

**ISQua's 20th International Conference: Dallas 2003
PROGRAM IN DETAIL**

PRE CONFERENCE SCHEDULE

SATURDAY 1 NOVEMBER

0900 - 1700: **ISQua's 6th International Summit on Indicators - Day 1**
Grand Ballroom A

SUNDAY 2 NOVEMBER

0900 - 1700: **ISQua's 6th International Summit on Indicators - Day 2**
Grand Ballroom A

ISQua Accreditation Symposium

Obelisk

ISQua Forum for Leaders and Decision Makers in Quality in Health Care

Governor's Lecture Hall

Training Workshop

Cardinal

1900: **Conference Official Opening and Welcome Reception**
Grand Ballroom C-E

MONDAY 3 NOVEMBER

0900: Welcome to Conference: Introduction to the Program
Al Al-Assaf, Chair
Stemmons Auditorium

Welcome from ISQua President
David Ballard

A1: OPENING PLENARY PRESENTATION
Stemmons Auditorium

E-Health and its implications for quality and safety in health care: Doing things right and doing the right things

Don Detmer, USA
Chair: Molly Joel Coye

1030: BREAK

1100-1230: **Concurrent workshop, oral and poster sessions**

WORKSHOP SESSIONS

A2: Accrediting standards, accreditors and other evaluators of healthcare

Leader: Heidemann E.
Grand Ballroom A

A3: The "Centers for Education and Research on Therapeutics" national initiative

Leader: Bosco L.
Grand Ballroom B

A4: The National Quality Measures Clearinghouse: A strategic tool for developing quality improvement approaches

Leader: Slutsky J.R.
Rosetta

A5: Involving consumers - The rules of engagement

Leader: Corbett-Nolan A.
Fleur De Lis

A6: Improving quality through effective use of technology

Leader: Kwankam S.Y.
Obelisk A

A7: Role redesign in the context of rewarding results through efficiencies

Leader: Shuttleworth P.
Obelisk B

ORAL PRESENTATIONS

A8: Improving quality through collaboration and teamwork

Batik

357: Preventative services and non-physician assistance

Fullerton C., Spreadbury B.

097: Mental health service delivery in primary care

Martin L., Mc Hugh M., Shine M., Lowry M.

096: Supported employment in mental health - The next step?

Reynolds R., Corry T., Martin L.

244: A collaborative for spreading quality HIV/AIDS care in Rwanda

Boucar M., Sekabaraga, C., Massoud, R., Nicholas, D.

334: Effecting change in chronic care: Toward achieving a US tipping point

Kmetik K., Sirio C.

A9: Quality improvement - Multisite initiatives

Lalique

064: Measuring and understanding quality improvement in healthcare

Meurer S.J., Counte M.A.

131: Continuous quality improvement in x-ray, laboratory and emergency departments. QUOS Project in 72 Sicilian hospitals.

Frazzica R.G., Perraro F., Avellone G., Arnone R., Centineo G., Pinco M., Testaquadra S., Vancheri O.

241: Improving the quality of care for hospitalized children in Eritre

Mehari M., Silimperi D., Bunselmyer E.

277: Access and appropriateness of MRI scanning in Ontario, Canada: What evidence do we have to assess quality?

Iron K., Przybysz R., Laupacis A.

296: The HIV Research Network: Variations in quality of care

Rubin H.R., Gebo K. A., Reilly E.D., Hellinger J.A., Fleishman J.A.

A10: Quality improvement - Measures

Cardinal

082: The use of benchmarking for quality improvement on a national scale

Rasmussen L., Qvist P., Bonnevie B.

290: Determining priorities for improving infection prevention through the use of QIQ Indicators

Febriani E., Sulistomo A., Pfitzer A., Caiola N., Pinxten L.

221: Are skilled birth attendants really skilled? A multi-country study of SBA competence

Harvey S. A., Ayabaca P., Boucar M., Bucagu M., Edson W., Gbangbade S., Hedman E., Hermida J., Legros S., McCaw-Binns A., Burkhalter B.

222: Factors affecting compliance with international maternity standards of care: A four-country study of performance, enabling factors and their linkages

Burkhalter B.R., Edson W.N., Harvey S.A.

POSTER PRESENTATIONS

Grand Ballroom C

A11: Quality improvement - Safety reporting

078: Disclosure of adverse incidents to patients and families: A multi-year perspective
Kaplow M.

113: Usage of measurement as the key to reduce patient and personnel risks, and increase effectivity and efficiency in bio-hazardous waste management

Rodriguez I., Mendoza R., Perez E., Trejo M., Fernández M., Baez N.

286: Less pain more gain - Improving clinical risk management and organisation capability in data management.

