

20
09

The Evolution of Care
Bridging the Gap

CHRISTCHURCH CONVENTION CENTRE > 7 - 9 SEPTEMBER 2009



HealthCare Providers
New Zealand

Conference Programme

Housekeeping Notes

Welcome to the HealthCare Providers NZ Conference 2009

Monday 7th September 2009

10.30am	Registration Desk Opens
12.00 noon	Light Lunch amongst the Exhibitors – Convention Centre Hall B
1.00pm	Official Opening – Convention Centre Hall A
1.10pm	Opening Address – Convention Centre Hall A
5.05pm	Welcome Function – Amongst the Exhibitors – Convention Centre Hall B

Welcome Function

The welcome function is an opportunity for delegates to mix and mingle amongst the range of high-quality trade exhibits, view the latest products on offer and enjoy a glass of wine. This year we have several companies exhibiting for the first time.

Tuesday 8th September 2009

8.30am	HCPNZ Breakfast, AGM & Strategy Session Members only
10.10am	Morning Tea – Convention Centre Hall B
10.45am	Amalgamated session – Convention Centre Hall A
1.00pm	Lunch – Convention Centre Hall B
2.05pm	Business and Clinical sessions begin – Hall A, and Meeting Rooms 1 and 3 Upstairs Convention Centre
3.45pm	Afternoon Tea – Convention Centre Hall B
4.15pm	Showcase of Finalists HCPNZ/INsite Excellence in Care Awards – Convention Centre Hall A

Tuesday 8th September from 7.00pm – Quality Health NZ Conference Dinner

Join us for the Fabulous 40s at Airforce World, Wigram. Buses will depart from the Convention Centre at 7.00pm and return every half hour from 10.45pm to the hotels in the city centre.

The cost of the dinner and transport is included in the full conference registration.

Wednesday 9th September 2009

8.45am	Morning sessions – Business – Convention Centre Hall A Clinical – Meeting Rooms 1 and 3
10.40am	Morning Tea
12.45pm	Lunch, Prize Draws – Convention Centre Hall B
2.05pm	Amalgamated Session – Convention Centre Hall A
2.55pm	Grand Finale – Convention Hall A
3.45pm	Conference Close

Thursday 10th September 2009

9.00am – Tour	Post Conference Tour – Details to follow
---------------	--

Conference Programme

MONDAY 7th SEPTEMBER			
10.30am	Registration Desk Opens		
12.00 noon	<i>Light Lunch</i>		
1.00pm – 1.10pm	Official Opening		
1.10pm – 2.10pm	Motivational Speaker › <i>Steve Gurney</i>		
2.10pm – 2.50pm	Impact of the Recession on Aged Care › <i>Jean-Pierre de Raad</i>		Sponsored by ›  Grant Thornton
2.55pm – 3.25pm	<i>Afternoon Tea</i>		
3.30pm – 4.30pm	Bridging the IT Gap: The Digital Future for Aged Care › <i>Dr George Margelis</i>		
4.30pm – 5.00pm	Minister of Health Address › <i>Hon Tony Ryall</i>		
5.05pm	<i>Welcome Function</i> › <i>Amongst the Trade Exhibitors</i>		
TUESDAY 8th SEPTEMBER			
8.30am – 10.00am	Members only Breakfast AGM & Strategy Session › HCPNZ Members Only		
10.10am – 10.45am	<i>Morning Tea</i>		
InterRAI: The Future of Aged Care			
10.45am – 11.45am	InterRAI – How it Works in Practice: An International Case Study – Finland › <i>Dr Harriet Finne-Soveri</i>		
11.45am – 12.30pm	InterRAI – Put to Work: Pilot Study in Bay of Plenty and Waitemata DHB › <i>Nell Dawson and Lynda Wheeler</i>		
12.30pm – 1.00pm	InterRAI Panel Discussion › <i>Dr Nigel Millar – DHB; Nell Dawson – Provider; Dr Harriet Finne-Soveri – International perspective; Brigitte Larkins – MOH</i>		
1.00pm – 2.00pm	<i>Lunch</i>		
2.05pm – 2.55pm	BUSINESS SESSION Rights of the Elderly Under Care in the Health Sector and Care Facilities <i>Dr Nigel Millar</i>	OR	CLINICAL SESSION 1 Snoezelen – Introduction and History <i>Ilse Achterberg</i>
2.55pm – 3.45pm	The Journey of a Complaint <i>Rae Lamb</i>	OR	CLINICAL SESSION 2 Brain and Communication – Speech-Language Therapy Problems after a Stroke <i>Simone Newsham</i>
3.45pm – 4.15pm	<i>Afternoon Tea</i>		
4.15pm – 5.15pm	HCPNZ/INsite Excellence in Care Award Finalists		
Departing – 7.00pm	<i>Conference Dinner Airforce World – sponsored by Quality Health NZ</i> <i>HCPNZ/INsite Excellence in Care Award Ceremony</i>		
WEDNESDAY 9th SEPTEMBER			
8.45am – 9.40am	BUSINESS SESSION Informed Consent in Aged Care: Understanding the Law <i>Iris Reuvecamp</i>	OR	CLINICAL SESSION 1 Snoezelen – Senses, Equipment and Designing a Room <i>Ilse Achterberg</i>
9.45am – 10.35am	Subsidised Residents Living in an ORA <i>Simon Marks</i>	OR	CLINICAL SESSION 2 8.45am to 10.15am Gastro Guidance; what to do and what not to do when managing an outbreak <i>Judy Forrest</i>
10.40am – 11.10am	<i>Morning Tea</i>		
11.15am – 12.15pm	Dependency in New Zealand 1998 - 2008 – What's Happened? <i>Dr Michal Boyd and Professor Martin Connolly</i>		
12.15pm – 12.45pm	Where are we At? Update on Current Work Programmes between Providers and DHBs <i>Chris Fleming, lead CEO Aged Residential Care</i> <i>Martin Taylor, CEO, HealthCare Providers NZ</i>		
12.45pm – 2.00pm	<i>Lunch and Prize Draws</i>		
2.05pm – 2.50pm	Introduction to ARC Service Review Consultants <i>Cam Ansell</i> <i>Grant Thornton</i>		
2.55pm – 3.30pm	Grande Finale › <i>Kim Hill</i>		
3.35pm – 3.45pm	Conference Close › <i>Simon O'Dowd – Chairman, HealthCare Providers NZ</i>		



The Evolution of Care Bridging the Gaps

CHRISTCHURCH CONVENTION CENTRE › 7 – 9 SEPTEMBER 2009



MARTIN TAYLOR › CEO

This year's conference will discuss issues that are facing our sector now and in the future under the pressures of a shrinking working age group, an ageing population and much more.

HealthCare Providers NZ is proud to present a conference which offers delegates an outstanding programme of speakers and topics. These include the Minister of Health, the Hon Tony Ryall, motivational presenter Steve Gurney, NZIER's Jean-Pierre de Raad, Dr George Margelis and Kim Hill.

