



The International Society for Quality in Health Care

28th International Conference

Hong Kong Convention and Exhibition Centre



Patient Safety:
Sustaining the Global
Momentum

*using e-health, health technology,
education, research and policy*



14th - 17th September 2011

Conference Programme

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ISQua Welcome

ISQua warmly welcomes you to Hong Kong and our 28th International Conference which has been organised in collaboration with the Department of Health of the Hong Kong Special Administrative Region Government, and the Hong Kong Hospital Authority. The theme of the conference is "Patient Safety: Sustaining the Global Momentum *using e-health, health technology, education, research and policy*". Organising this conference would not have been possible without a Programme and Planning Committee which this year was Co-Chaired by Mr Philip Hassen, ISQua President and Dr Ping-Yan Lam, Director of Health, Hong Kong. ISQua extends its appreciation to them for their leadership and to the Local Organising Committee and the ISQua staff for their role in planning this major event, the largest international health care conference to be held in Hong Kong this year.

This is also the largest ISQua conference to date with 2000 delegates from both around the globe and locally registered to attend. The Call for Abstracts attracted an exceptional response with 1081 submissions from 57 countries received. The conference

is designed to facilitate learning, share innovations, promote new ideas, find answers to your questions and most importantly to interact with leaders in the field of health care safety and quality. The many plenary and concurrent sessions, the numerous poster presentations and displays, the educational site visits and the social networking opportunities that are included in the programme will enable delegates to achieve this aim.

The conference locally is supported by the Department of Health, Hospital Authority, the Hong Kong Tourism Board, Meetings and Exhibition Department and internationally by trade exhibitors who are available to meet delegates throughout the conference in the exhibition area on Level 1.

In all a very innovative three days lies ahead for you which will not only inspire but will also provoke discussion and it is hoped that you can find time in this busy schedule to tour the city and experience Hong Kong the "City of Life".

ISQua

Hong Kong Programme and Planning Committee



Philip Hassen
Co-Chair
President ISQua; CA



Ping - Yan Lam
Co-Chair
Department of Health; HK

Bruce Barraclough, ISQua Past President; AU

Roisin Boland, ISQua CEO; IE

Pierre Chopard, Conference 2012; CH

Tracey Cooper, ISQua President-Elect; IE

René Amalberti, Conference 2010; FR

Cindy Lai, Department of Health; HK

Lawrence Lai, Hospital Authority; HK

Alan Lau, Private Hospitals Association; HK

Pang Fei-chau, Hospital Authority; HK

ISQua conference Management team:

Triona Fortune, Eadin Murphy, Deirdre Burke, Sinead McArdle, Kevin Clarke and Roisin Boland.

ISQua Board

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ISQua President

Bruce Barraclough, AU
ISQua Past President

Tracey Cooper, IE
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David Bates; US

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EX OFFICIO

Roisin Boland, IE
ISQua CEO

Wendy Nicklin, CA
Chair Accreditation
Council

Eric Schneider, US
Editor IJQHC

Local Organising Committee Hong Kong

Cindy Lai; Co- Chair, Department of Health

Lawrence Lai; Co- Chair, Hospital Authority

Luke Tsang; Department of Health

Tina Mok; Department of Health

Fung Ying; Department of Health

Lui Siu-fai; Hospital Authority

Pang Fei-chau; Hospital Authority

Manbo Man; Hong Kong Sanatorium and Hospital

Susan Louie Chan; Hong Kong Baptist Hospital

Programme Overview

Hong Kong 2011

WEDNESDAY 14th SEPTEMBER

09:00 – 16:30 **ISQua Pre-Conference Programme**

17:00 Welcome Reception:
Hong Kong Convention and Exhibition Centre

THURSDAY 15th SEPTEMBER

08:00 – 08:30 **Coffee with Trade Exhibitors**

08:30 – 09:30 **Conference Opening and Welcome**

09:30 – 10:30 **Opening Plenary:**
Significance of Comparative Effectiveness
through Health Technology Assessment.
Guy Maddern; AU and Sir Michael Rawlings;
UK

10:30 – 11:15 **MORNING BREAK**

11:15 – 12:45 **Concurrent Sessions**

12:45 – 14:15 **LUNCH & LUNCHTIME ACTIVITIES**

14:15 – 15:45 **Concurrent Sessions**

15:45 – 16:30 **AFTERNOON BREAK**

16:30 – 16:45 **Launch of the ISQua Knowledge Portal**

16:45 – 17:30 **Afternoon Plenary:**
Effectiveness of Accreditation, Licensure and
other External Evaluation Systems.
Brian Johnston; AU

18:15 **Gala Dinner**
Hosted by the Secretary for Food and
Health, Hong Kong Special Administrative
Region Government (Invitation Only)

FRIDAY 16th SEPTEMBER

07:30 – 08:30 **Breakfast Session:**
The Health Foundation

08:00 – 08:45 **Coffee with Trade Exhibitors**

08:45 – 08:50 **Reizenstein Prize Award**

08:50 – 10:05 **Morning Plenary:**
e-Health Technology, the Impact and
Challenges of Implementation
David Bates; US & Benjamin Ong; SG

10:05 – 10:15 **Life Time Membership Award**

10:15 – 11:00 **MORNING BREAK**

11:00 – 12:30 **Concurrent Sessions**

12:30 – 14:00 **LUNCH & LUNCHTIME ACTIVITIES**

14:00 – 15:30 **Concurrent Sessions**

15:30 – 16:15 **AFTERNOON BREAK**

16:15 – 16:25 **International Accreditation Programme
Awards**

16:25 – 17:25 **Afternoon Plenary:**
Innovation in Improving Patient Safety
Richard Grol; NL and Laurent Degos; FR

17:30 – 18:00 **ISQua AGM** – Members only

17:45- 18:30 **Poster Reception**

19:00 **Educational Site Visits**

SATURDAY 17th SEPTEMBER

08:00 – 08:45 **Coffee with Trade Exhibitors**

08:45 – 09:00 **Welcome to ISQua's 29th International
Conference, Geneva 2012**

09:00 – 10:00 **Morning Plenary:**
Driving Organisational Improvement through
Governance and Leadership
Leung Pak Yin; HK and Thomas Tsang; HK

10:00 – 10:45 **MORNING BREAK**

10:45 – 12:15 **Concurrent Sessions**

12:15 – 13:15 **LUNCH & LUNCHTIME ACTIVITIES**

13:15 – 14:15 **Concurrent Sessions**

14:15 – 15:00 **AFTERNOON BREAK**

15:00 – 15:15 **Awards**

15:15 – 16:15 **Closing Plenary:**
Driving Organisational Improvement Whilst
Gaining a Better Understanding of the
Patient Experience
Sister Mary Jean Ryan; US
and Joanna Groves; UK

16:15 – 16:20 **President's Farewell**

16:20 **CLOSE OF CONFERENCE**

SUNDAY 18th & MONDAY 19th SEPTEMBER

Post Conference - Educational Site Visit

General Conference Information

Welcome Reception

Wednesday 14th September 17:00 – 19:00

The Welcome Reception will be held in the Convention Foyer on Level 1 of the Hong Kong Convention and Exhibition Centre (HKCEC). You need a ticket for this event which has been included in your registration pack. Hot and cold canapés will be served and you can enjoy traditional Lion Dancing and Fusion Music. Extra tickets are available and can be purchased at the registration desk for HK\$500.

Gala Dinner

Thursday 15th September 18:15

The Gala Dinner is being held at the Grand Hall on Level 3 of the HKCEC. This special event is hosted by the Secretary for Food and Health of the Hong Kong Special Administrative Region. It is a great opportunity to relax and dine with old and new friends, and enjoy the wonderful food and lively entertainment Hong Kong has to offer. You must bring your invitation with you to gain access to this event which can be found in your registration pack, if you have registered for the full main conference.

Poster Reception

Friday 16th September 17:45 – 18:30

The Poster Reception will take place at the Poster Areas on Levels 1 and 2 of the HKCEC. You will have an opportunity to interact with the authors to discuss their research and projects, and to enjoy an informal and lively networking experience. Light refreshments will be available.

Access for those with disabilities

The HKCEC offers a full range of amenities to assist those with disabilities. Spacious delegate lifts readily accommodate wheelchairs and all entrances are ramped. A braille directory and telephone system is available at the HKCEC Information Counters, which are located at the Harbour Road entrance. There are also tactile guide paths and specially designed toilets. For further information or assistance please go to the Conference Information Desk, located in the Reception Concourse on Ground Level.

No Smoking



The HKCEC is a smoke-free facility. No indoor smoking areas are provided.

Use of Cameras and Telephones



The use of any type of audio or visual recording equipment is not permitted during any of the scientific presentations. This includes the use of video, digital cameras or mobile phones to record speaker slide presentations. Cell/mobile phones must be switched off or diverted for all conference sessions.



Certificates



A Certificate of Attendance is included in your delegate pack.

Local CME/CNE Accreditation

Local participants can sign up for CME/CNE Accreditation at the Service Desk in the Convention Foyer on Level 1.

Language and Simultaneous Interpretation

The official language of the conference is English. Simultaneous interpretation in Putonghua will be provided during the Opening Ceremony and all Plenary Sessions. Please ensure to return your earphones to the Service Desk outside the Plenary Hall at the end of each session.

Name Badge



Security is strict in the HKCEC. You will need to wear your delegate name badge at all times. This will identify you to conference colleagues, security, hotel and catering staff. Delegates who do not display the appropriate name badge will not be permitted to enter the ISQua conference area. Lunch and coffee break services will only be available to delegates registered for the full conference, or for that particular day.

Catering points



Lunch will be served every day in the Convention Foyer on Level 1 and in the Chancellor Room on Level 4. Coffee stations will be available on Level 1 and 2. For break times, please see daily programme schedules.

Conference Registration and Information Desk



Located at the Reception Concourse, Ground Level, HKCEC (Harbour Road Entrance)

<i>Wednesday, 14th September 2011</i>	<i>07:30 - 19:00</i>
<i>Thursday, 15th September 2011</i>	<i>07:00 - 18:00</i>
<i>Friday, 16th September 2011</i>	<i>07:00 - 18:00</i>
<i>Saturday 17th September 2011</i>	<i>07:30 - 16:00</i>

Messages

Notice boards will be available to leave messages for colleagues near the Information Desk at Ground Level and ISQua Desks on level 1. Any changes to the programme will be posted here on a daily basis and on the plasma screen at the ISQua Desk.

ISQua Desk

The ISQua Desk is located at Booths 5 and 6 in the Convention Foyer on Level 1. Any questions in relation to ISQua, or educational site visits, should be directed to staff there.

Cloakroom



A free cloakroom service is available for participants at the Information Desk on the Ground Level. 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.

Emergency and Assistance on Site



In case of emergency, or if you require any assistance, please contact the staff at the Information Desk on the Ground Level.

WIFI Connection



Free WIFI service is available at all venues in the HKCEC, including all food and beverage outlets and meeting rooms. Users have up to 20 minutes until the connection automatically disconnects.

Local Transportation



Mass Transit Railway – MTR

The nearest MTR station is Wanchai, Hong Kong Line.

Taxi



There are three colours of taxi to indicate their areas of service, but all serve the airport:

Red taxis operate in most of Hong Kong, except for Tung Chung Road and the south side of Lantau Island.

Green taxis serve the rural areas of the New Territories.

Blue taxis operate only on Lantau Island.

Taxi Telephone Numbers:

Fraternity Taxi Owners Association 2527 6324

Hong Kong Kowloon Taxi & Lorry Owners Association 2574 7311

Pak Kai Taxi Owners Association 2728 2281

Wai Fat Taxi Owners Association 2861 1008

Wing Tai Car Owners & Drivers Association 2527 8524

Parking



On-site parking -

Fee: HK\$24 per hour

Adverse Weather Arrangements

If the Hong Kong Observatory declares a typhoon 8, or if a black rain storm signal has been raised, all activities at the HKCEC will be held as scheduled, but tours and visits may be cancelled. If the warning signal is lowered 3 hours before the start of these activities, the tours and visits will continue as normal.

Useful Contacts (Area Code of Hong Kong: +852)

Emergency Number (Ambulance / Fire / Police)	999
Conference Hotline (13th -17th September 2011)	8108 8169
Directory Enquiries	1081
Weather	1878 200
Hong Kong Information	2508 1234
Hong Kong Airport Hotline	2181 0000
Flight Information (Hong Kong Airport Authority Hotline)	2181 8888

Accommodation (Area Code of Hong Kong: +852)

JW Marriott Hotel Hong Kong	2810 8366
Renaissance Harbour View Hotel	2802 8888
Harbour Grand Hong Kong*	2121 2688
Novotel Century Hong Kong	2598 8888
Gloucester Luk Kwok Hong Kong	2866 2166
Regal iClub Hotel	3669 8668
The Empire Hotel Hong Kong	3692 2111
Empire Causeway Bay Hong Kong	3692 2333
The Harbourview	2802 0111
The Wesley	2866 6688

*note: shuttle bus available from Harbour Grand Hong Kong to Wanchai District.

Liability and Insurance

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



Scientific Programme Hong Kong 2011

The conference proceedings are structured to allow delegates to network, to share knowledge and to learn. Each day will open and close with a Plenary Session in the Convention Hall, located on Level 1 of the HKCEC. Concurrent sessions start after the morning and lunch breaks. These sessions are organised in nine thematic tracks and are open to all delegates. Delegates can follow a track of interest, or choose to hear a range of presentations by moving across the different tracks. The tracks are colour coded as follows:

THEMATIC TRACKS

Track 1: e-Health and Innovative Technologies

Track 2: Health Technology Assessment and Comparative Effectiveness Research

Track 3: Education in Safety and Quality

Track 4: Governance, Leadership and Health Policy

Track 5: Accreditation and External Evaluation Systems

Track 6: Patient Safety Systems

Track 7: Integrated Care and Interface with Primary Care

Track 8: Patient Experience and Engagement

Track 9: Measuring Service Performance and Outcomes

Concurrent Sessions

Concurrent sessions are 90 minutes long and may be a combination of invited speakers and short abstract presentations. They are open to all delegates.

Poster Presentations

Posters selected for presentation will be presented at lunch time each day either in the session rooms on Level 2 (S 222- S 228) or at one of the two plasma screens in the Poster room (S 221), also located on Level 2. These consist of brief 5 minute presentations to include questions.

Poster Displays

Posters will be displayed in thematic tracks on Levels 1 and 2 of the HKCEC.

Tracks	Area	Level
e-Health and Innovative Technologies	C	Level 2
Health Technology Assessment and Comparative Effectiveness Research	C	Level 2
Education in Safety and Quality	A	Level 1
Governance, Leadership and Health Policy	C	Level 2
Accreditation and External Evaluation Systems	C	Level 2
Patient Safety Systems	C	Level 2
Integrated Care and Interface with Primary Care	C	Level 2
Patient Experience and Engagement	A	Level 1
Measuring Service Performance and Outcomes	B	Level 1
Quality Improvement Plans	C	Level 2

To locate a poster please see pages 44 to 64 and map, page 66.

Poster Information

Posters may be hung from 07:30 but should be in place by no later than 10:00 on Thursday 15th September.

Posters will be on display from:

- 08:00 on Thursday 15th to 15:00 on Saturday 17th September
- All posters must be removed by 15:00 on Saturday 17th September. If they are not removed by this time they will be taken down by the conference staff and no responsibility can be taken for their safe return.

Poster Judges:

Helen Crisp Co-Chair; UK

Triona Fortune Co-Chair; ISQua

David Ballard; US

Chris Brook; AU

Christopher Cornue; US

Ti Chin Cheng; HK

Kin Lai Chung; HK

Susan Chmielewski; US

Carsten Engel; DK

Susan Frampton; AU

David Greenfield; AU

Jill Krynicki; UK

Jean Latreille; CA

Mondher Letaief; TN

Peter Lee; SG

Bernadette Lee; HK

Michael Ling; HK

Wing Lou; HK

Stephanie Newell; AU

Anam Parand; UK

James Robblee; CA

Walter Sermeus; BE

Carlos Goes de Souza; UK

Karen Timmons; US

Joanne Travaglia; AU

Victoria Tan; HK

Stuart Whittaker; ZA

Fan Wong; HK

Betty AU Yeung; HK

Eyal Zimlichman; US

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.

Abstract display

All abstracts that have been selected for this programme are available to view at one of the two designated computer terminals on Level 1 and 2. They are also available during and after the conference via the ISQua website www.isquaconference.org. Following the conference, ISQua is planning to publish as many presentations as possible, with the permission of the authors. However, any delegate wanting access to slides should ask the speaker directly for a copy and, if agreed, provide an email address.

Speakers

All speakers are asked to visit the Speaker Preview Room located beside Theatre 1, Level 1 at least half a day in advance of your scheduled presentation time. See map page 66 for more details.

Educational Site Visits

Three Educational Site Visits are offered on the evening of Friday 16th September for anyone who has registered for the full main conference programme. Entry is by ticket only and places are limited, but tickets may still be available from the ISQua Desk. The visits are from 19:00-21:00. Delegates can choose from one of the following:

- Traditional Chinese Medicine in a New Era; Hong Kong Baptist University
- Healthcare Opportunities with Advanced Technology; Hong Kong Sanatorium and Hospital
- Smart Design for Efficiency; Prince of Wales Hospital

Transport will be provided, refer to your ticket for the transfer time and departure area.

Post-Conference Educational Site Visits

The programme outlined below takes place on Sunday 18th and Monday 19th September 2011, from 09:00-17:00. These visits are open to any delegate who has registered for the full main conference. Places are limited and need to be booked in advance through ISQua. There is no transport provided for these visits.

Preparedness for Major Infectious Disease Outbreaks and Pandemics

- Princess Margaret Hospital
- Hong Kong Sanatorium and Hospital
- Centre for Health Protection

Conference Evaluation

A web-based questionnaire will be emailed to you within a week after the conference. There will also be onsite evaluations for each session. We would appreciate any feedback, especially if we can improve on next year's conference.

Hong Kong 2011

Plenary Speakers Biographies

Guy Maddern



Professor Maddern is the RP Jepson Professor of Surgery at the University of Adelaide, Director of Surgery and Director of Research at The Queen Elizabeth Hospital. He has over 300 publications in scientific journals and has contributed to over a dozen surgical books. His current research focus brings

together the development, assessment and introduction of surgical techniques, processes and technologies into clinical practice.

He is Surgical Director of Australian Safety and Efficacy Register of New Interventional Procedures – Surgical (ASERNIP-S). This programme is designed to perform rigorous assessment of the safety and efficacy of new procedures and technologies available in surgical practice and feed back this information to surgeons and the community. He is also Secretary of HTAi (Health Technology Assessment International), former Chairman of INAHTA, and a member of numerous HTA committees within Australia.

Sir Michael Rawlins



Sir Rawlins has been chairman of the National Institute of Health and Clinical Excellence (NICE) since its formation in 1999. He is also an Honorary Professor at the London School of Hygiene and Tropical Medicine, University of London, and Emeritus Professor at the University of Newcastle upon Tyne. He was

the Ruth and Lionel Jacobson Professor of Clinical Pharmacology at the University of Newcastle upon Tyne from 1973 to 2006. At the same time he held the position of consultant physician and consultant clinical pharmacologist to the Newcastle Hospitals NHS Trust. He was vice-chairman (1987-1992) and chairman (1993-1998) of the Committee on Safety of Medicines; and chairman of the Advisory Council on the Misuse of Drugs (1998-2008).

Brian Johnston



Brian Johnston has been Chief Executive of the Australian Council on Healthcare Standards (ACHS) since November 2000. He has been professionally involved with the ACHS since being appointed as a surveyor in 1985 and was also previously a member of the Standards Committee for six years. He

has qualifications in health administration from the University of New South Wales and in public administration from the NSW Institute of Technology (now the University of Technology, Sydney).

Mr Johnston is a Fellow of the Australasian College of Health Service Management (ACHSM), a Fellow of the Australian Institute of Company Directors and a Fellow of the Australian Institute of Management. He holds an appointment as Visiting Fellow, the Australian Institute of Health Innovation, at the Faculty of Medicine, University of New South Wales, and is a member of the Management Committee of the Royal Australasian College of Surgeons' Australian Safety and Efficacy Register of New Interventional Procedures – Surgical (ASERNIP-S).

He was appointed a Life Member of the International Society for Quality in Health Care (ISQua) in 2010. He has been a member of ISQua's Council for the International Accreditation Program since 2001 and was the Chair from 2006 to 2009.

Mr Johnston's professional career has been wholly in the health industry and has included experience at both departmental and senior health service management levels. He has been involved mainly in the operational management of public health services and facilities, particularly teaching and referral centers since 1977.

David Bates



Dr. Bates is an internationally renowned expert in patient safety, using information technology to improve care, quality-of-care, cost-effectiveness, and outcomes assessment in medical practice.