Thomson S.

046: Establishing a national reporting and learning system for adverse events - Perils and possibilities

Williams S., Osborn S.

150: Quality indicators associated with nurse staffing in acute care settings

Savitz L. A., Jones C., Bernard S.

171: Using clinical audit and risk management to measure and reduce risk to healthcare workers in a regional health board laundry

Robinson M., Foley G., Macken A., Cox A.

118: A study of nursing accidents in the operating room

Jan M.K., Park S.A.

A12a: Quality improvement

055: Promoting service excellence in a managed behavioral healthcare delivery system

McDonald C.J., Porch R.C., Beaudin C.L.

124: The gatekeeping role of general practitioners to their co-operation with other specialists

Einasto M., Pall V.

193: Development of a real-time wait list management system in a publicly funded healthcare facility

Dunbar M.J., Molloy L., Hennigar A.

339: A study analysis of emergency department quality

Cremonesi P., Sartini M., Tamagno R., Perdelli F., Orlando P.

176: A quality improvement initiative to reduce rates of non-attendance in an out patient department in Ireland

Mann B., Hassett R.

A12b: Measuring performance

316: Improving the quality of pain management: Profiles of organizational approaches to taking action and demonstrating change in performance

Magoffin C., Braun B., Titler M.G., Riehle A., Gillespie J.L.

325: A comprehensive approach to quality and performance improvement in maternal and neonatal health

Ochoa E., Legros S., Tumaylle C., Bossemeyer D., Nechochea E., Novak G., Fajardo G.

252: Experience of developing and implementing hospital-wide clinical indicator monitoring system in one Korean hospital

Kim H.G., Kim C.G., Lee S.G., Song D.H., Yang G.A., Lee S.I., Park S.K.

293: Practice variation in perioperative antibiotic prophylaxis in Japan

Sekimoto M., Imanaka Y.

349: Profiling hospital performance of laparoscopic cholecystectomy based on administrative data

Hirose M., Imanaka Y., Ishizaki T., Evans E.

107: Tool evaluation for measurement of family planning quality of care in North India

Aggarwal A.K., Kumar R.

209: Healthcare regulation in the United States and the United Kingdom: lessons for quality improvement

Walshe K

1230-1345: LUNCH

1345-1515: **Concurrent workshop, oral and poster sessions**

WORKSHOP SESSIONS

A13: Accreditation: Strategic tool to motivate doctors and nurses towards quality improvement

Leader: Miranda, A.T.C.

Grand Ballroom A

A14: The preparedness for catastrophic events

Leader: Noble J

Stemmons Auditorium

A15: Rewarding results through efficiencies

Leader: Van Amringe M

Rosetta

A16: Informed choice: How to work with consumers on improvement of care

Leader: Kroeze M.

Fleur De Lis

A17: Equity and quality of health systems and services

Leader: Paganini P.

Obelisk A

A18: Does management affect healthcare outcomes?

Leader: Jesse W.

Grand Ballroom B

ORAL PRESENTATIONS

A19: Quality improvement

Lalique

262: Improving client-provider communication: Observation and feedback method
Pongurlekar S., Shinde R., Pradhan A.

198: Quality indicators for home health care organizations: a cross country comparison

Wagner C., Bos J., Frijters D., Carpenter I., Bernabei R.

163: Quality management in a Chilean hospital: A ten year experience

Tavera, M.A., Bronfman M., Dálbora J., Saá F., Huerta I., Benz A., Gonzalez J.C., Fuentes R., Verdessi D.

219: Instituting quality improvement systems at the SILAIS level in Nicaragua

Nunez O.A., Urbina L.M.

A20: Measuring performance - Clinical indicators

Obelisk B

344: Measuring Healthcare performance for quality improvement accountability and transparency on national, regional and clinical unit level

Krog B., Mainz J., Bartels P.D.

194: Indicators of quality obstetric care based on administrative data: Exploring the possibilities

Davies S.M., Romano P.S., Geppert J.J., McDonald K.M.

072: Performance indicators for acute stroke care

Ibrahim J.E., Bilney L, Cadilhac D, Davis S, Donnan G.

058: Variation of utilization of cardiovascular surgery in Marche Region

Panella M., Marchisio S., Luparia M., Renna M., Di Stanislao F.

089: Multidisciplinary teams benchmark outcome and process indicators for a normal delivery clinical pathway.

Spitz B., Vanhaecht K., Sermeus W., Van Kelst L, Giebels Y.

A21: Quality improvement - Primary care

Cardinal

281: The management of quality in primary care trusts in the British NHS

Pickard S., Sheaff W.R., Dowling B.

