



ISQua's 36th International Conference

Cape Town 2019 20-23 October

Innovate, Implement, Improve:
Beating the Drum for Safety, Quality and Equity

CONFERENCE PROGRAMME

Cape Town International Convention Centre

#ISQua2019



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Cape Town 2019

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ISQua welcomes you to CAPE TOWN 2019



As President of ISQua, and on behalf of our partners at Mediclinic and COHSASA, it gives me great pleasure to welcome you to our 36th Annual International Conference – which, for the first time in ISQua's history, is being held on African soil. Cape Town is an exciting and vibrant city to experience - complete with sandy beaches, wonderful culture, music and art.

The theme *Innovate, Implement, Improve; Beating the Drum for Quality and Safety* embodies the African culture of inspiring great innovation using creative thinking, and progressive developments using technology. Africa is a continent of colour, energy and vibrancy.

Cape Town provides the perfect backdrop for what we anticipate will be a rewarding scientific, networking and social time together.

We are delighted to deliver what we believe is an outstanding programme which includes over 500 posters and 250 presentations from speakers from over 40 countries. We are especially pleased to have so many African presenters this year.

I would also like to bring our daily 'Learning Journeys' to your attention. This is the first year we have added streamed learning to our programme. These Learning Journeys will take place on each of the three days of the conference, with each day featuring a different theme - *Data for Innovation, Improvement and Implementation; Co-Production in Healthcare; and Patient Safety*. Each day is split into three levels, starting with a beginner level session to exchange knowledge; an intermediate level translating existing knowledge into real life experiences & challenges; and finishing with an advanced session which will highlight disruptions and innovations.

Our ISQua Conference and the programme would not be possible without you, the ISQua Community, who continue to support and represent ISQua. Through your active participation and contribution to improving quality and safety you are helping to facilitate health and improvements in the quality and safety of healthcare in your own region and worldwide. Thank you!

This conference is designed to facilitate learning; enabling you to share and hear about innovations, promote new ideas, and also to relax and have some fun! Thus, on behalf of ISQua, Mediclinic and COHSASA, it is my enormous pleasure to welcome you to ISQua's 36th Annual International Conference!

A handwritten signature in black ink, which appears to read "Wendy Nicklin".

Wendy Nicklin
ISQua President

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Sharon Slabbert	COHSASA

PROGRAMME AND PLANNING COMMITTEE

Peter Lachman	ISQua CEO
Jacqui Stewart	COHSASA
Helen Crisp	Independent Consultant for Quality Improvement in Healthcare
Tyson Welzel	Mediclinic
Eugene Nelson	The Dartmouth Institute for Health Policy and Clinical Practice
David Vaughan	ISQua Board Member
John Brennan	RCPI & ISQua
Riccardo Tartaglia	Representative for ISQua 2020 Conference
Thato Mosidi	Medical Student (Registrar)
Yvonne Qaudros	Patient Representative
Ziyanda Mgugudo-Sello	Medical Student (Registrar)
Emmanuel Aiyenigba	ISQua Africa Community of Practice
Sodzi Sodzi-Tetty	Institute for Healthcare Improvement
M.A. Kadar Marikar	MSQH
Maurice Goodman	Discovery Health

ABSTRACT COMMITTEE

Helen Crisp	Independent Consultant for Quality Improvement in Healthcare
Apollo Basenero	Ministry of Health and Social Services, Namibia
Triona Fortune	Fortune Quality Accreditation Services
Rashad Massoud	Quality and Performance Institute, University Research Co.)
Jim Robblee	University of Ottawa Heart Institution
Chris Cornue	Navicent Health
Ronen Rozenblum	Harvard Medical School
David Greenfield	Australian Institute of Health Service Management, University of Tasmania

ABSTRACT REVIEWERS

Dominique Allwood	Peter Hibbert	James Naessens
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Jenny Buckley	Sang-II Lee	Gary Smith
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Erica De Loos	Milton Lum	Anuwat Supachutikul
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Carl De Wet	Jan Mackereth-Hill	Riccardo Tartaglia
Christine Dennis	Anne Maddock	Teresa Tono
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Yosef Dlugacz	Russell Mannion	Nuria Toro Polanco
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Imo Etuk	Russell McGowan	Merrilyn Walton
John Fitz	Nana Mensah-Abrampah	Bo Wang
Martin Fletcher	Paolo Merlani	Jishan Wang
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Ezequiel Garcia Elorrio	Philippe Michel	Tyson Welzel
Mary Godfrey	Maria Carolina Moreno	Sharon Williams
Carlos Goes De Souza	Takeshi Morimoto	Lai Yi Eliza Wong
Don Goldmann	Lars Morsø	Wing Nam Wong
Antonacci Grazia	Anastasios Moumtzoglou	Wing Yee Wong
David Greenfield	Rose Nani Mudin	Tricia Woodhead
Elma Heidemann	Virginia Mumford	David Wright
John Helfrick	Margaret Murphy	Hung Yu Kan Shirley
Andrea Herman	Joseph Murungu	Jennifer Zelmer

NOTES:

SUNDAY

20 October 2019



SUNDAY 20 OCTOBER 2019

PRE-CONFERENCE OVERVIEW

09:00 – 12:55	Pre-Conference 1: External Evaluation
09:00 – 13:00	Pre-Conference 2: African Community of Practice Session
13:30 – 17:00	Pre-Conference 3: Practical Planning for Quality in Health Systems
13:30 – 17:00	Pre-Conference 4: Reported Outcomes 101 – Principles, Tools and Implementation: A Stepwise Practical Approach
09:00 – 17:00	Pre-Conference 5: ISQua's First Quality Competition
09:00 – 12:30	Pre-Conference 6: Developing Quality Improvement Skills Workshop
13:30 – 17:00	Pre-Conference 7: WHO: Reducing Medication-Related Harm - The Third WHO Global Patient Safety Challenge: Medication Without Harm
17:30	Welcome Reception Ground Floor, Room: Hall 2

Pre-Conference 1: External Evaluation**09:00 – 12:55 Level 1, Room: 1.60 Chair: Stephen Clark****Value and Impact of External Evaluation: Addressing the Challenges**

09:00 – 09:05	Introduction and objectives	
09:05 – 09:25	The value and impact of external evaluation: The Accreditation Experience	Ryan Swiers
09:25 – 09:45	What does external evaluation look like in 2019 and are organisations ready for the challenges ahead?	David Greenfield
09:45 – 10:05	Questions and answers and panel discussion	

10:05 – 10:25 Coffee Break**What Difference does External Evaluation Make?**

10:25 – 10:40	The Jordanian experience of accreditation	Salma Jaouni
10:40 – 10:55	The Safe Care Initiative	Nicole Spieker
10:55 – 11:10	Does hospital accreditation improve patient satisfaction, patient safety and clinical outcomes in South African private hospitals?	Ronelle Burger
11:10 – 11:25	Assessing the performance of the MSQH Hospital Accreditation Programme over the last 20 years.	Kadar Marikar
11:25 – 11:40	Questions and answers and panel discussion	

External Evaluation: Addressing the Challenges

11:40 – 11:55	Future proofing standards	Jeffrey Braithwaite
11:55 – 12:10	Reducing the burden of external evaluation	Karen Luxford
12:10 – 12:25	Involving patients, service users and their families / carers in external evaluation	Manvir Victor
12:25 – 12:40	The need for research to demonstrate the value and impact of external evaluation	Carsten Engel
12:40 – 12:50	Questions and answers and panel discussion	
12:50 – 12:55	Summary and close	

Pre-Conference 2: African Community of Practice Session

09:00 – 13:00 Level 2, Room: 2.40

Chair: Emmanuel Aiyenigba and Nana Mensah Abrampah

Following the half-day session, participants will be able to:

1. Identify examples of health innovations within the African Region;
2. Share best practices and lessons learnt from the application of these innovations;
3. Contribute and share experiences on advancing health innovations within the African Region;
4. Identify opportunities to scale-up and spread the innovations across the continent;
5. To encourage input from across the continent, success stories of health innovations will be presented across the sub-regions. A health innovation can be described as;
 - I. innovation to identify new or improved health policies, systems, technologies, services and delivery methods that improve people's health and well-being;
 - II. innovation which responds to unmet public health needs by employing new ways of thinking and working;
 - III. innovation to add value through improved efficiency, effectiveness, quality, sustainability, safety and/or affordability;
 - IV. innovation relating to preventive, promotive, palliative, curative, rehabilitative and/or assistive care.

09:00	Welcome and introductions	
09:10	Overview of ISQua's African Community of Practice	
09:20	Health innovation from South Africa	Speaker: Shivani Ranchod
09:35	Health innovation from Tunisia	Speaker: Wafa Allouche
09:55	Health innovation from Cameroon	Speaker: Franck Verzefé
10:10	BREAK	
10:30	Health innovation from Kenya	Speaker: Faith Muigai
10:45	Health innovation from Ghana	Speakers: Ernest Konadu Asiedu and Samuel Yao Mayeden
11:00	Innovation knowledge exchange café	
12:15	Report-back from groups and discussion	
12:45	Next steps	

Pre-Conference 4: Reported Outcomes 101 – Principles, Tools and Implementation: A Stepwise Practical Approach

13:30 – 17:00 Level 2, Room: 2.60 Chair: Eugene Nelson

Using patient reported outcomes (PROs) to bring the voice of the patient into the heart of healthcare delivery has been shown to improve patient-clinician partnerships, health outcomes, healthcare value and patient-centred outcomes research. The question is how to harness the potential of using PROs by building them into the flow of care and into clinical information systems to support person-centred care, improvement and research. We will feature real world cases and practical methods for building PROs into busy clinical settings.

Participants will: (a) hear brief presentations on world class cases explaining how PROs have been integrated into clinical practice, (b) learn about a practical, stepwise PROs implementation process, (c) take part in a small group exercise to make using PROs in practice come to life, and (d) interact with faculty and participants in a capstone panel discussion. Speakers will stay in the room after the Workshop adjourns for further conversations with participants and to answer questions.

Two versions of the exercise will be offered: (a) Basic: for use in lower resource settings and "low tech" and (b) Intermediate: for use in higher resource settings and IT enabled.

13:30 - 15:00 Using PRO's

Using PROMs: A Panoramic View of What, Why & How

Eugene Nelson

Case 1: Using PROMs in Large Health Systems: Experiences from US & Israel

Eyal Zimlichman

Case 2: Using PROMs & PREMs to Assess Health and Health Care System Performance in Uganda: A National Survey

June-Ho Kim

Case 3: Using PROMs to Improve Multiple Sclerosis & IBD Outcomes: Regional & National Systems that use PROMs

Brant Oliver

Case 4: Designing PROMs to Improve HIV Care: A New Project in Nigeria

Rita Okonkwo

Small Group Exercise #1: Fitting PROs into your Practice/Setting and into the Flow of Care

15:00 - 15:30 AFTERNOON BREAK

15:30 - 17:00 Afternoon Sessions	
Exercise Green: Hands On & Basic	Facilitators: Brant Oliver and Albert Wu
Exercise Blue: Implementation Planning in Low Resource Context	Facilitators: Eugene Nelson and Rita Okonkwo
Exercise Red: Implementation Planning in High Resource Context	Facilitators: Eyal Zimlichman
Question & Answer Discussion	All
Curb stone Consults: Speakers will stay in room to talk with participants about their questions and interests	All

Pre-Conference 5: ISQua First Quality Competition

09:00 – 17:00 Level 1, Room: Ball Room West

Chair: Cliff Hughes and Ting Fang Liu

Judges: Africa Region: Sodzi Sodzi Tetty | European Region: David Vaughan
Eastern Mediterranean Region: Salma Jaouni | South-East Asia Region: BK Rana
Region of the Americas: Chris Cornue | Region of the Western Pacific: Shin Ushiro

09:00 - 09:15	Introduction to ISQua's First Quality Competition
09:15 – 10:15 African Region	
Utilisation of 'Site Improvement Through Monitoring Systems' Assessment Tool to Strengthen Facility HIV Quality Management Systems in Namibia Pearl Kalimugogo: Technical, Intrahealth International, Windhoek	
Reducing Postpartum Haemorrhage Rate: A Quality Improvement Project in a Nigerian Hospital Stephen Taiye Balogun: AIDS Healthcare Foundation, Lokoja	
Evaluation of a Pilot to Introduce Accreditation Mechanisms in Malawi Bongani Chikwapulo: Quality Management, Ministry of Health and Population, Lilongwe	
Healthcare Contextual Factors Influencing the Self-Management of Adolescents Living with HIV in the Cape Metropole of the Western Cape, South Africa Talitha Crowley: Nursing and Midwifery, Stellenbosch University, Cape Town	
10:15 – 10:45	BREAK

10:45 – 11:15	European Region
A Collaborative Approach to Reduce Hospital-Acquired Infections on Intensive Care Units in Portugal Paulo Sousa: National School of Public Health, Lisbon	
What Can we Learn from Children and Young People to Improve the Quality of Their Outpatient Healthcare? Jo Wray: Heart and Lung, Great Ormond Street Hospital for Children NHS Foundation Trust, London	
11:15 – 12:30	Eastern Mediterranean Region
Impact of Bundles in Reducing Central Line Associated Blood Stream Infections in Surgical Intensive Care Unit Rozina Khimani: The Aga Khan University Hospital, Karachi	
Special Care Team - A New Approach to Provide Patient Centered Care or Long Term Patients in a Tertiary Care Hospital Humaira Siddiqui: Internal Medicine, Hamad Medical Corporation, Doha	
Developing a Hospital Disaster Risk Management Evaluation Model: A New Approach Masoumeh Abbasabadi: Quality Improvement Department, Tehran University of Medical Sciences, Tehran	
12:30 – 13:30	LUNCH
13:30 – 14:15	South - East Asia Region
Improving Adherence to Antibiotic Stewardship in Neonatal Unit of a Low Middle Income Country Through Quality Improvement Methods Praveen Kumar: Pediatrics, Post Graduate Institute of Medical Education and Research, Chandigarh	
Customized Quality Safety Standards Coaching Program at a Tertiary Hospital in Indonesia Yustina Gultom: RSUP Dr Cipto Mangunkusumo, DKI Jakarta	
An Experience-Based Co-Design Approach (EBCD) Towards Improving the Quality of Care Delivered to Patients Undergoing Dialysis, in a Tier-2 Town in Rural India Anuradha Pichumani: Sree Renga Hospital, Chengalpattu	

14:15 – 15:15		Region of the Americas
Lessons Learned from Implementing the Measurement and Monitoring of Safety Framework in Two Canadian Learning Collaboratives		
Ross Baker: Institute of Health Policy, Management and Evaluation, University of Toronto, Toronto		
Better Together: A Collaborative Approach to Reducing Sepsis Mortality		
Allison Glasser: Office of the Chief Medical Officer, Mount Sinai Health System, New York		
Implementation of an Initiative to Improve Equity in Access to Transplantation and Treatment Effectiveness: Theory of Change and Outcomes		
Margareth Crisóstomo Portela: National School of Public Health, Oswaldo Cruz Foundation de Janeiro		
Impact of the Quality Improvement Collaborative Strategy on Health Care Provider Practices and Patient Behaviours and Outcomes in Low- And Middle-Income Countries: A Systematic Review and Meta-Analysis		
Ezequiel Garcia Elorrio: Quality and Safety, Institute for Clinical Effectiveness and Health Policy, Buenos Aires		
15:15 – 15:45		BREAK
15:45 – 16:30		Region of the Western Pacific
My RCH Portal: Empowering Patients and Families and Enhancing Partnership and Participation		
Jane Miller: The Royal Children's Hospital, Melbourne		
Does Double-Checking Medication Administrations Reduce Errors? A Direct Observational Study of 5,147 Dose Administrations in Paediatrics		
Johanna I Westbrook: Australian Institute of Health Innovation, Macquarie University, Sydney		
The Construction of Airway Management 360 Mode Based on ERAS of the Patients with Lung Cancer can Enhance Patients' Recovery		
Wu Xiaoyan: Beijing		
16:30 -16:45	Close – Peter Lachman; ISQua CEO	

Pre-Conference 6: Developing Quality Improvement Skills Workshop

09:00 – 12:30 Level 2, Room: 2.60

10:15 -10:45 MORNING BREAK

Speakers: Peter Lachman and Patricia O'Connor

In this session, we will have fun learning about how to blend quality improvement ideas into daily practice. The session is interactive and will introduce participants, from beginners to experts, to the know-how of using simple improvement ideas to improve the complex processes of healthcare. Based on the teaching of Deming's Profound Knowledge, we will simplify the jargon and cut through the haze so that participants will leave understanding the importance of placing people at the centre of healthcare systems, i.e. the patients, families and healthcare teams.

Taking a walk through a range of quality improvement tools and techniques we will discuss and learn how to test and apply these within your own organisation. You will leave with a tool bag of ideas to share with colleagues and teams within your own setting. During the session, you will plan to try at least one new thing that you have learned. Through group interaction, we will share challenges and successes and develop collective solutions. The session welcomes all who want to learn about QI from beginners to experts: those who want to learn new methods on teaching QI, or those who want to share the challenges they face.

If you like fun, interactive challenges and enjoy discussing how to improve your systems this is the one for you.

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Pre-Conference 7: WHO: Reducing Medication-Related Harm

The Third WHO Global Patient Safety Challenge: Medication Without Harm

13:30 – 17:00 Level 1, Room: 1.60

15:00 – 15:30 AFTERNOON BREAK

Every person around the world will, at some point in their life, take medicines to prevent or treat illness. Medicines have forever altered our ability to live with disease and generally increased the duration of our lives. However, medicines do sometimes cause serious harm if taken incorrectly, monitored insufficiently or as the result of an error, accident or communication problem. The scale and nature of this harm differs between low-, middle- and high-income countries. Patients living in low-income countries experience twice as many disability-adjusted life years lost due to medication-related harm than those in high-income countries.

The third WHO Global Patient Safety Challenge: *Medication Without Harm* aims to reduce the level of severe, avoidable harm related to medications by 50% over a period of 5 years, globally. The Challenge envisages to reduce burden of harm due to unsafe practices and medication errors through working in four domains 1) Patients and the public, 2) Health care professionals, 3) Medicines, and 4) Systems and practices of medication; with priority action on high-risk situations, polypharmacy, and transitions of care. The Challenge aims to reduce the medication-related harm caused by unsafe practices and errors, by specifically addressing the weaknesses of service delivery and developing more effective health care systems.

This workshop will allow participants to:

- Comprehend the scale of harm due to unsafe medication practices and medication errors
- Be familiar with third WHO Global Patient Safety Challenge: *Medication Without Harm*
- Initiate and strengthen the implementation of the third WHO Global Patient Safety Challenge: *Medication Without Harm*
- Learn through case studies and interactive discussion
- Join the Medication Without Harm movement

13:30 – 13:45	Introducing the third WHO Global Patient Safety Challenge: <i>Medication Without Harm</i>	Sir Liam Donaldson
13:45 – 14:00	Implementing the third WHO Global Patient Safety Challenge: <i>Medication Without Harm</i> : Approaches and tools	Neelam Dhingra-Kumar
14:00 – 14:15	Country experience in implementing <i>Medication Without Harm</i> Challenge	Abdulelah Alhawsawi
14:15 – 14:30	Measuring medication safety	Nikhil Prakash Gupta
14:30 – 14:45	Engaging patients and families to reduce medication-related harm	Sodzi Sodzi-Tettey
14:20 – 14:30	Q&A	
14:30 – 15:00	Panel discussion	

15:00 – 15:30	AFTERNOON BREAK
15:30 – 16:40	Case studies (e.g. e-health, safety culture, transitions of care, high-risk situations, polypharmacy, medication safety in the face of emergencies and extreme adversity) Presentation and discussion
16:40 – 16:50	Signing individual <i>Join us in Medication Without Harm</i> pledges
16:50 – 17:00	Closing
17:30	Welcome Reception Ground Floor, Room: Hall 2

NOTES:

MONDAY

21 October 2019



MONDAY 21 OCTOBER 2019

OVERVIEW

07:30 – 08:30	Learning Journeys - Beginner Data for Innovation, Improvement and Implementation - Level 2, Room: 2.40
08:00 – 08:30	WELCOME COFFEE WITH EXHIBITORS
08:30 – 08:45	Cultural Performance - Level 1, Room: Auditorium 1
08:45 – 10:15	Official Conference Opening and Plenary - Level 1, Room: Auditorium 1
10:15 – 10:45	MORNING BREAK
10:45 – 12:45	ISQua's Innovation and Systems Change Working Group – Brave New World: External Evaluation for Quality and Safety Beyond 2030-2030 - Level 1, Room: Auditorium 1
10:45 – 12:15	CONCURRENT SESSIONS / A1 - A8
10:45 – 12:15	Lightning Talks 1, Topic: Economics of Quality and External Evaluation - Level 1, Room: Auditorium 1 Foyer
12:00 – 14:00	LUNCH SERVED - Ground Floor, Hall 2
from 12:30	LUNCHTIME SESSIONS
12:30 – 13:30	Learning Journeys - Intermediate Data for Innovation, Improvement and Implementation - Level 2, Room: 2.40
12:40 – 13:30	Lightning Talks 2 and 3, Topics: e-Health and Innovation and External Evaluation/The Person - Level 1, Auditorium 1 Foyer
13:45 – 15:15	CONCURRENT SESSIONS / A9 – A16
13:45 – 15:15	Lightning Talk 4, Topic: Learning, Development and Data for Quality and Safety - Level 1, Auditorium 1 Foyer
14:15 – 15:15	Learning Journeys – Advanced Data for Innovation, Improvement and Implementation - Level 2, Room: 2.40
15:15 – 15:45	AFTERNOON BREAK
15:45 – 17:00	Afternoon Plenary and Awards - Level 1, Room: Auditorium 1
19:00	Networking Reception - Gold Restaurant

MONDAY MORNING

21 October 2019

07:30 - 08:30

Learning Journeys - Beginner Data for Innovation, Improvement and Implementation

Level 2, Room: 2.40

#LJData

Data for Person Centred Care: Tips & Tricks

Facilitator: Karin Jay

Objectives:

1. Examine the role and purpose of data in person centred care
2. Understand the benefits and concerns of shared information and data platforms between providers and patients
3. Discuss the power of co-producing data sets with patients

07:45 - 08:30

Managing Quality And Containing Costs in Private Healthcare Funded Programs. Value-Based Perspective

Level 2, Room: 2.60

Speakers: Morgan Chetty, Tony Behrman, Barry Childs, Darren Sweidan

Objectives:

1. Demonstrate how clinicians' claims data can be analysed and the data can be used to enhance quality, contain costs and estimate outcomes.
2. Highlight that in Primary Healthcare, outcomes are assessed from process measures as a proxy.
3. The need to correlate the statistical data with the clinical burden and clinical challenges that practitioners encounter. Statistical evidence alone cannot adjudicate whether the outcome was acceptable or not.
4. The development of Integrated Healthcare with a patient (person) centred focus.

08:00 - 08:30

Welcome Coffee with Exhibitors - Ground Floor, Hall 2

NOTES:

08:30 – 08:45	Cultural Performance - Level 1, Room: Auditorium 1
08:45 - 10:15	Official Conference Opening and Plenary Level 1, Room: Auditorium 1 Chairs: Jacqui Stewart and Wendy Nicklin
	Official Conference Opening and Speech: Wendy Nicklin, Peter Lachman; ISQua Dr Zweli Mkhize; Minister for Health
	Leveraging a Multi-National Experience to Improve Hospital Safety and Clinical Quality Speaker: Ronnie van der Merwe; Mediclinic
	John Ware and Alvin Tarlov Career Achievement Award Presentation
	An Unexpected Convergence: Patient Outcomes and Patient Safety Speaker: Albert Wu
	Address from World Health Organization
10:15 – 10:45	MORNING BREAK
10:45 – 12:45	ISQua's Innovation and Systems Change Working Group Brave New World: External Evaluation for Quality and Safety Beyond 2030 Level 1, Room: Auditorium 1
	Speakers: Wendy Nicklin, Carsten Engel, Steve Clark, David Bates, Pierre Dessureault, Florian Tille, Shams Syed, Catherine Grenier
	Objectives: <ol style="list-style-type: none">1. Consider whether the current approach to external evaluation as a means of quality improvement is capable of taking us beyond 2030? If it is not, is there consensus that the directions identified in the paper and at webinar are inevitable?2. Debate whether the strategies and perspectives presented will enable an evolution/revolution in external evaluation so as to ensure its relevance to quality improvement beyond 2030.3. Identify the contribution of ISQua to ensuring the ongoing relevance of external evaluation in "the Brave New World" beyond 2030.

