

ISQua's 19TH International Conference: Paris 2002 - PROGRAM IN DETAIL

MONDAY 4 NOVEMBER, 2002

0900 - 1700: 5TH ISQua International Summit on Indicators: Day 1
Salle II
WHO Pre-ISQua Regional Leaders Workshop: Day 1
Salle IX

TUESDAY 5 NOVEMBER, 2002

0900 - 1700: 5TH ISQua International Summit on Indicators: Day 2
Salle II
WHO Pre-ISQua Regional Leaders Workshop: Day 2
Salle IX
ISQua National Policy Leaders' Forum
Salle IV
French National Symposia
Salle XI and Salle XII

1900: **Conference Opening and Welcome Reception**
UNESCO 7th Floor - entry card required

Welcome *Dr David Ballard, ISQua President*
Professor Richard Grol, Conference Chair

Welcome to France *Professor Yves Matillon, National Agency of Accreditation and Evaluation in Health (ANAES)*

Official Opening *Professor Jean-François Mattéi, Minister for Health*

WEDNESDAY 6 NOVEMBER, 2002

0900: Building bridges and crossing boundaries in quality improvement
Salle I

Welcome *David Ballard, ISQua President*
Richard Grol, Conference Chair

OPENING PLENARY PRESENTATION
Dr Octavi Quintana-Trias

1030: **BREAK**

1100 - 1230: WORKSHOPS

A2: Accreditation: From basics to research - Part 1
Leader: Heidemann E.
Salle IV

A3: Magic in a quality approach, the experience
Leader: Hartman H.G.E.
Salle IX

A4: Criteria for clinical guidelines (AGREE Project)
Leader: Cluzeau F.
Salle VIII

A5: Quality assessment in primary care practices
Leader: Marshall M.
Salle I

A6: An orientation to the performance improvement process
Leader: Garrison K.
Salle XI

**A7: Incidence of iatrogenic injuries in hospitals:
How to assess it? Which value for risk reduction programs?**
Leader: Michel P
Salle II

1100 - 1230: ORAL PRESENTATIONS

A8: Empowering Consumers

Salle XII

475: Information for dementia patients and their caregivers: What information does a memory clinic pass on, and to whom?

Vernooij-Dassen M., Van Hout H., Hoefnagels W., Grol R.

129: Information needs of women with endometriosis facing laparoscopy: A consumer and provider partnership initiative in the private health sector

Cox H.M.

253: Resident centered information system for assisted living

Hyde J., Zeisel J., Smith K.

340: Development of evidence-based patient information for cancer patients based on clinical practice guidelines and patient needs

Fervers B., Carretier J., Leichtnam L., Hoarau H., Delavigne V., Philip T.

153: Use of focus groups to incorporate patients' views and preferences into Clinical Practice Guidelines (CPG)

Bataillard A., Fervers B., Carretier J., the COSOR.

A9: Measuring Performance - National initiatives

Salle VI

472: Towards measuring and using quality indicators: The Canadian experience

Alvarez R.C., Zelmer J.L.

417: An experimental approach to ORYX core measures outside the USA. Lessons learnt from these hospital measure sets in Argentina.

Martinez Sagasta C., Bernal A., Delelis G., Falak A., Valerga D., Emery J., Bori J.

473: Quality assurance in psychiatry and psychotherapy - development of assessment tools, process and outcome indicators for bench marking in in-patient treatment

Härter M., Sitta P., Hoyer I.

237: Repeated nationwide measurement of standard related indicators as stimulus for local quality improvement

Qvist P.

115: Using clinical indicators to set priorities for research and quality improvement

Gibberd R., Richards K., Hancock S.

A10: Improving Quality - Models

Salle VII

130: Interprofessional education and training

Waldner A

224: The impact of K-DRGS (Korean Diagnosis Related Groups) based case payment demonstration program on the quality of inpatient care

Shin Y.S., Kim C.Y., Park K., Ha B.M., Yim J.

170: A professional practice model enhances quality patient care and creates a desirable working culture for nursing staff

Bachle M., Douglas B.J.

378: Health networks in the French private healthcare sector - a regional perspective

Alao O., Dedourge C., Moreau N., Farasse J-C.

405: Stroke service: A reduction in the length of hospital stay for nonmedical reasons?

Scholte op Reimer W.J.M., van Straten A., van Exel N.J.A., van Wijngaarden J.D.H., Klazinga N.S., Huijsman R.

1100 - 1145: **POSTER PRESENTATIONS**

A11a: Improving Quality - National policies

Salle V

392: Adapting performance and quality improvement at the community level: The Burkina Faso experience

Dineen R., Elias M., Yameogo M., Zoungrana J.

410: Plan of regional healthcare for high complexity attention

Mora C., Ulloa T.

407: The quality improvement process in the Nicaraguan public health system, a case study
Piechulek H., Mendoza J., Cuan M.

382: Health executives of Estonia assess the quality of health services
Polluste K., Kaarna M., Lepnurm R., Merisalu E.

100: Reforsus: An effort to improve the quality of hospital care in Brazil. Case study of 6 hospitals
Castellanos P.L., Schiesari L.M.C., Cruz M., Malik A.M., Vianna P.C.

094: Quality improvement programs in Swiss health organizations - experience and solution
Wagner U., Broger A., Schüpfer G.

023: Quality practices and business outcomes in Western Australian hospitals
Jansz J.

