



Wednesday, 13th October 2010

07:45 - 08:30	Breakfast Meeting "Healthcare Quality Quest" Chair: Getting Clinical Audit Right to Benefit Patients - Nancy Dixon, UK
08:00 – 08:45	Coffee with the Trade Exhibitors Foyer Level 0
08:45 - 09:00	Welcome to ISQua's 28th International Conference Hong Kong 2011
09:00 – 10:15	Morning Plenary Presentation; Health Systems Effectiveness: An important dimension of health system performance Chair: Jean Marie Robine; FR Martin McKee; UK
10:15 - 10:30	Quality at the core of health economics; statement from OECD's Quality Forum and Ministerial Conference – Paris 8th October. Mark Pearson; OECD
10:30 - 11:00	Morning Break
11:00 - 12:30	Concurrent Session – Morning

Track 1 Governance and Leadership

90 Minutes	Providing board leadership in improving patient outcomes	Chair: Philip Hassen, ISQua President; CA Hugh McLeod; CA Jim Nininger; CA
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Track 2 External Evaluation Systems

15 Minutes	1238 - Quality review of symptomatic breast disease services in Ireland	Chair: M.E. Dunnion , J. Billings, H. Coates; IE
15 Minutes	1217 - The breast cancer hormone receptor retesting controversy in Newfoundland and Labrador, Canada: lessons for the health system	D.M. Gregory , P. Parfrey; CA
15 Minutes	896 - National accreditation for assuring quality in Iranian hospitals: the structure, standard, current procedure, development and implementation of hospital accreditation & licensing system in Iran	A. Aghaei Hashjin , J. Manoochehri, N.S. Klazinga; IR
15 Minutes	1378 - A designation schedule for cancer institute's complemented with the OEI accreditation programme for increasing quality in cancer care	F. Boomsma , I. van Gessel, W. van Harten, H. Hummel; NL
15 Minutes	178 - Accreditation and ISO certification: do they explain differences in quality management in European hospitals?	C. Shaw , O. Groene, N. Mora, R. Suñol; UK

Track 3 Health Information Technology		
45 Minutes	Quality-labelling and certification of Electronic Health Record's	Chair: John O'Brien; IE
15 Minutes	389 - The impact of an electronic health record on diabetes care and outcomes	D.J. Ballard, J. Herrin, P. Aponte, C. Fullerton ; US
15 Minutes	1343 - Data quality initiatives for health information and variation in hospital practice	C. O'Donovan ; IE
15 Minutes	1506 - Can electronic personal health records influence the quality of health care?	P. Kellermann-Mühlhoff, H. Kirchner ; DE
Track 4 Patient Safety		
90 Minutes	WHO Patient Safety: The next frontier: Global Pulse Oximetry, Health Care Checklists and International Classification for Patient Safety	Chair: Gerald Dziekan; CH William Runciman; AU
Track 5 Education and Culture		
15 Minutes	128 - Incenting for Quality Improvement: Improved Methods for Setting Meaningful Targets	Chair: D.F. Dreis, J.G. Mansfield ; US
15 Minutes	482 - Creating an evaluation program for physician behaviour and implementing it as part of a 'privileging' system	H.-T. Chang , A.R. Talbot; TW
15 Minutes	154 - MOREOB: Real improvements in Patient Safety	P.J. Ruiter , K. Milne; CA
15 Minutes	273 - Continuous Professional Education in Health Care: Sit or Stand and Act?	E. Baldantoni , A. Marzano, M.G. Allegretti, F. Refatti; IT
15 Minutes	984 - The characteristics of doctors who generate multiple patient complaints to a regulatory agency	M. Ward , K. Pulsford, P. Johnstone; AU
Track 6 Patient Experience		
15 Minutes	68 - An Implementation Pathway for Matching Education Material with the Literacy Level (LL) of Dialysis Patients	Chair: Karen LuxfordL; AU J. Owen , J. Kohne, L. Douglas, R. Baldwin; AU
15 Minutes	1296 - Health literacy barriers and facilitators: an assessment of 10 hospitals in Catalonia, Spain	O.R. Groene , M. Santiñà, C. Iniesta; ES
15 Minutes	136 - Impact of Sharing Medical Records and Care Plans with Patients During Treatment	S.B. Frampton ; US
15 Minutes	662 - Patient Satisfaction with Primary Care: An analysis of the 2007-08 GP patient survey data	E Kontopantelis , M. Roland, D. Reeves; UK
15 Minutes	225 - Power to the patients? Facts and figures about the patient associations in the Netherlands 2006-2009	H. Kamphuis , M.C. van Dongen, T. Kool; NL
Track 7 Health Technology Assessment		
90 Minutes	How health technology assessment is used in the hospital setting to improve patient outcomes	Chair: Mairin Ryan; IE Fergus McBeth; UK Laura Sampietro-Colom; ES