10:45 – 12:15

MONDAY CONCURRENT SESSIONS / A1 - A8

A1

Learning, Development and Data for Quality and Safety - 15 Minutes Each

Level 1, Room: 1.41 - 1.42 Chair: Anthony Staines

Implementation of an Initiative to Improve Equity in Access to Transplantation and Treatment Effectiveness: Theory of Change and Outcomes (Abstract no. 2299)

Margareth Crisóstomo Portela, Meire Cavalieri Almeida

Turning the Tide on COPD – The Irish National COPD Improvement Collaborative (Abstract no. 2488)

John Brennan, Rachel MacDonell

Adapting and Implementing Evidence-Based Clinical Practice Guidelines: A Model for the Eastern Mediterranean (Abstract no. 1091)

Yasser Sami Amer, Hayfaa Wahabi, Ghada Bawazeer, Lubna Al-Ansary

Improvement in Data Quality of Medical Coding Through Lean Thinking Principles of Waste Elimination & Value Enhancement in Processes (Abstract no. 1221)

Noor Farooqui, Javeriah Khan, Uzair Shaikh

Strengthening Leadership and Management Practices for Increased Delivery of Immediate Post-Pregnancy Family Planning Services in Meru County, Kenya: A Promising Approach (Abstract no. 1700)

Christine Muja, Michael Muthamia, Chantelle Allen, Daisy Ruto

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A2

Policy, Sustainability and Resourcing for Quality and Safety - 45 Minutes Each

Level 1, Room: Ball Room East

Chair: Azhar Ali

Session A: The CEO in the Driver's Seat: Creating a Roadmap for Quality and Safety Transformation

Speakers: Jeffrey Braithwaite, Carrie Marr, Erik Hollnagel, Axel Ros

Objectives:

1. Explore how to engage stakeholders to create high performing, safe, high quality health care
2. Examine how care is delivered: work-as-done rather than work-as-imagined
3. Consider how things go right as well as how things go wrong in health systems
4. Envisage the journey to be made to 2030 in order to create a system in which the right care is delivered to the right patient in the right setting with high quality and in safe and reliable ways

Session B: Developing a National Quality Strategy for the Kingdom of Saudi Arabia: Sharing Experience and Lessons Learned

Speakers: Azhar Ali, Taghreed Al-Ghaith, Nneka Mobisson-Etuk, Rami Qassas

Objectives:

1. Understand the benefits and reasons for having a national quality strategy
2. Understand an approach to develop national quality strategies including incorporation of the WHO global initiative guiding elements on national quality policy and strategy
3. Undertake a detailed examination of and gain an in-depth understanding of each of the essential elements of the NQS process through the lens of the experience gained in Saudi Arabia
4. Share learning and experience on the development of NQS amongst participants

A3

Patient Safety - 45 Minutes Each

Level 2, Room: 2.40

Chair: Ellen Joan van Vliet

Session A: Daily Practice as a Gold Mine for New Insights in Patient Safety; A Paradigm Shift

Speakers: Martine Christine De Bruyne, Cordula Wagner, Miriam Kroeze, Patricia Wimmer-Boelhouwers

Objectives:

1. Understand the added value of Safety-II next to Safety I
2. Understand assessment of how work is performed in a complex system
3. Know lessons from practical experience in the use of FRAM (Functional Resonance Analysis Method)
4. Have insight in to theoretical models and methods to generalize findings from local FRAM analyses

Session B: Simulation as a Tool for Harm Reduction

Speakers: Stefan Sevastru, Premala Nadarajah, Craig Lyness

Objectives:

1. Simulation is an effective prospective risk analysis tool
2. Simulation enhances both technical and non-technical skills
3. Simulation can be used to tailor protocols for a specific clinical environment

A4**Primary, Community and Integrated Care***- 15 Minutes Each***Level 1, Room: 1.43 - 1.44****Chair: David Vaughan**

Improving Quality of Care for People with Multiple Sclerosis (MS): The Multiple Sclerosis Continuous Quality Improvement Collaborative (MS-CQI) A Multicentre, Co-Production Learning Health System (Abstract no. 2053)

Brant J. Oliver, Randy Messier, Amy Hall

Antibiotic Management of Urinary Tract Infection in Elderly Patients in Primary Care and its Association with Bloodstream Infections and All-Cause Mortality (Abstract no. 2384)

Paul Aylin, Myriam Gharbi, Alan Johnson, Alison Holmes

Can the Activity Measure for Post-Acute Care (Am-Pac) “6 Clicks” Score Help us Focus Readmission Prevention Interventions? (Abstract no. 1717)

James M Naessens, Kimberly McVeigh, Scott Arnold, James Tompkin

Developing the Model for Integrated Care for Homecare in Catalonia (Abstract no. 1915)

Rosa Suñol, Pilar Hilarion, Joan Carles Contel, Dolors Rusines

Integrated Care Initiatives and its Effectiveness - The Disease-Specific Care Certification Experiences (Abstract no. 1924)

Pa-Chun Wang, Juey-Jen Hwang, Shang-Ren Hsu, Chii-Jeng Lin

A5
**WHO Session: Setting Strategic Direction
for Quality in Health Care...in Stability
and in Adversity - 90 Minutes Each**
Level 1, Room: Auditorium 2**Chair: Shams Syed**

Quality Session – Focus on National Directions on Quality as Well as Quality in Fragile, Conflict-Affected & Vulnerable Settings

Speakers: Sheila Leatherman and Nana A. Mensah Abrampah

Objectives:

1. To learn the latest developments on the WHO initiative on national quality policy and strategy and how it can be leveraged to drive improvement
2. To understand the key issues and potential solutions related to quality in health care provided in fragile, conflict-affected and vulnerable settings
3. To learn about the WHO approach to supporting strategic action planning for quality in health care in fragile, conflict-affected and vulnerable settings
4. To explore the evolving learning from countries that are setting or refining their national directions on quality in health care
5. To contribute thinking to shape future WHO efforts in this arena of work

A6

Healthcare Quality and Safety for LMIC

- 15 Minutes Each

Level 1, Room: 1.60

Chair: Siphwe Mndaweni

An Experience-Based Co-Design Approach (EBCD) Towards Improving the Quality of Care Delivered to Patients Undergoing Dialysis, in a Tier-2 Town in Rural India (Abstract no. 1661)

Anuradha Pichumani, Pichumani Parthasarathi, Zerine Ziaudeen, Sathish Rangarajan

Reducing Postpartum Haemorrhage Rate: A Quality Improvement Project in a Nigerian Hospital (Abstract no. 1971)

Stephen Taiye Balogun, Omotayo Oyinloye, Titilayo Onifade, Kehinde Balogun

Evaluation of a Pilot to Introduce Accreditation Mechanisms in Malawi (Abstract no. 2430)

Bongani Chikwapulo, Selemu Kondowe, Paul Dielemans

Quality of Adult Patient Screening and Counselling for Hypertension in Tanzania (Abstract no. 2073)

Anbrasi Edward, Lisa Hoffmann, Frank, Lawrence Appel

Sustainability of Quality Improvement Teams in Regional Referral Hospitals in Tanzania (Abstract no. 1994)

Godfrey Kacholi, Ozayr Mahomed

A7

Collaboration Session IHI and ISQua

- 60 Minutes Each

Level 1, Room: Ball Room West

Chair: Sodzi Sodzi-Tettey

Session A: Creating a Culture of Safety: Tactical Strategies for Leaders (60 minutes)

Time: 10:45 – 11:45

Speakers: Shin Ushiro

Objectives:

1. Recognize recent achievements as well as current gaps in patient safety
2. Explain best practices for building and sustaining a culture of safety
3. Discuss strategies that can drive culture change in health care

Session B: Big System Quality Strategy and Management (60 Minutes)

Time: 11:45 - 12:45

Speakers: Pierre Barker, Shin Ushiro, Jeffrey Braithwaite

Objectives:

1. Understand findings and recommendations of recent global reports advocating health systems to deliver quality care and better outcomes, and its relevance to quality in large health systems in all economies
2. Discuss key findings and lessons from case studies conducted in five countries at various stages of NQS implementation; Mexico, Ethiopia, Scotland, Ghana, Nigeria
3. Share the IHI NQS framework with critical determinants for developing and implementing national quality strategies
4. Understand how the framework can be used to guide development of improved Quality Strategies for large health systems
5. Understand how a Quality Strategy can be implemented using an integrated Quality Management and Learning approach

A8**Patient Safety - 15 Minutes Each****Level 2, Room: 2.60****Chair: Johanna Westbrook****Lessons Learned from Implementing the Measurement and Monitoring of Safety Framework in Two Canadian Learning Collaboratives (Abstract no. 2034)****Ross Baker**, Virginia Flintoft**Assessing the Quality of the Management of Tonsillitis among Australian Children: A Population-Based Sample Survey (Caretrack Kids) (Abstract no. 1813)****Robyn Clay-Williams**, Louise Wiles, Carl de Wet, Jeffrey Braithwaite**Application Risk Management to Reorganize Blood Transfusion Process to Improve Blood Transfusion Safety (Abstract no. 1363)****Lee Hui Chen**, Hung Sheng Hui**The NAS Per Nurse Ratio is an Appropriate Indicator for In-Hospital Mortality, Whereas the Patients per Nurse Ratio is Not (Abstract no. 1158)****Charlotte Margadant****Parents' Perspectives on the Safety of Children with Learning Disabilities in Hospital (Abstract no. 2475)****Kate Oulton**, Charlotte Kenten, Jo Wray, Faith Gibson**NOTES:**

Lightning Talks 1, Topic: *Economics of Quality and External Evaluation* - 10 Minutes Each

Level 1, Auditorium 1 Foyer, Station A

Chair: Odet Sarabia

Web-Based Benchmarking Platform Provides Clinical Departments with Monthly Updates about Processes of Care, Costs and Outcome (Abstract no. 1925)

Gerhard Halmerbauer, Klaus Arthofer, Stephan Winkler, Tilman Königswieser

Pay for Performance Framework Implementation: A Catalyst in Improving National University Hospital's (NUH) Performance Indicators (Abstract no. 1972)

Sandhya Mujumdar, Donna Joy Badulis Penanueva, Sophia Ang

The Cost of Surgical Site Infections and the Benefit of Implementing Additional Patient Safety Practices: A Healthcare Model Study in Australia (Abstract no. 1388)

Rhodri Saunders, Ramon Shaban

Understanding How Executive Leader Rounding can be Implemented to Improve Patient and Staff Experience (Abstract no. 1703)

Callie Choong, Andrew Wallis, Kathy Eljiz, Natalie Wilson

A High Reliability Organization in Making - Organization-Wide Transformation of Culture Through Multifaceted Approaches (Abstract no. 2087)

Raj Sewda

Evaluation of Effectiveness Accreditation on Health Care Costs: Example of a Private Hospital in Turkey (Abstract no. 2065)

Demet Gokmen Kavak, Umut Beylik, Ibrahim Halil Kayral, Keziban Avci

A Multi-Dimensional Approach to Improving Quality in the Quest for UHC – Pharmaccess Experience in Lagos State, Nigeria (Abstract no. 2242)

Ibironke Dada, Njide Ndile, Nicole Spieker

What Measures of Clinical Quality do Patients Observe Reliably? (Abstract no. 2474)

Ronelle Burger, Gareth Kantor, Jacqui Stewart, Tyson Welzel

NOTES:

MONDAY LUNCHTIME

21 October 2019

12:00 - 14:00

LUNCH SERVED

Ground Floor, Hall 2

FROM 12:30

LUNCHTIME SESSIONS
& LIGHTNING TALKS

12:30 – 13:30

Pharmaccess Sponsored Session
Digital Disruption: Ensuring Quality Healthcare Delivery Utilizing Digital Innovations
Level 2, Room: 2.60

Speakers: Aafke de Graaf, Bonifacia Agyei, Peter Risha, Ibironke Dada, Nicole Spieker

Objectives:

1. Demonstrate the impact of PharmAccess digital innovations in facilitating access to quality care and wider UHC
2. Share a dialogue and best practices with audience participants
3. Serve as a forum for collaboration with participants working on similar issues/with similar technology

12:30 – 13:30

Learning Journeys – Intermediate Data for Innovation, Improvement and Implementation
Level 2, Room: 2.40
#LJData

Building a Learning Health System – Insights from the Front Line

Facilitator: Uma Kotagal

Objectives:

1. Explore the role of data in transforming community health
2. Review global approaches to building a learning health system supported by data
3. Appreciate the importance of context for data and measurement

12:30 – 13:30

Mediclinic Session
Level 1, Room: Ball Room East

12:40 - 13:30

LIGHTNING TALKS

Lightning Talks 2, Topic: *e-Health and Innovation*

- 10 Minutes Each

Level 1, Auditorium 1 Foyer, Station A

Chair: Usman Iqbal

Performance Measure Panel (PMP) (Abstract no. 1596)

Mary Lyn Melgarejo Dela Cruz

Intelligent Management of Medical Equipments in Intensive Care Unit to Ensure Patient Safety (Abstract no. 1791)

Sheng Hui Hung, Wei-Ting Hsu, Shiang-Lin Chu, Pa-Chun Wang

Innovations in Monitoring Quality use of Medicines in Australian Residential Aged Care Facilities (Abstract no. 2056)

Kimberly E. Lind, Mikaela Jorgensen, Magdalena Raban, Johanna Westbrook

Improvement Activities for the Process Using the SIIS(Sample Integrated Information System) (Abstract no. 1953)

Jinhwi Kang, Sungmin Kim, Huija Yu

Improving the Implementation of e-Mental Health in Real-World Settings: A Review of Research and Next Steps (Abstract no. 1795)

Louise A Ellis, Kate Churruca, Janet C Long, Jeffrey Braithwaite

Lightning Talks 3, Topic: *External Evaluation/*

The Person - 10 Minutes Each

Level 1, Auditorium 1 Foyer, Station B

Chair: Triona Fortune

Improving National Nutritional Care Practices using External Evaluation and a Standardized Model for Organizational Excellence (Abstract no. 2029)

Teresa Tongo, Camilo Gutierrez, Luisa Pombo, Luisa Echeverry

Cumulative Surveyor Profile: Tool for Surveyor Performance Management System (Abstract no. 2145)

Nada Khayyat, Saud Al-Harathi

The Effect of Hospital Emergency Healthcare Capacity Accreditation on Quality Performance and Clinical Outcome of Acute Myocardial Infarction in Taiwan: A Single-Center Experience (Abstract no. 1509)

Ting-Hsing Chao, Ya-Ling Huang, Ping-Yen Liu, Yi-Heng Li

To Improve Rate of Pain, Agitation and Delirium using Innovative Multidisciplinary Care Model in Intensive Care Units (Abstract no. 2162)

Wei-Chun Huang, Ming-Shiuan Huang, Hsing-Chi Chung, Mei-Lin Yeh, Shaw-Yeu Jeng

13:45 - 15:15

MONDAY CONCURRENT SESSIONS / A9 – A16

A9**Healthcare Quality and Safety for LMICs***- 45 Minutes Each***Level 1, Room: Ball Room West** Chair: Andrew Likaka**Session A: Why is a Collective Leadership Approach Paramount for Quality Healthcare in LMICs?****Speakers:** Eilish McAuliffe, Petra Kuenkel, Aoife De Brun**Objectives:**

1. Develop an understanding of Collective Leadership and its potential contribution to improving healthcare in LMICs
2. Gain new insights into multi-stakeholder working

Session B: Quality of Care in Low- and Middle-Income Countries: What the HQSS Report can Bring to the Discussion?**Speakers:** Margaret Elizabeth Kruk, Laetitia Rispel, Olive Shishana, Ezequiel Garcia Elorrio**Objectives:**

1. Get a better understanding of the aims and findings from HQSS Commission Report
2. Contribute to the discussion on inputs that will make the report and commission a valuable tool to improve quality of health systems elsewhere

A10**e-Health and Innovation - 15 Minutes Each****Level 1, Room: 1.43 - 1.44**

Chair: Christopher Cornue

Improving Continuity of Health Care with an Electronic Shared Medication Plan: Lessons from a Participative Action Research Study (Abstract no. 2444)**Benjamin Bugnon**, Thomas Bischoff, Pascal Bonnabry, Christian von Plessen**An Innovative and Novel Approach to Systematically Improve and Promote the Quality of National Health and Social Care Information in Ireland (Abstract no. 2423)****Barbara Foley**, Maria Ryan, Aoife Healy, Rachel Flynn**Learning and Communicating Patient Risk Together through Technology, Attention to Detail and Teamwork (Abstract no. 1643)****Su-Jen Yap**, David Greenfield, Roberto Forero, Ken Hillman**Tuska Eye-Tracking Based Digital Accreditation Remote Survey Model (Abstract no. 2351)****Figen Cizmeci Senel**, Bengisu Cagiltay, Abbas Taner**Improving the Health of Communities through Innovative Approaches (Abstract no. 1904)****Christopher Cornue**, Reg Gilbreath, Simeon Sessley

A11

The Person - 15 Minutes Each

Level 1, Room: 1.41 - 1.42 Chair: Tricia Woodhead

Healthcare Contextual Factors Influencing the Self-Management of Adolescents Living with HIV in the Cape Metropole of the Western Cape, South Africa (Abstract no. 2231)

Talitha Crowley, Anita van der Merwe, Donald Skinner

Advancing Patient-Centred Care: Development and External Validation of a Comprehensive Taxonomy of Self-Management Interventions in Chronic Conditions (Abstract no. 2455)

Carola Orrego, Marta Ballester, Monique Heymans, Rosa Suñol

Patient Empowerment to Promote Guideline Implementation and Improve Quality of Care for People with Disabilities in French Hospitals (Abstract no. 1416)

Laurence Chazalotte, Véronique Ghadi, Vincent Mounic, Marie Hélène Rodde-Dunet

Developing the Cadicee Tool to Promote Patient Partnership Between Patients and Healthcare Professional (Abstract no. 1999)

Marie-Pascale Pomey, Djahanchah P. Ghadiri, Nathalie Clavel, Claudio del Grande

Developing Personas in Residential Aged Care to Improve Person-Centred Care (Abstract no. 2151)

David Greenfield, Amanda Bryan-Fox, Anne Hogden

A12

Learning, Development and Data for Quality and Safety - 45 Minutes Each

Level 2, Room: 2.60 Chair: Lauren De Kock

Session A: Integrating Quality Improvement Science and Human Factors (Ergonomics): Theory and Practice

Speakers: Sue Hignett and Jay Banerjee

Objectives:

1. Discuss where QIS-HFE integration offers opportunities to take a different (innovative) approach to existing safety problems
2. Discuss how the 4-Step model can be used to:
 - I. Explore and define a problem by looking at the humans and the rest of the system
 - II. Redesign the tasks, interfaces and system
 - III. Define the elements of the intervention and process measures
 - IV. Implement the change using expertise in improvement methodology, facilitation and coaching skills, and recognition and reworking of barriers

Session B: Pushing the Quality and Safety Envelope in the Mexican Healthcare System Through Human Factors Methods and Education

Speakers: Alexandra Rosewall Lang, Carlos Aceves Gonzalez, Carlos Diaz de Leon Zulouga, Elvira Perez Vallejos

Objectives:

1. Learn how person-centred Human Factors approaches can supplement and enhance current improvement strategies
2. Consider and discuss the merits of taking a workforce driven, bottom up approach to identifying and prioritising improvement work within a hospital setting

A13**Patient Safety - 15 Minutes Each****Level 1, Room: 1.60 Chair: Gareth Kantor**

Better Together: A Collaborative Approach to Reducing Sepsis Mortality (Abstract no. 1234)
Allison Glasser, Vicki LoPachin

The Type of Opioid Used Early After Hip Fracture Surgery is Associated with the Risk of Persistent Use (Abstract no. 1291)
Amalie H Simoni, Lone Nikolajsen, Anne E Olesen, Alma B Pedersen

Content Analysis of Patient Safety Incident Reports for Older Adult Patient Transfers, Handovers and Discharges: Do They Serve Organisations, Staff or Patients? (Abstract no. 1223)
Jason Scott, Justin Waring, Pamela Dawson, Darren Flynn

Enabling Improved Provider Adherence to Clinical Guidelines: A Case Study of Participating Facilities in the Private Sector Networks Project (Abstract no. 2046)
Modupe Oludipe, Hirra Adamu, Sumbo Makinde, Kelechi Ohiri

Empowering Community Structures for Disease Prevention through Hand Hygiene
Janepher Wabulyu, Regina Namata Kamoga

Development and Implementation of Critical Pathway for Common Surgery in Urology (Abstract no. 1854)
Jin Hee Kim, Junghee Lee, Soonhaeng, Dalsan Yoo

A14**Primary, Community and Integrated Care
- 45 Minutes Each****Level 1, Room: Ball Room East Chair: Morgan Chetty**

Session A: Value for the Community – Learnings to Drive Improvements from Western Sydney (Integrated Care and Health Care Home Partnership) 2017-19
Speakers: Linda Soars and Tina Campbell

Objectives:

1. A strategic leadership role with executive accountability for the development of Integrated Care services in the region, engaging stakeholders and partners to better support the community
2. Leading strategic health district partnerships with the consumers, providers, primary health network members, Health Care Home and Integrated primary care models, navigating the complexities of a dynamic environment

Session B: People-Powered Integrated Care: Co-Designing Standards and Igniting a Movement**Speaker:** Leslee Thompson and Asmita Gillani**Objectives:**

1. Describe evidence on integrated care based on global research
2. Advance their integrated care journey using HSO quality standard and implementation resources
3. Launch people-powered initiatives in their organization using HSO methods to involve patients and families in co-design
4. Connect with a global network involved in HSO's integrated care program to share experiences and learn from others

A15

**Policy, Sustainability and Resourcing
for Quality and Safety - 15 Minutes Each**

Level 1, Room: Auditorium 2 Chair: Rashad Massoud

Work Domain Analysis: A Tool for Helping Hospital Emergency Departments Cope with Complexity (Abstract no. 2098)

Robyn Clay-Williams, Elizabeth Austin, Paul Salmon, Jeffrey Braithwaite

The Changing Landscape of Healthcare in the 21st Century: Delivering Value-Based Care (Abstract no. 2033)

Sandhya Mujumdar, Sophia Ang, Shikha Kumari, Keith Lim

The Role of the Mystery Patient Tool in Shaping Patient Experience (Abstract no. 1986)

Mohamad Alameddine, Lina Daouk

The Effects of Nursing Practice Environment on Nurse Outcomes and Quality of Care: The Perspective of Male Nurses (Abstract no. 1780)

Mengqi Li, liming You, Jun Wang, Ke Liu

A Multifaceted Intervention to Overcome the Flu Season (Abstract no. 1526)

Jacob Dreier, Lior Neshet, Yonat Shemer-Avni, Abraham Borer

A16

External Evaluation - 45 Minutes Each

Level 1, Room: Auditorium 1 Chair: Stephen Clark

Session A: Short Notice (48 Hours) Accreditation Trial in Australia, Better Care, Better Costs and Happier Staff

Speaker: Hailie Uren

Objectives:

1. Participants will understand the key concerns that led to the Short notice (48 hours' notice) Accreditation survey trial and the benefits demonstrated in the trial.
2. Participants will identify the strategies & systems they could use to successfully achieve such large-scale organisation change in their health system.

