ISQua's 34th
International Conference

Learning at the System Level to Improve Healthcare Quality and Safety

ISQua®

The International Society for
Quality in Health Care

1st – 4th OCTOBER 2017
QEII Centre, Westminster, London

CONFERENCE PROGRAMME

CONTENTS
LONDON 2017

ISQua WELCOME
LONDON 2017

On behalf of ISQua, I am delighted to welcome you to our 34th International Conference in the historic City of Westminster - home to the government of the United Kingdom and to so many significant and architecturally magnificent buildings. London itself is a city filled with history, culture, museums and theatre.

This year's conference theme is "Learning at the System Level to Improve Healthcare Quality and Safety". There are a wide range of themes that address the significant issues for today's generation including: quality & safety in crisis and mental health. Our hope is to publicise the importance of these topics and to facilitate debate and discussion.

A record number of over 1,700 abstracts were received this year, of which the standard was extremely high. This made the work of the reviewers more complex than usual and posed quite a challenge to the planning committee. We have plenaries, workshops and paper sessions arranged around the 11 themes.

To include as much of the important examples of improvement of care as possible, we have divided the 700 posters over two days. Catering will be served around the poster areas each day, giving you an opportunity to interact with the authors to discuss their research and to enjoy an informal lively networking experience at each lunch break.

This conference would not have been possible without the help of many people from around the world. I would like to particularly acknowledge and thank our partners, The Health Foundation, whose support had made this conference possible.

This conference is designed to facilitate learning, by letting you share and hear about innovations - and also for you to relax and have some fun. So, on behalf of ISQua and The Health Foundation, it is my enormous pleasure to welcome you to ISQua's 34th International Conference!

Clifford Hughes
ISQua President

ISQUA BOARD

Cliff Hughes; AU	*President*	
David Bates; US	*Immediate Past President*	
Wendy Nicklin; CA	*President Elect*	

Jeffrey Braithwaite; AU
Duncan Inverarity; IE
Yuichi Imanaka; JP
Janne Lehmann Knudsen; DK
Wui- Chiang Lee; TW
Villis Marshall; AU
Stephen Clark; AU
Leslee Thompson; CA

HONORARY ADVISORS

Yu – Chuan (Jack) Li; TW	*Editor – IJQHC*
Sheila Leatherman; US	*Low and Middle Income Countries*
Russell McGowan: AU	*Patient Perspective*

CO- CHAIRS OF ISQUA 2017

Cliff Hughes	ISQua
Helen Crisp	The Health Foundation

PROGRAMME AND PLANNING COMMITTEE

Peter Lachman	ISQua
Wendy Nicklin	ISQua
Triona Fortune	Independent Consultant
Dominique Allwood	The Health Foundation
Tricia Woodhead	Patient Safety West of England Academic Health Science Network
Brian Robson	Healthcare Improvement Scotland
Philip Crowley	Health Service Executive, Ireland
Aidan Fowler	Public Health Wales
Gavin Lavery	HSC Safety Forum
John Brennan	ISQua
Catherine Pope	University of Southampton
Justin Waring	Nottingham University Business School
Kevin Stewart	Healthcare Safety Investigation Branch
Rory Conn	NHS Foundation Trust
Kadar Marikar	Malaysian Society for Quality in Health (MSQH)
Ezequiel Garcia Elorrio	Institute for Clinical Effectiveness and Health Policy, Buenos Aires
Janne Lehmann	ISQua
Apollo Basenero	Quality Management Directorate in Namibia
Sibylle Erdmann	Patient Representative

ADVISORY COMMITTEE

Peter Lachman	ISQua		Maxine Power	North West Ambulance Service
Triona Fortune	Independent Consultant		Geraldine Strathdee	Oxleas NHS FT
David Bates	ISQua		Mike Durkin	Imperial College
Penny Pereira	The Health Foundation		Jason Leitch	Scottish Government
Helen Bevan	NHS England		Rashad Massoud	USAID
Mary Dixon-Woods	University of Cambridge		Ed Kelley	World Health Organisation
Charles Vincent	Oxford University		Michael Marx	University of Heidelberg

ABSTRACT COMMITTEE

Ronen Rozenblum	Harvard Medical School
Jacqui Stewart	COHSASA
David Greenfield	University of Tasmania
Joseph Murungu	Ministry of Health and Child Care
Chris Cornue	Slainte Global Partners
Geraldine Strathdee	Oxleas NHS FT
Jim Robblee	University of Ottawa Heart Institute
Bruce Agins	New York State Dept. of Health
Ezequiel Garcia-Ellorio	Institute for Clinical Effectiveness and Health Policy, Buenos Aires
Leighann Kimble	USAID
Rashad Massoud	USAID
Jennifer Zelmer	Azimuth Health Group

ABSTRACT REVIEWERS

Mahi Al Tehewy; EG	Carlos Goes de Souza; UK	Takeshi Morimoto; JP
Kittinan Anakamanee; TH	Don Goldmann; US	Anastasius Moumtzoglou; GR
Edward Anbrasi; US	David Greenfield; AU	Virginia Mumford; AU
Ricardo Armando Otero	Elma Heidemann; CA	Margaret Murphy; IE
Linda Banaei-Bouchareb; FR	John Helfrick; US	James Naessens; US
Margaret Banks; AU	Peter Hibbert; AU	Wendy Nicklin; CA
Bruce Barraclough; AU	Anne Hogden; AU	Kim Oates; AU
Paul Daniel Bartels; DK	Clifford Hughes; AU	Hans C. Ossebaard; NL
Catherine Besthoff; US	Joseph Ibrahim; TR	Elom Otchi; GH
Mia Bierbaum; AU	Yuichi Imanaka; JP	Aimad Eddine Ourahmoune; CH

Brette Blakely; AU	Usman Iqbal; TW	Nasir Paa; MY
Alex Bottle; UK	Anisa Ismail; US	Darshan Patel; UK
Jeffrey Braithwaite; AU	Nancy Itomi Yamauchi; BR	Marie-Pascale Pomey; CA
Mark Brandon; AU	Salma Jaouni Araj; JO	B K Rana; IN
Pascal Briot; CH	Brian Johnston; AU	Bernice Redley; AU
Edward Broughton; US	Sharon Kleefield; US	Michael Rigby; UK
Liz Cairncross; UK	Katharina Burns; CA	Lorenzo Righi; CH
Peter Carter; AU	Solvejg Kristensen; DK	Jim Robblee; CA
Diana Chamrad; US	Lawrence Lai; HK	William Runciman; AU
Kathy Chapman; UK	Mohamed Dramé; BE	Laura Schiesari; BR
Edward Chappy; JO	Shaun Leamon; UK	Amar Shah; UK
Anne Chenoweth; AU	Peter Lee; SG	Patti Shih; AU
Stephen Clark; AU	Sang-Il Lee; KR	Ram Shrestha; US
Christopher Cornue; US	Mondher Letaief; TN	Rosemary Smyth; IE
Delphine Courvoisier; CH	Karen Linegar; AU	Tania Snioch; AU
Helen Crisp; UK	Nigel Livesley; UK	Amy Stern; US
Virginia D' Addario; US	Janet Long; AU	Jacqui Stewart; ZA
Martine De Bruyne; NL	Susana Martinez; ES	Wu-Chen Su; TW
Erica De Loos; NL	Lena Low; AU	Rosa Sunol Sala; ES
Eric De Roodenbeke; CH	Bruno Lucet; FR	Patrik Tabatabai; DE
Christine Dennis; AU	Sf Lui; HK	Tam Ka Wae Tammy; HK
Nancy Dixon; UK	Milton Lum; MY	Ben Thomas; UK
Yosef Dlugacz; US	Guy Maddern; AU	Nuria Toro Polanco; CH
Hugo E. Arce; AR	Ruth Maher; IE	Kees van Dun; NL
Kathy Eljiz; AU	Jan Mainz; DK	Merrilyn Walton; AU
Carsten Engel; DK	Ana Maria Malik; BR	Stuart Whittaker; ZA
Kate Fatta; US	Kadar Marikar; MY	Louise Wiles; AU
Monica Finnigan; AU	Villis Marshall; AU	Lai Yi Eliza Wong; HK
John Fitzimons; IE	Stephen McAndrew; UK	Pauline Wong; HK
Triona Fortune; IE	Russell McGowan; AU	Wing Nam Wong; HK
Susan Frampton; US	Paolo Merlani; CH	Ann Wunsch; AU
Ezequiel Garcia Elorrio; AR	Philippe Michel; FR	Chen Xiaohong; CN
Patricia Gilheaney; IE	Jacqueline Milne; AU	Loretta Yam Yin Chun; HK
Mary Godfrey; IE	Carolina Moreno; BR	Ian Yardley; UK
		Federico Zangrandi; IT
		Jennifer Zelmer; CA

NOTES:

SUNDAY
1 October 2017

SUNDAY 1 OCTOBER 2017
OVERVIEW

09:00 – 15:40	**Pre-Conference 1** 4th Floor, Room: Rutherford and Moore	External Evaluation: Where Does the Solution Lie, the Carrot, the Stick or the Consumer?
10:45 – 17:00	**Pre-Conference 2** 6th Floor, Room: Mountbatten	Small to All - Meeting the Challenge of Spread and Scale up for Improvement (The Health Foundation)
09:00 – 12:30	**Pre-Conference 3** 4th Floor, Room: Westminster	Massive Ageing Worldwide: Challenging and Reshaping Healthcare Quality and Safety: Theories & Practices (ISQua, Innovation and Systems Change Working Group)
13:30 – 17:00	**Pre-Conference 4** 4th Floor, Room: St. James	Patient Reported Outcome Measures - Principles, Tools and Implementation: PROMs for Person-Centred Care 101
09:00 – 12:30	**Pre-Conference 5** 4th Floor, Room: St. James	Developing Quality Improvement Skills
13:30 – 17:00	**Pre-Conference 6** 4th Floor, Room: Westminster	The Economics and Future of Patient Safety
13:30 – 17:00	4th Floor, Room: Abbey	Principles of Managing During Crisis: Lessons Learned from Zika and Ebola **(Invite Only)**

Pre-Conference 1: External Evaluation: Where Does the Solution Lie, the Carrot, the Stick or the Consumer?		
09:00 – 15:40 4th Floor, Room: Rutherford and Moore		
09:00 – 09:15	Introduction and objectives	
The Stick: System and Professional		
09:15 – 09:35	Intelligent Monitoring? An assessment of the Care Quality Commission's statistical surveillance tool	Alex Griffiths; UK
09:35 – 09:55	Engaging with learning: a different approach to revalidation	Irwin Fefergrad and Mike Gardner; CA
09:55 – 10:30	Questions and answers and panel discussion	
10:30 – 11:00	**Morning break**	
The Carrot: Different Approaches		
11:00 – 11:20	Hospital accreditation policy: The hospitals' strategic response and perceived cost benefit	Viera Wardhani; ID
11:20 – 11:40	A patient centred strategy for accreditation of clinical services that harmonises methodology and reduces burden	Roland Valori; UK
11:40 – 12:00	Improving U.S. physician training in quality improvement through formative feedback in the clinical learning environment	Robin Wagner and Thomas Nasca; US
12:00 – 12:30	Questions and answers and panel discussion	
12:30 – 13:30	**Lunch**	
Focusing on the Consumer: Experiences from Mental Health and Primary Care		
13:30 – 13:50	Consumer involvement in the evaluation and delivery of mental health services	Geraldine Strathdee; UK
13:50 – 14:10	Let's Talk about Quality – Australian Aged Care Quality Agency	Nick Ryan; AU
All the Above		
14:10 – 14:30	Improving safety in family medicine clinics in the Federation of Bosnia and Herzegovina and Sarajevo Canton	Ahmed Novo; BA
14:30 – 14:50	External Evaluation: Where to from here?	Elaine O' Connor and Wendy Nicklin, ISQua
14:50 – 15:30	Questions and answers and panel discussion	
15:30 – 15:40	Summary and close	

Pre-Conference 2: Health Foundation
Small to All - Meeting the Challenge of Spread and Scale up for Improvement

10:45 – 17:00   6th Floor, Room: Mountbatten   Chair: Tim Horton

This expert seminar will explore how to move from a successful small-scale project to a national programme - a major challenge for quality improvement in health care. Speakers include leaders of local projects that have successfully spread their work and discussion of the different approaches to spread and scale up, including the use of social franchising and consideration of the research evidence on how to scale up improvement. Q&A and discussion involving delegates will aim to get under the skin of this crucial challenge.

10.45 – 11:00	Introduction to the day	Tim Horton; Health Foundation
11.00 – 11:30	The challenge of scaling up complex healthcare interventions: Lessons from the Health Foundation's programmes	Tim Horton & John Illingworth; Health Foundation
11.30 – 11:50	Using a Collaborative to spread successful QI in surgery: The emergency laparotomy care bundle	Geeta Aggarwal; Royal Surrey County Hospital
11.50 – 12:15	Implementing a training programme at scale – experience from PROMPT maternity emergency training	Cathy Winter & Kiren Ghag; PROMPT Maternity Foundation
12.15 – 12:30	Morning presentations Q&A session	
12.30 – 13:15	**Lunch**	
13.15 – 13:45	The challenge and potential of whole-system flow	Penny Pereira & Bryan Jones; Health Foundation
13.45 – 14:15	The Wales Patient Flow programme – Lessons for scale up	Aidan Fowler; Wales 1000 Lives Improvement
14.15 – 15:00	Flow coaching academies: developing improvement capability by social franchise	Tom Downes & Kevin Firth; Sheffield Teaching Hospitals NHS FT
15.00 – 15:30	**Afternoon Break**	
15.30 – 16:15	Addressing the Grand Challenge of spread and scale-up through improvement science: What the research tells us and what research is needed	Improvement Science Fellows: Julie Reed; Imperial College CLAHRC NWL, Sharon Williams; Swansea University, Yogini Jani; University College London
16:15 – 17:00	Panel discussion: Meeting the challenge of spread and scale up	Tim Horton, Penny Pereira, Tom Downes, Aidan Fowler & Julie Reed
17:00	Close	

Pre-Conference 3: Massive Ageing Worldwide: Challenging and Reshaping Healthcare Quality and Safety - Theories and Practices

09:00 – 12:30 *(Break 10:30 – 11:00)*   4th Floor, Room: Westminster

Speakers: Jeffrey Braithwaite, René Amalberti, Wendy Nicklin; ISQua

Over the past three years, the International Society for Quality in Health Care's (ISQua's) Innovation and Systems Change Working Group has been assessing how health systems are coping with the consequence of current and impending population ageing. This work complements work undertaken by the World Health Organization (WHO), European Union and World Economic Forum (WEF). Our aim is to facilitate a global synergistic and collaborative approach to address this challenge. The white paper published last year, http://www.isqua.org/docs/default-source/Special-Interest-Groups/isquawhitepaper.pdf?sfvrsn was followed by a workshop in Tokyo.

ISQua now aims to undertake an in-depth analysis of the impact of rapid population ageing on quality and safety principles and standards in healthcare. Will the relevance of current principles and standards become unsustainable and irrelevant given the rapidity of change, the declining half-life of medical specialty knowledge and the increasing complexity of conditions, care and treatment? Let us together challenge the current approach to improving quality and safety, and identify opportunities for the future. The result of this pre-conference workshop and analysis will result in the publication of an open access resource in 2018, to provide a pragmatic update on current and future strategies as well as challenge healthcare leadership thinking and approach.

This pre-conference session will be stimulating and informative. It will be interactive so that your views and experience can be harnessed and be included in the resource.

Pre-Conference 4: Patient Reported Outcome Measures - Principles, Tools and Implementation: PROMs for Person-Centred Care 101

13:30 – 17:00   4th Floor, Room: St. James

Each 20-minute presentation will include practical implementation advice and will be followed by Q&A. The workshop will conclude with a panel discussion focusing on how to start using PROMs for improving outcomes, transparency and other purposes. Presenters will stay in the room following conclusion of the session for further discussion with workshop participants to offer "curb stone consults" and to discuss practical issues on successful implementation.

13:30 – 15:00 Session Description: Part 1	
Welcome and session preview	Janne Knudsen; ISQua
Person-centred measurement of outcomes and value: Use cases and a panoramic view	Eugene Nelson; US
Keeping the 'Patient' in PROMs: Innovations and Exemplars	Susan Frampton; US
Implementing a PROMs program at your clinic/hospital: a stepwise practical approach	Eyal Zimlichman; US
15:00 – 15:30 Afternoon Break	
15:30 – 17:00 Session Description: Part 2	
Digitalization and PROMs: Key to a compelling value proposition and uptake for improvement	John Ovretveit; SE
How do we advance the use of PROMs in health services? Current initiatives in England	Nick Black; UK
Panel Discussion	Moderator: Janne Knudsen; ISQua

Pre-Conference 5: Developing Quality Improvement Skills

09:00 – 12:30 *(Break 10:30 – 11:00)*   **4th Floor, Room: St. James**

Speakers: Pat O'Connor; UK, Peter Lachman; ISQua

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

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

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

Pre-Conference 6: The Economics and Future of Patient Safety

13:30 – 17:00 *(Break 15:00 – 15:30)*   **4th Floor, Room: Westminster**

Speakers: Jeffrey Braithwaite; ISQua, David Bates; ISQua, Niek Klazinga; NL, Luke Slawomirski; AU

In this workshop, we will discuss various inter-related issues concerning patient safety in the future. Topics include the economics of patient safety, implementation science, and the place of information technology in improving care.

Principles of Managing During Crisis: Lessons Learned from Zika and Ebola

(Invite only) 13:30 – 17:00   4th Floor, Room: Abbey

Speaker: Rashad Massoud; US

Part 1:

Introduction
Experiences from Zika and Ebola (Roundtable discussion)
Overview of Part 2

Part 2:

Structured Questions for Harnessing and Synthesizing Insights
Discussion of proposed "Principles of Managing During Crisis"
Discussion of Next Steps, Timeline, and Assigned Roles for Development of White Paper

Objectives:

1. Understand the importance and use of process thinking in crisis
2. Capture how systems thinking can be used in crisis, using Zika and Ebola as examples
3. Develop principles of managing during crisis

NOTES:

MONDAY
2 October 2017

MONDAY MORNING
2 October 2017

07:00 – 08:30	**Jhpiego Breakfast Session:** Optimizing Client Care Through System-Level Improvements in Low- and Middle-Income Countries
	4th Floor, Room: Westminster **Chair:** Jeffrey Smith; US

Speakers: Njide Ndili; NG, Shams Syed; WHO, Bulbul Sood; IN

Join this breakfast session to explore current approaches in low- and middle-income settings to improve quality of care, add value, and optimize the client experience at all levels of the health system. Jhpiego's Vice President for Technical Leadership, Dr. Jeffrey Smith, will moderate this dynamic and interactive "talk show" that includes speakers from PharmAccess (SafeCare), WHO, and Jhpiego, who will share their experiences promoting and developing patient- designed care, patient-reported outcomes, certification, coaching, public-private partnerships and national strategies in low- and middle-income countries. You will hear practical examples of how these approaches are being applied and scaled up, in addition to recommendations for future priorities for system-level improvements.

08:00 – 08:45	**WELCOME COFFEE WITH THE TRADE EXHIBITORS** 3rd Floor

08:45 – 10:00	**OPENING PLENARY AND AWARD**
	3rd Floor, Room: Fleming and Whittle
	Chair: Jennifer Dixon; UK

Official Conference Opening *(15 minutes)*
Cliff Hughes; President, ISQua, Jennifer Dixon; CEO, The Health Foundation

Making the Most of the Conference *(5 mintues)*
Peter Lachman; CEO, ISQua

Morning Plenary *(50 minutes)*
Patient Voices: How Stories of Safety, Quality and Culture Form the DNA of Care
Pip Hardy; UK

The Benefits and Feasibility of Bringing Patient-Reported Outcomes into Cancer Clinical Care
Speaker: Ethan Basch; US

John Ware and Alvin Tarlov Career Achievement *(5 minutes)*

10:00 - 10:30   MORNING BREAK

10:30 – 12:00 MONDAY CONCURRENT SESSIONS A1 - A10

A1   Masterclass: Lessons Learned in Leading for Quality
– 90 minutes
2nd Floor, Room: Gielgud

The global **Healthcare Quality Improvement and Patient Safety Community** is replete with **wonderful and inspiring leaders.** These leaders strive relentlessly for improvement to enhance the healthcare environment for patients and providers alike. Lived experiences from such leadership can provide **essential lessons and remarkable insights,** upon which future improvements may be built.

ISQua recognises that a **key enabler** for the future spread and sustainability of Healthcare Quality Improvement is that these lessons may be **shared and celebrated as significant points of direction** on the healthcare improvement map.

This session provides a fantastic opportunity to **explore and engage healthcare improvement leaders in shared reflection** of their improvement journey to date, the **essential learning** that they have gained along the way and an opportunity to impart some aspects of the human narrative in leading improvement. It is hoped that these reflections may help to **inspire the next generation of improvement leaders** as they embark on their own improvement adventure.

This session will be led by:

John Brennan, General Practice, RCPI/ISQua Quality Improvement Scholar in Residence

Rory Conn, Child and Adolescent Psychiatrist, Royal Devon and Exeter

The confirmed healthcare improvement leaders include:

Gail Nielsen - Fellow & Faculty, Institute for Healthcare Improvement & RCPI

David Bates - Chief of General Internal Medicine at Brigham and Women's Hospital & Professor of Medicine, Harvard Medical School

Cliff Hughes - ISQua President

Kevin Stewart - Medical Director, Healthcare Safety Investigation Branch

Christina Krause - Executive Director, BC Patient Safety & Quality Council

Pat O'Connor - Faculty member of the Institute of Healthcare Improvement

Sibylle Erdmann - Chair of the London Neonatal Parent Advisory Board

A2   Understanding Systems for Safety – *90 minutes*
3rd Floor, Room: Whittle   **Chair:** Helen Crisp; UK

Patient Safety, System Safety and Organisational Resilience

Speakers: Charles Vincent; UK, Rebecca Lawton; UK, Christian von Plessen; DK, Jeffrey Braithwaite; AU

A chaired panel discussion between experts, enabling a 'deep dive' into the resilience and other approaches which stress a more proactive and positive approach to patient safety. We aim in particular to explore the practical implications of such ideas for leadership, culture, interventions to improve safety and regulation for safety. The session will allow the experts on the panel to explore these in detail and discuss theory, methods and practice, together with the opportunity for questions and discussion with the audience. The session will aim to provoke robust debate - so come and join the conversation!

A3   Data to Drive Decision Making/Health Policy – *45 minutes each*
3rd Floor, Room: Fleming   **Chair:** Mike Durkin; UK

Session 1: Understanding Professional Misconduct: A Novel Method to Analyse Datasets to Understand the Individual, Social and Organisational Factors Where Professional Misconduct Occurs

Speakers: Rosalind Searle, Douglas Bilton; UK

This session explores the results of a pilot study using cluster analysis and case analysis to understand the relationships between individual, social and organisational factors in misconduct cases involving health and social care professionals. The study utilises data from the Professional Standards Authority (which holds data on the outcomes of fitness to practise cases against regulated health professionals), CQC reports, and NHS staff surveys. This pilot study was commissioned by the Professional Standards Authority for Health and Care, which oversees professional regulators. It was carried out by Professor Rosalind Searle, Centre for Trust, Peace and Social Relations, Coventry University, Professor Jeremy Dawson, Professor of Health Management, Sheffield University and Dr Charis Rice, an expert in qualitative coding. The project is introduced by staff of the Professional Standards Authority who explain the Authority's interest in protecting the public through better understanding of how, when and why professionals do not follow their regulator's code of conduct, and how regulators might use this insight to reduce prevalence in future. The session will include presentations from the Authority, the research team and conclude with an interactive discussion with the audience.

Objectives:
1. Learning to identify the factors that may combine to make an unsafe system for patients.
2. Introduction to a model for analysing individual, social and organisational factors in wrongdoing.

Session 2: New Frontiers in Professional Regulation: Building Risk Based Approaches to Prevention of Patient Harm

Speakers: Martin Fletcher; AU, Anna van der Gaag; UK

Safe health care systems require both well designed systems of care and competent, well trained and safety aware clinical frontline staff. This workshop provides a unique opportunity to consider how risk based approaches to regulation of health professions create new opportunities to strengthen the contribution of regulation to system wide efforts to improve patient safety and reduce patient harm. This interface is vital if we are to improve our collective effort to ensure safer health care systems. Drawing on examples from research and experience in Australia and the UK, this workshop will explore the concept of 'risk based regulation' which is bringing a shift in focus from a predominantly reactive model to one based on harm reduction as the core business of practitioner regulation. It will illustrate examples of how regulators are learning from regulatory data to identify 'hot spots' which may cause harm. It will show how such learning is being used to build evidence and to apply different regulatory tools. It will also show how regulators are working much more closely with others to strengthen clinical governance systems and help to prevent harms arising in the first place.