236 Performance improvement in preventive services by means of Multifacetic Interventions: Immediate results

Lebersztein G., De Luca M., Pereyra Araujo F., Zambon F., Khoury M., Chimenti A.

152: Development of an Independent Practice Model for community case management: The first step

Szabo C., Krywonis M., Ashford Y.

084: Improving the quality of mental health services in primary care: A longitudinal study

Campbell S.M., Robison J, Steiner A, Webb D, Roland M.O.

A22: Quality improvement - Clinical guidelines

Batik

348: Eliminating catheter-related bloodstream infections in critical care

Pronovost P.J., Berenholtz S.M., Dorman T., Earsing K., Farley J., Perl T., Lipsett P., Rubin H.

336: Hemodialysis and patient safety

Stavljenic-Rukavina A.

102: Routine coarse-force testing by the nursing team for identification of stroke as it evolves

Rozenfeld D., Yarnitsky D., Safran Y., Dashkovsky Z., Leiba R., Geva H.
280: Drug Utilization of Co-amoxiclav, Ciprofloxacin, Ceftazidime and Cephalexin among PhilHealth-Accredited tertiary hospitals in selected regions in the Philippines
Valera M.R., Juban N.R., Soria Jr. F.Z., Aganon A.A., Laureta J.A., Lavina S.M.S., Alcantara A.C.

332: Managing asthma in a statewide medicaid program
Golden W., Wells C., Sanchez N., Vargas P., Jones S.

POSTER PRESENTATIONS

Grand Ballroom C

A23: Patient satisfaction and empowerment

111: Indicators of quality of care in Health Maintaining Organizations (HMOs): User preferences

Ortega-Altamirano D., Poblano-Ver Stegui O., Bailûn-Gonzlez M, Mèndez-Salvatore L.

258: Creating a Respectful Environment

Wolfersteig J., Dunham S.

299: Consumer participation in the planning and delivery of health services to achieve a safer and more appropriate health system in Victoria, Australia 2001-2003

Walker C.

048: A national reporting and learning system involving patients every step of the way

Williams S., Osborn S.

101: Prospective study on the effects of patient satisfaction with care on quality of life

Renzi C., Tabolli S., Picardi A., Abeni A., Puddu P.

145: Employee satisfaction - indispensable factor for patient satisfaction

Akyel S., Haksever A., Gunes G., Haberal M.

317: Enhancing the quality of obstetrical care through evidence-based practice: the reduction of the risk of adverse fetal outcome in vaginal births after caesarean

Natale R., Schmidt G.

358: Waiting times for orthopedic surgery - what do the patients think?

Lofvendahl S., Hanning M.

188: Unsatisfied patients: a help to improve care

Mira J.J., Cabrera E., Lorenzo S., Martínez B., Monteagudo O., Pérez-Jover V., Sainz A., Rodríguez E., Sayalero M., Ureña V., Vinuesa M.

A24: Accreditation

062: First all-inclusive accreditation: Simultaneous accreditation of all somatic healthcare sectors in a Danish county

Hundborg K., Scheel L.S.

215: The APEC Healthcare Services Accreditation Project

Timmons K., Rooney A., Van Ostenberg P.

291: Creating effective human research protection programs

Timmons K

307: Improving on the improvements: Quality Health New Zealand, the best of health

Stokes T.

126: Value of accreditation of medical institutions in terms of health reforms in the Kyrgyz Republic

Sultanmuratov M.T., Turgunbaeva A.A.

265: General practice accreditation closes the loop on quality improvement

Vecchio M., Whitby N.

303: The Portuguese experience on hospital accreditation

Franca M., Boavista A.

238: The use of Canadian Council on Health Services Accreditation (CCHSA) standards to develop a CQI program in a long-term care setting.

Newnham J.

1515: BREAK

1545: A25: PLENARY SESSION
Stemmons Auditorium

Motivating improvement - rewarding results: The experience of Trento (Italy). To improve is human

Carlo Favaretti

Strategies today, for higher quality tomorrow

Barbara Paul

Chair: Stephen Schoenbaum

1800: Sixth Floor Museum Tour & West End

TUESDAY 4 NOVEMBER

B1: PLENARY SESSION

Stemmons Auditorium

Safety, risk management and reduction of errors

Ken Kizer

Automated clinical data recording: Technology to enhance the quality of surgical care

Ara Darzi

Chair: William Golden

1100 – 1230

Concurrent workshop, oral and poster sessions

WORKSHOP SESSIONS

B2: Implementing accreditation in developing countries: Issues, challenges and lessons learned

Leader: Silimperi D.R.

Batik

B3: Patient safety: towards an international agenda for actions

Leader: Issakov A.

