



## Monday, 11<sup>th</sup> October 2010

<b>07:45 - 08:45</b>	<b>Breakfast Meeting Sponsored by "The Health Foundation"</b> <b>Support for sustained quality improvement</b> Helen Crisp; UK
<b>08:00 - 09:00</b>	<b>Coffee with the Trade Exhibitors</b> Foyer Level 0
<b>09:00 - 09:15</b>	<b>Conference Opening</b> Laurent Degos (Chair of the Programme and Planning Committee) Philip Hassen ( ISQua President)
<b>09:15 - 09:30</b>	<b>Making the Most of the Conference</b> Roisin Boland (ISQua CEO)
<b>09:30 - 10:30</b>	<b>National Healthcare Reform and its Impact on Quality</b> <b>Chair:</b> Dr Chen Zhu, Minister of Health; China Lord Ara Darzi; UK
<b>10:30 - 11:00</b>	<b>Morning Break</b>
<b>11:00 - 12:30</b>	<b>10 Concurrent Sessions - Morning</b>

### Track 1 Governance and Leadership

<b>15 Minutes</b>	<b>1062</b> - Have we reached the limits of clinical governance?	<b>Chair:</b> <b>J. Travaglia</b> , H.L. Robertson, J. Braithwaite; AU
<b>15 Minutes</b>	<b>1429</b> - Governance for Quality and Safety in Canadian Healthcare: Evidence from Studies of Effective Practice	<b>G. R. Baker</b> , J.-L. Denis, M.-P. Pomey, A. MacIntosh-Murray; CA
<b>15 Minutes</b>	<b>462</b> - Building the business case for quality and safety	<b>H. Crisp</b> ; UK
<b>15 Minutes</b>	<b>143</b> - Hospital Boards and Quality of Care: Confidence is Not Enough	<b>C.A. Goeschel</b> ; US
<b>15 Minutes</b>	<b>1331</b> - Development and validation of a French organizational culture questionnaire	<b>F. Saillour</b> , P. Michel; FR

### Track 2 External Evaluation Systems

45 Minutes	<b>What does external evaluation contribute to healthcare and how can we optimise this?</b>	<b>Chair:</b> <b>Dan Florizone, Deputy Minister; CA</b>
15 Minutes	<b>1530</b> - To certify or not to certify: improving the quality and consistency of assessing practices	<b>W. Nicklin</b> , K. Loeffler, J. Roblee, R. Penney; CA
15 Minutes	<b>343</b> -Developing Quality Standards for the NHS in England: the NICE Quality Standards Programme	<b>Fergus Macbeth</b> , T. Stokes N. Bent, V. Moore; UK
15 Minutes	<b>1208</b> - Involving service users in the development and implementation of an accreditation programme in the social sector in Denmark	<b>L.J. Sorensen</b> P. Rhode, J. Mainz, H. Qvist; DK
<b>Track 3 Health Information Technology</b>		
90 Minutes	<b>Automatic identification of Adverse Drug Events in the medical records of hospitalized patients: methods, results, performance</b>	<b>Chair:</b> <b>Regis Beuscart; FR</b> <b>Jonas Egebert; DK</b> <b>Marie-Catherine Beuscart-Zephir; FR</b> <b>Stefan Darmoni; FR</b>
<b>Track 4 Patient Safety</b>		
15 Minutes	<b>1575</b> - The prevalence and nature of adverse events in developing countries of the Eastern Mediterranean	<b>Chair:</b> <b>S. Siddiqi</b> R. El Asady, R.M. Wilson, I. Laurzigoita; EMRO
15 Minutes	<b>956</b> - Improving patient safety: the divergent views of a healthcare workforce and patient safety advocates	<b>J. Braithwaite</b> , M. Westbrook; AU
15 Minutes	<b>661</b> - Using HSMR as a tool to drive local improvement at the clinical level	<b>C.W. Hayes</b> , M. Freeman, J. Li, P. McKernan; CA
15 Minutes	<b>1176</b> - Patient safety culture, patient safety reporting and patient satisfaction	<b>S.F. Tsaj</b> , S.R. SHIH, J.L. WANG, S.T. Wang; TW
15 Minutes	<b>1311</b> - Turning blaming into learning opportunities – how physicians’ error responses impact patient safety	<b>K. Janus</b> , X. Zou; US
<b>Track 5 Education and Culture</b>		
90 Minutes	<b>ISQua Education Session</b>	<b>Chair:</b> <b>Tim Shaw; AU</b>
<b>Track 6 Patient Experience</b>		
90 Minutes	<b>Patient care experience- a key piece of the quality puzzle</b>	<b>Chair:</b> <b>Karen Luxford; AU</b> <b>Margaret Murphy; IE</b>
<b>Track 7 Health Technology Assessment</b>		
90 Minutes	<b>Health technology assessment; What is it? How does it improve patient outcomes?</b>	<b>Chair:</b> <b>Rohan Hammett ; AU</b> <b>Guy J. Maddern; AU</b> <b>Lise Rochaix; FR</b>