Session B: CHUK -COHSASA Experience: The Journey towards International Accreditation Standards of a Tertiary Public Institution in Rwanda

Speakers: David Ntirushwa, Timotee Twahirwa, Lisine Tuyisenge

Objectives:

1. To show the challenges and resources required for the process of attaining an international accreditation process.
2. To demonstrate the impact of the process on patient outcomes, staff morale and hospital revenue

Lightning Talks 4, Topic: *Learning, Development and Data for Quality and Safety* - 10 Minutes Each

Level 1, Auditorium 1 Foyer, Station B

Chair: Carlos Goes de Souza

How Can Parent-Reported Experience Measures be Used to Drive Service Improvement in a Paediatric Health Care Setting? (Abstract no. 1964)

Jo Wray, Geralyn Oldham

Multi-Pronged Approach Helps Suppress Viral Load in Gulu Regional Referral Hospital (Abstract no. 2245)

Dithan Kiragga, Ventrina Lanyero, Jennifer Bakyawa, Judith Aloyo

International Data Sharing Accelerates Improvement (Abstract no. 1981)

William Fleishman, Carol Barsky, Carol Peden, Micky Simwenyi

Work-Integrated Learning for Improving Patient Centred Care, Efficiency and Quality (Abstract no. 1345)

Pieter Jan Van Dam, Phoebe Griffin, Lea Kirkwood, Sarah Prior

PROMS System Implementation in a Group of Private Hospitals in Brazil (Abstract no. 2076)

Maria Carolina de Toledo Sivieri Moreno, Keila Amaral, Olivia Takahashi Margarido, Evelyn Tiburzio

Validation of a Short Instrument to Measure Social Capital of Healthcare Organizations (Abstract no. 1356)

Lena Ansmann, Kira Hower, Markus Wirtz, Holger Pfaff

Composite Measures of Process Quality of Healthcare: A Systematic Review (Abstract no. 2426)

Pinar Kara, Jan Brink Valentin, Jan Mainz, Søren Paaske Johnsen

Building a Good Teamwork to Prevent Unplanned Extubation in a Medical Intensive Care Unit (Abstract no. 1542)

Tsung-Hsien Hsiao, Chiu-Lan Tsai, Yi-Hsuan Chen, Wen-Lin Su, Tsung-Hsien Hsiao

"Surge-Path" – A Quality Improvement Project on Synoptic Pathology Reporting (A QI Project Between Head & Neck Surgeons and Department of Pathology) (Abstract no. 1162)

Siok Gek Jacqueline Hwang, Kok Hing Lim, Siok Gek Jacqueline Hwang

14:15 - 15:15

Learning Journeys – Advanced Data for Innovation, Improvement and Implementation #LJData

Level 2, Room: 2.40 Chair: John Brennan / Daljit Hothi

Improvement Happens Through Relationships, What has Data Got To Do With That?

Speakers: Pat O'Connor, Manvir Victor Jesudasan, Helen Crisp, Nana A. Mensah Abrampah, Cliff Hughes, David Bates

Objectives:

1. Discuss the complexity of developing datasets for outcomes that are relational or 'humanistic'
2. Explore the complementary roles of measurement, datasets and the relational component of improvement
3. Challenge the usefulness and applicability of complex datasets for frontline improvement

15:15 – 15:45

AFTERNOON BREAK

15:45 – 17:00

AFTERNOON PLENARY AND AWARDS

Level 1, Room: Auditorium 1

Chairs: Ezequiel Garcia Elorrio and Sharon Slabbert

International Accreditation Awards (15 Minutes) – Steve Clark

Afternoon Plenary Panel (60 Minutes)

Speakers: Margaret Kruk and Laetitia Rispel

Session Description:

"The Lancet report called for the development of "high quality health systems": and gave four possible interventions: govern for quality, redesign for quality-focused service delivery; transform the workforce starting with competency-based clinical education; and ignite the demand for quality by educating people about their health entitlements".

This plenary will demonstrate how to turn the findings and recommendation from the reports into practical interventions for delegates to take home. The plenary will focus on the health workforce, summarising and comparing key findings, and recommendations from the three reports.

17:10

ISQua AGM – Level 1, Room: 1.41 - 1.42

19:00

Networking Reception – Gold Restaurant

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TUESDAY

22 October 2019



TUESDAY 22 OCTOBER 2019

OVERVIEW

07:45 – 08:45	Learning Journeys Co-Production Beginner - Learning How to Co-Produce Healthcare: Focus on Primary Care - Level 2, Room: 2.40
07:45 – 08:45	Promoting Peer Reviewed Publications in LMICs; An IHI and ISQua Mentorship Model - Level 1, Room: Ball Room West
07:45 – 08:30	Meet the International Academy of Quality and Safety in Health Care (IAQS) - Level 2, Room: 2.60
08:00 – 08:45	WELCOME COFFEE WITH POSTER DISPLAYS AND TRADE EXHIBITORS - Ground Floor, Hall 2
09:00 – 10:15	Tuesday Morning Plenary and Awards - Level 1, Room: Auditorium 1
10:15 – 10:45	MORNING BREAK - Ground Floor, Hall 2
10:45 – 12:45	Special Workshop: Improving Outcomes of Communities Affected by Poverty - Level 1, Room: 1.60
10:45 – 12:15	CONCURRENT SESSIONS / B1 – B8
10:45 – 12:15	Lightning Talks 5, Topic: Healthcare Quality and Safety for LMIC - Level 1, Auditorium 1 Foyer
12:00 – 14:00	LUNCH SERVED - Ground Floor, Hall 2
from 12:30	LUNCHTIME SESSIONS
12:30 – 13:30	Learning Journeys Co-Production Intermediate Session - A "World Cafe" for Building or Joining a Co-Production Community of Practice (CoP) - Level 2, Room 2.40
12:40 – 13:30	Lightning Talks 6, Topic: Patient Safety - Level 1, Auditorium 1 Foyer
13:45 – 15:15	CONCURRENT SESSIONS / B9 – B16
13:45 – 15:15	Lightning Talks 7, Topic: Patient Safety - Level 1, Auditorium 1 Foyer
14:15 – 15:15	Learning Journeys Co-Production Advanced - New Frontiers on Health Care for All: Exploring Universal Coproduced Primary Care - Level 2, Room: 2.40
15:15 – 15:45	AFTERNOON BREAK - Ground Floor, Hall 2
15:45 – 17:00	Afternoon Plenary And Awards - Level 1, Room: Auditorium 1
17:00 – 18:30	Poster Reception - Ground Floor, Hall 2

TUESDAY MORNING

22 October 2019

07:45 – 08:45

Learning Journeys Co-Production Beginner - Learning How to Co-Produce Healthcare: Focus on Primary Care

Level 2, Room: 2.40

#LJCoproduction

Facilitators: Tina Foster and Paul Batalden

Objectives:

1. Define co-production of healthcare services
2. Describe key behaviours for co-producing with patients
3. Discuss the integration of co-production into primary care practice

07:45 – 08:45

Promoting Peer Reviewed Publications in LMICs; An IHI and ISQua Mentorship Model

Level 1, Room: 1.60

Chair: Sodzi Sodzi-Tettey

Speakers: Peter Lachman, Simbarashe Mpariwa, Jack Li

Objectives:

1. To learn from practical experiences of mentors and mentees in the process of writing scholarly articles
2. To objectively assess cross cutting editorial policies to identify any systematic barriers or underutilized enablers affecting scholarly publications in LMICs
3. To adopt practical suggestions for advocating for more visibility and credit for scientific publications emanating from quality and safety work done in Africa

07:45 – 08:30

Meet the International Academy of Quality and Safety in Health Care (IAQS)

Level 2, Room: 2.60

Chair: David Bates

The International Academy of Quality and Safety in Health Care (IAQS) was established by ISQua in 2018. The group was set up to recognize distinguished individuals who have made a significant contribution in the field of Quality and Safety in Healthcare. Members are elected to the IAQS in recognition of their distinguished contributions in these areas, and some of the Academy will attend this session. The session will provide an opportunity for delegates to meet Academy members who will describe their journey and allow delegates to describe some of their journeys in quality and safety, and to enable delegates and ask questions of them.

08:00 - 08:45**Welcome Coffee with Poster Displays and Trade Exhibitors**
Ground Floor, Hall 2**09:00 – 10:15****Tuesday Morning Plenary and Awards****Level 1, Room: Auditorium 1****Chair: Gene Nelson****Presidential Citation for Distinguished Service****Morning Plenary****Co-Production of Healthcare Service: Assumptions and Invitations****Speaker:** Paul B. Batalden

In the last few decades, improvers of healthcare service tried to answer the question: "How might we benefit from the "enterprise-wide" improvement efforts in other economic sectors?" We learned to think in words such as: systems, processes, customer-supplier relationships, unwanted variation, resilience. They helped us design and make real changes for the improvement of healthcare service. Will they work as well for the next few decades? Despite our best efforts, we still struggle to ensure effective participation of patients and we call the challenge by many names: patient centeredness, patient engagement, patient experience. In many ways and in this context, the pressing question for improvers today seems more like, "How might we improve the value of the contribution that healthcare service makes to better health?" This invites us to consider more deeply what "service" and "value" might mean. How is a "service" different from a "product?" Services are always co-produced in some way. This co-production invites us to consider the roles and the daily work of both parties involved, the systems in which this shared work is done, and how it might be measured and improved. Further, this co-production of healthcare service seems to enable some new ways to explore the creation of value. The architecture of systems that can create value in healthcare service seem to offer a place to start.

Methods are Values in Action**Speaker:** Rocco Perla

In 2008, the Triple Aim was introduced as a way to improve medical care, improve health, and reduce cost. Almost a decade later, the Triple Aim has become the health care sector's dominant framework both in the United States and globally. While tremendous amounts of energy, innovation, and money have been invested in improving the quality of medical care and reducing costs, the aim of improving health languishes. Why? This talk examines how our methods - the questions we ask, the data we collect to answer them, and the choices they lead to - prioritize cost and care at the expense of health. Through the lens of history, federal health reform, community-based efforts to address drivers of health (such as healthy food and safe homes), and public opinion research, it invites a recommitment to the central aim of health.

10:15 – 10:45**MORNING BREAK****10:45 - 12:45****Special Workshop: Improving Outcomes of Communities Affected by Poverty****Level 1, Room: 1.60****Speakers:** Uma Kotagal and Marian Jacobs

The purpose of this session is to share perspectives from South Africa and the USA and to explore how to improve the well-being of communities affected by poverty and other social determinants of health.

10:45 - 12:15

TUESDAY CONCURRENT SESSIONS / B1 – B8

B1**Patient Safety - 15 Minutes Each****Level 1, Room: 1.41 - 1.42 Chair: John Fitzsimons**

Does Double-Checking Medication Administrations Reduce Errors? A Direct Observational Study of 5,147 Dose Administrations in Paediatrics (Abstract no. 1496)

Johanna I Westbrook, Alain K Koyama, Amanda Woods, Ling Li

Audit Analysis of Malpractice Litigation Cases in Nursing Practice in Public Healthcare in South Africa to Improve Safe Quality Patient Care - Phase 2 (Abstract no. 2294)

Ethelwynn Linda Stellenberg, Stuart Whittaker, Tonya Esterhuizen, Luleka Gcawu

Establishing a National Patient Safety Incident Reporting and Learning System for Public Health Facilities in South Africa (Abstract no. 2028)

Ronel Steinhobe

Initial Feedback from the French National Team-Training Programme for Hospitals (Abstract no. 1326)

Candice Legris, Laetitia May-Michelangeli, René Amalberti, Yasmina Sami

Pharmacy Intervention System Helps Capture Near Miss Medication Errors (Abstract no. 1916)

Andriette van Jaarsveld, Monique Coetzee, Douglas Defty

B2**Primary, Community and Integrated Care***- 15 Minutes Each***Level 1, Room: 1.43 - 1.44 Chair: Maria Carolina Moreno**

The Adoption of Indonesia Package of Essential Noncommunicable Diseases (PEN) Intervention (PANDU-PTM) to Manage Hypertension and Diabetes Mellitus Case in Indonesia (Abstract no. 1745)

Insan Rekso Adiwibowo, Shita Listyadewi

Using Leader Rounding to Support Clinicians from Different Care Boundaries to Find a Common Rhythm (Abstract no. 1539)

Kylie Nita Smith, Kathy Eljiz, Sonia Marshall, Alexandra Sechi

Health Disparities and Related Factors of the Rural-To-Urban Migrant Children in Guangzhou: An Analysis Applying Andersen's Behavioural Model of Health Care Utilization (Abstract no. 1793)

Jun Wang, Liming You, Ke Liu, Jing Zheng

Improving Patient Care and Safety through an Implementation Science Model (Prime) in Refractory Epilepsy (Abstract no. 1626)

Jeffrey Braithwaite, Frances Rapport, Patti Shih, Geoff Herkes

State and Potential of Telehealth for Cross Sectoral Care in Solid Organ Transplantation (Abstract no. 2025)

Martin Holderried, Ansgar Hoeper, Friederike Holderried, Martina Guthoff

B3

Healthcare Quality and Safety for LMIC

- 45 Minutes Each

Level 1, Room: Ball Room East

Chair: Rohit Ramaswamy

Session A: Impacting Health Worker Performance for Quality Care and Better Client Outcomes: Learning from Mentorship in Zambia, Tanzania and Afghanistan

Speakers: Chantelle Lynee Allen, Rita Hashimi, Augustino Heller, Lastina Lwatula, Anne Hyre

Objectives:

1. Current literature and evidence of performance support to service providers
2. Application of evidence in three diverse country-based examples and across three diverse technical areas (e.g. Zambia, Tanzania and Afghanistan) and results
3. Innovative approaches and use of technology to increase and extend learning and address programming challenges
4. Recommendations for health systems, practice and further learning

Session B: Building Integrated Capacity in Improvement and Implementation Science in South Africa: Lessons for Low-and-Middle-Income Countries

Speakers: Latifat Ibisomi, Ronel Kellerman, Salome Charalambous, Laetitia Rispel, Rohit Ramaswamy

Objectives:

1. Describe why implementation science and QI need to be integrated for context-appropriate intervention development
2. Identify the key concepts in the two fields that comprise an integrated capacity building program
3. Select curriculum components for integrated capacity building that are appropriate for their own settings
4. Develop plans for an integrated capacity building program in their own settings

NOTES:

B4**Learning, Development and Data for Quality
“Generating Resonance: Leadership and Quality”****Level 2, Room: 2.40 Chair: Shin Ushiro****“The Lifeblood of Leadership”: Lessons Learned from a Leadership Workshop Co-Developed by ISQua Emerging Leaders at the WHO Headquarters, Geneva****Speakers:** Louis Ako-Egbe, Wafa Allouche, Nana Mensah Abrampah**Objectives:**

1. Give participants the opportunity to share their experience and journey on leadership in health service delivery,
2. Organically stimulate reflections and discussions around the leadership qualities possessed by participants,
3. Provoke discussions on the limiting factors (fears, challenges) which hold back participants from taking up leadership roles,
4. Reflect on the opportunities and levers for leadership which exist in the various Organisations of participants.

QI EQ; What Does it Take to Develop Future Leaders in Quality and Safety?**Speakers:** John Brennan, Patricia O'Connor, Eoin Fitzgerald, David Crosby**Objectives:**

1. Understand the unique challenges faced by doctors in training with regard to prioritizing leadership development, quality and safety
2. Appreciate the efficacy and importance of experiential learning, reflection and mentorship in quality and safety leadership development
3. Learn how approaches to developing QI EQ compliment traditional learning methodologies in Quality Improvement
4. Hear experiences from past and present ISQua/RCPI Scholars in Residence on their journey to date

Developing Innovative Clinical Leaders to Sustain Future Healthcare Services**Speakers:** Michael Tresillian and Satyan Chari**Objectives:**

1. Appreciate the challenges in developing an intensive, multidisciplinary QI fellowship in a health care system that covers a large geographic area.
2. Understand the importance of peer to peer learning, mentorship and the value of a safe learning environment in QI leadership programs.
3. Gain insights into the impact of a transformative QI fellowship on front line clinicians.
4. Appreciate the impact of system level permission to create change has on the motivation of clinician improvers.
5. Hear from our current cohort of fellows as they discuss their motivations to learn more about QI and the impact of this experience

B5

WHO Session: Accelerating Global Action on Patient Safety - 90 Minutes

Level 1, Room: Auditorium 2

Chairs: Sir Liam Donaldson and Neelam Dhingra-Kumar

Speakers: Ingo Härtel, Abdulelah Alhawsawi, Peter Lachman

Objectives:

1. Become fully aware of the scale of the burden of harm to patient due to unsafe care globally, in the low- and middle-income countries
2. Advocate for patient safety as a global and national health priority to all stakeholders for their full engagement and action in their respective roles
3. Commit to initiate/accelerate action at global, international, national, sub-national, health care facility and community level to implement this WHA resolution for improving patient safety globally

B6

External Evaluation - 15 Minutes Each

Level 1, Auditorium 1 **Chair:** Carsten Engel

A Framework for Evaluating Impact of Healthcare Quality and Safety Improvement Work Where Effects are Indirect (Abstract no. 1664)

Laura O'Connor, Rachel Flynn

Home Healthcare Accreditation Program: Support to Universal Health Coverage (Abstract no. 1466)

Bhupendra Kumar Rana

Addressing Consistency in External Evaluation and Improving Surveyor and Client Experience (Abstract no. 1382)

Jackie Rayner

Accreditation of General Practices and Specialist Private Practices in Denmark: Who Performs Better and Why? Findings from Surveys and Outcomes After the Opportunity to Improve (Abstract no. 1502)

Rikke Marthinsen, Jesper Gad Christensen

View of Healthcare Professionals on How Accreditation Influences Organisational Culture Changes (Abstract no. 2424)

Víctor Reyes-Alcázar, José Antonio Carrasco Peralta, Manuel Herrera-Usagre, Antonio Torres-Olivera

B7**Patient Safety - 45 Minutes Each****Level 1, Room: Ball Room West****Chair: Ross Baker****Session A: Second Victims: Why do we Still Underestimate the Impact of Adverse Events on Clinicians?****Speakers:** Albert Wu, Peter Lachman**Objective:**

1. Understand the impact of adverse events on the involved clinicians, understand the basics of Peer Support Systems and the role of internal and external communication

Session B: Adverse Events as a Source of Emotional Disturbance for Healthcare Providers: The Second Victim Phenomenon**Speakers:** José Joaquín Mira, Susana Lorenzo**Objectives:**

1. Raising general awareness of the impact of AEs on healthcare professionals
2. Encouraging discussion on the fourth criterion (Quadruple Aim) and its implications for optimal quality of care
3. Disseminating the results of the research and successful cases to cope with this phenomenon

B8**Learning Development and Data for Quality***- 15 Minutes Each***Level 2, Room: 2.60****Chair: Paulo Sousa****Personal Learning Impact on UK NHS Staff Who Complete an Overseas Fellowship in a Resource-Poor Setting (Abstract no. 2405)****Fleur Kitsell**, Leanne Saddler, Andrew Boyd, Alex Monkhouse**Utilizing a Peer to Peer Mentorship Approach in Diffusing Clinical Best Practices: Key Lessons from a Partograph Training Model (Abstract no. 2505)****Chinonyerem Egekwu**, Geoffrey Anyaegbu**Value Based Approach for Medical Technologies Adoption (Abstract no. 2267)****Yaron Connelly**, Orna Tal**The Big Data, Small Steps and Little Changes that are Incrementally Improving the Health of the Gold Coast Population (Abstract no. 2057)****Carl De Wet**, Beverley Korn, Mark Morgan**Establishment and Operation of a System for Opening and Sharing of Healthcare Big Data (Abstract no. 1747)****Ju-Hyun Yang**, Hyun Peo Kim, Kyung Mi Kim, Hyojung Son

Lightning Talks 5, Topic: *Healthcare Quality and Safety for LMIC*

- 10 Minutes Each

Level 1, Auditorium 1 Foyer, Station A

Chair: Apollo Basenero

Effect of AIDET (Acknowledge, Introduce, Duration, Explain, Thank You) Communication Framework on Patients' Satisfaction with Doctor-Patient Communication in Umuahia, Abia State (Abstract no. 1524)

Godswill Uko Ogbonnaya, Chinyere Jane uko Wogu, Uche Nwamoh

Operationalising Health Quality Framework in Low- and Middle-Income Countries (LMIC) - An Indian Experience (Abstract no. 2116)

Jitendra Nath Srivastava, Deepika Sharma, Rashmi Wadhwa

Certification of Primary Health Care Networks in the Brazilian Private Health System (Abstract no. 2399)

Eduardo Vieira Neto, Tatiana Gamarra, Daniele Silveira, Ana Paula Cavalcante

Decision Space of Primary Health Care Facility Managers in the Implementation of the Ideal Clinics Initiative in Two South African Provinces (Abstract no. 2443)

Immaculate Sabelile Muthathi, Laetitia Rispel

Evolution of the OB GYN Department at CHUK Towards Full Accreditation Using the COHSASA Accreditation Model (Abstract no. 1712)

David Ntirushwa, Adeyemi Olufolabi, Diomed Ntsumbumuyange

Renewing the Best Care Always Campaign? (Abstract no. 2148)

Gareth Kantor, Farzaneh Behroozi, Michele Youngleson

Setting up an Inaugural HIV Quality Improvement Conference: The Namibian Experience (Abstract no. 2466)

Hilaria Ndahekelelekwashivudhi, Leonard Bikinesi, Julie Neidel, Apollo Basenero

Lessons Learned from Implementation of HIV Collaborative in Ukraine (Abstract no. 2512)

Nilufar Rakhmanova-Pollard, Igor Semenenko, Uliana Snidevich

Improvement of Laboratory Quality Processes in a Rural, Tier-II Town in India, via Analysis of Results from an External Quality Assurance Scheme (EQAS) (Abstract no. 1977)

Anuradha Pichumani, Pichumani Parthasarathi, Zerine Ziaudeen, Sathish Rangarajan

TUESDAY LUNCHTIME

22 October 2019

12:00 - 14:00

LUNCH SERVED

Ground Floor, Hall 2

FROM 12:30

LUNCHTIME SESSIONS & LIGHTNING TALKS

12:30 - 13:30

Learning Journeys Co-Production Intermediate - A “World Café” for Building or Joining a Coproduction Community of Practice (CoP)

Level 2, Room: 2.40 Chair: Brant Oliver
#LJCoproduction

Facilitators: Brant Oliver, Boel Andersson Gare, Glyn Elwyn, Tina Foster, Andreas Gremyr, Aricca Van Citters, Christian Von Plessen

Objectives:

1. Define communities of practice (CoPs)
2. Describe how CoPs work in the International Coproduction of Health Network (ICoHN)
3. Discuss how to form a self-organized CoP and/or join a developing ICoHN CoP - Options include and are not limited to:
 - I. Young Researchers (C. Von Plessen);
 - II. Health Professional Education Development (T. Foster);
 - III. Coproduction Learning Health Systems (A. Van Citters); and Other/Self-organized (B. Oliver)

12:30 – 13:30

Exclusive Screening of Measure of Time Level 1, Room: Auditorium 1

Measure of Time is an intimate and sensitive portraiture of living life with kidney failure and dialysis. This immersive documentary shares the day to day life stories and tribulations about those whose very survival depends on a pump, a blood filtration device. Time is restructured between two worlds. An invisible one where we slip away behind the curtains of an unremitting disability that requires setting aside life hours, measured on a weekly basis. Then there is the visible world, where we may return to if only for what seems to be a brief moment in time before we must slip away, yet again. Measure of Time is about combatting a disease through acceptance and hope. It's about making two worlds coexist as seamlessly as possible, when possible as we wait our turn for a transplant. This documentary was introduced to ISQua by **The French National Authority for Health (HAS)**. The screening is in French and subtitled in English.

12:30 - 13:30

The Road to Person-Centred Care & Person Engagement: Current Situation, Challenges and Opportunities

Level 1, Room: Ball Room West

Chair: Janne Lehmann Knudsen

Speakers: Ronen Rozenblum, Martie Carnie and Eyal Zimlichman

Person-centred care and person engagement have drawn increasing interest in recent years. Part of the impetus for implementation of person-centred care is growing evidence that it leads to greater patient satisfaction, improved clinical outcomes, health service efficiency and has a positive effect on health-related business metrics. Consistent with this notion, many healthcare organizations around the world have begun to strive to become more patient oriented and enable patients and care partners to participate actively in their care. Yet, despite expanding initiatives, many healthcare organizations have faced barriers when attempting to transform their organizational culture from 'provider focused' to 'patient focused.'

This session will provide information on the evidence around the impact of these dimensions on health and healthcare outcomes; the current situation, existing needs, challenges and opportunities for improvement; and the fundamental principles to transform care towards a culture of person-centeredness. Thus, this session will map out what has been accomplished and what work remains to truly transform the care we deliver and engage patients in their care. Finally, this session will also include examples of innovative and evidence-based initiatives to enhance person-centered care and person engagement at the patient, provider and policy level.

In order to provide in-depth information and a wide range of perspectives on these topics, this session will be led by a senior patient advisor, researchers, clinicians, healthcare organization leaders, and policymakers.