Stemmons Auditorium

B4: Rewarding Results: recognizing quality services and outstanding care through magnet recognition

Leader: Weinstein S.M.

Grand Ballroom B

B5: Empowering patients to improve healthcare quality: US and European experiences

Leader: Mattison N.

Grand Ballroom A

B6: Total quality management in the Dutch home health care sector: results and implications of a national benchmarking approach

Leader: Sixma H.J.

Cardinal

B7: The National Guideline Clearinghouse (NGC): A tool for analysing and comparing evidence-based clinical guidelines

Leader: Slutsky J.R.

Rosetta

ORAL PRESENTATIONS

B8: Measuring performance – Clinical indicators

Obelisk A

214: Empirical methods to improve the reliability of quality indicators for measuring provider performance

Geppert J.J., Davies S.M. McDonald K.M., Romano P.S.

186: Development of hospital wide performance indicator programme

Carter C., Cahill M.C.

185: Guaranteeing quality through governance

Beresford P., Kehelly E.

264: A physician-reminder checklist is effective to decrease unscheduled readmission rate-the IDD/PIX logical system

Hu C.T., Chen M.C., Lin H.H.

327: Improvement of medical records quality and of appropriateness of hospital stay
Attena F., Agozzino E., Troisi M.R., Argenzio D., Chignoli V., Agostino F., Fucci F., Oriente P., Panico G.

B9: Accreditation and external evaluation

Fleur De Lis

310: Influence of the accreditation from the perspective of a medical professionals
Bedlicki M., Siwiec J.

125: Quality consultation offered to Dutch medical specialists enhances implementation of visitatie recommendations: Results of a multifaceted intervention
Lombarts m.j.m.h., Klazinga N.S.

133: Quality recognition: an accreditation model for low-resource settings globally
Heerey M., Amoa M., Merritt A., Koehler J., Vondrasek C.

352: Quality assurance accreditation according to the AIM of CCHSA. Experiences within the pilot program for the Treviso Health Care District, Italy
Cadorin L., Dario C.

237: Canadian Council On Health Services Accreditation (CCHSA): Effectiveness of survey recommendations in facilitating improvement
Beaumont M., Pomey M-P., Contandriopoulos A-P.

B10: Quality improvement – Clinical guidelines

Lalique

210: The relevance of differences in European treatment guidelines for chronic heart failure for the variation in national treatment patterns

Sturm Heidrun B., Haaijer- Ruskamp Floor M.

108: Improving care and removing inequalities - Evaluating AIM2000: An education initiative to raise quality of care and propagate best practice in asthma care
Coles J., Lamming C., Bradbrook, S., Amess M.

080: Multidisciplinary teamwork leads to better clinical outcomes in the total knee arthroplasty pathway in the university hospitals Leuven, Belgium.

Vanhaecht K., Bellemans J., Sermeus W., Ramaekers D. Tuerlinckx G., Magon S.

056: improving medication adherence to bipolar clinical practice guideline
Porch R. C., McDonald C.J., Beaudin C.L.

087: Can disease state management deliver on its potential in rural areas - Evidence from a Coumadin clinic initiative

Schmelzer J., Hillman M.A., Berg R.L.

B11: Improving quality through Collaboration and teamwork

Obelisk B

247: Adapting collaborative improvement methodology for national scale spread of health care improvements in the Russian Federation

Massoud R.

134: Leading in turbulent time - Promoting a hospital performance improvement program in Argentina

Martinez Sagasta C., Vallone J., Quezel M., Emery N., Emery J.

355: Improving quality in medical rehabilitation - Development of a multi-professional team approach training

Harter M., Hahn D., Baumeister H., Reuter K., Wunsch A., Bengel J.

295: Framework and working model for implementation of chronic disease management programmes in Singapore - The first 2 years of experience

Cheah J., Toh M.H.S.

POSTER PRESENTATIONS

Grand Ballroom C

B12a: Quality improvement – Patient safety

189: Best practices in building a culture of safety: Experience from the American Hospital Association's American hospital quest for quality prize program

Conway J.B., Nielsen D.M., Combes J.R., Lovinger G., Zipperer L.A.

190: Pathways for medication safety: Tools and education for improvement.

Pittman M., Smetzer J., Vaida A., Goonan K.

343: The sky is the limit: Applying concepts from aviation safety to a patient safety in ambulatory care

Wilf- Miron R., Lewenhoff I., Benyamini Z., Aviram A.

161: Patients falls and hospital injuries in the Czech Republic

Juraskova D., Fribertova P., Marx D.

