordinator for Maternity Services  
Heather Smith, Professional Lead Nurse (Community Nursing, SE CHP) NHS Highland  
Catherine Zawalnyski, Professional Lead (Children's Services) NHS Highland  
Liz Higgins, Practice Development Nurse, NHS Highland  
Trude Grønlund, Clinical Service Planning Manager, Helse Nord RHF

### Scientific Committee:

Prof Lewis Ritchie  
Prof David Godden  
Prof Jane Farmer

***And a very special thanks to our speakers and everyone who has been involved in the planning and preparation for the conference.***