A practicing general internist, Dr. Bates is Chief of the Division of General Internal Medicine at Brigham and Women's Hospital in Boston, a Professor of Medicine at Harvard Medical School, and a Professor of Health Policy and Management at the Harvard School of Public Health, where he co-directs the Program in Clinical Effectiveness. He also serves as Medical Director of Clinical and Quality Analysis for Partner's Healthcare Systems. He directs the Center for Patient Safety Research and Practice at Brigham and Women's Hospital, and serves as external program lead for research in the World Health Organization's Global Alliance for Patient Safety. He is also the Associate Editor of the Journal of Patient Safety.

At a time when patient safety has become a key driver for focusing attention on health-care quality, Dr. Bates' work has not only shown the magnitude of the problem but also underscored a set of tools for helping solve it. He led a seminal study on the epidemiology of drug-related injuries, demonstrating that the most effective way to prevent serious medication errors is to focus on improving the systems. He has also performed many studies on how computerized, evidence-based guidelines can improve quality and efficiency. He has over 600 peer-reviewed publications.

Benjamin Ong



Associate Professor Benjamin Ong is the Chief Executive of the National University Health System (NUHS). He is also a senior consultant neurologist and Head of the Division of Neurology at the National University Hospital, as well as a member of the Department of Medicine at the Yong Loo

Lin School of Medicine at the National University of Singapore. He qualified in Medicine in 1981 and trained in Neurology in Singapore and the UK. His training in neurology included the China Medical Board and the Commonwealth UK Fellowships with attachments to the Institute of Neurology (UK) and the Institute for Molecular Medicine (Oxford).

Professor Ong's research interests are in neuroepidemiology and neuroimmunology. He has done work on headache disorders, myasthenia and continues to have active collaborations with colleagues in the Asia Pacific area in the study of demyelinating Central Nervous System diseases. He is active in Neurology Specialist Training and has been applying Information Technology and process improvement in hospital-based patient care delivery since 1998.

Professor Ong received the National Day Public Administration Medal for his leadership contributions in 2009.

Laurent Degos



Laurent Degos, Professor of Medicine at Paris VII University, former chairman of the Board of the Haute Autorité de santé, previously head of the clinical blood disease department at Saint-Louis Hospital, and director of the Biology and Biotechnology Graduate School. Laurent Degos has published several

scientific articles in hematology, genetics, immunology, cancer and public health. In particular, he discovered how to transform a leukemic cell into a normal cell, thereby opening up a new approach to cancer treatment.

Prof Degos is a member of the French Academy of Science and a Knight of the Legion of Honour. He has received a number of international prizes including the General Motors Prize (Washington), the Brupbacher (Zurich), and the Gagna and Von Hoeck Prize (Brussels). Laurent was the chairman of Programme and Planning Committee for ISQua's 2010 conference in Paris 2010.

Richard Grol



Professor Grol is Director of the Centre for Quality of Care Research in The Netherlands. He studied law and psychology and was trained as a psychotherapist before entering health services research. He is emeritus professor of Quality of Care at the Radboud University Nijmegen and Maastricht University.

Prof. Grol was Director of IQ Healthcare, one of the leading International scientific institutes in the field of quality and safety in healthcare. He founded, and was director of, the Nijmegen Centre for Evidence Based Practice (NCEBP). Currently he works as an independent policy advisor.

Prof. Grol has published over 500 scientific papers and contributed to over 25 books. He has successfully supervised almost 70 PhD theses.

Prof. Grol was founder and president of the European Association for Quality in Primary Care, as well as advisor to the Dutch College of General Practitioners for many years. He received a Honorary Fellowship and Lifetime Career Award from the World Organization of Family Doctors in 2004, and a Honorary Fellowship of the Royal College of General Practitioners in the UK in 2005. In 2006 he received a Royal Award: Order of the Dutch Lion (Ridder in de Orde van de Nederlandse Leeuw) for his unique scientific work on quality in health care. In 2009 he received the 'Universiteitspenning' (University Award) of Radboud University Nijmegen. In 2010 he received the highest award of the Dutch College of GPs.

P Y Leung



Dr Leung began his career in 1985 in public health and administrative medicine. He was appointed Deputy Director of Food and Environmental Hygiene in 2000, Deputy Director of Health in 2002 and the first Controller of Centre for Health Protection in 2004. Dr Leung joined the Hong Kong

Hospital Authority as Director of Quality and Safety in 2007 and is currently Chief Executive of the Hospital Authority, responsible for 41 public hospitals and institutions and 58,000 staff.

Thomas Tsang



Dr Tsang obtained his medical degree at the University of Hong Kong in 1990. He graduated with a Masters of Public Health degree from Johns Hopkins University (USA) in 1992. Dr. Tsang obtained a Fellowship in Community Medicine under the Hong Kong Academy of Medicine in 1999. During 1998-

2000, he underwent a two year training program under the Centers for Disease Control and Prevention at Atlanta, USA.

Dr Tsang joined the Department of Health, HKSAR Government in 1992. His work experience and publications have mainly been on the prevention and control of infectious diseases. He took an active role in managing several major epidemics, including avian influenza A(H5N1) in 1997, SARS in 2003, and pandemic influenza A(H1N1) in 2009, during which he contributed to bringing about mechanisms for quality infection control and crises management in healthcare institutions and the general community. He is now Controller of the Centre for Health Protection of the Department of Health.

Joanna Groves



Joanna is the Chief Executive Officer of the International Alliance of Patients' Organizations (IAPO). IAPO is the global group representing patients from all disease areas and all regions of the world. IAPO's members are patients' organizations and non profit health-related organizations.

Joanna is responsible for managing and implementing the overall strategy of the organization as defined by IAPO's international Governing Board. She takes a leading role in communicating IAPO position on healthcare issues which represent the views of IAPO's member patients' organizations, and building productive partnerships with international health-related organizations. Driven by its membership, IAPO focuses on issues that are of importance to patients' organizations regardless of their disease area or geographical location. Ongoing policy priorities include access to healthcare, patient safety, patient information and patient involvement. Joanna has a science policy background holding a Masters degree in Science and Technology Policy Studies. She joined IAPO in March 2004 as Policy & External Affairs Director before becoming Chief Executive Officer in March 2007. Prior to joining IAPO, she worked in other nonprofit health organizations including in a policy and research capacity building role for The Wellcome Trust's Biomedical Ethics Section. She has particular interest in how policy is formulated, supporting a stronger role for patient engagement and social and ethical considerations in health policymaking.

Sr. Mary Jean Ryan



Sr. Mary Jean Ryan, Franciscan Sister of Mary, is Board Chair of SSM Health Care, the largest Catholic health care systems in the United States, with 23,000 employees and 5,800 affiliated physicians serving in 20 hospitals and two nursing homes. In 2002, SSM Health Care became the first health care recipient of the Malcolm Baldrige National Quality Award, the nation's premier award for performance excellence and quality achievement.

During her 25 year tenure, Sr. Mary Jean has emphasized three key themes: preservation of the earth's resources; valuing ethnic and gender diversity; and commitment to Continuous Quality Improvement.

She is the author of "On Becoming Exceptional: SSM Health Care's Journey to Baldrige and Beyond,"

Sr. Mary Jean has received numerous honors, including the Juran Medal from the American Society for Quality and the Governor's Quality Leadership Award in Missouri. Sr. Mary Jean was voted one of the 25 Most Influential Women in Business in St. Louis in 2005, and one of the most powerful people in health care by Modern Healthcare Magazine for the past eight years.

Sr. Mary Jean received a nursing diploma at St. Mary's Hospital in Madison, Wisconsin, a Bachelor of Science Degree in nursing from Saint Louis University, and a Master's Degree in Hospital and Health Administration from Xavier University in Cincinnati. She has been a Franciscan Sister of Mary for 50 years.

International Review Panel

Mahasti Aghatchian; FR
Kittinan Anakamane; TH
Hugo E Arce; AR
Ricardo Armando Otero; AR
Paul D. Bartels; UK
Sonal Arora; UK
Martin Beaumont; CA
Catherine Besthoff; US
Martin Bayer; DE
Jo Bibby; UK
Jen Bichel-Findlay; AU
Mark Brandon; AU
Elizabeth J. Brown; US
Claire Brown; AU
Joy Brumby; AU
Katharina Kovacs Burns; CA
Ngai Tseung Cheung; HK
Stephen Clark; AU
Eibhlin Connolly; IE
Jocelyn Cornwell; UK
Mike Counte; US
Helen Crisp; UK
Robert Crone; US
Ernest D'Addario; US
Mary Desmond Vasseghi; IE
Armelle Desplanques-Leperre; FR
Danielle Dorschner; CA
Hilary Dunne; IE
Ezequiel Garcia Elorrio; AR
Stuart Emslie; UK
Antje Erler; DE
Pamela Fagen; IE
Monica Finnigan; AU
Tejal Gandhi; US
Patricia Gilheaney; IE
Carlos Hiran Goes de Souza; BR
William Golden; US
Joanna Goodrich; UK
Dante Graña; AR
Jennifer Haas; US

David Hansen; AU
Elma Heidemann; CA
John Helfrick; US
Kwok Kon Hung; HK
Margarita Hurtado; US
Joseph Ibrahim; AU
Brian Johnston; AU
Anastasia Kastania; GR
Rainu Kaushal; US
Sidika Kaya; TR
Sandra Kearns; CA
Sharon Kleefeld; US
Solvejg Kristensen; DK
Peter Lachman; UK
Sang-il Lee; KR
Lena Low; AU
Mondher Letaief; TN
Jerod Loeb; US
Carmen Audera López; CH
Susana Lorenzo; ES
S F Lui; HK
Milton S W Lum; MY
Anne Maddock; AU
Tehewy Mahi Al; EG
Ana Maria Malik; BR
Russell Mannion; UK
Kadar Marikar; MY
Stuart Marshall; AU
Jorge César Martínez; AR
Rashad Massoud; US
Stephen McAndrew; UK
Steve Meurer ; US
Philippe Michel ; FR
Ana Tereza Miranda; BR
Mohamed Nazir bin Abdul Rahman; MY
Anastasios Moutzoglou; GR
Margaret Murphy; IE
Nancy Dixon; UK
Yau Onn Voo; SG
Renée Otter; NL

Torben Palshof; DK
Jim Pelegano; US
Nittita Prasopa-Plaizier; WHO
Elizabeth Pringle; AU
Narottam Puri; IN
Peter Qvist; DK
BK Rana; IN
Bernice Redley; AU
James Robblee; CA
Mairin Ryan; IE
Odet Sarabia; MX
Laura Schiesari; BR
Walter Sermeus; BE
Charles Shaw; UK
Inger Margrete Siemsen; DK
Rosemary Smyth; IE
Hing Yu So; HK
Mathilde Strating; NL
Rosa Sunol; Spain
Anuwat Supachutikul; TH
Morimoto Takeshi; JP
Ka Wae, Tammy Tam; HK
Sarper Tanli; UAE
Karen Taylor; UK
Tim Shaw; AU
Koen Van den Heede; BE
Rick Frederick van Pelt; US
Paul van Ostenberg; US
Monica VanSuch; US
Bert Vrijhoef; NL
Merrilyn Walton; AU
Stuart Whittaker; ZA
Liu Hing Wing; HK
Wing Nam WONG; HK
Peter Woodruff; AU
Yin Chun, Loretta Yam; HK
Desmond Yen; AU

Pre-conference Programme

Wednesday 14th September

Session 1 - Performance Assessment - Morning Innovation in Accreditation, Regulation and Licensure; Challenges that lie ahead in the next five years Theatre 1, Level 1

09:00 - 09:10	Chairs Welcome: Wendy Nicklin; CA and Steve Clark; AU
09:10 - 09:40	Regulatory framework - Frances Elliot; SC
09:40 - 10:10	Regulatory systems in health and social care - The challenges - Tracey Cooper; IE
10:10 - 10:40	Coffee
10:40 - 11:05	The challenge of accreditation in Primary Care - Steve Clark; AU
11:05 - 11:45	Why go the accreditation route? - HW Liu; HK and Carsten Engel; DK
11:45 - 12:10	Contributions, comments, questions and answers with panel
12:10 - 12:15	Conclusion - Wendy Nicklin; CA and Steve Clark; AU
12:15 - 13:20	Lunch

Session 1 - Performance Assessment - Afternoon Using Indicators in Improving Performance Theatre 1, Level 1

13:20 - 13:30	Chairs Welcome: Edward Kelley; WHO and Rashad Massoud; US
13:30 - 14:00	Importance of indicators in creating improvement at a national level - Michael Smith; AU
14:00 - 14:30	National and International use of metrics to improve health systems - Amy Stern; US
14:30 - 15:00	The Thai experience implementing WHO recommended measures for adverse events - Kittinan Anankamane; TH
15:00 - 15:30	Coffee
15:30 - 16:00	The challenges of using indicators in developing countries where poor data is a common situation - Jorge Hermida; EC
16:00 - 16:20	Contributions, comments, questions and answers with panel
16:20 - 16:30	Conclusion - Edward Kelley; WHO and Rashad Massoud; US

Session 2 - Quality Improvement Framework Skill-Building Workshop: Applying a Reliable Design Framework to Improve Quality of Care Convention Hall A, Level 1

DELEGATES MUST HAVE PREREGISTERED FOR THIS SESSION

09:00 - 16:30	Chairs: Shawn Dick; US and Malcolm Daniel; UK
	This workshop will enable participants to design their own improvement project, applying the principles of modern health care improvement and reliable design to a problem area of the participant's choice. Delivered by the USAID Health Care Improvement Project, the workshop will be led by faculty from the United States, Scotland, Russia, South Africa, Uganda, Ecuador and Afghanistan. An online forum hosted on ISQua Knowledge will facilitate ongoing interaction with the mentor and with other participants who are implementing their projects.

Session 3 - Cultures and Policy - Workshop
Culture Change: Mapping, Modeling, Measuring and Mobilising
Convention Hall C, Level 1

09:00 - 16:00	Speakers : Jeffrey Braithwaite; AU, Russell Mannion; UK and Yuki Matsuyamaj; JP
Coffee: 10:10 - 10:40	Everyone says they want to change their culture. But how do we actually do that? You need more than just to hope it will happen. This workshop is for policymakers, regulators, managers, clinicians and patients – in fact, anyone who wants to improve the health system, or their part of it. We will provide a critical overview of the principal ideas and frameworks for understanding culture as well as an appreciation of how and why cultures change. Topics covered include:
Lunch: 12:15 - 13:30	<ul style="list-style-type: none"> • Mapping: The origins of current interest in organisational culture in health care: Organisational culture is a much used but little understood concept in health care circles. • Modelling: Frameworks and models of culture change: An understanding of how and why cultures change is key to improving organisational performance and effectiveness. • Measuring: Instruments and tools for measuring and assessing culture and culture change: We will look at approaches for measuring and assessing health care cultures across a range of clinical and professional settings.
Coffee: 15:00 - 15:30	<ul style="list-style-type: none"> • Mobilising: Putting together the take-home-value of the workshop for participants: Here we will put it all together, and help participants assemble a toolkit for working on their own particular culture change initiatives

Health Technology Assessment International (HTAi) Session
Understanding and using health technology assessment to drive health care quality
Room 224-225, Level 2
DELEGATES MUST HAVE PREREGISTERED FOR THIS SESSION

09:00 – 15:00	Speakers: Clifford Goodman; US, Chris Henshall; UK and Guy Maddern; AU
	<ul style="list-style-type: none"> • The role of HTA in improving quality across health systems • Building capacity for HTA and implementing HTA for improved health system quality • Case studies for the application of HTA to participants' real-world challenges

Pre Conference Planning Committee

Roisin Boland: Chair; ISQua
Steve Clark: AU
Frances Elliot: SC

Triona Fortune: ISQua
Edward Kelley: WHO
Janne Lehmann Knudsen: DK

Rashad Massoud: US
Mary Vasseghi: IE

Welcome Reception 17:00 – 19:00
Level 1, Hong Kong Convention and Exhibition Centre

ISQua Hong Kong:

Thursday 15th September

Opening Plenary

Significance of Comparative Effectiveness through Health Technology Assessment

Speakers: *Guy Maddern; AU, Sir Michael Rawlings; UK*

Convention Hall A, B & C, Level 1

Comparative effectiveness: Just another way to restrict surgical innovation?

Surgery innovates and changes with great speed, driven by new devices, procedures and advances in oncology. Comparative effectiveness aims to provide data on the relative merits of healthcare interventions. It seems reasonable to select the best value for the healthcare dollar, but will this stifle new approaches? Surgical innovation is usually more expensive, has learning curves, and often enters practice at either uncomplicated or desperate situations. How can we ensure that society does not wait too long for the next important innovation but, at the same time, is protected from expensive folly? Health technology assessment offers some, but not all, of the answers.

Concurrent Sessions - Morning 11:00 - 12:30

A3 WHO: Strengthening capacity for safer care: Developing and supporting patient-safety leaders

Speakers: *Bruce Barraclough; AU, Agnes Leotsakosa; WHO, David Bates; US, Mondher Letaief; TN*

Convention Hall B, Level 1

Key Contents

The session will present the WHO's Patient Safety Programmes' approaches for building and strengthening capacity for patient-safety improvement and for patient-safety research.

Developing and strengthening local expertise and leaderships is critical to achieving and sustaining safer healthcare. Capacity strengthening encompasses education and training through to strategies such as collaboration, partnership and creation of enabling environments. WHO Patient Safety and its partners will showcase key strategies in working with collaborators and partners to facilitate healthcare providers, and support 'up and coming leaders' to promote patient-safety culture and bring about changes in patient-safety improvement.

A5a Experience from 44 healthcare accreditation programmes; analysis of responses to an international survey

Speakers: *Charles Shaw; UK*

Theatre 2, Level 1

Introduction

This survey identifies opportunities and challenges for policy-makers, accreditation leaders and international aid agencies funding health reform.

Key messages

The number of accreditation organisations grew from 26 in 2000 to 44 in 2010.

- » Of organisations active before 2000, half declined or ceased to function; of those established since 2000, one third show sustained growth and activity
- » Technical competence in accreditation management appears less important to survival than the environment of the healthcare system
- » Thriving organisations are characterised by strong stakeholder relationships, collaboration with regulatory agencies, consistency with government policy, continuous innovation and secure funding
- » Failure to thrive may be associated with a change of government policy; failure of financial incentives to participate; lack of engagement with stakeholders; inability of health system to respond to identified deficiencies.

A5b Healthcare Regulation in Scotland – The Changing Landscape

Speaker: *Frances Elliot; SC*

Theatre 2, Level 1

This presentation will set out the policy context for external evaluation of healthcare in Scotland and how this has changed over the last few years.

It will describe the changes Healthcare Improvement Scotland (HIS) are making in terms of their evaluation, and why they are moving to more definitive regulation rather than the traditional peer review that they used to undertake, with an ambition to move towards accreditation.

The implications for HIS as a national body in Scotland will be discussed, and what this means for their relationships with the service, both NHS and independent sector. An important element will be an explanation of why the organisation is uniquely placed to link scrutiny to improvement, by using the output from scrutiny to drive improvement programmes.

A7 Improving Health Outcomes in Low-income Countries

Speakers: *Cynthia Bannerman; GA, Nadera Hayat Burhani; AF, Nana Twum Danso; GH, Mirwais Rahimzai; AF*

Convention Hall C, Level 1

This session will focus on the experience in two countries – Ghana and Afghanistan – to build national capacity for quality improvement at the policy and strategy level, and to engage in national scale-up of the health system to improve health outcomes. Case presentations will be followed by a discussion panel.

Lunchtime Sessions

A10 Clinical audit as a quality improvement process - shifting the paradigm from audit and feedback

Speaker: *Nancy Dixon; UK*

Convention Hall C, Level 1

This workshop is about how the clinical audit process works when it is used as a quality improvement tool. Nearly ten years ago, clinical audit in the UK was repositioned as a quality improvement process that includes implementing changes in practice to achieve needed improvements in the quality of patient care. This shift in understanding of clinical audit recognised that feedback alone is unlikely to produce improvements in care, particularly when the causes of shortcomings are beyond the direct and exclusive control of clinicians delivering the care.

The objectives of the workshop are to help those who participate to learn the practical implications of doing clinical audits as Quality Improvement (QI) projects.

Concurrent Sessions - Afternoon 14:15 - 15:45

A11 e-Health and Quality Improvement

Speakers: *David Bates; US, NT Cheung; HK*

Convention Hall B, Level 1

Health Information Technology (HIT) has great potential to improve safety, quality and efficiency. However, it doesn't always achieve it. The issues discussed will include the potential of informatics and HIT to improve care, the evidence that it can make a difference, some of the reasons why things often break down when HIT is actually implemented widely, as well as policies that may improve the likelihood of success. This will be followed by a discussion on how to achieve value with HIT, with specific examples from the Hong Kong Hospital Authority, including some of the key success factors and the plans of the Hospital Authority moving forward.

A16 WHO: Evidence-based patient safety: Taking patient-safety improvement tools to the frontline

Speakers: *Patricia Ching; CN, Edward Kelley; WHO, Philippe Michel; FR*

Convention Hall A, Level 1

Key contents

The session will present four major WHO patient-safety tools and their use by front line professionals.