074: An improvement project for improper physical restraint use to inpatients *Chen Y.L., Hsu S-C.*

B12b: Quality improvement – Information technology

232: Integrated health care quality registries for the use in EHRs

Noergaard L., Bondorf S.

315: Modernising outpatient clinic and medical record processing systems in a university hospital in Ireland

Gilmartin M., Dixon N.

333: Realizing the promise of the Electronic Medical Record System (EMRS): What it means to integrate standardized performance measures into an EMRS

Hellman R., Kmetik K., Kresowik T., Murray T.

086: Effects of electronically-generated reminders for patient interval reports on compliance with clinical practice guidelines for diabetes management

Schmelzer J., Gribble R., Berg R., Mueller C.

138: Improving patients care through implementation of information technology in the Valparaiso San Antonio Health Service in Chile

Rienzo A., Fuentes R., Gonzalez J.C., Villarroel R., Schiappacasse K., Verdessi D.

347: Medical records and informed consent - Critical factors of success for international hospital accreditation

Seabra S.A.K., Piccoli L., Teixeira C.S., Enck C.R., Muller I.T., Barbieri L., Polanczyk C.A., Weber B., Borges F.A.

1230 - 1345

LUNCH

1345 – 1515

Concurrent workshop, oral and poster sessions

WORKSHOP SESSIONS

B13: Winning awards in quality in health care

Leader: Spreadbury B.

Obelisk A

B14: The National Patient Safety Agency - One year on

Williams S., Osborn S.

Grand Ballroom B

B15: Achieving Breakthrough results in the improvement of patient care: the Dutch example of Integrated Stroke Services

Splunteren van P., Minkman M.

Obelisk B

B16: Information Therapy: Prescribed information to help patients improve health care quality

Kemper D.W., Mettler M.

Rosetta

B17: Nurse staffing and healthcare quality: Evidence and implications

Aiken L., Allison J., Dang D., Needleman J. Shamian J.

Grand Ballroom A

B18: Developing and Implementing Guidelines for Standardizing the Delivery of Care Across Diverse Health Care Institutions

Dlugacz Y.D., Baggett M., Bennett W.

Lalique

ORAL PRESENTATIONS

B19: Accreditation measures

Batik

052: Using international accreditation standards to improve medication management and safety

Hermann K., Rooney A.

098: Introducing mandatory criteria in health care accreditation, perspectives and experiences of the surveyed and surveyors

Smith, K., MacDonald H., Johnston B.

218: Can accreditation programmes achieve better public hospital performance in Southern Africa? Policy implications of recent accreditation trials
Tavrow P., Ngwengwe A., Salmon J.W., Heavens J., Lombard C.

139: Brazilian Accreditation Handbook: An assessment of judgment criteria
Castellanos P.L., Malik A.M., Cruz M., Barrios S.L., Terra V., Correa S.

255: A scoring system for standards could help decision making in the French accreditation process
Petit J., Bruneau C., Mounic V., Obrecht O., Lachenaye-Llanas C., Coulomb A.

B20: Quality improvement – Safety reporting

Fleur De Lis

159: Building a culture for safety and quality: The leadership elements - approaches to engage leadership in a culture of safety and quality-guidelines

Abrahamsen C., Zastowny T.R.

337: Design of an instrument for evaluation of patient safety program in acute care hospitals

Behal R.

162: Incident events reporting system in Prague Military Hospital

Marx D., Maskova M., Gutova L.

250: Sharing adverse event information among accredited hospitals for patient safety in Japan Council for Quality Health Care

Ohmichi H., Imanaka Y., Terasaki H., Hashimoto M., Umesato Y., Sugawara H., Toya M.

140: The JCAHO Patient Safety Taxonomy: A unified nomenclature and framework for expressing health care error and systems failure data

Chang A., Schyve P.M., Croteau R.J. O'Leary D.S., Loeb J.M.

B21: Performance measures

Cardinal

100: Evaluating hospital performance using Data Envelope Analysis (DEA)
Tabolli S., Renzi C., Aparo U., Giordano A., Cicchetti A., Damiani G., Oradei M.

212: Impact of primary care on hospitalization of type 2 diabetics with equal conditions of health insurance

Salinas-Martinez A.M., Sandoval-Espinosa D, Nuñez-Rocha G.M., Garza- Elizondo M.E., Villarreal-Rios E.

321: Application of a quality-performance framework to the emergency department patient's care episode

Lemay A., Salvail P., Carle J., Salomon E.

130: Economisation of quality improvement asks for supportive financial incentive structures - Results of the application of a quality/cost model in 5 Dutch health care institutes

Custers T., Bouwmans C.A.M., Ineveld van B.M., Bandel A.P., Sol J.C.A., Klazinga N.S.