Objectives:

1. Understand the concept of 'risk based' regulation and how it is being applied.

2. Learn from examples of how risk based approaches to data analysis are helping to identify patterns of risk and choice of regulatory interventions and tools.

3. Consider a future agenda to further strengthen the contribution of professional regulation to patient safety and move from a predominantly reactive to a more proactive regulatory stance.

A4 — Quality in the Community – *45 minutes each*
4th Floor, Room: Westminster **Chair:** Christopher Cornue; US

Session 1: Implementing Integrated Care: Key Lessons for Improving Quality and Outcomes for People and Communities

Speaker: Nick Goodwin; UK

This seminar examines the evidence related to the successful implementation of integrated care programmes in policy and practice around the world. It seeks to showcase how people-centred and integrated health services delivery can significantly promote value in health and care provision. Specifically, it examines the core design components when integrating care and sets out key strategies in how transformational change may be managed.

Session 2: Developing and Improving a Systems Approach to Diagnostic Safety in Primary Care

Speakers: Sudeh Cheraghi-Sohi, Hardeep Singh, Ian Litchfield; UK

Both the US Institute of Medicine and World Health Organization have recently highlighted the problem of diagnostic error and the imperative to improve the diagnostic process. The session will cover recent advances in understanding diagnostic errors, their measurement and how electronic health records (EHRs) and their abundant data can be leveraged for diagnostic safety improvement.

We will

1. discuss definition(s), causes and measurement science around diagnostic errors;

2. use a case study to illustrate process breakdowns in test result communication and follow-up that lead to diagnostic errors and

3) discuss potential challenges and opportunities offered by EHRs in diagnostic error measurement and improvement.

This session will include practical takeaways, conceptual frameworks and potential areas for solutions for mitigating diagnostic safety risks.

Objectives:
1. Measurement of diagnostic errors: Understanding their causes and how they are measured.
2. Understanding key contributory factors to diagnostic error: a focus on diagnostic test-results communication and follow-up.
3. Understanding how Electronic Health Records and their data can be leveraged for diagnostic safety improvement and the challenges that need to be addressed to make this possible.

A5 — Disruptive Improvement and Adaptive Change
– 45 minutes each
4th Floor, Room: St. James   **Chair:** Ezequiel García-Elorrio; AR

Session 1: Using Data Analysis to Guide Quality Improvement in Primary Care

Speakers: Sarah Deeny, Isaac Barker, Rebecca Rosen, Rebecca Fisher; UK

This session will give examples of innovative uses of data analytics in primary care to aid quality improvement, the profile of which has risen appreciably in recent years. In common with other countries, primary care in the UK is under significant pressure. Those attending primary care increasingly require treatment for multiple, chronic conditions, increasing the complexity of the patient need. Health systems are also trying to move the treatment of patients from secondary to primary care. With resources (both funding and workforce) remaining constrained, the pressures in the primary care system are clear.

We will present recent research on how data analysis in general practice can be used to guide quality improvement methods in a number of ways. These include identifying segments of the population who need alternative approaches to care, formatively evaluating local quality improvement initiatives, and by analysing data beyond single practice level to identify suitable targets for improvement, and monitor outcomes post intervention.

Objectives:

1. Knowledge of examples of using data analysis to guide quality improvement in primary care.
2. Knowledge of the challenges and benefits of using applied data analytics in primary care.
3. Discussions on how innovative applied data analytics could be used more widely in a range of settings.

Session 2: Improving Patient Safety, Using a Variety of Tools

Speakers: Louis P. Ter Meer; NL/CL, Ezequiel García-Elorrio; AR, Carol Wratten; US

Most of the time patients are ill prepared when undergoing treatment. Besides a wide range of general facts, such as a list of personal preferences and medical facts, which should be known to caregivers, patients and their families are mostly forgotten in the healthcare process and as a result, even the most basic documentation like medication lists, allergies, or ethical questions are seldom completed without error.

The Batz Patient Safety Foundation is working to disrupt this current paradigm by producing patient safety guides and health literacy resources in multiple languages in both printed and electronic versions. By offering learning materials, asking questions, and providing space for prompted conversation, the Batz Foundation aims to equip patients and their families with the tools they need to help contribute to optimal care while facilitating a more secure, less stressful environment for all involved.

During the session, the Batz Foundation team, their researchers, and app developers will provide insights on their model, use an application of their material, discuss future plans for including artificial intelligence, and demonstrate how hospitals, community partners and patients are utilizing these resources.

Session attendees will each leave with copies of the paediatric and adult Batz guides and models for how their healthcare setting can take advantage of these free resources.

Objective:

1. By attending this session, delegates will learn how to better include their patients in their own treatment, how to help patients best advocate for themselves, and how to help increase health literacy among patient populations.

A6 Generalisability of Improvement Outcomes
– 45 minutes each

6th Floor, Room: Mountbatten   **Chair:** Anthony Staines; CH

Session 1: Enabling Clinician-Led Quality Improvement: Mixed-Methods Findings from the EPOCH Trial

Speakers: Carol Peden; US, Tim Stephens, Graham Martin; UK

The Enhanced Peri-Operative Care for High-risk Patients (EPOCH) trial is one of the largest quality improvement studies undertaken globally, involving 27,000 patients in 90 hospitals in the United Kingdom. The trial operated at 2 levels; a high-level data analysis of an intervention implemented as a stepped-wedged cluster randomised trial, and 90 separate hospital-level improvement projects. The overarching research question was, "Can a quality improvement programme enable the implementation of a care pathway to reduce mortality after emergency abdominal surgery?". This session will address both aspects of the study, combining the main quantitative trial results with ethnographic and process evaluation data to describe and analyse how the local clinician-led quality improvement developed iteratively across the 90 hospitals.

Objectives:

1. Delegates will hear practical wisdom generated from the experiences of clinicians delivering local improvement within EPOCH, including the key barriers and enablers to local improvement efforts and clinical pathway implementation, and consider how this could be applied in their own settings.

2. Delegates will learn the answer to the question, "Can a quality improvement programme to enable the implementation of a care pathway reduce mortality after emergency abdominal surgery?" and the robust research methods leading to this answer.

3. Delegates will have the opportunity to consider and discuss how research methods can and should be applied to manage the tension, present in real world improvement research, between robust trial methodology and on-the-ground implementation.

Session 2: Designing Improvement Evaluations to Maximize Learning: Salzburg Global Seminar – Session 565 Insights in Practice

Speakers: Rashad Massoud, Emily Evans, Gareth Parry; US

This session will present on the outcomes of applying lessons learned from the Salzburg Global Seminar – Session 565 "Better Health Care: How do we learn about improvement?" to the evaluation designs of improvement activities. Presenters will explain how evaluation is integrated into the design of improvement efforts in order to maximize attribution and generalizability as well as lessons learned from this change in evaluation and improvement design.

Objectives:

1. Learn from how the outcomes of the Salzburg Global Seminar is applied to improvement initiatives to better understand what worked, how it worked, what was generalizable and what was context specific in each initiative.

2. Learn which evaluation and research designs can be used to maximize learning, including mixed methods.

A7 Education Through Learning and Sharing
– 15 minutes each

4th Floor, Room: Abbey   **Chair:** Bruno Lucet; FR

Effectiveness of an Education of Point-Of-Care Ultrasound Guideline in an Emergency Department (Abstract no. 1734)

<u>Myunh Ah Lee,</u> H. Kwon; KR

Medical Student Perception of Academic Stress and Satisfaction with the Revised Curriculum Quality at IAU Saudi Arabia (Abstract no. 2709)

<u>Somanath Mohapatra,</u> A.M. Sebiany, C.C. Jones Nazar; SA

A Conceptual Map for Patient-Centred Care Requirements: Enhancing the Approach of Systems to Achieving Patient-Centred Care (Abstract no. 2215)

<u>Jenny Barr,</u> K. Ogden, D. Greenfield; AU

Training Healthcare Workers to Improve the Quality of Maternal, Newborn & Child Healthcare Services in Marginalized Settings (Abstract no. 2981)

<u>Kamran Baig,</u> F. Shahid; PK

A8 Sustainable Quality Improvement for LMIC
– 15 minutes each

2nd Floor, Room: Olivier   **Chair:** Teresa Tono; CO

Strengthening Quality Improvement Work in Hospitals by Using WhatsApp: Exploratory Qualitative Study from Indian Hospital (Abstract no. 2417)

<u>Parika Pahwa,</u> S. Smith, N. Livesley; IN

Qualitative Evaluation of Low-Dose-High-Frequency Learning Experiences to Improve Newborn Outcomes and Quality of Care, Ghana (Abstract no. 2824)

<u>Amos Asiedu,</u> A. Nelson, P. Gomez, F. Effah; GH

Remote Facilitation of Quality Improvement Plans Using WhatsApp Mobile Application in Kwara State, Nigeria (Abstract no. 3268)

<u>Ibironke Dada,</u> O. Adebola, A. Shittu-Muideen; NG

Telemedicine in the Himalayas - Reaching the Unreached (Abstract no. 2624)

A. Sibal, <u>K. Ganapathy,</u> V. Thaploo, S. Premanand; IN

Improving Efficiency in Haematology Laboratory (Abstract no. 3166)

<u>Mashhooda Rasool Hashmi,</u> B. Moiz, S.A. Baloch, I.A. Ansari; PK

A9   The Patient's Voice – *15 minutes each*
4th Floor, Room: Rutherford and Moore   Chair: Carsten Engel; DK

Patient Advisors at the Bed Side for Hand Replantation Patients: What Added Value for Quality of Care? (Abstract no. 1828)

Marie-Pascale Pomey, O. Fortin, J. Arsenault, V. Lahaie, M-A. Danino; CA

Improving Pulmonary Rehabilitation: The Role of Patient Volunteers (Abstract no. 1369)

Sharon Williams, H. Beadle, A. Turner; UK

Patient and Public Involvement in Japanese Clinical Practice Guideline Development (Abstract no. 3274)

Akiko Okumura, T. Nakayama, H. Sugawara, N. Yamaguchi; JP

Co-Designing Patient-Centred Care Using Participatory Action Research [PAR] - the Epilepsy Partnership in Care [EPIC] Project (Abstract no. 2402)

Jarlath Varley, R. Power, J. Saris, M. Fitzsimons; IE

Consumer Involvement in the Quality Of HIV Care, The Namibian Experience (Abstract no. 1843)

Julie Taleni Neidel, A. Basenero, N. Hamunime, P. Luphahla; NA

A10   A Mile in my Shoes – *90 minutes*
3rd Floor, Exhibition Area

An interactive shoe shop, A Mile in My Shoes, invites you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

The Empathy Museum has teamed up with the Health Foundation to develop a collection of stories from people working within health and social care. The result is a giant shoebox, a display of shoes, and a series of unique audio stories.

Through sharing the experiences of different people, A Mile in My Shoes hopes to show the remarkable contribution and challenges faced by those working in, and using, our health and social care system.

MONDAY LUNCHTIME
2 October 2017

12:00 – 13:45   **LUNCHTIME**

12:30   **E - POSTER PRESENTATIONS AND LUNCHTIME SESSIONS**

12:30 – 13:30   **Patient Safety And Cinema: A Training Opportunity for Developing Empathy in Healthcare Professionals**
4th Floor, Room: St. James
Chair: Sara Albolino

Speakers: Riccardo Tartaglia, Stavros Prineas; IT, Jeffrey Braithwaite; AU Melissa Redmond; IE

The Workshop will be aimed at promoting the use of movies in the training of health care professionals in order to diffuse a patient safety culture and the empathic approach towards patients and families. The workshop will investigate, through the projection and discussion of video clips, the role of movies and TV series in building a cultural stereotype of healthcare quality and safety issues in both public opinion and clinicians. Moreover, the discussion with participants will focus on understanding how movies not only reflect 'reality' but also how they manipulate it, and how this also reflects in medical error. What we think we see is often different to what's really there.

Objectives:

1. Learn how to use movies as a strategic tool for training in patient safety.
2. Learn how cinema can affect patient safety culture and empathy.

12:45 – 13:30	**"We Want to Work Out What Works, What Doesn't, and Why" New Improvement Research Institute - 'We Need to Improve Improvement'**
	4th Floor, Room: Westminster
	Chair: Will Warburton, The Health Foundation, UK

Speaker: Mary Dixon-Woods; UK

The Health Foundation is investing around £40 million in the establishment of an improvement research institute. Based at the University of Cambridge, the institute will work closely with a wide range of partners including the health service, university and charity sectors and from other sectors across the UK. Led by Mary Dixon-Woods, RAND Professor of Health Services Research and Wellcome Trust Investigator at the University of Cambridge, the institute will produce practical, high quality learning about how to improve patient care and will grow capacity in research skills in the NHS, academia and beyond. The vision is bold and ambitious: the institute will create the enabling infrastructure for the NHS to become the producer of systematic learning about how to improve health care for patients. To do this, the institute will use innovative approaches ranging from citizen science through to large-scale research capacity building and will be working directly with patients themselves as partners.

The basic principle behind the institute is a simple but important one: the need to get better at getting better at delivering health care and one way to make that happen is by creating a better evidence-base for improvement.

12:45 – 13:30	**Meet the World Health Organisation Experts**
	4th Floor, Room: Abbey

Open to all delegates, this is your chance to meet and network with WHO experts.

12:40 – 13:30 **E-POSTER PRESENTATIONS AP1 – AP5**

AP1	**Generalisability of Improvement Outcomes** *– 10 minutes each*

5th Floor, E- Poster, Area 1　　　　**Chair:** Alex Bottle; UK

BBCN in Healthy China 2030: Innovative Development of Capacity of Quality Improvement with the Practice of PHS Win-Win (Abstract no. 2114)

<u>QianLi Jiang,</u> W. Li, Y. Zhang, T.F. Liu; CN

Monitor the Quality Indicators to Reduce Rate of Unplanned Return to the Operating Room of Inpatients (Abstract no. 2243)

<u>Wen-Hsin Chang,</u> F.-C. Kao; TW

Evaluating the Ten Year Impact of the Productive Ward in Clinical Microsystems in English Acute Hospitals: A National Study (Abstract no. 2425)

<u>Glenn Robert,</u> S. Sarre, R. Chable, J. Maben; UK

Enablers of and Barriers to Change in Primary Care: A Process Evaluation of an Adaptable Guideline Implementation Strategy (Abstract no. 1479)

<u>Cheryl Hunter,</u> V. Ward, T. Willis, L. Glidewell; UK

Implementation of Recommendation to Avoid Low Value Clinical Practices in Catalonia. Essencial Project (Abstract no. 3257)

<u>Cari Almazán,</u> J. Caro, M. Moharra, T. Paada; ES

AP2 — Sustainable Quality Improvement for LMIC
– 10 minutes each
5th Floor, E- Poster, Area 2   **Chair:** Andrew Likaka; MW

Improving Quality of Care in Primary Healthcare Facilities in Rural Nigeria Using the Safecare Standards and Methodology (Abstract no. 1053)

N. Spieker, U. Okoli, **Njide Ndili;** NG

Onsite Mentoring to Improve the Quality of Emergency Maternal and Neonatal Care in Nepal (Abstract no. 1789)

V. B. Alvarez, **Tulasa Bharati,** P. Silwal, B. Rajbhandari; NP

Promoting Gender-Based Violence Services in Mozambique: Experience Using a Quality Improvement Approach (Abstract no. 2075)

Edgar Necochea, A. Baptista, H. Muquingue, Al. Jaramillo; MZ

A Model to Measure Healthcare Quality in Ethiopia (Abstract no. 3235)

Berhanu Endeshaw Mohamed, T. Debebe; ET

Impact of Continuous Quality Improvement on Infection Prevention & Control in VMMC Services in Gauteng, South Africa (Abstract no. 2858)

Hulisane Matakanye, J. Ndirangu, C. Visser, J. Littlefield; ZA

AP3 — Understanding Systems for Safety
– 10 minutes each
5th Floor, E- Poster, Area 3   **Chair:** Virginia Mumford; AU

Nurses' Experiences and Perceptions of Escalating Deterioration to Treating Teams Using Pre-Met Urgent Review Criteria (Abstract no. 1214)

Gordon Bingham, M. Fossum, L. Hughes, T. Bucknall; AU

Safety Attitude of Operating Room Teams Associated with Accurate Completion of Surgical Checklist (Abstract no. 2484)

Florence Sens, A. Duclos, E. Herquelot, C. Colin; FR

Missed Nursing Care: The Role of Personal and Ward Accountability in Improving Patient Safety and Quality of Care (Abstract no. 2382)

Einav Srulovici, A. Drach-Zahavy; IL

Improving Patient Safety by Reduction of Dispensing Near Miss Rate in the Inpatient Pharmacy of a Medical Center in Taiwan (Abstract no. 3129)

Jui-Hu Shih, W.-T. Shao, C.-W. Huang, C.-C. Hsieh; TW

From Diagnosing Problems to Identifying Solutions: What Can Healthcare Learn from High-Risk Industries? (Abstract no. 1316)

Elisa G Liberati, M.F. Peerally, M. Dixon-Woods; UK

Code H and its Impact on Reducing Catastrophic Adverse Events due to Bleeding Management Failure (Abstract no. 3261)

Camila Oliveira, M. Jaures, R. Reis, J.C. Guerra; BR

AP4 — The Patient's Voice *– 10 minutes each*

5th Floor, E- Poster, Area 4 **Chair:** Jan Mackereth-Hill; UK

Communicating Risk in Active Surveillance of Prostate Cancer – Hearing the Patients' Voice (Abstract no. 2954)

Anne Hogden, K. Churruca, P. Shih, F. Rapport; AU

Patients, Students and Professionals Learn Together in an Educational Program to Improve Patient-Centredness of Health Care (Abstract no. 2378)

Thomas W. Vijn, H. Wollersheim, J.A.M. Kremer, C.R.M.G. Fluit; NL

Patients' Self-Management of Breast Cancer Risk: Gaining Control in Clinical and Non-Clinical Contexts (Abstract no. 2245)

Patti Shih, A. Hogden, M. Bierbaum, F. Rapport; AU

Pharmacist-Led Bedside Discharge Medication Counselling Service – A Patient-Centred Approach (Abstract no. 1955)

Hiu Wing Theola Lau, P.K. Yick; HK

Conceptual Framework of Patient and Care-Partner's Experience of Dignity and Respect (Abstract no. 2731)

Priscilla K Gazarian, C.R.C. Morrison, D.W. Bates, R. Rozenblum; US

AP5 — Data to Drive Decision Making/Policy *– 10 minutes each*

5th Floor, E- Poster, Area 5 **Chair:** Carlos Goes De Souza; UK

Embedding Quality Measurement in Health Services Accreditation: Stroke Distinction Program (Abstract no. 3283)

Louise Clémence, D. Dorschner, A. Gregus; CA

Creating a System of Safety Through Governance & Data Driven Decision Making (Abstract no. 3110)

P. Cruz, **Elizabeth Joseph,** J. Varghese; IN

Implementation of a Standard Operating Procedure to Improve Viral Load Documentation Practices in Northern Namibia (Abstract no. 2450)

Pearl Kalimugogo, S. Geza, N. Hamunime, A. Zegeye; NA

Improving Recognition of Potential Tissue Donors; A Quality Improvement Project by a Hospitalist in Training in The Netherlands (Abstract No. 3346)

Marjolein de Boom, J. Blok-Singerling, M. Huijzer-den Toom, D.C. Grootendorst, M. Franken-de Koster, C. Brumsen; NL

Big Data Exploration for Drugs and Cancer Risk: Online Tool for Massive Observational Studies with Controls (Abstract no. 3255)

Usman Iqbal, H.A. Ali Khan, W.S. Jian, Y.-C.(J) Li; TW

NOTES:

MONDAY AFTERNOON
2 October 2017

13:45 – 15:15   CONCURRENT SESSIONS A11 – A20

A11   **Masterclass: Lessons Learned in Leading for Quality**
– 90 minutes (Follow on from morning session A1)
2nd Floor, Room: Gielgud

Outline as per A1

A12   **The Patient's Voice** *– 45 minutes each*
3rd Floor, Room: Fleming   **Chair:** Susan Frampton; US

Session 1: Lessons Learned About Primary Care from Listening to Children's Voices – MOCHA Project

Speakers: Michael Rigby; UK, Vinita Mahtani; ES, Alexander Palant; DE, Manna Alma; UK

There are over 70 million children under 18 living in the EU with considerable variation between and within countries in how well they are being served by current primary care health systems. MOCHA (Models of Child Health Appraised) is a Horizon 2020 EU Commission funded project which is appraising the systems in 30 countries. In order to listen to children's voices, the qualitative DIPEx research methodology about patient experiences is used. This workshop will highlight the importance of listening to children's voices, how this has been done within the MOCHA project and what lessons have been learned from listening to children's voices.

Objectives:

1. To get insight in how to listen to children's voices and the value of listening to these voices.

2. To get insight in and to understand children's experiences regarding primary care for children.

3. To get insight in similarities and differences in children's experiences with primary care across Europe.

Session 2: Removing Barriers and Enhancing Facilitators for Patient-Safety Communication: Improving Care and Safety for Patients with Speech Impairments and their Supporters

Speakers: Bronwyn Hemsley; AU, Susan Hrisos, Richard Thomson; UK

Research shows that patients struggle to make their voices heard in interactions with hospital staff, impacting on their safety; and that engaging patients in interactions about their safety helps reduce risks for safety incidents. Staff interpersonal skills make an enormous difference to patients and contribute to safer healthcare. ThinkSAFE provides evidence and theory-based support to enable patients and staff to participate collaboratively in discussions about safety. However, patients with communication impairments encounter several barriers to effective communication that warrant additional strategies on the part of hospital staff. We will draw upon patient and carer stories of care and medical record documentation of incidents and patient communication, to examine patient-provider interactions for patients with communication difficulties. These incidents will be related to the Generic Model of Patient Safety [16]. Three case-based scenarios will be discussed in relation to strategies to improve interpersonal communication for all patients, including those who have difficulty communicating their patient safety needs.

Objectives:

Through the presentations and by interaction with the other delegates and presenters, delegates will:

1. Learn about a range of evidence-based strategies relating to patient-provider communication in hospital for patients, including both patients who are communicatively vulnerable (i.e., the vast majority of patients) and patients with more severe communication disability (i.e., the minority of patients, with little or no speech).

2. Hear about patient safety research from the perspectives of patients with little or no speech and their family carers/supporters in hospital.

3. Consider how to implement approaches to support collaborative interactions between staff and patients that promote improved quality and safety of healthcare.

4. Identify ways to detect common barriers and facilitators to patient-provider communication about safety, apply the generic model of patient safety to guide improvements, and consider directions for undertaking future research in their own settings.

A13 Regulations Influence on Governance
– 45 minutes each

6th Floor, Room: Mountbatten   **Chair:** David Greenfield; AU

Session 1: Safety Standards for Digital Health Services – Learning from a Shared International Perspective

Speakers: Meredith Makeham; AU, Hardeep Singh; US and Aziz Sheikh; UK

Workshop Facilitators: Meredith Makeham, Andy Carson-Stevens and David Greenfield; AU

The workshop aims to provide an international perspective on optimising healthcare safety while implementing digital health services and technologies. It will provide an opportunity to share knowledge on digital health safety standards – why they are needed, what is currently in use (noting generally the developmental stage of digital health safety standards), and additional work required to promote future safety standards development. This workshop will support international sharing and collaboration needed to make progress.

The session includes presentations from digital health safety thought leaders providing the evidence base and conceptual foundation to address emerging safety risks related to digital health. Participants will contribute to the key workshop outcome of identifying digital health safety gaps that would benefit from future standards development.

Objectives:

Through the presentations and by interaction with the other delegates and presenters, delegates will have:

1. An understanding of the current evidence on safety threats associated with the use of digital health technologies and services.

2. An understanding of standards to support the safe use of digital health technologies and services (technical and behavioural).

