

<b>Conference Tracks</b>	<b>Track 1: Governance and Leadership</b>	<b>Track 2: External Evaluation Systems</b>	<b>Track 3: Health Information Technology</b>	<b>Track 4: Patient Safety</b>	<b>Track 5: Education and Culture</b>	<b>Track 6: Patient Experience</b>	<b>Track 7: Health Technology Assessment</b>	<b>Track 8: Quality Systems</b>	<b>Track 9: Measurements and Outcomes</b>	<b>Track 10: Integrated Care and Quality Outcomes</b>
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## Outline Programme \*

### ISQua's 27<sup>th</sup> International Conference, Marriott Rive Gauche, Paris

#### Pre Conference -Sunday 10<sup>th</sup> October 2010

09:00-17:00	Accreditation Symposium; International lessons learned to date; pathways to the future									
09:00-17:00	Indicator Summit; Patient centered indicators: Measuring and acting on what's important for the patient									
09:30-17:00	Leadership and Quality Systems : Delivering Quality in Tough Financial Times: The approach in the English National Health Service Chair: Sir John Oldham; UK Jim Easton; UK			Leadership and Quality Systems : Leaders Leading for Quality; Canada's National Approach Elma Heidemann; CA			Leadership and Quality Systems : Quality management in patient care; Using quality tools to improve processes of care Yosef Dlugacz; US			
18:30-20:30	Welcome Reception Marriott Rive Gauche									

#### Main Conference – Monday Morning – 11<sup>th</sup> October 2010

07:45– 08:45	Breakfast Meeting “The Health Foundation” Support for sustained quality improvement Helen Crisp (UK)									
08:00-09:00	Coffee with the Trade Exhibitors									
09:00-09:15	Conference opening and welcome									
09:15-09:30	Making the most of the conference									
09:30 – 10:30	Opening Plenary Presentation National Healthcare Reform and its Impact on Quality Dr Chen Zhu, Minister of Health; China Lord Ara Darzi; UK									
10:30 – 11:00	Morning Break									
<b>Concurrent Sessions</b>	<b>Track 1:</b>	<b>Track 2:</b>	<b>Track 3:</b>	<b>Track 4:</b>	<b>Track 5:</b>	<b>Track 6:</b>	<b>Track 7:</b>	<b>Track 8:</b>	<b>Track 9:</b>	<b>Track 10:</b>
11:00 – 12:30	5x 15 minutes short papers	<p>What does external evaluation contribute to healthcare and how can we optimise this? Dan Florizone, Deputy Minister; CA</p> <p>3 x 15 minutes short papers</p>	<p>Automatic identification of Adverse Drug Events in the medical records of hospitalized patients: methods, results, performance</p> <p>Regis Beuscart; FR Jonas Egebert; DK Marie-Catherine Beuscart-Zephir; FR Stefan Darmoni; FR</p>	5x 15 minutes short papers	ISQua Education Session, Tim Shaw; AU	<p>Patient Care Experience – a key piece of the quality puzzle</p> <p>Karen Luxford; AU Margaret Murphy; IE</p>	<p>Health technology assessment; What is it? How does it improve patient outcomes?</p> <p>Rohan Hammett ; AU, Guy Maddern; AU, Lise Rochaix; FR</p>	5x 15 minutes short papers	<p>Does improving clinical coordination save money? John Ovretveit; SE</p> <p>3 x 15 minute short papers</p>	5x 15 minutes short papers
12:30 – 14:00	Lunch					13:15-13:50 Poster Presentation Sessions				
13:05-13:50	EUNetPaS ; Chair: Jean Bacou; Fr, Pascal Gare; HOPE , Jorgen Hansen; DK , Zoi Kolitsi; GR					WHO: Patient Safety Medical Curriculum				