We also have a major focus on the interRAI standard assessment tool used in over 30 countries throughout the world. Dr Harriet Finne-Soveri from Finland will discuss an international case study and how this tool has worked in a country with similar status to New Zealand. This session will be accompanied by the results from a pilot study run in New Zealand, and a panel discussion where you can put your questions to the experts.

The clinical and business sessions have a number of exceptional speakers led by Ilse Achterberg from the Netherlands, an expert in the world of Snoezelen, and infection control expert Judy Forrest, to aged care consultants Simon Marks and Iris Reuvecamp.

With over 60 exhibitors showcasing the latest equipment available to the aged care market, you will have a unique opportunity to network with the whole range of people involved in the aged care industry.

Martin Taylor
CEO, HealthCare Providers NZ

CONFERENCE SPONSORS

HCPNZ would like to thank our generous conference sponsors in 2009:



Te Kaporeihana Awhina Hunga Whara

2009

HCPNZ/INsite EXCELLENCE IN CARE AWARDS 2009

Aged residential care providers in New Zealand deliver services to over 33,000 elderly New Zealanders and their families every year. Often, examples of excellence in this core health service are overlooked, or go largely unrecognised outside the immediate community. In 2007, HealthCare Providers NZ launched the awards for excellence in aged residential care. These awards recognise the continuous pursuit of excellence by aged residential care facilities and their staff. We are pleased to bring these awards to you again in 2009.

The awards are open to all members of HCPNZ. Judging will be carried out by an independent panel, and finalists will be showcased at the HCPNZ National Conference in September 2009. Winners will be announced at the Quality Health Conference Dinner on Tuesday 8th September.

THERE ARE FOUR INDIVIDUAL AWARD CATEGORIES AS WELL AS THE OVERALL AWARD:

Jackson Enterprises Ltd Built and Grown Environment Award

To recognise design, construction or changes to a facility that have created a positive environment for residents and staff. May include innovative or creative gardens and landscape design, construction of buildings or changes to the interior of facilities.

Telecom Community Connections Award

Recognises efforts to cater for residents' needs and preferences by creating an environment which promotes inclusion and choice. This may include the creation of a feeling of community within a facility, or a facility reaching out to the surrounding community in order to connect residents with their families and friends.

Quality Health NZ Innovative Delivery Award

This award is in relation to both care and business improvements, and acknowledges innovation, creativity or redesign of the delivery of services in order to provide true continuum of care options for elderly residents.

Health Ed Trust Training and Staff Development Award

For exceptional training and staff development by organisations (either facilities or groups) within the aged care sector. For example, efforts to integrate staff training and development to continue to lift the standard of client-focused care, or other innovative staff training and development.

INsite Overall Award for Outstanding Excellence in Aged Care

This award will be given to a facility which has demonstrated an outstanding commitment to achieving excellence in aged care, which could emerge from an entry into any one category, or across all four categories.



JACKSON
ENTERPRISES LIMITED

CONNECTING
NEW ZEALANDERS



Telecom



QUALITY HEALTH
NEW ZEALAND
TE TAUMATA HAUORA
A division of Telarc SAI Ltd



HEALTH ED TRUST
NEW ZEALAND INC



NEW ZEALAND **INsite**

AWARD PARTNER – INsite magazine

INsite magazine recognises the importance of quality staff within the aged care industry and is proud to be part of the inception of these awards. For the latest views, coverage of industry events, health and clinical matters, professional development and training see www.insitene newspaper.co.nz.

Day 1

Monday 7th September

1.10pm › Convention Hall A

Motivational Speaker › Steve Gurney

Steve is well known as “that Crazy Coast to Coast Guy” and has the nickname GOONey – Goons for short. He has raced the Coast to Coast 15 times and has won it a record eight times (a record six consecutively). Steve also won the Mizone Endurazone (Bluff to Reinga in 28 days) and the MSOQ in China. He invented a bike with wings, and was poisoned by bat dung while racing in the Borneo jungles and nearly died. Steve has a long history of racing innovations, some sensible and some wacky. Steve will be fresh from the Sahara Desert to give a great start to our conference.

2.10pm › Convention Hall A

Feature Speaker › Jean-Pierre de Raad

The fallout of this deep recession will have long-term consequences for strategy and funding for aged care. By now, New Zealand will be experiencing its 7th quarter of negative growth. Growth will pick up from December, but even then New Zealand faces significant challenges. Both the persistent and large current account deficit and a government deficit will need to be resolved. The Treasury forecasts that the current government deficit will not be resolved until 2020, unless growth picks up or deep public spending cuts are made. This challenge sits within the context of the spending pressures in the areas of health care, disability support and superannuation arising from an ageing population.

This session will lay out the current economic and fiscal situation within a longer-term context, and consider the implications for aged care.

3.30pm › Convention Hall A

Feature Speaker › Dr George Margelis

We all recognise the demographic challenges we face with an ageing population. What is the role of information technology in helping solve these challenges?

This presentation will explore what is happening today around the world to increase the efficiency and effectiveness of care provision to the elderly. We will then look at research under way in various places, and some of the future technologies that will enable our elderly to live longer and more comfortably. Finally we will look at what the future may bring, what we need to do to make it possible, and how we can work together to provide these solutions in an affordable and effective manner.

4.30pm › Convention Hall A

Minister of Health Address › Hon Tony Ryall – Minister of Health

Hon Tony Ryall represents the Bay of Plenty electorate, which includes the fast-growing suburbs of Tauranga City (Papamoa, Bayfair, Maungatapu, Welcome Bay and Ohauiti) and the surrounding rural areas of Te Puke, Kaimai, Omokoroa and Te Puna.

In 1997, Mr Ryall was promoted into the Shipley Cabinet. He held the portfolios of Minister of Justice, Minister State Owned Enterprises, Minister of Local Government, Minister of Youth Affairs and Minister Responsible for Housing New Zealand Ltd. While in opposition, Mr Ryall served first as Law and Order Spokesman and then as Health Spokesman. In the National-led Government, he is Minister of Health and Minister of State Services.

Welcome Function – Amongst the Exhibitors

From 5.05pm › Convention Centre Hall B

The welcome function is an opportunity for delegates to mix and mingle amongst the range of high-quality trade exhibits, view the latest products on offer and enjoy a drink. Everyone is welcome to attend this function. We have a number of new exhibitors this year.

Day 2

Tuesday 8th September

8.30am › Limes Room, Level 1,
Christchurch Town Hall

HCPNZ Breakfast AGM and Strategy Session

For HCPNZ members only. Breakfast will be provided, with a chance to review the HCPNZ Strategic Plan and progress on organisational goals. This will follow the HCPNZ AGM.

10.45am › Convention Hall A

Keynote Speaker › Dr Harriet Finne-Soveri

InterRAI – How it Works in Practice: An International Case Study – Finland

Finland is a small country located in northern Europe. It has been a member of the European Union since 1995, and has a population of 5.2 million, 16% of whom have reached the age of 65 years.

