



Pre-conference Programme

Sunday 10th October 2010

You must have pre-booked for one of the following sessions.

A. Indicator Summit: Patient centered indicators; Measuring and acting on what's important for the patient Miles Davis A,B&C		
Morning chair: Tracey Cooper; IE		
9:00 - 9:10	Welcome	Tracey Cooper; IE
Section 1: Measuring patient experience		
09:10 - 09:45	Defining patient centered indicators	Diana Delnoij; NL
09:45 - 10:15	Focusing on the patient	Garance Upham; CH
10:15 - 10:45	Contributions, comments, questions and answers with speakers panel	Tracey Cooper; IE
10:45 - 11:10	Coffee	
Section 2: Quality improvement through measurement		
11:10 - 11:35	A gap analysis framework for improving care for patients with HIV and AIDS	Rashad Massoud; US
11:35 - 12:00	Using patient-centered data to improve the quality of hospital care: approaches, pitfalls, solutions	Oliver Groene; ES
12:00 - 12:30	Defining and measuring excellence in patient-centered care	Susan Frampton; US
12:30 - 13:00	Contributions, comments, questions and answers with speakers panel	Tracey Cooper; IE
13:00 - 14:00	Lunch	
Afternoon chairs: Philippe Michel and David Ballard		
Section 3: Effectiveness of patient centered measures		
14:00 - 14:30	The effect of quality of patient-centered care on survival	Paul Cleary; US

14:30 - 15:00	Getting the most out of Patient Reported Outcome Measures (PROM's)	Nancy Devlin; UK
15:00 - 15:20	Coffee	
15:20 - 15:50	International Alliance of Patients' Organisations	Jeremiah Mwangi; UK
15:50 - 16:15	Contributions, comments, questions and answers with speakers panel	David Ballard; US
16:15 - 16:30	Summary	David Ballard; US
16:30 - 16:35	Close	Philippe Michel; FR

**B. Accreditation Symposium:
International lessons learned to date; pathways to the future**

Ella Fitzgerald A & B and Louis Armstrong A,B,C & D

Morning chair: Wendy Nicklin

09:00 - 09:10	Welcome	Wendy Nicklin; CA
09:10 - 10:00	Research and External Evaluation <ul style="list-style-type: none"> • Global study • ISQua research site • Q&A 	Charles Shaw; UK
10:00 - 10:30	1.Issues critical to the sustainability of accreditation	Wendy Nicklin; CA
10:30 - 11:00	Facilitated workshop 1	Mark Brandon; AU
11:00 - 11:30	Coffee	
11:30 - 12:00	Report back and conclusion from workshop 1	Mark Brandon; AU & Wendy Nicklin; CA
12:00 - 12:25	2.Getting the most out of accreditation	Brian Johnston; AU
12:25 - 12:55	Facilitated workshop 2	Stuart Whittaker; SA
12:55 - 13:30	Report back and conclusions from workshop 2	Brian Johnston; AU
13:30 - 14:30	Lunch	

Afternoon chair: Jeffrey Braithwaite

14:30 - 15:00	3.Ensuring accurate assessment	Charles Bruneau; FR
15:00 - 15:30	Facilitated workshop 3	Jeffrey Braithwaite; AU
15:30 - 15:45	Coffee	
15:45 - 16:15	Report back and conclusions from workshop 3	Jeffrey Braithwaite; AU Charles Bruneau; FR
16:15 - 16:30	Summary	Paul vanOstenberg; US
16:30 - 16:35	Close	Jeffrey Braithwaite; AU

C. Leadership and Quality Systems Auditorium

Morning chair: Sir John Oldham; UK		
09:30 - 09:40	Welcome	Sir John Oldham; UK
09:40 - 13:00	Delivering Quality in Tough Financial Times: The approach in the English National Health Service	Jim Easton; UK
10:30 - 10:50	Coffee	
13:00 - 14:00	Lunch	
Afternoon chair:		
14:00 - 15:15	Leaders Leading for Quality; Canada's National Approach	Elma Heidemann; CA
15:15 - 15:30	Coffee	
15:30 - 16:45	Quality management in patient care; Using quality tools to improve processes of care	Yosef Dlugacz; US
16:45 - 16:50	Close	

**Welcome Reception 18:30 – 20:00
Level 0**