## Main Conference – Monday Afternoon – 11<sup>th</sup> October 2010

Concurrent Sessions	Track 1:	Track 2:	Track 3:	Track 4:	Track 5:	Track 6:	Track 7:	Track 8:	Track 9:	Track 10:
14:00 – 15:30	WHO Patient Safety: Where to from here? Chair: John Helfrick	5x 15 minutes short papers	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 Libby Morris; SCT  3x 15 Minutes short papers	Design for patient safety - The London approach Rajesh Aggarwal; UK Oliver Anderson; UK Jeremy Myerson; UK Charles Vincent; UK	Why is Improvement so Hard? Martin Marshall; UK  Initial dissemination and use of the WHO patient safety curriculum guide Mathew Mak; UK Benjamin Ellis; UK	5x 15 minutes short papers	5 x 15 minutes short papers	GS1 in Healthcare-Reducing Risk Through Certainty	5x 15 Minutes short papers	Improving chronic illness care: Experiences with different approaches Internationally Antje Erler; DE Chien Earn Lee; SG Soeren Mattke; USA Ellen Nolte; UK Bert Vrijhoef; NL
15:30 – 16:00	Afternoon Break									
16:00 – 16:10	Reizenstein Prize									
16:10-17:10	Afternoon Plenary Presentation: Measurement for what and clinical improvement Roger Boyles; UK, Christof Viet; DE, Wolf-Dietrich Trenner; DE									
19:00-21:00	Networking Reception; Sorbonne University - Tickets available to purchase									

## Main Conference – Tuesday Morning – 12<sup>th</sup> October 2010

08:00-08:45	Coffee with the Trade Exhibitors									
08:45-10:10	Morning Plenary Presentation: Measuring Safety Rene Amalberti; FR and Charles Vincent; UK									
10:10-10:30	Life Time Achievement Awards									
10:30-11:00	Morning Break									
Concurrent Sessions	Track 1:	Track 2:	Track 3:	Track 4:	Track 5:	Track 6:	Track 7:	Track 8:	Track 9:	Track 10:
11:00 – 12:30	Role of governance and leadership in driving quality improvement  Tracey Cooper; IE Clifford Hughes; AU Bryce Taylor; CA	Quality improvement and control in cancer services. Janne Lehmann Knudsen, DK Karen Luxford, AU Renée Otter, NL Torben Palshof, DK Mahasti Saghatchian, OECl	5x 15 minutes short papers	Limit the overuse of Neuroleptics in Alzheimer's disease; A global issue Chair: Goran Hendricks Sarah Hartley, Armelle Desplanques, Benoit Lavallart; FR	5x 15 minutes short papers	Seeing the Person: healthcare in hospital for patients and staff Joanna Goodrich; UK Jocelyn Cornwell; UK Ros Levenson; UK Jill Maben; UK	Conflict of Interest Fergus Macbeth; UK Didier Talbateau; FR	5 x 15 minute short papers	Improving outcomes in resource constrained settings Sheila Leatherman, US Charles Makwen; MW, Anthony Musisi Kyayse; UG	5x 15 minutes short papers

				3 x 15 minute short papers			3 x 15 minute short papers		Gertrude Sika Avortri; GH	
12:30 – 14:00	Lunch			13:15-13:50 Poster Presentation Sessions						
13:05-13:50	Dilemmas and conflicts in designing systems for quality and safety- ISQua & ESQH- Paul Bartels					13:05-13:45 WHO- High 5s: Improving patient safety				

## Main Conference – Tuesday Afternoon – 12<sup>th</sup> October 2010

Concurrent Sessions	Track 1:	Track 2:	Track 3:	Track 4:	Track 5:	Track 6:	Track 7:	Track 8:	Track 9:	Track 10:
14:00 – 15:30	5x 15 minutes short papers	Debate ; Does Accreditation make a difference Jeffrey Braithwaite; AU	Health information technology policy: The U.S. approach and international opportunities David Bates; US Jennifer Haas; US Aziz Sheikh; UK	Improving the transfer of patient care through identification and implementation of novel processes in Europe (The EU HANDOVER Collaborative) - Paul Barach, NL  3x 15 minutes short papers	Putting quality and safety into the heart of health professional licensure - building a national scheme for regulation of health professions in Australia: challenges and benefits M. Walton; AU M. Fletcher; AU  Assuring Professional Competency Across Borders in a Globalized World : The Critical Elements John Helfrick; US Bob Crone; US	5x 15 minutes short papers	5 x 15 minute short papers	Effective strategies when implementing communication change in health organisations Angie Andreoil; CA, Carol Fancott; CA, Monica Finnigan; AU Stuart Marshall; AU	Safe Practices Indicators Project: background, summary of methods and main empirical applications Pedro J. Saturno; ES  3x 15 minute short papers	WHO; Patient Safety in Developing and Transitional Countries: Approaches for Integrated Action Shams Syed; CH Pierre Chopard; CH Sameen Siddiqi; EG Carmen Audera; CH
15:30 – 16:00	Afternoon Break									
16:00 – 16:15	International Accreditation Awards									
16:15– 17:10	Afternoon Plenary Presentation Avoidable Hospitalisation Shane Solomon HK and Victor Rodwin, US									
17:15 – 18:00	AGM									
18:00-19:00	Meet the Poster Presenters Wine and Cheese- Level 3, Marriott Rive Gauche									
18:30	Professional Visits - TBC									