3. The opportunity to network with and plan for future collaborations in the field of digital health.

Session 2: Developing Metrics for the Complex Care Primary Care Interface for Children

Speakers: Maria Brenner; IE, Mitch Blair; UK

This session will focus on framing person-centric quality for complex care, reporting on the adaptation of standards from the US to explore the integration of care for children with complex care needs across the European Union (EU) and European Economic Area (EEA). This is part of a Horizon 2020 funded project Models of Child Health Appraised (MOCHA), running from 2015 to 2018. The session will present findings from 30 countries using three tracer conditions, in relation to quality and governance at the acute-community interface. Through mapping EU data to the US experience, we will present a potential way forward for enhancing quality care for children with complex care needs through our revised standards and proposed model of care.

Objectives

1. Explore contemporary needs of children with complex care needs in the community.

2. Critically reflect on the optimum facilitators of integration of care at the acute community interface.

3. Contribute to discussion on components of a model of care and proposed revised standards for this population.

A14 Understanding Systems for Safety
– 45 minutes each
3rd Floor, Room: Whittle   **Chair:** John Helfrick; US

Session 1: Designing and Implementing Deteriorating Patient Safety Net Systems at Scale – in Australia and Qatar

Speakers: Charles Pain, Cliff Hughes, Malcolm Green; AU, David Vaughan; IE

The background, theory of change, design principles, and lessons learned from implementation of deteriorating patient safety net systems in two different health systems (Australia and Qatar) will be described; and the implications for large scale, sustainable health systems improvement will be derived. Participants will then be guided through the practical design of a deteriorating patient safety net system for their own health system by applying the design principles.

Objectives:

1. Understand the benefits of deteriorating patient safety net systems.
2. Understand the theory of change and design principles of deteriorating patient safety net systems.
3. Understand the implications of these principles for the design of other large scale sustainable health systems improvement.
4. Apply the design principles to the design of their own deteriorating patient safety net system in their home jurisdiction.

Session 2: The St. Vincent's Ethos Program is "Redefining Normal" with a Pragmatic Approach to Addressing Unprofessional Behaviour

Speakers: Victoria Atkinson, Catherine Jones; AU

Entrenched cultures and behaviours in the health sector are putting the safety of staff and patients at risk. Many health services are at a loss as to how to tackle the problem. This session will outline the St. Vincent's Ethos program which provides a pragmatic approach to addressing unsafe behaviours including practical skills on how to speak up and how to provide feedback in an informal, respectful, non-punitive way. The St. Vincent's Ethos program removes barriers to speaking up; responds quickly and equitably to unsafe behaviours and recognises staff who model positive behaviours.

The program includes:

▶ a validated, tiered accountability pathway* and a peer driven early intervention process;

▶ a confidential reporting tool;

▶ capability building and skills training for staff; as well as development of a sector wide web of accountability.

based on the Vanderbilt Promoting Professional Accountability pyramid.

Objectives:

1. Describe how the St. Vincent's Ethos program will improve safety culture.

2. Demonstrate skills in how to speak up and how to provide feedback.

A15 — Quality and Safety in Mental Health
– 45 minutes each
4th Floor, Room: Westminster   **Chair:** Sen-Tien Tsa; TW

Session 1: The Improvement and Development of Mental Health in Taiwan

Speakers: Shu-ling Lai, Joseph Jror-Serk Cheng; TW

Since 1950, in order to prevent social and living functions from withdrawal, the healthcare model for mental health provided worldwide has been gradually changed from traditional institutions to community- or home-based care, and the treatment for patients has been switched from institution to community. We will share the successful experience in improving and developing mental ill health and the coping measures in response to rapid population ageing, increased patients with chronic mental health and dementia prevalent in the elderly in Taiwan. The contents include: mental healthcare system, service network and resources in Taiwan; the improvement mechanisms for mental health in Taiwan (including accreditation); and the diversified community-based healthcare model to implement a patient-centred, community-oriented and rehabilitation-purposed service in order to facilitate the protection of rights and interests of patients with mental illness.

Objectives:

1. To continuously improve the quality of mental health.

2. To promote diversified community-based care models and solutions (including dementia).

Session 2: Safe and Healthy Working Environments: the 'Enabling Environments' Initiative

Speakers: Rex Haigh, Sarah Paget, Sarah Skett, Simon Coope; UK

The Enabling Environments Award is an evidence-based quality improvement project that invites applicants to consider whether they are achieving the ten core standards in their own organisation. Specific criteria give guidance on how to practically achieve them, and how to integrate them into the day-to-day life of the organisation. Achievement of the Award is a mark of quality providing recognition and external validation that the organisation is an "Enabling Environment". It is valid for three years, subject to satisfactory interim reports.

The Francis report argues for changes in the culture of organisations. It supports more openness and transparency and a decrease in defensiveness to improve the organisation's capacity to tolerate and learn from criticism. The Enabling Environment framework supports organisations to develop these qualities.

Objectives:

1. Appreciating the impact of psychosocial environment on outcomes.

2. Understanding a co-production methodology to improve psychosocial.

A16 Data to Drive Decision Making/Policy
– 15 minutes each
4th Floor, Room: Rutherford and Moore   **Chair:** Sarah Deeny; UK

The Association Between Hospital - Community Continuity of Care Patients with Chronic Disease and Clinical Outcomes (Abstract no. 3302)

Eyal Zimlichman, O. Sharlin, B. Oberman, S. Vinker; IL

Are Mortality Alerts Associated with Other Indicators of Hospital Quality in England? A National Cross-Sectional Study (Abstract no. 1767)

Elizabeth Cecil, A. Bottle, P. Aylin; UK

Comparison of Hospitalisation and Mortality for Patients with Heart Failure in England and Lombardy Region (Northern Italy) (Abstract no. 1421)

Alex Bottle, K. Dharmarajan, P. Aylin, A.M. Paganoni; UK

Developing the Digitally-Enabled Learning Health System For Improvement (DE-LHS) (Abstract no. 1040)

John Ovretveit; SE, L. Savitz; US

A17 Understanding Systems for Safety
– 15 minutes each
4th Floor, Room: St. James   Chair: Yu – Chuan (Jack) Li; TW

How to C a Difference: A Multidisciplinary Approach to C. Difficile (Abstract no. 2869)

<u>Vicki LoPachin,</u> B. Koll, G. Patel, R. Anderson; US

The Voice Study: Embedding the Patient Voice of Older Adults in the Exploration of Their Experiences During Care Transitions (Abstract no. 1430)

<u>Chantal Backman,</u> M. Crick; CA

The Incidence, Nature and Trends of Adverse Health Events at a Regional Hospital Between April 2011 to April 2014 (Abstract no. 2942)

<u>Ozayr Haroon Mahomed,</u> D. Kalonji; ZA

Clean Hands Save Lives: Using a Data-Driven Approach to Improve and Sustain Hand Hygiene Compliance (Abstract no. 1836)

<u>Rebecca Anderson,</u> S. Garg, J. Mari, V. LoPachin; US

Prevention of Wrong Medication Through Enhanced Clarification by Pharmacist on Questionable Prescription (Abstract no. 1596)

<u>Shin Ushiro,</u> M. Sakaguchi, H. Sakai, J. Inoue; JP

A18 Quality and Safety in Crisis – *See timings below*
2nd Floor, Room: Olivier   Chair: Camila Lajolo; WHO

WHO Emergency Medical Teams Initiative: Shaping The Future Of Emergency Response - *(30 minutes)*

Speaker: Camila Lajolo; WHO

Disasters and disease outbreaks can occur at any given moment and in any place in the world—often wreaking havoc and seriously disrupting and threatening lives of communities, and imposing an excess burden on health systems. Good intentions are not enough when responding to such events; ensuring appropriate quality of care and coordination is paramount. The WHO Emergency Medical Teams initiative established in 2015 works to help improve the timeliness and quality of care provided by national and international teams that deploy in response to emergencies. This session will present an overview of WHO Emergency Medical Teams initiative and how it is shaping the future of response to emergencies, like natural disasters and outbreaks. Case examples from recent emergencies, like the Nepal earthquake will be used to illustrate the benefits of this initiative.

Reduce Dengue Fever Effect of Soda Ash on Vector Control (Abstract no. 1080) *(15 minutes)*

Chen Kun Chih, W. Yu-Lung, T. Yu-Hui, W. Guo-Ming; TW

Improving Care in Complex Humanitarian Crises: A Process Evaluation of Médecins Sans Frontières' Approach to Quality (Abstract no. 3337) *(15 minutes)*

Anna Freeman, N. Hurtado, J. Ousley, S. Leatherman; US

Using Clinical Pathway to Manage Dengue Fever (Abstract no. 1024) *(15 minutes)*

Abdul Aziz Abdul Rahman; MY

A19 Disruptive Improvement and Adaptive Change
– 15 minutes each

4th Floor, Room: Abbey   **Chair:** Christine Dennis; AU

Implementation of a Standardized Delirium Management Program to Prevent, Detect and Treat Delirium in Surgical Patients (Abstract no. 3024)

Maria Schubert, E. Lanz, G. Clémençon, D.L. Leuenberger; CH

The Development of a Tariff Model: Pay for Performance (Abstract no. 2294)

Hansang Kim, S. Chung, E. Jeong; KR

Collective Leadership and Safety Cultures: Developing an Alternative Model of Leadership for Healthcare Teams (Abstract no. 2839)

Eilish McAuliffe, M. Ward, A. DeBrun, U. Cunningham; IE

Health System Transformation in The UK: Making it Happen (Abstract no. 2500)

David Hunter, G. Maniatopoulos; UK

Multidisciplinary Embedded Research to Identify Solutions to Emergency Department Overcrowding (Abstract no. 2693)

Cecilia Vindrola-Padros, S. Crowe, L. Grieco, S. Elkhodair; UK

A20 A Mile in my Shoes *– 90 minutes*
3rd Floor, Exhibition Area

An interactive shoe shop, A Mile in My Shoes, invites you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

The Empathy Museum has teamed up with the Health Foundation to develop a collection of stories from people working within health and social care. The result is a giant shoebox, a display of shoes, and a series of unique audio stories.

Through sharing the experiences of different people, A Mile in My Shoes hopes to show the remarkable contribution and challenges faced by those working in, and using, our health and social care system.

15:15-15:45   AFTERNOON BREAK

15:45 – 16:50   **AFTERNOON PLENARY**

PLENARY

3rd Floor, Room: Fleming and Whittle   **Chair:** David Bates; ISQua

Afternoon Plenary: Quality and Safety in a Crisis Situation

Panel: Jorge Hermida; URC, Sidney Wong; MSF, Ashish Jha; Harvard, John Gaffney; Save the Children International

A key challenge for healthcare is to maintain high levels of quality and safety in periods of great stress, be it an epidemic, a natural disaster, war or a terrorist attack. The question is "how do we stay safe, effective and person centred in all situations."

The Panel includes members from Harvard Global Health Institute, Medicins sans Frontieres, URC/ASSIST and Save the Children International. Using examples from their organisations, they will discuss:

▸   The importance of quality improvement in humanitarian crises.

▸   What we mean by quality in these contexts.

▸   Challenges that everyone faces across different crisis situations.

▸   How we monitor quality improvement and how much resources should we expend on such monitoring.

▸   Innovative ways to accelerate the quality improvement process.

17:00 – 18:00	**ISQua AGM** 4th Floor, Room: St. James
19:00	**Networking Reception** **Venue:** London Transport Museum Tickets can be purchased from the registration area

NOTES:

TUESDAY
3 October 2017

TUESDAY MORNING
3 October 2017

BREAKFAST SESSIONS

07:30 – 08:30	**ISQua Expert Session - Do we Need Hundreds of Quality Metrics, or is a Small Number Enough?**
	(Exclusive to ISQua Members, Fellows and Experts)
	4th Floor, Room: Westminster Chair: Leslee Thompson; CA

Speakers: David Bates; US, Jeffrey Braithwaite; AU, Jason Leitch; UK, Rashad Massoud; US, Tricia Woodhead; UK and Jacqui Stewart; ZA

Quality is a complex, and multidimensional issue, and it has been hard to measure it. Moreover, there are different reasons that one might measure it-- including transparency, accreditation, payment or improvement, among others. Increasingly, health care organizations are being asked to measure a very large number of metrics by a wide array of stakeholders, and this can result in substantial measurement burden. For each metric it is important to ensure that the data are correct. Many metrics already have high levels of performance, and it is not clear whether it is important to continue to measure these. Thus, there has been considerable controversy in the quality world, with many suggesting that it is enough to measure a select, small group of measures. Others argue that because quality is so complicated, to have any real sense of how it is doing, an organization needs to measure hundreds of metrics.

07:30 – 08:30	**ISCOME Meet-the-Expert Panel - "Communication Skills for Safe and High Quality Care"**
	4th Floor, Room: St. James

Panellists: Annegret Hannawa; CH, Rick Iedema; UK

What moments have you experienced in your life as having contributed to being a good communicator? In what situations were you alerted to the effect on how you communicate with other people? Communication is our vehicle to the provision of successful care. The panelists will engage the audience in a lively interactive discussion that spotlights the constituents of "safe" and "unsafe" communication, showcasing the current scientific evidence with practical examples.

07:45 – 08:30	**Connecting the Head with the Heart – Video and Storytelling in Patient Safety** **4th Floor, Room: Abbey**

Speakers: Kelly M. Smith, Tracy Granzyk; US

Creating and sustaining a culture of patient safety in healthcare organizations is a key challenge facing healthcare today. One approach that has demonstrated effectiveness at connecting the head with the heart to create a culture of emotional intelligence and CANDOR is the use of storytelling. This session will use videos and storytelling as key vehicles to embedding the patient's voice into quality and patient safety improvement activities. Faculty will share their experiences with storytelling and take learners through a video-journey of transparency and CANDOR leading to improvements in patient safety outcomes. Video resources will be made available to all attendees.

08:00 – 08:45 WELCOME COFFEE WITH THE TRADE EXHIBITORS
3rd Floor

08:45 – 10:00 TUESDAY MORNING PLENARY AND AWARDS

PLENARY AND AWARDS
3rd Floor, Room: Fleming and Whittle   **Chair:** Cliff Hughes; ISQua

Learning for Improvement: New Paradigms and Practical Inspiration *(65 minutes)*
Speakers: Penny Pereira, Dominique Allwood, Helen Bevan; UK

Is the way you, your team and your organisation learn, keeping pace with what you want to achieve?

We believe the scale and complexity of improvement needed in health care demands new ways of learning, engaging far more people in a way that's better designed for application. This interactive session will share cutting edge theory on how people learn, with a particular focus on the role of peer networks in enabling change and improvement.

It will provide inspiration and practical lessons from the Q community: an ambitious initiative supporting 1000s of people involved in improvement from all backgrounds to learn and collaborate across the UK. The session will offer fresh perspectives on how to ensure people have the skills, insight and resilience they need to be successful in their improvement work. We'll also introduce an innovative approach to pooling what we know on complex issues: the Q improvement lab.

Objectives

1. Reflect on the sorts of learning needed to achieve your improvement goals.
2. Understand barriers to learning and what's known about how to overcome these barriers.
3. Navigate the key principles that underpin new modes of learning for improvement.

Life Membership Awards (10 Minutes)

10:00 - 10:30   MORNING BREAK

10:30 – 12:00 **TUESDAY CONCURRENT SESSIONS B1 - B10**

B1 **Health Foundation Improving Quality in Community Health Services** *– 90 minutes*
2nd Floor, Room: Gielgud
Chair: Will Warburton; The Health Foundation

Speakers: Simon Eaton, Lucy Taylor, Colin Gelder, Paul Dodds, Despina Laparidou, Antony Chuter, Rachel Bryers; UK

Projects:

▶   Ophelia project - Improving health literacy for vulnerable people in the community.

▶   Making Waves - Promoting a positive experience for people with COPD.

▶   PINCER - Scaling up community medication safety.

▶   Co-producing safe transition to adult services.

B2   The Patient's Voice – *45 minutes each*
6th Floor, Room: Mountbatten   Chair: Jason Leitch; UK

Session 1: Enhancing the Use of Patient Experience Data for Improving the Safety and Quality of Care

Speakers: Glenn Robert, Louise Locock, Laura Sheard, Caroline Sanders; UK

There is increasing evidence that more patient-centred organisations have better safety and quality outcomes. But uncertainty remains as to how best to collect and present patient experience data in ways which stimulate action and align national and local needs. There is debate about the level at which to share data and how best to do this. Evidence suggests that while many organisations are capturing a range of patient experience data, less is known about how to use this to improve the safety and quality of services. The results of four projects from a national UK research programme will show how best to make use of patient experience data and how organisations can ensure this leads to improved services and care.

Objectives:

1. Discover how patients and healthcare staff working in a range of English hospitals view current methods of collecting patient experience data.

2. Consider emerging findings and lessons from a range of projects that are part of a major applied research programme into evaluating and improving the use and usefulness of patient experience data.

3. Share practical, proven examples of how improvements can be made to the way in which patient experience data is collected and used to make care and services better.

4. Think about how the collection and use of patient experience data can best service different policy purposes (quality improvement, accreditation, performance management).

Session 2: Designing and Delivering Safer Care: Incorporating Lay Voices in Every Step

Speakers: John Illingworth, Alex Taylor, Sam Regan de Bere, Jane O'Hara, Bryony Dean-Franklin; UK

This session draws on the significant body of work supported by the Health Foundation, to understand and develop the role of patients in both keeping themselves safe, and helping achieve safer systems of care. We will summarise how this role has developed over the last 10 years, before outlining a range of meaningful ways that lay people can be involved.

From agenda setting, to collecting data for research and real time improvement, you will hear from professional and lay people who are currently working in synergy to improve safety. The three cases will also demonstrate several practical ways to create a culture of collaboration leading to greater understanding of how to keep patients safe.

Objectives:

1. Explain approaches to understanding and addressing safety issues through involving service users, patients, carers and members of the public.

2. Give examples of practical ways to involve lay people in various aspects of research and quality improvement, including how to create a cooperative culture and how to overcome common hurdles.

B3 Medication Without Harm: WHO's Third Global Patient Safety Challenge – *90 minutes*
3rd Floor, Room: Fleming   **Chair:** Sir Liam Donaldson; UK

Speakers: Aziz Sheikh; UK, Neelam Dhingra-Kumar; WHO, Alpana Mair; UK, Albert Wu; US

Unsafe medication practices and medication errors are a leading cause of avoidable harm in health care systems across the world. Medication errors occur when weak medication systems and human factors affect prescribing, dispensing, administration and monitoring practices, which can result in severe harm, disability and even death. Medication errors cost more than US$42 billion each year globally. To address these global problems, WHO has initiated its third Global Patient Safety Challenge: Medication Without Harm. The panellists will discuss the role of patients, health care professionals and leaders, policy makers, and the civil society and industry; and prioritise actions required to reduce medication-related harm globally. This will be an interactive panel discussion with following key topics:

▸ Strategic plan and key components of WHO's Global Patient Safety Challenge: Medication Without Harm.

▸ Issues of global concern and the burden of unsafe practices, medication errors and patient harm in low-, middle- and high-income countries.

▸ The role of patients, health care professionals and leaders, policy makers, NGOs and industry for reducing medication errors and medication-related harm.

▸ Issues related to naming, packaging, labelling and look-alike, sound-alike medications.

▸ Global research priorities for reducing medication-related harm.

▸ WHO's role in implementing the Global Patient Safety Challenge: Medication Without Harm.

Objectives:

1. Understand the issues of global concern and the burden of unsafe medication practices, medication errors and patient harm.

2. Introduce the WHO's third Global Patient Safety Challenge: Medication Without Harm; and encourage participation of institutions and countries in the Challenge.

3. Define key interventions and research priorities for reducing medication-related harm.

4. Identify key stakeholders and their role in implementing the Challenge.

B4 Quality and Safety in Crisis – *90 minutes*
3rd Floor, Room: Whittle

Panel: Jorge Hermida; URC, Sidney Wong; MSF, Ashish Jha; Harvard, John Gaffney; Save the Children International

In this session the themes raised in Monday Afternoon plenary will be discussed in greater detail. This will be your opportunity to discuss this topic further and ask questions.

B5	**Understanding Systems for Safety**
	– See timings below
4th Floor, Room: Westminster	**Chair:** Villis Marshall; AU

Session 1: Closing the Gap Between Work-As-Imagined and Work-As-Done: Practical Strategies for Implementing Resilient Health Care - 45 minutes

Speakers: Robyn Clay-Williams, Jeffrey Braithwaite; AU

The concept of resilient health care is fast gaining traction among researchers, policymakers, managers and health professionals, but there is little practical information on how to give effect to the ideas. Resilient health care argues that the capacity of front line staff to flex and adjust performance in the light of systems complexity is a core characteristic of safe, high quality care. This workshop, presented by two of its leading proponents will introduce participants to practical strategies for understanding and working with a basket of resilience concepts and approaches, using two examples: (1) assessing the workplace for resilience, and (2) designing an intervention.

Objectives:

1. Understand how to assess the workplace for resilience and productive safety.
2. Know what resilient health care principles to consider when supporting improved care.

Beware the Rabbit Hole of (Patient) Safety (Abstract no. 1112) - *15 minutes*
Speaker: Wendy Nicklin; CA

Clinical Risk Assessment in a Residential Care Setting: Best Practice Implementation Project (Abstract no. 1252) - *15 minutes*
Speaker: Devi Ranasinghe; AU

National Incident Reporting Data Analysis for 3 years, Oman (Abstract no. 3360) - *15 minutes*
Speaker: Khaled A. Abouelmagd; OM

B6 Data to Drive Decision Making/Policy
– 15 minutes each

4th Floor, Room: Rutherford and Moore
Chair: James Naessens; US

Managing Top Risks In Healthcare Through a Shared Integrated (Enterprise) Risk Management Approach (Abstract no. 2143)

Polly Stevens, J. Noble; CA

Identification of Patients at High Risk for Poor Pain Management Using Clinical Pathways Within EHRS (Abstract no. 2132)

Tina Hernandez-Boussard, K. Desai; US

Approaches to Outpatient Pharmacy Automation: A Systematic Review (Abstract no. 1350)

Yi Feng Lai, O.C. Kheng, S. Yilin; SG

Electronic Health Record of E-MIS Links Routine Service Data to Decision Making for Improved Quality of Care in Bangladesh (Abstract no. 3186)

Jamil Zaman, S. Shafinaz, S. Jahan, J. George; BD

Medication Administration Practices on the Weekend Versus Weekdays?: A Direct Observational Study of 227 Paediatric Nurses (Abstract no. 1976)

Johanna I Westbrook, L. Li, T. Kim, M. Baysari; AU

B7 Generalisability of Improvement Outcomes
– 15 minutes each

4th Floor, Room: Abbey **Chair:** Rashad Massoud; US

Applying the Concept of 'Hard Core' and 'Soft Periphery' of Interventions to Share Learning from Quality Improvement Efforts (Abstract no. 3242)

Julie Elizabeth Reed, N. Stillman, L. Lennox, S. Barber, T. Woodcock; UK

Getting from 22 to 125: Scaling up Interventions to Improve Outcomes of HIV-Positive Mother-Baby Pairs in Northern Uganda (Abstract no. 2076)

Tamara Nyombi, M. Rahimzai, J. Aloyo, E. Karamagi; UG

Qualitative Evaluation of the Implementation of a Nationally Used Medication Safety Data Collection Tool in England (Abstract no. 2435)

Paryaneh Rostami, D.M. Ashcroft, M.P. Tully; UK

The Relationship Between Quality Improvement and Resilient Healthcare; Nuances, Complexities and Trade-Offs (Abstract no. 2582)

J. Braithwaite, **Christian Von Plessen,** A. Nicolaisen, R. Clay-Williams; AU

Quality Improvement Efforts to Reduce Severe Hypoglycaemia in a Large Hospital System (Abstract no. 1986)

Mae Centeno, C. Fullerton; US

B8 Regulations Influence on Governance
– 15 minutes each
4th Floor, Room: St. James   **Chair:** Kees van Dun; NL

Consecutive Cycles of Accreditation: Persistent Low Compliance Associated with Higher Mortality and Longer Length of Stay (Abstract no. 1573)

Anne Mette Falstie-Jensen, S. Bie Bogh, S. Paaske Johnsen; DK

Regulatory Conceptualisation and Assessment of Healthcare Improvement Capability in the UK (Abstract no. 1226)

Joy Frances Furnival, K. Walshe, R. Boaden; UK

Quality in Long-Term Care: An Expanded View (Abstract no. 1632)

Michelle Crick, C. Backman, D. Angus; CA

Development of Quality Frameworks for Peer Review of Medical Specialists (Abstract no. 3267)

Joppe Tra, M. Ploegmakers, A. Hagemeijer, V. Krones; NL

Improving Care for Older Acute Inpatients: An Economic Evaluation of the Delirium Clinical Care Standard (Abstract no. 1772)

Virginia Mumford, M.A. Kulh, J.I. Westbrook, J. Braithwaite; AU

B9 Sustainable Quality Improvement for LMIC
– 15 minutes each
2nd Floor, Room: Olivier   **Chair:** Charles Shaw; UK

Advancing Patient Centred Care Through Social Audit Mechanisms in Rural Zambia: Evidence on Pediatric Quality of Care (Abstract no. 3007)

Anbrasi Edward, H. Zare, S. Malama, C. Bowles; US

Sepse Protocol Management Impact in Reducing Mortality Rate in Hospital Sao Lucas in Ribeirao Preto, Brazil (Abstract no. 3096)

Taissa Sotto Mayor, T. Monteiro, L. Françolin, L. Freitas; BR

Assessment of Early Mortality in Patients Admitted to the General Medical Ward at a District Hospital in Botswana (Abstract no. 3128)

C. Kershaw, **M. Williams,** S. Kilaru, T. Barak; US

Redesigning the Namibian HIV Quality Implementation Model to Improve Quality Of Care Systems (Abstract no. 1913)

Apollo Basenero, J. Neidel, P. Luphahla, H. Ndapewa; NA

Measuring and Improving the Quality of Private Maternity Care: Lessons Learned from a Private Sector QI Program in India (Abstract no. 3126)

Vikas Yadav, S. Kumar, S. Pallipamula, P. Memon; IN

B10   A Mile in my Shoes – *90 Minutes*
3rd Floor, Exhibition Area

An interactive shoe shop, A Mile in My Shoes, invites you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

The Empathy Museum has teamed up with the Health Foundation to develop a collection of stories from people working within health and social care. The result is a giant shoebox, a display of shoes, and a series of unique audio stories.