POSTER PRESENTATIONS

Grand Ballroom C

B22: Guidelines

128: How gender can be taken into account in the construction of clinical guidelines

Keuken D.G., Haafkens J.A., Moerman C.J., Klazinga N.S., Ter Riet G.

363: Bridging the gap between a clinical pathway and patient centred care for women with breast cancer

Guezo J., Leach K.

057: Effectiveness of a clinical pathway for total hip replacement
Panella M., Marchisio S., Fraternali P.L.

063: Developing a common cross-sectorial clinical care pathway for terminal cancer patients predominantly cared for and dying at home.

Jansen U.M., Jensen S.K., Koch A.A., Birch N., Nissen L., Michaelsen M., Jansen L.C.

268: Appropriate use of computerized tomography in relation with the clinical presumption that gave rise to the practice: Its effective contribution to the final diagnosis

Alaluf M.G., Tojo M.R.

B23a: Quality improvement – Teamwork and collaboration

090: The Belgian Dutch Clinical Pathway Network: Multidisciplinary and multi center knowledge sharing on redesigning of care processes
Sermeus W., Vanhaecht K., Giebens Y., De Witte K., Haspesslagh M., Vleugels A.

135: Evaluation of practice-based Registered Nurse telephone triage protocols for the treatment of patients with adult viral upper respiratory infection/acute sinusitis and pediatric conjunctivitis
Bartel G.A., Hinrichs D.J., Naessen J.M., Van Houten H.K.

151: Changing unit culture: The dynamics of interdisciplinary commitment to improve pain outcomes
Chung H.B., Nguyen P.N.

172: Clinical audit of post-operative nausea, vomiting and pain (PONV) in the theatre recovery room.
Robinson M., Porter J., Keenan C., McEvoy E.

175: Clinical Audit of inpatient investigations and discharge medication in patients' with acute coronary syndrome
Hassett R., Sheils P., Elsadique A.

184: Collaborative centres program: An attempt to improve the quality of hospital care in Brazil
Malik A.M., Souza R.R. Mourão M., Carâp L., Pires R.D.

B23b: Quality improvement – Models

137: Self-sufficient supply of oxygen in the Van Buren Hospital of the Valparaiso San Antonio Health Service, Chile
Fuentes R., Gonzalez J.C., Castro G., Pedemonte S., Zamorano L., Naudon S., Verdessi D.

160: Dissemination and community wide reporting of behavioral health outcome - Examples of a chemical dependency report card, frequent utilization of an emergency department and psychiatric readmissions in one community *Zastowny T.R.*

206: Hospital unplanned readmission rate and outcome indicators in health care
Hwang J-H.

075: Clinical outcome evaluation project by Tokyo Hospital Association
Hasegawa T., Kawakita H., Iida S.

229: Reducing the infectious wastes of an intensive care unit by job training and patient's families education
Pai Y.C., Lin S-H., Lin C-W.

1515: BREAK

1545: B24: PLENARY SESSION
Stemmons Auditorium

How to find out about things that go wrong with healthcare
Bill Runciman

Promising opportunities for improving patient safety
Dennis O'Leary

Chair: Norman Weissman

1715: **ISQua Annual General Meeting and Member Forum**

1900: *Gala Night – Dinner and Dancing Texas-style (optional)*

WEDNESDAY 5 NOVEMBER

0900: C1: PLENARY SESSION
Stemmons Auditorium

Recent IOM efforts related to quality and health professionals education
Mary Wakefield

Educating healthcare professionals: Experience with moving quality improvement (QI) from the classroom to the bedside

Ward Flemons

Chair: Austin Leahy

Invitation to 2004 Conference

1030: BREAK

1100 – 1230: **Concurrent workshop, oral and poster sessions**

WORKSHOP SESSIONS

C2: Effectiveness of accreditation: From paradigm to evidence, closing the gap

Leader: Heidemann E.

Grand Ballroom A

C3: Value-based purchasing linked to patient safety practices

Leader: Fazen M.

Rosetta

C4: Quality improvement through outcome-based assessment: effective coverage of quality health care interventions

Leader: Larizgoitia I.

Stemmons Auditorium

C5: From process management to a patient focused health care approach

Leader: Lorenzo S.

Obelisk B

C6: National programs for quality improvement in 3 sectors of the US health system

Leader: Golden W.E.

Grand Ballroom B

C7: Educating for quality and safety - Challenges and opportunities

Leader: Coates H.

Fleur De Lis

C8: Truly committed to quality: Developing the Leadership Map with rewards and incentives for improving performance.

Leader: Bullivant J.