12:30 - 13:30

The Good Governance Institute Sponsored Session: Embracing Risk to Achieve Strategic Goals: The Good Governance Institute's National Work on Risk Appetite

Level 2, Room: 2.60 Chair: Andrew Corbett-Nolan

Speakers: Andrew Corbett-Nolan, Christopher Smith, Cassie Hill

Objectives:

1. Understand the concept of risk appetite and how to integrate risk appetite into both a healthcare organisation's overall risk management framework and their strategic objectives
2. Improve knowledge and skills in relation to setting risk appetite for a healthcare institution's key risks, and how to use risk appetite as a basis for Board risk reporting
3. Learn from examples of where risk appetite has been effectively used to support both struggling and leading healthcare institutions
4. Share GGI's risk appetite tools, and to understand how such tools could be used to support participants to use risk appetite effectively in their own organisations to reach their strategic goals

12:40 - 13:30

LIGHTNING TALKS

Lightning Talk 6, Topic: *Patient Safety**-10 Minutes Each***Level 1, Auditorium 1 Foyer, Station B****Chair: Ziyanda Vundle****Unregulated Research: An Ethical Concern (Abstract no. 1249)****James Robblee****Reducing Medication Prescribing Errors on a Surgical Ward (Abstract no. 2489)****Esmee Beers-Vural**, Barbara Zonderhuis, Marianne Kuijvenhoven**Safety Climate Survey: Is it Moving Organizations for Change? (Abstract no. 1352)****Daniela A. Akemi**, Ana Carla Restituti, Renato Restituti**Recognise and Rescue Deteriorating Patients: Applied Improvement Methodology (Abstract no. 1930)****Carla Petersen**, Elani Catharina Olivier**Reducing the Caesarean Delivery Rate in Nulliparous Spontaneous Labour: A Multidisciplinary Institutional Approach (Abstract no. 2476)****David Crosby**, Aoife Mullaly, Peter Lachman, Sharon Sheehan

NOTES:

TUESDAY AFTERNOON

22 October 2019

13:45 - 15:15

CONCURRENT SESSIONS / B9 – B16

B9

The Person - 30 Minutes Each

Level 1, Room: Ball Room East Chair: Gail Nielsen

Session A: Dismantling Institutional Racism to Achieve Health Equity: New Framework

Speaker: Laura Botwinick

Objectives:

1. Recognize institutional racism in health care organizations, and understand the harm caused to patients, providers and staff and the community
2. Discuss racism and unconscious bias, and build will for seeing how it manifests in your organization and how to address it
3. Apply lessons from case studies of organizations that have been working to implement the framework from the IHI Achieving Health Equity paper
4. Discuss and compare the experience of health care organizations in the U.S., South Africa and other countries regarding institutional racism in health care

Session B: Quality, Equity and Dignity; Are Marginalized Communities Receiving Best Health Services; Case Study; Refugees at Zaleka and Luwani Refugee Camps

Speakers: Andrew Likaka, Regina Chimanya, Enock Ndarama, Henry Ndindi

Objectives:

1. Assess quality of health services at Dzaleka and Luwani Refugee Camps
2. Identify communities left behind in improving quality of care in national plans

Session C: Socio-Economic Vulnerability and Inequality in Access to Quality Healthcare in Urban South Africa: Evidence from Mystery Patient Visits and Household Surveys

Speaker: Anja Smith

Objective:

South Africa has the highest level of inequality in the world and a very polarised healthcare system. This contributes to high levels of inequality in healthcare access. Little is, however, known about inequality of healthcare access according to quality of care. Process quality measures, as captured by measurement of protocol adherence during standardised patient (SP) visits, can provide a window into quality of care. The objective of this study was to explore variation in access to quality care by the socio-economic status (SES) of both the feeder community of a facility and the SPs themselves

B10**Patient Safety - 15 Minutes Each****Level 1, Room: 1.41 - 1.42 Chair: Leslee Thompson****A Collaborative Approach to Reduce Hospital-Acquired Infections on Intensive Care Units in Portugal (Abstract no. 1444)****Paulo Sousa**, José-Artur Paiva, Cristina Nunes, Dina Leal**Partners at Care Transitions: Exploring Healthcare Professionals' Perspectives of Excellence at Care Transitions for Older People (Abstract no. 1860)****Ruth Baxter**, Jane O'Hara, Laura Sheard, Rebecca Lawton**The Application of Bundle Care in Emergency Department to Reduce Catheter-Associated Urinary Tract Infections in Intensive Care Unit in Taiwan (Abstract no. 1746)****Wen Chun Tsai**, Pi Tuan Chan, Ning Jen Tsai, Chang Fu Su**Closing the Loop: Communicating Research Results to Stakeholders Through Hospital Benchmarking Reports (Abstract no. 2060)****Robyn Clay-Williams**, Natalie Taylor, Hsuen P. Ting, Jeffrey Braithwaite**FMEA - Process for Improving the Safety of Generic Drugs Use in a Hospital Setting (Abstract no. 1896)****Alina Amitai**, Ilana Gilboa, Olga Brodskiy, Haitam Mansour**B11****Economics of Quality - 45 Minutes Each****Level 1, Room: Auditorium 1 Chair: Tyson Welzel****Session A: Quality and the African UHC Agenda: An Innovative, Sustainable Approach Towards the use of Quality Standards and Recognition in Sub Saharan Africa****Speakers:** Faith Muigai, Eliud Eliakim, Emmanuella Zamba, Philip Bannor**Objectives:**

1. Institutionalisation of standards and stepwise certification and how they relate to the UHC/SDG agenda; a PPP approach
2. Significance of quality improvement programs and performance-based incentives
3. Use of mobile and digital innovations to reduce costs, create transparency and increase impact
4. The significance and practical implementation of strengthening systems at the primary healthcare level

Session B: Healthpros: Strengthening International Health Services Research and Quality Improvement**Speakers:** Jan Mainz and Søren Paaske Johnsen**Objectives:**

1. Inform about the existence of this Network and the ongoing research
2. Learn how the European HealthPros program is linked to strengthening of Health Services Research in general and Quality Improvement in particular
3. Share the perspectives of this research

B12

The Person - 15 Minutes Each

Level 1, Room: 1.43 - 1.44 Chair: Eric de Roodenbeck

Health Insurance Status and Experience of Hospital Care: Evidence from the National Patient Experience Survey in the Republic of Ireland (Abstract no. 2333)

Barbara Foley, Tessa Huss, Conor Foley, Tracy O'Carroll, Rachel Flynn

Making Data Act: An Ethnographic Study of how Patient Experience Feedback is Used to Improve Care for Patients in English Hospitals (Abstract no. 1222)

Amit Desai, Giulia Zoccatelli, Glenn Robert, Sara Donetto

Patient Perspective of Day Surgery: Results of the First National Campaign (Abstract no. 1549)

Marie Gloanec, Frédéric Capuano, Sandrine Morin, Laetitia May-Michelangeli

The First Public Reporting of Patient Experience Results in South Korea (Abstract no. 1312)

Songyi Jang, Ah Young Kwon, Myung Kim, Soo Jung Cho

Patient Experience of Care in Public Health Facilities of South Africa (Abstract no. 2437)

Annie Itsholeng Jautse, Lebogang Lebese, Gail Andrews, Itsholeng Annie Jautse

B13

e-Health and Innovation - 45 Minutes Each

Level 2, Room: 2.60 Chair: Cliff Hughes

Session A: A High Tech High-Touch Approach to Chronic Disease Management: Community Health Re-Imagined

Speakers: Imo Etuk, Funmi Bankole, Efunsole Sowemimo, Nneka Mobisson

Objectives:

1. Understand the role tech-enabled platforms play in integrated care management
2. Learn how to involve patients from the beginning in co-design and development of self-management platforms
3. Gain key insights on what it takes to design and implement tech-enabled systems that drive measurable improvements in access and care
4. Understand how to create private public sector partnerships that drive measurable improvement

Session B: Appropriate Innovation: The Contribution of eHealth to Green Care

Speakers: Hans C. Ossebaard, Peter Blankestijn, Peter Kemper

Objectives:

After this session participants will be;

1. Positively aware of the urgency and importance of green care
2. Able to recognize feasible, effective and realistic examples of change
3. Ready to discuss their learning experience elsewhere

B14**Healthcare Quality and Safety for LMIC***- 15 Minutes Each***Level 1, Room: Auditorium 2 Chair: Fabio Leite-Gastal**

Leveraging Digital Health Tools and Quality Improvement Techniques to Improve Self-Management of Non-Communicable Disease in Lagos, Nigeria: An Integrated Care Approach (Abstract no. 2373)

Daniel Ejiofor, Funmi Bankole, Eniolaye Balogun, Adediran Aramide

Management for Perceived Waiting Time of Outpatients (Abstract no. 1807)

Eui Hyeok Kim, JiYeon Lee, YoungHyun Kim, Yura Huh

Improvement of the Door to Balloon Time of ST – Elevation Myocardial Infarction (STEMI) Cases Presenting to Aster Medcity; A Quaternary Care Medical Facility in South India (Abstract no. 2319)

Madhav Bhargava, Faiz Mukhtar, Anil Kumar, Geetha Philips

Impact of the Quality Improvement Collaborative Strategy on Health Care Provider Practices and Patient Behaviours and Outcomes in Low- and Middle-Income Countries: A Systematic Review and Meta-Analysis (Abstract no. 2266)

Ezequiel Garcia Elorrio, Samantha Rowe, Agustin Ciapponi, Alexander Rowe

Achieving and Sustaining Improvement in Tuberculosis Care at Scale Through the Improvement Collaborative Approach in 34 Districts in Uganda (Abstract no. 2356)

Tamara Nsubuga-Nyombi, Abel Nkolo, Andrew Otero, Stavia Turyhabwe

NOTES:

B15

Policy, Sustainability and Resourcing for Quality and Safety - 15 Minutes Each

Level 1, Room: 1.60 Chair: Sibusiso Zuma

Getting to the Heart and Soul - Physician Engagement at Apollo Hospitals (Cep@35) (Abstract no. 1369)

Anupam Sibal, Pritindira Sachdeva

First National Quality Assessment of Day Surgery in France by Patients and Clinicians: Same Area for Improvement? (Abstract no. 1604)

Frédéric Capuano, Linda Banaei-Bouchareb, Marie Gloanec, Agnès Solomiac

Why is Quality Improvement So Difficult for Frontline Healthcare Staff to Undertake? Findings from an Interpretive Synthesis of Four Qualitative Studies (Abstract no. 1756)

Laura Sheard, Claire Marsh

Identification of Inappropriate Patient Care Pathways in Danish Psychiatric Wards: A Patient Inventory Project (Abstract no. 2448)

Jan Mainz, Søren Valgreen Knudsen, Sabina Bay Hermansen, Søren Paaske Johnsen

A National Quality Strategic Framework for South Africa – An Imperative for NHI

Kerrin Begg, Puni Mamdoo, Justin Engelbrecht, Lilian Dudley, Gail Andrews, Lebogang Lebese

B16

Patient Safety - 90 Minutes

Level 1, Room: Ball Room West

Chairs: Riccardo Tartaglia and Michela Tanzini

Applying Human Factors and Ergonomics Methods and Tools in Healthcare in Developing Countries

Speakers: Sara Albolino, Giulia Dagliana, Jono Davy, Ian Findlay

This workshop will explore the introduction of human factors and ergonomics tools into healthcare in low- and middle-income countries. The focus will be on how to integrate tools from multiple organizations and disciplines in a manner that not only helps support improved healthcare but also builds local capacity to develop local solutions to local problems.

The workshop will show how the WHO guidelines and those of the International Ergonomics Association can be used to build sustainable teams addressing healthcare related issues in the LMICs. The presenters of the workshop are from both practitioner and research backgrounds and will use real world examples from developing countries to contextualize the workshop and the activities conducted during it.

Lightning Talk 7, Topic: *Patient Safety - 10 Minutes Each***Level 1, Auditorium 1 Foyer, Station B****Chair: Jan Mackereth-Hill****Effectiveness of Respiratory Care Program in Reducing Unplanned Readmission to a Medical Intensive Care Unit (Abstract no. 1387)****Te Yu Wu**, Jing Yi Chen, Cheng Jie Zhang, Li Li Yang, Li Guo Guo**Standardizing the Classification of Harm Associated with Medication Errors: The Harm Associated with Medication Error Classification (HAMEC) (Abstract no. 1372)****Peter Gates**, Virginia Mumford, Magda Raban, Johanna Westbrook**Impact of Bundles in Reducing Central Line Associated Blood Stream Infections in Surgical Intensive Care Unit (Abstract no. 2258)****Rozina Khimani**, Samera Asif Punjwani**Effects of a Physical Restraint Reduction Program for Nurses in Rehabilitation Hospital on Restraint Prevalence, Proportion and Nurses' Knowledge, Attitude and Practice on Physical Restraint (Abstract no. 1379)****TCH Wong****Aligning Quality and Financial Incentives to Further Improve Quality for Critical Care Patients (Abstract no. 2432)****Jonathan Kyriacou**, Rebecca Anderson, Allison Glasser, Roopa Kohli-Seth**The Effects of an Advanced Movable Restraint Design on the Elderly Residents at Long-Term Care Facilities in Taiwan (Abstract no. 1107)****Meng-Ping Wu**, Lee-Ing Tsao**Resuscitation Services Program (Abstract no. 1593)****Mary Grace Melgarejo Sta. Ana****Crisis Simulation in Robotic Surgery: Protocol Development to Streamline Processes and Reduce Harm (Abstract no. 1656)****Stefan Sevastru**, Craig Lyness, Premala Nadarajah**Measuring Actual Harm from Paediatric Medication Errors (Abstract no. 2226)****Peter Gates**, Virginia Mumford, Magda Raban, Johanna Westbrook

14:15 – 15:15

**Learning Journeys Co-Production Advanced
- New Frontiers on Health Care for All:
Exploring Universal Co-Produced Primary Care**
Level 2, Room: 2.40 Chair: John Brennan/Daljit Hothi
#LJCoproduction

Speakers: Boel Andersson Gare, Paul Batalden, John Brennan, Glyn Elwyn, Andrew Likaka, Eugene Nelson, Shams Syed

Objectives:

1. Discuss the role of co-production in universal healthcare
2. Explore the barriers to achieving universal access to co-produced primary healthcare
3. Challenge and build upon current thinking and approach to achieving co-production, primary and universal healthcare

15:15 – 15:45

AFTERNOON BREAK

15:45 – 17:00

AFTERNOON PLENARY AND AWARDS

Level 1, Room: Auditorium 1

Chairs: Wendy Nicklin and Emmanuel Aiyenigba

Winner of the ISQua's First Quality Competition

Afternoon Plenary: Leadership for Implementation Focus: Implementing Change by Leading for Quality and Safety

Speakers: Gilbert Buckle and Rolene Wagner

ISQua Fellowship and Emerging Leader Awards

17:00 – 18:30

**Poster Reception and 20th Anniversary
celebration of the International Accreditation
Programme (IAP)**
Ground Floor, Hall 2

NOTES:

WEDNESDAY

23 October 2019



WEDNESDAY 23 OCTOBER 2019

OVERVIEW

07:45 – 08:45	Learning Journey Beginner - Patient Safety - The Essential Toolkit - Level 2, Room: 2.40
07:45 – 08:45	Innovative Approaches for Integration of HIV, TB, and Malaria Services: Experiences from Chad and Togo - Level 2, Room: 2.60
07:45 – 08:45	Value-Based Care: A Patient-Centric Health Systems Strategy - Level 1, Room: Auditorium 2
08:00 – 08:45	Welcome Coffee with Poster Display and Exhibitors - Ground Floor, Hall 2
09:00 – 10:15	MORNING PLENARY - Level 1, Room: Auditorium 1
10:15 – 10:45	MORNING BREAK
10:45 – 12:15	CONCURRENT SESSIONS / C1 – C9
10:45 – 12:15	Lightning Talks 8, Topic: The Person Level 1, Auditorium 1 Foyer
12:00 – 14:00	LUNCH SERVED
FROM 12:30	LUNCHTIME SESSIONS
12:30 – 13:30	Learning Journeys - Intermediate Session - Building Safety Communities - A World Café
12:40 – 13:30	Lightning Talks 9 and 10, Topic: Primary, Community and Integrated Care - Auditorium 1 Foyer
13:45 – 15:15	CONCURRENT SESSIONS / C10 – C17
13:45 – 15:15	Lightning Talks 11, Topic: Policy, Sustainability and Resourcing for Quality and Safety - Level 1, Auditorium 1 Foyer
14:15 – 15:15	Learning Journeys Advanced Patient Safety Session - “How to Achieve Exemplary Patient Safety: Through Implementation Science or Improvement Science?” - Level 2, Room: 2.40
15:15 – 16:15	CLOSING PLENARY & AWARDS - Level 1, Room: Auditorium 1

WEDNESDAY MORNING

23 October 2019

07:45 – 08:45	Learning Journey Beginner - Patient Safety Level 2, Room: 2.40 #LJSafety
Patient Safety: The Essential Toolkit Facilitator: Sara Albolino Objectives: <ol style="list-style-type: none"> 1. Define patient safety 2. Review the different approaches to patient safety and the science that underpins them 3. Explore safety from the perspective of the patient 4. Introduce keys tools used in patient safety 	
07:45 – 08:45	Innovative Approaches for Integration of HIV, TB, and Malaria Services: Experiences from Chad and Togo Level 2, Room: 2.60
Speakers: Dan Bakusa, Abdel Khadre, Stephanie Kandasami Objectives: <ol style="list-style-type: none"> 1. To briefly introduce Global Fund's commitment to advancing quality of service delivery in supported programs 2. To show novel ways of integration of HIV, TB, and malaria services 3. To share implementation experiences from Togo and Chad 	
07:45 – 08:45	Value-Based Care: A Patient-Centric Health Systems Strategy Level 1, Room: 1.60
Speakers: Chintan Maru, Nicole Spieker Objectives: <ol style="list-style-type: none"> 1. Understand best practices of value-based care across three domains: Measure, Delivery, Reward 2. Begin to apply these best practices to their own work 	
08:00 - 08:45	Welcome Coffee with Poster Display and Exhibitors Ground Floor, Hall 2

09:00 – 10:15

MORNING PLENARY

Level 1, Room: Auditorium 1

Chair: Andrew Likaka

Welcome to Florence 2020

Innovating for Safety with Human Factors and Building Resilience in Systems

Speakers: Erik Hollnagel and Tommaso Bellandi

Human factors and ergonomics (HFE) are the science of interactions between humans and other elements of a systems; researcher and practitioners in HFE contribute to the analysis and design of physical, cognitive and organizational interactions in order to improve people safety and wellbeing, as well as the overall systems' performance.

HFE has been recognized more in negative than in positive terms within healthcare and patient safety: for example we perform ergonomic risk assessment to evaluate workers exposure to muscle skeletal disorders related to patients manual handling or to maintain awkward posture for hours in the operating theatre, then we apply some corrective interventions, but seldom we have been able to prove and apply effective design of a system capable to prevent or minimize exposure to hazards. In patient safety, we tend to use the term human factors like a pass-par-tout to represent any failure attributable to human limitations, while we miss the focus on interactions as a leverage to prevent or reduce unnecessary harm to patients. A resilient system is the result of several operational and managerial activities that include HFE.

The goal of this talk is to bring into light some examples of valid and reliable activities in research and practice of HFE for patient safety, applicable at the different level of a system considering resources and maturity level, while reflecting upon limitations and failures after 20 years of history of HFE in patient safety.

10:15 – 10:45

MORNING BREAK

NOTES:

10:45 - 12:15

WEDNESDAY CONCURRENT SESSIONS / C1 – C9

C1

Policy, Sustainability and Resourcing for Quality and Safety

See presentation lengths below

Level 1, Room: 1.60 Chair: Jim Robblee

Session A: Patient Safety Awareness Among Lebanese Population and Establishment of National Patient Safety Goals - 30 minutes

Speakers: Rola Hammoud and Maysaa Jaafar

Objectives:

1. Acquire more knowledge on how to establish patient safety goals in a country
2. Be able to Measure those goals and benchmark
3. Linking those measures to outcomes
4. Share the tools for collection, aggregation, and analysis of data in a standardized manner

Session B: Sustainable Improvement Efforts - 30 Minutes

Speaker: Rashad Massoud

Objectives:

Following the session, participants will be able to:

1. Articulate key factors pertaining to sustainability of improvement efforts
2. Give examples of sustainable improvement efforts from around the world

Improved Optimization of ACLS Process Using Informational Systems in Hualien Tzu-Chi Hospital Emergency Department (Abstract no. 2350) -15 Minutes

Pei Fang Lai, Pin-Shou Chen, Jia-Yi Lu, Ying-Fang Zhou

Assessment of the French 2013-2017 National Patient Safety Program (Abstract no. 1269) - 15 Minutes

Philippe Michel, Elisabeth Monnet, Ann Pariente-Khayat, Didier Lepelletier

C2

Patient Safety - 15 Minutes Each

Level 1, Room: 1.41 - 1.42 Chair: Helen Crisp

**Patient Feedback on Safety in Australian Primary Care: A Feasibility Study
(Abstract no. 1585)**

Andrea L Hernan, Sally Giles, Kevin McNamara, Vincent Versace

**Factors Associated with Potentially Missed Deterioration in Primary Care:
A Retrospective Observational Study of Linked Primary and Secondary Care Data
(Abstract no. 2340)**

Paul Aylin, Elizabeth Cecil, Alex Bottle, Azeem Majeed

**Assessment of Surgical Antibiotics Prophylaxis in Korea (Abstract no. 1685)
Sunyoung Park**

**Improving the Design and Implementation of Team Interventions in Acute Contexts
to Enhance Quality and Patient Safety: Development of a Realist Programme Theory
(Abstract no. 1959)**

Una Cunningham, Aoife De Brun, Eilish McAuliffe

**Antipsychotic Polypharmacy was Associated with Multiple Adverse Drug Events
in Psychiatric Inpatients: The Jade Study (Abstract no. 1690)**

Nobutaka Ayani, Mio Sakuma, Jin Narumoto, Takeshi Morimoto

NOTES:

C3**Healthcare Quality and Safety for LMIC***- 30 Minutes Each***Level 1, Room: Auditorium 2 Chair: Sheila Leatherman****Session A: Getting to the Heart and Soul - Physician Engagement for Nurturing Excellence at Apollo Hospitals****Speaker:** Anupam Sibal**Objectives:**

1. Designing techniques for engaging with physicians at the hospital level and across the hospital chain
2. Physician empowerment to convert them from resistors to contributors
3. How physicians form the core of healthcare processes and making them an intrinsic part of the improvement journey nurtures excellence

Session B: Catalysing Health System Improvement Through an Innovative, Multi-layered Capacity Development Initiative**Speakers:** Alero Ajayi and Hala Daggash**Objectives:**

1. Understand, through one organisation's example, how a tiered approach to capacity development may be used to effect system wide changes
2. Understand how a "field and forum" approach may be applied to Sub-Saharan African healthcare settings to strengthen primary healthcare systems

Session C: Causes of Adverse Events Among Hospitalized Obstetric Patients in LMIC: The Health Systems Building Block Approach**Speaker:** Elom Hillary Otchi**Objectives:**

1. Understand and appreciate the causes of adverse events among hospitalized obstetric clients from a medical and health systems perspective
2. Develop an understanding and skills in preventing adverse events among hospitalized obstetric client

NOTES:

C4

Learning, Development and Data for Quality

- 30 Minutes Each

Level 2, Room: 2.40 Chair: David Greenfield

Session A: Working with Service Users to Shape and Support Quality Improvement Learning Spaces

Speakers: Rowan Myron, Cherelle Augustine, Meerat Kaur

Objectives:

1. Understand how to create learning spaces that enable patients and healthcare professionals to participate and learn as equals.
2. Understand how to create learning spaces that are flexible and reflexive to the current needs of learners while remaining true to a set learning curriculum
3. Reflect on how organisations creating these learning spaces can enable and position participants to shape the spaces

Session B: A Pathway to Improve Outcomes for Patients Undergoing Emergency General Surgery Across a Large Population; The Emergency Laparotomy Collaborative

Speakers: Geeta Aggarwal, Nial Quiney

Objectives:

1. Have an understanding on how to overcome challenges of starting a new QI project in their hospital
2. Incorporate new ways of improvement such as leadership coaching, negotiation, social media and real time data feedback in their QI projects

Session C: The Paediatric Diabetes Service in England and Wales – An Improvement Journey

Speaker: Tricia Woodhead

Objectives:

1. Drive sustainable development of paediatric diabetes services across the world
2. Help bring transformative improvements to the wellbeing and care of children and young people with diabetes and their families for the future
3. Share a framework of delivery that encompasses both quality assurance and quality improvement in closing the audit loop and building on a robust national audit and network

NOTES:

C5**Primary, Community and Integrated Care**
*- 45 Minutes Each***Level 1, Room: Ball Room East** **Chair: Mark Lin****Session A: Positive Behavioural Modification as Part of a Shared Value System to Promote Wellness and Combat the Global Impact of Non-Communicable Diseases****Speakers:** Maurice Ronan Goodman, Morgan Chetty**Objectives:**

1. Demonstrate the positive impact of a scientifically based behavioural modification and wellness programme on morbidity and mortality
2. Emphasise the importance of focusing on physician wellness, enabling physicians to become more effective in "prescribing wellness" to their patients
3. Understand "Shared Value" as an innovative concept that aligns business strategy with pursuing large-scale social impact by activating an entire ecosystem of complimentary stakeholders in support of a common, socially progressive goal. In the healthcare setting, that goal is creating a healthier society.