A12a: Measuring Performance

Salle des Actes

262: Translating the pneumonia severity index into clinical practice: Results of a randomized trial to influence the admission decision
Fine M.J., Yealy D.M., Auble T.E., Stone R.A., Obrosky D.S., Lave J.R., Meehan T.P., Fine J.M., Graff L.G.

209: Audit of integrated care pathways in psychiatry of later life
Martin L., Molloy K.

246: Nosocomial infection control: A model for quality improvement
Ergin F., Akgün S., Arslan H., Erdal R., Haberal M.

091: Quality of pediatric care - application, implementation and evaluation of an instrument to measure parent satisfaction with hospital care
Ygge B.M., Arnetz J.E.

482: Use of an obstetrical database as a CQI process in managing induction of labour in a tertiary care facility
Natale R., Schmidt G.

329: Quality of care reports: Innovation in public reporting, a strategy for accountability in clinical governance
Draper M., Thornton L.

1145 - 1230: **A11b: Reducing Error and Improving Safety**

Salle V

267: Implementation of adverse incident reporting, a procedure for logging, identifying and troubleshooting errors that occur in the daily running of our biochemistry laboratory
Breen A.

402: Errors management: A tool for quality improvement in transfusion medicine
Amorim L., Andrade R.A.P., Fereira T.M., Oliveira J.F., Castilho S., Lopes M.E.D., Carvalho S.M.F., Lobo C.L.C., Motta K.M.M.

097: Pro-Hyg project: Improving infection control in Austrian hospitals
Meusburger S., Allerberger F., Arrouas M., Woschitz M.

445: The epidemiology of adverse events in hospitals in Mexico: A multicenter study
Rangel-Frausto S., Valenzuela A., Tabal N.

238: Caring for the caregiver: Risk management in ambulatory health care
Wilf-Meron R., Lewenhoff I., Kokia E.

348: Improving aspects of medication safety and information flow to general practitioners through electronic discharge prescribing in a teaching hospital
Weeks G., Selvidge J., Blackman R., Kakris P., Watters D.A.K.

1145 - 1230: **A12b: Improving Quality - Guidelines**

Salle des Actes

267: Developing and testing instruments to enhance implementation of clinical practice guidelines
Rosier P.F.W.M.

266: Determinants of physician use of clinical guidelines in adult in-patient departments in Brittany, France
Riou F., Veillard D., Jarno P., Coutte M.B., Chaperon J.

430: Usefulness of pilot-testing when drafting healthcare practice guidelines: The example of enteral nutrition support
Pauchet-Traversat A.F., Durocher A.

433: Clinical audit as a gateway to the implementation of practice guidelines: Management of suicidal young adults in hospital
Bouet R., Mayault C., Jestin C., Glikman J., Terra J.L.

123: A model for the implementation of the Italian stroke guidelines
Simoni P.

201: The results of an evaluation of compliance with evidence-based guidelines and recording system for the assessment of stroke patients
Hamilton S., McLaren S.M.

1200 - 1345: **LUNCH**

1345 - 1515: WORKSHOP PRESENTATIONS

A13: Improving quality through advanced software tools

Leader: Huet B.

Salle VIII

A14: Criteria for clinical guidelines (AGREE project) - French language

Leader: Durieux P.

Salle XII

A15: Patient centered total quality management

Leader: Voskuilen B.

Salle XI

A16: Quality improvement principles and methods.

Leader: Massoud R.

Salle IV

A17: Quality assessment in primary care practices

Leader: Marshall M.

Salle I

A18: Continuous quality improvement in small groups of professionals

Leader: Szecsenyi J.

Salle II

1345 - 1515: ORAL PRESENTATIONS

A19: Improving Quality - Implementation

Salle IX

420: Organizational learning capacity and labor-management climate: Assessing their impact on nursing home performance

Rondeau K.V., Wagar T.H.

313: Implementation of a model for quality improvement covering generic and disease specific aspects of hospital care

Lehmann Knudsen J., Kjaergaard J.

288: The COMPRU quality management system: An integrated approach to quality management in health care

Hufty G.L., Wolfaardt J.F., Wilkes G.H.

322: Building bridges and crossing boundaries to provide quality care for COPD patients

Rose A.M., Day M.

184: Quality of care in palliative setting: The role of local networks in palliative care

Visser A., Vahedi Nikbakht M., Ten Voorde M., Van der Rijt K., Pruyn J.

A20: Improving Quality - Implementation

Salle VII

227: Quality management and hospital organizational patterns: An exploratory research in two university hospitals, in France and Sweden

Moret L., Halgand N., Pascal J., Lombrail P.

103: Implementing innovations in health care organizations: Enhancing and impeding factors?

Fleuren M.A.H., Wiefferink C.H., Paulussen T.G.W.M.

274: Organizational integration of quality in health care

Dunham S., Wolfersteig J.

166: Using a quality management system to integrate healthcare quality initiatives and policies

Clark J., Emmerson J., Mansell C., Rushton S., Sibley K.

A21: Measuring Performance - Systems

Salle VI

418: Using administrative data to predict the quality of primary care

Chan B.T.B., Jaakimainen L., Thériault M.E.

071: Patient satisfaction measurement for accountability versus quality improvement
Press I.

229: Quality indicators for routine evaluation of preventive tasks in general practice
Tacken M., Braspenning J.C.C.

078: Three years of nursing-sensitive indicator data: National database of nursing quality indicators
Rowell P.A.

