



Monday, 11th October 2010

07:45 - 08:45 Ella Fitzgerald A&B	Breakfast Meeting Sponsored by "The Health Foundation" Support for sustained quality improvement Helen Crisp; UK	
08:00 - 09:00	Coffee with the Trade Exhibitors Foyer Level 0	
09:00 - 09:30 La Seine A, B & C	Conference Opening: Welcome from ISQua President Philip Hassen and Conference Chair Larent Degos Official Conference Opening Honorable Roselyne Bachelot-Narquin Ministre de la sante et des sports (Minister for Health and Sport) Making the Most of the Conference Roisin Boalnd ISQua CEO	
09:30 - 10:30 La Seine A, B & C	National Healthcare Reform and its Impact on Quality Chair: Bruce Barraclough; AU Dr Chen Zhu, Minister of Health; China, Video Address Lord Ara Darzi; UK	
10:30 - 11:00	Morning Break	
11:00 - 12:30	10 Concurrent Sessions - Morning	
A1 La Seine A Level o	Track 1 Governance and Leadership	
15 Minutes	O-001 - Have we reached the limits of clinical governance?	Chair: Bryce Taylor; CA <u>J. Travaglia</u> , H.L. Robertson, J. Braithwaite; AU
15 Minutes	O-002- Governance for Quality and Safety in Canadian Healthcare: Evidence from Studies of Effective Practice	<u>G. R. Baker</u> , J.-L. Denis, M.-P. Pomey, A. MacIntosh-Murray; CA
15 Minutes	O-003 - Building the business case for quality and safety	<u>H. Crisp</u> ; UK
15 Minutes	O-004 - Hospital Boards and Quality of Care: Confidence is Not Enough	<u>C.A. Goeschel</u> ; US
15 Minutes	O-005 - Development and validation of a French organizational culture questionnaire	<u>F. Saillour</u> , P. Michel; FR
A2 Auditorium	Track 2 External Evaluation Systems	

45 Minutes	What does external evaluation contribute to healthcare and how can we optimise this?	Chair: Brian Johnston; AU Dan Florizone, Deputy Minister; CA
15 Minutes	O-006 - To certify or not to certify: improving the quality and consistency of assessing practices	W. Nicklin , K. Loeffler, J. Robblee, R. Penney; CA
15 Minutes	O-007 -Developing Quality Standards for the NHS in England: the NICE Quality Standards Programme	Fergus Macbeth , T. Stokes N. Bent, V. Moore; UK
15 Minutes	O-008 - Involving service users in the development and implementation of an accreditation programme in the social sector in Denmark	L.J. Sorensen P. Rhode, J. Mainz, H. Qvist ; DK
A3 St. Michele	Track 3 Health Information Technology	
90 Minutes	Automatic identification of Adverse Drug Events in the medical records of hospitalized patients: methods, results, performance	Chair: Stuart Whittaker; ZA Regis Beuscart; FR Jonas Egebert; DK Marie-Catherine Beuscart-Zephir; FR Stefan Darmoni; FR
A4 Miles Davis A&B	Track 4 Patient Safety	
15 Minutes	O-009 - The prevalence and nature of adverse events in developing countries of the Eastern Mediterranean	Chair: Marc Berlinguet; US S. Siddiqi R. El Asady, R.M. Wilson, I. Laurzigoita; EG
15 Minutes	O-010 - Improving patient safety: the divergent views of a healthcare workforce and patient safety advocates	J. Braithwaite , M. Westbrook; AU
15 Minutes	O-011 - Using HSMR as a tool to drive local improvement at the clinical level	C.W. Hayes , M. Freeman, J. Li, P. McKernan; CA
15 Minutes	O-012 - Patient safety culture, patient safety reporting and patient satisfaction	S.F. Tsai , S.R. SHIH, J.L. WANG, S.T. Wang; TW
15 Minutes	O-013 - Turning blaming into learning opportunities – how physicians’ error responses impact patient safety	K. Janus , X. Zou; US
A5 Louis Armstrong A, B & C	Track 5 Education and Culture	
90 Minutes	ISQua Education Session	Chair: Bruce Barraclough; AU Tim Shaw; AU
A6 Miles Davis C	Track 6 Patient Experience	
90 Minutes	Patient care experience a key piece of the quality puzzle	Chair: Elma Heideman; CA Karen Luxford; AU Margaret Murphy; IE
A7 Ella Fitzgerald A & B	Track 7 Health Technology Assessment	
90 Minutes	Health technology assessment; What is it? How does it improve patient outcomes?	Chair: Rajesh Aggarwal; UK Rohan Hammett ; AU Guy J. Maddern; AU Lise Rochaix; FR