Track 8 Quality Systems		
15 Minutes	<b>1251</b> - Do quality improvement systems improve quality? An analysis of the associations between 'maturity' of quality improvement systems and clinical outcomes in 43 hospitals	<b>Chair:</b> <b>O. Groene</b> , R. Suñol; ES
15 Minutes	<b>1021</b> - Acute care hospital nurses' reports of rationing of nursing care and inpatient mortality: Preliminary findings	<b>M. Schubert</b> , S.P. Clarke, S. De Geest; CA
15 Minutes	<b>666</b> - The power of collaborative improvement to increase compliance with standards and health outcomes: Evidence from 12 countries	<b>L.M. Franco</b> , L.R. Marquez, K. Ethier, Z. Balsara; US
15 Minutes	<b>1503</b> - The impact of performance data on provider behaviour and quality of care outcomes in acute health care: A realist review	<b>A.N.P.J. Renz</b> , P. Aylin; UK
15 Minutes	<b>133</b> - Practices and Organizational Characteristics of Consistently High Performing Hospitals	<b>N. Matthes</b> , L. Morlock, J. Marsteller; Elkridge; US
Track 9 Measurement and Outcomes		
45 Minutes	<b>Does improving clinical coordination save money?</b>	<b>Chair:</b> <b>John Ovretveit</b> ; SE
20 Minutes	<b>450</b> - Is safer care cheaper care: the costs of inpatient complications?	<b>R. Lagoe</b> , G. Westert; M. Murphy, C. Noetscher; NL
20 Minutes	<b>344</b> - From clinical guidelines to pay for performance in UK family practice: the NICE quality and outcomes framework indicator programme	<b>N. Bent</b> , T. Stokes, V. Moore; UK
Track 10 Integrated Care and Quality Outcome		
15 Minutes	<b>807</b> - Integrated chronic care: how to achieve it and how to measure its impact	<b>Chair:</b> <b>R. Rosen</b> , B. Vrijheef; NL
15 Minutes	<b>347</b> - Do medical homes exist within European primary care practices? A patient's perspective	<b>M. Faber</b> , G. Voerman, A. Erler, T. Eriksson; DK
15 Minutes	<b>547</b> - Providing high quality and consistent care for patients with heart failure across the continuum	<b>G. Koster RN</b> , K.J. Abrams , K. Nelson RN, D. Green RN; US
15 Minutes	<b>1458</b> -Patient-Centered Medical Homes in the US	<b>M.E. O'Kane</b> , S.H. Scholle, R. Saunders; US
15 Minutes	<b>989</b> - Endeavor to Improving the Rate of Early Reperfusion Therapy in Proper Time for Acute ST elevation Myocardial Infarction Patients	<b>B. Lee</b> , Y. Yoon H. Kwon B. Hong; KR
<b>12:30 - 14:00</b>	<b>Lunch</b>	
<b>13:15-13:50</b>	<b>Poster Presentation Sessions</b>	
<b>13:05 - 13:50</b>	<b>EUNetPas Chair:</b> Jean Bacou, FR Pascal Gare BE, Jorgen Hansen, DK, Zoi Kolitsi, GR	
<b>13:05 - 13:50</b>	<b>WHO: Patient Safety Medical Curriculum</b>	
<b>14:00-15:30</b>	<b>10 Concurrent Sessions - Afternoon</b>	

Track 1 Governance and Leadership		
90 Minutes	WHO: Patient Safety; Where to from here?	Chair: John Helfrick Itziar Larizgoitia; CH Clifford Hughes; AU SF Lui; HK Janne Lehmann Knudson; DK Rosa Sunol; ES Jose Noronha; BR
Track 2: External Evaluation Systems		
15 Minutes	1576 - Survey instruments: a powerful measure of performance to support the accreditation process	Chair: <u>P. Greco</u> , W. Nicklin, J.I. Mitchell; CA
15 Minutes	609 - Quality improvement by accreditation in primary care: participant opinions, a qualitative study	<u>A. van Doorn</u> , M. Bouma, J. Braspenning; NL
15 Minutes	1511 - Developing a patient centred accreditation programme for oncology services	<u>A. al-Dahma</u> , J. Mackereth-Hill; UK
15 Minutes	1459-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	1036 - 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
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: <b>Libby Morris; SCT</b>
15 Minutes	605 - A breach in patient safety due to breakdown on health information technology	<u>D. Jorgensen</u> , S. Kristensen, P. Bartels, H.B. Honoré; DK
15 Minutes	1295 - 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	297 - Implementing eHealth initiatives for quality improvements in Australia	<u>C.M. Hullin</u> , R. Cederberg, A.P. Howard, N. Phipps; AU
Track 4 Patient Safety		
90 Minutes	Design for patient safety - The London approach	Chair: Rajesh Aggarwal; UK Oliver Anderson; UK Jeremy Myerson; UK Charles Vincent; UK
Track 5 Education and Culture		
45 Minutes	Why is Improvement so Hard?	Chair: Martin Marshall; UK
45 Minutes	Initial dissemination and use of the WHO patient safety curriculum guide	Mathew Mak; UK Benjamin Ellis; UK