1345 - 1430: POSTER PRESENTATIONS

A22a: External Evaluation - Accreditation

Salle V

138: Analysis of the 100 first summary reports of accreditation in France
Daucourt V., Michel P.

397: Role of internal audit in hospital accreditation process: Experience of the Instituto Estadual de Hematologia do Rio De Janeiro - Hemorio
Vianna V.L.A., Marra V.L.N., Lobo C.L.C., Motta KM.

488: Development of standards for the hospital services leading performance improvement in Korea
Chang H.S., Shin Ho Lee., Sun-Ju You., Sera Kim., Soo-Kyung Park.

152: The accreditation manual for health care facilities in the Liguria region (Italy): A pathway to quality
Orlando P., Perdelli F., Vigna S.

281: The value proposition of quality improvement and accreditation
Timmons K.

416: Canadian Council on Health Services Accreditation (CCHSA): Effectiveness and role in CQI evolution
Beaumont M.

1345 - 1430: **A23a: Empowering Consumers**

Salle des Actes

150: Weighing benefits and risks when making clinical decisions: How much happens that remains unwritten, and how much is shared with the patient?

Fontaine A., Vinceneux P., Pouchot J.

314: Providing bedside instruction and information to facilitate patient's needs
Conway J.

185: Are HIV-patients just like other chronically ill?

Hekkink C., Bindels P.J.E., Danner S.A., Yzermans C.J., Brinkman K., van der Meer J.T.M., Wigersma L.

324: Effective consumer participation in a rural health service

Gibson Y.L., Lambert M.A.S.

073: The development and validity of new questionnaires to assess patients' views of healthcare. A practical case of the Valencian autonomous health service

Mira J.J., Rodríguez-Marín J., Peset R., Pérez-Jover V., Ybarra J., Borrás F.

128: Assessment of patient information concerning medication in a teaching hospital of Paris

Patris S., Macrez A., Quenon J.L., Soury F., Rufat P., Farinotti R., Regnier B.

1430 - 1515: **A22b: External Evaluation**

Salle V

119: Using the ISO Industry Workshop Agreement (IWA 1) to span the health care quality chasm
Reid R.D.

286: Quality award and continuous quality improvement: An experience in assistance Publique-Hopitaux de Paris hospitals

Marie A., Martinez F., Fourcade A.

395: National accreditation program as a quality improvement strategy: Experience from hospital Moinhos de Vento, Brazil

Polanczyk C.A., Enck C.R., Seabra S.A.K., Menegotto R., Brustolin J., Müller J., Lasch A., Razia L., Müller I.T., DalZot W., Marczyk C.E., Borges F.A., Weber B.

154: Peer review in obstetrics and gynecology: Experience of a national medical specialty organisation
Gluck P.A., Scarrow P.K.

157: The effect of peer review on clinical practice of midwives in The Netherlands

Engels Y., Verheijen N., Fleuren M., Mokkink., H., Grol R.

215: External peer review: Implementation of visitatie recommendations

Lombarts M.J.M.H., Klazinga N.S.

- 1430 - 1515: **A23b: Empowering Consumers**
Salle des Actes
- 216: Monitoring patients satisfaction on a daily basis using statistical process control method
Pochtier J., Boudon-Rivet L., Gouin P., Baudry V., Maguerez G.
- 383: Radiotherapy services: Evaluation of patient preferences and priorities
Gavin K.T., Brady M., Hollywood D., Meagher E., O’Cathail S., Browne C.
- 483: User involvement in the British NHS: lay voices in clinical governance in primary care
Pickard S., Marshall M., Rogers A., Sheaff R., Sibbald B., Campbell S., Halliwell S., Roland M.
- 315: Patients’ perceptions of diabetes self-management and community resources
Talavera R., Harrison A.
- 458: Patient perspective on the performance of an outpatient pharmaceutical system
Huttin C.

1515: **BREAK**

1545 - 1700: PLENARY PRESENTATIONS

Bridging the gap between patients’ and organisational perspective on safety in health care

Moderator: Heather Buchan

Safety in aviation and medicine

Robert Helmreich

Learning from medical mistakes - a view from the other side

Per Hjortdahl

Quality in emergency care

John Noble

and invited commentators

THURSDAY 7 NOVEMBER, 2002

0900: PLENARY PRESENTATIONS

Improving quality by bridging the gap between primary and secondary care

Moderator: Joachim Szecsenyi

Coming together for quality: Isolation through performance management to safe systems

Mike Pringle

Effective collaboration and innovative models in shared care of chronically ill patients:

At the interface between primary and secondary care

Ed Wagner

Report from WHO Pre-Conference Meeting

1030: **BREAK**

1100 - 1230: WORKSHOPS

B2: Accreditation: from basics to research - Part 2

Leader: Donaldson B.

Salle IV

B3: Building bridges to consumers: The toolbox

Leader: Robinson S.

Salle XII

B4: Lean manufacturing and program design in healthcare

Leader: Schuring R.

Salle IX

B5: Deriving physician performance measures from clinical guidelines:

Are components of the US process applicable internationally?

Leader: Callan C.

Salle XI

B6: Teaching QI to under- and post graduates students

Leader: Al-Assaf A.

Salle II

B7: Safety in practice

Leader: Helmreich R.

Salle I

1100 - 1230: ORAL PRESENTATIONS

B8: Measuring Performance - Processes

Salle VI

377: QUALI DOC ®: Facts and visions about a national program for the evaluation of ambulatory care provided by family physician

Künzi B.