A8 Les Invalides A & B	Track 8 Quality Systems	
15 Minutes	O-014 - Do quality improvement systems improve quality? An analysis of the associations between 'maturity' of quality improvement systems and clinical outcomes in 43 hospitals	Chair: O. Groene , R. Suñol; ES
15 Minutes	O-015 - Acute care hospital nurses' reports of rationing of nursing care and inpatient mortality: Preliminary findings	M. Schubert , S.P. Clarke, S. De Geest; CA
15 Minutes	O-016 - The power of collaborative improvement to increase compliance with standards and health outcomes: Evidence from 12 countries	L.M. Franco , L.R. Marquez, K. Ethier, Z. Balsara; US
15 Minutes	O-017 - The impact of performance data on provider behaviour and quality of care outcomes in acute health care: A realist review	A.N.P.J. Renz , P. Aylin; UK
15 Minutes	O-018 - Practices and Organizational Characteristics of Consistently High Performing Hospitals	N. Matthes , L. Morlock, J. Marsteller; Elkridge; US
A9 St Germain Des Pres A & B	Track 9 Measurement and Outcomes	
45 Minutes	Does improving clinical coordination save money?	Chair: David Ballard; US John Ovretveit; SE
20 Minutes	O-019 - Is safer care cheaper care: the costs of inpatient complications?	R. Lagoe , G. Westert; M. Murphy, C. Noetscher; NL
20 Minutes	O-020 - From clinical guidelines to pay for performance in UK family practice: the NICE quality and outcomes framework indicator programme	N. Bent , T. Stokes, V. Moore; UK
A10 La Sorbonne A,B,C&D	Track 10 Integrated Care and Quality Outcome	
15 Minutes	O-021 - Integrated chronic care: how to achieve it and how to measure its impact	Chair: BK Rana; IN R. Rosen, B. Vrijheof ; NL
15 Minutes	O-022 - Do medical homes exist within European primary care practices? A patient's perspective	M. Faber , G. Voerman, A. Erler, T. Eriksson; DK
15 Minutes	O-023 - Providing high quality and consistent care for patients with heart failure across the continuum	G. Koster RN, K.J. Abrams , K. Nelson RN, D. Green RN; US
15 Minutes	O-024 -Patient-Centered Medical Homes in the US	M.E. O'Kane , S.H. Scholle, R. Saunders; US
15 Minutes	O-025 - Endeavor to Improving the Rate of Early Reperfusion Therapy in Proper Time for Acute ST elevation Myocardial Infarction Patients	B. Lee , Y. Yoon H. Kwon B. Hong; KR
12:30 - 14:00	Lunch	
13:15-13:50	Poster Presentation Sessions	
13:05 - 13:50 Auditorium	A11-EUNetPas Chair: Jean Bacou; FR, Pascal Gare; BE, Jorgen Hansen; DK, Zoi Kolitsi; GR Open to all delegates	
13:05 - 13:50 Louis Armstrong	A12-WHO: Patient Safety Curriculum Guide – Open to all delegates Chair: Bruce Barraclough; AU	

A,B,C&D		
14:00-15:30	10 Concurrent Sessions - Afternoon	
A13 La Seine A	Track 1 Governance and Leadership	
90 Minutes	WHO: Patient Safety; Where to from here? Panel discussion	Chair: John Helfrick; US Itziar Larizgoitia; WHO Clifford Hughes; AU SF Lui; HK Janne Lehmann Knudson; DK Rosa Sunol; ES Jose Noronha; BR Margaret O'Kane; US
A14 Auditorium	Track 2: External Evaluation Systems	
15 Minutes	O-026 - Survey instruments: a powerful measure of performance to support the accreditation process	Chair: John Sweeney; IE P. Greco, <u>W. Nicklin</u>, J.I. Mitchell; CA
15 Minutes	O-027 - Quality improvement by accreditation in primary care: participant opinions, a qualitative study	<u>A. van Doorn</u>, M. Bouma, J. Braspenning; NL
15 Minutes	O-028 - Developing a patient centred accreditation programme for oncology services	<u>Al-Dahma</u>, J. Mackereth-Hill; UK
15 Minutes	O-029 -Quality and patient safety hospital evaluation system: the experience of Lombardy Region (Italy)	<u>F. Azzali</u>, P. Lehnus, L. Merlino, C. Ramponi; IT
15 Minutes	O-030 - Analysis of the outcome of accreditation of private hospitals in Malaysia which have undergone the 3rd cycle of the national hospital accreditation programme	<u>S. Kamaruddin</u> M. Wilson S. Salihin, K. Marikar; MY
A15 St. Michele	Track 3 Health Information Technology	
45 Minutes	The Emergency Care Summary in Scotland - an evaluation of four years of sharing patient records in order to improve patient care when the GP surgery is closed	Chair: Jennifer Haas; US Libby Morris; SCT
15 Minutes	O-031 - A breach in patient safety due to breakdown on health information technology	D. Jorgensen, <u>S. Kristensen</u> , P. Bartels, H.B. Honoré; DK
15 Minutes	O-032 - National initiatives to implement health information technology: lessons learned from the Canadian experience	<u>E. Zimlichman</u> , R. Rozenblum, R. Tamblyn, D.W. Bates; US
15 Minutes	O-033 - Implementing eHealth initiatives for quality improvements in Australia	C.M. Hullin, <u>R. Cederberg</u> , A.P. Howard, N. Phipps; AU
A16 Miles Davis A & B	Track 4 Patient Safety	
90 Minutes	Design for patient safety - The London approach	Chair: Peter Woodruff; AU Rajesh Aggarwal; UK Oliver Anderson; UK Jeremy Myerson; UK Charles Vincent; UK