## Main Conference – Wednesday Morning – 13<sup>th</sup> October 2010

07:45-08:30	Breakfast Meeting “Healthcare Quality Quest” How to make clinical audit work to benefit patients- Nancy Dixon (UK)
08:00-08:45	Coffee with the Trade Exhibitors
08:45-09:00	Welcome to ISQua’s 28 <sup>th</sup> International Conference Hong Kong 2011

09:00 – 10:15	<b>Morning Plenary Presentation</b> <b>Health Systems Effectiveness: An important dimension of health system performance</b> Martin McKee; UK Jean Marie Robine; FR									
10:20-10:30	<b>Quality at the core of health economics; statement from OECD's Quality Forum and Ministerial Conference – Paris 8<sup>th</sup> October; Mark Pearson OECD</b>									
10:30 – 11:00	<b>Morning Break</b>									
<b>Concurrent Sessions</b>	<b>Track 1:</b>	<b>Track 2:</b>	<b>Track 3:</b>	<b>Track 4:</b>	<b>Track 5:</b>	<b>Track 6:</b>	<b>Track 7:</b>	<b>Track 8:</b>	<b>Track 9:</b>	<b>Track 10:</b>
11:00-12:30	Providing board leadership in improving patient outcomes Philip Hassen, ISQua President; CA Hugh McLeod; CA Jim Nininger; CA	5x 15 minutes short papers	Quality-labelling and certification of Electronic Health Record's John O'Brien; IE  3 x 15 minute short papers	<b>WHO Patient Safety: The next frontier: Global Pulse Oximetry, Health Care Checklists and International Classification for Patient Safety</b> Gerald Dziekan, William Runciman; AU	5x 15 minutes short papers	5x 15 minutes short papers	How health technology assessment is used in the hospital setting to improve patient outcomes Mairin Ryan; IE	5 x 15 minute short papers	Improving patient outcomes through integrated care pathways for stroke and myocardial infarction - International experiences Chair; Niek Klazinga; NL	5x 15 minutes short papers
12:30 – 13:45	<b>Lunch</b>		<b>13:15-13:50 Poster Presentation Sessions</b>							
<b>Main Conference – Wednesday Afternoon – 13<sup>th</sup> October 2010</b>										
<b>Concurrent Sessions</b>	<b>Track 1:</b>	<b>Track 2:</b>	<b>Track 3:</b>	<b>Track 4:</b>	<b>Track 5:</b>	<b>Track 6:</b>	<b>Track 7:</b>	<b>Track 8:</b>	<b>Track 9:</b>	<b>Track 10:</b>
13:45 – 14:45	4 x 15 minutes short papers	Headlines from the second global survey of healthcare accreditation organisations Charles Shaw, UK  2 x 15 minute short papers	4 x 15 minutes short papers	4 x 15 minutes short papers	2 x 15 minutes short papers	Patient satisfaction survey Pauline Wong; HK Eliza Wong; HK	4 x 15 minute short papers	WHO : PATH to quality measurement of hospital care Ann Lise Guisset Basia Kutryba; PL  2 x 15 Minute short papers	4 x 15 minute short papers	Make or Break; the challenge of managing long term conditions Sir John Oldham; UK
14:45 – 15:00	<b>Presentation of Poster Awards</b>									
15:00 – 15:50	<b>Closing Plenary Presentation ; Global Vision; past, present and future</b> Sir Liam Donaldson; UK									
15:50-16:00	Presidents Farewell Philip Hassen									
16:00	Conference Close									

**\* Please note - This is not the final version of the Conference Programme and is subject to change**