419: A balanced scorecard for complex continuing care

Teare G.F., Baker G.R., Daniel I., Hirdes J.P., Markel F., McKillop I., Pink G.H., Taylor N., van Maris B., Brown A.

408: The balanced scorecard model applied to quality management

Carrasco B., Mora C.

105: Limitations and precautions to the use of in-hospital mortality as a quality of care indicator

Luthi J.C., Favre F., Burnand B.

B9: Improving Quality - National policies

Salle VII

317: Changing practices/changing lives

Stevens D.M

139: Calired: A performance and quality improvement model for maternal and neonatal health services in Guatemala

Necochea E., Ainslie R., Bossemeyer D., Cordon O., Garcia Colindres J., Metcalfe G., Peinado L., Poppe P.

425: Performance improvement review: a tool and process for improving services in primary health care

Abu Taleb J., Bjerregaard D., Al Hweidi N., Al Qsous S., Muwaswas A.

350: Infant mortality committee: Action beyond regulation: Empowerment strategies and opportunities of action

Carnevale-Vianna P., Saraiva M.S., Ribeiro F.A., Tornelli A., São José dos Campos Infant Mortality Committee

462: Combined effects of a CQI program and health sector reform at the local level

Hermida J.

B10: Measuring Performance - Systems

Salle VIII

336: Deprivation and systematic stroke prevention in general practice: An audit among general practitioners in the Rotterdam region (The Netherlands)

de Koning J., Klazinga N.S., Koudstaal P.J., Prins A., Borsboom G.J.J.M., Mackenbach J.P.

060: A hospital-wide monitoring system of acute pain levels and treatment as a basis for continuous quality improvement

Tansky A., Geva H., Leiba R., Hyames G., Admi H.

085: Considerable improvement of outcomes of haemodialysis patients with help of two simple indicators

van Andringa de Kempnaer M.G., ten Have P., Oskam J.

428: Inappropriate admissions to geriatric services: Comparison between the original and a newly developed geriatric extension to the appropriateness evaluation protocol

Herrmann F., Chopard P., Allaz F., Zulian G., Michel J.P.

121: Long-term effectiveness of an audit: Evaluation using an indicator of appropriateness of preoperative testing

Michel P., Tricaud S., Salmi R.

1100 - 1145: POSTER PRESENTATIONS

B11a: Improving Quality - Culture

Salle V

294: Strategies for the implementation of quality management in French hospitals: Influence of leadership on the mode of implementation.

François P., Rhéaume J., Pomey M.-P., Denis J.-L., Contandriopoulos A.-P.

183: Effects of communication skills training and supervision on the quality of care

Visser A., Van der Ploeg T.J., Konijn S., Veer J., Heijn J., Dekker N.J.

312: Setting an environment for quality improvement actions

Maguerez G., Di Giacomo D.

412: Medical commitments in quality care at a teaching hospital
Rivas R., Carrasco B.

162: Why are we waiting?: Understanding the “waiting list culture” in Norwegian hospitals
Paulsen B., Johnsen A.

1100 - 1145: **B12a: Improving Quality - Systems**

Salle des Actes

221: Quality improvement kit for hospitals: Promoting organisational change in health services to support best practice

Luxford K.A., Zapart S., Davis K., Redman S.

358: Development and implementation of a national quality system for the application of neuromodulation techniques.

Beersen N., de Bruijn J.H.B., Bruijnzeels M.A., Dekkers M.A., Harteloh P.P.M., ten Have P., Hekster G.B., Redekop W.K., Klazinga N.S.

479: A bottom-up approach used to build quality systems in Sicilian hospitals

Frazzica P., Giambelluca S.E., Perraro S.E., Morosini P., Arnone R., Centineo G.

323: Like a (kanga)roo in a spotlight - partnerships in palliative care - Australian style

Smith B., Baynham J., O'Keefe K.

1145 - 1230: **B11b: Improving Quality - Culture**

Salle V

160: Bridging the gap in the challenge of nursing recruitment and retention in the new millennium: An Australian experience

Lilly A.E.

293: Regione Marche project for a quality management training program for health districts directors: Results

Di Stanislao F., Bacchielli P., Noto G., Boati M., Gardini A.

363: The Belgian Colleges of Physicians: From registries to multidisciplinary

Meeus P., Dargent G., Clercx A., Reper P., Perissino A.

403: Professional accountability for quality care: A regulatory body's innovative approach to building bridges with individual health professionals

Coghlan A.L.

076: Follow the leader: integrating quality throughout a diverse health care system

Dlugacz Y.D., Restifo A., Greenwood A

151: Enhancing access to health care - building the bridge between health policy and sustainable practice change

Goding S., Daly S., Edwards A., Fielding K.

1145 - 1230: **B12b: Improving Quality - Implementation**

Salle des Actes

005: The budgeting process as a strategic tool for quality improvement

Baldantoni E., Bovo C., Boscolo M.R., Garbin F., Loffreda A., Trabuio D., Sanvitale G.

460: Development of an internal dynamic website to promote quality assurance in a biochemistry laboratory

Pernet P., Vaubourdolle M.

297: Improvement of telephonic accessibility to make appointments in a primary care centre

Coll J., Caldentey M., Gómez A., Gorreto L., Mondejar C., Moragas A., Roca A., San Martín M.

270: Can we do it better: Breakthrough in shortening throughput time

Janssen S.