The use of interRAI tools was launched on a voluntary basis in three towns in 2000. Since then its use has steadily increased in long-term care facilities from 2,000 to 12,000 beds and in home care from 800 annual assessments to 11,000. This presentation will illustrate the results and consequences as to quality of care, together with practical implementation issues, including the views of staff. International benchmarking turned out to be a powerful tool in the LTCF praxis.

11.45am › Convention Hall A

Feature Session › Nell Dawson and Lynda Wheeler

InterRAI – Put to Work: Pilot Study in Bay of Plenty and Waitemata DHB

The aim of this project was to trial the use of the interRAI Minimum Data Set–Long Term Care (MDS–LTC) standardised, comprehensive geriatric assessment tool in residential aged care and retirement communities in New Zealand. In this trial the LTC was used in large facilities in Waitemata and Bay of Plenty District Health Board areas and a small rural facility specialising in Maori elder care. Initial and follow-up assessments were completed between April and December 2008. This session will discuss the trial, and results and recommendations for New Zealand.

12.30pm › Convention Hall A

Panel Discussion

InterRAI Panel Discussion

Experts in the field of the interRAI standardised assessment tool will be on-hand to discuss the use of the tool and answer any questions.

- International perspective – Dr Harriet Finne-Soveri
- DHB perspective – Dr Nigel Millar
- Provider perspective – Nell Dawson
- MOH perspective – Brigette Larkins.

2.05pm › Convention Hall A

Business Session › Dr Nigel Millar

Rights of the Elderly Under Care in the Health Sector and Care Facilities

Being old appears to be synonymous with dependency and the need for protection. However, when you talk to older people this is rarely how they see it. The need to dominate, control and pigeonhole older people as quiet, unassuming and compliant citizens who must not make a fuss or appear out of control is an unpleasant feature of modern western society. The right to age outrageously or even disgracefully is sadly neglected.

Tuesday 8th September continued...

2.05pm › Meeting Room 1	OR	Clinical Session › Ilse Achterberg
		<i>Snoezelen – Introduction and History</i> Snoezelen is the use of multisensory stimulation techniques. In this first session, Ilse will give an introduction to Snoezelen and, its history, and show a video on the technique.
2.05pm › Meeting Room 3	OR	Clinical Session › Simone Newsham
		<i>Brain and Communication – Speech-Language Therapy Problems after a Stroke</i> Consistent with the International Classification of Functioning, Disability and Health (ICF) (WHO 2001), it is important to address the environmental and personal barriers faced by a person with communication difficulties in their day-to-day life in order to improve access to both their environment and society at large. A project funded by the Stroke Foundation of New Zealand has been developed to address both environmental and personal barriers to access for people with communication impairment living in the Nelson/Marlborough region. Simone will discuss the two projects under way that address environmental barriers for stroke patients.
2.55pm › Convention Hall A		Business Session › Rae Lamb
		<i>The Journey of a Complaint</i> If you have ever wondered what happens to a complaint when it reaches the Health and Disability Commission, this is your opportunity to find out. This is an interactive session involving case studies, including aged care, where you will have an opportunity to put yourself in the Commissioner's shoes.
2.55pm › Meeting Room 1	OR	Clinical Session › Ilse Achterberg
		<i>Snoezelen (cont) – Method and Practice</i> Continuing on from her previous session, Ilse will take a look into the method of Snoezelen and how it is used in daily care.
2.55pm › Meeting Room 3	OR	Clinical Session › Mooch Williams
		<i>Falls Prevention and vitamin D Supplement</i> Research has indicated that muscle weakness and poor balance underlie most falls that occur in older adults. Muscle strength has been shown to decline with age, and a significant association between muscle strength and vitamin D levels exists. ACC is engaging with DHBs nationally to implement a new vitamin D fall prevention programme for older adults who reside in long-term residential care. Falls are very common for people in aged residential care facilities, and fall-related injuries cause problems for both the resident and, facility staff and incur a large cost on the health system. ACC would like to work with facilities through DHBs to provide residents a D-Fence against falls.
4.15pm › Convention Hall A		HCPNZ/INsite Excellence in Care Award Finalists
		These prestigious awards recognise the continuous pursuit of excellence by aged residential care facilities and their staff. This session will showcase finalists in each of the four categories prior to the awards themselves, which will be presented at dinner.

7.00pm Buses will depart from the Convention Centre and return every half hour from 10.45pm to the hotels in the city centre

Quality Health NZ Conference Dinner – Fabulous 40s › Be prepared to head back to a period when life was tough but they still knew how to kick up their heels. Dinner, drinks, transport and entertainment are included in full conference registration.

Day 3

Wednesday 9th September

8.45am › Convention Hall A

Business Session – Iris Reuvecamp

Informed Consent in Aged Care: Understanding the Law

Health and disability services can only be provided to a person if they make an informed choice and give informed consent to the provision of those services.

This session will look at the key elements of informed consent; the basis on which you can proceed in the absence of informed consent; who can consent on behalf of an individual; the role of the Enduring Power of Attorney; managing situations when families disagree; and the use of advance directives in the context of aged care.

The session is relevant to aged residential care providers, managers and caregivers, and aims to provide a clear summary of the law in a practical and accessible way, with reference to case studies and opportunity for general discussion.

8.45am › Meeting Room 1

OR

Clinical Session › Ilse Achterberg

Snoezelen – Senses, Equipment and Designing a Room

The second day of Snoezelen sessions will look at the Snoezelen practice in relation to the senses, the use of a controlled sensory stimulation and how to design a room.

8.45am › Meeting Room 3 (90 mins)

OR

Clinical Session › Judy Forrest

Gastro Guidance; what to do and what not to do when managing an outbreak

Outbreaks of gastroenteritis and influenza within aged care facilities throughout New Zealand are on the rise, yet frequently facilities are ill prepared for an outbreak. Bug Control New Zealand is involved in working with clients in the aged care sector and the out-of-hospital sector to manage outbreaks.

This presentation will outline the most common gaps identified and strategies to protect our clients, residents and ourselves during an outbreak. Background information and essential facts about gastroenteritis and influenza will be provided, and common challenges identified as barriers to successful management of an outbreak along with strategies for success.

9.45am › Convention Hall A

Business Session › Simon Marks

Subsidised Residents Living in an ORA

Simon will discuss two key issues around subsidised residents living in an ORA: resident entitlement under the Social Security Act 1964, and resolution of tension between retirement village Occupation Right Agreements and DHB Age Related Residential Care Contracts.

9.45am › Meeting Room 1

OR

Clinical Session › Ilse Achterberg

Snoezelen (cont) – Integration, Management and Coaching within your Organisation

Concluding her sessions, Ilse will look at the integration, management and coaching of Snoezelen in your organisation.

10.15am › Meeting Room 3

Clinical Session › Julie Sparks

The Direction of Education

What's happening in education now and in the future.

Wednesday 9th September continued...

11.15am › Convention Hall A

Feature Speakers › Dr Michal Boyd and Professor Martin Connolly

Following on from Dr Boyd and Prof Connolly's presentation at conference last year on the 2008 Older Persons' Ability Level (OPAL 10/9/8) study, they will give a comparison of data spanning two decades about the changes in demographics and dependency of older people residing in residential aged care in New Zealand.

