



Tuesday, 12th October 2010

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| 07:45-08:30 Auditorium | Publishing Your Research: How to Succeed in the Peer Review Process Eric Schneider; US | |
| 08:00-08:45 Foyer Level 0 | Coffee with the Trade Exhibitors | |
| 08:45 - 10:10 La Seine A, B & C | Morning Plenary Presentation: Measuring safety Chair: Tracey Cooper; IE Rene Amalberti; FR Charles Vincent; UK | |
| 10:10 - 10:30 La Seine A, B & C | Life Time Achievement Awards, Presented by Philip Hassen; ISQua President, CA | |
| 10:30 - 11:00 | Morning Break | |
| 11:00 - 12:30 | Concurrent Sessions – Morning | |
| B1 La Seine A | Track 1 Governance and Leadership | |
| 90 Minutes | Role of governance and leadership in driving quality improvement | Chair: Tracey Cooper; IE Clifford Hughes; AU Bryce Taylor; CA Iain Yardley; UK Margaret Murphy; IE |
| B2 Auditorium | Track 2 External Evaluation Systems | |
| 90 Minutes | Quality improvement and control in cancer services. | Chair: Janne Lehmann Knudsen; DK Karen Luxford; AU Renée Otter; NL Torben Palshof; DK Mahasti Saghatchian; FR |
| B3 St. Michel | Track 3 Health Information Technology | |
| 15 Minutes | O-049 - 10-year trends in hospital admissions for adverse drug reactions in England | Chair: William Runciman; AU A. Bottle , T.-Y. Wu, M.H. Jen, P. Aylin; UK |
| 15 Minutes | O-050 -Electronic medical record; influence on patient safety and clinical workflow | D. Jorgensen, J.M.M. Jorgensen, S. Kristensen , P. Bartels; DK |
| 15 Minutes | O-051 - Does the use of CPOE/CDS-Systems lead to more safety in drug prescription? A Health Technology Assessment | P.J. Traurig , U.J. Holzer, E. Baume; AT |

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| 15 Minutes | O-052 - Monitoring medication error events through electronic system notification | C.G. Barros , P.R. Signorelli, C.F.D.P. Nunes, P.B. Andreoli; BR |
| 15 Minutes | O-053 - Participation in an E-Pharmacovigilance system to monitor ambulatory patients for adverse drug events | J.S. Haas , E. J. Orav, G.D. Schiff, D.W. Bates; US |
| B4 Mile Davis A & B | Track 4 Patient Safety | |
| 45 Minutes | Limit the overuse of Neuroleptics in Alzheimer's disease; A global issue | Chair: Goran Hendricks;FR Sarah Hartley; FR Armelle Desplanques; FR Benoit Lavallart; FR |
| 15 Minutes | O-054 - Medication reconciliation for medical inpatients: experience in an acute hospital in Hong Kong | S.Y. Leung , S.Y. Fan, T.H. Tsoi, L. Yam; HK |
| 15 Minutes | O055 - Review of the impact of the medication safety outputs of the UK national patient safety agency | A.J. Lankshear , S.N. Weingart, K.V. Lowson; UK |
| 15 Minutes | O-056 -How is a tool developed for the Aerospace Industry being used to prevent a leading cause of ABO incompatible transfusions? | J. Main , J. Mizen, L. Nolte, D. Westerman; AU |
| B5 Louis Armstrong A, B, C & D | Track 5 Education and Culture | |
| 15 Minutes | O-057 - Surgical Performance - a multisource assessment tool | Chair: Tim Shaw; AU P.J. Montgomery; AU |
| 15 Minutes | O-058 - Patient safety culture and health care workers' job related stress at acute care hospitals in Japan | S. Ito , M. Kigawa, S. Fujita, T. Hasegawa; JP |
| 15 Minutes | O-059 - Assessment of Emergency Physicians' Non-technical Skills | L. Flowerdew , M. Woloshynowych, R. Brown, C. Vincent; UK |
| 15 Minutes | O-060 - Enhancing inter professional education using simulation – Realizing a state-of-the-art facility | J. Robertson , K. Bandali; CA |
| 15 Minutes | O-061 -Impact of community pharmacists' educational intervention on patients' asthma control | L. Laforest, E. Van Ganse , M. Broquet, G. Chamba; FR |
| B6 Miles Davis C | Track 6 Patient Experience | |
| 90 Minutes | Seeing the person: healthcare in hospital for patients and staff | Chair: Edward Kelley; WHO Jocelyn Cornwell; UK Joanna Goodrich; UK Ros Levenson; UK Jill Maben; UK |
| B 7 Ella Fitzgerald A & B | Track 7 Health Technology Assessment | |
| 45 Minutes | Conflict of Interest | Chair: Rene Amalberti; FR Fergus Macbeth; UK Didier Talbateau; FR |
| 20 Minutes | O-062 - Using HTAs to support disinvestment – the case of sleep apnoea (OSAS) in Norway | Å. Ringard, B. Mørland ; NO |
| 20 Minutes | O-063 - Evaluation of the use of resources in the national population based cancer screening programmes and associated services | M. Flattery, J. Billings, T. Cooper, M. Ryan ; IE |