Through sharing the experiences of different people, A Mile in My Shoes hopes to show the remarkable contribution and challenges faced by those working in, and using, our health and social care system.

TUESDAY LUNCHTIME
3 October 2017

12:00 – 13:45   **LUNCHTIME**

12:30   **E - POSTER PRESENTATIONS AND LUNCHTIME SESSIONS**

12:30 – 13:30	**From the Authors' Perspective – Sharing Successful Stories** **4th Floor, Room: Westminster**

Speakers: Yu-Chuan (Jack) Li, Reizenstein Award Winning Authors, Reizenstein Runner-Up Authors, IJQHC Editor's Choice Authors

The goal of this research seminar is to help potential authors to share their successfully published high quality research in the field of healthcare quality.

This seminar is an opportunity to review the principles and approach to conducting high quality research studies, and the publication of their findings, in high quality journals. It will also highlight new knowledge from a set of recent outstanding papers published in ISQua's official journal IJQHC by authors sharing their experiences.

The session is truly interdisciplinary. We welcome audience participation from the disciplines of health services research, health care evaluation, policy, health economics, quality improvement, management, and clinical research focused on the quality and safety of care. By the end of the session, participants will have learned about a range of matters including:

▸ About ISQua's official journal - *International Journal for Quality in Health Care (IJQHC).*

▸ Reizenstein Award winner and Runners-Up.

▸ IJQHC Editor's choice.

We believe that this seminar will help anyone who wants to improve their scientific writing and share author's experience of best papers. It will provide great feedback to participants in their endeavour to publish in high quality journals such as *IJQHC.*

12:30 – 13:30 **Principles of Managing During Crisis: Lessons Learned from Zika and Ebola**

(FOLLOW ON FROM PRE CONFERENCE, INVITE ONLY)

4th Floor, Room: Abbey **Lead:** M. Rashad Massoud

12:30 – 13:30 **Manchester Ambulance Service – Response to Bombing**

3rd Floor, Room: Whittle **Chair:** Maxine Power; UK

Speaker: Derek Cartwright; UK

The Manchester Arena attack in May 2017 shocked the UK and many around the world. Twenty-two people, mainly children or the young lost their lives after that awful terror attack; many more are left disabled, maimed or both mentally and physically scarred for life.

As part of a multi-agency plan, the North West Ambulance Service responded with all its experience, expertise and available resources to save life and help those affected.

Derek Cartwright, Chief Execute of the North West Ambulance Service will talk through the event of that fateful night starting with a video montage before taking everyone along the incident timeline. The planning and leadership concepts in the preparation for such mass casualty events are key and will be discussed as much as the leadership needed within the active stage of the operation.

Derek will share some poignant moments from the event before explaining the support measures put in place before outlining the post event leadership and the learning process. Throughout Derek will radiate the pride he has in his organisation and especially those that responded that night plus the display of collective resilience evident on every day since.

12:40 – 13:30 E-POSTER PRESENTATIONS BP1 – BP5

BP1	**Education Through Learning and Sharing** *– 10 minutes each*
	5th Floor, E-Poster Area 1 **Chair:** Apollo Basenero; NA

A Patient-Centred Approach to Develop a Food Safety Intervention to Reduce Chemotherapy Patients' Risk of Foodborne Illness (Abstract no. 2443)

Ellen W Evans; UK

Facebook as a Relation Management Tool for Hospitals (Abstract no. 2429)

Wang Yu-Ling, S.-C. Shen, C.-R. Ay; TW

When Bioethics Becomes a Cultural Asset for Both Health Accessibility and Competitive Advantage: The Mediator's Case (Abstract no. 2854)

Erwin Padinger; AR

Use of Donald Kirkpatrick's Evaluation Model to Assess the Impact of a Family Planning Training Program in Nigeria (Abstract no. 2535)

Emmanuel Otolorin, B. Orji, G. Ishola, A. Oniyire; NG

BP2	**Regulations Influence on Governance** *– 10 minutes each*
	5th Floor, E-Poster Area 2 **Chair:** Ed Chappy; CH

National Accreditation System in Turkey: Standards and External Evaluation (Abstract no. 1852)

Ibrahim Kayral, M. Berktaş; TR

Introducing Outcome Measurement to a Standards Based Accreditation Programme (Abstract no. 3323)

Moyra Amess, M. Grainger; UK

Assuring the Quality of Medical Practice in the UK: The Role of Annual Appraisal in Identifying Concerns About Doctors (Abstract no. 1753)

Marie Bryce, J. Archer; UK

BP3 — The Patient's Voice – *10 minutes each*

5th Floor, E-Poster Area 3   Chair: Johanna I Westbrook; AU

An Ounce of Prevention: The Impact of Early Consumer Engagement on the Melbourne Genomics Health Alliance (Abstract no. 1431)

Liat Watson; AU

Patient Engagement's Integration into Quality Management Systems: Towards an Understanding on what Managers Actually Do (Abstract no. 2122)

Nathalie Clavel, M.-P. Pomey; CA

Capturing the Patient Voice in Standard Risk and Assessment Forms and Care Processes (Abstract no. 2600)

Bernice Redley: AU

Patent Measurement of Safety: A Tool to Improve Safety Culture From Patient Perspective (Abstract no. 1541)

Rola Hammoud El Houcheimi, S. Abu Samra; LB

Patient Experience- Bridging the Cultural Gap (Abstract no. 1940)

Subashnie Devkaran: AE

BP4 — Disruptive Improvement and Adaptive Change – *10 minutes each*

5th Floor, E-Poster Area 4   Chair: Catherine Besthoff; US

Implementation of a Discharge Assessment Checklist and to Reduce Return to ICU from the Respiratory Care Center in Taiwan (Abstract no. 2473)

P.-J. Hsu, **Jih-Shuin Jerng,** H.-O Kao, J.-S. Sun; TW

Utilization of Portable Blood Gas and Electrolyte Analyzer in Intensive Care Unit by Using DMAIC Methodology (Abstract no. 2488)

Po Ching Mak, K. Tse, R. Leung, K.H.A. Leung; HK

International Comparison of Organized Activities to Promote Practice Guideline Implementation (Abstract no. 1873)

Noriko Sasaki, A. Okumura, N. Yamaguchi, Y. Imanaka; JP

Managing change with the introduction of new healthcare facility licensing standards in the State of Qatar (Abstract no. 1935)

Aisha Al Aali, M. Lessing-Turner; QA

BP5 Data to Drive Decision Making/Health Policy
– 10 minutes each
5th Floor, E-Poster Area 5   **Chair:** Jean Latreille; CA

The Impact of the National Antimicrobial Stewardship Programmes on Clinical Outcomes: A Baseline Trend Analysis (Abstract no. 1621)

V. Balinskaite, A. Holmes, A. Johnson, **Paul Aylin;** UK

Measuring Patient Harm in Canadian Hospitals and Driving Improvement (Abstract no. 1403)

Anne MacLaurin, S.N. Kossey, T. Johnson; CA

Challenges of Satisfaction of Key Stakeholders of The District Public-Private Mixed Health System of Bangladesh and Ways to Improve: A Qualitative Study (Abstract no. 1228)

Ashim Roy; BD, N. de Vries, T. vander Weijden; NL

Implementation of a Value-Driven Outcomes Program in 11 Hospitals Including Surgical, Orthopaedic and Urological Patients (Abstract no. 3081)

Gerhard Halmerbauer, R. Haslinger, N. Kamptner, C. Ausch; AT

French Accreditation Process: An Increasing Role to Federate Quality Improvement Initiatives in an Integrative Way (Abstract no. 2083)

Bruno Lucet, C. Grenier; FR

TUESDAY AFTERNOON
3 October 2017

13:45 – 15:15   TUESDAY CONCURRENT SESSIONS B11 – B20

B11   **Health Foundation Improving Quality in Mental Health Services** *– 90 minutes*
2nd Floor, Room: Gielgud
Chair: Dominique Allwood; The Health Foundation

Speakers: Frank Rohricht, Nina Papadapoulos, Anna Moore, Daniel Hayes, Owen Bowden-Jones, Dima Abdulrahim, Karina Allen; UK

Projects:

▸ A novel, integrative One-Stop-Shop MUS care package for primary care – providing identification, engagement, assessment and body oriented interventions'.

▸ I-THRIVE – person-centred model of care for young people's mental health.

▸ Novel Psychoactive Treatment: UK Network (NEPTUNE) II: From guidance to good practice: A multi-dimensional approach to spreading improvement.

▸ FREED-UP: First episode and rapid early intervention service for young people with eating disorders – upscaled.

B12	**Understanding Systems for Safety** – *90 minutes*
	6th Floor, Room: Mountbatten **Chair:** Kris Vanhaecht; BE

Taking Care of Second & Third Victims After Adverse Events

Speakers: Kris Vanhaecht; BE, Massimiliano Panella; IT, Albert Wu; US

Healthcare professionals can be traumatized after being involved in adverse events. Although patients and their social network are the most important victims of error, one should not underestimate the professional and personal impact for clinicians.

Recent research found a twofold risk of burnout if clinicians were involved in error in the past six months. Personal, situational and organisational factors which influence the impact of the event were found in both qualitative and quantitative studies. These factors will be used to further improve the available peer support systems.

Not only patients and clinicians are victims after adverse events. The impact on the reputation of the involved organizations and managers is described. Research from 2016 even showed the impact on defensive medicine.

Objectives:

1. Understand the evidence base on the second victim phenomenon.
2. Recognize second victim signs & symptoms.
3. Be up to date on opportunities and pitfalls of peer support systems.
4. Understand the impact of adverse events on third victims (managers, organizations and policy).

B13 Education Through Learning and Sharing
– 45 minutes each

3rd Floor, Room: Whittle   **Chair:** Leslee Thompson; CA

Session 1: Online Patient Stories Supporting Staff Learning and Promoting System Change

Speakers: Michael Greco; AU, Irene Barkby, James Munro; UK

Social media and online patient feedback are increasingly used in many countries and sectors. In the UK and Australia, non-profit Patient Opinion has taken an open, citizen-centred approach to online feedback which is leading to near real-time staff learning, service improvement, restoration of relationships and increased trust between patients and staff. The stories and responses on Patient Opinion (www. patientopinion.org.uk, www.patientopinion.org.au) allow everyone to see learning and change occurring. This session will include experiences from NHS Lanarkshire where clinical teams are now engaging directly with online feedback to drive learning and QI.

In addition, Patient Opinion is now being used in five UK universities so that future professionals are exposed to real patient experience from the very start of their training.

Objectives:

1. Participants will gain an understanding of the range of impacts which can be created by effective use of online patient feedback.
2. Participants will be able to identify a range of session objectives for feedback systems and appreciate how and why systems differ.
3. Participants will gain an up-to-date insight into the mission, values and service provided by Patient Opinion.

Session 2: Tips: Trainees Improving Patient Safety Through QI. A Peer Lead Initiative in the North West of the UK (Haelo)

Speakers: Hannah Baird, Abigail Harrison; UK

This session will describe how Trainees Improving Patient Safety (TIPS) through QI; a peer-led training programme for junior doctors has evolved to become a successful regional programme over the last 4 years. We will demonstrate how to engage junior doctors, supervisors in Improvement science. We will discuss how we overcame common challenges and how we have successfully empowered trainees to positively affect the health care system they work in. We will explore how we have achieved sustainability and how we are evaluating the programme.

B14 Regulations Influence on Governance
The Impact of Regulation and Accreditation on Healthcare Organisations – *45 minutes each*
3rd Floor, Room: Fleming   **Chair:** Lena Low; AU

Session 1: Healthcare Regulation Policy and Practice – Making a Difference?

Speaker: Kieran Walsh; UK

This presentation will explore how healthcare regulators think about the impact of regulatory interventions, and the mechanisms by which those impacts come about. It will draw on empirical research on the Care Quality Commission in England to ask whether regulatory regimes can be designed to make more effective use of these impact mechanisms, and what the implications are for regulatory policy and practice.

Session 2: How do Accreditation Agencies Design their Regulatory Regime / Inspection Model to Maximise Desired Impacts.

Speaker: Christine Dennis; AU

This presentation will explore the context in which regulation and accreditation sit within Australia, and in particular, who governs and is accountable for the quality of health care services; what role do standards and accreditation play and, what role does health leadership and organisational culture have in maximising the desired impact.

B15 Sustainable Quality Improvement for LMIC
– 45 minutes each
4th Floor, Room: St. James   **Chair:** Jacqui Stewart; ZA

Session 1: Establishing a National Quality Improvement Programme in Mozambique Through North-South Partnership

Speakers: David Weakliam; IE, Luis Mac-Arthur, Elenia Macamo; MZ, Peter Lachman; ISQua, Jonas Chambule; MZ

This session presents an initiative by the Mozambique Ministry of Health to develop a national quality improvement programme through a partnership agreement with the Irish health service. The session will describe its implementation and the key roles played by ISQua and Irish Aid in the collaboration.

The sustainable development goals (SDGS) adopted in 2015 have strengthened focus on improving quality to achieve better health. Particularly in resource poor countries, health goals cannot be achieved without improving quality of health services. SDG 17 calls for targeted capacity-building in developing countries to support national plans to implement the SDGs, including through North-South cooperation. This session presents an innovative approach to building capacity for quality improvement through a North-South partnership between the health services in Mozambique and Ireland. It shows that quality improvement approaches and methods used in high income countries like Ireland can be adapted and used effectively in a low resource setting. This will be of interest to those developing national quality improvement programmes, especially in low income countries.

We will describe the capacity building approach, involving a quality improvement collaborative with Mozambique hospitals and the Ministry of Health. A detailed case study from one of the hospitals will be presented as an example of the projects undertaken by teams from 15 hospitals and Ministry of Health.

Following the presentation there will be a panel discussion with senior representatives from the organisations involved in the collaboration. They will be asked to speak about the challenges and success factors for developing sustainable capacity for quality improvement in a low resource setting. Participants will then be invited to join in the discussion and contribute their ideas and experiences.

Objectives:

1. To understand how a national quality improvement programme can be developed through a North-South partnership.

2. To learn the process and results of the quality improvement collaborative in Mozambique.

3. To explore critical success factors for building sustainable capacity for quality improvement in a low resource setting.

Session 2: Drawing on Evidence and Experience to Develop a Coherent National Quality Strategy

Speaker: Tim Gardner, Aoife Molloy; UK

Through the NHS, England has the potential to be a world leader in developing a strategic, coordinated approach for delivering high quality healthcare within available resources but has struggled to do so. So how can national decisions, plans and actions most effectively support the people, teams and organisations at the frontline? How to identify interventions that are most likely to have a meaningful impact, and make prudent use of resources? This session draws on research by the Health Foundation to review evidence on the impact of policy interventions to improve quality, and assess how an array of organisations, initiatives and approaches to quality stack up as an emergent strategy.

Objectives:

1. To examine how action at national, regional, institutional and individual levels of the health system could support and improve healthcare quality through a systematic and evidence-based approach.

2. To discuss research findings and a conceptual taxonomy for the NHS in England and discuss how this approach could be adapted and implemented in the context of other health systems.

B16   Quality in the Community – *15 minutes each*
2nd Floor, Room: Olivier   Chair: Maria Carolina Moreno; BR

'Clients Tell Us It Works': Using Principles of Trauma Informed Practice to Deliver High Quality Care (Abstract no. 2571)

Renee Lovell, K. Eljiz, A. Sue, D. Greenfield; AU

Improving HIV Prevention Among Adolescent Girls and Young Women in Northern Uganda Through Community Engagement (Abstract no. 2154)

Alfred Okeng Awio, J. Nabwire Ssali, T. Nsubuga-Nyombi, E. Karamagi; UG

Trends in the Quality of Structured Diabetes Care in Primary Care (Abstract no. 1820)

Fiona Riordan, S. McHugh, V. Harkins, P. Kearney; IE

Integration of Specialist Diabetes Teams in Primary Care: An Efficient Model of Care With Better Outcomes for the Population (Abstract no. 1321)

Shamasunder Acharya, A. Philcox, M. Parsons, B. Suthers; AU

Where Next for Primary Care Patient Safety? A National UK Prioritisation Setting Partnership (Abstract no. 2610)

Rebecca Lauren Morris, S. Campbell; UK

B17   Understanding Systems for Safety – *15 minutes each*
4th Floor, Room: Rutherford and Moore   Chair: Jim Robblee; CA

Horizon Scanning: Internalising the Impact of the Good, Bad and Ugly in Healthcare (Abstract no. 2949)

Sandhya Mujumdarm, D. Santos; SG

Medicines Reconciliation in Primary Care Following Hospitalisation (Abstract no. 3144)

Yogini Jani, C. Shah, J. Hough; UK

Implementing Evidence Based Tools to Reduce Telemetry and Ventilator Alarm Frequency in an ICU Setting (Abstract no. 1570)

Hisam Alahdab, I. Yerlikaya; TR

Developing and Implementing a National Paediatric Early Warning System for Managing Child Clinical Deterioration (Abstract no. 3305)

Rachel MacDonell, V. Lambert, J. Fitzsimons, S. Horkan; IE

Learning to Cross Boundaries: Deconstructing Quality in Care Transitions (QICAT) (Abstract no. 2770)

Karina Aase, L. Schibevaag, J. Waring; NO

B18 The Patient's Voice – *15 minutes each*
4th Floor, Room: Westminster   Chair: John Fitzsimons; IE

Literacy on Patient Health Care Rights (Abstract no. 3306)

Ana Maria Reis, A. Borges; PT

How Many Hospital Websites Provide Information to Attract Patients to Attend Cardiac/Pulmonary Rehabilitation Across England? (Abstract no. 3279)

Faiza S Chowdhury, S. Elkin, D. Bell, A. Bottle; UK

Patients' Experiences of Adverse Events: A Data Linkage Study of Australian Adults Aged 45 and Over (Abstract no. 1150)

Merrilyn Walton, R. Harrison; AU

Caller Experiences and Compliance Since the Introduction of an Information Sharing Cloud for NHS 111 in London, UK (Abstract no. 1680)

Sarah-Ann Burger, A. Tallett, C. Witwicki, I. Maconochie; UK

The Effect of Adverse Events on Patient Experience Among Hospital Inpatients (Abstract no. 1752)

James M Naessens, R. Caselli, M. Johnson, D. Ubl; US

B19 Disruptive Improvement and Adaptive Change *– 15 minutes each*
4th Floor, Room: Abbey   Chair: Bhupendra Rana; IN

Improving Hand Hygiene in Outpatient Setting with an Automated Notification System (Abstract no. 1406)

Zhi Qian Hen; SG, R. Geilleit; NL, C. Yin Chong, D.F. De Korne; SG

Does a Clinical Pathway on Ischemic Stroke Work? A Pre-Post Analysis in an Italian Teaching Hospital (Abstract no. 2144)

Antoniogiulio Debelvis, G. Giubbini, F. Lohmeyer, M.L. Specchia; IT

Contemporary Technology for Patient-Centred Innovation - A Mixed Method Evaluation in Sexual Health (Abstract no. 2156)

Paula Baraitser, G. Holdsworth, D.S. Joia, C. Free; UK

The OASI Care Bundle - A Quality Improvement Project to Change Provider Behaviour and Reduce Perineal Trauma in Childbirth (Abstract no. 2404)

Posy Bidwell, R. Thakar, A. Hellyer, N. Sevdalis; UK

Effective Internal and External Strategies to Decrease Overcrowding and Access Block in Emergency Department (Abstract no. 1593)

Che-Hung Tsai, C-L. Wu, Y. Yao, C-S. Chang, W.H-H. Sheu; TW

B20   A Mile in my Shoes – *90 minutes*
3rd Floor, Exhibition Area

An interactive shoe shop, A Mile in My Shoes, invites you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

The Empathy Museum has teamed up with the Health Foundation to develop a collection of stories from people working within health and social care. The result is a giant shoebox, a display of shoes, and a series of unique audio stories.

Through sharing the experiences of different people, A Mile in My Shoes hopes to show the remarkable contribution and challenges faced by those working in, and using, our health and social care system.

15:15 - 15:45   AFTERNOON BREAK

15:45 – 17:00   AFTERNOON PLENARY AND AWARDS

PLENARY AND AWARDS
3rd Floor, Room: Fleming and Whittle   Chair: Helen Crisp; UK

Multidisciplinary Approach (Panel) Putting the Person Back into the Health System, A Multidisciplinary Approach *(60 minutes)*

Panel: Cliff Hughes; ISQua, Sibylle Erdmann, Brian Robson, Brendan McCormack; UK

This plenary session will explore how "people" as opposed to "patients" are central to 21st century healthcare. This may appear an unnecessary statement or intent to some, but is the next step on the journey to have people at the centre of their own care. We will explore how 'people caring for people' offers a new paradigm. This means change for those providing care and for those receiving care; and a transformation for families and for society itself. Our panel will offer an international perspective with an interactive discussion and a few challenges for the audience along the way!

ISQua Fellowship Awards *(15 minutes)*

WEDNESDAY
4 October 2017

WEDNESDAY

WEDNESDAY MORNING
4 October 2017

07:30 – 08:30	**Meet the Health Foundation Experts** **2nd Floor, Room: Gielgud**

This interactive session is a chance to find out more about some of the Health Foundation's key areas of work, meet members of staff and ask some questions. Come along to find out more about: person-centred care, building capability for improvement, partnerships for improvement, Q Labs - a social innovation approach to complex issues in health care, behavioural insights and more! By the end of the session we hope you will have a greater understanding of our work, take away some learning for your work and make connections with our team.

07:30 – 08:30	**Meet-the-Expert Panel - Breakfast Session** **4th Floor, Room: Westminster**

Speakers: Cliff Hughes; AU, Stephen Clark; AU, Wendy Nicklin; CA

Open to all delegates, this is your chance to meet and network with ISQua experts.

08:00 – 08:45	**WELCOME COFFEE WITH THE TRADE EXHIBITORS**

3rd Floor, Exhibition Area

08:45 - 10:00	**PLENARY AND AWARDS**

3rd Floor, Room: Fleming and Whittle

PLENARY AND AWARDS	
3rd Floor, Room: Fleming and Whittle	**Chair:** Wendy Nicklin; ISQua

Welcome to Kuala Lumpur 2018 *(10 minutes)*

Plenary: Working Smart for Quality Improvement Taking a Population Approach: What Works Best at What level from Government to Front Line Individuals? *(50 minutes)*

Speakers: Geraldine Strathdee, Ed Davie; UK

International Accreditation Programme Awards *(15 minutes)*
Stephen Clark; ISQua

10:00 - 10:30   MORNING BREAK

10:30 – 12:00   **WEDNESDAY CONCURRENT SESSIONS C1 - C10**

C1   ISCOME Session – *90 minutes*
3rd Floor, Room: Fleming   **Discussion leader:** Sir Liam Donaldson; UK

"Horizons for Evaluation and Accreditation: How do we Assess 'Safe Communication' as a Core Competency?" – ISCOME

Panellists: Marcia Childress; US, John Launer; UK, Annegret Hannawa; CH, Graham McMahon; US

What is "safe communication"? What are examples of safe and unsafe communication in clinical practice? How can we learn to communicate safely? How can we assess safe communication? How can we engage clinicians to improve their interactions in their daily practice encounters? How can a system be elevated to make "safe communication" a core part of its organizational culture? What are challenges to mandating and implementing safe communication skills on a national level? The panellists will address these (and many more) critical questions in a lively, interactive discussion and convey clear messages and methods that you can take home with you to get started.

