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Professional Conference organisers: International Conference Consultants Ltd.
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 Board

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ISQua President

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ISQua Past President

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Girdhar Gyani; IN
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Peter Woodruff; AU

EX Officio

Roisin Boland, IE
ISQua CEO

Wendy Nicklin, CA
Chair Accreditation Council

Eric Schneider, US
Editor IJQHC

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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 – 12:55 Launch of the ISQua Knowledge Portal
12:55 – 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
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 – 09:00 Reizenstein Prize Award
08:50 – 10:05 Morning Plenary: e-Health Technology, the Impact and Challenges of Implementation. David Bates; US and Benjamin Ong; SG
10:05 – 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
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 Counter, 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)

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

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)

<table>
<thead>
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<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Emergency Number (Ambulance / Fire / Police)</td>
<td>999</td>
</tr>
<tr>
<td>Conference Hotline (13th - 17th September 2011)</td>
<td>8108 2169</td>
</tr>
<tr>
<td>Directory Enquiries</td>
<td>1081</td>
</tr>
<tr>
<td>Weather</td>
<td>1878 200</td>
</tr>
<tr>
<td>Hong Kong Information</td>
<td>2508 1234</td>
</tr>
<tr>
<td>Hong Kong Airport Hotline</td>
<td>2181 0000</td>
</tr>
<tr>
<td>Flight Information</td>
<td>2181 8888</td>
</tr>
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</table>

Accommodation (Area Code of Hong Kong: +852)

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

*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.
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.

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<tr>
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<th>Area</th>
<th>Level</th>
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<tr>
<td>Health Technology Assessment and Comparative Effectiveness Research</td>
<td>C</td>
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<tr>
<td>Education in Safety and Quality</td>
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<td>Level 1</td>
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<tr>
<td>Governance, Leadership and Health Policy</td>
<td>C</td>
<td>Level 2</td>
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<tr>
<td>Accreditation and External Evaluation Systems</td>
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<tr>
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<tr>
<td>Integrated Care and Interface with Primary Care</td>
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<td>Patient Experience and Engagement</td>
<td>A</td>
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<td>B</td>
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</tr>
<tr>
<td>Quality Improvement Plans</td>
<td>C</td>
<td>Level 2</td>
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</table>

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 Chmielecki; US
Carsten Engel; DK
Susan Frampton; US
David Greenfield; AU
Jill Krynicki; UK
Jean Latrelle; CA
Monther 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

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.

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.
Guy Maddern

Professor Maddern is the RP Jeypson 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 INAIHTA, 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).

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 General Practitioners for many years. He received a Honorary Medal for Quality in Primary Care, as well as advisor to 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 Welcome 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 Anakamanee; TH
Hugo E Arce; AR
Ricardo Armando Otero; AR
Paul D. Bartels; UK
Sonai Arora; UK
Martin Beaumont; CA
Catherine Besthoff; US
Martin Beyer; 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
Eibhlín Connolly; IE
Jocelyn Cornwall; UK
Mike Counte; US
Helen Crisp; UK
Robert Crone; US
Ernest D’Adario; 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 Graia; 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 Kleefield; US
Solveig 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 Mannon; UK
Kadar Marikar; MY
Stuart Marshall; AU
Jorge César Martinez; AR
Rashad Massoud; US
Stephen McAndrew; UK
Steve Meurer; US
Philippe Michel; FR
Ana Tereza Miranda; BR
Mohamed Nazir bin Abdul Rahman; MY
Anastasius Mourtzoglou; GR
Margaret Murphy; IE
Nancy Dixon; UK
Yau Onn Voo; SG
Renée Otter; NL
Torben Palshof; DK
Jim Pelegrano; US
Nittita Prasopa-Plaizier; WHO
Elizabeth Pringle; AU
Narottam Puri; IN
Peter Ovist; 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
Serpar Tani; UAE
Karen Taylor; UK
Tim Shaw; AU
Koen Van den Heede; BE
Rick Frederick van Pelt; NL
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

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

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

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Presenter(s)</th>
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<tbody>
<tr>
<td>13:30 - 14:00</td>
<td>Importance of indicators in creating improvement at a national level: Michael Smith; AU</td>
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<td>14:00 - 14:30</td>
<td>National and International use of metrics to improve health systems: Amy Stern; US</td>
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<td>14:30 - 15:00</td>
<td>The Thai experience implementing WHO recommended measures for adverse events: Kittinan Anankamanee; TH</td>
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<td>15:00 - 15:30</td>
<td>Coffee</td>
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<tr>
<td>15:30 - 16:00</td>
<td>The challenges of using indicators in developing countries where poor data is a common situation: Jorge Hermida; EC</td>
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<tr>
<td>16:00 - 16:20</td>
<td>Contributions, comments, questions and answers with panel</td>
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<tr>
<td>16:20 - 16:30</td>
<td>Conclusion: Edward Kelley; WHO and Rashad Massoud; US</td>
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### 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

