



# OHMC2011

**Operational Hospital Management Conference™**  
Improving performance, delivering better value & transforming the patient experience

**WEDNESDAY 5TH TO FRIDAY 7TH OCTOBER 2011**  
**SANDTON CONVENTION CENTRE, SANDTON, JOHANNESBURG**

**DEDICATED 2 DAY**  
**OPERATIONAL HOSPITAL MANAGEMENT CONFERENCE**

**IN DEPTH HOSPITAL TOUR**

The **Operational Hospital Management Conference** is the healthcare sector's premier hospital management conference and has emerged as the leading conference in South Africa. It is specifically aimed at improving performance and the quality of services at public hospitals. The conference offers a tangible learning and sharing opportunity for all management levels within our public hospitals and health care sector and has effectively achieved this for the past five years through identifying real challenges

and problems that are faced by management in the Public Health Sector.

The Operational Hospital Management Conference aims at assisting healthcare management with practical solutions to meet the ever-increasing demands being placed on services, clinical and hospital resources.

Now part of the Fair Consultants stable, this event will provide all participants in the industry with the opportunity of interacting directly with their market and peers.

#### CO-LOCATED EVENTS:

This is a  
**FAIR CONSULTANTS SA**  
**AND PROMOCORP (PTY) LTD**  
Event

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AIRPORTS COMPANY SOUTH AFRICA  
**DISABILITY TRADE AND LIFESTYLE**  
**EXPO & CONFERENCE**

IN ASSOCIATION WITH THE SOUTH AFRICAN DISABILITY ALLIANCE



**PAN AFRICAN HEALTH**  
**EXPO and CONFERENCE 2011**  
The Premier Healthcare Expo & Conference for Southern Africa

## About the Operational Hospital Management Conference

The Operational Hospital Management Conference aims at assisting healthcare management with practical solutions to meet the ever-increasing demands being placed on services, clinical and hospital resources.

### Workshop Programme

Determined by continuous research, the programme explores the key aspects and issues that Healthcare Management are faced with today. The programme provides a robust agenda of keynote and case study presentations and panel discussions. The conference will focus on key industry issues presented in a combination of keynote presentations and panel discussions.

### Order of Events & Conference Theme

5 October: Hospital Tour: Chris Hani Baragawanath

6 & 7 October: Dedicated two day workshop

### Keynote Presentations

offer a motivational and entertaining perspective on fundamental issues challenging management. The achievements of our Keynotes and their pioneering endeavours, directly influence your job today. Delivering thought provoking and frank accounts of their experiences,

### The Theme of the conference:

*First Class hospital housekeeping*

Other topics include:

- Wastage Management focusing on efficient resource utilization in the delivery of care and service to patients.
- What a Hospital Manager should aim for?
- Dynamics of Benchmarking and Setting New Standards
- The Myths of Patient Care
- What does the Health Care Manager Really do?
- Energy Management in a Hospital
- How to Streamline Procurement of Goods & Services
- Organising Hygiene factors
- Essential Attributes of Care givers consisting of Quality of service & personal attributes

our Keynote presenters give you the drive to develop forward-thinking ideas and strategies for your organisation. In addition to the traditional session format, Panel Discussions have been organised to give you multiple perspectives on a topic. The panel is composed of industry practitioners ready to share their ideas and debate strategic issues.

## 2011 OHMC Key Speakers



### Ashwin Hurribunce

He qualified as a medical doctor at the University of Natal (1983). Additionally he holds an FF Rad (D) SA from the Colleges of Medicine of South Africa, a specialist qualification as a Diagnostic Radiologist (1991); and a MBA from University of Cape Town (2005).

An extensive background in senior health related political appointments, he also has broad academic experience at the Universities of KwaZulu Natal and Witwatersrand. His military career culminated in his retiring at the rank of Major General, before embarking on his current career in commercial business as an Executive Director in The IQ Business Group where his role is generally advisory, coaching and mentoring. He is responsible for business transformation and governance, for reviewing the business's strategy, for exploring and establishing new ventures.



### Keith Bonsall

He has a B Comm. majoring in Accounting and Business Economics. He has spent the last 26 years in private hospital industry, 6 of which were as an elected director of the National Association of Private Hospitals (now Hospital Association of South Africa). He has been the Hospital Manager of a number of large hospitals in Durban (starting with the commissioning of a new facility), Johannesburg and Pretoria.

Keith has also spent some time in the United States studying hospital management processes and systems, particularly with the emphasis on productivity, cost and profit performance within a Managed Care and strong cost driven environment.

## 2011 OHMC Rates

### The Rates

#### Hospital Visit

October 5th. R1076.00 per delegate. Excl VAT.

#### Two Day Conference

October 6th & 7th. R6000.00 per delegate. Excl VAT.

