



## Tuesday, 12<sup>th</sup> October 2010

08:00-08:45	<b>Coffee with the Trade Exhibitors</b> Foyer Level 0	
08:45 - 10:10	<b>Morning Plenary Presentation: Measuring safety</b> <b>Chair:</b> Rene Amalberti; FR Charles Vincent; UK	
10:10 - 10:30	<b>Life Time Achievement Awards</b>	
10:30 - 11:00	<b>Morning Break</b>	
11:00 - 12:30	<b>Concurrent Sessions – Morning</b>	
<b>Track 1</b> Governance and Leadership		
90 Minutes	<b>Role of governance and leadership in driving quality improvement</b>	<b>Chair:</b> Tracey Cooper; IE Clifford Hughes; AU Bryce Taylor; CA
<b>Track 2</b> External Evaluation Systems		
90 Minutes	<b>Quality improvement and control in cancer services.</b>	<b>Chair:</b> Janne Lehmann Knudsen; DK Karen Luxford; AU Renée Otter; NL Torben Palshof; DK Mahasti Saghatchian; OECD
<b>Track 3</b> Health Information Technology		
15 Minutes	<b>1255</b> - 10-year trends in hospital admissions for adverse drug reactions in England	<b>A. Bottle</b> , T.-Y. Wu, M.H. Jen, P. Aylin; UK
15 Minutes	<b>610</b> -Electronic medical record; influence on patient safety and clinical workflow	<b>D. Jorgensen</b> , J.M.M. Jorgensen, S. Kristensen, P. Bartels; DK
15 Minutes	<b>353</b> - Does the use of CPOE/CDS-Systems lead to more safety in drug prescription? A Health Technology Assessment	<b>P.J. Traurig</b> , U.J. Holzer, E. Baume; AT
15 Minutes	<b>1463</b> - Monitoring medication error events through electronic system notification	<b>C.G. Barros</b> , P.R. Signorelli, C.F.D.P. Nunes, P.B. Andreoli; BR
15 Minutes	<b>385</b> - Participation in an E-Pharmacovigilance system to monitor ambulatory patients for adverse drug events	<b>J.S. Haas</b> , E. J. Orav, G.D. Schiff, D.W. Bates; US
<b>Track 4</b> Patient Safety		

45 Minutes	<b>Limit the overuse of Neuroleptics in Alzheimer's disease; A global issue</b>	<b>Chair: Goran Hendricks Sarah Hartley; FR Armelle Desplanques; FR Benoit Lavallart; FR</b>
15 Minutes	<b>1158</b> - Medication reconciliation for medical inpatients: experience in an acute hospital in Hong Kong	<b>S.Y. Leung</b> , S.Y. Fan, T.H. Tsoi, L. Yam; HK
15 Minutes	<b>101</b> - Review of the impact of the medication safety outputs of the UK national patient safety agency	<b>A.J. Lankshear</b> , S.N. Weingart, K.V. Lowson; UK
15 Minutes	<b>631</b> -How is a tool developed for the Aerospace Industry being used to prevent a leading cause of ABO incompatible transfusions?	<b>J. Main</b> , J. Mizen, L. Nolte, D. Westerman; AU
<b>Track 5 Education and Culture</b>		
15 Minutes	<b>589</b> - Surgical Performance - a multisource assessment tool	<b>Chair: Tim Shaw P.J. Montgomery; AU</b>
15 Minutes	<b>319</b> - Patient safety culture and health care workers' job related stress at acute care hospitals in Japan	<b>S. Ito</b> , M. Kigawa, S. Fujita, T. Hasegawa; JP
15 Minutes	<b>1389</b> - Assessment of Emergency Physicians' Non-technical Skills	<b>L. Flowerdew</b> , M. Woloshynowych, R. Brown, C. Vincent; UK
15 Minutes	<b>663</b> - Enhancing inter professional education using simulation – Realizing a state-of-the-art facility	<b>J. Robertson</b> , K. Bandali; CA
15 Minutes	<b>1145</b> -Impact of community pharmacists' educational intervention on patients' asthma control	<b>L. Laforest</b> , E. Van Ganse, M. Broquet, G. Chamba; FR
<b>Track 6 Patient Experience</b>		
90 Minutes	<b>Seeing the person: healthcare in hospital for patients and staff</b>	<b>Chair: Jocelyn Cornwell; UK Joanna Goodrich; UK Ros Levenson; UK Jill Maben; UK</b>
<b>Track 7 Health Technology Assessment</b>		
45 Minutes	<b>Conflict of Interest</b>	<b>Chair: Rene Amalberti (FR) Fergus Macbeth; UK Didier Talbateau; FR</b>
20 Minutes	<b>789</b> - Using HTAs to support disinvestment – the case of sleep apnoea (OSAS) in Norway	<b>Å. Ringard</b> , B. Mørland; NO
20 Minutes	<b>1301</b> - Evaluation of the use of resources in the national population based cancer screening programmes and associated services	<b>M. Flattery</b> , J. Billings, T. Cooper, M. Ryan; IE
<b>Track 8 Quality Systems</b>		
15 Minutes	<b>675</b> - Raising the bar pillar by pillar: Canadian Provincial Cancer Agencies collaborate to enhance the safe delivery of cancer care and treatment	<b>Chair: H. Logan; CA</b>
15 Minutes	<b>946</b> - Explaining Variation in Readmissions: The Importance of Propensity to Admit to Hospital More Generally	<b>A.M. Epstein</b> , E.J. Orav, A.K. Jha; US
15 Minutes	<b>843</b> - The Impact of Continuity of Care in the Community on Health Outcomes	<b>J. Dreither</b> , D. Comanshter, H. Bitterman, A.D. Cohen; IL