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| B8 Les Invalides A & B | Track 8 Quality Systems | |
| 15 Minutes | O-064- Raising the bar pillar by pillar: Canadian Provincial Cancer Agencies collaborate to enhance the safe delivery of cancer care and treatment | Chair: Chris Cornue; US H. Logan; CA |
| 15 Minutes | O-065 - Explaining Variation in Readmissions: The Importance of Propensity to Admit to Hospital More Generally | A.M. Epstein, E.J. Orav, A.K. Jha; US |
| 15 Minutes | O-066 - The Impact of Continuity of Care in the Community on Health Outcomes | J. Dreier, D. Comanshter, H. Bitterman, A.D. Cohen; IL |
| 15 Minutes | O-067 - Implementation of complex, transorganisational and multidisciplinary medication clinical guidelines in a 1200 bed/eight center highly specialised university hospital | H.S. Jensen, D. Leth-miller, K. Riisberg, A. Sogaard; DK |
| 15 Minutes | O-068- Implementation of Kanban System in Hospital | L. Lai, S. Lam, W.L. Kwok, C. Chan; HK |
| B9 St. Germain Des Pres A & B | Track 9 Measurement and Outcomes | |
| 90 Minutes | Improving Health Outcomes in Low-income countries | Chair: Sheila Leatherman; US Anthony Musisi Kyayse; UG Gertrude Sika Avortri; GH Rashad Massoud; US David Bates; US |
| B10 La Sorbonne A, B, C & D | Track 10 Integrated Care and Quality Outcome | |
| 15 Minutes | O-069- Country differences in chronic care management: analyses of international patient survey data | Chair: Stephen Clark; AU J.S. Burgers, G. Voerman, M. Faber, R. Grol; NL |
| 15 Minutes | O-070 - Leadership quality in multidisciplinary teams for urological cancers - Are Uro-oncologists an untapped resource? | B.W. Lamb, H. Payne, J.S. Green, N. Sevdalis; UK |
| 15 Minutes | O-071- Patient assessment of chronic illness care in various organizational forms of primary health care in Quebec: a multilevel analysis | J.F. Lévesque, D.E. Feldman, V. Lemieux; CA |
| 15 Minutes | O-072- The Morphée Network: improving care for sleeping disorders in France and effects on sleeping pill consumption | S. Royant-Parola, S. Hartley, S. Dagneaux, P. Escourrou; FR |
| 15 Minutes | O-073 - Implementation of fast track recovery protocol in patients requiring major elective colorectal surgery in Hong Kong | A. Lai, W.Y. Cheng, J. Lee, P.F. Tang; HK |
| 12:30-14:00 | Lunch | |
| 13:15-13:50 | Poster Presentation Sessions | |
| 13:05-13:50 Louis Armstrong A, B, C & D | B11-Dilemmas and conflicts in designing systems for quality and safety- ISQua & ESQH Chair: Sir John Oldham; ISQua Charles Shaw; Basia Kutryba Paul Bartels ESQH | |
| 13:05-13:45 La Seine A | B12-WHO - High 5s: Improving patient safety- Open to all delegates Chair: Karen Timmons; US | |
| 13:10-13:55 Auditorium | ISQua's International Accreditation Programme- Surveyors Update Triona Fortune; ISQua | |