The real challenge in achieving patient-safety improvement is not only the development of globally relevant and locally practical and applicable tools, but also implementing these tools in local settings. This session will offer the opportunity to discuss key strategies in advocating and promoting the use of patient-safety guidelines, tools and solutions. A panel will present a number of case studies and discuss key ingredients for successful dissemination and implementation, and outline WHO Patient Safety's future work on this topic.

A18a The patient-satisfaction chasm: the gap between administration and frontline clinicians

Speaker: *Ronen Rozenblum; US*

Theatre 2, Level 1

Patient satisfaction is increasingly recognised as an important component of quality of care. Despite the desire of providers to achieve a high level of patient satisfaction, and the fact that the majority of hospitals today routinely use patient-satisfaction instrument surveys to assess their quality of care, relatively little attention is being paid to the activities of hospital management and the engagement of frontline clinicians in the patient-satisfaction improvement process.

This session will present the key findings from an international survey of frontline clinicians' attitudes, revealing a chasm between administration emphasis on the importance of patient satisfaction, hospital management strategies and frontline clinician activities. In addition, this session will also present significant findings which uncover the clinicians' limitations in awareness and activities towards improving patient satisfaction during hospitalisation.

The session will conclude with a discussion of major challenges and general recommendations to bridge the chasm, and will introduce a new model that provides a systematic and structured approach towards improving patient satisfaction during hospitalisation.

A18b Patient experiences of safety and engagement in cancer care

Speakers: *Janne Lehmann Knudsen; Cecilie Sperling; DK*

Theatre 2, Level 1

Informed and shared decision making and a pathway without any adverse effects are two crucial components for the patients' experience of quality in cancer care.

A nationwide representative survey for patients registered with a primary cancer from May to August 2010 was conducted. The response rate was 65% (i.e. 4,347 responses). The questionnaire contained 104 questions addressing their experiences and assessments from symptom until end of treatment. An explorative approach was used to investigate experienced errors in the primary care sector, as no pre-existing knowledge about adverse events for this sector exists.

The perspective of patients' experiences of errors will be supplemented by knowledge from another study, where cancer patients or relatives during a two year period have reported events to the Danish Cancer Society using a predefined scheme.

Around 8% of the patients reported error(s) had happened in the primary care sector, 15% at hospital in the diagnostic process and 25% during treatment at hospital. A statistical significant difference was found between reported errors and the number of hospitals/departments the patient has been in contact with during the pathway. According to patient involvement, 25% of the patients did not feel sufficiently involved in their treatment and care during hospitalization. A significant difference was found between involvement and trust, where patients who experience lack of involvement have a lower degree of trust in their health care provider.

A19 Impact of Hospital Nurse Workforce Factors on Quality of Care and Nurse Well-Being in 15 Countries: Results from the RN4CAST-study

Speakers: *Linda Aiken; US, You Liming; CN, Walter Sermeus; BE, Hester Kloppe; ZA*

Convention Hall C, Level 1

The following session will report on the findings from a large nursing workforce study conducted in 12 European countries, US, China, South Africa and Botswana. The objective of the study is to determine the effects of hospital nurse staffing, skill mix, educational composition, and quality of the nurse work environment on hospital mortality, quality of care, patient satisfaction and well-being of nurses.

This session will describe how nurses rate the quality of hospital care and nurse workforce adequacy. In addition, it will be illustrated that improving hospital work environments should be a priority, worldwide, to improve patient safety and quality of care. Cross-national analyses, including data from 12 European countries (Belgium, Finland, Germany, Greece, Ireland, Norway, Poland, Spain, Sweden, Switzerland, The Netherlands and England) and the US, as well as country-specific analyses from China and South Africa will be presented.

Thursday 15th September

08:00 - 08:30 Convention Foyer - Level 1
Welcome Coffee

Convention Hall A, B & C, Level 1 Opening Plenary

08:30 - 10:30 Chair: Bruce Barraclough; AU

08:30 - 09:30 Conference Opening

Welcome: Philip Hassen; President ISQua and Roisin Boland; CEO ISQua

Official Conference Opening: Henry Tang Ying-yen, Chief Secretary for Administration and York Chow, Secretary for Food and Health, Hong Kong Special Administrative Region Government

09:30 - 10:30 Significance of Comparative Effectiveness through Health Technology Assessment

Guy Maddern; AU, Sir Michael Rawlings; UK

10:30 - 11:15 Morning Break

11:15 - 12:45 Concurrent Sessions – Morning

A1- e-Health and Innovative Technologies Room S224 & S225, Level 2

Chair: Jennifer Zelmer; CA

0455 Automated Anaesthetic Crises Detection Using Trend Pattern Discovery

Qing Zhang, Michael Steyn, Charles Cheung, [David Hansen](#); AU – 15 mins

0421 Do Package Inserts Reflect Side Effects in Practice? The Examples of Varenicline and Zolpidem

[Jennifer Haas](#), Mary Amato, E. John Orav, David Bates; US – 15 mins

0718 Document management system- 'e-Dok' – a clinical electronic patient safety system

Bente Lykke Bjerre, [Elin Egholm Lyngsø](#); DK – 15 mins

0555 Operating Theatre Management System (OTMS): Experience in Hong Kong Hospital Authority

[Yu Fat Chow](#), Chi Hung Koo; HK – 15 mins

1083 Development of a multi-payer and multi-provider health care database for quality improvement: the Indiana Health Information Exchange

[Michael Trisolini](#), Asta Sorensen, John Kautter, Elizabeth Tant; US – 15 mins

A2 - Patient Safety Systems Room S228, Level 2

Chair: Loretta Yam; HK

Advanced Quality Patient Safety in a resource constrained Health system – The Irish Experience

Philip Crowley; IE – 45 mins

From the Beach to the Bed - Lessons for the recognition and management of the deteriorating patient

Cliff Hughes; AU – 45 mins

A3 - Education in Safety and Quality Convention Hall B, Level 1

Chair: Edward Kelley; WHO

WHO: Strengthening capacity for safer care: Developing and supporting patient safety leaders

Bruce Barraclough; AU, Agnes Leotsakos; WHO, David Bates; US, Mondher Letaief; TN – 90 mins

A4 - Governance, Leadership and Health Policy Theatre 1, Level 1

Chair: Anam Parand; UK

- 1103 Assessing Quality Culture with Leadership Teams**
Nicola Dymond, Ihab Seoudi, Badriya Al Ali; QA – 15 mins
- 0650 Evaluation of the Taipei Hospital Integrated Care System**
Ying-Ru Chen, Jyun-Jie Liang, Ling-Na Shih, Shoei-Loong Lin; TW – 15 mins
- 0900 Indicators of a healthy clinical unit: an examination of the development process and key findings**
Joanne Travaglia, Deborah Debono, Debra Thoms, Jeffrey Braithwaite; AU – 15 mins
- 0535 Transforming outpatient services: Can old dogs learn new tricks?**
Helen Crisp; UK – 15 mins

A5 - Accreditation and External Evaluation Systems Theatre 2, Level 1

Chair: Jeffrey Braithwaite; AU

Experience from 44 healthcare accreditation programmes; analysis of responses to an international survey

Charles Shaw; UK – 45 mins

Healthcare Regulation in Scotland – The Changing Landscape

Frances Elliot; SC – 45 mins

A6 - Patient Safety Systems Convention Hall A, Level 1

Chair: Gloria Tam; HK

- 0682 A staff safety program in the Hong Kong East cluster of the HA: Towards a cultural change in staff safety**
Geoffrey KAM, Dorothy Kwong, Stella Poon, Mary Wan; HK – 15 mins
- 0896 PROCESS & SCREEN – A Clinician's mortality review checklist for turning case discussion into action**
Andrea Kattula, Margaret Way, Matthew Skinner, Seema Parikh; AU – 15 mins
- 0097 Safety by design: evaluation of the application of floor marking on the positioning of surgical devices in an eye hospital**
Dirk de Korne, Jeroen van Wijngaarden, Frans Hiddema, Niek Klazinga; NL – 15 mins
- 0717 A Quality Improvement Approach to Sharps Management and Injury Prevention at Sultan Qaboos University Hospital (SQUH), Sultanate of Oman**
Yasmeen Alhatmi, Fatma Neilson; OM – 15 mins
- 0539 Employee Safety and Patient Safety: Two aspects to One Issue? Employee-Reported Injuries, Patient Adverse Events and Patient Safety Climate**
Monica B. VanSuch, Andrew I. Vaughn, Paula J. Santrach, James M. Naessens; US – 15 mins

A7- Integrated Care and Interface with Primary Care Convention Hall C, Level 1

Chair: Sheila Leatherman; US

Improving health outcomes in Low-income Countries

Cynthia Bannerman; GA, Nadera Hayat Burhani; AF, Nana Twum Danso; GH, Mirwais Rahimzai; AF – 90 mins

A8 - Patient Experience and Engagement Room S222 & S223, Level 2

Chair: Karen Luxford; AU

- 0147 Improving patient safety and experiences in clinical settings**
Hyojin Nam, Kyungmin Cho, Moonsook Kim, Jungsook Cho; IT – 15 mins
- 0506 Learnings from the wisdom of patients, families and staff**
Bernadette Brady; AU – 15 mins
- 0966 The CQI Revalidation Centres; two new instruments measuring Quality of Revalidation Care from the perspective of patients and their representatives**
Herman Sixma, Margreet Reitsma, Jany Rademakers; NL – 15 mins
- 0850 Evaluation on the usage and satisfaction level of the drug information kiosk**
Yiu Wah Ewan So, Ka Yan Katie Chan, Wai Ming Raymond Mak, Chun Ming William Chu; CN – 15 mins
- 0758 Engaging patients and the public in access literacy to promote health consumers' understanding and proper access to HA services**
Belinda SC Kwok, Mabel WC Tong, David LK Dai, Siu Fai Lui; HK – 15 mins

A9 - Measuring Service Performance and Outcomes Room S226 & S227, Level 1

Chair: Jean Latreille; CA

- 0449 Turning the Ship around - Changing clinical governance can change clinical outcomes in an Australian Mental Health Service**
Richard Newton, Lindy Bennett, Raju Lakshmana; AU – 15 mins
- 0170 An Analysis of Variation in Hospital-Level Quality Performance**
James Romeis, Michael Counte, Victor Cheng, Riddhi Shah; US – 15 mins
- 0291 A Managed Hospital wide Multidisciplinary Project to Reduce Extended-Spectrum Beta-Lactamase (ESBL)-Producing Klebsiella pneumonia**
Stig Ejdrup Andersen, Annette Soendergaard, Jenny Dahl Knudsen; DK – 15 mins
- 0453 Use of Infection Prevention Standards in Primary Health Care to Protect the Safety of Clients and Health Providers in Afghanistan**
Mohammad Basir Farid, Zulfia Aqel Matine, Mohammad Zubir Khadem, Zarmina Hassan; AF – 15 mins
- 0609 Quality Improvement of HIV and AIDS programs: experiences from South Africa (2007 - 2010)**
Tina Maartens, Freck Dikgale, Donna Jacobs; ZA – 15 mins

12:45 - 14:15 Lunch and Sessions

- 13:20 - 14:05 Convention Hall B, Level 1**
International Accreditation Programme; Surveyor Update - Invitation Only
Triona Fortune; ISQua
- 13:20 - 14:05 Convention Hall C, Level 1**
A10 - Clinical audit as a quality improvement process — Shifting the paradigm from audit and feedback- All delegates welcome
Nancy Dixon; UK
- 13:20 - 14:05 Chancellor Room, Level 4**
Press Ganey Driving Quality In Healthcare For Asia
Dr. Jamil Hussain – Vice President For Global Markets

13:30-14:05 **Poster Presentations****AP1- e-Health and Innovative Technologies
Room S222 & S223, Level 2****Chair: Shao Haei Liu; HK**

- 0550 Honouring Our Patient's Resuscitation Wishes with Technology: Implementation of an Electronic Ordering Process to Reduce Error**
Nicola Schiebel, Eric Cleveland, Sarah Parker, James Naessens; US – 5 mins
- 0818 Impact of clinical decision support system for high-alert medications on reducing prescribing errors and improving medication safety**
Hye-won Han, Tae-wan Kwon, Woo-sung Kim, Jae-ho Lee; KR – 5 mins
- 0895 Reduction of Medication Incidents after Implementation of a Computerized Physician Order Entry System in an Adult Intensive Care Unit**
King-chung Kenny Chan, Sau-yan Simon Leung, Sik-yin McShirley Leung, Wing-wah Yan; HK – 5 mins
- 0326 Design and Construction of an Electronic Handover System for Hospitalized Patients in a Medical Center**
Chien-TeLee, Hui-O Lin, Jia-Shou Liu, Yu-Lung Tseng; TW – 5 mins
- 0608 Training for Quality Outcomes in South Africa**
Joyce Makgatho, Donna Jacobs; ZA – 5 mins

**AP2 – Governance, Leadership and Health Policy
Facilitated Poster Session S221, Plasma Screen 1, Level 2****Chair: Susan Chmielecki; US**

- 0794 Engaging Leadership and Frontline to Redesign Care and Improve Patient, Provider, and System Outcomes**
Debbie White, Karen Jackson; CA – 5 mins
- 0791 What is the role of middle managers in quality and safety?**
Anam Parand, Sue Dopson, Jill Pellett, Charles Vincent ; UK – 5 mins
- 0976 A national strategy for promoting empowerment in healthcare: the “Good Practices Cycle”**
Giovanni Caracci, Sara Carzaniga, Beatrice Cerilli, Fulvio Moirano; IT – 5 mins

**AP3 – Integrated Care and Interface with Primary Care
Room S224 & S225, Level 2****Chair: Carlos Goes de Souza; UK**

- 0491 Continuity of care in primary care among congestive heart failure patients**
Jacob Dreiherr, Doron Comaneshter, Haim Bitterman, Arnon D. Cohen; IL – 5 mins
- 0368 Increase of Outpatient Surgery cases by improving the management process**
Hyun-Kyung Lee, Hyun-JuBaek, Jeong-Won Hwang, Sang-Hwan Do; KR – 5 mins
- 0281 Improving care for chronically ill patients by standardized e-communication between hospital and local communities**
Birthe Lindegaard, Peter Qvist; Anne Mette Oelholm; DK – 5 mins
- 0164 Can't remember how to do your exercises at home? Look at them on the web or DVD!**
Federica Baggi, Michele Marotta, Maria Claudia Simoncini, Leonardo La Pietra; IT – 5 mins
- 0970 All Oncology patients in Ward 48 will receive timely administration of their medication and enhancing the effective treatment of patients**
Lim Ah Buay, Rathidevi Thirunavu, Annie Lau, Swee Mui Hone, Mariana Bte Osman; SG – 5 mins

AP4 – Patient Experience and Engagement Room S226 & S227, Level 2

Chair: Joanne Travaglia; AU

- 0376 Patient Empowerment of Discharge Planning and Support Program in Pamela Youde Nethersole Eastern Hospital of the Hong Kong East Cluster**
Yu Pak Chan, Stephen SF Wong, Loretta YC Yam, Connie WL Ngai; HK – 5 mins
- 0106 Key Role Players in Health Care Quality: Who are They and What Do They Think? An Experience from Saudi**
Mohamed Mahrous; SA – 5 mins
- 0282 Continuity of care from the patient perspective**
Peter Qvist, Birthe Lindegaard, Anne Mette Oelholm; DK – 5 mins
- 0923 From Patient Satisfaction Survey to Patient Engagement for Quality Improvement**
Pauline Wong; HK – 5 mins
- 0738 Study on Increasing Patient Satisfaction for Post-Stroke Patients Receiving Acupuncture Treatment and Related Care Management**
Tung Shen Mei, YI-Chen Hsieh, Yueh-E Lin, Shen-Mei Tong; TW – 5 mins

AP5 – Measuring Service Performance and Outcomes - Quality Improvement Room S228, Level 2

Chair: Amy Stern; US

- 0554 Implementing Quality Assurance to Improve Facility Management in the Basic Package of Health Services in Afghanistan**
Ahmad EkhillHossain, Shafiq Ahmad, Humira Alawi, FauziaShafiq; AFG – 5 mins
- 0549 Functionality of quality improvement teams at multi-level health facilities: experiences from Southwest Uganda**
John Byabagambi, Esther Karamagi, Humphrey Megere, Nigel Livesley; UG – 5 mins
- 0523 Improving quality of maternal and newborn training using standards in Nepal**
Arjun Bahadur KC, Kusum Thapa, Geeta Sharm; NP – 5 mins
- 0809 The Spanish Hospital Social Reputation questionnaire (RECOR) validation study**
Isabel Maria Navarro Soler, Jose Joaquin Mira Solves, Susana Lorenzo Martinez, Lidia Ortiz Henarejos; ES – 5 mins
- 0600 Method for evaluating weaknesses and critical steps in the Radiation Treatment Process through Precursor Events reporting**
Eric Lenaerts, Marie Delgaudine, Philippe Coucke; BE – 5 mins

AP6 – Accreditation and External Evaluation Systems Facilitated Poster Session S221, Plasma Screen 2, Level 2

Chair: Mahi Al Tehewy; EG

- 1016 Accreditation of Nurse Clinic: a Respiratory Nurse Clinic in a public hospital in Hong Kong**
Shu Wah Steve Ng, Chung Leung Henry Poon, Yuk Yin Chong, Wai Yee Tsang; HK – 5 mins
- 0095 The Accreditation Collaborative for the Conduct of Research, Evaluation and Designated Investigations through Teamwork (ACCREDIT) project: developing the evidence base**
Jeffrey Braithwaite, David Greenfield, Marjorie Pawsey, Johanna Westbrook; AU – 5 mins
- 0633 Identifying research priorities in an organization focused on health care quality**
Victor Reyes-Alcázar, Anailien Boza-Rivera, Antonio Romero-Tabares, Marta Casas-Delgado; ES – 5 mins
- 0669 Victoria through the looking glass - a brave new world**
Theresa Williamson, Alison McMillan, Chris Brook; AU – 5 mins

14:15-15:45 **Concurrent Sessions – Afternoon****A11 - e-Health and Innovative Technologies
Convention Hall B, Level 1****Chair: Bill Runciman; AU****e-Health and Quality Improvement**

David Bates; US, NT Cheung; HK - 90 mins

**A12 - Patient Safety Systems
Room S228, Level 2****Chair: Peter Lee; SG****0610 Meeting the Requirements for Team Learning In Quality Improvement: An assessment of Quality Improvement Teams in Western Uganda**Herbert Kisamba, Esther Karamag, Humphrey Megere, Nigel Livesley; UG – 15 mins**0299 Using Accreditation to Introduce the IHI Ventilator Associated Pneumonia Bundle into Brazilian Hospitals**Rubens Covello, Mara Machado, Camilla Covello, James Robblee; CA – 15 mins**0542 Medication reconciliation as an interdisciplinary approach to medication errors in children: an observational study**Nora Dackiewicz, Valeria Fedrizzi, Laura Viteritti, Beatriz Marciano; AR – 15 mins**0997 Continuous Quality Improvement Initiatives System (CQIs)**Connie CHU, Fion Lee, Fei Chau Pang; HK – 15 mins**0422 Impact of Gene Expression Profile Testing on Chemotherapy Use, Costs, and Treatment-Related Serious Adverse Effects for Women with Breast Cancer**Jennifer Haas, SuYing Liang, Michael Hassett, Kathryn Phillips; US – 15 mins**A13 - Education in Safety and Quality
Room S224 & S225, Level 2****Chair: Eric de Roodenbeke; FR****1029 Educating Young Physicians in Patient Safety and Changing their Clinical Behaviour: An Effective Strategy**John Helfrick; US, Tim Shaw; AU – 15 mins**0359 Communication skills training for improved patient safety - it can succeed!**Peter Lee, Kellie Allen, Michael Daly; AU – 15 mins**0358 Effects of disclosure training of adverse events on sustained interest and skills in patient safety in medical students**Takeshi Morimoto, Mio Sakuma, Susumu Seki, Kaori Takada; JP – 15 mins**0528 Shared learning by health professionals through virtual spaces**Thomas Esposito, Mayte Periañez; ES – 15 mins**0920 Navigating the quality manager role: what skills and knowledge are required to be an effective quality manager?**Cathy Balding; AU – 15 mins

A14 - Governance and Leadership and Health Policy Theatre 1, Level 1

Chair: Sir John Oldham; UK

Development of a National Health Reform Agenda for the Kingdom of Bahrain

David Wright; BH – 45 mins

Leadership's Role in Developing Mission, Strategy and Execution for Sustainability, Safety and Quality