Session B: Patients/Families + Professionals = Increased Value Real-World Examples of Coproduction in Health in Swedish and South African Contexts**Speakers:** Boel Andersson Gäre, Anette Nilsson, Dena van den Bergh**Objectives:**

1. Harvest ideas from real-world examples of citizen/patient/family co-production in different contexts
2. Be more confident in calling for more citizen/patient co-production in their own contexts
3. Know more about methods for improvement through citizen/patient and family co-design and co-production as part of health and welfare system transformation and about possible hazards such as inequity if not all voices are heard

C6**External Evaluation - 15 Minutes Each****Level 1, Room: 1.43 - 1.44** **Chair: Bruno Lucet****Developing a Hospital Disaster Risk Management Evaluation Model:
A New Approach (Abstract no. 1308)****Masoumeh Abbasabadi**, Ali Mohammad Mosadeghrad, Hamid Reza Khankeh**Reengineering of the French Accreditation Procedure: Main Perspectives
(Abstract no. 1281)****Muriel Jakubowski**, Bruno Lucet, Anne Chevrier, Catherine Grenier**Contribution of Hospital Accreditation in Japan in Improving Quality
- An Analysis Based on Survey Data (Abstract no. 1728)****Katsuya Jimbo**, Michio Hashimoto, Tsuyoshi Saito, Tomonori Hasegawa**Effects of Patient-Focused Method on Hospital from Aspects of the Hospitals
(Abstract no. 1903)****Pei-Yu Chen**, Chung-I Huang, Hsin-Hui Huang, Yi-Hsin Chen

Accreditation: Re-Imagining It Today for Tomorrow's Success (Abstract no. 1264)

Triona Fortune

How can we Manage Novel & High-Risk Surgery and Procedures for Patient Safety in Japanese University Hospital Group? (Abstract no. 1361)

Shin Ushiro

C7

Patient Safety - 45 Minutes Each

Level 2, Room: 2.60 Chair: David Bates

Session A: Quality Partners; An Innovative Collaboration to Improve Patient Safety

Speaker: Lucy McCabe

Objectives:

1. Understand the rationale behind engaging patients and relatives in Quality Improvement work
2. Describe a practical example of how this has been successfully applied in a large teaching hospital and the key learning, barriers and enablers that have been identified.
3. Understand and gain inspiration regarding how this work could be adapted and implemented in their own organisation

Session B: Co-Designing, Implementing and Evaluating Safety Huddles in your Work Context from a Human Factors Perspective

Speakers: David Vaughan, Uma Kotagal, John Fitzsimons

Objectives:

1. Learn about the origin and rationale for safety huddles from a Human Factors perspective.
2. Learn how to co-design and implement huddles in diverse healthcare settings using the current evidence base, applying the science of Human Factors to optimise the co-design, implementation, usefulness and sustainability of huddles as an intervention to improve team performance, safety culture and patient safety.
3. Understand the key enablers and barriers to successful implementation of safety huddles in participant's own work context.
4. Through simulation experience what it feels like to participate in a safety huddle.
5. Develop a model for supporting staff, post conference, interested in running huddles in their organisation with Action Learning Sets. Develop an understanding of 'Action Learning Set' which are groups of 5-7 peers or at a similar level of responsibility and experience who will agree to meet 'online' to find practical ways of addressing the 'real life' challenges they face in implementing safety huddles, and to support their own learning and development in overcoming these challenges.
6. Understand how to measure and audit the usefulness and value of safety huddles to front line staff and to the organisation.

C8**e-Health and Innovation - 15 Minutes Each****Level 1, Room: Auditorium 1 Chair: Louis Ako-Egbe**

A New Approach to Optimize Referral of Patients Suffering from Neuro-Oncological Diseases; Implementation of a Multidisciplinary Digital Triage Panel (Abstract no. 2501)

Merijn Elise De Swart, Barbara Zonderhuis, Philip de Witt Hamer, Geert Kazemier

Strengthening Private Provider's Participation in the Nigerian District Health Information System (DHIS2) in Lagos, Nigeria (Abstract no. 2445)

Olasunmbo Makinde, Yetunde Fatogun

Using Data to Transform Clinical Quality and Patient Outcomes - Connect Health Raises the Quality and Efficiency of MSK and Pain Community Services Across Whole Systems (Abstract no. 1979)

Andrew Walton

What Does a Hospital's Innovation Capacity Add to Patient-Centred Care? A Qualitative Study in a Highly Specialized University Hospital in Sweden (Abstract no. 1882)

Carl Savage, Laura Staskute, Pamela Mazzocato

mHealth Platform to Encourage and Support Healthy Living Behaviours for Patients with Serious Mental Illness (Abstract no. 1729)

Marlien Varnfield, Lisa Gwillim, Manuel Gonzalez-Garcia, Stuart Polkinghorne

C9**The Person - 45 Minutes Each****Level 1, Room: Ball Room West****Chair: Pierre C Dessureault**

Session A: Joy in Work: Practical Pearls for Healthcare Leaders

Speakers: Gail Nielsen, John Brennan

Objectives:

1. Understand the importance of joy in work in healthcare
2. Appreciate the challenges to achieving joy in work
3. Practice tools to enhance engagement, energy, and contribution within teams

Session B: Finding the Signal in the Noise: Patient Narratives to Improve Diagnosis

Speakers: Kelly Smith, Helen Haskell, David Mayer

Objectives:

1. Describe and discuss how patient narratives can be used to identify pitfalls in the diagnostic process that are amenable to improvement
2. Practice mapping opportunities to the diagnostic process

Lightning Talks 8, Topic: *The Person - 10 Minutes Each*

Level 1, Auditorium 1 Foyer, Station A

Chair: Nino Dal Dayanghirang

Characteristics and Determinants of Patient-Centered Care from Organizations' Perspectives (Abstract no. 1295)

Kira Hower, Hendrik Hillen, Vera Vennedey, Lena Ansmann

Physician, Heal Thyself: Health-Related Behaviours and Perceptions Among Israeli Physicians (Abstract no. 2394)

Rachel Wilf Miron, Lilach Malatskey, Ilya Kagan

The Impact of Unprofessional Staff Behaviours on Staff Wellbeing, Patient Safety and Quality of Care in Hospitals (Abstract no. 2105)

Johanna Westbrook, Neroli Sunderland, Alain Koyama, Ryan McMullan

Room to Improve: Locating Process Improvement in Person-Centredness (Abstract no. 1360)

Sean Paul Adam Teeling

Analysis of Patient and Community Complaints Regarding Poor Care and Situations of Concern Reported at the Office of Health Standards Compliance, 2017-2018 (Abstract no. 2348)

Monnatau Moses Tiholoe

Quality Improvement Through Patient Involvement - Creating a Patient and Relatives Partnership (Abstract no. 1470)

Peter Sigersteth Grøn, Peder Jest

Implementing Patient Reported Outcome Measures within Psychiatric Hospital Care in Denmark (Abstract no. 1962)

Jan Mainz, Solvejg Kristensen, Jens Holmskov, Tina Dahl Mortensen

NOTES:

WEDNESDAY LUNCHTIME

23 October 2019

12:00 - 14:00

LUNCH SERVED

Ground Floor, Hall 2

FROM 12:30

LUNCHTIME SESSIONS
& LIGHTNING PRESENTATIONS

12:30 - 13:30

**Learning Journeys
– Intermediate Patient Safety**

Level 2, Room: 2.40 **Chair:** Tricia Woodhead
#LJSafety

Building Safety Communities – A World Café

Facilitators: Tricia Woodhead, Gail Nielsen, Shin Ushiro, Tommaso Bellandi, Louis Ako-Egbe

Objectives:

1. Examine key priorities in patient safety worldwide
2. Reflect on the impact of context and culture on patient safety
3. Develop your patient safety network
4. Build alliances for patient safety through shared exploration of safety themes

12:30 - 13:30

**Beyond the Usual: Sensible Approaches
to Building Capacity for Patient Safety,
Improvement and Change**

Level 1, Room: 1.60

Facilitators: Michael Marx, Sylvia Sax, Irmgard Marx, Bernadette Kleczka

Objectives:

At the end of the workshop, the participants will be able to:

1. Identify essential elements, opportunities and challenges for CB, adapted to the context of health facilities in LMIC
2. Describe different steps towards a meaningful and needs oriented CB planning
3. Explain the importance of resource sensitive CB measures in health facilities

12:30 - 13:30

Latin America “Successful Stories in Spreading Quality of Care in Latin-America: What Can We Learn to Speed up?”

Level 2, Room: 2.60

Speakers: Teresa Tono, Ezequiel Garcia Elorrio, Fabio Leite-Gastal, Odet Sarabia, Hugo Arce

Objectives:

After this session, participants will be able to:

1. Have a better understanding of the Latin-American situation regarding the application of Healthcare quality strategies
2. Provide valuable input and interact with colleagues in ways to identify the best way forward

12:40 - 13:30

LIGHTNING TALKS

Lightning Talks 9, Topic: *Primary, Community, Integrated Care - 10 Minutes Each*

Level 1, Auditorium 1 Foyer, Station A

Chair: Wafa Allouche

Effective Strategies for Finding Missing TB Patients in Community Settings in South Africa (Abstract no. 1851)

Nothemba Kula

What Enables Dispersed Teams to be High Performing and Deliver Safe, High Quality Care? (Abstract no. 1725)

Annette Zucco, David Greenfield, Wendy Geddes, Ken Hampson

“You’ll Probably be the Only Person I’ll See Today”: Exploring Staff Education Needs to Provide Quality Care to an Ageing Population (Abstract no. 2320)

Alan Poots, Sarah-Ann Burger, Harriet Hay, Anna Perris

Effect of Integrated Cardiac Care - Public Quality Disclosure Analysis (Abstract no. 1920)

Hsin-Hui Huang, Pei-Yu Chen, Ching-Feng Chiang, Pa-Chun Wang

Lightning Talks 10, Topic: *Primary, Community, Integrated Care**- 10 Minutes Each***Level 1, Auditorium Foyer 1, Station B****Chair:** Elom Hillary Otchi**Frailty and Comorbidity Predict First Hospitalisation After Heart Failure Diagnosis in Primary Care (Abstract no. 1902)****Alex Bottle**, Dani Kim, Benedict Hayhoe, Martin Cowie**Helping Make Rugby Safer: The Boksmart Spine Initiative (Abstract no. 2020)****Robyn Holgate**, Wayne Viljoen, Clint Readhead**Improved Viral Load (VL) Outcomes, At One Year Follow-Up, Among Community Art Refill Group (CARG) Members at Shinyungwe Clinic, Kavango East, Namibia (Abstract no. 1240)****Taurayi Gwande**, Rightwell Sizw Zulu, Letricia Vitumbo, Andreas Haindaka**Improving Self-Efficacy in Management of Chronic Diseases (Abstract no. 2374)****Bosoye Olagbegi**, Maria Etuk, Daniel Ejiofor, Ifeoma Nehemiah**NOTES:**

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WEDNESDAY AFTERNOON

23 October 2019

13:45 - 15:15

CONCURRENT SESSIONS / C10 – C17

C10

The Person - 15 Minutes Each

Level 1, Room: 1.41 - 1.42 Chair: Salma Jaouni

My RCH Portal: Empowering Patients and Families and Enhancing Partnership and Participation (Abstract no. 2472)

Jane Miller, Melissa Glogolia, Tristan Melchiori

Caring for a System: Implementing iCare (Peer-Peer Support) Across a Health System (Abstract no. 1615)

Bonnie Portnoy, Vicki LoPachin, Jessica Matos, Erica Rubinstein

Improving the Transition of Patients with Disabilities Through Healthcare Facilities: Towards a Truly Person-Centred Process (Abstract no. 1227)

Cara Egan, Kathy Eljiz, Sue Colley, Jean Jacques Dath

The Effects of Cancer Case Management in the Whole Processing Management of Nasopharyngeal Carcinoma Patients (Abstract no. 1362)

Li Zhang, Xiangling Jiang

Assessing Patient Reported Experience of Chronic and Complex Conditions: Developing the Patient Reported Implementation Science Model (PRIME) (Abstract no. 2093)

Robyn Clay-Williams, Frances Rapport, Patti Shih, Jeffrey Braithwaite

C11**e-Health and Innovation - 90 Minutes****Level 1, Room: Ball Room East****Chair: Eugene Nelson****Improving Health, Healthcare Value and Outcomes Science: A Workshop on Starting a Coproduction Learning Health System****Speakers:** Glyn Elwyn, Brant Oliver, Aricca Van Citters**Objectives:**

1. Describe fundamental components of a coproduction learning health system (CLHS), and how the concept has been co-designed in diverse populations.
2. Identify tools that can support coproduction of healthcare services, shared decision-making, and collaborative goal setting.
3. Identify practical steps to starting a CLHS in your community.
4. Know how to connect with others who are interested in forming a CLHS community of practice to share ideas, barriers, and successes

C12**Healthcare Quality and Safety for LMIC***- 15 Minutes Each***Level 1, Room: 1.43 - 1.44****Chair: BK Rana****Utilisation of 'Site Improvement Through Monitoring Systems' Assessment Tool to Strengthen Facility HIV Quality Management Systems in Namibia (Abstract no. 2197)****Pearl Kalimugogo**, Solomon Yigeremu, Aina Erastus**Leadership Development to Support Quality Improvement in African Healthcare Facilities (Abstract no. 1659)****Jacqui Stewart**, Gordon Weller**Participatory Indicator Based Assessment Approach to Improve the Quality of Maternal and Neonatal Care – A Multi-Centric Study in Tajikistan (Abstract no. 2334)****Irmgard Marx**, Shamsiddin Kurbonov, Svetla Loukanova, Michael Marx**Determining Baseline Emergency Centre Stroke Care as Part of the Development of an Integrated Acute Stroke Care Model (Abstract no. 2309)****Melanie Stander****Patient Support and Patient Engagement in the University Medical Center from VietNam****Phan Thanh Phuc**

C13

e-Health and Innovation - 45 Minutes Each

Level 1, Auditorium 2 Chair: Hans Ossebaard

Session A: Leveraging Machine Learning and Artificial Intelligence to Improve Quality and Patient Safety: Lessons from the Front-Lines

Speaker: Robbie Freeman

Objectives:

1. Understand how machine learning algorithms can be used within clinical workflows
2. Identify use cases where machine learning algorithms have been deployed to improve patient safety

Session B: Fast-Tracking Innovation in Digital Health to Promote Quality and Patient Safety: Implementing the Arc Strategy in Israel and Canada

Speakers: Eyal Zimlichman, Alan Forster

Objectives:

1. Understand what critical elements are required to create the right environment that facilitates accelerated innovations in digital health
2. Discuss collaborative models that allow different provider organizations to co-innovate around digital health
3. Learn about the application of big data methodologies for the development of decision support tools
4. Learn of innovative telemedicine programs developed at the ARC innovation center

C14

Patient Safety / The Person - 45 Minutes Each

Level 1, Room: Ball Room West Chair: Faith Muigai

Session A: Actionable Patient Safety Solutions (APSS) and How They are Saving Lives Across the World

Speakers: David Mayer, Cliff Hughes

Objectives:

1. Implement and assess the 17 APSS within their institution
2. Implement and assess the comprehensive Patient Safety curriculum for the leaders and caregivers
3. Identify key patient safety areas that their hospitals would be willing to make a commitment to

Session B: Patient and Family Centred Care is Poorly Understood in South Africa and in Sub-Saharan Africa. We are Heading into a New Reality in Healthcare

Speakers: Dion du Plessis, Morgan Chetty

Objectives:

It is All About the Patient. It is a New Disruptor to Enter Healthcare Delivery

1. Let's discuss the concept – Patient/Family Centricity
2. Let's explore the documented benefits when Patient Centred Care/Family Centred Care is implemented

C15**Patient Safety - 45 Minutes Each****Level 1, Room: Auditorium 1 Chair: Manvir Jesudasan****Session A: The Intersection of Patient Safety and Person-Centred Care****Speakers:** Karin Jay**Objectives:**

1. Participants will describe the intersection of patient-centred care and patient safety
2. Participants will analyse real-world case studies that highlight patients' roles in identify safety concerns
3. Participants will evaluate three approaches to partner with patients to improve patient safety outcomes

Session B: Patient Feedback on Safety in Primary Care: Lessons and Implementation Experiences from Australia and the UK**Speakers:** Andrea L Hernan, Sally Giles, Pierre C. Dessureault**Objectives:**

1. Understand the evidence for patient involvement in safety in primary care
2. Understand the mechanisms for utilising patient-feedback on safety in primary care
3. Understand the implementation experiences of one patient-feedback on safety research tool conducted in Australian and UK primary care
4. Contribute to the discourse and share their own experiences of patient-feedback on safety in primary care

C16**Learning, Development and Data for Quality
- 15 Minutes Each****Level 2, Room 2.60 Chair: Nicole Spieker****57% Increase in the Number of TB Case Notified from Acholi Region – Northern Uganda Through Simple Quality Improvement Changes (Abstract no. 2283)****Martin Muhire**, Judith Aloyo, Dithan Kiragga, Rahimzai Mirwais**Simulation-Based Training in Target-Controlled Infusion Anesthesia in Taiwan (Abstract no. 1190)****Chueng-He Lu**, Zhi-Fu Wu, Chun-Chang Yeh, Chien-Sung Tsai**Building a Social Learning Network to Engage Physicians in Quality Improvement to Eliminate Health Care Disparities (Abstract no. 2023)****Robin Wagner**, Baretta Casey, KB Weiss**Investing in Human Resources is Not a Cost it's an Impact (Abstract no. 1758)****Dalal Fawzi Abu Al Rob**

C17

WHO: Infection Prevention and Control (IPC): the Critical Juncture to Achieve Quality Care and Patient Safety

Level 1, Room: 1.60

Chair: Nino Dayanghirang

Speakers: Anthony Twyman, Shaheen Mehtar

Part 1: What is the starting point for building effective IPC programmes?

The new WHO minimum requirements

Part 2: Lessons learned from country strategies to improve IPC at the point of care

Part 3: Interactive facilitated discussion with participants

Lightning Talks 11, Topic: *Policy, Sustainability and Resourcing for Quality and Safety*

- 10 Minutes Each

Level 1, Auditorium 1 Foyer, Station B

Chair: David Crosby

**Designing an Evidence-Based Behaviour Change Toolkit for Nationwide
Implementation of Genomics in Clinical Practice in Australia (Abstract no. 1532)**

Janet C Long, Stephanie Best, Jeffrey Braithwaite, Natalie Taylor

**Remote Video Consultations in the NHS – Delivering a More Sustainable Model of
Healthcare (Abstract no. 1556)**

Joanne Morris, Joseph Wherton, Seendy Ramoutar, Satya Bhattacharya

**Value Improvement at the Point of Care – An Initiative to Improve Value, Flow and
Access in Heart Hospital (Abstract no. 1855)**

William Andrew, Poonam Gupta

**Role of Professional Associations in Adoption of Mandatory Safety Standards Among
Private Providers in the Republic of Srpska, Bosnia And Herzegovina
(Abstract no. 1111)**

Severin Rakic, Miodrag Marjanovic

Open Disclosure in Australia – Moving from Policy to Practice (Abstract no. 1443)

Merrilyn Walton, Reema Harrison, Jenny Smith-Merry

**What Matters in Health Facility Performance in Performance-Based Financing: A
Multiple Case-Study Analysis of Health Centres in the South West Region of Cameroon
(Abstract no. 1136)**

Louis Ako-Egbe, Felix Elime Amate, Honorine Noumsi

**Redesigning Care to Improve Cost-Effectiveness: The Coronary Artery Bypass Grafting
(CABG) Pathway in a Tertiary Care Provider in Mediclinic Middle East
(Abstract no. 1370)**

Tiago Dias

14:15 – 15:15

Learning Journeys – Advanced Patient Safety**Level 2, Room: 2.40****#LJSafety****Chairs:** John Brennan and Daljit Hothi**Debate: “How to Achieve Exemplary Patient Safety: Through Implementation Science or Improvement Science?”****Speakers:** Emmanuel Aiyenigba, Odet Sarabia, Ezequiel Garcia Elorrio, Erik Hollnagel, Rashad Massoud**Objectives:**

1. Explore the differences between improvement and implementation science
2. Challenge approaches to making care safer through improvement and implementation science
3. Evaluate arguments for and against improvement and implementation science in producing safer care

15:15 – 16:15

**CLOSING PLENARY
& AWARDS****PLENARY AND AWARDS****Level 1, Room: Auditorium 1****Chairs:** Jacqui Stewart and Jeffrey Braithwaite**ISQua Poster and Reizenstein Awards****Afternoon Plenary: “Quality and Safety Challenges in Aviation”, What Consequence it has on Aircrew and Passengers****Speaker:** Zanele Vayeke

Being a Helicopter pilot is one of the most challenging careers, due to the different dynamics involved in helicopter flying it is one of the most covered jobs in the world. Vastly a male dominated field, the challenges are even more for a female pilot. As a female you have to double or triple your efforts to make it in this male dominant field. Being a female in the military makes it even harder and it requires more passion and dedication.

As a military pilot we are mandated to ensure peace and stability in the African continent. Some of the challenges that we are faced with as aviators in some of the African countries are: Ebola, language barrier, weather, some landing zones (confined and bit challenging), accuracy of information gathered concerning area of operation, a credibility of the information received. All this makes one wonder about safety of crew and passengers.