Research funded by the Freemasons Roskill Foundation.

12.15pm › Convention Hall A

Sector Update › Chris Fleming and Martin Taylor

Where are we At? Update on Current Work Programmes between Providers and DHBs

The lead DHB CEO for Aged Residential Care and the HCPNZ CEO will update you on what is happening in the aged care sector. They will discuss three major projects: the ARC Service Review, unannounced audits and the reduction of duplication audits.

2.05pm › Convention Hall A

ARC Service Review › Cam Ansell and Grant Thornton

Introduction to ARC Service Review Consultants

The presentation will provide an overview of the Grant Thornton Aged Care Survey, the major findings from the research and the implications for Australia's aged care industry. Based on Grant Thornton's work in New Zealand, Cam will discuss the critical benefits that can be derived through the Aged Residential Care Service Review for both policy development and healthcare provider business strategies.

2.55pm › Convention Hall A

Grande Finale › Kim Hill

Broadcaster, and host of Saturday Morning on Radio New Zealand National.

3.35pm › Convention Hall A

Conference Close › Simon O'Dowd, HCPNZ Chairman

Lucky Lunchtime

A special lunch hour amongst the trades, which will include a prize draw for all conference delegates who have completed the TRADE PASSPORT by visiting a minimum of 30 stands and entering the draw. A number of fabulous prizes will be given away, as well as our ever-popular "auction", so do not miss out!

CONFERENCE 2009

Political Address



Hon Tony Ryall – Minister of Health

Hon Tony Ryall represents the Bay of Plenty electorate, which includes the fast-growing suburbs of Tauranga City (Papamoa, Bayfair, Maungatapu, Welcome Bay and Ohauti) and the surrounding rural areas of Te Puke, Kaimai, Omokoroa and Te Puna.

First elected as MP for East Cape in 1990, Mr Ryall won his seat from the Labour Party. Following boundary changes he represented Eastern Bay of Plenty electorate (1993-96) and Bay of Plenty electorate (1996-).

Mr Ryall lives in Tauranga with his wife Kara and two children Maisie (11) and Llewellyn (7). After schooling in the Eastern Bay of Plenty, Mr Ryall graduated from Massey University with a Bachelor of Business Studies (Accounting and Finance), and a Diploma in Business Studies (Accounting).

In 1997, Mr Ryall was promoted into the Shipley Cabinet. He held the portfolios of Minister of Justice, Minister for State Owned Enterprises, Minister of Local Government, Minister of Youth Affairs and Minister Responsible for Housing New Zealand Ltd. While in Opposition, Mr Ryall served first as Law and Order Spokesman and then as Health Spokesman.

In the National-led Government, he is Minister of Health and Minister of State Services.

Opening Speaker



Steve Gurney

Steve is well known as 'the Crazy Coast to Coast Guy' and has the nickname GOONey – Goons for short. He has raced the Coast to Coast 15 times and has won it a record eight times (a record six consecutively). Steve also won the Mizone Endurazone (Bluff to Reinga in 28 days) and the MSOQ in China.

Steve invented a bike with wings, was poisoned by bat dung while racing in the Bongo jungles and nearly died.

Want to find out what makes this guy so motivated? Come to the opening session at conference on Monday 7th September to hear Steve's story.

CONFERENCE
2009

Keynote Speaker

Dr Harriet Finne-Soveri

InterRAI

Dr Finne-Soveri is chief medical officer and managing director of the largest nursing home in Helsinki, Finland. She is also a senior lecturer at the University of Helsinki, Finland, and has been on the medical faculty in geriatric medicine since 1993. Her other appointments include researcher at the National Research and Development Centre (STAKES) since 1994, interRAI Fellow (1997) and member of EAMA (1998).

Dr Finne-Soveri will give the perspective of how InterRAI works in Finland.



Feature Speakers

Ilse Achterberg

Worldwidesnoezelen

Ilse has worked with clients with dementia for 20 years and developed Snoezelen for this client group in the Netherlands. In the last five years Ilse has been expanding Snoezelen towards other client groups such as those with learning or disabilities or autism and the multiple handicapped.

Within the area of Snoezelen, helping with demented elderly, Ilse is now proceeding towards more controlled sense stimulation as a further expansion of the use of Snoezelen for Alzheimer's and dementia.

In 2004 Ilse started the website Worldwidesnoezelen. This website has all the information about Snoezelen in the world. From Worldwidesnoezelen Ilse gives training and courses in Snoezelen to client groups in the Netherlands and other countries. Ilse also helps with research about Snoezelen.

Ilse will present two, two hour workshops on Tuesday 8th and Wednesday 9th September.



CONFERENCE
2009

Feature Speakers

**Jean-Pierre de Raad****NZIER**

Jean-Pierre first joined NZIER in 2001 and was appointed Chief Executive in September 2008. He has provided economic advice on a wide range of public policy issues, ranging from an evaluation of a health service contracting method to estimating the relationship between electricity firms' costs and the quality of their services. Jean-Pierre is also closely involved in the NZIER benchmarking of the quality of policy advice.

From October 2003 to October 2004, Jean-Pierre was the national policy manager at ACC. Prior to 2001 he was an economic advisor at the Ministry of Health.

Jean-Pierre will be discussing the impact of the recession on the aged care sector.

**Dr George Margelis****Industry Development Manager, Intel Australia**

George took on the role of Industry Development Manager for Intel's new Digital Health Group in November 2005. For him it was an opportunity to take an active part in changing the way health care was delivered in Australia. Prior to moving to Intel Australia he has been very active in the healthcare informatics arena as Medical Director and then CIO of a private hospital group in Sydney, manager of an innovative software development group developing solutions for healthcare providers and consumers, and board member at the state and national levels of the Health Informatics Society of Australia.

He is a registered medical practitioner, having graduated from the University of Sydney. He is also a registered optometrist and holds a graduate degree in E-Business from the University of Southern Queensland. He ran a successful software company during the heady days of the late '80s and early '90s and has been an active computer enthusiast from the late '70s when he acquired his first PC, a Sinclair Z80.

George has worked in large and small hospitals in NSW, as well as in private practice. He has been involved in providing clinical care for over 20 years, but has concentrated on the role information technology can play in improving clinical care for the last 5 years. His experience includes working with hospitals and healthcare providers to determine the requirements for technology projects, and active involvement in implementations of health technology systems and the evaluation of projects. He has presented at national and international conferences on health technology, and was chairman of the 2006 Health Informatics Society of Australia annual Health Informatics Conference held in Sydney in August 2006.

CONFERENCE
2009

Feature Session

Ilse will present two, two hour workshops on Tuesday 8th and Wednesday 9th September.

InterRAI: The Future of Aged Care

InterRAI is a collaborative network of researchers in over 30 countries committed to improving health care for persons who are elderly, frail or disabled. The goal is to promote evidence-based clinical practice and policy decisions through the collection and interpretation of high-quality data about the characteristics and outcomes of persons served across a variety of health and social services settings.