145: A quality system for emergency departments: Integrating breakthrough results, guidelines and external peer review

Minkman M.M.N., Batenburg J.A.

394: Building “bridges” for children with traumatic brain injury - the development of a (proposed) model of care for Ireland

Fitzgerald B.

1200 - 1345: **LUNCH**

1345 - 1515: **WORKSHOP PRESENTATIONS**

B13: Evaluation in ambulatory care - French language

Leader: Contencin P.

Salle XII

B14: Quality Improvement: Towards a common understanding of provider performance and patient safety concepts and methods

Leader: Adams O.

Salle II

B15: Building the culture: Bridging the gap between leadership and performance management

Leader: Bullivant J.

Salle IX

B16: Sustaining quality health care: What is important to institutionalize quality assurance?

Leader: Veldhuyzen van Zanten T.

Salle IV

B17: Describing and reporting quality measures: The German-United States experience in developing quality improvement and clinical decision tools

Leader: Slutsky J.

Salle XI

1345 - 1515: ORAL PRESENTATIONS

B18: Reducing Error and Improving Safety

Salle VI

194: Confronting errors for patient safety

Firth-Cozens J., Redfern N., Moss F.

230: Risk factor associated with falls in hospitalized patients

Chen Yu-Chih., Lin L.H., Chien., Su-Feng.

251: Reducing harm to patients by adverse drug events through collaborative learning

Janssen S., Schouten L

287: Patient safety and healthcare error in the Canadian healthcare system

Baker G.R., Norton P.G., van Maris B., Blount V., Yessis J.

327: The development of national standards for open disclosure of adverse events to patients - The Australian model

Hammett R., Kershaw L., Barraclough B.

B19: Improving Quality - Clinical practice

Salle VII

464: Improving the fight against pain: a public health priority in France

Jestin C., Filbet M., Buffoli M.J., Passadori Y., Pultier M., Michel M., Terra J.L.

177: "Quality message" as a vehicle for improving clinical outcome in patients with Acute Coronary Syndrome

Meilik L., Rennert G., Halon D.A. Karkabi B., Weisz G., Azulai O., Lewis B.S.

484: Improving adherence to national guidelines in patients with cardiovascular risk or disease in general practice

Hulscher M.E.J.L., Frijling B.D., Lobo C.M., van der Wouden J.C., Grol R.P.T.M.

389: "The intelligent searching and paging system" in the management of pulmonary tuberculosis

Hao- Hsien Lee, Jinn-Ming Chang, Hsin-Ginn Hwang, Mei-Yuan Liu, Hsiu-Yuen Lai.

140: Redesigning and planning optimal chronic renal failure (CRF) patient pathways for improved efficiency

Lehmann B., Owen J., Tripodi R., McSorley P., Walker R., Becker G.

B20: Empowering Consumers

Salle VIII

258: Health care outcomes from the patient's perspective: From theory to practice.

Lorenzo S., Mira J.J., Moyano S.

321: Quality of dental health care in Greece - patients' evaluation and needs

Karydis A., Kontovazainitis G., Komboli-Kontovazainiti M., Skalkidis Y., Panis V.

244: Patient centered quality measure for Baskent University hospitals

Akgun S., Haksever A., Demirta I., Erdal R., Haberal M.

133: Satisfaction of patients in chronic dialysis: Development of a questionnaire allowing comparison between hemodialysis and peritoneal dialysis

Wasserfallen J.B., Călin M., Halabi G., Saudan P., Perneger T., Martin P.Y., Wauters J.P.

344: Priorities for the hospital as seen by patients

Perneger T.V., Bovier P.A., Kolly V., Chopard P., Herrmann F., Garnerin P.

1345 - 1430: POSTER PRESENTATIONS

B21a: Measures Clinical

Salle V

277: The validity of evidence-based clinical indicators of quality for venous leg ulcer patients

Kjaer M.L., Sorensen L.T., Karlsmark T., Gottrup F., Mainz J.

301: Development of processes of care performance indicators for acute stroke

Cadiilhac D., Ogden K., Ibrahim J.E., Davis S., Donnan G.

353: Estimates of central venous catheter-related infections (CRI) using standardized incidence ratio: Results from a French Intensive Care Unit (ICU) surveillance network

Joly C., Maugat S., Astagneau P., Beaucaire G., and the REACAT study group, Co-ordinating Center for Nosocomial Infection

364: A comparison of different measures of poor patient outcome: Deaths and readmissions

Heggestad T.

098: The post-discharge complication rate in surgical patients and their subsequent management

Kable A., Gibberd R., Spigelman A.

273: Analysis of the effectiveness of a Reference-Counterreference Form (RCRF) as a linking tool between primary health care and a secondary (specialized) care unit

Huck J., Funes J., Godoy C., Curaba S., Ferrandini D., Morabito A., Azevedo A.

1345 - 1430: **B22a: Improving Quality - Clinical practice**

Salle des Actes

164: Shared care for patients with a lumbosacral radicular syndrome at St Anna hospital

Wijkkel D., Brakel K., Breuer T.H.J.M., Fleuren M., Hoekstra H.J., vd Hoogen J.M.M., de Jong R., Lankhorst T.H., Sterk P.P.H.

176: Clinical pathways in emergency medicine short stay units may decrease rates of subsequent admission to acute in-patient beds

Kennedy M., Karipis H., Pearson C., Davies P.