Track 6 Patient Experience		
15 Minutes	<b>149</b> - Patient involvement in medical decisions: experiences and preferences of patients with chronic skin diseases	<b>Chair:</b> <b>C. Renzi</b> , S. Mastroeni, C. Pagliarello, M. Härter; IT
15 Minutes	<b>129</b> - Patient Participation and its Impact on Quality of Care and Patient Safety	<b>S.N. Weingart</b> , J. Zhu, S.O. Stuver, J.S. Weissman; US
15 Minutes	<b>182</b> - What do respondents think about when completing patient satisfaction surveys?	<b>L.A. Tovey</b> , H. Dunne, S. O Neil, S. Murphy; IE
15 Minutes	<b>723</b> - Consumer engagement in decision-making: experiences in long term care	<b>M. Brandon</b> , L. Irwin; AU
15 Minutes	<b>849</b> - Little voice: empowering young patients to have their say about hospital care – designing a questionnaire to suit their needs	<b>B.L. Hopwood</b> , A.J. Tallett; UK
Track 7 Measurement and Outcomes		
15 Minutes	<b>558</b> - The surgical scorecard: a tool to improve surgical quality of care	<b>Chair:</b> <b>B. R. Taylor</b> , S. McIntaggart, J. Costello, J. Slack; CA
15 Minutes	<b>131</b> - The relationship between patient safety and hospital volume	<b>T. Hernandez-Boussard</b> , K. McDonald, J.M. Morton; US
15 Minutes	<b>1233</b> - Developing quality of care indicators within the Dutch National project Transparent Care project	<b>D. Schipper</b> , J.P. van Groenestijn, Y. Koense; NL
15 Minutes	<b>1148</b> - Validation of a safety composite indicator on adverse drug events control	<b>M. Izotte</b> , P Michel, S. Tricaud-Vialle, B. Louliere; FR
15 Minutes	<b>1566</b> - Measuring quality and informing patients and practitioners – a German set of inpatient quality indicators	<b>U. Nimptsch</b> , T. Mansky; DE
Track 8 Quality Systems		
90 Minutes	<b>GS1 in Healthcare Reducing Risk Through Certainty</b>	<b>Chair:</b> <b>Speakers TBC</b>
Track 9 Measurement and Outcomes		
15 Minutes	<b>1507</b> - Identification of potentially preventable complications using the new country-wide reported present on admission indicator for secondary diagnoses in Belgium	<b>Chair:</b> <b>M. Berlinguet</b> ; US
15 Minutes	<b>359</b> - Variations in mortality amenable to health care: going beyond demographics to health systems performance	<b>S.C. Schoenbaum</b> ; US
15 Minutes	<b>682</b> - International comparability of patient safety indicators in 13 OECD member countries: adjustment by secondary diagnoses	<b>S.E. Droesler</b> , P.S. Romano, D.J. Tancredi, N.S. Klazinga; DE
15 Minutes	<b>1221</b> - Assessment of indicator usability - a decade of experience from the Danish national indicator project	<b>P.D. Bartels</b> , B.R. Krog, A.M. Hansen, J. Mainz; DK
15 Minutes	<b>550</b> - Are we comparing apples against oranges?	<b>J.A. Grumley</b> , R.B. Sullivan, W. Pang, J. Carragher; AU
Track 10 Integrated Care and Quality Outcome		

90 Minutes	Improving chronic illness care: Experiences with different approaches Internationally	<b>Chair:</b> <b>Antje Erler; DE</b> <b>Chien Earn Lee; SG</b> <b>Soeren Mattke; US</b> <b>Ellen Nolte; UK</b> <b>Bert Vrijhoef; NL</b>
15:30 - 16:00	Afternoon Break	
16:00 - 16:10	Reizenstein Prize	
16:10 - 17:10	<b>Afternoon Plenary: Measurement for what and clinical improvement</b> <b>Chair:</b> 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.