Although each instrument in the interRAI family of tools and applications has been developed for a particular population, they are designed to work together to form an integrated health information system. InterRAI instruments all share a common language: that is, they refer to the same clinical concept in the same way across instruments. Using common measures enables clinicians and providers in different care settings to improve continuity of care, as well as to integrate care/support for each individual. Common language also allows families, advocates and public players to track the progress of programme participants across settings and over time. Such information can yield important findings regarding what works to improve an individual's quality of life.

As an organisation, interRAI maintains high standards for the quality of measures used in our instruments. Each version of a tool represents the results of rigorous research and testing to establish the reliability and validity of items, outcome measures, assessment protocols, case-mix algorithms and quality indicators. InterRAI also encourages and financially supports ongoing research efforts by members of the corporation, called Fellows, to improve the usefulness of our tools in a systematic fashion.

InterRAI Minimum Data Set – Long Term Care (MDS – LTC) is a standardised assessment tool used by aged care providers worldwide. We have three sessions on how this tool has been implemented in an overseas setting: the benefits; how it worked in a pilot study in a New Zealand setting; and a panel discussion.

The three sessions on InterRAI are as follows:

- InterRAI – How it Works in Practice: An International Case Study – Finland by Dr Harriet Finne-Soveri (10.45am, 8 September)
- InterRAI – Put Work: Pilot Study in Bay of Plenty and Waitemata DHB by Nell Dawson and Lynda Wheeler (11.45am, 8 September)
- InterRAI panel discussion where you can ask questions on the use of this system, with Bridgette Larkins – MOH perspective; Dr Nigel Millar – DHB perspective; Nell Dawson – provider perspective; and Dr Harriet Finne-Soveri – international perspective (12.30pm, 8 September).

Trade Information 2009

HealthCare Providers NZ welcomes the following exhibitors to Conference 2009.

We very much appreciate your support, and trust you will find the three days of conference beneficial to your business.

46	<p>3M The 3M range of trusted products helps simplify and improve skin health and the treatment of wounds, both acute and chronic. These products provide cost-effective solutions and are supported by educational services, and professional and technical support.</p>	<p>Chris Burcher Pam White Rochelle Cawood PO Box 33246 Takapuna Auckland</p>	<p>Phone: 09 477 6550 Cell: 027 4070 863 Fax: 0800 104 244 Email: cburcher@mmm.com</p>
57	<p>Acma Industries Ltd Kradal Flooring is unique because it has a combination of intuitively contradictory features: a thin (12mm) tile which is highly impact absorbing yet firm enough for an elderly person to stand and walk on without increasing their risk of a fall.</p>	<p>John Bowmar PO Box 40711 Lower Hutt</p>	<p>Phone: 04 526 6246 Fax: 04 526 4247</p>
40	<p>ArjoHuntleigh ArjoHuntleigh offers a broad range of integrated solutions for care of people with reduced mobility and related conditions, with the aim to enhance efficiency and quality of care in elderly care facilities, hospitals and other care environments.</p>	<p>Anthony Blyth PO Box 14392 Panmure Auckland</p>	<p>Phone: 09 573 5344 Fax: 09 573 5384 Email: anthony.blyth@arjohuntleigh.com</p>
50	<p>Austco Communications Simply the best Nurse Call and Care Management systems. We look forward to showing you the latest developments in call bell, communications, wanderer detection and positional alarms.</p>	<p>Allan Horner PO Box 259014 Greenmount Manukau City</p>	<p>Phone: 09 271 3712 Fax: 09 271 3715 Email: allan@austco.co.nz Web: www.austco.com</p>
42	<p>Bathroom Direct SanSpa Walk-in Bath, with an opening door for easy access. Self-contained, portable and easy to fit. Ideal for those with limited mobility. Full bathroom renovation services available.</p>	<p>Brent Coutts PO Box 58031 Greenmount Auckland</p>	<p>Phone: 64 9 913 3110 Fax: 64 9 913 3113 Mob: 64 21 959 796 Email: brent@bathroomdirect.co.nz</p>
47	<p>Bidvest New Zealand Limited Bidvest are a truly national foodservice provider, dealing in a complete range of food and complimentary categories. "First for Foodservice" reflects our unwavering dedication to unrivalled quality and service.</p>	<p>Zoe Whittaker 1st Floor Marewa Road Greenlane Auckland</p>	<p>Phone: 09 520 8067 Fax: 09 520 8051 Email: zoe.whittaker@bidvest.co.nz</p>
45	<p>Bunzl-Sanicare Products include the Abena range of continence products, gloves, aprons, face masks, hand sanitisers, hygiene papers plus general disposables for the laundry and kitchen area.</p>	<p>Sharalon Sutherland PO Box 112226 Penrose Auckland</p>	<p>Phone: 09 634 9011 Fax: 09 636 0035 Email: sharalon.s@sanicare.co.nz</p>

8 & 9	<p>Burns & Ferrall Limited</p> <p>We are your one stop shop for all your health equipment needs. From design installation, service of commercial equipment and fabricated stainless steel to cutlery, glassware and crockery. Burns & Ferrall have been in the industry for over 60 years.</p>	<p>Steve Mann</p> <p>PO Box 13140 Onehunga Auckland</p>	<p>Phone: 09 633 0900 Fax: 09 636 4434 Email: steve.mann@burnsferrall.co.nz</p>
19	<p>Canterbury Office Furniture Care Division</p> <p>New Zealand manufacturers of care furniture and equipment – from handles, grab rails, bedside cabinets, overtables, general purpose trolleys to special medication trolleys and many other items required in the aged care service.</p>	<p>Ian McDonnell</p> <p>123 Moorhouse Avenue Christchurch</p>	<p>Phone: 03 377 5982 Fax: 03 366 1211 Email: ianm@cof.co.nz</p>
24A	<p>C J Williamson Ltd</p> <p>Rest home beds, toilet and laundry and kitchen equipment, and a range of disability equipment.</p>	<p>John Dench</p> <p>PO Box 294 Christchurch</p>	<p>Phone: 021 320 442 Fax: 03 388 0297 Email: dench@dawsonreed.co.nz</p>
54	<p>CSC Buying Group</p> <p>Brokers for over 50 categories to benefit from. Two of our many preferred suppliers, Sharp and Unilever, are with us at the HCPNZ conference.</p>	<p>Craig Johnson</p> <p>PO Box 149 Cambridge</p>	<p>Phone: 07 823 7979 Fax: 07 823 7980 Email: office@csc.org.nz</p>
31	<p>Douglas Pharmaceuticals Ltd</p> <p>Medico is the New Zealand leading compliance packaging system. Medico is used in 70% of our rest homes and private hospitals throughout New Zealand. More than just a compliance pack – a complete system. Trained auditors provide no-charge in-servicing.</p>	<p>Liz Bosley</p> <p>Central Park Drive Henderson Auckland</p>	<p>Phone: 09 835 0660 Fax: 09 835 0697 Email: lizb@douglas.co.nz</p>
55 & 56	<p>EBOS Healthcare</p> <p>Specialists in supplying: Contenance; General Medical; Wound Care; Macerators/Waste Disposal Units & Pulp Products; Diagnostic Equipment; Aids to Daily Living; Wheelchairs; Dressing Trolleys; and Laundry Trolleys.</p>	<p>John Matthews</p> <p>PO Box 302161 North Harbour Auckland</p>	<p>Phone: 0800 18 17 16 Fax: 0800 502 883 Email: jmatthews@ebos.co.nz</p>
36	<p>Ecolab</p> <p>The global leader in hygiene and sanitation products moves to a new era with the introduction of electronic service reporting. As part of the Ecolab Global Sustainability programme, Ecolab is moving away from paper to soft copies of our well-known Service and Sanitation reports. Visit stand 36 to view this new system.</p>	<p>Michael Cullen</p> <p>PO Box 10061 Te Rapa Hamilton</p>	<p>Phone: 07 958 2370 Fax: 07 958 2329 Email: Michael.cullen@ecolab.com</p>
26	<p>ELS New Zealand Ltd</p> <p>New Zealand's leading suppliers of in-house laundry equipment. We provide an experienced team to assist in all aspects of your laundry development. We can also offer a full design/consultation service to assist with any projects you may have. We look forward to seeing you at the conference.</p>	<p>Phillip Smith</p> <p>PO Box 58780 Botany Manukau Auckland</p>	<p>Phone: 09 274 9324 Fax: 09 274 3827 Email: phillip.smith@elsnz.co.nz</p>