Obelisk A

ORAL PRESENTATIONS

C9: Patient satisfaction and empowerment

Batik

330: Patient satisfaction scores and hospital employee performance: Whom to reward?

Wolosin R.J., Clark P.A.

136: Avoiding the waste in customer satisfaction assessment: The experience of the Valparaiso-San Antonio Regional Health Service in Chile.

Gonzalez J.C., Fuentes R. De Azevedo A.C., Verdessi D.

069: Patients perceptions of hospital quality and requests to transfer to tertiary care

Dy S.M., Rubin H.R., Lehmann H.P.

076: Views of European citizens on selected health policy topics

Coulter A.

305: Doctor-patient communication and outcomes in elective surgery

Miller M., Siggins I.D.K., Donald K., O'Rourke P.

C10: Standards and measures

Cardinal

053: A collaborative step-by-step self-assessment process for quality in Argentina
Report of an experience in 95 health institutions

Paganini J.M., Vazzano H., Basta A., Barragán H.L., Dellagiovanna J.A., Iacona D.A., Jaluf G.C., Lloves J., Moccagatta D.A., Mules E., Ortiz E., Paganini C., Peruzzetto C., Souilla B., Triacca E., Zosi M.H.

294: A state initiative for quality improvement

Richards K., Martin A., Hunt J., Quoye C., Murphy C.

276: Standards for health promotion in hospitals: Development process, results of pilot test and use as a self-assessment tool in European hospitals

Grone O., Jorgensen S.J.

178: Standards for children in hospital

Gibbons S., Robinson M., Brickley K., O'Connor M., Hughes S.

313: Enabling service providers to put imci standards into practice through COPE/E (Client-Oriented, Provider-Efficient Services)

Bradley J., Igras S., Mielke E., Shire A.

C11: Quality improvement – National Policy

Lalique

300: The effect of \$120 million in a five-year program to improve the quality of healthcare in Queensland, Australia

Garrigan E.J.

208: Implementing a national strategy for quality improvement in the NHS in England: Measuring progress and impact

Walshe K., Mahon A., Cortvriend P.

196: The influence of organisational culture on hospital quality and performance: Evidence from the English National Health Service

Mannion R., Davies H.T.O., Marshall M.N., Jacobs R., Powell A.E.

324: Pathway to institutionalization: Guatemalan MOH scales up performance quality improvement process

Cordon O., Santizo R., Silva A., Gonzalez R., Santizo I., Monroy M.E., Legros S., Tumaylle C., Metcalfe G.

331: Implications of the US policy for human subjects protection on quality improvement initiatives: Ethical and regulatory issues and recommendations

Wynia M., Kmetik K.S., Antman M.S.

POSTER PRESENTATIONS

Grand Ballroom C

C12: Quality improvement – Community care

071: Project protect: Pneumococcal vaccination policies and coverage in Washington state nursing homes

De Hart M.P., Salinas S., Barnette L.J., Jr, Mustin H., Lewis K., Corbett C., Green P.

079: Quality improvement, accountability and oversight in residential care for the elderly

Hyde J.

120: Strengthening quality improvement at primary levels of care in the Philippines

Dayrit E.S.N., Yapchiongco R.S.

060: A strategic view of performance-a model for measuring performance of an integrated health district (Capital Health-Halifax, Canada)

Davies M., Martin K.

170: evaluation of a weekend out of hours community mental health nursing project: A pilot project one year on

Cass A., Hernon C., Lawlor P.J., McLoughlin K., Robinson M.

298: The "community" in Singapore's chronic care model

Cheah J., Wong Loong Mun

192: Health-related quality of life: Home rehabilitation programs for unilateral lower limb injury patients

Yeh L., Chung-Da Wu., I-Ping Liou., Hsiu-Chin Chen

C13: Quality improvement - National

067: Assessing national quality systems in the Caribbean Region

Shaw C., Augustine S., Crawford A.

121: Bringing continuous quality improvement to a national level: Developing a national continuous quality improvement system for neuromodulation treatment

Beersen N., de Bruijn J.H.B., Dekkers M.A., ten Have P., Hekster G.B., Berg M., Klazinga N.S.

191: Health care quality for children and data from a nationally representative survey
Chevarley F M Dougherty D, Simpson L.
311: Managing hospital data to implement the excellence model - Impact of data on professional and organizational behavior.
Bourek A., Such M.
356: The development of the WONCA International Dictionary of General/Family Practice
Peterson C.L.
197: Can a quality assurance (QA) based family health program improve health services utilization in developing rural areas?
Sagbohan M., Tankoano A.F., Zougan C., De Souza A.G.