C2   WHO Session - Triangulating for Quality Service Delivery: Policy, Measurement & Activated Learning – *90 minutes*
4th Floor, Room: St. James

Speakers: Heitham Awadalla; SD, Ed Kelley, Shams Syed; WHO

Quality service delivery requires effective health sector reform, in which local improvement and measurement efforts work alongside global learning to inform national policy and strategy. Numerous countries – particularly LMICs – are looking at innovative ways to ensure the sustainability of proven health care interventions. This session focuses on three key entry points to support countries in delivering quality health services. First, shifting the paradigm from a top-down policy development approach to bottom-up implementation-informed development of quality policy & strategy. Second, proactively applying measurement approaches to maximize the impact of quality improvement initiatives. Third, cascading lessons from implementation to ensure continuous activated learning at national and global levels to accelerate change at all levels of health service delivery.

Objectives:

By the end of the session, participants will:

1. Appreciate different approaches to developing national quality policies and strategies, and the challenges faced in such a process.
2. Understand the role of data and measurement in development and monitoring of national quality policies and strategies, health worker performance, and quality improvement.
3. Identify currently available resources for quality measurement.
4. Recognize the principles of activated learning and secure access to the WHO Global Learning Laboratory for Quality UHC.
5. Comprehend the interaction between national quality policies & strategies, measurement and activated learning.
6. Appreciate the importance of quality service delivery in the context of resilient services.

C3 Understanding Systems for Safety – *90 minutes*
3rd Floor, Room: Whittle   Chair: Kevin Stewart; UK

Beyond RCA; How Would the Aviation Industry Approach Patient Safety Investigation?

Speakers: Carl Macrae, Shaun Lintern and Kevin Stewart; UK

The Healthcare Safety Investigation Branch was established by the National Health Service in England in 2017 to investigate serious, systemic, patient safety issues using approaches developed from aviation and other safety critical industries. The Chief Investigator is a former pilot who led the UK's Air Accident Investigation Branch for many years and investigators come from a range of backgrounds including air, military and marine accident investigation and human factors science.

Our investigation approaches do not seek to apportion blame or liability but are based on human factors and just culture principles. We are currently seeking facilities to offer legal protection for witness statements given during the course of an investigation as would be standard practice in other sectors.

Objectives:

By the end of this session delegates will be able to;

1. Understand how safety investigations in other sectors differ from those in healthcare.
2. Understand the benefits and challenges of adapting approaches from aviation and other industries to healthcare.
3. Learn about some of our experiences in undertaking early investigations.

C4   The Patient's Voice – *45 minutes each*
6th Floor, Room: Mountbatten   Chair: Brian Johnston; AU

Session 1: Transforming Care Towards a Culture of Person-Centeredness: Practical Approaches

Speakers: Gro Rosvold Berntsen; NO, Ronen Rozenblum; US, Patricia Woodhead; UK

Person-centred care is considered a key dimension of health care quality. Yet, despite expanding initiatives to enhance this dimension of care, many health care organizations around the world have faced barriers when attempting to transform their organizational culture from 'provider focused' to 'patient focused.' This session will review evidence based key principles of person-centred care. Examples from a variety of countries will be discussed and practical approaches given to transformation at patient, provider and policy level. The session will include a panel discussion and Q & A on the fundamental principles that need to shift, evidence-based practical initiatives, frameworks, structured programs and patient-facing health information technologies that will develop and enhance person-centred care, the patient experience and both staff and patient engagement.

Objectives:

1. Attendees will have a greater understanding of the key principles, challenges and opportunities for improvement in 'ensuring what matters to the patient drive discussion and decision making about their care'.

2. To share practical examples and success stories of person-centred care at patient, provider and policy levels so as to inspire and enable others to test ideas and make changes in their own organizations.

Session 2: Practical Approaches for Hearing the Patients' Voices

Speakers: Gail A. Nielsen; US, John Brennan; IE

In 2002, Dr. Donald Berwick asked, "Are patients and their families… someone to whom we provide care? Or are they active partners in managing and redesigning their care?" This workshop will explore practical approaches to listening to and using the voices of patients and families to transform care. This interactive session will provide you with usable techniques, tools, and lessons learned from a variety of care settings to help you to maximise patient involvement, engagement and partnership in care. Participants in this workshop can look forward to learning how to make person-centred care practicable, applicable and possible for all involved in healthcare, in all settings around the world.

Objectives:

After the session attendees will be able to:

1. Learn about proven methods used for hearing and incorporating patients' voices in the improvement of care delivery.

2. Discover practical techniques and tools that unlock person-centred care and are applicable to healthcare settings worldwide.

C5 Sustainable Quality Improvement for LMIC
– 45 minutes each

2nd Floor, Room: Gielgud   **Chair:** Bruce Agins; US

Session 1: An Interactive Map of HIV Data Sources, Users, Elements, and Decision Points in Malawi

Speakers: Maganizo Monawe; MW, Tyler Smith; US

The Kuunika Project seeks to improve information available to decision-makers at all levels of the health system. The project focuses on improving the supply of high-quality, routine health information and stimulating demand for and use of empirical data for more informed decisions. The ultimate goal is better use of key information to improve HIV and health outcomes. Many countries lack a comprehensive inventory of available data, primary users, and systems (both paper and electronic). In Malawi, this limited the ability of the Kuunika Project planners to assess gaps, bottlenecks, and hone in on people and processes where health system investments will yield the greatest return. Further, critical decision points for the HIV response and data needed to support these decisions had not been previously, systematically documented. The team established a catalogue and relational database for data elements, systems, users, and decisions made using HIV related data.

Objectives:

1. Examine the interactive data map created for HIV data in Malawi, and use the map to highlight critical information gaps and bottlenecks to support strategic planning of digital health systems.

2. Identify key data sources, users, and elements in the Malawi healthcare system to be used in interventions through interacting with the map.

3. Critique the mapping process and methodology used in creating the map and validating assumptions regarding data flow

4. Replicate the methods used in the Malawian context in other countries and systems.

Session 2: Proving Quality Improvement In Healthcare Is Worth The Cost – Or Not

Speaker: Edward Broughton; US

More than twelve economic analyses have been completed on improvement interventions in low- and middle-income countries (LMICs) in the last 5 years by USAID's ASSIST Project. Generally, the evidence shows the improvement work has been cost-effective or cost saving. However, there is danger in assuming all such efforts in these and other settings are acceptably efficient and it is important to conduct economic analyses to provide the best evidence that we are using the optimal methods to achieve health service delivery improvements. We discuss the learning from these studies, both results and methodology, and directions of future research on this topic in LMICs and also how the findings and methods can be used in higher income settings.

Objectives:

1. Participants will understand the basic methodology used to conduct a cost-effectiveness analysis of improvement activities.

2. Participants will understand what the results of CEA of improvement means and what are their practical applications in guiding improvement and in decision-making.

3. Participants will appreciate the methodological issues of such studies and how these relate to the applicability of these studies in their own settings.

C6 Regulations Influence on Governance
– 15 minutes each

4th Floor, Room: Westminster   **Chair:** Martin Fletcher; AU

Service and Professional Regulators - Moving from Understanding to Structured Interaction for Enhanced Patient Care (Abstract no. 2093)

John Sweeney, G. Hanrahan, D. Williams; IE

Patient-Centred Care and Leadership Standards Compliance: A Latent Class Analysis (Abstract no. 2039)

Ana Rodríguez-Benavente, M. Herrera-Usagre, Á. Palop-Río, Á. Barrera-Vargas; ES

Lots to Learn: Accreditation Lessons from Other Industries (Abstract no. 1718)

Michael Daly, E. Williams, K. Brubakk, P. Barach; AU

Regulatory Action to Reduce Burnout and Barriers to Treatment-Seeking Among Providers (Abstract no. 3046)

Mark Staz, H. Chaudhry, A. Hengerer; US

How do Hospital Boards Enact Quality Governance? A Mixed Methods Study of 15 Organisations in England (Abstract no. 3314)

Lorelei Jones; UK

C7 Education Through Learning and Sharing
– 15 minutes each

2nd Floor, Room: Olivier   **Chair:** Usman Iqbal; TW

Scaling up Quality Improvement in Nursing Education Through a System Approach: The Indian Experience (Abstract no. 2958)

Swati Mahajan, N. Agrawal, S. Bhargava; IN

Application of Quality Control Circle Method in Improving Sustained Quality Improvement Activities (Abstract no. 2648)

Yanrong Ye, X. Gao, N. Wei, Z. Chen; CN

Providing Family Planning Post-Partum Counselling Using Balance Counselling Strategy Approach in 9 Districts in Indonesia (Abstract no. 2125)

Fransisca Maria Lambe, I. Riswan, H. Blanchard; ID

General Practitioner-Led Gynaecology Clinic in a Maternity Hospital: A Service Evaluation (Abstract no. 2747)

Ailis Ni Riain, M. Daly, M. Quinlan; IE

C8 — The Patient's Voice – *15 minutes each*
4th Floor, Room: Rutherford and Moore **Chair:** Bernice Redley; AU

The Value of Arts Based Methods to Empower Pregnant and Postnatal Women to Share Their Safety Concerns About Serious Illness (Abstract no. 1957)
Nicola Mackintosh, J. Harris, C. Collison, J. Sandall; UK

People with Learning Disabilities as Equal Partners in Service Improvement (Abstract no. 1743)
Joanna Goodrich, S. Edwards, E. Munks, J. Parr; UK

Listening to the Patient: Quality Improvement Lessons from Five Years of Patient Complaints in a Large Maternity Service (Abstract no. 2186)
Ben Nowotny, E. Wallace, E. Loh; AU

Listening to Women's Voices in Maternity Care (Abstract no. 1294)
Marie Kehoe-O'Sullivan, L. Weir; IE

What Matters to You: Working with the Patient Voice to Improve the System (Abstract no. 1693)
Deon York, C. Walsh; NZ

C9 — Quality in Mental Health – *15 minutes each*
4th Floor, Room: Abbey **Chair:** Bill Lucas; UK

Quality and Safety in Perinatal Mental Healthcare: Detection and Response to Maternal Near Miss Events (Abstract no. 1816)
Abigail Easter, L. Howard, J. Sandall; UK

Quality of Care and Clinical Outcomes of Heart Failure Among Patients with Schizophrenia in a Universal Health Care System (Abstract no. 2138)
Mette Jørgensen, J. Mainz, K. Egstrup, S.P. Johnsen; DK

Simulations Improvements in Patient Safety Culture and Medication Safety at a Psychiatric Centre in the Faroe Islands (Abstract no. 2372)
Solvejg Kristensen, S. Feldbaek Peitersen, E. Lindenskov, J. Mainz; DK

Mental Health Social Inclusion Through Job Placement: Implementing IPS in Spain (Abstract no. 2430)
Rosa Sunol Sala, D. Koatz, P.B. i Dalmau, P.H. Madariaga; ES

No Sector Left Behind: Advancing Mental Health Quality in Ontario, Canada (Abstract no. 1692)
Anna Greenberg, R. Solomon, P. Kurdyak; CA

C10 A Mile in my Shoes – *90 minutes*
3rd Floor, Exhibition Area

An interactive shoe shop, A Mile in My Shoes, invites you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

The Empathy Museum has teamed up with the Health Foundation to develop a collection of stories from people working within health and social care. The result is a giant shoebox, a display of shoes, and a series of unique audio stories.

Through sharing the experiences of different people, A Mile in My Shoes hopes to show the remarkable contribution and challenges faced by those working in, and using, our health and social care system.

WEDNESDAY LUNCHTIME
4 October 2017

12:00 – 13:45   **LUNCHTIME**

12:40 – 13:30   **E - POSTER PRESENTATIONS AND LUNCHTIME SESSIONS**

12:45 – 13:30	**Follow on from the Evaplan International Health and ISQua Heidelberg QI Forum for Health - How to Fit Patient Safety into QI Mechanisms?** **4th Floor, Room: Westminster**

Speaker: Michael Marx, Sylvia Sax; DE

While patient safety is universally recognised as a key theme in advancing health care systems, it is yet to be integrated into a broader spectrum of topics and methods addressing health care systems as a whole. The 3rd Heidelberg QI Forum for Health, which took place from 15 to 16 June 2017, shared and critically appraised strategies, best practices, and evidence-based tools to understand and tackle common patient safety challenges as elements of systematic and data-guided mechanisms referred to as Quality Improvement. With a focus on low-and middle-income countries discussions during the two-day event took place around four key areas: (i) context and generalisability; (ii) hidden patient safety issues; (iii) whether current quality improvement interventions reflect patient safety; and (iv) the role of standards to meet safety needs. This follow-up session will draw on the key messages and statements produced by the experts, moderators and participants of the QI Forum for Health and continue the discussion in relation to the different levels of the health system.

12:45 – 13:30   WHO: Models and Real-Life Examples of Implementing and Measuring Infection Prevention and Control (IPC) Programmes
4th Floor, Room: St. James

Speakers: Julie Storr, Benedetta Allegranzi; CH, Raheelah Ahmad; UK, Claire Kilpatrick; CH

The global threats caused by antimicrobial resistance and infectious disease spreading through uncontrolled outbreaks and every-day unsafe health care practices have highlighted the need for stronger IPC programmes. WHO identified standards and core components for effective IPC programmes but their implementation and impact on practices may pose some challenges. Speakers in this session will reflect on quality improvement and implementation models that demonstrated to be instrumental to implement IPC interventions and will describe the WHO approaches based on these models, along with real-life examples of country implementation, with a focus on low-resource settings.

The session will consist of two presentations and interactive discussion with the audience. The presentations will be on the following topics:

▸ Quality improvement and implementation models applied to IPC.

▸ WHO approaches and real-life examples to implement and monitor IPC interventions at the country and facility level.

12:45 – 13:30   Quality and Safety in Mental Health Geraldine Strathdee
4th Floor, Room: Abbey

Covering user co-production from teams to communities to QI specific products to inspire hope, influence and political influence.

12:40 – 13:30 E-POSTER PRESENTATIONS CP1 – CP4

CP1 Quality in Mental Health – *10 minutes each*
5th Floor, E-Poster Area 1   **Chair:** Mondher Letaief; TN

Scotland's Approach to Improving Access to Psychological Therapies and Child & Adolescent Mental Health Services (Abstract no. 1063)

D. Harley, K. Ellis, G. MacColl, <u>Joseph Adams;</u> UK

The Effect of Psychiatric Nursing Home Accreditation in Taiwan (Abstract no. 2269)

<u>W. J. Chiu,</u> P. Y. Chen, Y. T. Wu, C. I. Huang; TW

Patterns of Care for Terminally-Ill Cancer Children (Abstract no. 1643)

<u>Hsiu Mei Liu;</u> TW

Implementing Guidelines on Physical Health in an Acute Mental Health Setting: A Quality Improvement Approach (Abstract no. 3284)

<u>Stuart Green,</u> L. Evans, E. Beveridge, B. Tiplady; UK

CP2 Quality and Safety in Crisis – *10 minutes each*
5th Floor, E-Poster Area 2   **Chair:** Terri Warholak; US

Quality Services at the Heart of Public Health Emergency Preparedness: Reflections from Engagement with Six Countries (Abstract no. 3296)

<u>Matthew Neilson,</u> D. Horemans, S. Syed, S. Saikat, E. Kelley; CH

Resilience in Healthcare Providers During On-Scene Medical Response to a Disastrous Earthquake in Taiwan (Abstract no. 1069)

<u>Ya-Ting Ke;</u> TW

Zika Outbreak Challenges Health Systems in Latin America and the Caribbean (Abstract no. 1848)

E. Baranick, <u>Jorge Hermida;</u> US

CP3   Regulations Influence on Governance
– 10 minutes each
5th Floor, E-Poster Area 3   **Chair:** Nancy Dixon; UK

A Systematic Method of Tackling Disruptive Clinician Behaviour Through Clinical Governance (Abstract no. 2801)

<u>Sucharita Hota,</u> A. Lim, S. Mujumdar; SG

The Life Cycle Model of Accreditation - A Nine Year Study (Abstract no. 1932)

<u>Subashnie Devkaran;</u> AE

Observing Nurse Compliance to the Dutch Guideline on Administering Injectable Medication (Abstract no. 1419)

<u>Bernadette Schutijser,</u> J. Klopotowska, C. Wagner, M. de Bruijne; NL

Accreditation of Danish Specialist Physician Practices: Findings from Surveys and Outcomes After the Opportunity to Improve (Abstract no. 1736)

<u>Rikke Marthinsen,</u> J. Gad Christensen, C. Engel; DK

Hospital Accreditation in Indonesia: The Role of Organizational Design Factors and Java-Outside Java Disparities (Abstract no. 3127)

<u>Viera Wardhani,</u> T. Kuntjoro, A. Utarini; ID

CP4   Quality in the Community – 10 minutes each
5th Floor, E-Poster Area 4   **Chair:** Ana Hincapie; US

Screening for Cervical Cancer in Israel: Quality of Care and Disparities (Abstract no. 2733)

<u>Michal Krieger,</u> R. Calderon, O. Paltiel, O. Manor; IL

GP Shared Care of Long Term Survivors of Complex Cancer Treatments (Abstract no. 3133)

<u>Josie Samers,</u> G. Wheeler, N. Goroncy; AU

Improving Access to Health Services for Vulnerable Populations Using Quality Improvement Approaches in Rural Malawi (Abstract no. 2285)

<u>Tiwonge Moyo,</u> L. Hauya; MW

Risk Communication In Gastrointestinal Cancer MDTS: A Study Protocol (Abstract no. 2196)

M. Bierbaum, A. Hogden, P. Shih, <u>Frances Rapport;</u> AU

WEDNESDAY AFTERNOON
4 October 2017

13:45 – 15:15   **WEDNESDAY CONCURRENT SESSIONS C11 - C20**

C11   **ISCOME Session** *– 90 minutes*

3rd Floor, Room: Fleming
Discussion leaders: Cliff Hughes (ISQua)
and Annegret Hannawa (ISCOME)

"Interdisciplinary Research Priorities for Safer, Higher Quality Care"

ISCOME Panellists: Rick Iedema; UK, John Øvretveit; SE, Aziz Sheikh; UK
ISQua Panellists: David Greenfield; AU, Ezequiel García-Elorrio; AR

What communication issues challenge the quality and safety of healthcare in every region of the world? What are appropriate methods for conducting interdisciplinary research that addresses these challenges? How can findings from one section of the world be disseminated and shared with people from other sections of the world? The panellists of this session will showcase a "tasting menu" of very different interdisciplinary research studies that have been conducted to examine communication challenges in various countries across the world. The panellists will engage in a lively discussion to explore how the findings of such investigations may be implemented into practice to affect measurable frontline improvements.

C12 — Sustainable Quality Improvement for LMIC
– 30 minutes each
4th Floor, Room: Westminster   **Chair:** Dalijit Hothi; UK

Session 1: Chinese Hospital QCC in Healthy China 2030 Strategy: From Theory to Practice

Speakers: Tingfang Liu, Qianli Jiang; CN

China has the largest central-controlled health care system, with universal health insurance and has recently started the "Healthy China 2030" plan. When Professor Tingfang Liu introduced PDCA+Quality Control Cycle (QCC) in 2005, few Chinese hospitals knew the quality of their care. With theoretical training and the establishment of the China Federation for Hospital QCC,4 rounds of the National Competition of QCC, and 40,000 cycles have been completed. 400,000 health care staff have participated, 23 training bases and 6 professional committees have been established. With the continuous spread of QCC, the hospital culture and medical education in China has changed. QCC has improved the total quality in healthcare of China. The theoretical construct and examples of projects will be presented.

Objectives:

1. To share China's experience with other countries of Quality Control Circle activities organized by the China Federation for Hospital Quality Control Circle to continuously improve the medical quality in China.

2. To share the story of QCC development in China, which will be valuable to the international organization how to "enter China" and how to apply the learning to local contexts.

Session 2: Sustainability of Quality Improvements in Public And Private Sectors in South Africa

Speakers: Jacqui Stewart, Shivani Ranchod, Gareth Kantor; ZA

This session will be based on a large body of ongoing work in the area of quality measurement and improvement in South Africa.

Part of the session will relate to the South African context (including the overarching policy direction), and available evidence on the quality of care in both the public and private sectors. Evidence is drawn from:

▶ Survey data reflecting patient experiences;

▶ Accreditation data reflecting the structure and process of care;

▶ Some outcomes data; and

▶ Analysis of insurance claims data revealing patterns of waste, defensive medicine and poor care coordination in the private sector.

The speakers will also reflect on the regulatory processes in place in South Africa relating to quality measurement, and the shortcomings of the current approach. Evidence will be drawn from:

▶ the reports of the Office of Health Standards Compliance (OHSC);

▶ the recent Health Market Inquiry undertaken by the Competition Commission; and

▶ an analysis of the approach taken by the OHSC.

The challenges associated with sustaining quality improvement will be highlighted via a case study presented by Dr Kantor. He will reflect on the experience of the -successful 'Best Care…Always!' patient safety campaign, which operates across both the public and private sectors.

Objectives:

1. Understanding the different challenges in public and private sectors.

2. Highlight the challenges associated with the sustainability of quality initiatives.

3. Put forward suggestions on how to strengthen sustainability.

Session 3: Establishing a National Quality Management Directorate in an LMIC

Speakers: Andrew Likaka, Dominic Nkhoma, Jocelyn Masamba, Saulos Mhlanga; MW

The Ministry of Health in Malawi has been coordinating several quality improvement approaches supported by different stakeholders since the 1990s. Despite developing a National Quality Policy in 2005, implementation of quality improvement initiatives has been fragmented, most of the new approaches taking the mode of a project without any means of sustainability. In 2016, the Ministry decided to establish Quality Management Department to provide strategic leadership and coordination of quality improvement initiatives in the country. This discussion focuses on steps towards establishing a quality department, challenges, opportunities and critical lessons for ensuring implementation of sustainable improvement interventions at all levels of health care delivery. Strong country leadership and ownership is paramount in setting up sustainable quality improvement for LMIC. What is sustainable is what is within the national priorities: involvement, planning together and implementing as a team.

Objectives:

1. Learn how to handle fear of change in establishing Quality Directorate.

2. Learn about the role of Partner mapping and resource mapping for coordination.

3. Learn about engaging top management support for establishing Quality Directorate at national level.

4. Attributes to successful implementation of a Quality Directorate at National Level.

C13 — Data to Drive Decision Making/Health Policy
– 45 minutes each
6th Floor, Room: Mountbatten   **Chair:** Tim Gardner; UK

Session 1: Measuring Frailty: From Big Data to Patient's Bedside: Exploring Methods for Assessing Frailty Across a Patient Journey

Speakers: Julie Reed, Lotte Dinesen, Tomasz Szymański; UK

For some, population ageing is a challenging period, associated with increased co-morbidity, dependence and resource utilisation: frailty.

The session will be split into 2 parts:

▸ We explore frailty definitions, and their operationalization, from the literature. This interactive session will explore what frailty means to the delegates and what aspects of frailty matter to them (both professionally and personally), to populations and healthcare systems.

▸ We offer a unique perspective through the "eyes of the patient": Utilizing an example of a patient narrative, we explore robust and relevant methodologies to measure aspects of frailty, at each step of the patient journey from the community into acute secondary care: from clinical risk stratification, a cost-effectiveness model for medication review and health services mapping.

Objectives:

1. Explore definitions of frailty and what they mean to different people.
2. Explore methodologies of robust frailty metrics, from:

   a) The perspective of population metrics to patient's bedside.

   b) Mapping health services.

   c) Health economic modelling.

   d) Clinical decision making.