President Closing Remarks

Wendy Nicklin; ISQua

NOTES:

POSTER DISPLAYS



Poster Displays by Track

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Poster Displays

Abstract Final Identifier	Topic	Authors
EXTERNAL EVALUATION		
ISQUA19-ABS-1152	Delivery of Medical Sheets on Time!	Ling Yea Wang, Yuan Mei Sun, Shu Chuan Lin
ISQUA19-ABS-1216	Dementia Assurance in a UK Acute Hospital Setting	Jackie Rayner, Moyra Amess, Mark Grainger
ISQUA19-ABS-1327	Patient Experience Management: The Changemaking	Hyun Myung Jung, Moon Sook Kim
ISQUA19-ABS-1390	Patient-Related Inequalities in Quality of Care Among Heart Failure Patients in Denmark	Pia Kjær Kristensen, Anne Mette Falstie-Jensen, Søren Paaske Johnsen
ISQUA19-ABS-1394	An Independent Review to Assess Risk Status of RCA Recommendations Implementation and Factors Affecting Implementation in the Regional Mid North Coast Local Health District (MNCLHD) in NSW Australia	Kathleen Anne Ryan
ISQUA19-ABS-1432	Alignment Between the International Pharmaceutical Federation Basel Statements and the National Standards of Hospital Accreditation	Yulia Trisna, Sutoto Sutoto
ISQUA19-ABS-1523	Security of the Brazilian Accreditation Process, Through Informatization.	Péricles Góes Cruz, Cassia Manfredini
ISQUA19-ABS-1538	Improving Outpatient Care by Implementing Privacy Principles for Adults with Ocular Problems at a Tertiary Hospital	Eunyoung Kwak, Heekyoung Lee
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ISQUA19-ABS-1933	The Infectious Risk of HIV and / or Hepatitis B Virus in Medical Biochemistry Laboratories in Cote D'ivoire	Gnomblesson Georges Tiahou, Daniel Sess
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ISQUA19-ABS-2153	Surveyor Counseling Program: Program to Enhance Surveyors' Skills and Address Areas for Improvement	Nada Khayyat, David Remington, Saud Al-Harhi
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ISQUA19-ABS-2295	Patient-Related Disparities in Quality of Care and Its Impact on Mortality Among Acute Stroke Patients	Pia Kjær Kristensen, Anne Mette Falstie-Jensen, Theis Lange, Søren Paaske Johnsen
ISQUA19-ABS-2355	Our Journey Towards Achieving CoHsa Accreditation: The Experience of Oil & Gas Industrial Hospital on an Island in Southern Nigeria	Osundu Agu, Edith Nkemakolam Lemoha, Jennifer Emelue, Muhammad Idris
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ISQUA19-ABS-1202	Application of Situational Simulation Teaching to Improve Learning Effectiveness and Operation Ability of Aortic Balloon Pump with Nurses in the Cardiac Intensive Care Unit	Hui-Wen Tsai, Wen-Chin Lin, Chih-Hsin Hsu
ISQUA19-ABS-1212	"My Child is Missing!" The Development of a Response Process and Simulation Activities for Child Abduction and Missing Child Occurrences in University Children's Hospitals.	Sunyoung Park, Miyoung Shim, Meesook Lee, Youngnam Kim
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ISQUA19-ABS-1301	Root Cause Analysis (RCA) Workshops- As a Means to Improve Understanding and Its Utility at KK Women's and Children's Hospital (KKH), Singapore	Alvin Shang Ming Chang, Annellee Camet, Zann Lee, Samantha Chan
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ISQUA19-ABS-1492	To Eliminate All Unplanned Extubations in Singapore General Hospital Medical Intensive Care Unit in 12 Months	Hwee Ling Lim
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ISQUA19-ABS-1527	Effects of a Physical Restraint Reduction Program for Nurses in Rehabilitation Hospital on Restraint Prevalence, Proportion and Patient Fall Number.	T C H Wong, D T F Lee
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ISQUA19-ABS-1550	Analysis of Risk Factors Involved in Patients Experiencing Patient Safety Events Occurring in the Emergency Department	Abdelouahab Bellou, Mohamed Alsabri, Zoubir Boudi, Wafa Allouche
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ISQUA19-ABS-1563	Impact of Implementing Good Practices in the Prevention of Bronchoaspiration in Brazilian Health Institutions.	Elizabeth Reis, Melissa Morais, Daniela Akemi Akemi, Bruno Farras
ISQUA19-ABS-1589	Towards a Deeper Understanding of Patient Safety Culture in Healthcare for All Stakeholders: A Review of Qualitative and Mixed-Method Research	Kate Churrua, Louise A Ellis, Janet C Long, Jeffrey Braithwaite
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ISQUA19-ABS-1621	Electronic Medication Management System Design in Paediatrics – Key Lessons from a Multi-Method Evaluation	Magdalena Z. Raban, Melissa T. Baysari, Cheryl McCullagh, Johanna I. Westbrook
ISQUA19-ABS-1625	Reduced Incidence Rate of Catheter-Associated Urinary Tract Infection and Bloodstream Infection in Intensive Care Units	Eun Joo Park, Mi Seon Yoon, Jung Bok Jang, Yoon Seon Park
ISQUA19-ABS-1627	Human Factors Underlying Medical Adverse Events - A Revisit to Root Cause Analysis Cases Using Human Factor Analysis Classification System (HFACS)	Sheng Hui Hung, Yu Hsun Cheng, Tung Wen Ko, Pa-Chun Wang
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ISQUA19-ABS-1640	Compare Causes Between Unexpected 14-Day and 15-30-Day Re-Admission Surgical Patient.	Wei-Che Huang, Jiun-Yi Li, Yie-Ping Lea, Chih-Chen Lin
ISQUA19-ABS-1662	Staff Perceptions of Patient Safety in the Operating Department: A Mixed Method Survey	Premala Nadarajah, Jonathan Benn
ISQUA19-ABS-1671	Reduced Incidence Rate of Catheter-Associated Urinary Tract Infection and Bloodstream Infection in Intensive Care Units	Eun Joo PARK, Mi Seon YOON, Jung Bok JANG, Yoon Seon PARK
ISQUA19-ABS-1683	Reduced Incidence Rate of Catheter-Associated Urinary Tract Infection and Bloodstream Infection in Intensive Care Units	Eun Joo PARK, Mi Seon YOON, Jung BOK JANG, Yoon Seon PARK
ISQUA19-ABS-1694	Effects of a Pressure Ulcer Audit and Feedback Programme at 1 and 2 Years in Nursing Homes: A Prospective Longitudinal Study	Aimad Ourahmoune, Anne-Claire Rae, Delphine Courvoisier, Pierre Chopard
ISQUA19-ABS-1696	Improving Quality in Obstetrics in Denmark – Exemplified by a Nationwide Reduction of the Incidence of Severe Perineal Lacerations from Birth.	Charlotte Brix Andersson
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ISQUA19-ABS-1734	Evaluation of Quality Indicators of the Outcome of Care in Hospitalized Patients, with a Focus on Healthcare-Associated Infections Control	Chen-Hsiang Lee, Ya-Wen Chang, Mei-Ling Kuo, Chien-Tee Lee
ISQUA19-ABS-1743	Monitoring the Outcomes of a Comprehensive Nursing Service in South Korea	Kyoungjin Bae, Hyejin Jung
ISQUA19-ABS-1748	Weekend Medication Error Rates in a Medical Center	Su-Chin Liang, Hsuan Chen, Wei-Chou Chang, Pi-Yu Chang
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ISQUA19-ABS-1769	Patient Education on Antibiotic Stewardship	Jacob Dreier, Nurit Cohen, Ronit Nativ, Abraham Borer
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ISQUA19-ABS-1788	Promotion the Implementation Rate of "RTPA" in Ischemic Stroke Patients with 60 Minutes Through "Hfmea" - A Case Study of a Regional Teaching Hospital in Northern Taiwan	Yen-Chen Liao, Shin-Yum Sze, Yi-Jin Chen, Chuan-Fa Hsieh
ISQUA19-ABS-1794	Effectiveness of Improvement Activities for Reducing Verbal/Telephone Order	Hyejin Kim
ISQUA19-ABS-1798	Apply Multi-Disciplinary Team to Improve the Heart Failure Patient Care Quality	Sheng Hui Hung, Chin-Hui Chin, Guan-Yu Chen, Pa-Chun Wang
ISQUA19-ABS-1809	Multiple Teaching Strategies for Nurses to Improve the Percentage of Correctly Assessing Free Flaps	Yi-Ling Chen
ISQUA19-ABS-1812	Implementation of Prefilled Doses – A Novel Approach to Decrease Medication Time to Administration and Errors in Critically Ill Pediatric Patients of Emergency Department (ED)	Feroza Perveen, Amna Shah
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ISQUA19-ABS-1833	The Practicality of Map (Multidisciplinary Assessment & Planning) Program: The Ongoing Experience in Korea	Hyeree Shim, Junghee Lee, Soonhaeng Lee, Chaeman Lim
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ISQUA19-ABS-1867	Effectiveness of Programs by Team Resource Management to Reduce Hyperphosphatemia in Hemodialysis Patients	Shiow Huey Chen, Shu Yi Tian, Ya Ling Chen, Pei Zhen Wu
ISQUA19-ABS-1881	The Weekend Effect: A Systematic Review and Meta-Analysis	Paul Aylin, Kate Honeyford, Elizabeth Cecil, Alex Bottle
ISQUA19-ABS-1897	Effects of a Physical Restraint Reduction Program for Nurses in Rehabilitation Hospital on Nurse's Knowledge, Attitude and Practice on Physical Restraint.	T C H Wong, D T F Lee

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ISQUA19-ABS-2044	Medication without Harm: Do We Have Baseline Estimates of Medication Errors in Paediatric Inpatients Against Which to Measure Success?	Peter Gates, Melissa Baysari, Magda Raban, Johanna Westbrook
ISQUA19-ABS-2068	Fit for Purpose? Organisational Productivity and Workforce Wellbeing in Workspaces in Hospital (Flourish): A Multi-Method Qualitative Study	Emilie Auton, Robyn Clay-Williams, John Cartmill, Frances Rapport
ISQUA19-ABS-2082	Multidisciplinary Strategies for Improvement of High-Alert Medications Safety: From Managements, Using, Educations Point of View	Goeun Choi
ISQUA19-ABS-2100	Risk Dashboard – A Succinct Graphical Display of National University Hospital's Continuous Drive for High Quality Care	Sandhya Mujumdar, Iris Domingo, Elizabeth Garcia
ISQUA19-ABS-2101	Promoting Standard Protocol for Patient Safety in Emergent Cesarean Section within the Delivery Room	Hui-Chun Li, Yi-Wen Wang, Hung Lin, Pei-Shan Lin

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ISQUA19-ABS-2128	Establishing E-Chemotherapy System to Enhance Patient Medication Usage	Ya Ling Chen, Hsiu-Wen Chiang, Pi-Tuan Chan
ISQUA19-ABS-2129	Devastating Extravasation: Applying Root Causes Analysis to Prevent Extravasation in Premature Neonate During Anesthesia	Chen-Hsien Yang, Yi-Chun Chen, Jen-Yin Chang, Shan-Shan Gong
ISQUA19-ABS-2133	Effect of Aerobic Exercise on Sleep Quality and Physical Fitness in the Patients with Chronic Schizophrenia	Yuanmay Chang, Cia-Yu Lee
ISQUA19-ABS-2136	Reducing the Fall Rate in the Rehabilitation Ward Through Teamwork	Chiung Hui Huang, Hsiu Wen Chiang, Pi Tuan Chan
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ISQUA19-ABS-2163	Coload Colloid Significantly Reduces Hypotension Episodes for Parturient Receiving Cesarean Section Under Spinal Anesthesia: An Evidence Based Approach for Clinical Quality Improvement	Ying-Chun Lin, Yi-Chun Chen, Erh-Chen Li, Wang Chi-Hsu
ISQUA19-ABS-2166	The Impact of Comprehensive Training Course on Quality Care of Pain, Agitation and Delirium in Critical Patients	Shaw-Yeu Jeng, Ya-Meei Lue, Hui-Ping Lin, Kang-Pan Chen, Wei-Chun Huang
ISQUA19-ABS-2167	Use of QR Code System in Improvement Patient Identification for Breast Milk Administration	Joyce Chan, Y Y Tam, Karen Sheh, Jay Huang
ISQUA19-ABS-2168	The Association of Pain Control and Pain, Agitation, and Delirium in the Intensive Care Units	Shaw-Yeu Jeng, Hsing-Chi Chung, Ya-Meei Lue, Kang-Pan Chen, Wei-Chun Huang
ISQUA19-ABS-2175	An Implementation to Reduce Orthopedics X-Ray Prescription Errors	Ki-Yoon Oh, Ho Nam-Koong, Sung-Hwan Hong, Hyuk-Soo Han
ISQUA19-ABS-2214	Utilizing Information Technology and Situational Simulation Education to Prevent Medication Error	Yuh-Suan Lin, Meng-Chun Tu, Pei-Ling Wang
ISQUA19-ABS-2218	Reduce the Rate of Pressure Sores in the Operating Room According to PDCA Circulation	Jing Yin Liang, Sheng Nan Ke, Dong Rong Li
ISQUA19-ABS-2228	Engineering Management Accountability: A Vital Requirement in Corporate Governance for Safe, High Quality Health Services	John Sadek, David Greenfield, Kathy Eljiz, David Ryan
ISQUA19-ABS-2244	Pioneering Practice - The First Case in Taiwan: Application of Healthcare Failure Model and Effect Analysis (HFMEA) to Improve Patient Medication Safety.	Hsueh-Yin Hu, Er-Ying Wang, Bi-Li Chen
ISQUA19-ABS-2262	Improving Hand Hygiene Compliance and Reducing Health-Care Associated Infections Through a Training Intervention as Part of a Multi-Modal Approach	Mediclinic Kruizinga, Jance Kotze
ISQUA19-ABS-2269	Reducing Nosocomial Infections by Enhancing the Observance of Hand Hygiene in Medical Organizations	Raushan Bizhigitova, Botagoz Kaupbayeva, Ainur Aiypphanova, Yeldos Zharkenov

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ISQUA19-ABS-2276	Improve Implementation Rate of Pain, Agitation and Delirium Bundle Care of Patients in Intensive Care Unit.	Ching-Yi Huang, Ching-Ching Cheng, Ching-Yi Huang, Chu-Chen Huang, Ying-Chun Liao
ISQUA19-ABS-2293	Using the Healthcare Complaints Analysis Tool in a Specialist Paediatric Hospital in the United Kingdom to Facilitate Organisational Learning from Complaints	Jo Wray, Claire Williams, GERALYN Oldham
ISQUA19-ABS-2297	Evaluating an Early Warning Tool: Setting the Standard of Safe Care for Infants with Complex Heart Conditions at Home	Liz Smith, Jo Wray, Kerry Gaskin
ISQUA19-ABS-2300	Infection Prevention Package: Eskişehir / Turkey Model of Intensive Care	Ibrahim Halil Kayral, Burcu Elitez, Uğur Işık, Nevil Aykin
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ISQUA19-ABS-2327	Staff Views on the Safety of Children and Young People with Learning Disabilities in Hospital	Kate Oulton, Charlotte Kenten, Faith Gibson, Jo Wray
ISQUA19-ABS-2328	The Effects of Preventable Adverse Drug Events on Hospital Stay and Healthcare Costs in Japanese Pediatric Inpatients: The Jade Study	Mio Sakuma, Hitoshi Iwasaki, Tsukasa Nakamura, Takeshi Morimoto
ISQUA19-ABS-2330	Hand Hygiene Compliance Among Healthcare Workers in Ghana's Health Care Institutions: Implications for Infection Prevention and Control.	Aaron Abuosi, Samuel Kaba, Gloria Ntow-Kummi, Joseph Akanuwe
ISQUA19-ABS-2331	How an Enhanced Booking at a Merged Outpatient Clinic Have Influenced Patients in Hospital South West Jutland, Denmark.	Lars Thorleif Henriksen, Tanja Guldager Aggerholm
ISQUA19-ABS-2353	Enhancing the Efficiency of Patient Transportation by Modifying It's Procedure, a Successful Project.	Hsiu-Hui Chang, Pei-Ling Tseng, Tsun-Mei Chiu, Ching-Ching Cheng
ISQUA19-ABS-2357	Thrilled by Patient Safety: Developing a Sustainable Elearning Course	Irmgarg Marx, Svetla Loukanova, Claudia Aguirre, Michael Marx
ISQUA19-ABS-2362	Effectiveness of the Centers for Disease Control and Prevention Tool's Adaptation Increasing Quality of Life Hemodialysis Patients in Pelni Hospital, Indonesia 2018	Siti Alfiana Chairunnisa, Anitasari Nugraheni, Dewi Fankhungingdyah
ISQUA19-ABS-2371	Process Facilitation of Providing Timely Treatment to Patients Reported with Hyperkalemia in Emergency Department	Wan Jyun Wu, Meng-Chen Lin, Yu-Ju Tsou, Li-Tzu Chen
ISQUA19-ABS-2404	Partners at Care Transitions: Modelling the Complexity of Transitional Care for Older Adults Using the Functional Resonance Analysis Method.	Ruth Baxter, Jane O'hara, Natasha Hardacre
ISQUA19-ABS-2417	Shortening the Waiting Time for Cardiac Catheterization in Patients with Cardiac Medicine	Yu Ping Chang, Hsiang-Ching Huang, HUI-YU HUANG, YUEH-E, O CHUANG

PATIENT SAFETY		
ISQUA19-ABS-2442	Integrated Risk Management at the Cantonal Hospital of Grisons: Developing and Implementing a Risk Management Dashboard	Oliver Thomas Kessler, Tima Plank, Monica Von Toggenburg
ISQUA19-ABS-2446	Seroprevalence and Risk Factors of Hepatitis E Among Population Aged 15-49 Years: A Cross-Sectional Study in Regional Locality, Sudan	Hiba Mustafa Azrag, Elsadig Eltayeb, Isam Elkhidir, Hayat Khogali
ISQUA19-ABS-2447	Perception of Patients' Safety Culture by the Staff of a Laboratory of Pathological Anatomy of Campinas, São Paulo, Brazil	Alexia R.M. Costa, Camila Lemos Tonhasolo, Adriana Perez Silva, Joyce De Paula Wilden Silva
ISQUA19-ABS-2452	Quality of In-Service Communication on HIV Prevention within the Voluntary Medical Male Circumcision Program	Mante Molepo, Carla Visser, James Ndirangu, Donna Jacobs
ISQUA19-ABS-2453	A Study on the Use of Over the Counter (OTC) Codeine Preparations in Community Pharmacies, Khomas Region of Namibia: The Socioeconomic Impacts and the Burden of Drug Abuse, Misuse and Drug Addiction	Augustine Nneze Ugwoke Odo, Onyekachi Adindu
ISQUA19-ABS-2462	Tecnovigilance: Patient Safety Measure in the Evaluation of Hospital Medical Articles	Daniela A. Costa, Joyce De Paula Wilden Silva, Andrea Cristina Brunetti
ISQUA19-ABS-2467	Implement Hospital Revitalisation by Drumming in Patient Safety, Quality and Risk Management	Guin Margaretha Lourens
ISQUA19-ABS-2473	Implementation of a Surgical Antibioticoprofilaxia Protocol to Promote Patient Safety	Daniela A. Costa, Camila Lemos Tonhasolo, Maristela P.N. Ramos, Daniela A. Costa, Renata C. Gasparino
ISQUA19-ABS-2492	Optimization and Standardization of the Medication Process in the In-Patient Area to Improve Patient Safety, Increase Efficiency and Reduce Costs: The Case of the Cantonal Hospital of Grisons	Oliver Kessler, Tima Plank, Monica Von Toggenburg
ISQUA19-ABS-2493	Clinical Outcomes of Medical Travelers Seeking Acute Care at USA Hospitals	Samuel F Hohmann
ISQUA19-ABS-2497	Bed Management: Strategies for Improving Access in a Intensive Therapy Unit in a Public Hospital in the State of São Paulo - Brazil	Daniela Costa, Lilian Ferreira De Souza Silva, Geovana Siviero, Paulo Perin
ISQUA19-ABS-2498	Humanization in the Care of the Family and the Patient in Palliative Care	Daniela Akemi Costa, Camila Lemos Tonhasolo, Maristela P.N. Ramos, Marcia Veiga
ISQUA19-ABS-2500	Incident Reporting in Hospitals of Sao Paulo, Brazil	Laura Schiesari, Cinthia Costa
ISQUA19-ABS-2502	Sedation Window: Outcome of the Implementation and Adherence to the New Protocol in an Adult Intensive Care Unit of a Public Hospital in the State of São Paulo, Brazil	Daniela Costa, Lilian Ferreira De Souza Silva, Geovana Siviero, Paulo Perin
ISQUA19-ABS-2503	Decrease of Death of a Severe Patient in a Surgical Ward: Critical Patient Protocol Management	Daniela A. Costa, Camila Lemos Tonhasolo, Maristela P.N. Ramos, Ana Cristina S. Guedes

PATIENT SAFETY		
ISQUA19-ABS-2511	Relatives as Companions in the Adult Intensive Care Unit: Benefits and Challenges	Daniela Costa, Lilian Ferreira De Souza Silva, Geovana Siviero, Camila Lemos
ISQUA19-ABS-2526	Urinary Tract Infection Related to the Vesical Cateter Delays: Preventive Actions in a Intensive Therapy Unit in a Public Hospital in the State of São Paulo- Brazil	Daniela Costa, Lilian Ferreira De Souza Silva, Geovana Siviero, Paulo Perin
ISQUA19-ABS-2528	Determinants of Post Caesarean Section Wound Sepsis at the Largest Referral Hospital, Nairobi, Kenya .	Agneta Chelimo, Lydia Okutoyi
ISQUA19-ABS-2550	Microbiological Profile of Bacterial Infection-Resistance at Errachid Polyclinic Sfax- Tunisia	Iskander Cherif, Imen Tlili, Samia Mezghani, Nizar Kallel
ISQUA19-ABS-2551	Structures of Patient Engagement in Safety / Risk Management _ Longitudinal Research Study Results a Quebec Case Study	Ursulla Aho-Glele
ISQUA19-ABS-3300	Construction of model for prevention and treatment of VTE by medical consortium cooperation	Yijun Zheng
ISQUA19-ABS-3301	To improve the patient safety by building homogenization management mode for hospital endoscope	Ping Xiang
ISQUA19-ABS-3302	The improvement study of reducing the percentage of patients with EN starting time > 48 hours after pancreaticoduodenectomy	Aifang Feng
ISQUA19-ABS-3303	The efficiency of QCC to shorten the length of stay in ED for patients with STEMI	Yongli Gao
ISQUA19-ABS-3304	The construction of airway management 360 mode based on ERAS of the patients with lung cancer can enhance patients' recovery	Wu Xiaoyan
ISQUA19-ABS-3305	Reducing the non-standard rate of new quality standards of traditional Chinese medicine preparations	An-fu Tang
ISQUA19-ABS-3306	Reducing the incidence of oral mucositis in patients with hematological malignancies undergoing chemotherapy	Haitao Ruan
ISQUA19-ABS-3307	Reduce the incidence of gastric lavage complications in emergency poisoning patients	Boquan Zhang
ISQUA19-ABS-3308	MDT - based early warning and hierarchical management model for non - psychiatric patients in general hospitals	Yuling Li
ISQUA19-ABS-3309	Improve the rate of early functional exercise in patients with Lumbar spine surgery	Huang Heliang
ISQUA19-ABS-3310	Improve the level of endotracheal intubation of emergency doctors	Jian Qian
ISQUA19-ABS-3311	To improve the implementation rate of preventive measures for venous thromboembolism in orthopedic patients	Jingfen Zhou

PATIENT SAFETY		
ISQUA19-ABS-3312	Construction of wisdom care service model of wound ostomy based on Internet + hospital - community - family trinity	Hong Zhao
ISQUA19-ABS-3313	Construction of remote ECG platform under the collaboration of Medical Partnerships	Huirong Ding
ISQUA19-ABS-3314	Construction of multidimensional education system to improve the training quality of ultrasound residents	Mingbo Zhang
ISQUA19-ABS-3315	Construction and Implementation of Interagency Standardised Kangaroo Mother Care Pattern for Critical Premature Infants	Wen Li
ISQUA19-ABS-3316	Construct The System of Osteoporosis Preventive and Treatment Health Management Based on The Concept of Treatment	Xiufang Zhang
ISQUA19-ABS-3317	Application of quality control circle activities in reducing the miss rate of onsite management of oral medical advice	Xu Ying
ISQUA19-ABS-3318	An intelligent pain management model for the post Lumbar Surgery Patients; A multi-disciplinary approach	Huiping Xu
THE PERSON		
ISQUA19-ABS-1109	Empowering Culturally and Linguistically Diverse (CALD) Patients: Identifying Barriers and Enablers to Patient Engagement to Enhance Patient Safety	Reema Harrison, Ashfaq Chauhan, Merrilyn Walton, Elizabeth Manias
ISQUA19-ABS-1189	Inpatient Satisfaction and Quality of Medication-Related Services: A Cross-Sectional Questionnaire Survey in Taiwan.	Sheng-Hsiung Lin, Shu-Meng Cheng, Cheng-Jueng Chen, Cheng-Yi Cheng
ISQUA19-ABS-1226	Activities for Improving Patient Experience in Emergency Room "2R"	Jee Eun Lee, Back Hap Lee, Da Seul LEE, Jae Sook Lee
ISQUA19-ABS-1270	Phosphate-Control Improvement Activity in Hemodialysis Patients Through Interdisciplinary Approach	Jeongsun Heo, Chunghee Baek, Yoonseok Choi, Eunok Kim
ISQUA19-ABS-1275	Utilizing Project Management to Shorten the Replacement Time for a New Linear Accelerator and Reduce Patients' Treatment Inconvenience	Yi-Ting Lo, Chung-Wei Yang, Ya-Feng Chen, Ying-Chieh Yang
ISQUA19-ABS-1322	Evaluation of Patients' Perspectives of Using the Tracheostomy Patient Decision Aid for Medical Decision Making	Tzu-Chi Ou, Hsun-Hsiang Liao, Pa-Chun Wang, Chung-Liang Shih
ISQUA19-ABS-1330	Can Small-Volume Hydration Improve the Symptom of Death Rattle in Terminal Cancer Patients?	Ching-Yun Lee, Suh-Ing Hsieh, Hsiu-Ling Chiu, Tzu-Hsin Huang
ISQUA19-ABS-1335	"I Think I Had PTSD": Challenges and Unmet Needs of People Affected by Cardiovascular Disease	Alan J Poots, Sarah-Ann Burger, Anna Perris, Sally Hughes
ISQUA19-ABS-1380	Effectiveness of Using Therapeutic Play in Improving Self-Care Abilities of Pediatric Inpatients with Cancer	Hsiu Mei Liu
ISQUA19-ABS-1473	Characteristics and Attitudes of First Round Invitees in the Irish National Colorectal Cancer Screening Programme	Susanne Margaret O'reilly, Katie Hughes, Garret Cullen

