



Wednesday, 13th October 2010

07:45 - 08:30 Ella Fitzgerald A&B	Breakfast Meeting "Healthcare Quality Quest" 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 La Seine A, B, C & D	Welcome to ISQua's 28th International Conference Hong Kong, China 2011	
09:00 - 10:15 La Seine A, B, C & D	Morning Plenary Presentation; Health Systems Effectiveness: An important dimension of health system performance Chair: Roisin Boland; ISQua Jean Marie Robine; FR, Martin McKee; UK	
10:15 - 10:30 La Seine A, B, C & D	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	
C1 La Seine A	Track 1 Governance and Leadership	
90 Minutes	Providing board leadership in improving patient outcomes	Chair: Philip Hassen; CA Bonnie Adamson; CA Jim Nininger; CA
C2 Auditorium	Track 2 External Evaluation Systems	
15 Minutes	O-094 - Quality review of symptomatic breast disease services in Ireland	Chair: David Greenfield; AU M.E. Dunnion, J. Billings , H. Coates; IE
15 Minutes	O-095 - 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	O-096 - 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	O-097 - A designation schedule for cancer institute's complemented with the OECl accreditation programme for increasing quality in cancer care	F. Boomsma, I. van Gessel, W. van Harten, H. Hummel ; NL
15 Minutes	O-098 - Accreditation and ISO certification: do they explain differences in quality management in European hospitals?	C. Shaw , O. Groene, N. Mora, R. Suñol; UK

C3 St. Michel	Track 3 Health Information Technology	
45 Minutes	Quality-labelling and certification of Electronic Health Record's	Chair: Paul VanOstenberg; US John O'Brien; IE
15 Minutes	O-099 - The impact of an electronic health record on diabetes care and outcomes	D.J. Ballard, J. Herrin, P. Aponte, C. Fullerton ; US
15 Minutes	O-100 - Data quality initiatives for health information and variation in hospital practice	C. O'Donovan ; IE
15 Minutes	O-101 - Can electronic personal health records influence the quality of health care?	P. Kellermann-Mühlhoff, H. Kirchner ; DE
C4 Miles Davis A & B	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: Clifford Hughes; AU Gerald Dziekan; WHO William Runciman; AU
C5 Louis Armstrong A, B, C & D	Track 5 Education and Culture	
15 Minutes	O-102 - Incenting for Quality Improvement: Improved Methods for Setting Meaningful Targets	Chair: Clare Lemer; UK D.F. Dreis, J.G. Mansfield ; US
15 Minutes	O-103 - 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	O-104 - MOREOB: Real improvements in Patient Safety	P.J. Ruiter , K. Milne; CA
15 Minutes	O-105 - Continuous Professional Education in Health Care: Sit or Stand and Act?	E. Baldantoni , A. Marzano, M.G. Allegretti, F. Refatti; IT
15 Minutes	O-106 - The characteristics of doctors who generate multiple patient complaints to a regulatory agency	M. Ward , K. Pulsford, P. Johnstone; AU
C6 Miles Davis C	Track 6 Patient Experience	
15 Minutes	O-107 - An Implementation Pathway for Matching Education Material with the Literacy Level (LL) of Dialysis Patients	Chair: Karen Luxford; AU J. Owen , J. Kohne, L. Douglas, R. Baldwin; AU
15 Minutes	O-108 - Health literacy barriers and facilitators: an assessment of 10 hospitals in Catalonia, Spain	O.R. Groene , M. Santiñà, C. Iniesta; ES
15 Minutes	O-109 - Impact of Sharing Medical Records and Care Plans with Patients During Treatment	S.B. Frampton ; US
15 Minutes	O-110 - Evidence from the UK GP patient survey: predictors of patient satisfaction and positive experience with access to Primary Care	E Kontopantelis , M. Roland, D. Reeves; UK
15 Minutes	O-111 - 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
C7 Ella Fitzgerald A & B	Track 7 Health Technology Assessment	
90 Minutes	Health technology assessment maximizing health gain from fixed budgets	Chair: Mairin Ryan; IE Fergus McBeth; UK Laura Sampietro-Colom; ES

C8 Les Invalides A & B	Track 8 Quality Systems	
15 Minutes	O-112 - Expanding access to specialized Health Care for poor and excluded populations in the Ancash Region – Peru	Chair: BK Rana; ID R. Inga , A. Nino, I. Vigo; PE
15 Minutes	O-113 - 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	O-114 - 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	O-115 - 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	O-116 - Process Management in the Iranian Hospitals: A survey on the patterns being used	A.A. Nasiripour , P. Raeissi, S. Hessam; IR
C9 St. Germain Des Pres A & B	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
C10 La Sorbonne A, B, C & D	Track 10 Integrated Care and Quality Outcome	
15 Minutes	O-117 - Does initiation and engagement in substance abuse treatment decrease the likelihood of arrest and incarceration?	Chair: Mondher Letaief; TN C.M. Horgan , D.W. Garnick; US
15 Minutes	O-118 -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	O-119 - Balance of Care: Community Services as an Alternative to Long Term Care Placement	C. Szabo ; CA
15 Minutes	O-120 -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	O-121 - 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	
C11 La Seine A	Track 1 Governance and Leadership	