A17 Louis Armstrong A,B &C	Track 5 Education and Culture	
45 Minutes	Why is Improvement so Hard?	Chair: Merrilyn Walton; AU Martin Marshall; UK
45 Minutes	Initial dissemination and use of the WHO patient safety curriculum guide	Mathew Mak; UK Benjamin Ellis; UK
A18 Miles Davis C	Track 6 Patient Experience	
15 Minutes	O-034 - Patient involvement in medical decisions: experiences and preferences of patients with chronic skin diseases	Chair: Bonnie Adamson; CA C. Renzi, S. Mastroeni, C. Pagliarello, M. Härter; IT
15 Minutes	O-035 - Patient Participation and its Impact on Quality of Care and Patient Safety	S.N. Weingart, J. Zhu, S.O. Stuver, J.S. Weissman; US
15 Minutes	O-036 - What do respondents think about when completing patient satisfaction surveys?	L.A. Tove, H. Dunne, S. O Neil, S. Murphy; IE
15 Minutes	O-037 - Consumer engagement in decision-making: experiences in long term care	M. Brandon, L. Irwin; AU
15 Minutes	O-038 - Little voice: empowering young patients to have their say about hospital care – designing a questionnaire to suit their needs	B.L. Hopwood, A.J. Tallett; UK
A19 Ella Fitzgerald A & B	Track 7 Measurement and Outcomes	
15 Minutes	O-039 - The surgical scorecard: a tool to improve surgical quality of care	Chair: Philippe Michel; FR B. R. Taylor, S. McIntaggart, J. Costello, J. Slack; CA
15 Minutes	O-040 - The relationship between patient safety and hospital volume	T. Hernandez-Boussard, K. McDonald, J.M. Morton; US
15 Minutes	O-041- Developing quality of care indicators within the Dutch National project Transparent Care project	D. Schipper, J.P. van Groenestijn, Y. Koense; NL
15 Minutes	O-042 - Validation of a safety composite indicator on adverse drug events control	M. Izotte, P Michel, S. Tricaud-Vialle, B. Louliere; FR
15 Minutes	O-043 - Measuring quality and informing patients and practitioners – a German set of inpatient quality indicators	U. Nimptsch, T. Mansky; DE
A20 Les Invalides A & B	Track 8 Quality Systems	
90 Minutes	GS1 in Healthcare Reducing Risk Through Certainty	Chair: Jim Bracken; IE Jan Denecker; BE Georges Nicolaos; FR Roger Lamb; UK Feargal McGroarty; IE
A21 St Germain Des Pres A & B	Track 9 Measurement and Outcomes	
15 Minutes	O-044 - Identification of potentially preventable complications using the new country-wide reported present on admission indicator for secondary diagnoses in Belgium	Chair: Jan Mainz; DK M. Berlinguet; US

15 Minutes	O-048 -Failure Mode Effects Analysis (FMEA) for Morphine Prescribing Practices	H. Writer , E. Pascuet, R. Vaillanco; CA
15 Minutes	O-046 - International comparability of patient safety indicators in 13 OECD member countries: adjustment by secondary diagnoses	S.E. Droesler , P.S. Romano, D.J. Tancredi, N.S. Klazinga; DE
15 Minutes	O-047 - Assessment of indicator usability - a decade of experience from the Danish national indicator project	P.D. Bartels , B.R. Krog, A.M. Hansen, J. Mainz; DK
15 Minutes	O-045 - Variations in mortality amenable to health care: going beyond demographics to health systems performance	S.C. Schoenbaum ; US
A22 La Sorbonne A, B, C & D	Track 10 Integrated Care and Quality Outcome	
90 Minutes	Improving chronic illness care: Experiences with different approaches Internationally	Chair: Sameen Siddiqi; EG Antje Erler; DE Chien Earn Lee; SG Soeren Mattke; US Ellen Nolte; UK Bert Vrijhoef; NL
15:30 - 16:00	Afternoon Break	
16:00 - 16:10 La Seine A,B&C	Reizenstein Prize, presented by Eric Schneider- Editor in Chief International Journal for Quality in Healthcare	
16:10 - 17:10 La Seine A,B&C	Afternoon Plenary: Measurement for what and clinical improvement Chair: Sheila Leatherman ;US Roger Boyles; UK Christof Veit; DE. Wolf-Dietrich Trenner; DE	
19:00 - 21:00	Conference Networking Reception; Sorbonne University- Tickets available to purchase	

Important Disclaimer: Every effort has been made to ensure the content of the conference programme is accurate at the time of publishing. However conference organisers reserve the right to change the programme as circumstances may require.