13	<p>Euromedical Ltd Euromedical Ltd provides a range of equipment including the following: the Ropox combined Patient and Stand Up hoist, the Ardo range of pressure care mattresses and the Handicare "Tilt in Space" commode chair.</p> <p>Make sure you come and see us!</p>	<p>Jaap Engels PO Box 3458 Napier</p>	<p>Phone: 0800 338 877 Fax: 06 843 4569 Email: jaap@euromedical.co.nz</p>
9	<p>Framecraft Furniture Limited Furniture that can be used in the rest home industry from soft furnishings, tables and chairs to trolleys. Manufactured here in New Zealand.</p>	<p>Martin Brooks PO Box 27066 Shirley Christchurch</p>	<p>Phone: 03 385 3197 Fax: 03 385 1308 Email: framecraft@xtra.co.nz</p>
12	<p>Freedom Health Technologies A leading supplier of innovative and cost-effective telehealth and medication management solutions to the health sector in New Zealand.</p>	<p>Andrew Wilson PO Box 24445 Wellington</p>	<p>Phone: 04 802 0940 Fax: 04 802 0949 Email: andrew.wilson@freedommedical.co.nz Web: www.freedomalarms.co.nz</p>
35	<p>Gooder Equipment Washers and dryers for all in-house laundry applications. Maytag, Primus and Huebsch washers and dryers ranging from 7kg to 22kg capacity. We can satisfy any specific processing requirements.</p>	<p>Barbara Neill PO Box 31319 Lower Hutt</p>	<p>Phone: 04 566 9124 Fax: 04 569 9857 Email: info@goodequip.co.nz</p>
20	<p>Goodman Fielder Dairy & Baking Our Goodman Fielder dairy division will present our new Bio range which includes milk and yogurts. The bakery division will be presenting the Artisan bread and world oven specialty product ranges. The bakery division will also present a range of Ernest Adams product lines.</p>	<p>Mark Wilkie Davin Brown Private Bag 11913 Ellerslie Auckland</p>	<p>Phone: 09 580 5356 Fax: 09 580 5301 Email: mark.wilkie@goodmanfielder.co.nz</p>
51	<p>Health Ed Trust Providing quality, practical, user-friendly education programmes for care staff throughout New Zealand that are accessible, flexible and affordable. Programmes also deliver unit standards and national qualifications.</p>	<p>Julie Sparks PO Box 130184 Christchurch</p>	<p>Phone: 03 379 8519 Fax: 03 366 8519 Email: julie@healthedtrust.org.nz</p>
14	<p>Interior Components Ltd Suppliers and installers of IPC door and wall protection. Including handrails, crashrails, cornerguards, bed bumpers, and door and door frame protection. Contact John Hutchings on 0800 222 989.</p>	<p>John Hutchings PO Box 78214 Grey Lynn Auckland</p>	<p>Phone: 09 845 5412 Fax: 09 845 5413 Email: johnh@interiorcomponents.co.nz</p>
4	<p>Invacare Invacare are proud market leaders and suppliers of today's most innovative healthcare equipment. We can help you with beds, pressure care mattresses, patient lifters, respiratory and more.</p>	<p>Stuart Armstrong 4 Westfield Place Mt Wellington Auckland</p>	<p>Phone: 021 190 2523 Fax: 0508 807 788 Email: sarmstrong@invacare.co.nz</p>

5	<p>Jacobsen Creative Surfaces</p> <p>In conjunction with Flooring Xtra, we will present specialised healthcare flooring products incorporating impermeable backed broadloom carpets, carpet tiles and the Tarkett vinyl Wetroom System.</p>	<p>John Tolhurst PO Box 28042 Auckland</p>	<p>Phone: 09 524 1460 Email: john.tolhurst@jcs.co.nz</p>
30	<p>James Halstead Flooring NZ Ltd</p> <p>Owned by one of the world's top flooring manufacturers, Polyflor UK, and representing other world-renowned manufacturers such as Forbo and Beauflor, we are able to secure our customers the benefits of international quality and choice.</p> <p>Within our range are commercial and domestic vinyls, safety flooring, luxury vinyl tiles, linoleum and wet wall vinyls.</p> <p>Come and talk to our team about our many flooring solutions.</p>	<p>Kay Bartie PO Box 98943 Manukau City</p>	<p>Phone: 0274 922 305 Fax: 09 268 2083 Email: kay.bartie@halstead.co.nz</p>
32	<p>JohnsonDiversey</p> <p>World leaders in providing cleaning and sanitation solutions for healthcare, lodging, food service and retail institutions. Our innovative formulations and dispensing systems combine to provide simple, safe and high-performance solutions that enable our customers to achieve the highest standards of hygiene in their operations, every day. For us, clean is just the beginning.</p>	<p>Cindy Kapea PO Box 23172 Hunters Corner Manukau City</p>	<p>Phone: 09 278 2119 Fax: 09 278 4286 Email: cindy.kapea@johnsondiversey.com</p>
38	<p>Kovacs Design Furniture</p> <p>Kovacs Design Furniture are proud producers of quality New Zealand made furniture, suitable for the healthcare environment. Come and view our latest design, "The Seddon".</p>	<p>Johnny Kovacs PO Box 19548 Woolston Christchurch</p>	<p>Phone: 03 3842 999 Fax: 03 3842 997 Email: annie@kovacs.co.nz</p>
41	<p>Materialised PTY Ltd</p> <p>Our entire range of fabrics – Drapery, Bedspread & Waterproof Upholstery – is "performance" orientated.</p> <p>Flame retardancy, washability, stability, durability, crease resistance and, of course, commercial pricing are standard features. Check out our NEW Momentum ranges at conference.</p>	<p>Sally Shuker Unit G05 23 Edwin Street Mt Eden Auckland</p>	<p>Phone: 09 623 0792 Fax: 09 623 0797 Email: sally.shuker@materialised.com</p>
3	<p>Maxwell Rodgers Fabrics</p> <p>Maxwell Rodgers Fabrics provide innovative furnishing fabrics – upholstery, drapery, sheers and bedcovers – to the aged care and hospital sectors. Locally stocked performance fabrics are a hallmark of Maxwell Rodgers.</p>	<p>Lisa Curtis PO Box 47361 Ponsonby Auckland</p>	<p>Phone: 09 378 9082 Fax: 09 378 0929 Email: fabric@maxwellrodgers.com</p>