Karen Timmons; US – 45 mins

A15 - Accreditation and External Evaluation Systems Room S226 & S227, Level 2

Chair: Kadar Marikar; MY

0678 General Practice Accreditation: How learnings from Australia can be exported to international contexts

Stephen Clark, Richard Choong; AU – 15 mins

0638 Saudi National Hospital Accreditation - Central Board For Accreditation of Healthcare Institutions

Majdah Shugdar; SA – 15 mins

0531 Pilot Hospital Accreditation: Perspectives of Hospital Chief Managers in Hong Kong

Diana Lee, Desmond Yen, F.C. Pang, Fion Lee; HK – 15 mins

0882 Using feedback and complaints for improvement in accreditation of long term care in Australia

Mark Brandon, Lyn Irwin, Victoria Crawford; AU – 15 mins

A16 - Patient Safety Systems Convention Hall A, Level 1

Chair: Itziar Larizgoitia; WHO

WHO: Evidence-based patient safety: Taking patient safety improvement tools to the frontline

Patricia Ching; CN, Edward Kelley; WHO, Philippe Michel; FR, Itziar Larizgoitia; WHO – 90 mins

A17- Integrated Care and Interface with Primary Care Room S222 & S223, Level 2

Chair: Jason Cheah; SG

0607 Initiation of Highly Active Antiretroviral Therapy for HIV-infected patients at the Primary Health Care level in South Africa

Donna Jacobs; ZA – 15 mins

0858 Association between workforce capacity and quality of care for children under five in Afghanistan

Anbrasi Edward, Binay Kuma, Gilbert Burnham, David Peters; US – 15 mins

1093 Cost and outcomes of primary care sensitive conditions: the Argentine - Health Care Cost and Utilization Project (A-HCUP)

Jorge Insua, Diego Giunta, Pablo Ioli, Rebeca Villalon; AR – 15 mins

0377 Involvement of Mentor Mothers improves enrolment of HIV positive pregnant mothers' in HIV care: lessons learnt from Eastern Uganda

Ronald Ndoleriire Tusiime; UG – 15 mins

0793 The SafeCare Initiative: Introducing standards to improve healthcare delivery in resource-restricted settings

Nicole Spieker, Tobias Rinke de Wit, Paul van Ostenberg, Stuart Whittaker; US – 15 mins

A18 - Patient Experience and Engagement Theatre 2, Level 1

Chair: Joanna Groves; UK

The patient satisfaction chasm: the gap between administration and frontline clinicians

Ronen Rozenblum; US – 45 mins

Patient experiences of safety and engagement in cancer care

Janne Lehmann Knudsen; DK, Cecilie Sperling; DK – 45 mins

A19 - Measuring Service Performance and Outcomes Convention Hall C, Level 1

Chair: David Ballard; US

Impact of Hospital Nurse Workforce Factors on Quality of Care and Nurse Well-Being in 15

Countries: Results from the RN4CAST-study

Linda Aiken; US, You Liming; CN, Walter Sermeus; BE, Hester Klopper; ZA – 90 mins

15:45 - 16:30 Afternoon Break

Afternoon Plenary Convention Hall A,B & C, Level 1

16:30 - 17:30 Chair: Roisin Boland; ISQua

Launch of the ISQua Knowledge Portal – 15 mins

Bruce Barraclough; AU

The Effectiveness of Accreditation, Licensure and other External Evaluation Systems

Brian Johnston; AU – 45 mins

18:15

Gala Dinner: Grand Hall, Level 3, Hong Kong Convention and Exhibition Centre

Hosted by the Secretary for Food and Health, Hong Kong Special Administrative Region – Invitation

Required

ISQua Hong Kong:

Friday 16th September

Breakfast Session 1

The Health Foundation Breakfast Session: Building the business case for improvement

Speaker: *Helen Crisp; UK*

Room S222 & S223, Level 2

As costs rise, and demands for healthcare increase, any development requiring staff time, or other resources, needs to demonstrate the business case for the investment.

However, this involves asking questions that clinical teams are not used to asking, and learning the language of cost/benefit analysis, in order to make the business case credible to colleagues in finance and management.

This workshop will focus on use of the '3D Project Model', developed to support the future sustainability of Health Foundation improvement projects. The model explores the different factors to be considered at different stages for successful development, implementation and sustainability of the programme; gathering and using the appropriate data for cost/benefit analysis.

The workshop style will be a mixture of brief presentation, and discussion in small groups, to share experience of how to make a business case for investment in improvement and how to plan for long-term sustainability.

Breakfast Session 2

Global Burden of Unsafe Care

Speakers: *David Bates; US, Ashish Jha; US*

Room S228, Level 2

How big a problem is patient safety? How many citizens are affected, or die each year due to unsafe care? How does it compare to other major causes of morbidity and mortality such as cardiovascular disease and cancer? The WHO World Alliance for Patient Safety funded an important effort to quantify the cost, both in human and economic terms, of unsafe medical care throughout the world. The Global Burden of Unsafe Care project has just finished. Come and hear two leading investigators from Harvard University discuss their findings, along with senior experts from WHO, who will put the findings into perspective. They will share the results of the study, and highlight both the major strengths and limitations of the work. The sessions will be critically important for crafting future research, so that we can track the global burden of unsafe medical care on the world's citizens.

Morning Plenary

The Impact and Challenges of e-Health Implementation

Speakers: *David Bates; US, Benjamin Ong; SG*

Convention Hall A, B & C, Level 1

e-Health is expected to have a major impact on quality, safety and efficiency, and nations are making major investments in it. However, realising the benefits of Health Information Technology (HTI) depends substantially on how well it is implemented, and this has been variable across health systems. This presentation will discuss the benefits of implementation, and also some recent evidence about the pitfalls involved, and how to avoid them.

There are increasing concerns about the quality of the healthcare that we provide for our patients and our public. How can we ensure that we are acting using the best evidence, and how do we ensure that healthcare is delivered consistently and effectively, and at the best point within the ecosystem that is integrated care? These are issues that governments, healthcare leaders and professionals are confronted with in the light of escalating costs and competition for medical talent/manpower.

HIT holds the potential to serve as the catalyst for, and one of the key foundational pieces in attaining best quality and demonstrating value, by making information on effectiveness available. Where implementation of electronic capabilities has occurred to a significant extent, it has been demonstrated to be an invaluable asset at almost every point of care. More important than a shiny vendor-developed or home-grown IT system, however, is the challenge and pitfalls of implementation of such systems into existing care processes that need to move beyond silos and a "craft-based" mentality. Benjamin Ong will describe issues regarding implementation in Singapore system-wide, as well as early benefits when this is done conscious of processes and culture changes that are needed.

Concurrent Session - Morning 11:00 - 12:30

B2b

Do We Really Understand the Complexity of Medical/Surgical Errors and Their Impact on Hospitals?

Speakers: *John F. Helfrick; Rick Van Pelt; US*

Convention Hall C, Level 1

Workshop Outline:

- » Discussion of objectives of Workshop: Presentation of published surgical error case, introduce system dynamics and complex interrelationships of care processes, discuss the use of checklists, surgical timeouts etc. in safety initiatives, frame the challenges we face in limiting errors, and discuss the impact that errors have on the patient, providers and the hospital
- » Presentation of 'A 65 Year Old Woman with an Incorrect Operation on the Left Hand', with a charge to attendees to determine the critical elements resulting in the breakdown of routine care processes
- » In-depth discussion of the preoperative, intraoperative and postoperative events and the breakdown of systems and processes
- » Case assessment using system dynamics, discussion and take away points
- » Discussion of the impact on the patient and surgeon
- » Impact on the hospital: the cost of medical errors – AHRQ and Milliman reports
- » Discussion of actual cost savings in a hospital that effectively limits errors resulting in hospital-acquired infections
- » Discussion and summation.

B6 Surgical Ward Care – How to enhance Clinical Safety?

Speakers: *Raj Aggarwal; UK, David Bates; US, Joanna Groves; UK*

Convention Hall A, Level 1

The surgical ward remains one of the last bastions of traditional delivery of medical care. The structure and process of the ward remains identical to that of the early twentieth century. Ward rounds are integral to patient care, with learning of junior staff being imparted through experiential methods. Patients and ward staff are exposed to multiple pieces of equipment, utilised for processes such as drug delivery, measurement of vital signs and medical notes to record pertinent aspects of the patient stay.

This workshop intends to modernise the historical manner of ward care, and develop a structured, simulation-based, and design-focused approach to the ward management of surgical patients.

B8 Transforming Care for Improved Patient Experience

Speakers: *Karen Luxford; AU, Stephanie Newell; AU*

Convention Hall B, Level 1**Introduction**

Healthcare organisations seek increasingly to improve quality by refocusing organisational policy and care delivery around the patient. Such transformations of care require commitment from leadership, partnering with patients, family and carers, a focus on improving the work environment for healthcare professionals, and utilising patient feedback to drive quality improvement.

Objectives

The purpose of the workshop is to provide practical information and resources for healthcare staff to improve quality and safety through a focus on patient care experience. This session will provide practical information, tools and strategies to help health professionals to work in partnership with patients, families and carers to improve quality and safety. The workshop will describe underlying principles and evidence of benefit. Links to performance measurement and service accreditation will be explored. Case study examples will be used to highlight how these principles can be applied in practice. Participants will be given the opportunity to examine their own organisations, and consider what opportunities there may be to enhance existing processes.

Lunchtime Sessions**B10 Evidence-Based Integrated Oncological Care Pathways: Theory and Practice**

Speakers: *Harriët G.T.; Blaauwgeers; NL*

Convention Hall B, Level 1

In the Netherlands, the Comprehensive Cancer Center (CCC) supports hospitals to develop, maintain and evaluate care pathways in oncology. The care pathway applies on the whole care process, from the first care question from a patient to survival or death. All institutions and professionals which the patient can meet during his/her treatment, have been involved in the care pathway. As a result, the transfer moments and the whole care pathway have been guaranteed. The care pathway creates collective responsibility, better coordination (control), less delay and an ongoing improvement process of care efficiency. The primary aim remains, however, offering the optimal care to the patient, based on his/her needs.

The CCC developed an Integrated Oncological Care Pathways (IOCP) model more than five years ago. This model has been used in many Dutch hospitals to develop care pathways. A practical guidebook was developed. In this guidebook, tumour-specific formats are shown. These formats are developed for breast cancer, colon cancer, lung cancer and prostate cancer. For other tumour types, the formats are under construction. For the different steps in the pathway the available scientific evidence has been used.

In this session, the theory of the integrated oncological care pathway model will be shown, as well as examples of developed care pathways in the hospitals. An example of the evaluation of a care pathway will be presented. At the end of the lunchtime session, if there is some time left, there will be a platform to hear from the audience what examples and experience they have with care pathways which we can share with each other.

B11 Publishing your paper

Speakers: *Eric Schneider, Arnold Epstein; US*

Convention Hall A, Level 1

In this interactive session, the Editor-in-Chief of the International Journal for Quality in Health Care will be joined by very special guest, Dr. Arnold Epstein, Associate Editor of the New England Journal of Medicine and they will discuss how to write a high quality research paper. The editors will discuss the types of papers that each Journal seeks to publish and the strategies that authors can use to successfully navigate the peer review process. They will also address the approach that peer reviewers can use to provide high quality reviews for each journal.

B12 WHO's High 5s initiative: implementing standard operating protocols (SOPs) in patient safety

Speakers: *Bruce Barraclough; AU, Agnes Leotsakos; WHO*

Convention Hall C, Level 1

This session will discuss how the implementation of the High 5s' standardised protocols generates learning that permits the continuous refinement and improvement of the protocols, and will assess the feasibility and success of implementing standardised approaches to specific patient-safety problems across multiple countries and cultures.

**Concurrent Sessions
Afternoon 14:00 - 15:30****B13b The evolution of electronic health: Changing the face of healthcare in Australia**

Speaker: *Gary Frydman; AU*

Room S224 & S225, Level 2

A central pillar of the Australian Government policy to improve healthcare delivery for all Australians is to promote the use of e-health. There are few standards to support the use of e-health in Australia. The National Electronic Healthcare Transition Authority (NEHTA) has been set up to:

- » urgently develop the essential foundations required to enable e-health
- » coordinate the progression of the priority e-health solutions and processes
- » accelerate the adoption of e-health
- » lead the progression of e-health in Australia

It is Australian Government policy that by 1 July 2012, “every Australian should be able to have a personally-controlled, electronic health record (PCEHR) that will at all times be owned and controlled by that person”, with an initial budget allocation of AUD\$467 million. NEHTA, together with the Australian Department of Health, has commenced development of the PCEHR, with the first stage to be completed by mid 2012.

NEHTA is developing doctor-friendly systems such as e-medications and e-referrals along with the development of the PCEHR, to enable integration and standardisation of the currently fragmented electronic health environment. A new identification system for patients and healthcare providers has already been legislated for.

B15 ISQua Education Session – ISQua Talks

Speakers: *Tim Shaw; AU Rajesh Aggarwal; UK, Cliff Hughes; AU, Tracey Cooper; IE, Jorge Hermida; EC*

Convention Hall B, Level 1

In conjunction with the launch of ISQua’s new online portal; ISQua Knowledge, four internationally renowned experts have been invited to challenge the way we think about quality in health care. This series of short, dynamic talks will inform, entertain and inspire you.

B16 New Data Illuminating Culture Change: A Story of Two Health Systems at either end of the World

Speakers: *Jeffrey Braithwaite; AU, Russell Mannion; UK*

Theatre 1, Level 1

In this session, we present new data shedding light on health sector cultures, providing ideas based on this evidence to improve healthcare organisations and systems. We draw on studies in Australia and the United Kingdom, and a recently published book which brings out new knowledge about culture change.

In one study, Mannion and colleagues have shown how particular organisational cultures are linked to different performance outcomes along a range of dimensions. In another, Braithwaite and colleagues found that across a whole health system in South Australia, 16,619 respondents had positive attitudes to their own patient-safety culture, and many ideas about how to improve culture, creating safer services for patients. The evidence from the studies will be of value to policymakers, managers, practitioners, educators and researchers.

There are many challenges in enabling and sustaining improvements. But we have many models, tools and techniques at our disposal to understand, measure and mobilise cultural change. These include teambuilding, more effective leadership, reducing bullying behaviours and altering stakeholder interactions and attitudes. We provide insights into how to accomplish these. For all its difficulty, we must not shirk from this task.

B17 Development of Accreditation of Long-Term Care

Speakers: *Mark Brandon; AU, Edward Leung; HK,*

Wendy Nicklin; CA, Anne Mette Viladsen; DK

Theatre 2, Level 1

The four topics that will be covered in this session are:

- » The Development of Residential Care Home Accreditation in Hong Kong
- » Improving the quality of care in long-term care and residential homes – The Accreditation Canada Experience
- » Danish Quality Programme on Long-term Care
- » Accreditation as a catalyst for quality improvement in aged care home in Australia

B19 Large system change for managing long-term conditions; principles and practice

Speaker: *Sir John Oldham; UK*

Convention Hall C, Level 1

Managing people with long-term conditions is the pivotal issue for most healthcare systems, and will determine the sustainability of those systems over the next decade. This session examines the model used by the best performing organisations worldwide, gaining higher quality for lower cost. It will also discuss the principles and practice of large system change to implement that model across a whole country. The session will be interactive. The take aways should be:

- » The scale of the challenge of managing long-term conditions
- » A model of care that delivers higher quality and lower cost
- » Principles and practical mechanisms for creating large-scale change

Afternoon Plenary

Innovation in Improving Patient Safety

Speakers: *Laurent Degos; FR, Richard Grol; NL*

Convention Hall A, B & C, Level 1

Improving patient safety: from integrated national programmes to clinical outcomes. The first part of this session will deal with the macro level – system-based solutions to improving patient safety with a focus on national campaigns and on achieving good patient outcomes.

Improving patient safety: from analysis to action in practice. Following on from above, this section will focus on the safety level of hospitals, primary care practices, and on teams and professionals who have to improve their routines. A summary of evidence will be presented on how to improve safety in primary and hospital care.

Friday 16th September

07:30 - 08:30 Room S222 & S223, Level 2
Breakfast Session: Supported by The Health Foundation
Building the business case for improvement
 Helen Crisp; UK

07:30 - 08:15 Room S228, Level 2
Chair: Itziar Larizgoitia; WHO
Global Burden of Unsafe Care
 David Bates; US, Ashish Jha; US

08:00 - 08:45 Convention Foyer - Level 1
Coffee With Trade Exhibitors

Convention Hall A, B & C, Level 1 Morning Plenary

08:45 - 10:05 **Reizenstein Prize Award – 5 mins**
 Eric Schneider, Editor in Chief, International Journal for Quality in Healthcare

Chair: Tony Holohan; IE
The Impact and Challenges of e-Health Implementation
 David Bates; US, Benjamin Ong; SG – 75 mins

10:05 - 10:15 **Life Time Membership Award, Presented by Philip Hassen; ISQua President**

10:15 - 11:00 **Morning Break**

11:00 - 12:30 **Concurrent Sessions – Morning**

B1 - e-Health and Innovative Technology Room S224 & S225, Level 2

Chair: Libby Lee; HK

1094 Improving Access to Oncology Care for Individuals and Families through Telehealth
 Brian Weirnerman, Johanna Den Duyf, Arminee Kazanjian; CA – 15 mins

0631 How does information technology impact on quality of care? Perceptions of Emergency Department clinicians
 Joanne Callen, Johanna Westbrook, Richard Paolini, Jeffrey Braithwaite; AU – 15 mins

0279 Coordination of rehabilitation between primary and secondary health care
 Allan Nasser, Peter Qvist, Birthe Lindegaard; DK – 15 mins

0218 Impact of a Quality Improvement Intervention to Increase Venous Thromboembolism Prophylaxis
 Jenna Lovely, Timothy Morgenthaler, Robert Cima, James Naessens; US – 15 mins

0675 Technology Enabled Evaluation of Pathology Ordering Controls in Hospital Emergency Departments
 Amol Waghlikar, John O'Dwyer, David Hansen, Kevin Chu; AU – 15 mins

B2 - Patient Safety Systems Convention Hall C, Level 1

Chair: Lawrence Lai; HK

Quality Systems Assessment: Balancing the needs of risk management and accreditation
 Cliff Hughes; AU – 45 mins

Do we really understand the complexity of medical/surgical errors and their impact on hospitals?
 John Helfrick; US, Rick Van Pelt; US, – 45 mins

B3 - Education in Safety and Quality Room S222 & S223, Level 2

Chair: Paula Wilson; US

- 0821 A Nation-wide Survey of Japanese Public University Nursing Schools Regarding Patient Safety Education: Widespread Adoption but Superficial Coverage**
Shoichi Maeda, [Jay Starkey](#), Etsuko Kamishiraki; JP – 15 mins
- 0317 The effectiveness of post-graduate medicine training program in the Emergency Department evaluated by mini-CEX**
Tzu-Yin Kuo, Tsung-Hsien Lin, Ching-Feng Chiang, [Cheng-Chung Fang](#); TW – 15 mins
- 0450 Strengthening the leadership role of Nursing/Midwifery Unit Managers**
Deborah Debono, [Joanne Travaglia](#), Debra Thomas, Jeffrey Braithwaite; AU – 15 mins
- 0300 Transferring Educational Tools in LEAN Quality Improvement Across the Continuum of Healthcare Learners**
[Deanna Willis](#), Hugh McManus, Steve Shade, Earl Murman; US – 15 mins
- 0426 Transforming Data into Knowledge using Industrial Quality Science**
[Helen Ganley](#); AU – 15 mins

B4 - Governance, Leadership and Health Policy Theatre 1, Level 1

Chair: Joseph Lui; HK

- 0345 Effective Governance of Quality Improvement Activities**
Kay Babalis, [Elizabeth Harnett](#), Karen Steinhoff; AU – 15 mins
- 0802 The self-reported role of chief executives and medical directors in an organisation-wide quality and safety improvement collaborative**
[Anam Parand](#), Sue Dopson, Susan Burnett, Charles Vincent; UK – 15 mins
- 0765 Board Engagement with Quality among English Trusts: Comparison to the United States**
[Ashish K. Jha](#), Arnold M. Epstein; US – 15 mins
- 0143 The impact of transformational leadership on the overall perception of safety**
[Holger Pfaff](#), Nicole Ernstmann, Oliver Ommen, Antje Hammer; DE – 15 mins
- 0099 Enhancing health service quality through improved Human Resource Management**
[David Pereira](#), David Greenfield, Jeffrey Braithwaite; AU – 15 mins

B5 - Accreditation and External Evaluation Systems Theatre 2, Level 1

Chair: Paul van Ostenberg; US

- 0296 Using the NIAZ General Standards: a way to combine guarantee and improvement**
[Freek van der Heijden](#); NL – 15 mins
- 0815 Engaging stakeholders in the review of the ACHS Evaluation and Quality Improvement Program**
Deborah Jones, [Linda O'Connor](#), Anne McIntosh, Brian Johnston; AU – 15 mins
- 0781 Exploring the connection between patient safety and work life: findings from Accreditation Canada's survey instruments and required organizational practices**
[Wendy Nicklin](#), Bernadette MacDonald, Jonathan Mitchell, Michelle Lee, Marty Huynh; CA – 15 mins
- 0176 Comparing 3-Year versus 1-Year Accreditation Status of Hospital Accreditation in Malaysian Public Hospitals without Specialist Services from 2001 to 2008**
Rebecca John, [M.A. Kadar Marikar](#); MY – 15 mins
- 0974 Quality standards to be shared within Regional Accreditation systems and to be adopted at the national level**
[Giovanni Caracci](#), Francesco Di Stanislao, Maria Donata Bellentani; IT – 15 mins

B6 - Patient Safety Systems Convention Hall A, Level 1

Chair: David Wright; BH

Surgical Ward Care; How to enhance clinical safety?