Session 2: Money No One Wants to Have to Receive, or Pay – Exploring Roles of Insurers and Models of Clinical-Insurer Engagement

Speakers: Tim Draycott, Oliver Quick, Christopher Yau: UK

Across the world, childbirth is not as safe as it could, and should, be. This is not only a tragedy for families for whom the injury was preventable, but the rising litigation costs are an enormous loss of resource to healthcare. These are payments that no one wants to have to receive, or pay. It is money lost to the healthcare service and ultimately, patient care. Improving care and outcomes will reduce litigation, which may release funds that could act as fiscal levers to positively influence patient care. Insurers may be well placed to play a central bridging role in linking healthcare users, healthcare providers and policy, to improve both services and outcomes. We interviewed a number of State insurers around the world (England, Scotland, Wales, Republic of Ireland, Sweden and Australia) to investigate how these national bodies engage with maternity teams and the wider clinical circle to improve care and reduce harm. In this session, we would like to share our findings, explore the roles of insurers and discuss whether they could have a greater part to play in the current policy landscape.

Objective:

1. To develop a better understanding of different models of clinician-insurer engagement and the roles of insurers.

C14 Understanding Systems for Safety – *45 minutes each*
4th Floor, Room: St. James   **Chair:** David Vaughan; IE

Session 1: Safety by Design: How Technology and Behavioural Approaches Can Nudge for Improvement

Speakers: Dirk de Korne; SG, Vineet Chopra; US, Anita Huis; NL, Rajesh Aggarwal; US

Non-compliance with safety standards has often been contributed to knowledge or skills deficits. Therefore, most improvement strategies have a strong educational component intending to cultivate behavioural change. However, studies increasingly show that environmental influence –including design and layout of equipment, work space, social engagement and leadership – play a key role in safety compliance. Instead of accepting a residual safety risk as inherent to being a teaching hospital, for example, current technologies enable simulation of the whole clinical pathway. And while currently 100% hand hygiene compliance is often considered to be an unreachable utopia, automation can make it impossible not to perform hand hygiene. This session combines surgical, medical, nursing and health sciences perspectives and experiences in various continents with interactive audience participation.

Objectives:

1. To receive an introduction on how environmental influences (e.g. design, the layout of equipment, workspace, and social engagement) could improve patient safety by stimulating behavioural change in surgical, inpatient and outpatient settings.
2. To receive an outline of the multidisciplinary and multifaceted impact of safety systems on patient outcomes.

Session 2: Adapting Critical Incident Management Processes in Times of Patient Safety Crises

Speakers: Bernadette Eather, Carrie Marr, Cate Malone; AU

During times of patient safety crises, health care systems are presented an opportunity to review critical incident management processes to ensure they are responsive to the needs of patients, their families and clinicians involved. This session will detail the factors present to require an adaptive change including a range of critical incidents and how the existing system was unable to adequately respond. Understanding what is important to clinicians, health service managers, and patients and their families, including timeliness, transparency, and feedback is key to ensuring that any change in critical incident management processes is effective. An overview of system changes will be outlined including the role of early investigation, open disclosure, a range of investigation methods and the formation of recommendations.

Objectives:

1. Understanding the factors which require adaptive change.
2. Understanding adaptation of critical incident management processes to ensure they are more responsive to patients and their families.

C15 Education Through Learning and Sharing
– 45 minutes each
2nd Floor, Room: Gielgud   **Chair:** David Galler; NZ

Session 1: A Systems Approach to Improvement and Service Redesign for Health and Care

Speakers: John Clarkson, John Dean, Emma Adams; UK

The potential benefits of applying systems engineering to health and care systems have been well promoted. It is heralded as a key ingredient supporting the delivery of integrated, person-centred care.

But systems engineering is challenging for many and the successes of its application remain dispersed.

A project currently underway by the Royal Academy of Engineering, supported by the Royal College of Physicians Future Hospital Programme, aims to bring together the systems engineering and healthcare communities. It explores how engineers can add to current understanding and application of systems theory in quality improvement and health care redesign.

The session will share, test and challenge the outputs from this project.

Objectives:

1. To understand the process of system engineering and how it might be applied within health and care.

2. To contribute to the debate on applying a systems approach to improvement and service redesign for health and care and consider any challenges to its implementation.

3. To contribute to the development and delivery of the project's output, for widespread use of a systems approach to improvement and service redesign.

Session 2: Developing the Habits of an Improver – A New Approach to QI Learning

Speakers: Bill Lucas, Peter Davey; UK

A new approach to effectively translate improvement training into healthcare practice through developing people to work in a constant style of 'improvement' – not just adding to professional curricula, or promoting particular QI approaches. Improvers need to develop five essential habits: learning, influencing, resilience, creativity and systems thinking. Educators and QI leads need to understand the teaching and learning methods which best develop these habits. Bill Lucas will present 'The habits of an improver' framework, developed by applying a deep understanding of how people learn and apply their knowledge. Peter Davey (Improvement Academy, Tayside, Scotland) will report on using 'The habits of an improver' to frame training for clinical leads, nurses, service managers and patients to learn, embed and spread improvement habits.

Objectives:

After the session participants will:

1. Be familiar with the Habits of Improvers framework and the attributes which underpin how improvers think and act and what is needed to foster these to support improvement as a habit in the daily work of health care professionals.
2. Consider the teaching and learning approaches most likely to successfully translate learning about improvement approaches into improvement of services on the ground.

C16 The Patient's Voice – *see times below*
3rd Floor, Room: Whittle   **Chair:** Russell McGowan; AU

Harnessing Evidence to Change Healthcare Culture: A Framework for Patient / Family Engaged Care - *(60 minutes)*

Speakers: Susan B. Frampton; US, Morgan Chetty; ZA, Michael Greco; AU, Karin Jay; UK

Patient and family engaged care (PFEC) has been identified as a strategic cornerstone for delivering healthcare that results in better health at lower costs. To promote PFEC, in 2016, the US National Academy of Medicine convened a group of clinical and health service researchers and patient and family leaders to collaborate on the development of a Guiding Framework for Patient and Family Engaged Care. The guiding framework will be presented in this session, along with selected evidence in support integration of the patient voice into quality improvement efforts. The panel will share perspectives on how the tool can be used to accelerate the advancement of PFEC and promote effective partnerships among healthcare professionals and patient, family and community leaders.

Objectives:

1. Participants will understand major connections between patient and family involvement in care co-design, and improved health and health care outcomes.
2. Participants will understand essential organizational practices leading to effective integration of the patient voice in healthcare quality improvement.

Session 2: Using Telehealth and Social Media to Encourage Family Engagement in Healthcare - *(30 minutes)*

Speaker: Kawaldip Sehmi; UK

Modern family structures span across a city, country and even the globe. Penetration of mobile phones and the social media has now brought these families together.

It is important that we harness this now in co-designing, co-producing and co-management of chronic illness, especially within vulnerable and isolated communities, within the text of universal health coverage and SDG 2030.

IAPO has gathered best practice from around the world through its network and wants to share this innovative approach. This can extend the reach of healthcare services, improve the health outcomes and improve the efficiency of healthcare, especially in low and middle income countries.

C17 Generalisability of Improvement Outcomes
– 15 minutes each

4th Floor, Room: Abbey   **Chair:** Michael Marx; DE

There is Need for Improvement of Quality Improvement - A Systematic Review of The PDSA Method in QI Studies (Abstract no. 3217)

Henrik Vitus Bering Laursen, S.V. Knudsen, L.H. Ehlers, J. Mainz; DK

Multidisciplinary Interventions To Reduce Peritonitis Infection In Peritoneal Dialysis Unit, Qatar (Abstract no. 2026)

V. Lonappan, F. Al Ali, **M. Amin,** H. Hamdy, S. Ismail; QA

Application of Quality Control Circle to Develop and Apply a New Postoperative Flap Observation Standard (Abstract no. 2743)

Lingli Peng, A. He, J. Tang, Y. Li; CN

Advancing Bed Management Dashboard System to Improve Inpatient Patient Experience in 509 beds Hospital in Indonesia (Abstract no. 2732)

F.D. Rachmat, **Astari Mayang Anggarani,** D.F. Fitriana, S. Aurani; ID

Precision Medicine Plan to Improve the Diagnosis and Care of Kawasaki Disease (Abstract no. 1218)

Ho-Chang Kuo, Y-Y. Lin, C-C. Lin, K-S Hsieh; TW

C18 Understanding Systems for Safety – *15 minutes each*
4th Floor, Room: Rutherford and Moore
Chair: Christina Krause; CA

Balancing Diagnostic Errors with Conservative Diagnosis: Developing a New Paradigm for More Appropriate Diagnosis (Abstract no. 3085)

Gordon Schiff, S. Myers, L. Volk, S. Martin; US

Global Standard Barcodes Contributing To Quality And Safety In Healthcare

Andrew Raynes; UK

Exploring the Influence of Behavioural Drivers on Procedural Violations in Community Pharmacies (Abstract no. 2923)

Christian E L Thomas, D.L. Phipps, D.M. Ashcroft; UK

Broken Windows Theory and its Application to Healthcare (Abstract no. 1548)

Janet Long, L. Ellis, K. Churruca, J. Braithwaite; AU

Telemedicine Improves the Health Quality in China (Abstract no. 3361)

Q. Lu, **Chen WANG;** CN

C19 Data to Drive Decision Making/Policy – *15 minutes each*
2nd Floor, Room: Olivier   Chair: Pamela Fagan; IE

A Clinical Risk Management System (CRMS) Based IP-SDM Care Model In General Hospital (Abstract no. 1379)

Hou-Chaung Chen, Y-N. Hsu; TW

PSI 12 in Orthopaedic Surgery: Results and Perspectives of a National French Programme for Improvement (Abstract no. 1389)

Linda Banaei-Bouchareb, I. Evrard, A. Fouchard, L. May-Michelangeli; FR

The Comprehensive Cost of Illness of Cerebrovascular Disease: Comparison Between Opportunity Cost and Replacement Approach (Abstract no. 1988)

Kunichika Matsumoto, S. Hanaoka, Y. Wu, T. Hasegawa; JP

Is High Quality of Care Associated with Higher Costs? - A Nationwide Cohort Study Among Hip Fracture Patients (Abstract no. 2286)

Pia Kjær Kristensen, R. Søgaard, T.M. Thillemann, S. Paaske Johnsen; DK

Driving Better Decisions Using Statistical Process Control: A National Quality Profile (Abstract no. 2135)

Grainne Cosgrove, P. Crowley, J. Martin; IE

C20 A Mile in my Shoes – *90 minutes*
3rd Floor, Exhibition Area

An interactive shoe shop, A Mile in My Shoes, invites you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

The Empathy Museum has teamed up with the Health Foundation to develop a collection of stories from people working within health and social care. The result is a giant shoebox, a display of shoes, and a series of unique audio stories.

Through sharing the experiences of different people, A Mile in My Shoes hopes to show the remarkable contribution and challenges faced by those working in, and using, our health and social care system.

15:15 – 16:20 AFTERNOON PLENARY AND AWARDS

PLENARY AND AWARDS
3rd Floor, Room: Fleming and Whittle   **Chair;** Jacqui Stewart; ZA

ISQua Poster and Reizenstein Awards *(10 minutes)*

Closing Plenary *(50 minutes)*

Quality of Primary Care in Low and Middle-Income Countries: New Evidence from Standardized Patient Studies

Speaker: Jishnu Das; IN

A simple definition of quality requires us to measure both whether patients get what they need (rehydration salts for diarrhoea) and whether they don't get what they don't need (antibiotics for asthma). Even with this simple definition, what happens in clinical practice has been difficult to measure. In this plenary, Das will discuss recent advances in the use of standardized patients—people recruited from local communities and extensively trained to portray the same case to multiple healthcare providers—to measure the quality of primary care and its variation in the provider population. Studies from India, Kenya and China present new insights on the care that patients receive when they walk into a primary care clinic, document the variation across facilities and providers and discusses interventions that can improve performance—and ultimately health outcomes for the poor.

Jishnu Das (World Bank-work focuses on the delivery of basic services, particularly health and education)

President Closing Remarks *(5 minutes)*
Wendy Nicklin; ISQua

POSTER DISPLAYS
Monday

POSTERS MON

MONDAY 2 OCT - LONDON 2017
Posters selected for display

THE PATIENT'S VOICE		
PM-01-01	Does the Quality of Antenatal Care Influence Utilization of Antenatal Services in Ghana?	*Aaron Abuosi, Anita Daniels; Ghana*
PM-01-02	Eliminating Waste of Process in Outpatient Pharmacy for Better Patient Experience in a Government Hospital in Indonesia	*Adriadiannisa Yuniar Milasari, Fathema Djan Rachmat, Trisasi Lestari; Indonesia*
PM-01-03	Importance of Using Patient Inquiries to Improve Staff Services	*Ahmed Algamal; Egypt*
PM-01-04	Performing Health Consultations in Elderly Community Centers in Tai Po By Medical Volunteers	*Alice Ho, Chung Yung Chan, John Sung, Chi Yin Man; Hong Kong*
PM-01-05	Enhanced NPO Compliance Maintains Patient Safety and Improves Satisfaction & or Utilization: A Patient Education Intervention	*Alicia Kowalski, Jennifer Wargo, Tom Aloia, Tom Rahlfs; United States*
PM-01-06	Understanding the Experience and Support Needs of People Providing Care and Support to a Relative or Friend With Myeloma.	*Amanda Attwood, Cara Witwicki, Jayne Galinsky; United Kingdom*
PM-01-07	Improving Patient-Physician Encounter in Pediatrics out Patient Department	*Samar Magboul, Ahmed Youssef, Amira Mustafa, Israk Abdula; Qatar*
PM-01-08	European Reference Networks: Key Issues of the Technical Assessment Process	*Ángela Palop del Río, Víctor Reyes-Alcázar, Ana Rodríguez Benavente, Antonio Torres Olivera; Spain*
PM-01-09	Asking Very Old People about Quality of Life - Empirical Study in 16 Nursing Homes Following the Group-Living Principle	*Anke Simon; Germany*

THE PATIENT'S VOICE

PM-01-10	Comments are King: Developing Patient Surveys to Deliver Real Improvements to the Quality of Service	*Anna Johnstone, Jackie Newman; United Kingdom*
PM-01-11	A National Guideline on Conducting Patient Experience of Care Survey: a Patient Centered Care Initiative for South Africa....	*Annie Jautse, Gail Andrews; South Africa*
PM-01-12	Guided Self-Determination – A Systematic Approach to Individual Patient Involvement in Clinical Practice	*Annika Porsborg Nielsen, Trine Oesterbye Rimdal; Denmark*
PM-01-13	Predictors of Rural Clients' Satisfaction in the District Health System of Bangladesh	*Ashim Roy, Nanne de Vries, Trudy vander Weijden; Bangladesh*
PM-01-14	Patient Experience of Participation During Inpatient Ward on Acute Medical Wards: A Mixed Method Study	*Bernice Redley, Tracey Bucknall, Lauren McTier, Mari Botti; Australia*
PM-01-15	A Case Study of Anxiety in Patients with Necrotizing Fasciitis in Severe Units Using Illness Uncertainty Theory	*Bi-Chin Dai; Taiwan*
PM-01-16	The Breast Cancer School; A Co-Production Between Experts and Breast Cancer Survivors	*Britt Sætre Hansen, Siv Tove Aunan, Gry Wallgren; Norway*
PM-01-17	Improvement of Hospital Discharge Procedure Through Patient Experience	*Byoungsun Youn, Youmi Bae; Korea, Republic of*
PM-01-18	Enhance Self-Fulfillment and Participation in Psychiatric Patients By Creating Resource Recycling Crafts Therapy in Taiwan	*Chao Huang, Li Shu Wu, Jul Fang Wu, Su yen Chen; Taiwan*
PM-01-19	Designing a Client-Centered Family Planning and Nutrition Counseling Package in Yemen	*Chelsea Cooper, Rae Galloway, Ali Assabri, Anne Pfitzer; United States*
PM-01-20	To Verify the Spiritual Care Workers' Visit Can Improve the Spiritual Well-Being in Patients With End-Stage Cancer.	*Chia Yu Lee, Ya Ling YN; Taiwan*
PM-01-21	The Patient's Voice: What is the Best Way to 'Break the Bad News' to Cancer Patients?	*Chia-Wei Chiang, Hsin-Yi Wu, Liang-Ti Wang, Yun-Jhen Tsai; Taiwan*

THE PATIENT'S VOICE

PM-01-22	Patients' Experience of Using a Decision Aid to Help the Share Decision Making (SDM) in Patients With Coronary Artery Disease	*Chia-Yu Chou, Huey-Wen Liang, Pei-Chin Sun, Jui-Sheng Sun; Taiwan*
PM-01-23	The Medical Service User Participated in Taiwan Hospital Accreditation Since 2011 to 2016	*Jun-Wei ai, Hsuan-Chih Lin, Huei-Peng Wang, Ching-Feng Chiang; Taiwan*
PM-01-24	Discussion the Effective Improvement By Shared Decision-Making Model in the First-Time Insertion of a Permanent Pacemaker	*Chingling Chen; Taiwan*
PM-01-25	Citizen Management Program: the Patient´s Voice in the Search for Excellence in Care	*Marcelo Rabahi, Christian Ferreira, Iris Bertoncini; Brazil*
PM-01-26	Older Hospital Patients' Experiences on Participation in the Discharge Planning.	*Christina Foss, Dag Hofoss; Norway*
PM-01-27	Learning From Patients' Experiences on Warfarin Management	*Christine Ming Ming Lau; Hong Kong*
PM-01-28	What Matters to You?' Day 2016	*Claire Scrim, Shaun Maher, Diane Graham, Claire Curtis; United Kingdom*
PM-01-29	Patients Perceptions on Quality of Services at General Outpatient Department of University Teaching Hospitals in Nigeria	*Comfort Ekanem, Nuria Nwachuku, Ekpereonne Esu, Anthonia Adindu; Nigeria*
PM-01-30	Building a Culture for Person-Centred Care: An Index of Staff Engagement in an Australian Public Health Service	*Coralie Wales, Sally Nathan; Australia*
PM-01-31	Transitional Patient Safety in the Netherlands: A Qualitative Study on Patient Participation	*Dorien Zwart, Antoinette de Bont, Judith Poldervaart, Niek de Wit; Netherlands*
PM-01-32	A Comparative Study on Pain Management in Patients Presenting as Relatively Urgent Cases at an Emergency Service in Brazil	*Elena Bohomol, Márcia Boessio Santos; Brazil*
PM-01-33	Hearing Patient's Voice for Quality Improvement – Experience on Hospital Service	*Eliza Lai Yi Wong, Siu Fai Lui, Annie Wai Ling Cheung, Eng Kiong Yeoh; Hong Kong*

THE PATIENT'S VOICE

PM-01-34	The Application of Health Belief Model Orientation on Disease Self-Management of New-onset Diabetics	*Feng Hui Jheng; Taiwan*
PM-01-35	Journeys Through Healthcare: Improving Risk Management in Breast Cancer for Person-Centred, Safe and High-Quality Care	*Frances Rapport, Ashra Khanom, Patti Shih, Mia Bierbaum; Australia & UK*
PM-01-36	Safe and Effective Transitions From Hospital to the Community: Perceptions of Breast Cancer Patients	*Frances Rapport, Ashra Khanom, Patti Shih, Anne Hogden; Australia*
PM-01-37	Healthcare Quality for People With Down Syndrome: The Patient Perspective	*Francine van den Driessen Mareeuw, Antonia Coppus, Diana Delnoij, Esther de Vries; Netherlands*
PM-01-38	Person-Centered Care (PCC) – What Is It Really?	*Gro K Rosvold Berntsen, Aslak Steinsbekk, Deede Gammon; Norway*
PM-01-39	Optimal - Optimized Ehealth for individuals With Multi-Morbidity and Long-Term Needs	*Gro K Rosvold Berntsen, Frode Strisland, Lars Kayser, Markus Rumpsfeld; Norway*
PM-01-40	Quality of Health Care in Cartoons	*Hana Konecna, Jan Tomaschoff; Czech Republic*
PM-01-41	Understanding the Motivations of Volunteers in Acute and Extended Care Hospitals: A Functional Approach	*Herman Lau, Edwin Wu, Shannen Chan; Hong Kong*
PM-01-42	Improving Sleep Laboratory Services Through Addressing the Feedback Collected from Patient Satisfaction Surveys	*Hoi Yee Kwan, Thomas YW Mok, Wai Kuen Tang, Lai Sim Man; Hong Kong*
PM-01-43	Trends in Shared Decision Making in Breast Cancer Care in Germany From 2006 to 2015	*Holger Pfaff, Lena Ansmann, Christoph Kowalski, Fülöp Scheibler; Germany*
PM-01-44	Raise the Completion Rate of Executing Nursing Instruction for International Medical Cochlear Implant Operation	*Hsiao Wen Lee, Chieh-Chen Pan; Taiwan*

THE PATIENT'S VOICE

PM-01-45	Detection of Interpersonal Conflicts among the Patients and the Healthcare Workers From the Complaints Management System	*Hsin-Yu Yu, Szu-Fen Huang, Yi-Chun Chan, Jih-Shuin Jerng; Taiwan*
PM-01-46	Patient Reported Outcome to Improve the Healthcare Quality and Safety of Restraint Belts	*Hsiu-Lan Li, Shih-Wei Lin, Ya-Ling Su, Chih-Teng Chiang; Taiwan*
PM-01-47	Factors Related to Delirium - A Study Based on the Inpatients With Fall Incidence in a Medical Center	*Hsiu-Ling Wu, Chiu-Ping Chuang, Li-Hwa Lin, Shin-Shang Chou; Taiwan*
PM-01-48	Improving the Satisfaction of Nursing Care in Gynecological Cancer Patients With Intra-Peritoneal Tenckhoff Tube Chemotherapy	*Hsiu-Neng CHhang, Pao-Chen Cuang, Yen-Mei Hsu, Hui-Ru Chang; Taiwan*
PM-01-49	The Relationship Between Patient Experience and Health-Related Quality of Life in Hong Kong, China	*Huan Xu, Eliza Wong, Annie Cheung; Hong Kong*
PM-01-50	Applying VAP Bundle Care to the Reduction of Ventilator-associated Pneumonia in the Respiratory Care Center	*Hung Hsaio Hui; Taiwan*
PM-01-51	The Promotion of Intention Expression of Advance Care Planning (ACP) on Patients With Hemodialysis in Taiwan	*Hung-Fang Su, Yi-Lu Lu, Fang-Yi Lai, Yu-Ling Yang; Taiwan*
PM-01-52	Use of National Registry of Patient Claims in Patient Safety and Quality Improvement Work	*Ida Bukholm; Norway*
PM-01-53	Group Antenatal Care in Nigeria: An Alternative Service Delivery Model for Improved Quality of Antenatal Care	*Jaiyeola Adedayo Oyetunji, Lindsay Grenier, Mark Kabue; Nigeria*
PM-01-54	Health Policy Responsive to Good Death: A Longitudinal Case Study With Family Caregivers of Dying Patients in Hong Kong	*Janice Ying-Chui Lau, Eliza Lai-Yi Wong, Eng-Kiong Yeoh; Hong Kong*
PM-01-55	Nurses' Experience of Patient-Centered Care Provision in Korean Hospitals	*Jee-in Hwang; Korea, Republic of*

THE PATIENT'S VOICE

PM-01-56	Impact of Family Assisting With Passive Exercises for an Unconscious Patient in an Intensive Care Unit	*Judith Dixon; Australia*
PM-01-57	Nursing Experience of a Patient Who Perceived Sense of Powerlessness Following Post-Traumatic Lower Extremity Fracture	*Kai-Chin Hu, Yu-Hui Hung; Taiwan*
PM-01-58	Why Communication Skills Matter – Investigation of the Relationship Between Quantitative and Qualitative Patient Feedback	*Kathrin Jehle; Switzerland*
PM-01-59	Perioperative Assessment Center (PAC) Uses Technology to Increase Patient Centered Care and Decrease Time Spent in Data Entry	*Katy French, Alicia Kowalski, Bobby Bellard, Tayab Andrabi; United States*
PM-01-60	Societal Alerts for Safe and High Quality Care for Children - Contextual Triggers of Child Health Policy and Care	*Kinga Zdunek, Michael Rigby, Mitch Blair; Poland and UK*
PM-01-61	Patient Safety, Medical Services Providers and Social Media: A Patient Evaluation of Modern Communication Tools	*Klaus Hubatka; Austria*
PM-01-62	Factors Leading to Undesirable Outcomes of Hospitalisation for Children With Intellectual Disability	*Laurel Mimmo, Reema Harrison, Reece Hinchcliff, Kate Butler; Australia*
PM-01-63	Comparing the Patients' and Clinicians' Perceptions of Using Patient Decision Aids in Different Treatment Decision Scenarios	*Bi-Jiuan Wu, Ching-I Chang, Hsun-Hsiang Liao, Pa-Chun Wang; Taiwan*
PM-01-64	Preliminary Results of the Patients' Perspectives Toward Pdas Questionnaire for Subjects With Decisional Conflicts in Taiwan	*Ching-I Chang, Bi-Jiuan Wu, Hsun-Hsiang Liao, Pa-Chun Wang; Taiwan*