466: Patient tracking: A review of operating theatres at a university hospital

O'Driscoll D., Fitzgerald M., and the Quality Unit at Cork University Hospital

300: A web-based surgical planning instrument

Vélez J.A., Navarro A.A.

338: The nurse's role in discharge planning

Mc Grath M.G.

426: Sustainability in changing clinical practice promotes evidence-based nursing care

Wallin L., Boström A.-M., Wikblad K., Ewald U.

275: Characteristics of high quality guidelines: Evaluation of 86 clinical guidelines developed in ten European countries and Canada

Burgers J.S., Cluzeau F.A., Hanna S.E., Hunt C., Grol R., and the AGREE Collaboration

1430 - 1515: **B21b: Measuring Performance**

Salle V

489: Personal professional monitoring and cultural change

Bolsin S., Patrick A., Creti B., Colson M., Bent P.

087: Impact of risk adjustment on physician group profiling with regard to satisfaction with asthma care

Huang I.C., Dominici F., Frangakis C., Diette G., Damberg C., Wu A.W.

320: Improving quality of village based maternity services by maintaining midwives performance in conducting normal delivery care through peer review

Annas J., Soetimah S., Kemal N.S., Ali Z.

114: Seeking quality measures of certification for nurses

Cary A.H

365: A comprehensive plan to develop physician performance measurement tools for chronic stable coronary artery disease

Kmetik K.S., Drozda J., Messer J.V., Kresowik T.S., Kresowik R.A., Naughton K.

1430 - 1515: **B22b: Empowering Consumers**

Salle des Actes

029: Impact of an internet-based information service on rare diseases on the uptake of health care services: The Orphanet initiative

Aymé S., Oziel D., El Yamani M., Hagnéré C., Rastoul S., Nabarette H., Urbero B.

325: "Health Icons"; Visual presentation of health information in local indigenous languages
Brocklebank C., Crowe G.

387: Proposal of a new objective and reproducible method for patient and family education in a research and cancer care centre (European Institute of Oncology - Milan)
Deriu P.L., Bianchi M., Bonardi S., Cirillo R., Castiglioni S., Didier F., Lacapra S., Marchisio S., Rubio L., Sabbatini A.R., Tradati N., Zanetti C., la Pietra L.

404: New approaches towards adolescents to reach more promoting interest to quality health knowledge in Parisian schools during these previous eleven years
Birkui P.J., Dautzenberg B., Paillotet P., Arcival C., Lottin P., Youssif D., Rubal J.

480: Building bridges with people who use services - inspecting the quality of health services for vulnerable groups
Whoriskey M., Blakeley A.

1515: **BREAK**

1545 - 1700: PLENARY PRESENTATIONS

Bridging the gap between changing professionals versus changing organisational culture

Moderator: Austin Leahy

Improving professional competence - the way ahead?

Graeme Catto

The quality of mercy: Making a real difference in patient care

Wim Schellekens

1715 - 1800: **ISQua Annual General Meeting**

Salle I

1900: **River Cruise and Gala Dinner (Optional)**

FRIDAY 8 NOVEMBER, 2002

0900: PLENARY PRESENTATION

Bridging the gap between research and policy making in Quality Improvement

Moderator: Jonathan Lomas

Think first: We need evidence on the value of QI

Barbara McNeil

Time for action, we want breakthroughs now, no time for sophisticated research

Philippe Loirat

Invitation to Dallas: *Al Al-Assaf, 2003 Conference Chair*

1030: **BREAK**

1100 - 1230: WORKSHOPS

C2: Accreditation: From basics to research - Part 3

Mitchell G.

Salle IV

C3: Closing the gap between professional and managerial leadership for quality improvement

Leader: Frijns C.

Salle II

C4: Patient partnering leads to improved outcomes

Leader: Weinstein S.

Salle XI

C5: How do we measure health care performance in order to implement quality improvement?

Leader: Blomberg I.

Salle IX

C6: Two effective methods for preventing sentinel events: Root cause analysis - failure mode, effects, and criticality analysis

Leader: Helfrick J.

Salle I

C7: Innovative models for information transfer and shared care (incl. telemedicine)

Leader: Wallace P.

Salle XII

1100 - 1230: ORAL PRESENTATIONS

C8: Improving Quality - Guidelines

Salle VI

093: Guidance, guidance everywhere and never time to think

Thornton-Jones H., Hampshaw S.

083: Quality assurance of transfusion practices in Belgian hospitals

Schots J., Cassiman I., Tielemans L.

332: Successful implementation of guidelines to obtain an early switch from intravenous to oral antibiotic therapy in a Dutch teaching hospital

Handoko K.B., Overdiek J.W.P.M., Van Asselt G.J.

179: A multimedia design presenting the blood transfusion protocol for an objective of 0% error

Shabad E., Diukman R., Quitt M., Manor N., Nir R., Zvulon K., Sorek R., Meilik A.

249: Can the selection of priority guideline topics be standardised?

Murray S., Bick D.

C9: Measuring Performance - Data into action

Salle VII

189: Cutting edge operational efficiency

Brown C., Arnetz J., Arnetz B.

143: Improving the outcome for the patients with heart failure through clinical pathways

Panella M., Di Mario G., Marchisio S., Marani L., Cellarosi R., Grandi P.P., Grossi L.

355: Gastroenterologists perceive the colonoscopies they perform to be more appropriate than the evaluation of an expert panel

Vader J.-P., Froehlich F., Gonvers J.-J., Wietlisbach V., Burnand B.