1230 – 1345: LUNCH

1345 – 1500: **Concurrent workshop, oral and poster sessions**

WORKSHOPS SESSIONS

C14: Application of ISO 9001:2000 Standards in a Hospital Setting

Leader: Akgun S.

Grand Ballroom B

C15: Health care quality and safety measures based on administrative data: From development to application

Leader: Romano P.S.

Grand Ballroom A

C16: Enhancing quality through the integration of clinical performance measures into electronic medical systems

Leader: Callan C.

Fleur De Lis

C17: The QIO Program as a model for health care quality improvement

Leader: Gold J.A.

Batik

C18: Breakthrough strategies for more reliable healthcare systems: Cutting edge conceptual, diagnostic, remedial and communication strategies

Leader: Kosnik L.K.

Obelisk A

C19: Quality improvement in allied health professions

Leader: Timmermans H.

Obelisk B

C20: Guidelines International Network - G.I.N. Workshop

Leader: Marshall C.

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ORAL PRESENTATIONS

C21: Quality improvement – International initiatives

Cardinal

240: Effective registration and licensing of health professionals and facilities: A critical quality improvement action in developing country health systems

Adem S., Van Ostenberg P., Bunselmeyer E., Silimperi D.

204: 2003 Role delineation study of the international healthcare quality profession

Perez E.L., Carter-LeCompte P., Maronde J.L.

359: Analyzing progress in health care quality: Developing a new framework for comparison

Mattison N.

C22: Patient satisfaction and empowerment

Lalique

304: Consumer Self Rated Outcome measurement in Mental Health Services *Siggins I., Miller M.E., Kavanagh D.J., Donald M.*

117: Improving client communication in health care consultations through clinic and community interventions in Indonesia

Kim Y M., Heerey M., Kols A., Putjuk F., Soeriawidjaja K., Bachtiar N., Rosdiana D., Lewis G., Basuki E.

272: Frail older people and their need for care and use of services: A study in a Community Trust in Northern Ireland.

Gormley K.J.

249: One size does not fit all: Lessons learned in disseminating health information
Alvarez R., Leeb K.

C23: Quality improvement – Safety initiatives

Rosetta

088: Using the ISO international workshop agreement (IWA 1) to span the health care chasm in quality and patient safety

Reid D.

301: The incidence of stress in the Australian healthcare industry

Peterson C.

289: The framework for patient safety in South Australian metropolitan public hospitals

Kearney B., Dennis C.

340: How safe is the safety paradigm?

Arah O.A., Klazinga, N.S.

POSTER SESSIONS

Grand Ballroom C

C24: Measuring performance

318: Is it possible to make quality assessments of primary care providers in the UK using information extracted from patient records?

Reeves D.J., Roland M., Kirk S., Campbell S., Kennell-Webb S., Marshall M.

326: Foreign nurse migration patterns and ethical impact

Weinstein S., Caulk R., Taylor M.

266: Developing quality indicators for a national healthcare quality report: Easier said than done

Arispe I.A., Holmes J.S.

C25a: Quality improvement – Education and training

271: Training for quality in Argentina - Results of a training course for quality evaluators

Etchegoyen G., Paganini J.M., Barragán H.L., Arrieta M.L.

282: Addressing the unmet needs of management teams in Morocco. The potential of scientific guidance to breach bureaucratic constraints to quality improvement.

Blaise P., Zayoun A., De Brouwere V., Kegels G.

103: Multi-disciplinary education as a core concept in quality improvement in health care

Wood B.

180: Use of First Line Personnel (FLP) in the promotion of maternal and child health care in a rural area of Eastern Uttar Pradesh, India

Tandon J., Singh S.P., Rai R.

302: The Making of The Indian Society for Quality in Healthcare

Muslim M.

C25b: Quality improvement – External evaluations and awards

142: European standardization of Quality management systems for Health care services - The CEN/BT TF 142 project

Kolitsi Z., Kajbjer K.

319: Methodological issues of the effects of certification and accreditation on healthcare.

Lemmens K.M.M., Walburg J.A.

085: The first annual Regional Excellence Award in Health Care for the Region of Latium, Italy

Caracci G., Fabio V.

308: Improvement of the quality in the health services after the use a work approach following the roles of Standard ISO 9000 (Vision 2000) in dental facilities

Tomasi W., Guarneri G.

1515: C26: CLOSING PLENARY PRESENTATION
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Health care work environments, patient safety and quality - Evidence into action

Linda Aiken

Challenges in introducing nationwide initiatives, and global perspectives

Julio Frenk

Chair: Carolyn Clancy

1630: FAREWELLS

Important notice: This program may be subject to change. Regular updates will be posted. The Conference organisers reserve the right to change the program as circumstances arise.