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| 14:00-15:30 | Concurrent Sessions – Afternoon | |
| B13 La Seine A | Track 1 Governance and Leadership | |
| 15 Minutes | O-074 - Annual Reviews for Corporate Health Boards | Chair: Jon Billings; IE J.R. Bullivant , A. Corbett-Nolan, J. Smith; UK |
| 15 Minutes | O-075 - Appreciative Inquiry and Value Chain to Improve Clinician Involvement in Hospital Strategic Plan Development | H. Diasri , A. Sutiyoso, L.G. Partakusuma; ID |
| 15 Minutes | O-076 - Personalizing management and demystifying performance: the Planetree model dedicated to human resources | L. Dumas, S.B. Frampton ; US |
| 15 Minutes | O-077 - Mitigating risks and improving outcomes for residents with innovative approaches to clinical governance in health services | M. Cameron , C.E. Lavars; AU |
| 15 Minutes | O-078 - From Bedside to Boardroom: The Board Quality Journey at North York General Hospital | B. Adamson , T. Bigda-Peyton; CA |
| B14 Auditorium | Track 2 External Evaluation Systems | |
| 90 Minutes | Debate ; Does Accreditation make a difference | Chair: Jeffrey Braithwaite; AU |
| B15 St. Michel | Track 3 Health Information Technology | |
| 90 Minutes | Health information technology policy: The U.S. approach and international opportunities | Chair: David Bates; US Jennifer Haas; US Aziz Sheikh; UK |
| B16 Mile Davis A & B | Track 4 Patient Safety | |
| 45 Minutes | Improving the transfer of patient care through identification and implementation of novel processes in Europe (The EU HANDOVER Collaborative) | Chair: Paul Barach; NL Basia Kutryba; PL Rosa Sonol; ES Francesco Venneri; IT Hub Wollersheim; NL |
| 15 Minutes | O-079 - How identifying the elements of failure to rescue can ensure consistent and effective intervention for patients at risk | B.I. Eather , M. Chiarella; AU |
| 15 Minutes | O-080 - Does emergency physician disposition decision making have an impact on adverse events? | L. Calder , C. Vaillancourt, I.G. Stiell, A. Forster; CA |
| 15 Minutes | O-081 - Assessing the feasibility of sharing learning from international reporting systems | I.E. Yardley , S. Gianci, B. Paula, E. Kelley; UK |
| B17 Louis Armstrong A, B, C & D | Track 5 Education and Culture | |
| 45 Minutes | 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 | Chair: Charles Bruneau; FR M.M. Walton; AU |
| 45 Minutes | Assuring Professional Competency Across Borders in a Globalized World : The Critical Elements | John Helfrick; US Bob Crone; US |