DATA TO DRIVE DECISION MAKING/POLICY

PM-02-01	Pain Management (PM) Assessment in a Surgical Department at a Tertiary Care Hospital	*Aimad Ourahmoune, Anne-Claire Raë, Delphine Courvoisier, Pierre Chopard; Switzerland*
PM-02-02	ED Attendance and Performance Across the UK: What's the Problem?	*Alan J Poots, Thomas Woodcock, Milka Miranova, Derek Bell; United Kingdom*
PM-02-03	Unplanned Readmissions After Elective Hip and Knee Replacement: Variations By Surgeon and Hospital	*Alex Bottle, Paul Aylin, Adam Ali; United Kingdom*
PM-02-04	Data and Analytics From Australia's Largest Digital Health Transformation	*Amy Barnett, Clair Sullivan, Kim Gehrke, Andrew Staib; Australia*
PM-02-05	Adverse Events Identified By the Global Trigger Tool in a Random Sample of 700 From 12,966 Surgical Procedures	*Anette Storesund, Arvid Steinar Haugen, Hans Flaatten, Eirik Søfteland; Norway*
PM-02-06	Estimating the Cost of Poor Quality of Care in Private Hospitals in South Africa	*Gareth Kantor, Angeliki Carvounes, Shivani Ranchod; South Africa*
PM-02-07	A Cross-Sectional Study on User Satisfaction With Hospital Information Systems and Services	*Anke Simon; Germany*
PM-02-08	Patient Safety Experts Advise for Policy Priority	*Ingrid S Saunes, Anne Karin Lindahl; Norway*
PM-02-09	Quality Control in Hospitals: Lessons Learned From Local Dashboard Development	*Anne Marie Weggelaar, Damien S E Broekharst, Martine C de Bruijne; Netherlands*
PM-02-10	Analyse, Understand and Reduce Hospital Readmissions	*Bhuvaneshwari Mohankumar; Singapore*
PM-02-11	Learning about Sustainability and the Use of Financial Incentives From the NHS Safety Thermometer	*Cameron Whytock, Maxine Power; United Kingdom*
PM-02-12	Effect of Computerized-Prescribing Alert Systems for Drug Duplications and Drug Allergies in Taiwan	*Chia-Liang Chen, Shih-Chieh Shao, Ying-Yuk Chan; Taiwan*

DATA TO DRIVE DECISION MAKING/POLICY

PM-02-13	Consumer Representatives Identify Principles for Staff Engagement in Western Sydney Australia	*Coralie Wales, Sally Nathan; Australia*
PM-02-14	Feasibility of a National Indicator for Quality Improvement: The Average Time Patient Spent in the Emergency Department	*Damien Sainte-Croix, Frederic CaPUaNO, arnaud Fouchard, Laetitia May; France*
PM-02-15	Using Data Linkage to Improve Patient Safety: A Pilot Study Examining Hospital Falls in Two Tertiary Paediatric Facilities	*Daniela Feuerlicht, Reece Hinchcliff, Chrissy Ceely, Kate Butler; Australia*
PM-02-16	A Delphi Consensus to Prioritise Perioperative Structural and Process Indicators for a Quality Improvement Programme.	*David Gilhooly, S.R. Moonesinghe; United Kingdom*
PM-02-17	The Acceptability of Prepex Amongst South African Males	*Sasha Frade, Dirk Taljaard, Genevieve Dean, Dino Rech; South Africa*
PM-02-18	Medication Changes Made in the Hospital and Documentation in the Medical Record of the GP: A Medical Record Review Study	*Judith Poldervaart, Marije van Melle, Niek de Wit, Dorien Zwart; Netherlands*
PM-02-19	Improving the Health Information System for Reproductive, Maternal, Neonatal, and Child Health: The Mozambique Experience	*Edgar Necochea, Quinhas Fernandes, Maria da Luz Vaz, Mercino Ombe; United States*
PM-02-20	Adverse Events in Hospitalised Cancer Patients	*Ellinor Haukland, Christian von Plessen, Carsten Nieder, Barthold Vonen; Norway*
PM-02-21	Use of a Unified Database as Input for Nationwide Healthcare Policy Management	*Fabio Leite Gastal, Maria Cecilia Chaer do Nascimento, Henrique Dias, Marcela Luchesi Aranha; Brazil*
PM-02-22	How Many Pulmonary/Cardiac Rehabilitation Services are Available Per CCG in Relation to Prevalence of COPD & Heart Failure?	*Faiza S Chowdhury, Derryn a Lovett, Sarah Elkin, Alex Bottle; United Kingdom*

DATA TO DRIVE DECISION MAKING/POLICY

PM-02-23	Using TRM to Reduce Unexpected Expected Rate of Intensive Care Unit	*Fangyu Kang; Taiwan*
PM-02-24	FMRAC Integrated Risk Management System for Medical Regulatory Authorities (FIRMS)	*Fleur-ange Lefebvre, Heidi Oetter, Polly Stevens; Canada*
PM-02-25	Prompt-Care: Ehealth System That Utilises Systematically Collected Patient Reported Outcomes for Patient-Centred Cancer Care	*Geoff Delaney, Afaf Girgis, Anthony Arnold, Andrew Miller; Australia*
PM-02-26	How Does an Organization Optimize Hospital Capacity Without Adding Beds?	*Helen Brannon, Rebecca Anderson, Vicki LoPachin, Allison Glasser; United States*
PM-02-27	Definition of a Population of Frail Older Patients With Acute Admissions to Danish Hospitals	*Helle Hare-Bruun, Kirsten L Vinding; Denmark*
PM-02-28	Nationwide Survey on Patients of Foreign Origin in Japan	*Hideomi Yamada, Sumihito Tamura, Ken Nakata; Japan*
PM-02-29	Update: Effect of Inbound Medicine on Quality in Health Care and the Roles of Third Party Facilitators	*Hideomi Yamada, Yui Sugano, Daisuke Koide, Sumihito Tamura; Japan*
PM-02-30	Utilizing Nurse Holiday Events for Creating a Nurse Friendly Working Environment	*Huei Lan Chang, Fang-Shan Li, Chiou-Fen Lin; Taiwan*
PM-02-31	Checking Repeated Prescription Using Big EMR Data	*In Chang, W. W. Chen, C. L. Wang, C. P. Yeh; Taiwan*
PM-02-32	How Does the Measurement and Monitoring of Safety Framework (MMSF) Change Staff Perceptions of Safety? An Interview Study.	*Cath Jackson, Jane O'Hara, Deborah Clark; United Kingdom*
PM-02-33	Exploring Differences in Length of Stay Between University and General Hospitals	*Janine Ghielen, Sezgin Cihangir, Ine Borghans, Tijn Kool; Netherlands*
PM-02-34	Factors Associated with Revisits in the Emergency Department Within 24 Hours	*Chia-Kuei Lin, Jih-Shuin Jerng, Yu-Shan Peng, Cheng-Chung Fang; Taiwan*

DATA TO DRIVE DECISION MAKING/POLICY

PM-02-35	Analysis of Compliance to Joint Commission International's 5th Edition Hospital Program's Accreditation Decision Rules	*Jody Hill, Richard Clinard, Paul Chang; United States*
PM-02-36	BPMN in Healthcare (Business Process Modeling Notation)	*Jonas Moreira, Christian Hart, Faiga Marques; Brazil*
PM-02-37	Contribution of 4 Major Non Communicable Diseases to Hospital Deaths and Costs: Palliative Care Implications in Argentina	*Jorge Tomas Insua; Argentina*
PM-02-38	Whole of Hospital Engagement to Improve Clinical Handover to the General Practitioner	*Josie Samers, Susan Sdrinis, Tracey O'Connell, Peter Markey; Australia*
PM-02-39	Quality Registries Can Improve integrated Care in and Transceding Hospitals	*Jozé Braspenning, Carla Bakker; Netherlands*
PM-02-40	How to Identify Potentially Preventable Readmissions by Classifying them Using a National Administrative Database	*Karin Hekkert, Femke Van der Brug, Tijn Kool, Ine Borghans; Netherlands*
PM-02-41	What Happens to Heart Failure and COPD Patients after Discharge From Hospital? Predictors of Emergency Department Activity	*Kate Honeyford, Faiza Chowdhury, Paul Aylin, Alex Bottle; United Kingdom*
PM-02-42	Hospital Accreditation and Its Contribution, State-of-the-art Situation and Challenges in Japan	*Katsuya Jinbo, Michio Hashimoto, Tomonori Hasegawa, Masafumi Toya; Japan*
PM-02-43	Six Important Questions Concerning Our Health Care System	*Martin Lindblom, Kalle Brandstedt, Marianne Aggestam, Birgitta Lindelius; Sweden*
PM-02-44	Development of a Patient Safety Benchmark for Hospital Boards	*Joanna Klopotowska, Nikki van Leeuwen, Susan Wesselink, Jon Schaefer; Netherlands*

DATA TO DRIVE DECISION MAKING/POLICY

PM-02-45	Development of a Risk Prediction Model for Staying More than Four Hours in the Emergency Department for Older People	*Maryann Street, Debra Berry, Mohammadreza Mohebbi, Julie Considine; Australia*
PM-02-46	Characteristics and Outcomes of Older People Who Frequently Attend the Emergency Department: A Comparative Cohort Study	*Maryann Street, Debra Berry, Julie Considine; Australia*
PM-02-47	Capturing "Never Event" Patient Safety Incidents in Primary Care	*Daniel J Furnivall, Paul Aylin, Alex Bottle, Azeem Majeed; United Kingdom*
PM-02-48	Examining Health Service Use for Patients 12 Months Pre and Post an Injury Hospitalisation: a Population-Based Matched Cohort	*Rebecca Mitchell, Cate Cameron, Rod McClure; Australia*
PM-02-49	Comparison of Health Outcomes of Injured Young People Hospitalised With and Without Comorbidities: a Population-Based Study	*Rebecca Mitchell, Kate Curtis, Jeffrey Braithwaite; Australia*
PM-02-50	Clabsi Validation in 9 General Hospitals: Implications for Quality of Data	*Ilana Livshiz-Riven, avrahm Borer, Ronit Nativ, Michael Sherf; Israel*
PM-02-51	To Put Meaning into Money - Managerial Strategies to Make Financial Incentives Motivating	*Sara Korlen; Sweden*
PM-02-52	Evidence Analysis to Inform National Policy Development on Patient Complaints.	*Sarah Condell, Loretta Jenkins, John Harding, Kathleen Mac Lellan; Ireland*
PM-02-53	A Pilot Study of Evaluation of Guidelines Adherence for Latent Tuberculosis Infection Patients Using TNF- A Antagonists	*Chih-sheng Lin, Man-Lin Yao, Chih-Fang Chen, Wei-Ying Lee; Taiwan*
PM-02-54	Analysis of Surgical Services in Operating Theater Using Lean Perspective	*Masyitoh Basabih, Purwa Kurnia Sucahyo, Eva Oktavianingsih, Widia Puspa Hapsari; Indonesia*

DATA TO DRIVE DECISION MAKING/POLICY

PM-02-55	Planning Measurement for Improvement: Getting the Most out of Your Data	*Yewande Adeleke, Tom Woodcock; United Kingdom*
PM-02-56	Explore the Impact of Resilience or Work-Life Balance on Supervisor or Gender	*Cheng-Fan Wen, Chien-Ming LO, Yi Ping, Hsun-Hsiang Liao; Taiwan*
PM-02-57	Pharmacists' Interventions in Patients With Solid Organ Transplantations: A Systematic Review and Meta-analysis	*Shih-Chieh Shao, Chung-Han Yang, Yuk-Ying Chan, Edward Chia-Cheng Lai; Taiwan*
PM-02-58	Validation of Selecting Algorithms for Diabetic Macular Edema in Administrative Databases: A Systematic Review.	*Shih-Chieh Shao, Chung-Han Yang, Yuk-Ying Chan, Edward Chia-Cheng Lai; Taiwan*
PM-02-59	Using Data to Continuously Monitor and Improve the Quality of Voluntary Medical Male Circumcision Services	*Freck Dikgale, Carla Visser, Elvis Molai, Isaac Choge; South Africa*
PM-02-60	Linkage of Newly Tested HIV-Positive Medical Male Circumcision Clients to HIV Care and Treatment in South Africa	*Elvis Molai, Freck Dikgale, James Ndirangu, Isaac Choge; South Africa*

SUSTAINABLE QUALITY IMPROVEMENT FOR LMIC

PM-03-01	Sustainable Quality Improvement Through Developing National Policy and Strategy for Health Care Quality; Sudan Experience	*Aliaa Ghies, Hind Abdalattif, Elmuez Elnaiem; Sudan*
PM-03-02	Improving Patient Compliance With Mechanical Venous Thromboembolism Prophylaxis	*Michael Nimaroff, Deepti Nahar, Aaron Nizam, Andrea Restifo; United States*
PM-03-03	Nurturing Sustainable Quality Improvement Through Good Clinical Governance	*Anne Hyre, Dwirani Amelia; United States*
PM-03-04	The Effects of Building an Emergency Caring System in a Medical Center	*Bey-Jing Yang, Jiann-Fu Lin, Chia-yi Lee, Yi-shan Lin; Taiwan*
PM-03-05	Using Quality Improvement Methodologies to Improve Health Systems	*Chinya-Nwoko Oghenefejiro, Omoyosola Odukale; Nigeria*
PM-03-06	Reducing Emergency Department Visits for Patients With Inflammatory Bowel Disease	*Coka Yip, Daniel Huang, David Ong, Juanda Leo; Singapore*
PM-03-07	A Quality Improvement Project to Increase Screening Rates for Glucocorticoid-induced Osteoporosis in Dermatology Patients	*Ellie Choi, Chris Tan; Singapore*
PM-03-08	Adaptation and use of the Batz Guide to Promote Patient Centered Care in Argentina	*Viviana E Rodriguez, Dolores Macchiavello, Cintia Spira, Ezequiel Garcia Elorrio; Argentina*
PM-03-09	Assistance Quality and Operational Efficiency: Challenge in the Emergency Department.	*Ana Paula Borges Ménès, Fernanda Torquato Salles Bucione, Noriller Walquíria, Fernando Colombari; Brazil*
PM-03-10	WHO Safe Childbirth Checklist: The Experience of Kenya According to the WHO African Partnership for Patient Safety	*Giulia Dagliana, Sara Albolino, Barbara Tommasini, Maria Josè Caldes; Italy*
PM-03-11	Enhancement of the Effectiveness of Bedside Rehabilitation Care for Rheumatoid Arthritis Patients	*Hsin-Ni Chen, Mingli Tao, Yuhua Xiao, Meiju Tasi; Taiwan*

SUSTAINABLE QUALITY IMPROVEMENT FOR LMIC

PM-03-12	Optimization Management of Antibiotic for Bacteremia Patients	*Jui-Yu Lo, Yun-He Lin, Li-Chiu Tsai, Li-Chiu Weng; Taiwan*
PM-03-13	Exploring the Sustainability Landscape: A Systematic Review on Sustainability Methods	*Laura Lennox, Lynne Maher, Julie Reed; United Kingdom*
PM-03-14	Multi-Dimensional Intervention for Improving Health Care Waste Management at a District Hospital in Nepal	*Franziska Fuerst, Tejendra Thapa, Seungwoo Nam; Nepal*
PM-03-15	Study on the Access Standard and Role Function of Cancer Case Managers in China	*Li Zhang, Xiangling Jiang, Huiying Qin; China*
PM-03-16	Effects of CQI Training on Working Relationships Between Health Care Providers in North West Province, South Africa	*Connie Serapelo, Carla Visser, Donna Jacobs, Enilda Martin; South Africa*

REGULATIONS INFLUENCE ON GOVERNANCE

PM-04-01	Overlapping Surgery Process Implementation for a Hospital Health System	*Amanda Rhee, Vicki LoPachin, Lori Finkelstein-Blond; United States*
PM-04-03	Governance' Influence on Regulations. A Survey of Mangers use of Accreditation as a Management Tool	*Anne Nicolaisen, Søren Bie Bogh, Christian von Plessen; Denmark*
PM-04-04	The Impact of Hospital Accreditation on Quality and Patient Safety in Tertiary Cardiovascular Center in Indonesia	*Baiq Qurrata Aini, Anna Ulfah Rahajoe, Hananto Andriantoro, Widyarsih Oktaviana; Indonesia*
PM-04-05	The Retention Rate of Emergency Department in Taiwan - A Four-Year Tendency in Emergency Medical Service System	*Chia-Hui Cheng, Yi-Ting Lien, Yao-Ta Wu, Chung-I Huang; Taiwan*
PM-04-06	The Influence of Government Policy on the Tendency of Triage in Emergency Department in Taiwan	*Chia-Hui Cheng, Yi-Ting Lien, Ching-Feng Chiang, Chung-I Huang; Taiwan*
PM-04-07	The Effectiveness of Patient-Focused Methods Implement in Hospital Accreditation From Aspects of the Surveyors	*Ching-Feng Chiang, Yi-Ting Lien, Huei-Peng Wang, Chung-I Huang; Taiwan*
PM-04-08	The Effect of Birth-Related Injury Events Pilot Program in Taiwan	*Hsin-Hui Huang, Huei-Peng Wang, Ching-Feng Chiang, Chung-I Huang; Taiwan*
PM-04-09	Analysis of Implementing Taiwan Health Check-Up Program Certification	*Nai Hua Chen, Yao-Ta Wu, Ching-Feng Chiang, Chung-I Huang; Taiwan*
PM-04-10	The Experience of an Outpatient Dental Service in the Adaptation of the Patient Safety Protocols in Juazeiro Do Norte-Brazil	*Janini Rosas, Christian Hart, Helidea Lima, Edlane Martins; Brazil*
PM-04-11	Stimulating Learning From Serious Incidents	*David De Kam; Netherlands*
PM-04-12	Advancements of a National Quality Reporting Platform in Austria	*Wolfgang Geissler, Brigitte Domittner, Eva-Maria Kernstock; Austria*

REGULATIONS INFLUENCE ON GOVERNANCE

PM-04-13	The Influence of the Implementation of a Management Tool in Health Organizations	*Fabio Leite Gastal, Nilo Pessano, Fernando Pozza, Manuela Gastal; Brazil*
PM-04-14	Traceability of Medical Supplies in Ophthalmology Hospital	*Faiga Marques, Jonas Moreira, Christian Hart; Brazil*
PM-04-15	Quality Improvement Project Enhancing Availability and Training in Specialist Equipment for Anaesthetising the Obese Patient	*Gabrielle Grounds, Sharon Pickworth; United Kingdom*
PM-04-16	Importance of Effective Management Structures When Initiating QI Programs Using Internationally Accredited Facility Standards	*Jones Chise, Jacqui Stewart, Grace Momba, Andrew Likaka; Malawi & South Africa*
PM-04-17	Stock-Taking the Standards Ensuring Standards Evolve to Support Continuous Quality Improvement	*Jackie Rayner, Moyra Amess; United Kingdom*
PM-04-18	Leveraging Health Private Sector to Improve Benin's Health System Accreditation Program	*Jean T. Nguessan, Moutiatou Toukourou, Pascal Soglohoun, Souleymane Kanon; United States*
PM-04-19	Improvement of Prescription Rate of injection Medicine Clinical Indicator Evaluation	*Jin Young An; Korea, Republic of*
PM-04-20	The Effect of Clinical Auditing on Hospitals in Taiwan	*Ju Ping Chen, Pei Ju Lin, Hsun Hsiang Liao, Kuo Piao Chung; Taiwan*
PM-04-21	National Evaluation of Medical Revalidation in England: Impacts on Organisational Governance, Workforce & Healthcare Quality	*Alan Boyd; United Kingdom*
PM-04-22	The Use of Information to Support Quality Improvement in Residential Care in England and Australia: Activation or Selection?	*Lisa Trigg; United Kingdom*