THE PERSON		
ISQUA19-ABS-1545	Isqua Conference Submission 20~Bstract for Short Presentation: Standard for Point of Care Testing in Australian General Practice	Louise Acland, Bridget Dijkamans
ISQUA19-ABS-1547	Transportation without Me - To Decrease Nursing Interruptions Through Eliminating Time Spent on Transporting of Patient for Elective Procedures	Nadiah Binte Jamil, Cherry Pincel Bacani
ISQUA19-ABS-1571	The Effectiveness of Multifamily Groups Psychoeducation Program for Family Caregivers of People with Recent Onset Psychosis: A Systematic Review	Siu On Kong, Siu Fung Lui
ISQUA19-ABS-1602	Improving Experiences of Hospital Care for Families of Children with an Undiagnosed Genetic Condition	Kate Oulton, Susie Aldiss, Jo Wray, Faith Gibson
ISQUA19-ABS-1632	Consumer Quality and Safety Conversations for Impact	Michelle Padgett
ISQUA19-ABS-1648	Promoting Resilience: Create Happiness in the Healthcare Quality Professionals Workplace	Tung-Wen Ko, Sheng-Hui Hung, Pa-Chun Wang
ISQUA19-ABS-1666	Translating Legal Requirements into Practice: A Human Rights-Based Approach to Care and Support	Linda Weir, Rachel Flynn
ISQUA19-ABS-1720	Emergency Call Centre Quality Improvement Initiatives	Santi Van Heerden, Robyn Holgate, Shakira Cassim
ISQUA19-ABS-1767	Co-Creating a Patient Journey Map of Peripheral Intravenous Cannulation (One of the Most Invasive Procedures in Healthcare) to Inform the Development of a Survey of Patient Experiences and Outcomes	Lena Neubieser Cuthbertson, Sarah Ashton, Joy Daquisto
ISQUA19-ABS-1790	The Influence of Gender on the Relationship Between Workplace Violence and Nurse Outcomes: A Multiple-Group Structural Equation Modeling	Mengqi Li, Liming You, Jiali Liu, Jing Zheng
ISQUA19-ABS-1806	Using Situational Simulation Teaching Methods to Enhance Complete Rate of Outpatient Medical Treatment Procedures	Shu Fen Chou, Yu Hui Liu, Wen Chun Tsai, Pi Tuan Chan
ISQUA19-ABS-1862	Patients' and Professionals' Attitudes and Experiences in Relation to Health Promotion in Mental Health Care – A Two-Step Focus Group Study	Anne Hertz, Helle Schnor, Julie Midtgaard
ISQUA19-ABS-1883	Transforming the Patient Experience: Improving the Collection and Use of Patient Experience Stories to Enhance the Quality and Safety of Care.	Lauren Cavanna, Kathy Eljiz, Lynda Johnston, Robyn Taylor
ISQUA19-ABS-1895	Improving the Non-Clinical Workforces' Influence on a Hospital's Delivery of Person-Centred Care: Developing a Tailored Mentoring Model	Mary Adly Ayad Loka, David Greenfield, Kathy Eljiz, Alison Derrett
ISQUA19-ABS-1983	Patient Experience Feedback in Prison Healthcare: A Qualitative Interview Study with Prisoners and Prison Healthcare Staff in the UK	Laura Sheard, Fran Hankins, George Charlesworth, Nat Wright
ISQUA19-ABS-1995	A Longitudinal Qualitative Study Exploring the Evolution of Medical Student's Perception of the Concept of "Patient Partnership" and How It Impacts the Doctor-Patient Relationship.	Marie-Pascale Pomey, Philippe Karazivan, Djahanchah P. Ghadiri, Nicolas Fernandez

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ISQUA19-ABS-1997	The Patient Advisor, an Organizational Resource as a Lever for an Improved Patient Experience in Oncology.	Marie-Pascale Pomey, Mado Desforges, Cécile Vialaron, Louise Normandin
ISQUA19-ABS-2002	Reality-Check for Managers Step One - For a Better Quality for Patients and Better Work Environment for Staff in Hospital South West Jutland in Denmark.	Lars Thorleif Henriksen, Tanja Guldager Aggerholm
ISQUA19-ABS-2031	Comparison of Standardization in Patient Experience with Multidimensional Quality Model	Ibrahim Halil Kayral, Demet Gökmen Kavak, Keziban Avcı, Asiye Gökçe
ISQUA19-ABS-2045	'Get Set for Surgery': Supporting Patients to Increase their Wellness and Reduce their Elective Surgical Risk	Carl De Wet, Helen Clifford, Graeme Walker, Don Pitchford
ISQUA19-ABS-2049	Building Congruence Between Patient, Health Practitioners and Funders: Value -Based Contracting for Palliative Care	Shivani Ranchod, Linda Holding, Victoria Barr
ISQUA19-ABS-2064	A Community of Practice on Patient Experience and Patient Partnership in Care and Services in Quebec, Canada: A Hub for Engagement Practice	Marie-Pascale Pomey, Cécile Vialaron, Caroline Wong, Louise Normandin
ISQUA19-ABS-2071	Initial User Experience Study of Co-Production Option Grid Decision Aids for Shared Decision Making for Multiple Sclerosis Disease Modifying Therapies	Brant J. Oliver, Hasna Hakim, Pamela Newland
ISQUA19-ABS-2074	Shared Decision Making to Facilitate Co-Production in Multiple Sclerosis Care: Option Grid (OG) Decision Aids for Disease Modifying Therapy	Brant J. Oliver, Karen Winn, Kolu Clark
ISQUA19-ABS-2143	Care Prioritisation by Residents, Family Members and Care Staff in Residential Aged Care: A Q Methodology Study	Kristiana Ludlow, Kate Churruca, Louise Ellis, Virginia Mumford
ISQUA19-ABS-2249	The Wisdom of Patients, Clients and Users: Re-Making Expertise, Engagement and Experience in Emerging Ecologies of Care	Andrew Jamie Saris, Vanessa Carter
ISQUA19-ABS-2318	Development and Testing of the Yorkshire Patient Experience Toolkit: Enabling Healthcare Staff to Use Patient Experience Feedback to Make Improvements to Healthcare Delivery	Laura Sheard, Claire Marsh, Rosemary Peacock, Rebecca Lawton
ISQUA19-ABS-2321	What Can We Learn from Children and Young People to Improve the Quality of their Outpatient Healthcare?	Jo Wray, GERALYN Oldham
ISQUA19-ABS-2407	Are We Researching in the Areas That Matter for Patients? Developing Core Outcome Sets for Self-Management Interventions in Chronic Diseases.	Carola Orrego, Marta Ballester, Rosa Suñol, Estela Camus
ISQUA19-ABS-2409	Analysis of Person-Centred Indicators in Type 2 Diabetes	Víctor Reyes-Alcázar, José Joaquín Mira-Solves, Jordi Domínguez-Sanz, María Massafrets
ISQUA19-ABS-2463	Adaptation of Improvement Collaborative Approach for Enhanced Inclusion, Co-Designing and Access to Modern Contraceptives: Early Lessons from Uganda	Ramadhan Kirunda

ECONOMICS OF QUALITY		
ISQUA19-ABS-1160	Economic Advantages of a Re-Designed Inventory System: A Case Study in Re-Engineering of Work Processes	Bee Hoon Doris Teo, Ching San Teo
ISQUA19-ABS-1272	A Hospital Performance Management System Using Lean Kanban Approach	Pi-Yu Chang, Jong-Rung Tsai, Su-Chin Liang
ISQUA19-ABS-1373	Cost and Efficiency Analysis of Remodeling Discharge Process	Pi-Yu Chang, S.-C Liang, J.-R. Tsai
ISQUA19-ABS-1413	Healthcare Utilization and Expenditure of Hospice Palliative Care in South Korea	Hong Bock Lee, Jung Won Shin, Yea Soon Kim, Eun Cheol Park
ISQUA19-ABS-1531	Cost and Quality Control in Hospital: A Case Study in Indonesian Private Hospitals	Mursyid Hasan Basri, Ilma Rachmania, Desy Farmaciawaty, Fransisca Budyanto
ISQUA19-ABS-1597	Quality & Service Champions (QSC)	Mary Lyn Melgarejo Dela Cruz
ISQUA19-ABS-1993	Study on the Collection of Services and Associated Costs for Certain Indications in an Emergency Ambulance	Christa Hangl, Gerhard Halmerbauer, Nicole Scheidleder, Tilman Königswieser
ISQUA19-ABS-2010	Effectiveness of Nudging Physician Behavioral Change: A Systematic Literature Review	Sophie Wang, Oliver Groene
ISQUA19-ABS-2110	Reduce Medical Insurance Refusal of Emergency Department.	Wang Dandan, Zhao Wenjing
ISQUA19-ABS-2181	Reduction of Employee Attendance Exceptions	Min-Hsiung Chen, Yu-Shan Ting, Tzu-Yin Yu
ISQUA19-ABS-2227	Improving Employee Satisfaction	Ching Ming Tsai, Chou Chun-Chih
ISQUA19-ABS-2236	Increased Effectiveness of Food Purchasing System in TMUH	Yu-Ju Lin, Hsiu-Yueh Su
ISQUA19-ABS-2259	Use Work Simplification to Improve the Efficiency of Operating Room Equipment Management	Sue-Zu Wu, Ming-Chen Chiang, Chyn-Yng Yang
ISQUA19-ABS-2377	Use TRM to Reduce Delayed Catheterization in the Intensive Care Unit Catheter	Hui Ju Cheng
ISQUA19-ABS-2381	Experiences on Application of Plan Do Check Act (PDCA) as Decision Making Tool to Improve Quality of Care of Maternal and Newborns in Narsingdi, Bangladesh	Zubair Shams, Aminul Hasan, Joby George, Masum Billah
E-HEALTH AND INNOVATION		
ISQUA19-ABS-1092	The Effect of Clinical Decision Support on Adherence to Venous Thromboembolism Prophylaxis Clinical Practice Guideline Among Hospitalized Patients	Maheer Titi, Yasser Sami Amer, Maram Baksh, Faisal Alsaif
ISQUA19-ABS-1093	'Monjiz Alerts' mHealth Application: A Tool for Quality Improvement and Patient Safety at King Saud University Medical City, Riyadh	Ali Alalyan, Daifullah Aloaitibi, Turki Alharbi, Maram Baksh
ISQUA19-ABS-1177	Mobile App to Enhance Kowloon Hospital's Accessibility	Chi Ho Timothy Wong, Chun Lam, Ho Wan Chan, Kam Hon Chung
ISQUA19-ABS-1237	Quality Control and Accreditation Program App System	Renato Lima Moraes, Larissa Marinho, Beatriz Hornburg

E-HEALTH AND INNOVATION		
ISQUA19-ABS-1277	Development of Next-Generation Pharmacy Automation and Outpatient Workflow	Yi Feng Lai, Shu Xin Oh, Yan Ru Tan, Xian Qi Wang
ISQUA19-ABS-1297	Is the Distribution of Health Care Personnel in Small District Hospitals Equitable for the Delivery of Health Care?	Koketso Sebanyoni, Monnatau Tihlooe
ISQUA19-ABS-1311	Evaluate the Effectiveness of Wireless Transmission Physiological Monitoring System for Emergency Department	Bey-Jing Yang, Chia-Yi Lee, Yi-Shan Lin
ISQUA19-ABS-1339	Development of the Joint Commission Taiwan-Smart Healthcare Standard (JCT-SHS)	Hsun-Hsiang Liao, Hsiao-Hsien Rau, Pei-Chia Hsu, Pa-Chun Wang
ISQUA19-ABS-1353	Automated Fingerprint Identification System Helps Continuity of Healthcare in Kiribati	Hsu Wan Ti, Wan Pi Ling, Chang Wen Hen, Shih Shou-Chuan
ISQUA19-ABS-1354	Improvement of the Efficiency of Clinical Information Systems	Jia-Min Wu, Shin-Chuan Huang, Yao-Sang Yang, Bor-Wen Cheng
ISQUA19-ABS-1384	Drug Guideline-Based Decision-Support Systems Produced by the French National Authority for Health (HAS)	Mirojane Mohammad, Vanessa Hernando, Helene Robert-Rouillac, Pierre Liot
ISQUA19-ABS-1397	Smart Card to the Rescue: Patient-Centered Approach to Improve the Patient Experience in Super-Specialty Hospital Pharmacy	Sumedha A Patankar, Vinit Samant
ISQUA19-ABS-1402	Implementing Electronic Medical Record Systems as an Opportunity for Achieving the 90 90 90 Targets in Malawi	Doreen Thom, Ronald Manjomo, Mwatha Bwanali, Mathews Malata
ISQUA19-ABS-1440	Nursing Experience of Employing an Electronic Smart Pillbox in Caring for a Patient with Diabetic Retinopathy	Yong-Qing Zhang, Li-Yueh Wu
ISQUA19-ABS-1486	Implementation of a Digital Laboratory in the Hospital – Safe, Efficient and User-Friendly	Yaron Mushkat, Tally Shteiman, Smadar Varon, Michael Sherf
ISQUA19-ABS-1507	Appropriate Innovation: The Contribution of e-Health Technologies to Green Care	Hans C. Ossebaard, Diana Delnoij
ISQUA19-ABS-1543	Integration of a Patient-Centered EMRS with Medcloud and EEC to Enhance the Inter-Hospital Medication Quality	In Chang, Y. H. Huang, K. C. Chen, Chi L. Wang
ISQUA19-ABS-1544	Using HFMEA Model to Improve Patient Safety on Hemodialysis Department	Ju-Huei Chien, Ya-Hsun Tu, Hsin-Yi Chang, Chang-Hung Lin, Tsing-Fen Ho
ISQUA19-ABS-1594	Culture of Safety Survey (COSS)	Mary Grace Melgarejo Sta. Ana
ISQUA19-ABS-1611	A Systematic Review of the Impact of Artificial Intelligence-Based Interventions on the Health and Well-Being of Young Adults with Autism Spectrum Disorder	Pierre Bowrin, Usman Iqbal
ISQUA19-ABS-1777	Young Adults' Perceptions of Using Wearables, Social Media and Other Technologies to Detect Worsening Mental Health: A Qualitative Study	Lindsay Helen Dewa, Mary Lavelle, Sofia Pappa, Paul Aylin
ISQUA19-ABS-1799	Establish an Indicator Platform for a Regional Teaching Hospital	Yi-Jin Chen, Yu-Chang Li, Chuan-Fa Hsieh, Pei-Xuan Wang

E-HEALTH AND INNOVATION		
ISQUA19-ABS-1815	Redowsko, New Simplification Indonesian Hospital Accreditation Tools	Handjaja Rono Sulisty, Sutoto Tjokro Winarno, Nico Altin Lumenta, Diyurman Gea
ISQUA19-ABS-1827	E-Health Through Mediqapp Digitalizing the Quality Management for a Functional and Efficient Medical System	Adriana Manolache, Emilian Sorin Decianu
ISQUA19-ABS-1878	Health Technology Assessment Frameworks for Evaluating Quality Dimensions of eHealth Technologies: A Systematic Review of Scientific Literature	Hans C. Ossebaard, Christiaan Vis, Leah Bührmann, Heleen Ripper
ISQUA19-ABS-1890	Non-Compliant Health Establishments(HE's) Subjected to Re-Inspections: A Case of Default Implementation Yet Improvements by HE's	Mantokeleng Matsaneng, Winnie Moleko
ISQUA19-ABS-1932	Four Enablers to Sharing Digital Integration Across Systems - Delivering Better Health Together in Western Sydney, NSW, Australia	Linda Soars, Joanne Medlin, Brendan Peek, Michael Chapman
ISQUA19-ABS-1949	Accreditation Management System Development Project: Tuskanet	Ibrahim Halil KAYRAL, Canan CENGİZ, Umut BEYLİK, Demet GOKMEN KAVAK
ISQUA19-ABS-2007	Seguros Unimed and Stormia - A Innovation Driven Solution for Organization Focus on the Final Beneficiary	Fabio Leite Gastal, Marcelo Smarrito, Ana Paula Branco, Cassia Cunha
ISQUA19-ABS-2027	Virtual Health Care and Patient Safety, the ER24 Experience	Robyn Holgate, Jocelyn Eales
ISQUA19-ABS-2058	Decision Aid for Policy Makers to Compare Access and Efficiency of Two Birthcare Settings in Future Scenarios	Ellen Joan Van Vliet, Sylvia Elkhuisen, Gaby Van Der Sman
ISQUA19-ABS-2062	Implementation of an Online Expert Panel to Improve Oncological Care for Patients Suffering from Colorectal Liver Metastases: Lessons Learned.	Tessa Hellingman, B.M. Zonderhuis, M.R. Meijerink, G. Kazemier
ISQUA19-ABS-2156	Adopting the System Usability Scale to Access Our Anesthesia Information Management Systems—Experiences of Mackay Memorial Hospital	Yi-Chun Chen, Chen-Hsien Yang, Ya-Hui Lee, Ying-Chun Lin
ISQUA19-ABS-2202	Innovation in Health Care: The Seamless Cross-Unit Handover Information System	Sheng-Fen Lea, Ying-Che Lee, Kuan-Yu Lo, Pei-Ling Wang
ISQUA19-ABS-2219	One" Scan" Earn "More Safe"! ~Utilizing Information Technology to Prevent Specimen Labeling Errors	Li-Ying Chung, Po-Wei Chen, Shu-Tai Shen Hsiao, Pei-Ling Wang
ISQUA19-ABS-2296	Strategy and Management of Clinical Heart Failure Associated Evidence-Based Medicine	Pei-Yi Wang, Chih-Hsin Hsu, Ping-Yen Liu
ISQUA19-ABS-2457	Strategies for Deploying Risk Management for the Operational Staff in a Laboratory of Pathological Anatomy of Campinas, São Paulo, Brazil	Alexia R.M. Costa, Jose Lemos Vassallo, Adriana Perez Silva, Joyce De Paula Wilden Silva
HEALTHCARE QUALITY AND SAFETY FOR LMIC		
ISQUA19-ABS-1156	Proactive Care and Meaningful Patient Interactions: Intentional Rounding for the South African Context	Yolanda Louise Walsh, Louise Aylward
ISQUA19-ABS-1236	An Improvement of Patient Safety Culture in Obstetrics and Gynecology Hospital in Ho Chi Minh City, Viet Nam	Phan Thi Hang, Dien Ngoc Trang, Huynh Ngoc Phuoc, Pham Ngoc Doan Trang

HEALTHCARE QUALITY AND SAFETY FOR LMIC		
ISQUA19-ABS-1294	Enhance Efficiency by Revamping Scheduling System in Endoscopy Suit at Tertiary Care Hospital Karachi Pakistan	Rozina Khimani, Muhammad Fareed Farooq, Sonaila Sarwar, Naveen Najmuddin, Farhan Imran
ISQUA19-ABS-1296	Interlinking Gastroenterology Physiology Lab with Hospital Information System	Muhammad Fareed Farooq, Zohra Aijazali, Hasnain Zafar, Rozina Khimani, Farhan Imran
ISQUA19-ABS-1349	Key Learnings from Stroke Pilot Project	Riani Retief, Melanie Stander
ISQUA19-ABS-1375	McMaster Pediatrics Global Quality Improvement and Patient Safety Initiative	April Jacqueline Kam, Jennifer Twiss, Peter Fitzgerald, Madan Roy
ISQUA19-ABS-1476	Development of National Health Care Quality Registers in Finland from the Perspective of Choice, Client Orientation, Transparency and Openness	Hanna Tiirinki, Anna-Mari Aalto, Timo Sinervo, Salla Sainio, Laura Parviainen
ISQUA19-ABS-1499	Differentials in Publicly Provided Health Service Quality (HSQ): Case of Baleshwar District in Odisha, India	Somanath Mohapatra, Kamalakanta Tripathy
ISQUA19-ABS-1521	Improving Isoniazid Preventive Therapy in HIV Clients - Lessons Learnt from Kogi State, North-Central Nigeria	Stephen Taiye Balogun, Karen Okene, Oladipo Akinmade, Angelina Toluh
ISQUA19-ABS-1533	Rheumatic Heart Disease Screening for Among School-Aged Children in Kiribati - Report from Taiwan Medical Program	Crystal Wanti Hsu, Chen Ming Ren, Chang Wen Hen, Shih Shou-Chuan
ISQUA19-ABS-1559	Brazilian Patient Safety Program: Leading Public and Private Health Institutions to Discuss and Implement Good Patient Safety Practices	Elizabeth Reis, Melissa Morais, Daniela Akemi, Bruno Farras, Regina Cardia
ISQUA19-ABS-1564	Standardization of the Blood Culture Collection Protocol for Adult Patients Undergoing Antibiotic Therapy in Intensive Care Units	Elizabeth Reis, Melissa Morais, Daniela Akemi, Bruno Farras
ISQUA19-ABS-1684	Enhancing Patient Satisfaction Through Establishment of Rounding Protocol System	Young Hee Lee, Ju Hee Kim
ISQUA19-ABS-1789	Customized Quality Safety Standards Coaching Program at a Tertiary Hospital in Indonesia	Yustina Gultom, Naina Ramesh Rughwani, Hervita Diatri, Radhita Mufida
ISQUA19-ABS-1818	The Role of Pharmacists from Research to Healthcare- An Ignore Paradigm in Lower Middle Income Country (LMIC)	Feroza Perveen, Naveera Jabeen, Joham Mansoor, Maria Salahuddin
ISQUA19-ABS-1829	Use of the Breakthrough Series (BTS) Model to Improve the Quality of Dental Unit Water	Suping Chang, Hui-Li Jiang, Yun-Cheng Wang
ISQUA19-ABS-1850	Reducing Delays in Surgical Procedure in a Tertiary Care Hospital in Pakistan	Muhammad Fareed Farooq, Sadaf Khawaja, Hasnain Zafar, Huma Naz, Rozina Khimani
ISQUA19-ABS-1871	Focused Accreditation as a Tool to Enhance Healthcare for the Most Vulnerable: Children, Elderly and Persons with Disabilities	Ahmed Novo, Zlatko Kravic
ISQUA19-ABS-1908	Community Participation: Innovative Cost-Effective Approach Towards Quality of Care	Md Aminul Hasan, Mahmuda Shayema Khorshed
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ISQUA19-ABS-2050	Assessing the Effectiveness of Management Tools in Healthcare: A Case Study of the Quadruple Aim Model at a Private Dialysis Company in South Africa	Chevon Lee Clark, Sanet Barac, Ivor Katz, Piet Becker
ISQUA19-ABS-2067	Application of 'Twinning' Partnerships as an Efficient Model for Quality Improvement (QI) in Healthcare for Health Districts in Resource-Limited Settings	Louis Ako-Egbe
ISQUA19-ABS-2091	Effects of Applying the Medical Quality Promotion Model to Reduce Unexpected within-14-Day Readmission	Ying-Chen Lee, Mei-Jung Wu, Shiuian Lee, Chia-Chieh Huang
ISQUA19-ABS-2109	A Low-Tech Intervention to Improve the Documentation of Missed Medication Doses Among Hospitalized Patients in a District Hospital in Botswana	Amanda Klinger, Jason Malenfant, Brenda Mpapho, Tomer Barak
ISQUA19-ABS-2111	Assessment of Health Care Provider Knowledge, Perceived Competence and Practices Regarding Appropriate Use of Urinary Catheters at a District Hospital in Botswana	Amanda Klinger, Mitch Ross, Brett Lewis, Tomer Barak
ISQUA19-ABS-2112	Assessment of Health Care Provider Knowledge and Perceived Competence Regarding VTE Prophylaxis at a District Hospital in Botswana	Mitch Ross, Amanda Klinger, Brett Lewis, Tomer Barak
ISQUA19-ABS-2164	I Want to Bend My Knee Faster? Could You Please Help Me? To Depended on Continous Passive Motion Machine Prolonged Post-Surgical Knee Stiffness in Rehabilitation Services	Siti Suraiya Yusa, Tengku Harith Tengku Zainal Abidin
ISQUA19-ABS-2174	Improving Adherence to Antibiotic Stewardship in Neonatal Unit of a Low-Middle Income Country Through Quality Improvement Methods	Praveen Kumar, Somosri Ray, Venkateshan Sundaram, Sourabh Dutta
ISQUA19-ABS-2220	A Preliminary Study on the Effectiveness of Constructing the Swallowing Screening System	Jialun Yu, Fan Jyun Kong, Mingwei Chen, Yao-Yi Wang, Wanhsiang Wang
ISQUA19-ABS-2312	Multimodal Analgesia as a Strategy to Enhance Postoperative Pain Management	Hsiu Lan Weng, Chia Li Kao, Wan Ju Lee, Shu Ching Chang
ISQUA19-ABS-2366	UHC Implementation in a Resource Limited Setting: Challenges, Lessons Learned and Experience Sharing from Sudan	Heitham Awadalla, Nadia Elhoussein, Ayda Taha
ISQUA19-ABS-2392	Implementation of the "National Quality Improvement Program" at State Level in Sudan (Case Study)	Heitham Awadalla, Areeg Mohammed Khair, Abdulazim Awadalla, Aliaa Ghieth
ISQUA19-ABS-2416	"Stitching Together a Strong Improvement Patchwork from Many Pieces of Cloth" – Designing a Multi-Site and Multi-Pronged National Quality Improvement Initiative	Carol Anne Marshall, Shuaib Kauchali, Manala Makua, Yogan Pillay
ISQUA19-ABS-2429	Process of Point Prevalence Survey on Healthcare Associated Infections and Antimicrobial Use: A Global WHO Initiative Implementation in Sudan	Atika Mohammed Osman Swar, Laxmicant Chavan
ISQUA19-ABS-2433	Scale Up of Health Facility Accreditation to Drive Quality Improvement in Selected Government and Mission Hospitals in Malawi	Chimwemwe Mthepheya, Bongani Chikwapulo, Seleman Kondowe, Paul Dielemans