Rajesh Aggarwal; UK, David Bates; US, Joanna Groves; UK – 90 mins

B7 - Integrated Care and Interface with Primary Care Room S228, Level 2

Chair: Richard Grol; NL

0160 Unplanned transfers from subacute to acute care: improving patient safety using a whole of system approach

Julie Considine, Marie Mohr, Rosemary Lourenco, Robynne Cooke; AU – 15 mins

0593 Medical errors in primary care: results of a prospective study in Monastir (Tunisia)

Mondher Letaief, Sana El Mhamdi, Bahija Hergueli, Inès Bouanène; TN – 15 mins

0732 Analysis of Japan's "Project to Collect Incidents within Community Pharmacies"

Aya Ishizuka, Hisako Iijima, Shoichi Maed; JP – 15 mins

0739 An integrated system to improve the care and safety of discharged elderly patients: Large population application of call centre service

Bennie Ng, Joan Ho, C P Wong, Loretta Yam; HK – 15 mins

0859 Victorian Primary Care Partnership: Government led, locally implemented primary health care reform 10 years on

Chris Brook; AU – 15 mins

B8 - Patient Experience and Engagement Convention Hall B, Level 1

Chair: Triona Fortune; ISQua

Transforming Care for Improved Patient Experience

Karen Luxford; AU, Stephanie Newell; AU – 90 mins

B9 - Measuring Service Performance and Outcomes Room S226 & S227, Level 2

Chair: BK Rana; IN

The Classification Conundrum - Where the Continuum of Care Fits in

Anthony Musisi Kyayse; UG, Gertrude Sika Avortri; GH, Rashad Massoud; US, David Bates; Daniel Cohen; UK – 15 mins

Improving Cardiovascular Care – A National Collaborative Approach

Christopher Cornue; US – 15 mins

Patient Safety – Impact on patient mobility

Espen Cramer; NO – 15 mins

0674 Evaluating an Evaluation Program - It's All in the Planning

Jen Bichel-Findlay, Chris Maxwell, Linda O'Connor, Anne McIntosh; AU – 15 mins

0677 Death matters: the importance of consistent case note review

Alan Fletcher, Daisy Shale; UK – 15 mins

12:30-14:00 Lunch and Sessions

13:00 - 13:45 Convention Hall B, Level 1

Chair: Janne Lehmann Knudsen; DK

B10- Evidenced based integrated oncological care pathways: theory and practice - All delegates welcome

Harriët G.T. Blaauwgeers; NL

12:55-13:50 Convention Hall A, Level 1

B11-Publishing your paper - All delegates welcome

Eric Schneider, Arnold Epstein; US

13:00-13:45 Convention Hall C, Level 1

B12- WHO's High 5s initiative: implementing Standard Operating Protocols (SOPs) in patient safety - All delegates welcome

Bruce Barraclough; AU, Agnes Leotsakos; WHO

13:15-14:50 Poster Presentations

BP1 - Education in Safety and Quality Facilitated Poster Session Room S221, Plasma Screen 1, Level 2

Chair: David Greenfield; AU

- 0635 Are there champions, experts or competing demands for teaching about patient safety in medical schools?**
Deborah Debono, [Jeffrey Braithwaite](#), Kim Oates, Allan Spigelman; AU – 5 mins
- 1085 Trends in safety assurance organizational models and Patient Safety Managers (PSMs) competences and profile: an empirical analysis in Italian hospitals**
[Elisabetta Trincherò](#), Manuela Brusoni; IT – 5 mins
- 0987 Waiting Time Reduction of Ophthalmology Outpatients using Six Sigma Strategy**
[Haewon Chung](#), Joon Young Hyon, Hyun A Lee, Tae Woo Kim; KR – 5 mins
- 0478 Effect of an interactive sharing system for improving medical staffs' risk knowledge: before and after**
[Christine Ming Ming Lau](#), Agnes To, Rita Li; HK – 5 mins
- 0564 Beyond Kirkpatrick: evaluating health care team training interventions**
Robyn Clay-Williams, [Jeffrey Braithwaite](#); AU – 5 mins

BP2 - Accreditation and External Evaluation Systems Room S222 & S223, Level 2

Chair: Cathy Wung; TW

- 1071 Developing an Accreditation Program for Primary Care in Lebanon**
Lacey Phillips, Marty Huynh, [Sajid Ahmed](#), Randa Hamadeh; CA – 5 mins
- 0680 The Impact of Hospital Accreditation Program on Hospital Quality of Care: Comparison between National and International Program**
[Hanevi Djasri](#), Sutoto Sutoto, Supriyantoro Supriyantoro; ID – 5 mins
- 0790 National Safety Goals as a Tool for Promoting Patient Safety**
[Ahmad Al Khateib](#); JO – 5 mins
- 0877 Establishing a unique, integrated, independent National Health Regulatory Authority (NHRA) in Bahrain: a potential model for healthcare regulation**
Alison Reid, Shawqi Ameen, [David Wright](#), Salma Al Derazi; BH – 5 mins
- 0331 The outcome of the inspection program on Institutional Review Board/ Ethics Committee in Taiwan: Preliminary results**
Ruei-Ting Cheng, Yu-Chia Lee, [Lie-Jung Huang](#), Ian Chen; TW – 5 mins

BP3 - Patient Safety Systems- Medication Safety Facilitated Poster Session Room S221, Plasma Screen 2, Level 2

Chair: Susan Frampton; US

- 0998 An evaluation of the quality of oral anticoagulation management in an outpatient pharmacist-assisted clinic**
Yi Feng Lai, Ming Chai Kong, Fiona Tee, YH Chan; SG – 5 mins
- 0505 Current status of safety monitoring for newly-marketed drugs in a hospital-based spontaneously reporting system**
Chien-Ning Hsu, Hen-Chun Kuo; TW – 5 mins
- 0250 Improving Medication Safety in Outpatient Clinic Using Preprinted Formulary Prescription Forms (Formulary Scripts)**
Thuss Sanguansak, Michael Morley, Katharine Morley, Yosanan Yospaiboon; TH – 5 mins
- 0481 Enhancing Medication Safety: from hospital to community in Hong Kong East Cluster**
Kwok Nora, Tsoi Tak Hong, Aboo Gloria, Ho Wai Fan; HK – 5 mins
- 0498 Medication Management Support Services (MMSS) - the right prescription for improving Client Safety in the Transition of Care**
Yvonne Ashford, Cathy Szabo; CA – 5 mins

BP4 - Integrated Care and Interface with Primary Care - Quality Improvement Room S224 & S225, Level 2

Chair: Ahmed Al Khateib; JO

- 0392 An Integrated Wound Management Model in the Hong Kong East Cluster (HKEC): From Hospital to Community**
Chi Wai HO, Annette Ka Kei Lam, Civy Sui Kei Leung, Loretta Yin Chun Yam; HK – 5 mins
- 0637 Improving Mental Healthcare by Primary Care Physicians in British Columbia, Canada**
Rivian Weinerman, Helen Campbell, Liza Kallstrom, Marcus Hollander; CA – 5 mins
- 0247 Establishment of Diabetes Foot Care Clinic in RMI (Lower Extremity Amputation Prevention)**
Agnes Flood, Romina Manrique; MH – 5 mins
- 1039 Project for Using VAP Bundle approach to Reduce Ventilator Associated Pneumonia Incidence Rate in Intensive Care Units**
Meei-Liang Lin, Hsin-Yi Liu, Jen-Zon Chen; TW – 5 mins
- 0911 Modelling patient risk and vulnerability: a spatial approach**
Hamish Robertson, Nick Nicholas, Joanne Travaglia; AU – 5 mins

BP5 - Measuring Service Performance and Outcomes Room S226 & S227, Level 2

Chair: Alex Bottle; UK

- 0507 Data-Driven Quality Improvement Efforts in Surgical Subspecialties: A Vascular Surgery Example**
Tina Hernandez-Boussard, Fritz Bech, John Morton, Kathryn McDonald; US – 5 mins
- 0382 Drug classes associated with adverse drug events among elderly inpatients: the JADE Study**
Mio Sakuma, Susumu Seki, David W Bates, Takeshi Morimoto; JP – 5 mins
- 0578 Care Track Australia - some pilot data**
William Runciman, Tamara Hunt Natalie Hannaford; AU – 5 mins
- 1087 Blow your own trumpet! Developing value statements for improvement programmes**
Helen Crisp; UK – 5 mins
- 1002 Using continuous motion sensing technology as a nursing monitoring and alerting tool to prevent in-hospital development of pressure ulcers**
Eyal Zimlichman, Harvey Brown, Howard Amital, Yehuda Shoenfeld; US – 5 mins

BP6 - Patient Safety Systems Room S228, Level 2

Chair: Jean Latreille; CA

- 0399 ZERO Tolerance - is it possible for Hospital-acquired Methicillin-resistance Staphylococcus aureus in a major Burns Centre?**
NG Yuk Kuen, Sherry, BURD Andrew, CHUI See To, POON Wai Kwong; HK – 5 mins
- 0541 Hospital-acquired methicillin resistant Staphylococcus aureus transmission and the use of contact precautions for methicillin resistant Staphylococcus aureus nasally colonized patients**
Donna Armellino, Mary Ellen Schilling, Bruce Farber; US – 5 mins
- 0183 E-paging to Speed Up Internal Communication**
Benedict Fu, Vivian Wong; CN – 5 mins
- 0319 Smoothen the perioperative journey - Use of PACU nurse-initiated discharge protocol to decrease unnecessary length of stay in PACU**
Theresa Li, Hau Chi Kam, Steven Wong, Viki Yung; HK – 5 mins
- 1047 Adoption and Implementation of Performance-based Criteria for HIV Services**
Amy Stern, Rhea Bright, Annette Reinisch, David Hales; US – 5 mins

14:00-15:30

Concurrent Sessions – Afternoon

B13- e-Health and Innovative Technologies Room S224 & S225, Level 2

Chair: Fei Chau Pang; HK

Consensus on Indicators to Measure Quality, Access and Productivity Effects of Electronic Medical Record Systems
Jennifer Zelmer; CA – 45 mins

The evolution of electronic health: Changing the face of healthcare in Australia
Gary Frydman; AU – 45 mins

B14 - Health Technology Assessment and Comparative Effectiveness Research S228, Level 2

Chair: Mondher Letaief; TN

- 0562 Systemic approach with HFMEA to improve care quality of implant type artificial blood vessel of cancer patients in a university hospital**
Wu-Wei Lai, Ho-Hsiung Hsia, Tsung-Ching Chou, Ching-Chih Li; TW – 15 mins
- 0747 Cost-effectiveness of a Quality Improvement Collaborative Aimed at Improving Client Autonomy**
Peter Makai, Anna Nieboer; NL – 15 mins
- 0811 Improving the quality of pathology services: aligning public spending with evidence of effectiveness**
Cameron Willis, Amber Watt, Adam Elshaug, Janet Hiller; AU – 15 mins
- 0658 Enhanced Reporting of New Pressure Ulcers after Promulgation of Electronic Reporting in a Public General Hospital of Hong Kong**
Patrick Yw Shum, Tw Auyeung, Yk Kwan, Crystal Leung; HK – 15 mins
- 0435 Significant comparative effective on circumcision through using new health technology assessment: post-operative bleeding and post-operative pain feeling**
Meng-Lin Chang, Ming-Che Liu, Shauh-Der Yeh; TW – 15 mins

B15 - Education in Safety and Quality Convention Hall B, Level 1

Chair: Bruce Barraclough; AU

ISQua Education Session – ISQua Talks'

Tim Shaw; AU, Rajesh Aggarwal; UK, Cliff Hughes; AU, Tracey Cooper; IE, Jorge Hermida; EC – 90 mins

B16 - Governance and Leadership and Health Policy Theatre 1, Level 1

Chair: Christopher Cornue; US

New data Illuminating Culture Change: a Story of Two Health Systems at either end of the World

Jeffrey Braithwaite; AU, Russell Mannion; UK – 90 mins

B17 - Accreditation and External Evaluation Systems Theatre 2, Level 1

Chair: Stuart Whittaker; ZA

Development of Accreditation of Long-Term Care

Mark Brandon; AU, Edward Leung; HK, Wendy Nicklin; CA, Anne Mette Viladsen; DK – 90 mins

B18 - Patient Safety Systems Convention Hall A, Level 1

Chair: Puri Narottam; IN

0544 How the Surgical Safety Checklist is conducted? An observational study of social interactions in the operating rooms

Stéphane Cullati, Sophie Le Du, Pierre Chopard; CH – 15 mins

0943 Shift to Shift Handover: Developing and evaluating the use of a structured approach to improve patient safety

Beverly O'Connell, Cherene Ockerby; AU – 15 mins

0800 An interview study on surgeons' experiences of serious patient complications

Anna Pinto, Omar Faiz, Charles Vincent; UK – 15 mins

0416 Team checks improve Communication and Teamwork in the Operating Room

Connie Dekker - van Doorn, Linda Wauben, Jan Klein, Robbert Huijsman; NL – 15 mins

1108 Nurses perception of reporting errors

Hassan Al-Ishaq Moza Abdullatif; QA – 15 mins

B19 - Integrated Care and Interface with Primary Care Convention Hall C, Level 1

Chair: Philip Crowley; IE

Large system change for managing long term conditions; Principles and Practice

Sir John Oldham; UK – 90 mins

B20 - Patient Experience and Engagement Room S222 & S223, Level 2

Chair: Edward Kelley; WHO

- 0875 Patient participation: a key factor in quality and safety of cancer care**
Emma Cohen, Mari Botti, Maxine Duke; AU – 15 mins
- 0740 Patients' perceptions of involving in patient safety management in Chinese hospitals**
Xuchun Ye, Chaojie Liu, Shen Gu, Xiaohong Liu; CN – 15 mins
- 0734 Patient safety is teamwork. What role can patients have?**
Erica Van der Schrieck-de Loos, Elise Posm; NL – 15 mins
- 0908 Hong Kong Patient Satisfaction**
Eliza LY Wong, Eng-Kiong Yeoh, Annie WL Cheung, Carrie Yam; HK – 15 mins
- 0037 Embracing Consumers in Clinical Case Reviews**
Helen Batziris, Tamara Rowan; AU – 15 mins

B21 - Measuring Service Performance and Outcomes Room S226 & S227, Level 2

Chair: Stephen Clark; AU

- 0244 Hospital case volume and quality of care: appropriateness of prescriptions at hospital discharge in Acute Myocardial Infarction (AMI) patients**
Capuano Frederic, Loirat Philippe, Schiele François, Gardel Christine; FR – 15 mins
- 0534 Using 30-days mortality as a quality indicator for AMI, stroke and hip fracture. Preliminary results for Norwegian hospitals during 2005-2009**
Jon Helgeland, Katrine Damgaard, Anja Schou Lindman, Doris Tove Kristoffersen; NO – 15 mins
- Role of Hospitals and multidisciplinary teamwork in early detection and initial treatment of sepsis in Brazilian non- critical units**
Antonio G Lairinavicius, Andriana Ducci, Celusa M Kimoto, Robert J Lage; BR – 15 mins
- 0547 Assessment of Voluntary HIV Counselling and Testing Services in Three Cities in China**
Wei Ma, Shaodong Ye, Yan Xiao, Roger Detels; CN – 15 mins
- 0868 Mirror, Mirror: Quality Systems Assessment (QSA) self-assessment - seeing risks, reflecting successes**
Mark Zacka, Bernadette King, Wendy Jamieson, Clifford Hughes; AU – 15 mins

15:30 - 16:15 Afternoon Break

Afternoon Plenary Convention Hall A, B & C, Level 1

16:15 - 17:25 International Accreditation Awards
Presented by Wendy Nicklin, Chair, ISQua Accreditation Council - 10 mins

Chair: Ping- Yan Lam; HK

Afternoon Plenary: Innovation in Improving Patient Safety

Richard Grol; NL, Laurent Degos; FR – 60 mins

17:30 - 18:00 Theatre 2, Level 1
ISQua AGM - For members only

17:45 - 18:30 Level 1 & 2
Poster Reception

19:00 - 21:00 Professional Visits - Limited space available, for details see registration desk
Visit 1: Traditional Chinese Medicine in a New Era – Hong Kong Baptist University
Visit 2: Healthcare Opportunities with Advanced Technology- Hong Kong Sanatorium and Hospital
Visit 3: Smart Design for Efficiency - Prince of Wales Hospital

ISQua Hong Kong:

Saturday 17th September

Morning Plenary

Driving Organisational Improvement through Governance and Leadership

Speakers: *Leung Pak Yi, Thomas Tsang; HK*

Convention Hall A, B & C, Level 1

Blending Harmony of Governance and Leadership

As healthcare leaders, we are facing the common challenges of competing, and sometimes conflicting, medical needs of our people. The presentation will discuss the challenge of reconciling established governance requirements with responsive leadership, to resolve the dilemma and balance the inter-dependence among system, people and environment, thus blending harmony of governance and leadership. What attributes of governance and leadership are desirable when a hospital deals with a public health emergency? Nothing typifies this question better than a serious major epidemic affecting large numbers of people in the community, such as Severe Acute Respiratory Syndrome (SARS). The way hospitals handled, or mishandled, the SARS outbreak in 2003 was painfully scrutinised in many countries affected by the epidemic.

Epidemics pose special challenges to governance and leadership in hospitals, because they call for an enormous surge in capacity and they pose a threat to the lives of healthcare workers, causing considerable morale and compliance issues. There is also the all-important public health and clinical interface when hospitals confront serious major epidemics. This will be discussed with reference to the following issues: Should public health officials or hospital administrators take command in hospital decisions? How are decisions made, work coordinated, and responsibilities designated? How to overcome communication pitfalls? What mechanisms should be in place to ensure proper risk communication? What changes in governance and leadership structure in the hospital may be necessary when major epidemics strike?

Concurrent Sessions

Morning 10:45-12:15

C2a Building a Sustainable Corporate Structure for Quality Assurance and Health Care Improvement

Speaker: *Walton Li; HK*

Theatre 1, Level 1

The coexistence of a public and private health care system in Hong Kong allows patients to have a choice. The heavily subsidized public health service results in a very wide price differential between the two systems. In order for the private sector to attract patients to its service, there is a need to design a particular health care system to provide a significant service differential and to fill in the service gaps of the public system while keeping the charges competitive and commercially viable.

The Hong Kong Sanatorium & Hospital (HKSH) has developed a Rapid Response 4 Dimensional One Step Link-up system in our corporate structure. Our corporate structure has been simplified and compressed into a single tier with the Hospital Management Committee (HMC) as the governing body of the hospital. It is an integrated multi-disciplinary committee which includes both front line service staff members as well as members representing business support.

C2b Accountability: The Pathway to Excellence

Speaker: *Sr. Mary Jean Ryan; US*

Theatre 1, Level 1

The commitment of SSM Health Care to the pursuit of excellence through the principles of continuous quality improvement, resulted in the organisation being honoured as the first healthcare recipient of the prestigious Malcolm Baldrige National Quality Award in 2002.

SSM Health Care continues to practice continuous quality improvement in all of its facilities, and has begun to cultivate greater accountability among the 23,000 employees, 5,800 physicians and 3,800 volunteers who serve its patients. Often misunderstood as assigning blame, accountability in fact places responsibility for results on department managers. It is an essential component of quality improvement, and involves an unconditional commitment on the part of managers to focus on workforce engagement.

The organisation's philosophy of accountability, and the five steps used to achieve organisational success, will be outlined, using a real life example to demonstrate the power of an effective accountability system.

C4 WHO Patient Safety: Global leadership . . . local action

Speakers: *Linda Aiken; US, Mahi Altehewy; EG, Cliff Hughes; AU, Anuwat Supachutikul; TH, Seto Wing hong; CN*

Convention Hall A, Level 1

An interactive session to discuss the way forward for WHO Patient Safety through the eyes of the collaborators.

What is the next frontier in safe healthcare systems? WHO Patient Safety and its panel hope to help answer that in this session. WHO Patient Safety is building on its solid 7-year foundation to outline an innovative new strategy. This will provide a compass for future work spanning from global action to local improvement. Providing global leadership for patient safety is at the heart of the new strategy, emphasising the critical nature of patient safety for an effective, high-quality health system. The new strategy also outlines how this global leadership will be translated into local action at the patient-provider interface. In this session, a global leading panel of policy makers, clinicians, academic leaders and patients will reflect on what the new vision is for WHO.

The session will actively encourage participants to provide input into translating the new WHO Patient Safety Strategy into action.