15 Minutes	<b>1185</b> - Implementation of complex, transorganisational and multidisciplinary medication clinical guidelines in a 1200 bed/eight center highly specialised university hospital	<b>H.S. Jensen</b> , D. Leth-miller, K. Riisberg, A. Søggaard; DK
15 Minutes	<b>887</b> -Implementation of Kanban System in Hospital	<b>L. Lai</b> , S. Lam, W.L. Kwok, C. Chan; HK

### Track 9 Measurement and Outcomes

90 Minutes	<b>Improving Health Outcomes in Low-income countries</b>	<b>Chair: Sheila Leatherman; US Charles Makwen; MW Anthony Musisi Kyayse; UG Gertrude Sika Avortri; GH Panellists: Rashad Massoud David Bates</b>
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### Track 10 Integrated Care and Quality Outcome

15 Minutes	<b>330</b> - Country differences in chronic care management: analyses of international patient survey data	<b>Chair: J.S. Burgers</b> , G. Voerman, M. Faber, R. Grol; NL
15 Minutes	<b>914</b> - Leadership quality in multidisciplinary teams for urological cancers - Are Uro-oncologists an untapped resource?	<b>B.W. Lamb</b> , H. Payne, J.S. Green, N. Sevdalis; UK
15 Minutes	<b>1369</b> - Patient assessment of chronic illness care in various organizational forms of primary health care in Quebec: a multilevel analysis	<b>J.F. Lévesque</b> , D.E. Feldman, V. Lemieux; CA
15 Minutes	<b>824</b> -The Morphée Network: improving care for sleeping disorders in France and effects on sleeping pill consumption	<b>S. Royant-Parola</b> , S. Hartley, S. Dagneaux, P. Escourrou; FR
15 Minutes	<b>371</b> - Implementation of fast track recovery protocol in patients requiring major elective colorectal surgery in Hong Kong	<b>A. Lai</b> , W.Y. Cheng, J. Lee, P.F. Tang; HK

<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>Dilemmas and conflicts in designing systems for quality and safety- ISQua &amp; ESQH - Paul Bartels; DK</b>
<b>13:05-13:45</b>	<b>WHO - High 5s: Improving patient safety</b>

<b>14:00-15:30</b>	<b>Concurrent Sessions – Afternoon</b>
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### Track 1 Governance and Leadership

15 Minutes	<b>290</b> - Annual Reviews for Corporate Health Boards	<b>Chair: J.R. Bullivant</b> , A. Corbett-Nolan, J. Smith; UK
15 Minutes	<b>1306</b> - Appreciative Inquiry and Value Chain to Improve Clinician Involvement in Hospital Strategic Plan Development	<b>H. Djasri</b> , A. Sutiyoso, L.G. Partakusuma; ID
15 Minutes	<b>677</b> - Personalizing management and demystifying performance: the Planetree model dedicated to human resources	<b>L. Dumas</b> , S.B. Frampton; US
15 Minutes	<b>1039</b> - Mitigating risks and improving outcomes for residents with innovative approaches to clinical governance in health services	<b>M. Cameron</b> , C.E. Lavars; AU