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ISQUA19-ABS-2530	Hand Hygiene Compliance in Neonatal Unit an Improvement at the National Referral Hospital, Kenya. Audit and Improvement Cycle	Agneta Kandie Chelimo, Lydia Okutoyi
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ISQUA19-ABS-1231	Severe Somatic Co-Morbidity in Patients Admitted to Psychiatric Wards: Findings from a Relational Care Initiative in a Danish University Hospital	Julie Mackenhauer, Tahmeenah Rahi, Jenna Ibsen, Jan Mainz
ISQUA19-ABS-1232	A Preliminary Exploration on the Effectiveness of an Exercise Program on the Elderly's Kihon Scores, Inbody Composition, and Physical Fitness of in a Culture Village	Wei-Hsuan Chiu, Suh-Ing Hsieh, Yi-Ling Chang, Yen-Fang Chou
ISQUA19-ABS-1254	Factors Associated with the Occurrence of Deep Vein Thrombosis on Lower Extremities Among Patients in a Surgical Intensive Care Unit	Shu Yu Hung
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ISQUA19-ABS-1282	Effect of Evidence-Based Intervention on Improving Cognitive Functions of Older Adults with Dementia	Chang Chia Jung, Chia Chi Chang
ISQUA19-ABS-1299	Do Critical Pathways Work in Patients with Community Infections? Clostridium Difficile Management in a Third Level Italian Hospital	Antonio Giulio De Belvis, Giovanni Cammarota, Walter Ricciardi, Andrea Cambieri
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ISQUA19-ABS-1336	Differences in Overweight and Obesity Between Rural-to-Urban Migrant Children and Local Children: The Role of Weight Perception, Weight Control Behaviors, Dietary Habits and Physical Activities	Jun Wang, Liming You, Ke Liu, Jing Zheng
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ISQUA19-ABS-1452	Increasing the Performing Basic Oral Care Guideline for the Management of Mucositis for Cancer Patients with Chemotherapy in Oncology Nurses	Chih-Ching Lu, Chia-Hsin Lee, Shu-Liu Guo, Hsiu-Fen Hsu
ISQUA19-ABS-1461	Multi-Discipline Integrated Care of the Patients with Congenital Heart Diseases - From Fetus to the Age of Two	Ming-Ren Chen, Chung-I Chang, Chyong-Hsin Hsu, Hui-Ju Chen, Tung-Yao Chang
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ISQUA19-ABS-1642	From Village Health Volunteers to Care Givers: The Appropriate Skill-Mix of Health Workforce for the Home Health Care Services of the Dependent Elderly in Rural Thailand	Nonglak Pagaiya, Thinakorn Noree
ISQUA19-ABS-1667	A Comprehensive Program to Improve Personal Hygiene in Orthopedic Patients	Li-Hwa Lin, Ching-Hui Wang, Man-Ling Lin
ISQUA19-ABS-1697	Integrate Care Protocol for Geriatric Hip Fractures- An Early Result	Chih-Hui Chen, Shih-Yi Lin, Yu-Shan Lee, Yi-Cheng Cho
ISQUA19-ABS-1701	Factors Affecting the Attraction of Medical Doctors to Work at Primary Health Care Facilities in Khartoum State, Sudan	Nadia Ahmed Elhoussein Babiker
ISQUA19-ABS-1761	To Explore Community Participation as an Effective Model for Patient Centered Care of Quality Improvement Initiatives in Developing Country Context	Md Aminul Hasan
ISQUA19-ABS-1772	From the Primary Care Clinic to the Inpatient Department – and Back	Jacob Dreier, Leonid Barski, Miriam Kudisz Ovnat, Shlomi Codish
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ISQUA19-ABS-2315	Eskisehir Infection Coordinatorship Application / Point Prevalance	Figen Çizmecci Şenel, Uğur Işık, Burcu Elitez, Nevil
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ISQUA19-ABS-2069	Continuous Improvement of Multiple Sclerosis Care Quality and Outcomes— A QI Intervention and QI Readiness Assessment Study of Ms Centers Participating in a Co-Production Learning Health System	Brant J. Oliver, Randy Messier, Patricia Pagnotta
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ISQUA19-ABS-2338	Introduction of Enhanced Staff Preparation in Advance of Improvement Workshops - An Essential Part of Improvement Processes in Hospital South West Jutland, Denmark.	Lars Thorleif Henriksen, Tanja Thorleif Guldager Aggerholm
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ISQUA19-ABS-2184	Enhanced Urinary Tract Bundle Might Reduce the Density of Urinary Tract Infection in Patients with Prolonged Mechanical Ventilation	Yun Zhen Chen, Mei Chan Pai, Xing Hui Li, Xin Yu Wu
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ISQUA19-ABS-2273	Improve Terminal Clean by Audition with UV Reactive Powder and Team Resource Management	Fu-Chieh Chang, Hui-Yun Chang, Chang-Pan Liu, Chih-Chen Lin
ISQUA19-ABS-2322	An Improvement Project to Reduce the Turnover Rate of Nurse Anesthetics	Hsiu Lan Weng, Yun Fu Yeh, Chia Li Kao, Shu Ching Chang
ISQUA19-ABS-2323	The Relationship Between Quality and Efficiency with Motivation	Ibrahim Halil Kayral, Uğur İŞİK, Burcu ELITEZ, Füsün BANAZ,

POLICY, SUSTAINABILITY AND RESOURCING FOR QUALITY AND SAFETY		
ISQUA19-ABS-2341	Quality Improvement of Healthcare System and Patient Safety in Northern Part of Cyprus	Haliil İbrahim Kayral, Basak Ekenoglu, Cenk Conkbayır, Filiz Besim
ISQUA19-ABS-2352	Applying an Extended Kernel Density Two-Step Floating Catchment Area Method to Identify Priority Districts for Health Care Quality and Access Improvement	Manuela Álvares, Pierre Polzin, Susana Vaz
ISQUA19-ABS-2360	HIV Clients Are Key to Sustaining Improvement Interventions in HIV Care. A Qualitative Study in Buikwe District, Uganda	Martin Muhire, Beatrice Babirye
ISQUA19-ABS-2375	Value-Based Healthcare as a Complex Innovation A Multiple Case Study of the Adoption of Value-Creation Strategies in Sweden and Brazil	Pedro Ramos, Pamela Mazzocato, Carl Savage
ISQUA19-ABS-2454	Accuracy of Predicted Length of Stay on a Surgical Ward	Anniek Dooper, Esmée Vural, Babs Zonderhuis, Kees Goverde
ISQUA19-ABS-2465	A Clean Coat A Day Keeps the VRE Away. Lessons Learned in Managing and Controlling an Outbreak of a Vancomycin-Resistant Enterococcus on a Surgical Ward.	Esmee Beers-Vural, Anniek Dooper, Barbara Zonderhuis, Rosa Van Mansfeld
ISQUA19-ABS-2486	Readiness Assessment of Ebonyi State Primary Health Care Agency to Deliver Improved Access to Quality Healthcare Services	Gladys Olisaekee, Ibiam Azu, Odi Okoro, James Nwali
ISQUA19-ABS-2515	Association of Osteoporosis with Proximal Humeral Fracture and Distal Radius Fracture in Elderly	Kuang-Ting Yeh, Wen-Tien Wu, Ing-Ho Chen, Jen-Hung Wang
ISQUA19-ABS-2541	Sudan National Quality Policy and Strategy a Step Forward in Implementation	Heitham Awadallah, Aliaa Ahmed, Abdul-Azim Awadalla

GENERAL INFORMATION



GENERAL INFORMATION

CAPE TOWN 2019

Registration and Information Desk Located on the Ground Floor

Sunday 20 October 2019	07:30 – 19:00
Monday 21 October 2019	07:00 – 18:00
Tuesday 22 October 2019	07:00 – 19:00
Wednesday 23 October 2019	07:00 – 16:30

Access for Those with Disabilities

The Cape Town International Convention Centre (CTICC) offers a full range of amenities to assist those with disabilities. For further information or assistance please go to the Conference Registration Desk on the ground floor. If you are a speaker and require assistance accessing the stage in any room please let us know at the ISQua desk in advance. The ISQua Desk is located in the Exhibition Area (Hall 2, Ground Floor)

Emergency and Assistance on Site

In case of emergency, or if you require any assistance, please contact the staff at the Registration Desk on the Ground Floor or call **+41 22 33 99 589**.

Name Badge

You will be issued with a name badge when you register. You must wear your badge at all times. This will identify you to conference colleagues, door and catering staff. Delegates who do not display the appropriate name badge will not be permitted to enter the CTICC.

Catering Points

Lunch and coffee breaks will be served Monday to Wednesday in the Exhibition Area (Hall 2, Ground Floor). Catering on Sunday will be served outside Ballroom East and West, First Floor. For break times, please see daily programme schedules.

Cloakroom

A cloakroom service will be available and located next to the Conference registration desk on the ground floor. Please make sure that no personal belongings are left after closing each day. All items are left at the owner's risk. For opening times see conference registration above.

Useful Contacts

Emergency within the CTICC	+27 21 410 5252
Ambulance/Fire	107 or 112
Registration Desk CTICC	+41 22 33 99 589

Social Events and Tours



Welcome Reception, Sunday 20 October 17:30 – 19:00

Venue: The Exhibition Area located in the Hall 2, Ground Floor

Entrance is free for attendees registered for 2 days or more but tickets must be pre- booked when registering. Extra tickets are available to be purchased onsite at the registration desk, for €25.

Networking Reception, Monday 21 October 19:00 – 21:00

Venue: Gold Restaurant, 15 Bennett St, Green Point, Cape Town, 8005

This year our Networking Reception will take place in the Gold Restaurant on Monday, 21 October. It will be a fantastic opportunity to network while enjoying the 'African' theme, featuring a traditional African entertainment and traditional African food. A number of tickets are still available to be purchased at the registration desk, price is €35. Transport will be provided from the CTICC front entrance at 18:30 – 19:00.

Poster Reception, Tuesday 22 October 17:00 – 19:00

Venue: The Poster Area located in the Hall 2, Ground Floor

You will have the opportunity to interact with the authors of the posters to discuss their research and enjoy an informal lively networking experience. Light refreshments will be provided and entrance is free for all registered delegates. Extra tickets are available to be purchased at the registration desk.

Education Site Visits, Wednesday 23 and Thursday 24 October

There are four education site visits running:

Groote Schuur Hospital , Mediclinic Panorama, Living Hope, and the Student Health and Welfare Centres Organisation (SHAWCO). Some are sold out, there may be cancellations available, please go to the registration desk on the Ground Floor to find out more. Tickets are complimentary for ISQua members and €15 for non-members. Transportation will be provided by ISQua departing from CTICC.

Wifi and Social Media

Wi-Fi Connection

Wi-Fi connection will be available for ISQua participants free of charge. The name of the network is CTICC.

If you have any issues connecting to the WiFi please contact the registration desk.

Conference App

ISQua's conference App is freely available to download from the App Store or Google Play, search for "ISQua". To get the most from the app we recommend that you log in, in order to personalise your schedule, network with other delegates, and much more. Each delegate was sent an email with download and log-in instructions. If you didn't receive this email or if you have issues logging in please visit the ISQua Desk in the Exhibition Area, Hall 2.

Social Media

Share your thoughts using this year's hashtag #ISQua2019. All tweets with our hashtag will be visible on our 'Social Wall' on the app and the plasma screen at the ISQua desk. Check out Symplur, on the App or <http://www.simplur.com/healthcare-hashtags/isqua2019/>, to see our top influencer's.



[#ISQua2019](https://www.twitter.com/ISQua)



www.facebook.com/isqua



www.instagram.com/isquaconference/
ISQuaConference #ISQua2019

Scientific

The Conference theme is 'Innovate, Implement, Improve: Beating the Drum for Safety, Quality & Equity'

The programme is planned in 9 tracks, which reflect the overall learning objectives of the conference:

1. External Evaluation
2. Patient Safety
3. The Person
4. Economics of Quality
5. E-Health and Innovation
6. Healthcare Quality and Safety for LMIC
7. Primary, Community and Integrated Care
8. Learning, Development and Data for Quality and Safety
9. Policy, Sustainability and Resourcing for Quality and Safety

Accreditation - CME Credits

The Conference has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with **18 European CME credits** (ECMEC®s). Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

Through an agreement between the Union Européenne des Médecins Spécialistes and the American Medical Association, physicians may convert EACCME® credits to an equivalent number of AMA PRA Category 1 Credits™. Information on the process to convert EACCME® credit to AMA credit can be found at www.ama-assn.org/go/internationalcme.

Live educational activities, occurring outside of Canada, recognised by the UEMS-EACCME® for ECMEC®s are deemed to be Accredited Group Learning Activities (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada. Please visit the ISQua desk for further information.

South African Medical Association Accreditation - CME Credits

ISQua have also been awarded accreditation by the South African Medical Association (SAMA) for **24 CPD points** for full conference attendance. Accredited by the SA Medical Association, any comments on the content of the presentation or point allocation can be directed to cpd@samedical.org. Please visit the ISQua desk for further information.

Patients Included Accreditation

We are proud to confirm that ISQua's 36th International Conference has achieved Patients Included status. The Patients Included charter provides conference organisers a means of demonstrating that their events are committed to incorporating the experience of patients, who are experts in living with their condition while ensuring they are neither excluded nor exploited. For more information on Patients Included, please visit <https://patientsincluded.org/conferences/>

Poster Viewing

Venue: Hall 2, Ground Floor

You will have an opportunity to interact with the authors of posters to discuss their research and to enjoy an informal lively networking experience at each lunch break and break time. Catering will be served around the posters, authors from tracks 1 – 4 will be by their posters on Monday at lunchtime and Tracks 5 – 9 will be by their posters on Tuesday at lunchtime. An indexed list of posters can be found on page 85.

ePosters

All ISQua poster authors have been provided with the option to submit an electronic version of their poster. All submitted electronic posters are archived online and are available for you to view via the following link: www.epostersonline.com/isqua2019/. A number of posters have been selected for lightning talks, visit the ePosters Area located on the first floor, Auditorium 1 foyer. See programme for session times.

Speakers

All presentations must be uploaded in the Speaker Preview Room (Room 1.54) on Level 1, technicians will be available to assist. See map for more details. The Speaker Preview Room will be open as per the registration hours.

Scientific Material

All presentations with the permission of the presenters will be made available on the ISQua Website. Recordings from the Plenary Room will also be available on our website after the conference. The code to access this presentations and recordings will be sent to you on completion of the post conference evaluation, which will be circulated to delegates within two weeks of the conference closing.

Certificate

Attendance certificates will be emailed to delegates post Conference.

Evaluation

A web-based questionnaire will be emailed to you, on the last day of the conference. We would appreciate any feedback, especially if we can improve on next year's conference. We would also appreciate real-time feedback about individual sessions, this can be done via the app or send your feedback to conference@isqua.org.

Reducing your Carbon Footprint

Your carbon footprint is the sum of all emissions of CO₂ (carbon dioxide), which are induced by your activities in a given time frame. Flying a distance of 2.2.km adds 1kg of CO₂ to your carbon footprint. A one-way long haul flight requires 3 trees to be planted to offset the emissions created by the flight. Global warming and climate change are becoming more important topics as the effects are being experienced locally, especially in South Africa.

To counter this, ISQua has teamed up with local organisation Greenpop, in order to attempt to offset the carbon footprint created as a result of the conference. We have donation boxes at different areas throughout the conference centre and you can donate here: <https://greenpop.org/donate/>, this link is also on the conference App. Together we can ensure the conference strives to be carbon neutral.

Liability and Insurance

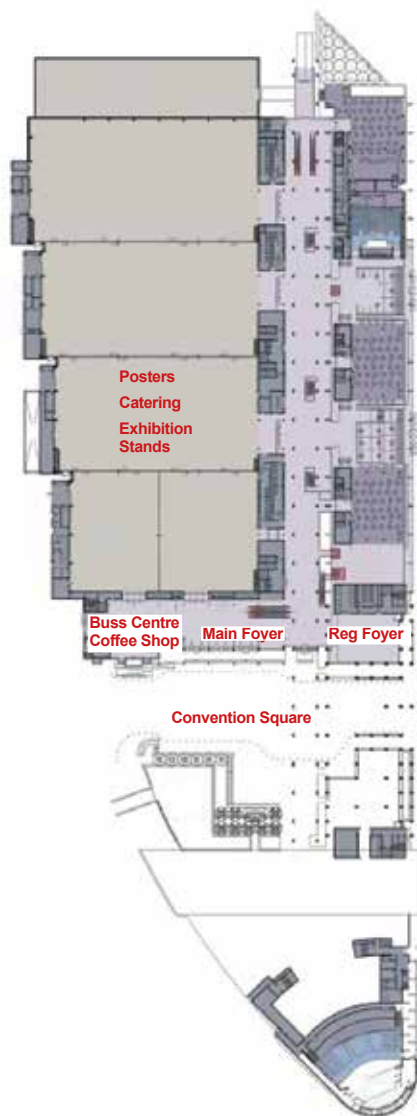
Neither the organisers nor ISQua will assume any responsibility whatsoever for damage or injury to persons or property during the conference.

Important disclaimer:

Every effort has been made to ensure that the Conference programme is accurate at the time of printing. However, Conference organisers reserve the right to change the programme as circumstances may require. Please see the Conference App for the most up to date programme.

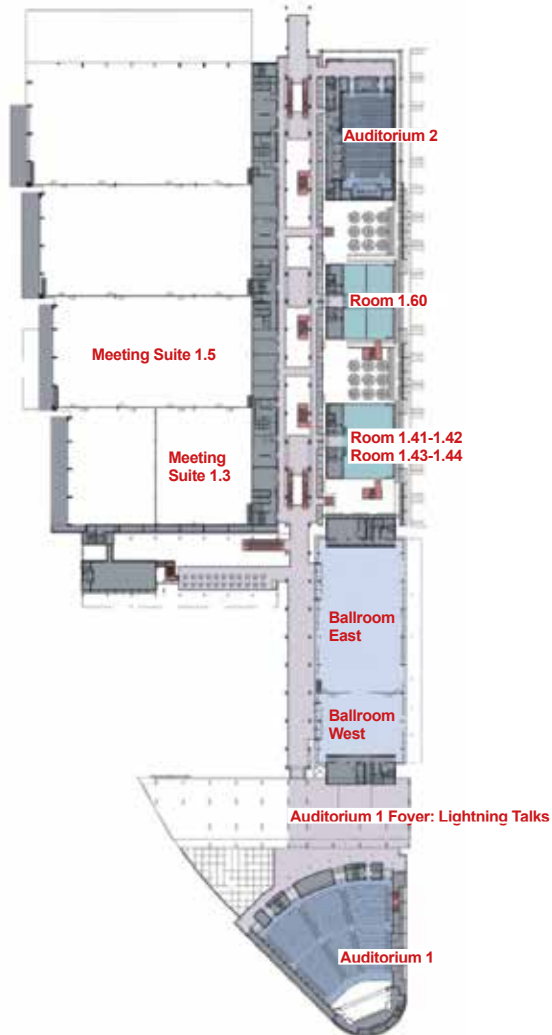
MAPS

LEVEL 0



MAPS

LEVEL 1



Times	Auditorium 1	Auditorium 1 Foyer	Ball Room East	Ball Room West	Room 1.60	Room 1.41 - 1.42	Room 1.43 - 1.44	Auditorium 2
Sunday AM				Pre-Conference 5	Pre-Conference 1			
Sunday PM				Pre-Conference 5	Pre-Conference 7			
Monday AM	Plenary/ISQua Innovations Session	Lightning Talks 1	A2	A7	A6	A1	A4	A5
Monday Lunch		Lightning Talks 2 / Lightning Talks 3	Medicine Session					
Monday PM	A16/Plenary	Lightning Talks 4	A14	A9	A13	A11/AGM	A10	A15
Tuesday AM	Plenary/B6	Lightning Talks 5	B3	B7	IHI and ISQua Session/Special Workshop	B1	B2	B5
Tuesday Lunch	Screening of Measure of Time	Lightning Talks 6		The Road to Person-Centred Care and Person Engagement				
Tuesday PM	B11/Plenary	Lightning Talks 7	B9	B16	B15	B10	B12	B14
Wednesday AM	Plenary/C8	Lightning Talks 8	C5	C9	Value-Based Care Session/ Session C1	C2	C6	C3
Wednesday Lunch		Lightning Talks 9/10			Beyond the Usual Session			
Wednesday PM	C15/Plenary	Lightning Talks 11	C11	C14	C17	C10	C12	C13

MAPS

LEVEL 2



Times	Room 2.40	Room 2.60
Sunday AM	Pre-Conference 2	Pre-Conference 6
Sunday PM	Pre-Conference 3	Pre-Conference 4
Monday AM	Learning Journeys Beginner Data Session/Session A3	A8
Monday Lunch	Learning Journeys Intermediate Data Session	Pharmaccess Sponsored Session
Monday PM	Learning Journeys Advanced Data Session	A12
Tuesday AM	Learning Journeys Beginner Co-Production Session/ Session B4	Meet the Academy Session/ Session B8
Tuesday Lunch	Learning Journeys Intermediate Co-Production Session	The Good Governance Sponsored Session
Tuesday PM	Learning Journeys Advanced Co-Production Session	B13
Wednesday AM	Learning Journeys Beginner Patient Safety Session	The Global Fund Session/ Session C7
Wednesday Lunch	Learning Journeys Intermediate Patient Safety Session/ Session C4	Latin America Session
Wednesday PM	Learning Journeys Advanced Patient Safety Session	C16

THANK YOU TO OUR SPONSORS

CAPE TOWN 2019



NOTES:



ISQua's 37th International Conference

Florence 2020

30 August - 2 September

Fortezza da Basso Congress & Exhibition Center

Call for Papers now open!
Registration opening soon!

**“Emotion, Inspiration and Creativity:
Pathways to Global Health Quality”**

www.isqua.org/events/florence-2020.html

Email: conference@isqua.org

#ISQua2020



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