C5 Regulation of Chinese Medicine in Hong Kong

Speaker: *Ronald Lam; HK*

Theatre 2, Level 1

Use of traditional medicine (TM) is increasing in developed countries, and also in the mainstream healthcare system in some developing countries. Regulation of use, practice and trading of TM is, therefore, important to protect public health. This session will review the regulatory development of Chinese Medicine (CM) in Hong Kong, and its impact on ensuring safe and quality use of CM.

C7 Integrating Care in Singapore: Principles, Processes and Technology to Improve the Quality of Chronic and Long-Term Care

Speakers: *Jason Cheah; SG, Ho Han Kwee; SG*

Convention Hall C, Level 1

Today most developed and developing countries spend the majority of their healthcare resources and budgets on patients with chronic illnesses. Unfortunately, our healthcare systems are generally oriented towards acute-based episodic care. The key to better outcomes is to define the entire care process and care continuum, using a multi-disciplinary team approach.

However, due to the nature of most chronic illnesses, this has been most challenging for healthcare providers. The session will provide an outline to the participants of the global importance of chronic illnesses and the imperative to integrate care as a means to deliver better, faster, safer and more affordable healthcare services. It will be applicable to policymakers, practitioners and healthcare providers in developed and developing countries.

The session will:

- » Outline the emerging importance, burden and global epidemic of chronic illnesses
- » Provide various useful frameworks to tackle chronic diseases
- » Summarise the key principles of care integration
- » Cover the macro issues for care integration
- » Provide relevant examples of successfully implemented programmes and technology that enable better care integration
- » Introduce the importance of transitional care as a means to ensure better quality and safer care for patients with chronic, long-term medical conditions.

C8 Establishing International Criteria for the Measurement of Patient-Centred Care

Speaker: *Susan Frampton; US*

Room S222 & S223, Level 2

An International Designation Advisory Council was convened by non-profit Planetree to develop a set of culturally-appropriate, standardised criteria to guide the establishment and evaluation of patient-centred care practices in hospitals, health centres and long-term care. Representatives participated from ISQua, JCI and other international quality and accreditation organisations. The council reviewed and endorsed 50 criteria, which guide implementation and evaluation of patient- and resident-centredness, in November 2010. The criteria address practices supporting patient safety, quality, and the patient experience, and are sensitive to cultural differences. They include outcomes measures to assess the impact of implementation of the practices on staff, patients' experience, as well as clinical indicators. The international criteria have been translated into several languages and are currently being used in the U.S., Canada, The Netherlands, Brazil and Japan to guide organisational culture-change efforts.

The International Council successfully developed a set of comprehensive, culturally-sensitive criteria to guide the implementation and evaluation of patient- and resident-centred practices in healthcare settings. In addition to presenting information on the designation criteria, and the processes for applying and evaluating the criteria, preliminary outcomes will be shared from several diverse clinical settings.

C9 Are repeated measurements of the incidence of adverse events relevant to follow-up national patient safety programs?

Speakers: *Philippe Michel; FR, Hwei Yee Tai; SG, Cordula Wagner; NL*

Convention Hall B, Level 1

Four countries have performed national/state studies on the evolution of the adverse events (AE) incidence – US (North Carolina), Singapore, The Netherlands and France. Incidence of AE is indeed an ultimate outcome at a national level and the Governments are using such indicators to monitor the Health systems. As an example, the French Public Health Law 2004-2009 set up three indicators on patient safety – the incidence of preventable AE during hospitalisation, the incidence of preventable AE leading to an admission, and the incidence of preventable adverse drug events. There is, however, a scientific controversy on the value and relevance of such studies: what do they mean in terms of decision aid at a national, state or regional level? At what cost are they robust enough to show any improvement? Do we have valid methods to follow up over time the AE incidence? In other words, are these indicators only political signals sent by the Ministry of Health in order to sensitise the health system and stimulate safety efforts, or are they indicators for effective monitoring of health system safety?

The 90-minute session will allow three case studies to be presented: the leaders of these AE incidence studies will present their results and discuss, according to their experience and their national context, three key issues regarding the controversy:

- » Relevance: what is the need for following-up incidence of AE over time?
- » Feasibility: cost issues in particular, compared with other data collection types
- » Validity: mainly in terms of reproducibility of the results.

Lunchtime Sessions

C10 Qualitative Methods for Assessing and Improving Handover Communications: The European HANDOVER Research Collaborative

Speakers: *Susanne Bergenbrant; SE*

Convention Hall B, Level 1

When a patient's transition from the hospital to home is less than optimal, the repercussions can be far-reaching – hospital readmission, an adverse medical event, and even mortality. In the absence of sufficient information, and an understanding of their diagnoses, medication, and self-care needs, patients cannot fully participate in their care during and after hospital stays. In addition, poorly designed discharge processes create unnecessary stress for medical staff causing failed communications, rework, and frustrations. A comprehensive and reliable discharge plan, along with post-discharge support, can reduce readmission rates, improve health outcomes, and ensure quality transitions.

Complex patient care makes adverse safety events difficult to study. Qualitative research offers a range of methods to gain insight into high-risk clinical processes. Qualitative methods – specifically observations, critical incident interviews, focus groups, process mapping, and artifact analysis – are especially powerful for identifying barriers and facilitators to effective communication. Furthermore, following initial assessment, the results from the qualitative research can be used to fuel a care team's improvement strategies.

HANDOVER, is the first major European study to assess patient transitions. The goal of the study is to identify and study patient handover practices, and create standardised approaches to handover communications in six European countries (i.e. Sweden, Poland, England, Italy, Spain, The Netherlands).

Concurrent Sessions Afternoon 13:15-14:15

C11 Evaluating the Quality and Safety Impact of Drug Information Systems: The Canadian Experience.

Speaker: *Jennifer Zelmer; CA*

Theatre 1, Level 1

Many countries are focusing on safer medication practices – such as medication reconciliation – in their efforts to improve patient safety. Emerging evidence indicates that integrating effective use of information and communications technologies into the care process can help to achieve these goals. This session will explore results to date, in terms of both quality of care and productivity, from using Generation 2 drug information systems, based on a recent comprehensive study of the Canadian experience. These systems enable authorised care-providers to securely view a patient's medication profile online, including prior and current medications.

This session is intended to provide participants with:

- » An overview of the results achieved to date through implementation and use of Generation 2 drug information systems (e.g. in supporting medication reconciliation and in improving the extent to which medication is taken as prescribed)
- » An understanding of the maturity curve for these solutions and the potential for future benefits
- » Critical success factors to consider when implementing or using a drug information system in order to optimise the benefits for patients, providers and the health system.

C13 WHO-Multi-professional Patient Safety Curriculum

Speakers: *Agnès Leotsakos, Madeleine De Rosas-Valera, Mondher Letaief, Dina Baroud*

Convention Hall B, Level 1

The Multi-professional Patient Safety Curriculum Guide is a comprehensive guide for patient-safety education in the fields of dentistry, medicine, midwifery, nursing and pharmacy. The Curriculum Guide lays the foundations for capacity-building in essential patient-safety principles and concepts. It is applicable to different healthcare education systems and countries worldwide.

C16 Ask, Listen, Talk – Advancing the Patient-Safety Agenda

Speakers: *Hugh MacLeod; CA, Laura Taylor; CA*

Convention Hall A, Level 1

This session will discuss The Canadian Patient Safety Institute's (CPSI's) commitment to realising their vision of safe healthcare for all Canadians.

The CPSI's first venture in electronic knowledge transfer was the introduction of the "Patient Safety Crosswalk". At this 'crosswalk' in the road of patient safety and quality improvement – over 75 organisations from across Canada and beyond populate their successes, news and events for you to view in an easy-to-find

format. In February 2011 this was followed up with the launch of Global Patient Safety Alerts. In launching the Improving Care Search Centre, the CPSI have developed one of the best tools yet, to help share and learn from information from Canada and beyond.

C18 Building Global Momentum to Improve the Quality and Safety of Healthcare for Vulnerable Persons

Speakers: *Joanne Travaglia; AU, Martine de Bruyne; NL, Tim Leahy; AU, Christine Phillips; AU, Hamish Robertson; AU*

Room S222 & S223, Level 2

The patient safety movement has utilised a systems theory perspective to help identify and address the organisational and professional dynamics contributing to errors and adverse events. Interactions in healthcare are, however, as influenced by the socio-cultural and economic contexts of the patients, as they are by organisational, technical and workforce factors. There is significant evidence on how vulnerabilities, such as poverty, impact on groups' ability to access, utilise and benefit from healthcare. But much less is known about how individual, situational vulnerability, and clinicians' and health services responses to both types of vulnerability, may contribute to the risk, rates or types of errors for vulnerable groups.

Closing Plenary

Driving Organisational Improvement While Gaining a Better Understanding of the Patient Experience

Speakers: *Sister Mary Jean Ryan; US, Joanna Groves; UK*

Convention Hall A, B & C, Level 1

Becoming exceptional is not for the faint of heart. It takes leaders who have the stamina to remain steadfast during difficult times. This presentation will discuss SSM Health Care's long commitment to continuous quality improvement, and its participation in state and national quality awards to boost improvement efforts. SSM became the first healthcare organisation to receive the prestigious Malcolm Baldrige National Quality Award in 2002. However, the true reward was not the award itself, but rather the cultural transformation that resulted from using the Baldrige process to improve. Patients', families' and carers' priorities are different in every country and in every disease area, but within this diversity there are some common needs. Patients, wherever they are in the world, should receive quality, safe healthcare which addresses their needs, wants and preferences.

The International Alliance of Patients' Organizations (IAPO) is a patient-led, global alliance of over 200 organisations. The IAPO's vision of patient-centred healthcare has been clearly defined to help support the re-orientation of health systems around the world. Patient engagement and empowerment is vital in order to re-orientate the healthcare system. Engaging patients, and the organisations that represent them – patients' organisations – in health policy decision-making, helps to ensure that policies reflect patient and caregiver needs, preferences and capabilities, and provide the most appropriate healthcare. In addition, patients, their families and carers are essential partners in efforts to improve healthcare safety and quality. During this presentation, IAPO's role in driving organisational improvement will be shared, along with a number of initiatives which are driven by an understanding of the patient experience and promote a patient-centred approach to the quality and safety of healthcare worldwide.

Saturday 17th September

08:00 - 08:45 Convention Foyer - Level 1
Coffee with Trade Exhibitors

Morning Plenary Convention Hall A, B & C, Level 1

08:45 - 10:00 Welcome to ISQua's 29th International Conference, Geneva 2012 - 15 mins

Chair: Sheila Leatherman; US

Driving Organisational Improvement through Governance and Leadership

Leung Pak Yin; HK, Thomas Tsang; HK - 60 mins

10:00 - 10:45 Morning Break

10:45 - 12:15 **Concurrent Session**

C1 - e-Health and Innovative Technologies Room S224 & S225, Level 2

Chair: Chris Brook; AU

0489 Quality and safety of web linked information of Ayurvedic Medicine

Vanitha Muralikumar, Meera Shivasekhar, Karthikeyan K; IN

0823 Improving data quality in an ongoing large scale clinical study using software engineering principles

Simon McBride, Simon Gibson, Hugo Leroux; AU - 15 mins

0922 Enhancing intra-operative blood transfusion safety by Operating Theatre Blood Transaction System (OTBTS) in Queen Mary Hospital

Rock Leung, Clarence Lam; HK - 15 mins

0715 The use of e-services in East-Tallinn Central Hospital and Tartu University Clinic, Estonia

Kelli Podoshvilev, Merje Tikk, Mart Einasto; EE - 15 mins

0177 A method for ensuring consistency in assessment of accreditation standards post external survey in The Danish Health Care Quality Programme

Kasper Hjulmann, Mads Jessen, Marie Jänichen; DK - 5 mins

C2 - Governance and Leadership and Health Policy Theatre 1, Level 1

Chair: Rajesh Aggarwal; UK

Building a Sustainable Corporate Structure for Quality Assurance and Health Care Improvement

Walton Li; HK - 45 mins

Accountability the Pathway to Excellence

Sister Mary Jean Ryan; US - 45 mins

C3 - Education in Safety and Quality Room S226 & S227, Level 2

Chair: Paula Wilson; US

- 0444 Crew Resource Management Training in Critical Care Medicine**
Pa-Chun Wang, Wan-Ting Wu, Shu-Lin Guo, Sheng-Hui Hung; TW – 15 mins
- 0464 Sedation Training for Endoscopists: Addressing Safety, Quality and Workforce Issues**
Tracey Tay, Kate Needham, Hunter Watt, Ellen Rawstron; AU – 15 mins
- 0731 Patient Safety in Medical Education- A Survey in a Medical School in Malaysia**
Premalatha Gopal Das, Ravindran Jegasothy; MY – 15 mins
- 0712 Crew Resource Management in Healthcare - A training initiative to enhance patient safety culture of Pamela Youde Nethersole Hospital (PYNEH)**
Chor Chiu Lau, Mabel CHAN, Loretta Y C Yam, Julie Li; HK – 15 mins
- 0308 Health professionals' assessments of the effects of a four-year interprofessional action research program across a health system**
Jeffrey Braithwaite, Mary Westbrook, David Greenfield, Peter Nugus; AU – 15 mins

C4 - Governance and Leadership and Health Policy Convention Hall A, Level 1

Chair: John Helfrick; US

WHO Patient Safety: Global leadership...local action

Linda Aiken; US, Mahi Altehwary; EG, Cliff Hughes; AU, Anuwat Supachutikul; TH, Seto Wing-hong; CN – 90 mins

C5 - Accreditation and External Evaluation Systems Theatre 2, Level 1

Chair: Michael Kavanagh; US

Regulation of Chinese Medicine in Hong Kong

Ronald Lam; HK – 45 mins

- 0401 Three decades of quality improvement in ECT: Exploring the role of accreditation**
Emily Doncaster, Geraldine Murphy, Robert Chaplin, Adrian Worrall; UK – 15 mins
- 1045 Accreditation of a Provincial Health System**
Conny Menger, Lynette Lutes; CA – 15 mins
- 0242 Refinement of accreditation in France by introducing mandatory priority standards and quality indicators: benefits and perspective**
Philippe Loirat, Bruno Lucet, Marie H el ene Toupin, Christine Gardel; FR – 15 mins

C6 - Patient Safety Systems Room S228, Level 2

Chair: Alexander Chiu; HK

- 0661 A Multi-disciplinary Model of Suicide Prevention in Hong Kong East Cluster Hospitals**
K S Liu, G H Aboo, H Li, Y C Yam; HK – 15 mins
- 0885 A national approach to minimising harm from medication error with a standard medication chart**
Graham Bedford, Margaret Duguid; AU – 15 mins
- 0527 Are different Patient Safety Culture Tools direct transferable from their Original into Primary Care in Denmark?**
Solvejg Kristensen; DK – 15 mins

1073 Measuring and Learning from Hospital-acquired Adverse Events: Elements of a Patient Safety Program

Donald Kennerly, Margaret Saldana, David Nicewande, Yan Xiao; US – 15 mins

C7 - Integrated Care and Interface with Primary Care Convention Hall C, Level 1

Chair: Rick Van Pelt; US

Integrating Care in Singapore: Principles, Processes and Technology to Improve the Quality of Chronic and Long Term Care

Jason Cheah; SG, Ho Han Kwee; SG – 90 mins

C8 - Patient Experience and Engagement Room S222 & S223, Level 2

Chair: Eyal Zimlichman; US

Establishing International Criteria for the Measurement of Patient-Centred Care

Susan Frampton; US – 30 mins

0289 Co-designing ambulatory colonoscopy experience by collaboration between staff and clients, beyond their satisfaction and expectation

Lawrence Lai, Zoe Woo; Rita Kong, Albert Lai; HK – 15 mins

1018 Experiential marketing in Healthcare: how to improve through patients' eyes

Luca Buccoliero, Elena Bellio; IT – 15 mins

0275 Improving the experience of patients in pharmacy: Lessons from the UK and Australia

Michael Greco, Peter Reeves, Jenny Bergin, Julie McGovern; AU – 15 mins

C9 - Measuring Service Performance and Outcomes Convention Hall B, Level 1

Chair: Walter Sermeus; BE

Are repeated measurements of the incidence of adverse events relevant to follow up national patient safety programs?

Phillippe Michel; FR, Cordula Wagner; NL, Hwei Yee Tai; SG – 90 mins

12:15 – 13:15 Lunch and Sessions

12:40 - 13:10 Convention Hall B, Level 1

Chair: Sue Evans; AU

C10- Qualitative methods for assessing and improving handover communications: the European handover research collaborative

Susanne Bergenbrant; SE – 30 mins

12:40 - 13:10 Poster Presentations

CP1 - Measuring Service Performance and Outcomes Room S222 & S223, Level 2

Chair: Carlos Goes de Souza; BR

- 0280 "SOON" Discharge Criteria for Paediatric Patients Hospitalised for Acute Asthma**
Theresa Leung, Rebecca Hui, June Chan, Lok Yee So; HK – 5 mins
- 0073 A Clinical Nurse Specialist in Urology: What can be achieved**
Surayne Segaran, Ruaraidh MacDonagh, Angus MacCormick; UK – 5 mins
- 0671 A Web-based Tool for Measuring Patient Outcomes - Innovative, Logical, and Easy to Use**
Jen Bichel-Findlay, Linda O'Connor, Phoebe Zhang, Simon Lau; AU – 5 mins
- 0493 A new scoring scheme for hospital quality indicators**
Jacob Dreiherr, Lilly Vidavsky, Michael Lishner, Arnon D. Cohen; IL – 5 mins

CP2 - Education in Safety and Quality Facilitated Poster Session Room S221, Plasma Screen 1, Level 2

Chair: James Robblee; CA

- 0090 Nursing Clinical Leadership Development Program - An Evaluation Study**
Harry Leung, Man King Kwong, Lindy Sum, Winnie Chow; HK – 5 mins
- 0161 Improving communication among medical staff members by using 'SBAR' tool**
Sung-Eun Kim, Da-Hyung Oh, Kyei-Sook Park, Jung-Lim Lee; KR – 5 mins
- 0226 Medicalcrypticness - characteristic barrier in patient safety**
Anil Khar; IN – 5 mins
- 0822 Factors affecting the implementation and sustainability of quality improvement strategies: a study of multiple perspectives**
Joanne Travaglia, Deborah Debono, Debra Thomass, Jeffrey Braithwaite; AU – 5 mins

CP3 - Governance, Leadership and Health Policy Room S224 & S225, Level 2

Chair: Jill Krynicki; UK

- 0321 Evaluation of an interprofessional assessment tool for parents with mental illness: The translation of national policy to local practice**
Peter Nugus, David Greenfield, Jeffrey Braithwaite; AU – 5 mins
- 1084 Theoretical perspectives on pay-for-performance in health care**
Michael Trisolini; US – 5 mins
- 0474 Better Service Quality and Safer Services in a respiratory unit of a district acute hospital in Hong Kong**
Shu Wah Steve NG, Yuk Yin Chong, Chung Leung Henry Poon, Yuen Yee Anna Chan; HK – 5 mins
- 0990 Job satisfaction of workers in health care facilities in Serbia, 2006-2010**
Vesna Korac, Vesna Horozovic, Mirjana Zivkovic Sulovic, Milena Vasic; SP – 5 mins

CP4 - Patient Safety Systems Room S226 & S227, Level 2

Chair: BK Rana; IN

- 1064 Patient Safety Climate Survey: Does It Relate To Hospital Adverse Events?**
Matthew Johnson, Paula Santrach, Jeanne Huddleston, James Naessens; US – 5 mins
- 0771 The incident reporting pilot project in the Medical Dispatch Centre of Verona (Italy): results and prospects**
Tamara Zerman, Alberto Schonsberg, Enrico Vallaperta, Diana Pascu; IT – 5 mins

0726 Planning an Annual Cycle of Quality Improvement for the Health Service in Bhutan

Dechen Choipel, KinleyWangchuk Vicki Doyle, Dave Haran; UK – 5 mins

0873 Surveyor involvement in the revision of accreditation standards for long term care

Mark Brandon, Victoria Crawford; AU – 5 mins

CP5 - Patient Experience and Engagement Room S228, Level 2

Chair: Carsten Engel; DK**0215 Strategies consumers use to improve the safety and quality of their healthcare**Alison Short; Rebecca Taylor; Paul Dugdale; [David Greenfield](#); AU – 5 mins**0039 Patient Engagement - Creating the wow factor**[Narottam Puri](#); Satish Kumar IN – 5 mins**0389 Bupa International Hospital Quality Programme**[Alf Theodorou](#), Sneh Khemka, Helen Love; UK – 5 mins**0897 Are patients participating in symptom management in acute cancer care?**[Emma Cohen](#), Mari Botti, Maxine Duke, Julie Pallant; AU – 5 mins

CP6 - Health Technology Assessment and Comparative Effectiveness Research Facilitated Poster Session S221, Plasma Screen 2, Level 2

Chair: Steve Clark; AU**0694 The effectiveness of the first clinical trial of Handheld Low Level Laser Therapy on venous ulcer in Hong Kong**[Chor Hung Yeung](#), Gloria Halima Aboo, Sui Kei Civy Leung, KaWah Michael Li; HK – 5 mins**0696 National Quality of Hypertension care In Korea**KA Son, MS Baek, SM Kim, [HE Kim](#); KR – 5 mins

13:15-14:15

Concurrent Sessions

C11 - e-Health and Innovative Technologies Theatre 1, Level 1

Chair: Siu Fai Lui; HK**Evaluating The Quality and Safety Impact of Drug Information Systems: The Canadian Experience**

Jennifer Zelmer; CA – 60 mins

C12 - Measuring Service Performance and Outcomes Room S228, Level 2

Chair: Hing - Yu So; HK**0862 Developing national quality measures to assess colorectal cancer care in Korea**[Choi Yun-Kyoung](#), Cho Jin Suk, Kim Cheol-Gyu, Kim Jae Su; KP – 15 mins**0945 Guideline implementation and monitoring improved care for patients with non-small cell lung carcinoma in the Netherlands**[Harriët Blaauwgeers](#), Chantal Holtkamp, Henrieke Altena, Anca Ansink; NL – 15 mins**0237 Global Comparators. A powerful tool for exploring variation in healthcare performance at an institutional level between countries**[Paul Aylin](#), Alex Bottle; UK – 15 mins**0427 Developing indicators to measure quality of care for cancer patients in Victoria, Australia**[Nick Andrianopoulos](#), Damien Jolley, Caroline Brand, Linda Nolte; AU – 15 mins

C13 - Education in Safety and Quality Convention Hall B, Level 1

Chair: Bruce Barraclough; AU

WHO - Multi-professional Patient Safety Curriculum

Agnès Leotsakos, Madeleine De Rosas-Valera, Mondher Letaief and Dina Baroud; WHO
– 60 mins

C14 - Governance, Leadership and Health Policy Room S224 & S225, Level 2

Chair: Nancy Dixon; UK

0556 Ten Years of Health Sector Reform in Tonga

Siale 'Akau'ola, Toakase Fakakovikaetau, [Lynleigh Evans](#), Viliami Tangi; AU – 15 mins

0663 Clinical Competency in Minimal Access Surgery - Building governance framework to ensure patient safety in Pamela Youde Nethersole Eastern Hospital

[Chung Ngai Tang](#), Chark Man Tai, Mabel CHAN, Michael K W Li; HK – 15 mins

0788 Leadership of Canadian Quality and Safety Teams: Preliminary Findings in a Mixed Methods Study

[Debbie White](#), Sharon Straus, Jill Norris, Farah Khandwala; CA – 15 mins

0248 Management and governance of cross-organisation evidence-based practice implementation projects in a health system with devolved clinical governance

[Jan Pannifex](#), Anne-Maree Kelly; AU – 15 mins

C15 - Accreditation and External Evaluation Systems Theatre 2, Level 1

Chair: Brian Johnston; AU

0148 The development, writing, implementation and impacts of healthcare standards: has the time come to empirically examine these issues more effectively?