284: Comparison of public hospitals and implementation of quality improvement program in Valle del Cauca, Colombia

Serra M., Gómez O.L., Girón L.N.

260: Routine measurement of management and process of care in anesthesiology: A basis to improve quality

Pichard S., Pittet V., Lang M., Burnand B.

C10: Improving Quality - Models

Salle VIII

033: Implementation of quality improvement in health care organizations: A new approach to assessment

Counte M.A., Meurer S.

339: A model for continuous quality improvement in small office-based primary care practices

Geboers H., Mokkink H., Van den Hoogen H., Van den Bosch W., Van Montfort P., Grol. R.

203: Beyond audit - the path from clinical audit to improved patient care

Reynolds K., Feturi N., Macey N.

486: Principles for best practice in clinical audit - using the method, creating the environment

Baker R., Morrell C., Scrivener R., Pink D., Bromwich N.

391: Improving test ordering by peer review: A multicentre RCT in general practice

Verstappen W.H.J.M., van der Weijden T., Grol R.P.T.M., Grimshaw J.

1100 - 1145: POSTER PRESENTATION

C11a: Measuring Performance

Salle V

204: Balancing quality performance with capacity management: An integrated approach

Wollersheim H., Roumen E., Schretlen E., Feuth T.

206: A critical appraisal system of quality of hospital care indicators: The new "guide rouge"

Grenier-Sennelier C., Minvielle E and G.R.E.P.E.P

429: Indicators for the evaluation of healthcare delivery networks

Chaix-Couturier C., de Pouvourville G., Durand-Zaleski I

334: External and internal indicators - a happy marriage?

Berg M., van der Grinten T.

167: Enhancing compliance for international benchmarking of eye hospitals: Model for selecting indicators based on perceived suitability

Vliet van E.J., Sol J.C.A., Hiddema U.F.H., Balmer I.A.J., van Busschbach J.J.

1100 - 1145: **C12a: Improving Quality - Guidelines**

Salle des Actes

376: Drafting a clinical guideline and measuring its impact on medical practice: The French consensus conference on bronchiolitis

Ortolan B., Refabert L., Huynh B.

437: Antibiotic use in the French health care centres: Existence of guidelines and delivery conditions in 1999-2000

Stamenkovic S., Maugendre P., Elie C., Zagury P., Rozet K., Cavalié P., Fleurette F.

065: Royal College of Nursing clinical guideline on pressure ulcer risk assessment and prevention. A national pilot audit

Stephens F., Bick D.

438: Is the prescription of anti-asthma drugs in France in line with international practice guidelines?

Coignard F., Maugendre P., Cavalié P., Fleurette F.

311: Design of an intervention to implement treatment guidelines

Kasje W.N., Denig P., Haaijer-Ruskamp F.M.

1145 - 1230: **C11b: Measuring Performance**

Salle V

263: Quality indicators and feedback (surveys) for monitoring and evaluation of medico-technical department

Hennequin-Le Meur C., Triadou P., Lucet B., Lacour B., Chastagnol N.

107: An innovative method for quality assessment: The use of lot quality assessment sampling for evaluating

medical records

Tricaud S., Jutand M.A., Michel P.

141: The tool project: A comprehensive model for improving the quality of elderly care

Verho H., Arnetz J.E., Arnetz B.B.

118: Process and results of pain management: An hospital-wide evaluation

de Sarasqueta A.M., Michel P., Henry P.

234: Performance evaluation systems of small dimension hospital unit in Portugal

Estevinho N., Oliveira P.

135: Crossing boundaries - ensuring the collection and reporting of performance measures can improve the quality of care provided

Richards K.

1145 - 1230: **C12b: Improving Quality - Collaboration**

Salle des Actes

015: The South Inner City of Dublin partnership in primary care

O'Connor A.

159: Involving the public in decision making: Using a resident's panel to influence the priorities of the Ellesmere Port and Neston Primary Care Group

Tanner D.M., Johnson P.

366: Sharing the burden lightens the load: Collaborative problem-solving model for improving vaccination usage in 10 communes in Northern Benin

Kabore T.E., Keki G., Djibrina S., Biaou E., Attolo A.G.

471: Interprofessional communication in hospital - the German model-project "Interkik"

Lecher S., Klapper B., Koch U.

452: Improving quality in health care organisations by forming a collaborative network

Pazart L.

149: Process evaluation of the quality of care of an Amsterdam nursing clinic: How solid is the bridge between an academic hospital and a home for the elderly?

Ploch T., Delnoij D.M.J., Klazinga N.S.

190: Patients' and relatives' satisfaction with long term hospital care in geriatric units: A multicentral study in 6 French teaching hospitals

Gasquet I., Dehé S., Gaudebout P., Fourcade A.

1200 - 1345: **LUNCH**

1345 - 1500: **WORKSHOP PRESENTATIONS**

C13: L'accréditation: professional expectations

Leader: Bruneau C.

Salle XII

C14: Research that builds bridges and crosses boundaries

Leader: Palmer H.

Salle IV

C15: Implementing the EFQM model to build bridges

Leader: Nabitz U.

Salle IX

C16: Sharing decisions by communicating risk

Leader: Elwyn G.

Salle II

1345 - 1500: ORAL PRESENTATIONS

C18: Improving Quality - National policies

Salle VIII

283: Improving quality through microprojects: Can developing countries do better?

Bouchet B., Boucar M., Edson W., Kelley E., Abdallah H., Øvretveit J.