15 Minutes	<b>1358</b> - From Bedside to Boardroom: The Board Quality Journey at North York General Hospital	<b>B. Adamson</b> , T. Bigda-Peyton; CA
<b>Track 2 External Evaluation Systems</b>		
90 Minutes	<b>Debate ; Does Accreditation make a difference</b>	<b>Chair:</b> <b>Jeffrey Braithwaite; AU</b>
<b>Track 3 Health Information Technology</b>		
90 Minutes	<b>Health information technology policy: The U.S. approach and international opportunities</b>	<b>Chair:</b> <b>David Bates; US</b> <b>Jennifer Haas; US</b> <b>Aziz Sheikh; UK</b>
<b>Track 4 Patient Safety</b>		
45 Minutes	<b>Improving the transfer of patient care through identification and implementation of novel processes in Europe (The EU HANDOVER Collaborative)</b>	<b>Chair: Paul Barach; NL</b> <b>Basia Kutryba; PL</b> <b>Rosa Sonol; ES</b> <b>Francesco Venneri; IT</b> <b>Hub Wollersheim; NL</b>
15 Minutes	<b>871</b> - How identifying the elements of failure to rescue can ensure consistent and effective intervention for patients at risk	<b>B.I. Eather</b> , M. Chiarella; AU
15 Minutes	<b>288</b> - Does emergency physician disposition decision making have an impact on adverse events?	<b>L. Calder</b> , C. Vaillancourt, I.G. Stiell, A. Forster; CA
15 Minutes	<b>640</b> - Assessing the feasibility of sharing learning from international reporting systems	<b>I.E. Yardley</b> , S. Gianci, B. Paula, E. Kelley; UK
<b>Track 5 Education and Culture</b>		
45 Minutes	<b>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</b>	<b>Chair:</b> <b>M.M. Walton; AU</b> <b>Martin Fletcher; AU</b>
45 Minutes	<b>Assuring Professional Competency Across Borders in a Globalized World : The Critical Elements</b>	<b>John Helfrick; US</b> <b>Bob Crone; US</b>
<b>Track 6 Patient Experience</b>		
15 Minutes	<b>1436</b> - Clinicians' attitudes and self perceptions towards managing patient expectations and patient satisfaction: An international survey	<b>Chair:</b> <b>R. Rozenblum</b> , M. Lisby, P.M. Hockey, D.W. Bates; DK
15 Minutes	<b>1142</b> - Impact of staff absenteeism on patient satisfaction : a study realized in 25 French hospitals participated to the WHO-PATH project in 2008	<b>L. Moret</b> , E. Anthoine, C. Paille, P. Lombrail; FR
15 Minutes	<b>765</b> - The Nordic Patient Experiences Questionnaire (NORPEQ): cross-national comparison of data quality, internal consistency, and validity in three Nordic countries	K.E. Skudal, <b>Øyvind.A. Bjertnaes</b> , A. Garratt; NO
15 Minutes	<b>669</b> - Collaborative Patient Assessment: A Teamwork Tool to Improve Patient and Staff Satisfaction in the Emergency Room	<b>N.E. Schiebel</b> , R. Rao, L.N. Scanlan-Hanson, A. Alonso; US
15 Minutes	<b>103</b> - The use of social cognition models in predicting patients' intentions to participate in safety-related behaviour	<b>R. Davis</b> , N. Sevdalis, C. Vincent; UK
<b>Track 7 Measurement and outcomes</b>		
15 Minutes	<b>360</b> - Readmissions: How do Related and Unrelated Readmissions Compare?	<b>Chair:</b> <b>J.M. Naessens</b> , J.T. Liesinger,

		C.A. Grafft, D.L. Klocke; US
15 Minutes	<b>538</b> - Development of a starter set of ambulatory quality indicators, national quality indicator project, Germany	<b>F. Burgdorf</b> , S. Kleudgen, W. de Cruppé, M. Geraedts; DE
15 Minutes	<b>483</b> - Learning from a quality indicator system - Ten years Experience in Taiwan	<b>T.Y. Wu</b> , Y.L. You, H.H. Liao, C.H.Y. Wung; TW
15 Minutes	Indicators sets balancing between policy, practice and science	<b>José Braspenning</b> ; NL
15 Minutes	<b>1483</b> -Content Development for the International Classification for Patient Safety	<b>N. Hannaford</b> , T. Schultz, W. Runciman; AU
<b>Track 8 Quality Systems</b>		
90 Minutes	Effective strategies when implementing communication change in health organisations	Chair: Angie Andreoil; CA Carol Fancott; CA Monica Finnigan; AU Stuart Marshall; AU
<b>Track 9 Measurement and Outcomes</b>		
45 Minutes	Safe Practices Indicators Project: background, summary of methods and main empirical applications	Chair: Pedro J. Saturno; ES
15 Minutes	<b>437</b> - Estimation of optimal chemotherapy and radiotherapy utilisation rates for cancer	<b>M. Barton</b> , G. Delaney, S. Jacob, W. Ng; AU
15 Minutes	<b>1407</b> - Performance measurement in primary diabetes care: what quality indicators should we use?	<b>H. Calsbeek</b> , N. Ketelaar, M. Wensing, J. Braspenning; NL
15 Minutes	<b>1309</b> - Hospital volume and bleeding complications in benign elective hysterectomy	<b>S.B. Daugbjerg</b> , S.P. Johnsen, M. Osler, B. Ottesen; DK
<b>Track 10 Integrated Care and Quality Outcome</b>		
90 Minutes	WHO; Patient Safety in Developing and Transitional Countries: Approaches for Integrated Action	Chair: Itziar Larizgoitia Shams Syed; CH Pierre Chopard; CH Sameen Siddiqi; EG Carmen Audera; CH
15:30 - 16:00	Afternoon Break	
16:00 - 16:15	International Accreditation Programme Award – Wendy Nicklin; Chair of the ISQua Accreditation Council	
16:15 - 17:10	Afternoon Plenary Presentation: Avoidable Hospitalisation Chair: Victor Rodwin; US Shane Solomon; HK	
17:15 - 18:00	ISQua AGM	
18:00 - 19:00	Meet the Poster Presenters Reception- Level 3, Marriott Rive Gauche	
18:30	Professional Visits - TBC	

**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.