15 Minutes	O-122- Governance Quality Composite Performance System in an Academic Healthcare Facility in Toronto, Canada	Chair: P. McKernan , J. Li, E. Ferris; CA
15 Minutes	O-123 - The art of NHS induction: Generation Y style	C. Lemer , E. Stanton; UK
15 Minutes	O-124 - NTWC Lean Journey – achieving continuous healthcare improvement through Lean management	C.W. Cheng , A. Lo, L. Wong, K.L. Chung; HK
15 Minutes	O-125 - A method of illuminating a positive workplace culture: staff defining and enacting their organisational culture	D. Greenfield , J. Travaglia, P. Nugus, J. Braithwaite; AU
C12 Auditorium	Track 2 External Evaluation Systems	
30 Minutes	Headlines from the second global survey of healthcare accreditation organisations	Chair: Wendy Nicklin; CA Charles Shaw; UK
15 Minutes	O-126 - 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	O-127- 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
C13 St. Michel	Track 3 Health Information Technology	
15 Minutes	O-128- An assessment process to achieve safe adoption of CPOE and EMR technology	Chair: Stuart Whittaker; ZA Paul VanOstenberg ; K. Timmons, J. Mansur, N. Finis; US
15 Minutes	O-129 - 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	O-130- 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	O-131 - Improving communication and coordination among medical centers, practitioners and patients based on a web2.0 platform	M. Holderried , A. Alscher; DE
C14 Miles Davis A & B	Track 4 Patient Safety	
15 Minutes	O-132- Fighting the Superbug War – Antimicrobial Stewardship in Singapore General Hospital	Chair: Carsten Engel J.Q.M. Teo , W.H.L. Lee, M.P. Chlebicki, A.L.H. Kwa; SG
15 Minutes	O-133 - 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	O-134 - Bacteriemia Zero, A Challenge For Catalanian ICUs	J.M. Ferrer , F. Alvarez, A. Riera, M. Palomar; ES
15 Minutes	O-135 - 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
C15 Louis Armstrong A, B, C & D	Track 5 Education and Culture	

30 Minutes	O-136 - Early involvement of Patient Safety (PS) in the medical curriculum: the impact of an introductory PS lecture on spontaneous incident reporting by undergraduate medical students.	Chair: Robert Crone; US M. Vandersteen, J. Van Mierlo , T. Van der Schaaf; BE
30 Minutes	O-137 - 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
C16 Miles Davis C	Track 6 Patient Experience	
60 Minutes	Patient Satisfaction Survey – Hong Kong Experience	Chair: Triona Fortune; IE Pauline Wong; HK Eliza Wong; HK
C17 Ella Fitzgerald A & B	Track 7 Health Technology Assessment	
15 Minutes	O-138 - The use of telemedicine technology for preanesthetic assessment of cardiac surgical patients	Chair: Lise Rochoaix; FR J.A. Robblee; CA
15 Minutes	O-139 - Successful nurse-led dermatological outpatient clinic, using telemedical communication	M. Toppenberg , L. Würtz; DK
15 Minutes	O-140 - 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	O-141 - 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
C18 Les Invalides A & B	Track 8 Quality Systems	
30 Minutes	Europe PATH Project –ESQH	Chair: Peter Lee; SG Ann Lise Guisset; DK Basia Kutryba; PL
15 Minutes	O-142 - Systematical Quality Assurance and Patient Safety in North Rhine Hospitals - What We Do and How We Do It	H.-G. Huber ; DE
15 Minutes	O-143 - Combining Energy, Expertise and Resources to Implement Quality Systems in the Royal Children’s Hospital, Melbourne	P. Fagan, D. Tucker, J. Sweeney ; IE
C19 St. Germain Des Pres A & B	Track 9 Measurement and Outcomes	
15 Minutes	O-144 - Process outcome assessment to implement a QI program targeting hypertension at the PHC	Chair: Jean Latreille; CA S. Elmhamdi , I. Bouanene, A. Sriha, M. Letaief; TN
15 Minutes	O-145 - Transitional Care Program to Improve Heart Failure Outcomes	B. Stauffer, C. Fullerton, P. Stauffer, D.J. Ballard ; US
15 Minutes	O-146 -Quality of care in Stroke Unit of Korea	Y.A. Do, K.A. Mun ; KR
15 Minutes	O-147 - 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
C20 La Sorbonne A, B, C & D	Track 10 Integrated Care and Quality Outcome	
60 Minutes	Make or Break; the challenge of managing long term conditions.	Chair: Girdhar Gyani; ID Sir John Oldham; UK
14:45 - 15:00 La Seine A, B, C & D	Presentation of Poster Awards – Helen Crisp; UK	

15:00 - 15:50 La Seine A, B, C & D	Closing Plenary; Global Vision; past, present and future Chair: Bruce Barraclough; AU Sir Liam Donaldson; UK
15:50 - 16:00 La Seine A, B, C & D	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.