<table>
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<th>Time</th>
<th>Session Title</th>
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<tr>
<td>09:00 - 16:30</td>
<td>Chairs: Shawn Dick; US and Malcolm Daniel; UK</td>
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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 Matsuyama; JP

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:

- **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.
- **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

- 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

<table>
<thead>
<tr>
<th>Name</th>
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<tr>
<td>Roisin Boland</td>
<td>Chair; ISQua</td>
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<tr>
<td>Steve Clark</td>
<td>AU</td>
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<td>Frances Elliot</td>
<td>SC</td>
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<td>Triona Fortune</td>
<td>ISQua</td>
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<td>Edward Kelley</td>
<td>WHO</td>
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<td>Janne Lehmann Knudsen</td>
<td>DK</td>
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<tr>
<td>Rashad Massoud</td>
<td>US</td>
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<td>Mary Vasseghi</td>
<td>IE</td>
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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

Conventional 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 policymakers, 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, Minwais 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 exploratory 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 Klopper; 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.
Afternoon Plenary

The effectiveness of accreditation, licensure and other external evaluation systems
Speaker: Brian Johnston; AU
Convention Hall A, B & C, Level 1

The good thing that marks the recent history of the quality movement in healthcare is the genuine and widespread concern for quality. Many different models are in play, with proponents ready to assert the virtues of their particular version. Discussion revolves around terminologies such as licensure, certification and accreditation, but the usage of terms is not always consistent. These variations often seem to have more to do with marketing or political agendas than with service outcomes. On a positive note, the body of respected research-based knowledge on the effectiveness of external evaluation is growing, an important advancement from the glaring lack of such evidence a few decades ago. I will explore some of the evidence and studies now underway, and present a view of a better (maybe even an idealised) future.

Notes
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

097 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

<table>
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<tr>
<th>Session No.</th>
<th>Title</th>
<th>Speakers</th>
<th>Duration</th>
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<tbody>
<tr>
<td>0147</td>
<td>Improving patient safety and experiences in clinical settings</td>
<td>Hyojin Nam, Kyungmin Cho, Moomsook Kim, Jungsook Cho; IT – 15 mins</td>
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<tr>
<td>0506</td>
<td>Learnings from the wisdom of patients, families and staff</td>
<td>Bernadette Brady; AU – 15 mins</td>
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<tr>
<td>0966</td>
<td>The CQI Revalidation Centres; two new instruments measuring Quality of Revalidation Care from the perspective of patients and their representatives</td>
<td>Herman Sixma, Margreet Reitsma, Jany Rademakers; NL – 15 mins</td>
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<td>0850</td>
<td>Evaluation on the usage and satisfaction level of the drug information kiosk</td>
<td>Yiu Wah Ewan So, Ka Yan Katie Chan, Wai Ming Raymond Mak, Chun Ming William Chu; CN – 15 mins</td>
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<td>0758</td>
<td>Engaging patients and the public in access literacy to promote health consumers’ understanding and proper access to HA services</td>
<td>Belinda SC Kwok, Mabel WC Tong, David LK Dai, Siu Fai Lui; HK – 15 mins</td>
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### A9 - Measuring Service Performance and Outcomes
Room S226 & S227, Level 1

**Chair:** Jean Latreille; CA

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<th>Session No.</th>
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<tr>
<td>0449</td>
<td>Turning the Ship around - Changing clinical governance can change clinical outcomes in an Australian Mental Health Service</td>
<td>Richard Newton, Lindy Bennett, Raju Lakshmana; AU – 15 mins</td>
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<tr>
<td>0170</td>
<td>An Analysis of Variation in Hospital-Level Quality Performance</td>
<td>James Romeis, Michael Counte, Victor Cheng, Riddhi Shah; US – 15 mins</td>
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<td>0291</td>
<td>A Managed Hospital wide Multidisciplinary Project to Reduce Extended-Spectrum Beta-Lactamase (ESBL)-Producing Klebsiella pneumonia</td>
<td>Stig Eidrup Andersen, Annette Soendergaard, Jenny Dahl Knudsen; DK – 15 mins</td>
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<td>0453</td>
<td>Use of Infection Prevention Standards in Primary Health Care to Protect the Safety of Clients and Health Providers in Afghanistan</td>
<td>Mohammad Basir Farid, Zulfiqar Matine, Mohammad Zubir Khadem, Zarmina Hassan; AF – 15 mins</td>
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#### Lunch and Sessions