232: Crossing European boundaries: The development of agreed standards of physiotherapy practice

Beswetherick N., Cooney M., Boueiri G., Haneborg M., van der Wees P.

084: The development of a quality culture model for schools of nursing in higher education in Australia
Cruickshank M.T.

461: National initiatives to improve patient safety: The Australian experience

Fletcher M.G., McLoughlin V., Cheyne-Macpherson K.

C19: Improving Quality - External evaluation

Salle VI

299: Youth-friendly services: a focused-accreditation model

Silimperi D., Ashton J., Dickson-Tetteh K., Lane C.

165: Reviewing clinical governance in England and Wales

Fradd L.E., Patterson L.J.

146: "Improved supervision in Vietnam's public sector: Links to improved quality of care and client satisfaction"

Thuy H.B., Wedeen L., Vu Pham Nguyen Thanh., Ahlborg J., Lambiotte J., van der Velden T.

280: Accreditation as a tool for organizational change in hospitals

Pomey M.P., Contandriopoulos A.-P., François P., Bertrand D.

C20: Empowering Consumers

Salle VII

187: How citizens wish to be involved as patients in the delivery of health services: A taxonomy
Thompson A.

268: Cross cultural comparison of family planning decision making

Kim Y.M., Kols A., Heerey M., Rinehart W., Elwyn G., Edwards A., Amoa M., Prammawat S.

292: Improving quality with an empowering partnership approach to in-home care

Mc William C.L., Stewart M., Vingilis E., Donner A., Hoch J., Coyte P., Browne G., Ward-Griffin C., Coleman S., Wilson M.

398: Bridging facility-based quality improvement with consumer participation

Mielke E., Castano F., Beattie K.

1345 - 1420: POSTER PRESENTATIONS

C21a: Improving Quality - Models

Salle V

077: Practical model to evaluate quality of medical care. Based on the opinion of users of a third level hospital in Mexico City

Moguel Parra G., Serrano A., Rodríguez R.S.

295: Evaluation of quality management implementation in the clinical departments of a teaching hospital.

François P., Vinck D., Labarère J., Touboul M., Peyrin J.-C., Reverdy T.

043: Effects of nurse staffing on patient outcomes in Taiwan

Yang K.P.

272: The use of "Mirror Fish-Bone Graph", a modified Ishikawa diagram for the analysis of the primary/secondary care threshold.

Godoy C., Huck J., Funes J., Curaba S., Morabito A., Azevedo A.

197: Developing ranking criteria for assessing quality of care in the public health system using a participatory methodology

Khandare J., Pongurlekar S., Pradhan A., Ubale U.

1345 - 1420: **C22a: Improving Quality - Implementation**

Salle des Actes

236: How well is antibiotic prophylaxis for total hip replacement prescribed, administered and managed in French health care organisations?

Quenon J.L., Eveillard M., Vivien A., Bourderont D., Lepape A., Lathelize M., Jestin C.

127: Secondary prevention of dyslipidemia in the community using a computerized expert-based reminder system

Porath A., Gilutz H., Zelingher J.

104: Operating room delays and cancellations: Can we prevent them and how? Cause analysis and multidisciplinary team work to reduce them

Geva H., Leiba R., Levi D., Ederly Y., Alkelai N., Toledano C., Rosenberg B., Hyames G., Kraus M.

298: Applying quality methodology to infection prevention in developing countries

Ashton J., Mchombo M., Thame I., Fakude M., Regbe S.

1420 - 1455: **C21b: Improving Quality - Clinical practice**

Salle V

205: Is clinical governance 'just too airy fairy for people'? Exploring professional and lay views of public involvement in clinical governance

Litva A., Canvin K., Jacoby A., Gabbay M.

282: The evaluation of chosen strategies of the primary health care organization of two local communities in Finland

Prinssi V-P., Pylkkänen H.

477: The BACI (Best Available Clinical Information) Project - What information do clinicians want and what is the quality of what can be found for them?

Anderson J.N., Burrows E., Johnston R.V.

316: Implementing evidence based clinical practice - the way forward

Best J., Clarkson D., Stanfield A.

1420 - 1455: **C22b: Improving Quality - Implementation**

Salle des Actes

231: Implementation of the JACIE-standards for hematopoietic stem cell transplantation at the university hospital of Bern, Switzerland

Zahnd D., Schneider R., Tobler A., Zwicky C.

352: The change frequency of central venous catheter with catheter-related infections

Chou Shin-shang., Chen Yin-yin.

369: Management medical devices repairs by the central unity of sterilisation

Cariou-travers S., Bernier-Combes A., Doval MF., Etienne C., Prugnaud J.L.

111: Effectiveness and cost-effectiveness of myocardial markers prescription strategies to exclude myocardial infarction in patients with chest pain

Saillour-Glenisson F., Michel P., Bouzigon E., Le Métayer P., Gateau P., Gardère J.J., Loury Larivière I.

289: Enhancing computer-based heart failure treatment by providing physicians with symptom data

Subramanian U., Plue L., Temkit H., Smith F., Eckert G., Zhou X.H., Burman M., Chen L., McDonnell M., Udris E., Fihn S.D., Tierney W.M.

1515 - 1600: CLOSING PLENARY PRESENTATION

Chair: Bernard Guiraud-Chaumeil

Creating a culture of safety and quality: The lessons learned from Bristol

Ian Kennedy

FAREWELLS