2	<p>Medical House Medical House specialises in the supply of disposable consumables to the medical sector. Order by phone or fax or through our easy-to-use website – www.medicalhouse.co.nz.</p>	<p>Steve Ardagh 2B Lock Crescent Christchurch</p>	<p>Phone: 0800 MEDHOUSE (0800 633468) Fax: 0800 633467 Email: steve@medicalhouse.co.nz</p>
28	<p>Medirest New Zealand's leading provider of quality food services for the healthcare industry including District Health Boards, private hospitals, residential care homes and retirement villages.</p>	<p>Louisa Graham PO Box 12080 Penrose Auckland</p>	<p>Phone: 09 526 9943 Fax: 09 525 0931 Email: louisag@compass-group.co.nz</p>
52	<p>Miracle Electronics Ltd Miracle Electronics Ltd is the leading New Zealand supplier of Nurse Call systems and will be exhibiting a range of new products, including Carecall Wireless, WanderAlert and BabyBird. Please visit our stand for honest advice, information and product demonstrations. We look forward to seeing you at the conference.</p>	<p>Sam Marment PO Box 7280 Wellington</p>	<p>Phone: 04 385 1293 Fax: 04 385 9130 Email: sam@miracle.co.nz</p>
53	<p>Nestlé Professional Nutri Pro magazine. Healthcare related product information.</p>	<p>Ben Roe PO Box 1784 Auckland</p>	<p>Phone: 09 367 2734 Fax: 09 367 2787 Email: Benjamin.roe@NZ.nestle.com</p>
37	<p>Netsoft NetsoftRes-Call™ is a fully integrated industry designed application that manages all aspects of aged care including rest homes, retirement villages, hospitals and cottages.</p>	<p>Michael Beaumont PO Box 85016 Harris Road Auckland</p>	<p>Phone: 09 620 6407 Fax: 09 579 5275 Email: michaelb@netsoft.net.nz</p>
22	<p>Nightingale Nursing & Homecare and Medcall Health New Zealand's leading boutique recruitment consultancy and Nursing Bureau; over 10 branches New Zealand wide, specialising in temporary and permanent nursing staff to the aged care health sector.</p>	<p>Michelle Visser PO Box 56490 Dominion Road Mt Eden Auckland</p>	<p>Phone: 09 638 3399 Fax: 09 623 9087 Email: michellev@medcall.co.nz</p>
29	<p>Paramed EMS Items on display First Aid Training, Medical Alarms, and CPAP products. We look forward to meeting you at the conference.</p>	<p>Steve Buckland 94 Glover Road Hawera Taranaki</p>	<p>Phone: 0800 633 111 Email: steve@paramed.co.nz</p>
58	<p>PayShop PayShop provides solutions for health organisations to plan, manage and pay their people efficiently and effectively. PayShop's online software is used in many significant public and private health sites.</p>	<p>Tony Sommers 3 Tarnedale Grove Auckland</p>	<p>Phone: 09 917 6503 Fax: 09 917 6573 Email: tony@ams.co.nz</p>
27	<p>Pharmacy One Pharmacy One uses a world-leading health management system designed to streamline work for nurses, doctors and pharmacists, and in doing so reduce cost, improve patient care and maximise conformity to best practice.</p>	<p>Paul van der Meer PO Box 12729 Penrose Auckland</p>	<p>Phone: 09 526 8587 Cell: 021 367 151 Fax: 09 526 8583 Email: paul@pharmacyone.co.nz</p>

6	<p>Programmed Property Services Programmed provides a range of property maintenance services through a directly employed workforce model based at our 14 branches throughout New Zealand. "We are people taking care of property."</p>	<p>Shane Brotherton PO Box 12742 Penrose Auckland</p>	<p>Mobile: 021 956 743 Fax: 09 571 0432 Email: sbrotherton@programmed.co.nz</p>
49	<p>QPS Benchmarking Assists health and aged care facilities by providing clear, valid statistics that compare your performance to industry standards. Our benchmarking reports allow your facility to understand and learn about the performance of other facilities, in both New Zealand and Australia.</p>	<p>Silvia Holcroft PO Box W69 West Wollongong NSW 2500 Australia</p>	<p>Phone: +61 2 422 95880 Fax: +61 2 422 95881 Email: office@qpsbenchmarking.com</p>
34	<p>Quality Health New Zealand Quality Health New Zealand is a division of Telarc SAI Limited. Information on certification audits to the HDSS standards and how EQulP can be used as the one product for ensuring compliance with certification standards and as a framework for continuous quality improvement.</p>	<p>Robyn Brown PO Box 5088 Lambton Quay Wellington</p>	<p>Phone: 04 499 0367 Fax: 04 499 0368 Mobile: 027 227 0866 Email: robyn@qualityhealth.org.nz</p>
23	<p>RAIsoft Australia RAIsoft is a fully licensed software provider of the suite of interRAI instruments for assessment, care planning and quality monitoring, ensuring these tools are intuitive and simple to use.</p>	<p>Ruth Baxter 4 Nangwarry Court Berwick Victoria 3806 Australia</p>	<p>Phone: +61 3 8794 9136 Mobile: +61 417 753 339 Email: ruth.baxter@raisoft.com</p>
39	<p>Service Management Systems/Schneider Electric Manufactures professional Nurse Call systems for aged care providers utilising plug and play technology mixed with state-of-the-art E Call software.</p>	<p>Lee Eagle PO Box 8231 Cheerywood Tauranga</p>	<p>Phone: 07 579 6174 Fax: 07 578 7749 Cell: 0274 505 560 Email: lee@servicemanagersystems.co.nz</p>
25	<p>Smith & Nephew Smith & Nephew is dedicated to developing innovative, cost-effective products and techniques that deliver significant advantages to clinicians and patients.</p>	<p>Catherine Robertson PO Box 442 Auckland</p>	<p>Phone: 09 828 4059 Fax: 09 820 2867 Email: Catherine.robertson@smith-nephew.com</p>
10 & 11	<p>Southern Hospitality / Moffat Large kitchen equipment, kitchen small ware, kitchen design services, cleaning equipment, laundry equipment.</p>	<p>Murray Ross PO Box 4570 Parnell Auckland</p>	<p>Phone: 09 375 3054 Fax: 09 375 3056 Email: mross@southernhospitality.co.nz</p>
2A	<p>SPS Medics / Ambulance Non-emergency and acute ambulance services specifically dedicated to the aged care sector. You will see how an ambulance service has been created specifically for the aged care sector, what ambulance and diagnostic equipment we use, our response equipment and a service that is unparalleled. Meet some of our advanced paramedics and nurses who respond to your facility and hear what clients say about our service. Get an understanding of how we provide services 20% less expensive than other ambulance services.</p>	<p>Andrew Keenan 15 Deep Creek Road Waiake North Shore City 0630</p>	<p>Free Phone: 0800 633 427 Email: info@spsmedics.co.nz Web: www.spsmedics.co.nz</p>