Track 8
Quality Systems

15 Minutes	402 - Expanding access to specialized Health Care for poor and excluded populations in the Ancash Region – Peru	Chair: Sheila Leatherman ; US R. Inga , A. Nino, I. Vigo; PE
15 Minutes	603 - The Design and Implementation of the Balanced Scorecard for Hospitals in Lebanon with Implications for National Health Systems and Policy in the East Mediterranean Region	F. El-Jardali , S. Saleh, N. Ataya, D. Jamal; LB
15 Minutes	292 - Determinants of Quality of Care for Children Under Five Years Attending Hospital Outpatient Clinics in Afghanistan	A. Edward , A. Lind, G.M. Burnham, D.H. Peters; US
15 Minutes	1333 - Community based surveillance model for reviewing access, quality, and utilization of primary care services among community medical insurance card holders for the poor in Indonesia	H. Djasri, T. Kuntjoro ; ID
15 Minutes	671 - Process Management in the Iranian Hospitals: A survey on the patterns being used	A.A. Nasiripour , P. Raeissi, S. Hessam; IR

Track 9
Measurement and Outcomes

90 Minutes	Improving patient outcomes through integrated care pathways for stroke and myocardial infarction - International experiences	Chair: Niek Klazinga; NL Turgut Tatlisumak; FI Nicolas Danchin; FR Armelle Desplanques; FR Carlos El Khoury; FR Yicheng ZHU; CN David Ballard; US Brett Stauffer; US
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Track 10
Integrated Care and Quality Outcome

15 Minutes	1427 - Does initiation and engagement in substance abuse treatment decrease the likelihood of arrest and incarceration?	Chair: C.M. Horgan , D.W. Garnick; US
15 Minutes	714 -The Impact of Pay For Performance Demonstration Project for AMI care in Korea	Y.H. Cho , S.M. Kim, H.A. Ahn, S.H. Ko; KR
15 Minutes	1328 - Balance of Care: Community Services as an Alternative to Long Term Care Placement	C. Szabo ; CA
15 Minutes	926 -Non-technical skills, team-working and quality in urological multidisciplinary cancer teams: a multi-method investigation	B.W. Lamb , H. Mostafid, J.S. Green, N. Sevdalis; UK
15 Minutes	422 - Measure of the impact of the implementation of organized stroke care in the region "Ile de France"	F. Woimant , R. Simon-Prel, M.L. Neveux, M. Degrave; FR

12:30 – 13:45	Lunch
13:05-13:40	Poster Presentation Sessions

13:45-14:45	Concurrent Sessions – Afternoon
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Track 1
Governance and Leadership