[David Greenfield](#), Marjorie Pawsey, Johanna Westbrook, Jeffrey Braithwaite; AU – 15 mins

1044 Differences between quality of care during weekdays and weekends can be influenced by systematic quality improvement interventions

[Paul Bartels](#), Nina Sahlertz Kristiansen, Annette Ingeman, Søren Paaske Johnsen; DK – 15 mins

0613 Identification of improvements in the Portuguese health system through the accreditation of health care quality

[JA Carrasco-Peralta](#), MM Castellano-Zurera, R Burgos-Pol, D Nuñez-Garcia; ES – 15 mins

0780 Future directions for the Accreditation Canada Qmentum Program: a review of the first three years

[Wendy Nicklin](#), Bernadette MacDonald, Jonathan Mitchell, Michelle Lee, Christine Niro; CA
– 15 mins

C16 - Patient Safety Systems Convention Hall A, Level 1

Chair: Mark Brandon; AU

Ask, Listen, Talk – Advancing the Patient Safety Agenda

Hugh MacLeod; CA, Laurel Taylor; CA – 60 mins

C17- Integrated Care and Interface with Primary Care Convention Hall C, Level 1

Chair: Stephanie Newell; AU

- 0910 What dimensions are important to patients in their experience of coordination and continuity of care?**
Peder Jest, Jesper Risom, Helle Max Martin, Mette Mollerup; DK – 15 mins
- 1066 Effectiveness and Cost of a Transitional Care Program for Heart Failure**
Cliff Fullerton, Brett Stauffer, Neil Fleming, David Ballard; US – 15 mins
- 0318 What is the impact of the co-location of health services on health care quality and interprofessional teamwork?**
Peter Nugus, David Greenfield, Johanna Westbrook, Jeffrey Braithwaite; AU – 15 mins
- 0051 Patient Satisfaction with Primary and Secondary Health Care in Khyber Pakhtunkhwa: Good Rating of Bad Services?**
Saira Siddique; Imran Masood Durrani; PK – 15 mins

C18 - Patient Experience and Engagement Room S222 & S223, Level 2

Chair: Susan Frampton; US

Building Global Momentum to Improve the Quality and Safety of Healthcare for Vulnerable Persons
Joanne Travaglia; AU, Martine de Bruyne; NL, Tim Leahy; AU, Christine Phillips; AU, Hamish Robertson; AU – 60 mins

C19 - Measuring Service Performance and Outcomes Room S226 & S227, Level 2

Chair: Carsten Engel; DK

- 0200 The “Death in low mortality DRG” hospital performance indicator: Event frequency and impact of patient and hospital characteristics**
Anna Barker, Caroline Brand, Sue Evans, Peter Cameron; AU – 15 mins
- 0938 Reducing Triage waiting times by building a patient-centered service**
Wah Shan Ng, Dickson Chang; HK – 15 mins
- 0286 The Swedish Performance Assessment Framework and Monitoring of Compliance with National Guidelines**
Rosita Wigand, Marie Lawrence, Nilsson Björn, Hansson Matilda; SE – 15 mins
- 0369 ACE @ 25 - The Apollo Clinical Excellence Scorecard**
Anupam Sibal, Anil Kumar Tandon, Shaveta Dewan, Srinidhi Chidambaram; IN – 15 mins

14:15 - 15:00 **Afternoon Break**

Closing Plenary Convention Hall A, B & C- Level 1

15:00 - 16:15 **Poster Presentation Awards**
Triona Fortune; ISQua and Helen Crisp; UK – 15 mins

Chair: Tracey Cooper; IE

Driving Organisational Improvement While Gaining a Better Understanding of the Patient Experience
Sister Mary Jean Ryan; US, Joanna Groves; UK – 60 mins

16:15 - 16:20 **President's Farewell**

16:20 **Conference Close**

Posters Selected for Display

e-Health and Innovative Technologies: Poster Area C, Level 2

0077

A Fuzzy-Rule-Based Approach to Fall Detection

Mu-Chun Su, Xing-Han Wu, Chia-Huang Chang, Pa-Chun Wang; TW

0190

dBasePNP - Innovative Primary Nurse Program designed to Save Nursing Time and improve documentation

Keng Hang Wong, Kanny Kwong, Kat Wong; HK

0232

Project to Improve the Rejection Rate of Specimens in Neurological Ward.

Nai-Tan Chang, Ching-Ching Cheng, Tzu-Chi Kuan; TW

0262

Enhancement of Personal Information Security - e-media Disposal Campaign at Kowloon East Cluster Hospitals

Cheng Ka Pui Gladys, Lee Elvix; HK

0346

The implementation of CHARM, an oncology patient information management system at a specialist cancer hospital.

Michelle Hong, Suzanne Graham, Dennis Carney, Sue Kirsas; AU

0349

Application of Radio Frequency Identification (RFID) for Surgery Scheduling Management

Hsueh-Ling Ku, Jun-Der Leu, Pa-Chung Wang; TW

0351

HFMEA model : prevent an inappropriate initial dose prescribing

Agnes Chan, Hui-Yu Wang, Yeh, Chun Lan; TW

0384

Computerization of frozen section examination for patient safety and turn around time (TAT) reduction

Juhyeok Park, Gheeyoung Choe, Jinhaeng Chung, Haeryoung Kim; KR

0396

The importance of aligning registries monitoring quality and safety with nationally endorsed Operating Principles for Clinical Quality Registries.

Sue Evans, Jeremy Millar, Julie Wood, John McNeil; AU

0407

Evaluation of an Innovative e-Health Technology in ICU by the Users

KW Lam, CL Lam, Kelly Choy, KY Lai; HK

0409

The ascent of work efficiency through improvement of operating system in rehabilitation therapy units (Physical therapy, Occupational therapy, Speech therapy)

Kyung Ho Kim, Nam-Jong Paik, Yun-Up Koo; KR

0417

Using electronic checklist to improve the efficiency of intravenous thrombolytic therapy in patients with acute ischemic stroke

Chun-Ming Yang, Ping-Jang Kuo, Huey-Juan Lin; TW

0433

Integrated approach to patient relation management using e-Feedback System

May-Chin Yong, Ai-Sim Tan, Thomas Chee, Jemin Chua; SG

0438

The Roles of Operating Room Nurses on the Electronic Nursing Records - An Example of the Radio Frequency Identification System

Hsueh-Ling Ku, Jun-Der Leu, Pa-Chung Wang; TW

0452

Towards the research and development of an automatic cancer notifications system

Anthony Nguyen, Julie Moore, David Hansen, Shoni Colquist; AU

0471

Improving clinical management and surveillance of Healthcare Associated Infections through structured microbiology requests and reports in the eHealth environment

Elizabeth Hanley, Neville Board, Marilyn Cruickshank, Michael Smith; AU

0511

Using Private Cloud Concepts to Improves ICU Admission Services

Shin-Jing Huang, Pa-Chun Wang, Wen-Jing Chen, Shu-Lin Guo; TW

0700

An evaluation of the implementation of RFID Wireless Body Temperature Monitoring System to enhance patient experience and work efficiency

Bonnie Wong, Chun Hoi Kan, Po Yee HO, Oliver Chan; HK

0713

Impact of using dynamic inventory management system, to increase efficiency, improve end user satisfaction; reduced inventory carrying and distribution cost.

Nida Fatima Husain, Syed Sohail, Amin Rajani, Tanveer Ul Haq; PK

0764

Improving clinical practice guidelines in the Netherlands: awareness and use of tools for guideline development, dissemination, implementation and evaluation.

Mirrian Smolders, Marjan Knippenberg, Jako Burgers; NL

0783

Develop a integrated information system of documentation in maternal-neonatal nursing and indicators management for the Baby-friendly Hospital Initiative

Ying Li Lee, Fu Mei Xu, Tsai Feng Chien, Su Chen Hsu; TW

0830

Using Information Technology to Improve Medical Communication and Satisfaction of Acupuncture Therapy.

Wen Chi Lu, Sen Mei Tung, Chien Hung Chang, Ching Chun Chung; TW

0898

To improve patient-care process by reducing report turnaround time through the use of technology (voice recognition system).

Kashif Mirza, Syed Sohail, Waseem Mirza, Nida Husain; PK

0906

How to create a Tipping Point? Fast track implementation of a new supply model of medical consumables to hospital wards

Susanna Yuk Ying Ko; HK

0912

"My chart in my hand"; development and short term analysis of a mobile personal health record

Guna Lee, Joong-Yaol Park, Young-Ha Lee, Jae-Ho Lee; KR

0915

The Wide Range of Applications of RFID to Improve Patient Safety- Experience of Taipei hospital, Department of Health

Shih-Hsien Yang, Li-Feng Wang, Shoei-Loong Lin; TW

0919

Enhancement of the Nursing Assessment of Dysphagia Capacity for Patients with Stroke.

Ching-Ching Cheng, Nai-Tan Chang; TW

0941

Identify correct post-operative patient discharge to correct ward by facilitating of discharge call slip

Wong Ying Hon, Chan Hin Cheong, Ma Hing Kuen; HK

0960

The journey from paper to electronic records in a specialist practice in Australia

Gary Frydman; AU

1032

Implementation of an e-technology to reduce waiting time of blood drawing in ambulatory patients

Hui-Wen Chang, Hsiu-Chen Lin; TW

1049

Operating room management: old story and new solutions.

Vanni Agnoletti, Matteo Buccioli, Donata Dal Monte, Giorgio Gambale; IT

1097

From Pencil & Eraser to the Electronic Age - Eastern Palliative Care Victoria, Australia moving forward with Client Information Management

Kylie Draper, Trudy Erwin, Dianne Merrett, Andrea Baldwin; AU

Health Technology Assessment and Comparative Effectiveness Research: Poster Area C, Level 2

0063

The Prediction of Health Care Outcomes after Total Hip Replacement using the Charlson Comorbidity Index in Korea

Hye-young Seo, Won-Ho Choi, Seok-Jun Yoon, Hyeong-Sik Ahn; KR

0227

Feasibility, acceptability and utility of an e-cardiovascular risk platform amongst physicians and patients in the primary care setting

Janice M Johnston, Tuan M Vu, James HB Kong, Helen Tinsley; HK

0266

The project for improving the success rate of "Door to Balloon"

I-Ching Yang, I-Ying Shen, Chia-Chi Kuo, Hui-Man Chen; TW

0398

Implementation Results of Post-buccal Cancer Surgery Care Education

Shu-Wen Cheng, Fang-Hua Hsu, Pei-Yin Liao, Chia-Chi Kuo; TW

Education in Safety and Quality: Poster Area A, Level 1

0028

Effectiveness of Cardiopulmonary Resuscitation Refresher Workshop on Enhancing Nurses' Knowledge in Resuscitation -a follow up study

Eliza Ping Siu Shum, Chi Kin Ip; CN

0029

A Project to Medical and Surgical ICU Nursing Staff Accuracy in Nursing Assessment

Shu-Chien Liu, I-Hui Wang, Min-Hua Tang, Hui-Lan Yu; TW

0031

Premature Baby Interim Ward Introduction and Promotion.

Fu Mei Hsu, Te-Jen Chen, Chiu-Mien Huang, Shunen-Yin Wen; TW

0062

Work analysis of general ward nursing care and nursing assistant in a medical center of south Taiwan.

Fu Mwi Hsu, Shu Hui Hu, Yu Ling Hsu, Chun Hui Hsiao; TW

0101

Study on the Effect of Two Educational Intervention Program on Performance of Nurses' Conveyance of Gastroscopy-Related Knowledge to Patients

Shu-Hua Kao, Li-Ling Hsu, Suh-Ing Hsieh, Tzu-Hsin Huang; TW

0112

Promoting Quality Culture - Cross-departmental Learning Quantitative Survey

Eva LIU, Tina Ng; CN

0114

Structured emergency preparedness enhancement

Tsang Ho-Wing, Wong Chi-Kan, Ng Sau-Yee, Tung Chi-Wai; CN

0117

Cultivation and maintenance of safe ergonomic practices in patient transportation service through "Individualized Behavioral Coaching (IBC)"

Patrick Tsz-wah So, Debbie Yuk-han Lo, Stella Wai-chee Cheng, Hin-pan So; CN

0133

Interprofessional practice, patient safety and Junior Medical Officers: will they ever be united?

Jacqueline Milne, David Greenfield, Jeffrey Braithwaite; AU

0156

Strategies used to improve the understanding of PICU nurses to ECMO

Ching-Yun Sun, Yi-Yu Lin, Hsiao-Ping Huang; TW

0193

The project of promoting the completeness of coronary syndrome patient education in the ICU

Ya-Ting Ke, Chuen-Yu Jung, Shen-Ling Liou, Shiau-Ling Shiu; TW

0228

Combating MRSA Infection through Safety & Quality Management on Environmental Cleansing Program

Wing Kee Patrick SIU, Pui Yee Edith Wong; HK

0263

A Program to Decrease the Blood Infection Rate of Port-A from an Evidence-Based Practice

Yu-Yi Lai, Pei-Pei Lu, Shu-Hui Lee, Wen-Pin Yu; TW

0270

Promote nursing quality in reducing the incidence rate of pressure ulcers

Wen-Pei Huang, Wen-Ling Chuang; TW

0288

Safety and Quality Managing Program on Prevention of Infiltration and Extravasation in Intravenous Treatment in O&T Department

Kwok Hang Lung, Man N W, Wong K F, Kwan C S; CN

0290

Hospital nurses' knowledge translation: Evidence based practice, error occurrence, and job satisfaction

Jee-In Hwang; KR

0301

Discussing the Effect of Improving the Level of Oral Care for Oral Cancer Patients who Received Surgical Treatment

Yi-Chen Li, Yi-Ping Liu, Chiu-Ping Wen, Shu-Yu Chang; TW

0302

Improving the Accuracy of Oral Care for Post Surgery Patients by Nurses

Mei-Hsin Yeh, Mei-Hua Ting, Yi-Chen Li, Shu-Yu Chang; TW

0304

Project to Reduce the Incidence of Diaper Rash in Hospitalized Children

Xu Ya Ting; TW

0305

Patient and Staff safety during pandemic - Safer and Smarter Ways

Sin Man Ho, Lok Man Leung, Ka Man Leung, Sheung Lan Law; HK

0320

A survey on medication knowledge and experience of patients in Taiwan

Julia Hsu, Jie-Hui Chen, Ching-Feng Chiang, Lie-Jung Huang, Ian Chen; TW

0324

The use of surgical checklist in operating rooms in Taiwan

Shi-Ping Luh, Shiow-Ju Yeh, Hsun-Hsiang Liao, Ian Chen; TW

0333

Promote caring culture for health workers in hospitals in Taiwan

Shu-Mei Lin, Hsun-Hsiang Liao, Cheng-Chung Fang; TW

0338

Oral Health Education for Residential Aged Care Facilities Carers

Natalie Oprea, Shirley Fong-Yang, Ranbeer Kaur, Kam Wa Sinn; AU

0348

Comparison of effects of disclosure training of adverse events between medical students and resident physicians.

Kaori Takada, Mio Sakuma, Susumu Seki, Takeshi Morimoto; JP

0394

Analysis of the accredited continuing education activities in Andalusia related to prevention of central venous catheter related-bloodstream infections

Francisco Javier Munoz-Castro, Eloisa Valverde-Gamero, Marta Vazquez-Vazquez, Laura Villanueva-Guerrero; ES

0402

Implementation of a model for management of individual development plans in the Health Care System of Andalusia

Mayte Periañez, Thomas Espósito, Joaquín Navarro, Javier Ferrero; ES

0414

Upgrade the Accuracy and Completion Rate of Nursing Instruction for Post-TUR-P Urinary Incontinence Patients

Chun-Hui Hsiao, Fang-Hua Hsu, Mei-Hwei You, Chia-Chi Kuo; TW

0430

Association between nonverbal behavior and quality of disclosure of adverse events

Susumu Seki, Mio Sakuma, Kaori Takada, Takeshi Morimoto; JP

0436

Enhancing Quality and Safety Care for Patients with Invasive Mechanical Ventilation (IMV) in Hospital

Chung Leung Henry Poon, Yuet Kwai Chan, Pui Yee Ho, Shu Wah Ng; HK

0443

Fostering Information Security Culture in Kowloon East Cluster Hospitals

Cheng Ka Pui, Gladys; HK

0458

Discussion on the needs of the families of dying patients.

Mei Ling Fang; TW

0465

Using the multimedia to improve the effects of nursing education in patients with open pulmonary tuberculosis

Pei Chia Li, Chin Mei Lai, Yen Chun Chen, Wen Hsuan-Lin; TW

0480

how to meet the newly hired nurses' needs in dealing with workplace adjustment and competence enhancement

Ju-Chun Chien, Wan-Ching Chao, Hwa-Nien Liu, Mei-Hua Sun; TW

0504

Engaging Continuing Education and Quality Improvement Professionals in LEAN Healthcare Quality Improvement

Deanna Willis, Julie Vannerson, Zev Winicur, Charles Clark; US

0565

The Investigation into Diminishing the Incidence of Incontinence Associated Dermatitis in Medical Intensive Care Unit

Wan Jen Liu; TW

0580

From Anxiety to Confidence - Engaging and Enhancing Confidence of Nurses in Preparing Queen Mary Hospital, Hong Kong for Accreditation

Kate Choi; HK

0611

The Development of a Quality Improvement Hub for NHS Scotland

Jane Murkin; UK

0616

Enhancement Program on Pressure Ulcer Prevention Management for Supporting Staff

Lai Tim, Cecilia Chau, Yin Yung, Ann Chan, Ho Yee Tsang, Yin Shan Wong; HK

0625

Evidence based approach in prevention of Extended spectrum beta-lactamases (ESBL) cross infection.

Silvia C F Lee, Elaine W Y Wong; HK

0628

Hospital Pay-for-Performance in the United States - Do National Comparisons Work?