17 & 18	<p>Supply Direct Ltd Supply Direct Ltd sources specialised products internationally and locally specifically for the aged care and hospital sectors. Supply Direct represents Lille continence, Kylie, Conni, Bioshield and Isoclean chemicals. We have specialists to advise and support facilities to provide the highest level of service to your clients.</p>	<p>Merv Dry PO Box 305488 Triton Plaza Albany North Harbour</p>	<p>Phone: 09 477 2373 Fax: 09 479 2190 Email: merv.dry@supplydirect.co.nz Web: www.supplydirect.co.nz</p>
33	<p>Team Architecture Ltd As architects we design and assist in the procurement of facilities for the healthcare industry. Our expertise covers rest homes, geriatric hospitals, dementia units, respite facilities and specialist health units.</p>	<p>Warwick Bell PO Box 12024 Wellington</p>	<p>Phone: 04 499 6123 Fax: 04 499 6124 Email: warwickb@bkb-ta.co.nz</p>
59	<p>Telecom/Leading Edge Communications Telecom New Zealand has a wide range of communication solutions to help you take care of business. Solutions that have the potential to significantly increase profitability, productivity, customer service and loyalty.</p>	<p>Anthony Graham 49-55 Tory Street Wellington</p>	<p>Phone: 0800 000 620 Fax: 0800 555 609 Email: associations@telecom.co.nz</p>
24	<p>Texco International Texco International is the conclusion of the successful merger between Wales & Mackinlay and Commercial Linen and now forms New Zealand's largest importer, manufacturer and distributor of quality commercial textiles including sheets, towels, table linen and specialised healthcare products.</p>	<p>Michael Johns PO Box 10229 Avondale Auckland</p>	<p>Phone: 09 820 1960 Fax: 09 820 1961 Email: info@texcointernational.co.nz www.texcointernational.co.nz</p>
44	<p>Textilia At Work-Instyle Textilia At Work-Instyle will be showcasing the latest in cryptons, vinyls, upholstery and drapery fabrics suitable for the healthcare and retirement village markets.</p>	<p>Mary-Jane Copeland PO Box 37378 Parnell Auckland</p>	<p>Phone: 09 368 5768 Fax: 09 368 5769 Email: maryjane@textilia.co.nz</p>
16	<p>Time Target Time Target manages all your rosters and staff attendance. It controls wages and ensures wage cost budgets are maintained and easily tracked. Time Target makes managing staff easy!</p>	<p>Wayne Doran PO Box 12298 Beckenham Christchurch</p>	<p>Phone: 03 332 8607 Mobile: 021 126 2685 Email: wayne@timetarget.co.nz</p>
43	<p>Total Bin Supplies Hygienic bag holders, silent pedal bins, stainless steel foot-operated rubbish bins, 120 litre foot-operated rubbish bins, sanitary bins, 120 litre foot-operated bins for sluice rooms, ashtrays, ingredients containers, laundry bins, heavy-duty washing baskets, recycling bins and anti-slip products.</p>	<p>Stephen Horrell PO Box 2747 Christchurch</p>	<p>Phone: 0800 835 725 Fax: 03 354 4111 Email: stephen@totalbinsupplies.co.nz</p>

1	<p>TRS Communications & Mobile Electrical</p> <p>TRS is a privately owned company, located in Auckland, Wellington and Christchurch, with a wide product offering for HCPNZ members, including beds, nurse call systems, pressure mats, door monitoring, telephone systems, hearing loops, PA and intercom systems, in-house paging, distributed TV, sound systems, data cabling and electrical.</p>	<p>Simon Williams</p> <p>PO Box 32010 Christchurch</p>	<p>Phone: 0800 877 266 Fax: 03 366 8837 Email: Simon@trskom.co.nz Web: www.trskom.co.nz</p>
48	<p>Tunstall Healthcare</p> <p>Tunstall Healthcare provides assistive technology solutions and a 24-hour response centre aiding people with additional needs to maintain independence, confidence and the ability to live in their own home.</p>	<p>Kaye McCurley</p> <p>PO Box 13153 Tauranga</p>	<p>Phone: 07 571 2680 Fax: 07 571 2685 Email: sales@tunstallap.com Web: www.tunstall.co.nz</p>
21	<p>USL Medical</p> <p>USL Medical is a leading supplier of all medical supplies to the aged care sector, specialising in continence, wound care, hoists, mattresses, linen and oral care, diagnostic equipment, enteral feeding products and general medical products.</p>	<p>Karen Lenne</p> <p>PO Box 15645 New Lynn Auckland</p>	<p>Phone: 027 596 4063 Fax: 09 829 0962 Email: karenl@uslmedical.co.nz</p>
60	<p>VCare</p> <p>VCare is the really smart software solution for your retirement village or rest home. VCare ensures your business provides the best possible care for your residents, while achieving maximum administration efficiency.</p>	<p>Richard Reddecliffe</p> <p>PO Box 514 Christchurch</p>	<p>Phone: 03 961 3654 Fax: 03 343 3364 Email: richardr@concept-eng.co.nz</p>
15	<p>Warwick Fabrics</p> <p>Warwick Fabrics proudly supply upholstery, drapery and healthcare fabrics to the aged care and healthcare sectors. View our new range at the conference.</p>	<p>Karen Hatton</p> <p>12 Apollo Drive Mairangi Bay Auckland</p>	<p>Phone: 09 479 6466 Fax: 09 479 6313 Email: karenh@warwick.co.nz</p>



40s



HealthCare Providers
New Zealand

THE FABULOUS

Dress in the Fabulous 40s theme or come in evening wear. Just come dressed to party.

**Air Force World,
Wigram**

**Tuesday 8th
September 2009**

DINNER FROM 7PM

Kick up your heels, dust off your fox furs, bring out your dancing shoes.

Sponsored by
Quality Health



Come join us at Conference Dinner to celebrate an era of struggle and war when they still knew how to party!

Highlight of the evening will be the announcement of the HCPNZ/INsite Excellence in Care Awards for 2009

Transport will be provided to and from Air Force World (Included in cost of ticket)

Dinner tickets included in conference full registration. A limited number of tickets are available from National Office but must be pre-purchased for \$135 each inc GST.

Conference 2009 Trade Exhibitor Location

CHRISTCHURCH CONVENTION CENTRE > 7 - 9 SEPTEMBER 2009