15 Minutes	430 - Governance Quality Composite Performance System in an Academic Healthcare Facility in Toronto, Canada	Chair: P. McKernan , J. Li, E. Ferris; CA
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15 Minutes	86 - The art of NHS induction: Generation Y style	C. Lemer , E. Stanton; UK
15 Minutes	523 - NTWC Lean Journey – achieving continuous healthcare improvement through Lean management	C.W. Cheng , A. Lo, L. Wong, K.L. Chung; HK
15 Minutes	994 - A method of illuminating a positive workplace culture: staff defining and enacting their organisational culture	D. Greenfield , J. Travaglia, P. Nugus, J. Braithwaite; AU
Track 2 External Evaluation Systems		
30 Minutes	Headlines from the second global survey of healthcare accreditation organisations	Chair: Charles Shaw; UK
15 Minutes	472 - Development and pilot testing of a national and mandatory set of accreditation standards across sectors	U.B. Knudsen , H.M. Christiansen, H. Kristiansen, C. Engel; DK
15 Minutes	1113 - The system of accreditation of healthcare organizations in Kyrgyzstan and its application within the framework of regional cooperation in Central Asia.	S. Orozaliev, G. Hodjamurodov, E. Toteva, Y. Azamatov ; Kyrg
Track 3 Health Information Technology		
15 Minutes	973 - An assessment process to achieve safe adoption of CPOE and EMR technology	Chair: K. Timmons , J. Mansur, N. Finis; US
15 Minutes	1153 - A method to develop quality indicators when electronic health record is lacking: elements of confirmation by national results	M. Couralet , F. Capuano, P. Loirat, E. Minvielle; FR
15 Minutes	1442 - Using geoprocessing to ensure healthcare access at a Brazilian healthcare plan	R. Guimarães de Vieira Souza Pimentel, J.F. Campos Villar, M. Silva Monteiro de Castro, F.L. Gasta ; BR
15 Minutes	1147 - Improving communication and coordination among medical centers, practitioners and patients based on a web2.0 platform	M. Holderried , A. Alscher; DE
Track 4 Patient Safety		
15 Minutes	716 -Fighting the Superbug War – Antimicrobial Stewardship in Singapore General Hospital	Chair: J.Q.M. Teo , W.H.L. Lee, M.P. Chlebicki, A.L.H. Kwa; SG
15 Minutes	398 - An evaluation of a state-wide collaborative to reduce central line associated bacteremia in ICUs in Australia	J.K. Johnson , D. Debono, J. Travaglia, C. Hanson; AU
15 Minutes	951 - Bacteriemia Zero, A Challenge For Catalanian ICUs	J.M. Ferrer , F. Alvarez, A. Riera, M. Palomar; ES
15 Minutes	314 - Sustained Hand Hygiene With the Use of Real-Time Remote Video Monitoring With Feedback and Health Care Acquired Infections	D.M. Armellino , B.F. Farber, E. Hussain, Y. Dlugacz; US
Track 5 Education and Culture		
30 Minutes	1253 - Early involvement of PS in the medical curriculum: the impact of an introductory PS lecture on spontaneous incident reporting by undergraduate medical students.	Chair: M. Vandersteen, J. Van Mierlo , T. Van der Schaaf; BE
30 Minutes	683 - Developing a simulated scenario to test behaviours associated with the Joint Commission National Patient Safety Goals	T.J. Shaw , L. Pernar, S. Peyre, E. Graydon-Baker; AU

**Track 6
Patient Experience**

60 Minutes	Patient Satisfaction Survey – Hong Kong Experience	Chair: Pauline Wong; HK Eliza Wong; HK
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**Track 7
Health Information Technology**

15 Minutes	386 - The use of telemedicine technology for preanesthetic assessment of cardiac surgical patients	J.A. Robblee; CA
15 Minutes	750 - Successful nurse-led dermatological outpatient clinic, using telemedical communication	M. Toppenberg, L. Würtz; DK
15 Minutes	1464 - Clinical benefits of co-implementation of an Integrated Care Coordination Information System, quality improvement, and intensive care management	D.A. Dorr, G.S. Olsen; US
15 Minutes	415 - Reengineering of an In-patient Handover System to Improve Patient Safety	C.C.-H. Liu, P.-C. Wang, W.-T. Wu, L.-T. Huang; TW

**Track 8
Quality Systems**

30 Minutes	Europe PATH Project –ESQH	Chair: Ann Lise Guisset; DK Basia Kutryba; PL
15 Minutes	1444 - Systematical Quality Assurance and Patient Safety in North Rhine Hospitals - What We Do and How We Do It	H.-G. Huber; DE
15 Minutes	1587 - Combining Energy, Expertise and Resources to Implement Quality Systems in the Royal Children’s Hospital, Melbourne	P. Fagan, D. Tucker, J. Sweeney; IE

**Track 9
Measurement and Outcomes**

15 Minutes	267 - Process outcome assessment to implement a QI program targeting hypertension at the PHC	Chair: S. Elmhamdi, A. Sriha, M. Letaief, I. Bouanene; TN
15 Minutes	1365 - Transitional Care Program to Improve Heart Failure Outcomes	B. Stauffer, C. Fullerton, P. Stauffer, D.J. Ballard; US
15 Minutes	903-Quality of care in Stroke Unit of Korea	Y.A. Do, K.A. Mun; KR
15 Minutes	543 - Quality improvement in hospitals due to implementation of outcome quality registries using the example of the Austrian Stroke Unit Registry	S. Gleichweit, M. Lerchner, C. Hofer, P.J. Traurig; AT

**Track 10
Integrated Care and Quality Outcome**

60 Minutes	Make or Break; the challenge of managing long term conditions.	Chair: Sir John Oldham; UK
14:45 - 15:00	Presentation of Poster Awards	
15:00 - 15:50	Closing Plenary; Global Vision; past, present and future Chair: Sir Liam Donaldson; UK	
15:50 - 16:00	Presidents Farewell Philip Hassen	

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.