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| B18 Miles Davis C | Track 6 Patient Experience | |
| 15 Minutes | O-082 - Clinicians' attitudes and self perceptions towards managing patient expectations and patient satisfaction: An international survey | Chair: Oliver Groene, ES R. Rozenblum , M. Lisby, P.M. Hockey, D.W. Bates; DK |
| 15 Minutes | O-083 - Impact of staff absenteeism on patient satisfaction : a study realized in 25 French hospitals participated to the WHO-PATH project in 2008 | L. Moret , E. Anthoine, C. Paille, P. Lombrail; FR |
| 15 Minutes | O-084 - The Nordic Patient Experiences Questionnaire (NORPEQ): cross-national comparison of data quality, internal consistency, and validity in three Nordic countries | K.E. Skudal, Øyvind.A. Bjertnaes , A. Garratt; NO |
| 15 Minutes | O-085 - Collaborative Patient Assessment: A Teamwork Tool to Improve Patient and Staff Satisfaction in the Emergency Room | N.E. Schiebel , R. Rao, L.N. Scanlan-Hanson, A. Alonso; US |
| 15 Minutes | O-086 - The use of social cognition models in predicting patients' intentions to participate in safety-related behaviour | R. Davis , N. Sevdalis, C. Vincent; UK |
| B19 Ella Fitzgerald A & B | Track 7 Measurement and outcomes | |
| 15 Minutes | O-087 - Readmissions: How do Related and Unrelated Readmissions Compare? | Chair: Elma Heidemann; CA J.M. Naessens , J.T. Liesinger, C.A. Grafft, D.L. Klocke; US |
| 15 Minutes | O-088 - Development of a starter set of ambulatory quality indicators, national quality indicator project, Germany | F. Burgdorf , S. Kleudgen, W. de Cruppé, M. Geraedts; DE |
| 15 Minutes | O-089 - Learning from a quality indicator system - Ten years Experience in Taiwan | T.Y. Wu, Y.L. You, H.H. Liao, C.H.Y. Wung ; TW |
| 15 Minutes | Indicators sets balancing between policy, practice and science | José Braspenning ; NL |
| 15 Minutes | O-090 -Content Development for the International Classification for Patient Safety | N. Hannaford, T. Schultz, W. Runciman ; AU |
| B20 Les Invalides A & B | Track 8 Quality Systems | |
| 90 Minutes | Effective strategies when implementing communication change in health organisations | Chair: Stephen Schoenbaum; US Angie Andreoil; CA Carol Fancott; CA Monica Finnigan; AU Stuart Marshall; AU |
| B21 St. Germain Des Pres A & B | Track 9 Measurement and Outcomes | |
| 45 Minutes | Safe Practices Indicators Project: background, summary of methods and main empirical applications | Chair: Virginia D'Addario; US Pedro J. Saturno ; ES |
| 15 Minutes | O-091 - Estimation of optimal chemotherapy and radiotherapy utilisation rates for cancer | M. Barton , G. Delaney, S. Jacob, W. Ng; AU |
| 15 Minutes | O-092 - Performance measurement in primary diabetes care: what quality indicators should we use? | H. Calsbeek , N. Ketelaar, M. Wensing, J. Braspenning; NL |
| 15 Minutes | O-093 - Hospital volume and bleeding complications in benign elective hysterectomy | S.B. Daugbjerg , S.P. Johnsen, M. Osler, B. Ottesen; DK |

| B22 La Sorbonne A, B, C & D | Track 10 Integrated Care and Quality Outcome | |
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| 90 Minutes | WHO; Patient Safety in Developing and Transitional Countries: Approaches for Integrated Action | Chair: Itziar Larizgoitia; WHO Shams Syed; WHO Pierre Chopard; CH Sameen Siddiqi; WHO Carmen Audera; WHO |
| 15:30 - 16:00 | Afternoon Break | |
| 16:00 - 16:15 La Seine A, B, C & D | International Accreditation Programme Awards – Wendy Nicklin; Chair of the ISQua Accreditation Council | |
| 16:15 - 17:10 La Seine A, B, C & D | Afternoon Plenary Presentation: Avoidable Hospitalisation Chair: Laurent Degos; FR Victor Rodwin; US Shane Solomon; HK | |
| 17:15 - 18:00 La Seine A | ISQua AGM- For members only | |
| 18:00 - 19:00 Level 3 | Meet the Poster Presenters Reception- Marriott Rive Gauche | |
| 18:30 | Professional Visits – Limited spaces available Visit 1: Institut Curie Visit 2: iLUMENS: Simulation Laboratory | |

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.