



The Pre-conference programme will be held on Sunday 10th October 2010

Choose between A, B or C

A. Indicator Summit Patient centered indicators; Measuring and acting on what's important for the patient Co-Chairs: Tracey Cooper, Philippe Michel and David Ballard		
Morning chair; Tracey Cooper and TBC		
9:00 - 9:10	Welcome	Tracey Cooper; IE
Section 1: Measuring patient experience		
9:10 - 9:35	Defining patient centered indicators	Diana Delnoij; NL
09:35 - 10:00	Focusing on the patient	Garance Upham
10:00 - 10:25	Capturing the customer experience in other industries	TBC
10:25 - 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/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	TBC
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

Co- Chairs: Wendy Nicklin and Jeffrey Braithwaite

Morning chair: Wendy Nicklin

09:00 - 09:10	Welcome and introduction	Wendy Nicklin; CA
09:10 - 10:05	Research and External Evaluation <ul style="list-style-type: none"> • Global study • Research site • Q&A 	Charles Shaw; UK Rosa Sunol; ES
10.05 - 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 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	TBC
12:55 - 13:30	Report back and conclusion 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 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		
Co- Chairs: Sir John Oldham and TBC		
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	
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	

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.