A booking for 3 or more delegates from the same organisation qualifies for a discount of 10%.

Please note - only one discount can apply. SA VAT applies to registrations. Space is limited to 200 places. Lunches & one networking cocktail party are included.



Provisional Conference Agenda		
<b>Day One</b>		
<b>First Class Hospital Housekeeping</b>		
<b>Session 1</b>		
09h00	Welcome	Conference Chairman: Keith Bonsall Halycon Management Services
09h15	Wasteage Management – focusing on efficient resource utilization in the delivery of care and service to patients.	Keith Bonsall
10H00	What a Hospital Manager should aim for.	Milpark Netcare Hospital
10H45	Networking Refreshment Break	
<b>Session 2</b>		
11H00	Dynamics of Benchmarking and Setting New Standards – focusing on the structuring of specific measurements that are indicators as to patient care delivery.	Keith Bonsall
12h00	Networking Lunch in Exhibition Hall of Pan African Health	
<b>Session 3</b>		
13h30	The Myths of Patient Care – focusing on patient care quality and what quality really means.	Keith Bonsall
15h00	Networking Refreshment Break	
<b>Session 4</b>		
15h30	What does the Health Care Manager Really Do? – this is about leadership, decision making, critical success factors and roles and responsibilities of managers in the delivery of care.	Keith Bonsall
16h15	Questions and Answers. Tasks to be completed.	Keith Bonsall
16h45	Visit Pan African Health and the ACSA Disability Expo	Conference Chairman
17h00	Networking Cocktail Party at Pan African Health	
<b>Day Two</b>		
<b>Session 1:</b>		
09h00	Welcome	Conference Chairman: Dr Ashwin Hurribunce The IQ Business Group
09h15	Energy Management in a Hospital.	Dr Ashwin Hurribunce
10H00	Speaker from Life Hospital Group	To be announced
10h45	Networking Refreshment Break	
<b>Session 2</b>		
11H00	How to Streamline Procurement of Goods and Services.	Dr Ashwin Hurribunce
12h00	Networking Lunch in Exhibition Hall at Pan African Health	
<b>Day Two</b>		
<b>Session 3</b>		
13h30	Organising Hygiene Factors.	Dr Ashwin Hurribunce
14h15	Essential attributes of care givers – linking personal attributes to the quality of service.	Dr Ashwin Hurribunce
15H00	Networking Refreshment Break	
15h15	Questions and Answers with tasks being set.	Dr Ashwin Hurribunce
16H00	Closing comments and visit to Pan African Health	

## Conference Registration Form

Complete and fax to +27 (0)86 543-8243  
Or +27 (0)21 713-3366

Title & First Name	Surname	Position	Cell no	E-mail
<b>Organisation:</b>		<b>VAT No:</b>		
<b>Postal Address:</b>				
<b>Physical Address:</b>				
<b>Organisation Activity:</b>				
<b>Fax No:</b>		<b>Tel No:</b>		
<b>Rates</b>	<b>Hospital Visit R 1076 per delegate excl VAT *</b>		<b>No of Delegates:</b>	
	<b>2 Day Conference R 6000 per delegate excl VAT *</b>		<b>No of Delegates:</b>	
	<b>Amount Due:</b>			
<b>NOTE:</b>				
A booking for 3 or more delegates from the same organisation qualifies for a discount of 10%. Please note - only one discount can apply. SA VAT applies to registrations. Space is limited to 200 places. Lunches & one networking cocktail party are included.				
	Please invoice our organisation			Order Number / Reference
	Payment for the delegate/s fee is enclosed. Bankers draft or cheque made to Fair Consultants SA cc. An invoice will be sent automatically.			
	A direct bank payment will be made to: Fair Consultants SA cc, First National Bank, Claremont (code 200-109) Account No: <b>62051503798</b> . <b>Swift: FIRNZAJJ</b> Fax confirmation to <b>+27 (0) 86 543 8243</b> . An invoice will be sent automatically.			
<b>Credit Card No:</b>		<b>Visa</b> <input type="checkbox"/>		<b>Mastercard</b> <input type="checkbox"/>
<b>Expiry date:</b>				
<b>CVV (Security No):</b>				
<b>Name on Credit Card:</b>				

### Conditions of Registration

Delegates will be allocated places on a strictly first-come basis. All delegate fees must be paid in full before the conference. There will be a 20% administration charge on all cancellations received before 20 August 2011. There will be no refund on cancellations received thereafter but substitutes may be made. A delegate folder will be provided, but speaker papers will only be available if written papers are provided by speakers. The conference program is published in good faith but substitutions of speakers and/or papers may be necessary due to circumstances beyond the organiser's control.

<b>Name :</b>	<b>Signature:</b>	<b>Date:</b>
<b>Position :</b>		