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<tr>
<td>12:45 - 14:15</td>
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<td>Lunch and Sessions</td>
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<tr>
<td>13:20 - 14:05</td>
<td>Convention Hall B, Level 1</td>
<td>International Accreditation Programme; Surveyor Update - Invitation Only</td>
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<td>Triona Fortune; ISQua</td>
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<td>13:20 - 14:05</td>
<td>Convention Hall C, Level 1</td>
<td>A10 - Clinical audit as a quality improvement process — Shifting the paradigm from audit and feedback-All delegates welcome</td>
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<td>Nancy Dixon; UK</td>
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<td>13:20 - 14:05</td>
<td>Chancellor Room, Level 4</td>
<td>Press Ganey Driving Quality In Healthcare For Asia</td>
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<td>Dr. Jamil Hussain – Vice President For Global Markets</td>
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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-Ti Lee, 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 Chmieleksi; 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 Carilli, 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 Dreher, Doron Comaneshter, Haim Bitterman, Amnon D. Cohen; IL – 5 mins

**0368** Increase of Outpatient Surgery cases by improving the management process  

**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 EklilHossain, Shafiq Ahmad, Humira Alawi, FauziaShafiq; AFG – 5 mins

0549 Functionality of quality improvement teams at multi-level health facilities: experiences from Southwest Uganda
John Byabagambbi, Esther Karamagi, Humphrey Megere, Nigel Livesley; UG – 5 mins

0523 Improving quality of maternal and newborn training using standards in Nepal
Arjun Bahadur KC, KusumThapa, 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, Anaileen Boza-Rivera, Antonio Romero-Tabares, Marta Casas-Delgado; ES – 5 mins

0669 Victoria through the looking glass - a brave new world
Theresa Williamson, Alison McMillian, Chris Brook; AU – 5 mins
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, Fiona 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 Perañez; 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 Iniaia, Diego Giunta, Pablo Ioli, Rebeca Villaon; AR – 15 mins

0377 Involvement of Mentor Mothers improves enrolment of HIV positive pregnant mothers’ in HIV care: lessons learnt from Eastern Uganda
Ronald Nddoleire 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 Barradough; 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
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.
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.

**B6 Surgical Ward Care – How to enhance Clinical Safety?**

**Concession 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.

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**B8 Transforming Care for Improved Patient Experience**

**Concession 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**

**Concession 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**

**Concession 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**

**Concession 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 Weinerman, 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 Wagholikar, 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, Ching-Chung Fang; TW – 15 mins

0450 Strengthening the leadership role of Nursing/Midwifery Unit Managers
Deborah Debono, Joanna Travaagia, 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, Earll 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)  
Monther 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 Shaile; UK – 15 mins
# 28th International Conference Programme: Hong Kong

**Friday 16th September 2011**

### 12:30-14:00 Lunch and Sessions

**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

**Convention Hall A, Level 1**
- **B11-** Publishing your paper - All delegates welcome
  - Eric Schneider, Arnold Epstein; US

**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 Trinchero, 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 Huyhn, 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 Armelino, 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 Barracough; 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 Abdullahi; 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

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 Zarka, 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 Sanitorium and Hospital
Visit 3: Smart Design for Efficiency - Prince of Wales Hospital
Epidemics pose special challenges to governance and leadership in hospitals, because they call for an enormous surge in capacity, considerable morale and compliance issues. There is also 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.

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 presentation will discuss the challenge of reconciling competing, and sometimes conflicting, medical needs of our people.

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.

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.

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 sensitize 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.
The Canadian Patient Safety Institute’s (CPSI) commitment to realising their vision of safe healthcare for all Canadians.

This session is intended to provide participants with:

- An overview of the results achieved to date in improving the extent to which medication is taken as prescribed.
- 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.

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.

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This session will discuss The Canadian Patient Safety Institute’s (CPSI) 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.

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

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.