Nikolas Matthes, Rainer Hilgenfeld, Karol Wicker; US

0636

A Project of Enhancing Nursing Staff's Recognition of Chemotherapy and Proficiency of Applying Port-A

Chen, Hsiang-Lan, Hu, Ya-Chuan, Chen, Shih-Wan; TW

0648

Cross-sectoral cooperation to improve the processes of Pap smear screening for cervical cancer.

Y.T.Wang, C.-M. Yang, H.Y. Tai, T.-C. Chao; TW

0660

Team skills training in health care: when, what & how

Robyn Clay-Williams, Jeffrey Braithwaite; AU

0688

The Causes of Medical Error in Malpractice Cases in Taiwan from 2000 to 2009

Wei-Lun Liu, Shih-Liang Weng, Chun-Pei Peng, Hao-Hsien Lee; TW

0706

A Dramaturgical Approach towards Education in the Attitude and Skills in Conflict Resolution in Hospital Care

David DAI, Janice Wang, Siu Fai LUI, Hong Fung; CN

0737

Implementation of a team training program improved unplanned extubation in a medical intensive care unit

Che-Kim Tan, Shou Yung Huang, Ya Wei Kuo, Shu Lian Chou; TW

0768

Hand hygiene accredited continuing education activities in Andalusia

Eloisa Valverde Gambero, Francisco Javier Muñoz Castro, Marta Vázquez Vázquez, Laura Villanueva Guerrero; ES

0782

Using team-based learning to improve medical team training program

Shou Yung Huang, Hung Jung Lin, Ya Wei Kuo, Shu Lian Chou; TW

0837

Thai International Healthcare Standard Training Center - Think outside the box

Suwanna Ruangchanasetr, Ampaiwan Chuansumrit, Pongtorn Kietdumrongwong, Niti Nerngchamnon; TH

0874

Care of a gangrenous pyoderma patients with altered body image nursing experience

Hou Jiahui, Hsiao Ya Chun, LinYen Ni; TW

0883

A Delirium Intervention and Prevention Quality Improvement Project

Kuo - Chen Liao, Shwu-Hua Lee, Shu-Juan Tsail, Mei-Hui Chang; TW

0904

Promoting A Mediating Culture in Healthcare Complaint Management

David DAI, Ivy Chan, Pauline Wong, Siu Fai LUI; CN

0929

The effectiveness of intervention in decreasing serum phosphorus value for incident hemodialysis patients

Ching-Tan Cheng, Hua-Li Chen, Yu-Jen Su, Shang-Chih Liao; TW

0950

Executive Leadership Development in Health Services: the Hong Kong Experience

Hok Cheung Ma, Man Yung Cheng, Fowie Ng; HK

1015

Staff Competence Enhancement on "Care of Patients with Acute Ventilation Support" in a district hospital in Hong Kong

Shu Wah Steve NG, Yuen Yee Anna Chan, Kei Wai Migo Yeung, Kam Fai Wong; HK

1027

Keep up with Health Informatics - IT-Smart Ambassador Scheme

Chung Leung Henry Poon, Yuet Kwai Chan; HK

**Governance, Leadership and Health Policy:
Poster Area C, Level 2**

0010

How Clinical Governance helps in driving organization's improvement in private hospital"

Abd Aziz Abd Rahman, Maygala Arumugam, Nishazini Mohd Basir, Noorzura Zahri; MY

0024

Appropriateness of the utilization of hospital resources in Saudi Arabia: Implications for health services quality

Saad Alghanim; SA

0030

The relationship between nurse's intent-to-stay and organization climate

YA-Ting K; TW

0098

Effective media advocacy strategies for quality and safety professionals.

Reece Hinchcliff, David Greenfield, Johanna Westbrook, Jeffrey Braithwaite; AU

0100

Blame and Accountability

Nick O'Connor, BethKotze, Murray Wright; AU

0217

Managing the performance of senior doctors: building engagement through an integrated, clinically based credentialing process.

Grant Phelps, Sarah Harper; AU

0252

Risk Management and Clinical Characteristics of Patients Treat for In-hospital Accidents

Hui-O Lin, Chia -Yun Hsieh, Kuan -Chih Chung, Jia-Shou Liu; TW

0253

The Effect of Leadership Behavior and Safety Culture on Safety Performance_The Case of Nurse

Cheng-Chia Yang, Yi-Hsuan Lee, Suh-Er Guo, Mei-Fen Huang; TW

0337

Exploration of Reasons for New Nursing Personnel for Leaving Employment

Chiu-Ya Kou; TW

0632

Measuring Knowledge

Victor Reyes-Alcázar, Anailien Boza-Rivera, Antonio Romero-Tabares, Joaquin Navarro-Lizaranzu; ES

0665

Legislated Health Care Standards: Changes after Three Years of a Regulatory Process - Self Assessed Compliance, Monitoring Capability, Quality Improvement Activities

Matt Vance, Alyson Ross, Andrew Lockhart, Carli Rowlands; AU

0668

Risk Indicator for Hospitals: Legislated Health Care Standards and Complaints to an Independent Regulator

Michael Ward, Matt Vance, Alyson Ross, Carli Rowlands; AU

0691

National Quality of Diabetes Care In Korea

HE Kim, MS Baek, KA Son, KD Lee; KR

0699

Effect of the evaluation on antibiotics prescription for acute upper respiratory infections in ambulatory care in Korea

SH Lee, YJ Chun, HS Yu, IJ Choi; KR

0719

Relational capital as an instrument for the improvement of the flow of knowledge

Victor Reyes-Alcázar, Anailien Boza-Rivera, Antonio Torres-Olivera; ES

0730

Development of a Quality Framework for Health service provision in the Kingdom of Bahrain

David Wright, Hamad Al Malki; BH

0751

Capacity Building on Hospital Infection Control with QUALITY Strategies

Shao Haei Liu, Wai Kwong Poon, Tammy, Mun Yee So; CN

0901

Change Management Framework of a Total Revamp of Patient Catering Service in a 47 Years Old Acute Hospital

Susanna Yuk Ying Ko; HK

0999

Management of waiting lists in Serbia

Milena Vasic, Slobodanka Gajic, Vesna Horozovic, Vesna Korac; SP

1095

The Adoption of High-Involvement Human Resource Management Practices in Employer-of-Choice Organizations. Evidence from Canadian Nursing Homes

Kent Rondeau; CA

**Accreditation and External Evaluation Systems:
Poster Area C, Level 2**

0036

How effective is the Accreditation, licensee and other external assessment process as tools for Quality Movement in Healthcare ?

Hj Abd Aziz Abd Rahman, Maygala Arumugam, Nishazini Mohd Basir; MY

0144

Accreditation Survey Feedback from Hospital for 2009 and 2010

Yong Ting Poh, Saifulhazmi Salihin, M.A. Kadar Marikar; MY

0163

Performance of Malaysian Hospitals Undergoing Focus Surveys in 2007 to 2009

Yong Ting Poh, Saifulhazmi Salihin, M.A. Kadar Marikar; MY

0167

Stimulating hospital accreditation: what can hospital federations do?

Johan Hellings, Johan Pauwels, Katrien Moors, Birgit De Volder; BE

0171

Comprehensive evaluation of the perceived usefulness of a set of hospital accreditation standards

Katrine Nielsen, Carsten Engel; DK

0173

A trial of short notice surveys in two accreditation programs: views of accreditation surveyors and health care organisational staff.

Margaret Banks, David Greenfield, Johanna Westbrook, Jeffrey Braithwaite; AU

0174

An empirical comparison of performance on short notice surveys with advanced notice surveys in two accreditation programs.

Margaret Banks, David Greenfield, Max Moldovan, Jeffrey Braithwaite; AU

0234

Medical Clinic Accreditation Program In Malaysia: A Pilot Survey

M.A. Kadar Marikar, M.A. Hadi Mohamad Zohdi; MY

0313

Integration of two international models of accreditation in a quality system management structured for continuous improvement.

Daniela Akemi Costa, Fabio Luís Peterlini, Jair Rodrigues Cremonin, José Carlos Oliveira; BR

0325

The experience of encouraging clinical workers to practice evidence-based medicine by a campaign in Taiwan

Yu-Lin Chen, Bi-Jiuan Wu, Hsun-Hsiang Liao, Ian Chen; TW

0330

Hospital accreditation and its impact on patient satisfaction with hospital-based care

Ki Fung Kelvin Lam, Frankie Lau, Josephine Ngai, Janice Mary Johnston; HK

0499

Good practices in nursing to ensure the patient safety

Ana Rojas-de-Mora-Figueroa, Antonio Almuedo-Paz, Marta Vazquez-Vazquez, Vicente Santana-Lopez; ES

0601

Audits of Clinical Records in the Professional Competence Accreditation Process: the submitted proofs verification.

José Julián-Carrión, Manuel Ceballos-Pozo, Ana Rojas-de-Mora-Figueroa, Antonio Almuedo-Paz; ES

0606

Monitoring of the improvements implemented in relation to the preservation and drug expiration

M Castellano-Zurera, D Núñez-García, JA Carrasco-Peralta, R Burgos-Pol; ES

0612

Success factors in the adaptation of a health care quality accreditation model in an international context

JA Carrasco-Peralta, D Nuñez-García, V Reyes-Alcazar, MM Castellano-Zurera; ES

0695

Impact of hospital accreditation on quality of care - the role of culture and management style

Janice M Johnston, Josephine Ngai; HK

0708

Stakeholders in an organization focused on healthcare accreditation

Victor Reyes-Alcázar, Marta Casas-Delgado, Antonio Torres-Olivera; ES

0741

2010 regulation requires in France accreditation of point-of-care testing according to ISO 22870 - The experience of a Paris laboratory

Pascal Pernet, Bénédicte Bénéteau-Burnat, Nathalie Mario, Michel Vaubourdolle; FR

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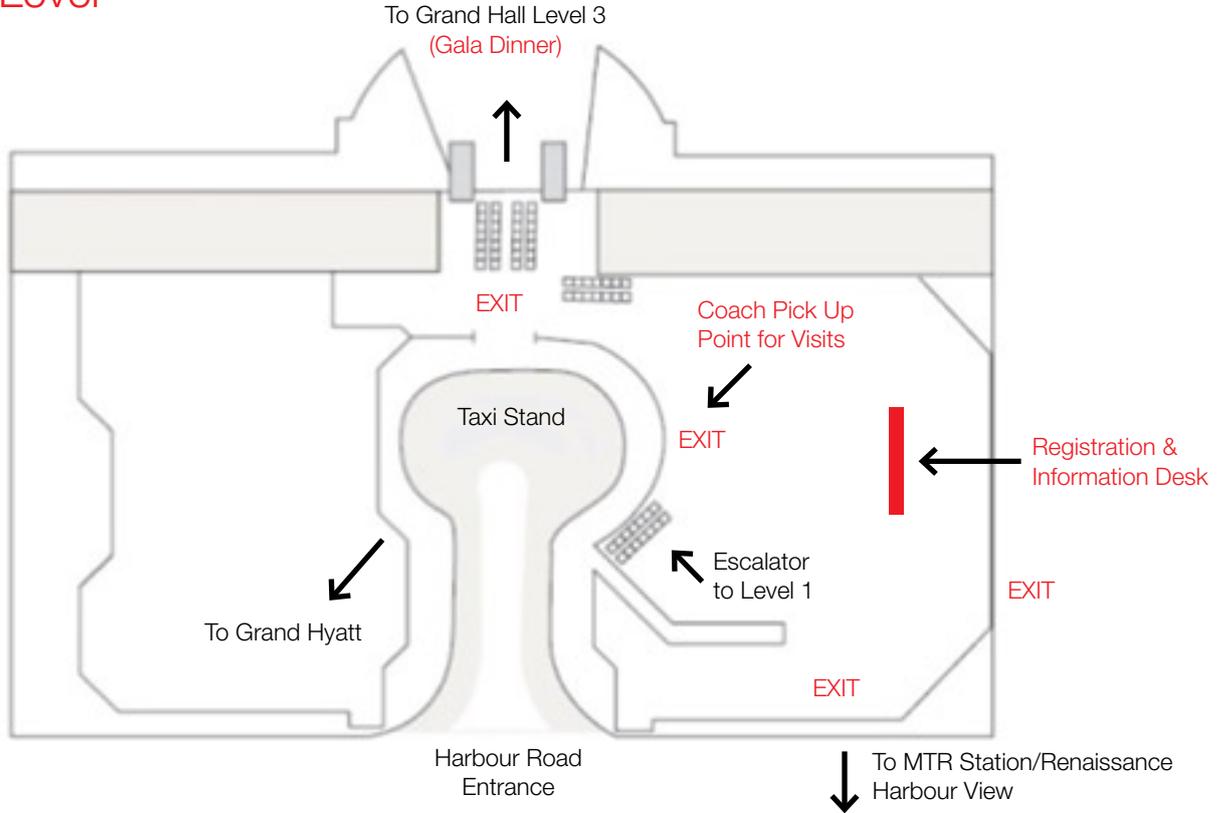
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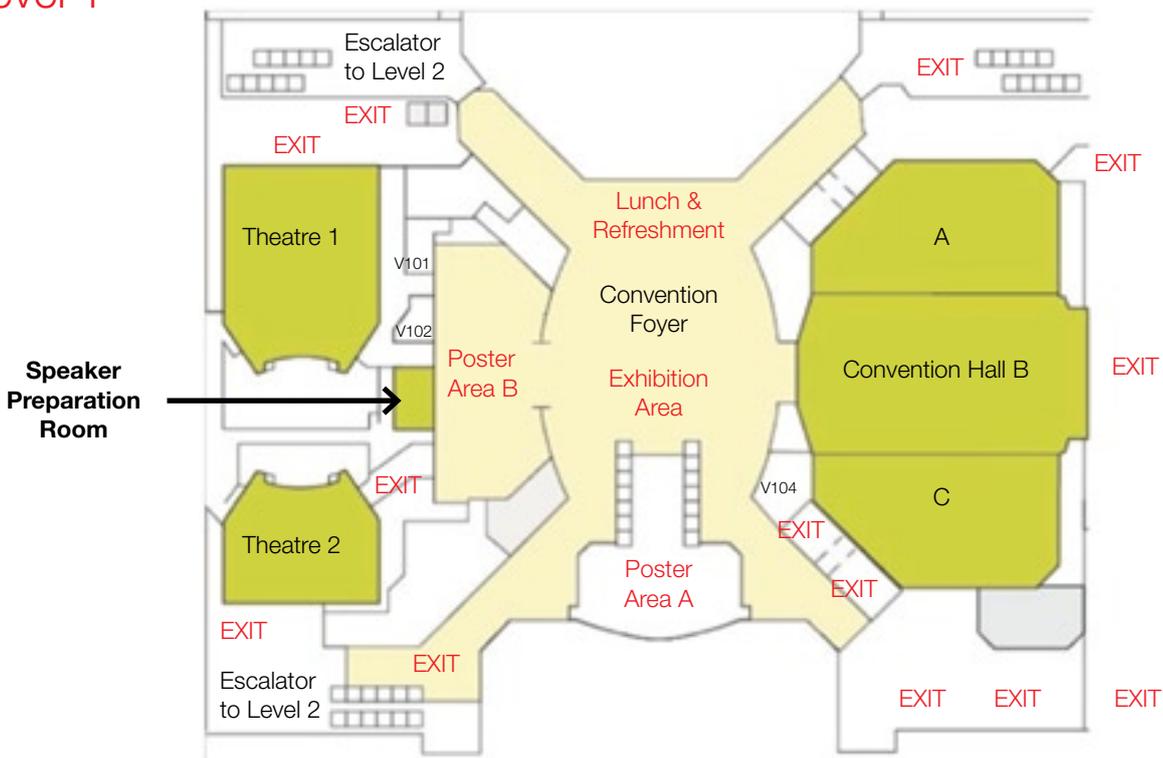
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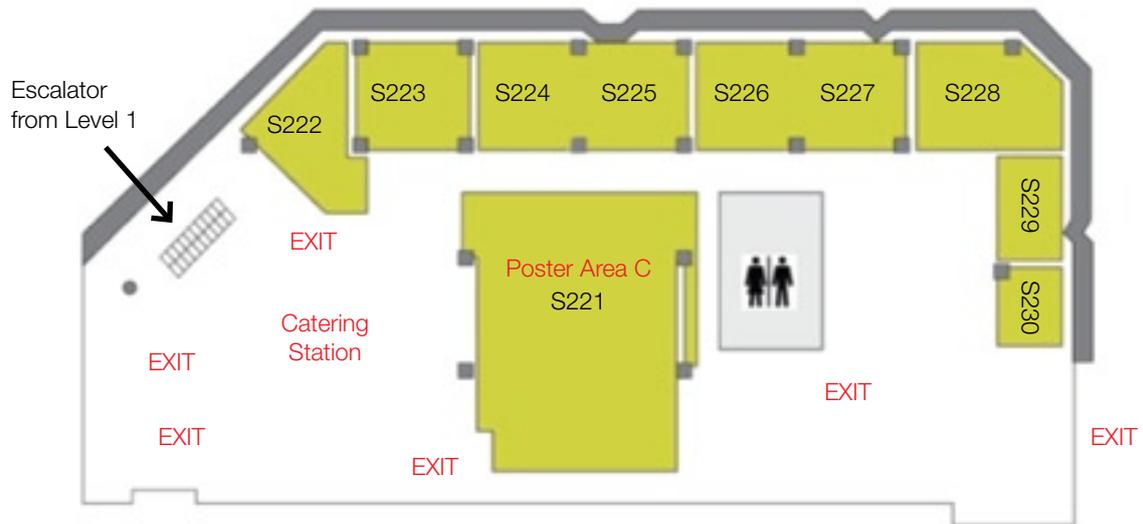
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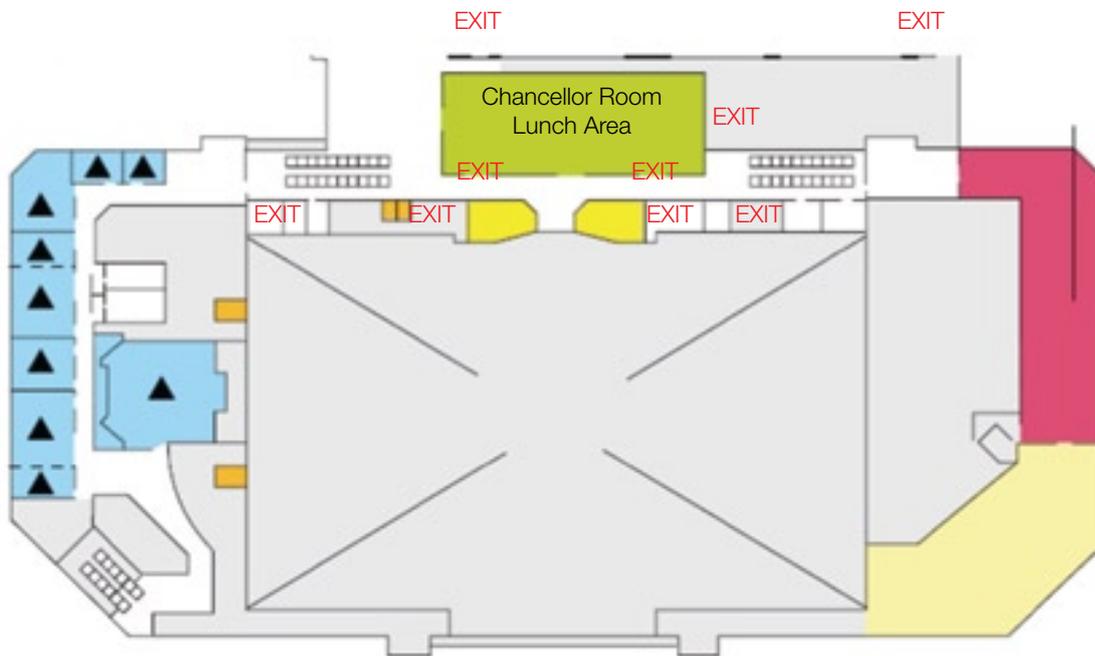
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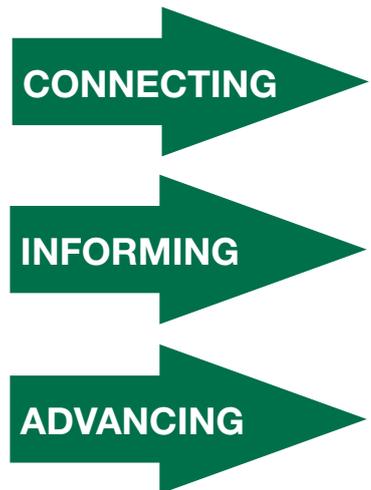
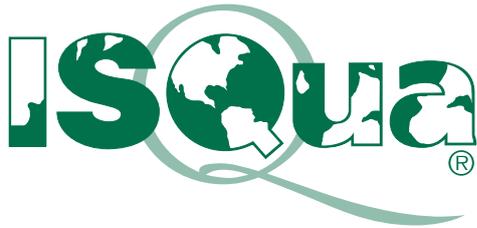
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