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
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 Poddoshilevy, 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 Altehewy; 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 Hélène 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?
Solveig 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

Co-designing ambulatory colonoscopy experience by collaboration between staff and clients, beyond their satisfaction and expectation
Lawrence Lai, Zoe Wong; Rita Kong, Albert Lai; HK – 15 mins

Experiential marketing in Healthcare: how to improve through patients’ eyes
Luca Buccoliero, Elena Bellio; IT – 15 mins

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?
Philippe 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, Ruairidh 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 Dreiher, 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, Kyel-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 healthcare
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 Schonberg, Enrico Vallaperta, Diana Pascu; IT – 5 mins
0726 Planning an Annual Cycle of Quality Improvement for the Health Service in Bhutan  
Dechen Choibel, Kinley Wangchuk 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  

0945 Guideline implementation and monitoring improved care for patients with non-small cell lung carcinoma in the Netherlands  
Harriet Bleauwees, Chantal Holtkamp, Henrieke Attena, 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 Barracough; 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
Siiale ‘Aka’u’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?
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<td>Enhancement of Personal Information Security - e-media Disposal Campaign at Kowloon East Cluster Hospitals</td>
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<td>Application of Radio Frequency Identification (RFID) for Surgery Scheduling Management</td>
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<td>Sue Evans, Jeremy Millar, Julie Wood, John McNeil; AU</td>
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<td>Kyung Ho Kim, Nam-Jong Paik, Yun-Up Koo; KR</td>
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<td>Using electronic checklist to improve the efficiency of intravenous thrombolytic therapy in patients with acute ischemic stroke</td>
<td>Chun-Ming Yang, Ping-Jang Kuo, Huey-Juan Lin; TW</td>
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<td>Integrated approach to patient relation management using e-Feedback System</td>
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<td>The Roles of Operating Room Nurses on the Electronic Nursing Records - An Example of the Radio Frequency Identification System</td>
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<td>Towards the research and development of an automatic cancer notifications system</td>
<td>Anthony Nguyen, Julie Moore, David Hansen, Shoni Colquist; AU</td>
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<td>Improving clinical management and surveillance of Healthcare Associated Infections through structured microbiology requests and reports in the eHealth environment</td>
<td>Elizabeth Hanley, Neville Board, Marilyn Cruickshank, Michael Smith; AU</td>
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<td>Using Private Cloud Concepts to Improves ICU Admission Services</td>
<td>Shin-Jing Huang, Pa-Chun Wang, Wen-Jing Chen, Shu-Lin Guo; TW</td>
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<td>An evaluation of the implementation of RFID Wireless Body Temperature Monitoring System to enhance patient experience and work efficiency</td>
<td>Bonnie Wong, Chun Hoi Kan, Po Yee HO, Oliver Chan; HK</td>
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<td>Impact of using dynamic inventory management system, to increase efficiency, improve end user satisfaction; reduced inventory carrying and distribution cost.</td>
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<td>Improving clinical practice guidelines in the Netherlands: awareness and use of tools for guideline development, dissemination, implementation and evaluation.</td>
<td>Mirrian Smolders, Marjan Knippenberg, Jako Burgers; NL</td>
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Wen Chi Lu, Sen Mei Tung, Chien Hung Chang, Ching Chun Chung; TW

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

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Premature Baby Interim Ward Introduction and Promotion.
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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

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Improving the Accuracy of Oral Care for Post Surgery Patients by Nurses
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Xu Ya Ting; TW

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

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The use of surgical checklist in operating rooms in Taiwan
Shi-Ping Luh, Shioow-Ju Yeh, Hsun-Hsiang Liao, Ian Chen; TW

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Promote caring culture for health workers in hospitals in Taiwan
Shu-Mei Lin, Hsun-Hsiang Liao, Cheng-Chung Fang; TW

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Oral Health Education for Residential Aged Care Facilities Carers
Natalie Oprea, Shirley Fong-Yang, Ranbeer Kaur, Kam Wa Sinn; AU

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Comparison of effects of disclosure training of adverse events between medical students and resident physicians.
Kaori Takada, Mio Sakuma, Susumu Seki, Takeshi Morimoto; JP

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Analysis of the accredited continuing education activities in Andalusia related to prevention of central venous catheter related-bloodstream infections
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Mayte Perejilaez, Thomas Espósito, Joaquín Navarro, Javier Ferrero; ES

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Upgrade the Accuracy and Completion Rate of Nursing Instruction for Post-TUR-P Urinary Incontinence Patients
Chun-Hui Hsiao, Fang-Hua Hsu, Mei-Hui You, Chia-Chi Kuo; TW

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Association between nonverbal behavior and quality of disclosure of adverse events
Susumu Seki, Mio Sakuma, Kaori Takada, Takeshi Morimoto; JP

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

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Fostering Information Security Culture in Kowloon East Cluster Hospitals
Cheng Ka Pui, Gladys; HK

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Discussion on the needs of the families of dying patients.
Mei Ling Fang; TW

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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
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how to meet the newly hired nurses’ needs in dealing with workplace adjustment and competence enhancement
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Wan Jen Liu; TW

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Kate Choi; HK

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The Development of a Quality Improvement Hub for NHS Scotland
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