REGULATIONS INFLUENCE ON GOVERNANCE

PM-04-23	A Comparative Analysis of Applicable Requirements Regarding Advance Directive Laws in the U.S., England and Wales, and Japan	*Miho Tanaka, Yukari Yamamoto, Shoich Maeda; Japan*
PM-04-24	Change in Quality of Korea Diagnosis Related Group Depending on the Obligatory Application for all Hospitals	*Mijung Son, Hoonhee Choi; Korea, Republic of*
PM-04-25	To Improve Team Effectiveness in Management of Deteriorating Patient	*Chui Yuk Mabel Poon, Bik Wan Cheng, Wai Man Leung, Sau Ha Susanna Chan; Hong Kong*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-01	Safety Culture and Employee Injuries	*Aaron Spaulding, Andrew Vaughn, Matthew Austin, James Naessens; United States*
PM-05-02	A Systematic Review of the Experiences of Health Care Staff Using Electronic Systems for the Timely Follow-Up of Test Results	*Sarah Slight, Abdulaziz Mohammed, Andrew Husband, Simon Forrest; United Kingdom*
PM-05-03	Efficacy of a Customized Tool for Safe Transitions of Care in a Paediatric High-Complexity Hospital in Argentina	*Alicia Halac, Pedro Rino, Lisandro Manfrin, Marianela Castagnasso; Argentina*
PM-05-04	Nurse Perceptions of Medication Administration Safety and Improvement Thereof in South Africa	*Alwiena Blignaut, Siedine Knobloch Coetzee, Hester Klopper; South Africa*
PM-05-05	Improving Patient Safety Through Safety Huddles	*Amanda Wood, Hannah Campbell, Laura Botea; United Kingdom*
PM-05-06	What Lies Beneath: Application of Safety Culture Assessment Tool to Drive Improvement	*Amanda Huddleston, Andrew Wilson; United Kingdom*
PM-05-07	Reporting Deaths to the Coroner - Why Do It? Clinicians Understanding of their Role	*Amanda Julie Charles, Wendy Cross, Debra Griffiths; Australia*
PM-05-08	Reporting Deaths to the Coroner – Do Clinicians Recognise Their Role?	*Amanda Julie Charles, Wendy Cross, Debra Griffiths; Australia*
PM-05-09	A Quality Improvement Project on Adherence With Medication Prescription Standards to Improve Patient Safety	*Ambily Tony, Shu Hoashi; Ireland*
PM-05-10	The Assessment of Verbal Handover Practices Using SBAR Among Pediatric Residents in ACGME-I Program Doha, Qatar	*Manasik Hassan, Najla Ba Sharahil, Bassil Leghrouz, Ahmed el Makki; Qatar*
PM-05-11	Implement of Non-Pharmacological Strategies for Performing Computed Tomography in Children	*Ana Cláudia Ferreira Godoy, Izabela Biagioni, Maria aparecida Rocha Pelanda, Renata Gasparino; Brazil*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-12	Disclosure of Serious Adverse Events (SAE) and Its Impact on Lawsuits and Patient Fidelity	*Fernanda Anjos, Antonio Capone, Claudia Garcia, Miguel Neto; Brazil*
PM-05-13	A Longitudinal Study of Hospital Survey in Patient Safety Culture Over the Past Six Years	*Bonnie Pik Mui Wong; Hong Kong*
PM-05-14	Using Simulation to Teach the Safe and Effective Dosing of Opioids for Inpatient Acute Pain	*Bruce L Lambert, Robert McNutt, William Galanter, Thomas Kannampallil; United States*
PM-05-15	Protocol of Macerated Medications Contribution to the Quality of Patient Care and Safety	*Camila Tonhasolo, Denise Garbin, Maristela Ramos, Renata Gasparino; Brazil*
PM-05-16	Safety Culture Research: Tool for Quality Management and Patient Safety	*Camila Tonhasolo, Eliana Rocha, Amauri Gimenez, Renata Gasparino; Brazil*
PM-05-17	The Factors Affecting Employee Motivation When Implementing Quality Management Systems in Irish Healthcare Organisations	*Caroline Mcandrew, John Sweeney; Ireland*
PM-05-18	A System Wide Approach to Serious Incident Investigation Report Classification and Sharing Lessons Learnt	*Cate Malone, Vicki Fox, Katrina Coppin, Maree Bellamy; Australia*
PM-05-19	Using Root Cause Analysis to Reduce Acupuncture Related Needlestick Injuries	*Chia- Chi Hsieh, Yu-Hui Shen, You-Wun Lyu, Chen-Hsu Lo; Taiwan*
PM-05-20	Increasing Safety in Histologic Samples Management: A Proactive Risk analysis	*Chiara Signori, Maria Rocca; Italy*
PM-05-21	Lean Action Improves Patient Safety in Operation Room	*Chieh Liang Wu, Yu Lin Hsiao, Shao Jen Weng, Tsung Hung Chang; Taiwan*
PM-05-22	The Implementation of Medical Team Resource Management to Achieve Complete Handover of General Ward Inpatients	*Chih Shang Chi; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-23	Using Information to Decrease Delay Rate of Procedure Transferring	*Chih-Hua Liu, Yu-Ling Hsieh, Tze-Hong Wong, Hui-ning Wang; Taiwan*
PM-05-24	Using Mobile Devices and Apps to Improve Efficiency of Maintenance for Biomedical Equipment	*Ching-Yi Chang, Chih-Chiang Chen, Heng-Hsin Lin, Tien-Chia Yu; Taiwan*
PM-05-25	Enhancing Patient Safety Via Acknowledgement of Instructions in Electronic System Prior to Radiotherapy	*Chong Ling Ngoi, Geok Luan Chan, Pei Lu Tan; Singapore*
PM-05-26	Reducing Medical Workplace Violence Incident Rate in the Psychiatric Ward	*Chun-Ju Lin, Pei-Yu Chiu, Chia-Ling Hsu; Taiwan*
PM-05-27	Reducing the Incidence of Cardiac Arrest in Acute Hospitals in Scotland	*Claire Mavin; United Kingdom*
PM-05-28	The Benefits and Challenges of Customising a Commercial CPOE System to Improve Patient Safety.	*Clare L. Brown, Neil W. Watson, David Bates, Sarah Slight; United Kingdom*
PM-05-29	Improving Patient Safety With Situational Awareness in a District General Hospital, Uhmbt, S.A.F.E. Project	*Clare Peckham, Simon Nicol; United Kingdom*
PM-05-30	Identifying and Resolving Risks at a Systems Level Using Sentinel Event Data and Healthcare Standards	*Claudia Jorgenson, Jessica Gacki-Smith; United States*
PM-05-31	Systematic Evaluation of the Quality or Serious Incident Investigation Reports and Thematic Analysis of Causal Factors	*Cora McCaughan, Nick McDonald, Sam Cromie; Ireland*
PM-05-32	Hazards Mapping in Co Creation Events	*Daniela Akemi, Elena Bohomol; Brazil*
PM-05-33	Regret Following Medical Decision-Making: Findings Supporting a Theoretical Model of Its Consequences	*Delphine Sophie Courvoisier, Stephane Cullati, Ralph Schmidt, Pierre Chopard; Switzerland*
PM-05-34	How Differences Between Primary and Hospital Care Shape Transitional Patient Safety; A Qualitative Study	*Leida Reijnders, Antoinette de Bont, Niek de Wit, Dorien Zwart; Netherlands*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-35	Identifying Safety Incidents in Care Transitions: Validity and Reliability of Record Review in a Transitional Medical Record	*Marije Van Melle, Dorien Zwart, Judith Poldervaart, Niek de Wit; Netherlands*
PM-05-36	Measuring Transitional Patient Safety Climate; Psychometric Characteristics of the 'Trace' Questionnaire	*Marije Van Melle, Henk van Stel, Niek de Wit, Dorien Zwart; Netherlands*
PM-05-37	Medication Consternation - Improving Prescribing Quality	*Eileen Relihan, Arthur Hennessy, Una Kennedy, Finbarr O'Connell; Ireland*
PM-05-38	Systematization of the Medical Handoffs: A Strategy to Engage the Medicine Residents in the Culture of Patient Safety	*José a. Vasconcellos-Neto, Leon P. Cartaxo-Sampaio, Eliana F. D. Rocha, Fábio R. Gonçalves; Brazil*
PM-05-39	An Empirical Update of Organisational Bullying Antecedents Among Hospital Workers	*Espen Olsen, Maria Therese Jensen, Gunhild Bjaalid, Aslaug Mikkelsen; Norway*
PM-05-40	The Necessity of Expanding Rapid Response Team to the Internal Medicine Wards in Improving Patient Safety.	*Eunjin Yang, Sulhee Kim, Sangmin Lee, Jinwoo Lee; Korea, Republic of*
PM-05-42	Learning From Adverse Events: Implementing the After Action Review (AAR) Methodology as a Patient Safety Tool	*Fidel Taguinod, Noura Abdullah, Violet Rajagopal; Saudi Arabia*
PM-05-43	Meaningful Registration: Motivating Healthcare Professionals By Measuring What Matters for Quality in Clinical Practice	*Gepke L. Veenstra, Gera A. Welker, Marieke Zegers, Erik Heineman; Netherlands*
PM-05-44	Implementation of Surgery Safe Protocol in Ophthalmology Hospital	*Gisela Bruns, Faiga Marques, Christian Hart; Brazil*
PM-05-45	An Evaluation of a New UK Transfer of Care Initiative From Hospital to Community Pharmacy	*Hamde Nazar, Sarah Slight, Nasima Akhter, Neil Watson; United Kingdom*
PM-05-46	The Aftermath of Medical Errors: Supporting Our Second Victim Colleagues	*Hanan Edrees, Albert Wu; US & Saudi Arabia*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-47	A Journey to Save Live: Early Warning System Implementation to Increase Survival Rate After Code Blue Activation in Hospital	*Afina Chaerunnisa, Hendra Firmansyah, Manggarsari Manggarsari; Indonesia*
PM-05-48	Improving the Safety and Delivery Rate of Critical Emergency Surgical Patient By Using Team Management Resources	*Hsiu Chun Hsiao, PiChing Wei, TzuLing Kuo, ChiaLing Wu; Taiwan*
PM-05-49	Developing a Bundle Care Model to Reduce Unplanned Endotracheal Extubation Rate	*Hsiuju hsiu Jen, Pao-Ju Chen, Yueh-Jung Lai, Shu-Hui Yang; Taiwan*
PM-05-50	A Project to Improve Knowledge of Medications Incompatible With Pulverization and Accuracy of Dosage in a Neurological Ward	*Hsiu-Ling Chou; Taiwan*
PM-05-51	Using Information to Improve Cross-Sectoral Transfer Patient Safety	*Hui-Jen Chen, Ya-Hui Chen, Yu-Chen Hsieh, Wen-Jinn Liaw; Taiwan*
PM-05-52	Reporting Culture and Work-Related Factors Associated with Medication Administration Safety among Hospital Nurses in Taiwan	*Hui-Ying Chiang; Taiwan*
PM-05-53	Producing Security Belt for Accuracy of Radiation Therapy and Fall-Proof.	*Hyegyung Oh, Yeong Wan Je; Korea, Democratic People's Republic of*
PM-05-54	Prevention of Tracheostomy Tube Blockage	*Hyun Sook Choi, Jung a Park, Kyung a Yang, Yoon Sei Lee; Korea, Republic of*
PM-05-55	Investigating Variations of Physicians' Behavior on Drug-Drug Interaction Alerts in an Inpatient Setting	*Insook Cho, Jae-Ho Lee, Yura Lee, David W Bates; US & Korea, Republic of*
PM-05-56	Standardizing the Care Transition Process to Skilled Nursing Facilities to Improve Patient Care & Reduce 30 Day Readmissions	*Janna Goachee, Vicki LoPachin, Claudia Colgan, Melanie Spivack; United States*
PM-05-57	The 'Pace of Hospitals': One Aspect of Hospital Organisational Culture That Contributes to a System for Safety?	*Kate Churruca, Louise A Ellis, Jeffrey Braithwaite; Australia*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-59	Time-out as a Standard Safety Procedure for Transferring Critically Patients in the Intensive Care Unit	*Chun-Yi Wu, Jui-Chen Chen; Taiwan*
PM-05-60	Healthcare Information System Improvement for Integrated Nutrition Support therapy	*Jung Won Cho, Eun Sook Lee, Do Joong Park, Ho-Seong Han; Korea, Republic of*
PM-05-61	Management of Inpatient Falls and Standardization of Fall Prevention Activities	*Jungmin Shim, Eunah Shin, Eunyoung Jin, Insun Jin; Korea, Republic of*
PM-05-62	Are Root Cause analysis (RCA) Recommendations Effective? A Review of RCA Recommendations Based on Surgical Nursing Practice	*Jessica Salgado, Kathy Eljiz, Amanda Larkin, David Greenfield; Australia*
PM-05-63	Medication Administration in Nursing Homes in Norway – An Explorative Observational Study of Environmental Factors	*Kristian Odberg, Karina Aase, Britt Sætre Hansen, Sigrid Wangensteen; Norway*
PM-05-64	Cold Chain Management of Refrigerated Medicines in a Hospital Network of Hong Kong	*Lan Fong Hui, William Chiu, K W Wong, Marco H K Ho; Hong Kong*
PM-05-65	Validation of the French Version of the Nursing Home Survey on Patient Safety Culture	*Emmanuelle Anthoine, Delphine Teigne, Noemie Terrien, Leïla Moret; France*
PM-05-66	Improving Medication Safety at Transitions in Care in the National Programme Progress! Medication Reconciliation	*Liat Fishman, Andrea Niederhauser, Chantal Zimmermann, David Schwappach; Switzerland*
PM-05-67	Bridging the Gap - Enhancing Safety for Children in Pre-Dominantly Adult Health Care Services	*Libby White, Lisa Edwards; Australia*
PM-05-68	Unlocking the Power of the Cooperative Alliance – Harm Reduction and Improved Diagnoses in Multilevel Integrated Care Model	*Linda Soars, Anand Deva, Anna McGlynn, Thomas Chapman; Australia*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-69	Understanding How and Why Audits Work in Improving the Quality of Hospital Care: Preliminary Results of a Realist Review	*Lisanne Hut-Mossel, Gera A Welker, Kees Ahaus, Rijk Gans; Netherlands*
PM-05-70	Development of a Comprehensive 'Resident Smoking Risk Assessment'	*Mairead Noelle Murphy, John Sweeney; Ireland*
PM-05-71	Enhancement Program for Transition from MAR to IPMOE in a Safe and Efficient Approach	*Man to Leung, Yuk Kuen Ng, Heng Tat Leong; Hong Kong*
PM-05-72	Health Literacy Improvement Through User-Centered Design	*Lisa Platt, Mandy Wearne, Janet Butterworth; United States*
PM-05-73	Interprofessional Collaboration Among Care Professionals in Obstetrical Care: Are Perceptions Aligned?	*Anita Romijn, Martine de Bruijne, Pim Teunissen, Cordula Wagner; Netherlands*
PM-05-74	Inspecting the Practice of Manual Counting in Surgeries Through the Approach of Human Factors and Risk Management	*Chen-Kuo Shen, Dien-Yun Shih, Hsun-Hsiang Liao, Pa-Chun Wang; Taiwan*
PM-05-75	Inspecting the Practice of Blood Transfusion Through the Approach of Human Factors and Risk Management	*Yu Ting Lo, Yu Line Chen, Hsun Hsiang Liao, Pa Chun Wang; Taiwan*
PM-05-76	Human Factors Approach to Inspect the Procedure of Intravenous Chemotherapy	*Zih Yu Hung, Ya Ting Chuang, Hsun Hsiang Liao, Pa Chun Wang; Taiwan*
PM-05-77	Safety Huddles: Improving Safety Culture in a Tertiary Brazilian Hospital	*Priscila Delgado, Maite Rossetto, Gabriela Sato, antonio Capone; Brazil*
PM-05-78	What Is Right? A Pragmatic Versus a Fanatic Approach to Risk Management	*Sandhya Mujumdar, Bhuvaneshwari Mohankumar; Singapore*
PM-05-79	Development and Evaluation of a Hospital Nursing Handoff Information System in a Medical Center in Taiwan	*Shin Shang Chou, Kuan-Jui TSENG , Shu-Chen Kuo; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PM-05-80	Barriers to Incident Reporting Behavior Among Medical Staff	*Cheng Chai Yang, Suh Er Guo, Su Ting Chung, Mei-fen Huang; Taiwan*
PM-05-81	Characterizing the Patterns of Readmission After Surgeries to Facilitate the Care Quality in a University Hospital in Taiwan.	*Hsiao-Fang Huang, Yu-Tzu Li, Pei-Jung Hsu, Huey-Wen Liang; Taiwan*
PM-05-82	A Multi-Disciplinary Emergency Response and Comprehensive Medical Care: A Explosion Incident at a 2015 Concert in China	*Li Zhang, Yuejian Wang, Gang Chen; China*

EDUCATION THROUGH LEARNING AND SHARING

PM-06-01	Reducing Harm From Urinary Catheters: a Collaborative Programme in England	*Sally Lawton, Tiziana Ansell, Danielle Harari, Adrian Hopper; United Kingdom*
PM-06-02	Improving Patient Safety Through Communities of Practice: The Role of Academic Health Science Networks in England	*Amanda Buttery, Katherine Joel, Catherine Dale, Melissa Ream; United Kingdom*
PM-06-03	Implementation of a Front-Line Clinical Audit & Data Skills Development Program	*Amy Barnett, Kylie Sellwood, Kim Gehrke, Michelle Winning; Australia*
PM-06-04	AHRQ Safety Program for Perinatal Care: Design and Impacts	*Asta Sorensen, Sara Jacobs, Kamila Mistry, Leila Kahwati; United States*
PM-06-05	Considering the "Second Victim": Icare for the Caregiver, Peer to Peer Support	*Bonnie Portnoy, Erica Rubinstein, Rebecca Anderson, Vicki Lopachin; United States*
PM-06-06	Junior Drs & Limitation-of-Care Orders: Perspectives,Experiences & Care Order Challenges Associated With Persons With Dementia	*Janaka Lovell, Aleece MacPhail, Carmel Young, Joseph Ibrahim; Australia*
PM-06-07	Designing the Multiple Trait Rubrics and Learning Path for the Lesson Plan of Tbiprcm	*Chiao-Hsin Chan, Chia-Li Wu, Chia-Hui Wang, Man-Ying Fang Hsu; Taiwan*
PM-06-08	Collaborative Learning: a Strategy for Improving Maternal and Neonatal Healthcare Processes.	*Chinonyerem Egekwu, Linda Ugalahi; Nigeria*
PM-06-09	Improving Fall incidence Via the Interdisciplinary Teamwork and Mixed Strategy	*Chi-Sheng Chang, Ming-Hsiu Wu, Tzu - Chi Lin, Yi-Chun Chen; Taiwan*
PM-06-10	Examining the Effect of Positive Psychosocial Scheme Among Newly Graduated Nurses in Acute Hospital in Hong Kong	*Chui Wing Lam, Siu Ling Yuen, Wai Yuen, Paul Lam; Hong Kong*
PM-06-11	To Improve the Implementation Rate of Respiratory Rehabilitation in Intensive Care Unit After Cardiac Surgery	*Chun Lan Cheng; Taiwan*

EDUCATION THROUGH LEARNING AND SHARING

PM-06-12	Designing the Task-Based Situational Awareness Modular Curriculum on In-Patient Resuscitation and Care for New Nurses	*Chun-Chao Huang, Mei-Hwa Hsu, Man-Ying Fang Hsu; Taiwan*
PM-06-13	The Work Effectiveness of the Supervising Physicians Training Program of Chinese Medical Care Institutions By Tutors	*Chun-Ta Huang, Shiou-Rong Lo, Ying-Fang Chen, Chung-I Huang; Taiwan*
PM-06-14	Diversity as a Safety Value: a Multidisciplinary Approach to Patient Safety Teaching	*Connie Dekker - Van Doorn, Vicki Erasmus, Edzard Boland, Jan Klein; Netherlands*
PM-06-15	Tele-ECG Between Tertiary Hospital and Primary Healthcare to Reduce Avoidable Referrals and Ensure Efficient Resource Usage	*David Foo, Pow-Li Chia, Valerie Teo, Karen Ng; Singapore*
PM-06-16	A Case Study of Accreditation Standards & Performance Indicators in a Psychiatric Hospital to Enhance the Quality of Care.	*Asif Iqbal Ahmed, Ranveer Singh, Girija Sharma, Bhavna Barmi; India*
PM-06-17	Maternity Centers of Excellence: Improving the Competencies and Quality of Maternal and Newborn Care in Mozambique	*Edgar Necochea, Leonardo Chavane, Quinhas Fernandes, Arlinda Hamide; United States*
PM-06-18	Teaching-Service integration: A Strategy to Improve Quality of Care in a Public Hospital in Brazil.	*Elenara Oliveira Ribas, Fernanda Sant'ana Tristão, Maria Angélica Silveira Padilha, Patrícia Tuerlicx Noguez; Brazil*
PM-06-19	Assessing Patient Awareness and Resource Adequacy to Reduce the Risk of Foodborne Illness to Chemotherapy Patients	*Ellen W. Wyn Evans, Elizabeth C. Redmond; United Kingdom*
PM-06-20	Bridging Theory into Practice Through Reflective Learning Conversations in Health Care Clinical Settings	*Emad Almomani, Ibrahim Fawzy, Tarik Sami, Kobra Zarie; Qatar*

EDUCATION THROUGH LEARNING AND SHARING

PM-06-21	Assessment of Consciousness About Radiation Exposure From Medical Imaging Among Patients and Physicians in Japan	*Eri Ishikawa, Momoko Hyakutake, Jay Starkey, Shoichi Maeda; Japan*
PM-06-22	Preliminary Study on Achievement of the Diversified Instruction	*Hsiaohui Chiu, Mei-Ming Kuo, Ching-Wen Chang, Yueh-Yuan Shieh; Taiwan*
PM-06-23	Nursing Experience of Mitral Valve Regurgitation Status Post Mitralclip Implantation	*Hsinchiao Chuang; Taiwan*
PM-06-24	Improvement Project for Nursing Guidance of Chronic Obstructive Pulmonary Disease in Intensive Care Practice	*Huey-Ling Liou, Tzu-Jang Wang, Zi-Yi Lai, Yin-Yin Tsou; Taiwan*
PM-06-25	To Improve the Learning Outcome of the Central Venous Catheterization for Nursing Stuffs Post Graduate First Year	*Hui-Fang Tung, Ching-Hui Wang, Yu-Tai Huang, Siao-Hui Yu; Taiwan*
PM-06-26	The Use of Information Systems to Enhance the Ability of Medical Staff to Provide Integrated Medical Care and Efficiency	*Jia-Min Wu, Hui-Jen Chen, ai-Ru Ye, Jun-Yao Liu; Taiwan*
PM-06-27	Teaching Surgical Patient Positioning: A Role Play Approach	*Hung Da David Dai, Ling Fu, Tso Kuang Wu, Ciou Rong Yuan; Taiwan*
PM-06-28	Transcontinental Knowledge Sharing: Experiences of Malagasy and Norwegian Nurse Students	*Ingrid Tjoflaat, Bjørg Karlsen, Britt Sætre Hansen; Norway*
PM-06-29	A Multidisciplinary Training in Quality: From Vision to Reality	*Jacob Dreiher, Ayala Mordechai, Tmira Hefetz, Mira Maram-Edry; Israel*
PM-06-30	Impact of Team Resource Management Training on the Maintenance of Patient Safety Act	*Jiun-Yi Li, Yu-Pei Fan, Hui-Yun Chang; Taiwan*
PM-06-31	The Playdecide Patient Safety Game-Encouraging Junior Doctors to Speak Up About Patient Safety Concerns	*Karen Egan, Éidín Ní Shé, Eilish Mcauliffe, Marie Ward; Ireland*

EDUCATION THROUGH LEARNING AND SHARING

PM-06-32	Adaptation of Choosing Wisely® Campaign in a French University Hospital: Implementation of a List of Messages for Residents	*Leila Moret, Damien Durand, Gilles Potel, Marie Lapostolle; France*
PM-06-33	Collaborative Approach to Improve Maternal and Neonatal Outcomes in Lagos, Nigeria	*Oluwafemi Sekoni, Omolara Adetukasi, Ijeoma Kanu; Nigeria*
PM-06-34	Training Evaluation for Radiological Technologists in 2-Years Medical Staffs Training Program in Taiwan	*Keng Chun Tsai, Hui Chen Su, Su Hua Lee, Pa Chun Wang; Taiwan*
PM-06-35	Experiences of Patient Safety Managers in Root Cause Analysis in Korea: A Qualitative Study	*Eun Young Choi, Minsu Ock, Hyeon Jeong Lee, Sang Il Lee; Korea, Republic of*
PM-06-36	Comparison of the Effectiveness Between Two Hospital Orientation Programs for New Graduated Nurses	*Jinyun Chuang, Shu-Liu Guo, Shu-Tai Sheen Hsiao; Taiwan*
PM-06-37	Efficient, Cost Effectiveness — Innovation Template "Weekly Progress Review" In Integrated Patient Documentation	*Crystal Wai Man Leung, Susanna Sau Ha Chan, Mabel Chui Yuk Poon; Hong Kong*

GENERALISABILITY OF IMPROVEMENT OUTCOMES

PM-07-01	A Last Days of Life Toolkit Providing Safe, Patient Centred Care for Dying Patients. Does It Work? Yes It Does!	*Bernadette King, Amanda Walker; Australia*
PM-07-02	Understanding Improvement Step By Step: The Accreditation Pathways for Healthcare Organisations	*Carlos Hiran Goes De Souza; United Kingdom*
PM-07-03	Integrated Holistic Care Can Improve Healthcare Quality: A Single Medical Center 6-Year Experience in Middle Taiwan	*Cheng-Hsu Chen, Kuei-Fen Yang, Chieh-Liang Wu, Chi-Sen Chang; Taiwan*
PM-07-04	Establishing Multidisciplinary Pulmonary Hypertension Team: An Experience in the Taiwan Hospital	*Chia Chen Wu, Chih-Hsien Hsu, Hui-Wen Tsai, Tzu-Fei Tsai; Taiwan*
PM-07-05	Proactive Laboratory Consultation With Patient Orientation Promotes Early Diagnosis of Hematologic Cancers	*Chih-Chun Chang, Chia-Hao Bei, Ming-Jang Su, Fang-Yeh Chu; Taiwan*
PM-07-06	Associated Factors with Incidental Inpatients Falls in Taiwan Teaching Hospital	*Chun Mah, Chiung-Jane Wu, Chen-Hui Lin; Taiwan*
PM-07-07	Clinical Practices in Increasing Rehabilitation Rates of Acute Stroke Patients	*Chung-Hsin Chou, Chun-Chieh Lin, Chang-Hung Hsu, Jiunn-Tay Lee; Taiwan*
PM-07-08	Using Cross-Team Bundle Care to Improve Early Rehabilitation Outcomes in Patients Undergoing Hip Arthroplasty	*Chun-Ting Cheng, Yi-Chen Lee, Chia-Chi Kuo, Ya-Ting Ke; Taiwan*
PM-07-09	Strategies and Effectiveness of QCC-Based Prevention of SSI for Craniocerebral Surgery Patients in China	*Dan Zhang, Maojun Chen, Chengyu Wu; China*
PM-07-10	Does a Workplace Wellness Walking Challenge (Walk4Fun) Improve Staff Engagement and Physical Activity?	*Catherine Mackay, Greg Fairbrother, Deborah Willcox, David Greenfield; Australia*
PM-07-11	It Takes a Team to Improve Foot Care Among Dialysis Population	*Farrukh Farooqi, Fadwa Al-ali, Sahar Ismail, Sujatha Chakkaravarthy; Qatar*

GENERALISABILITY OF IMPROVEMENT OUTCOMES

PM-07-12	To Explore the Outbreak of Human Respiratory Syncytial Virus Infections in Postpartum Nursing Home	*Hsiao Ling Wu, Pei-Kwei Tsay; Taiwan*
PM-07-13	Improving the Correct Rate of Self-Injecting Medicine in Patients With Pulmonary Hypertension	*Hui-Wen Tsai, Chia-Chen Wu, Chih-Hsien Hsu, Tzu-Fei Tsai; Taiwan*
PM-07-14	Safety Culture in Radiation Therapy Department of a Brazilian Hospital	*Isabela Araujo, Erika Nascimento; Brazil*
PM-07-15	An Action Research Project to Support Implementation and Rollout of Remote Consultations Services Within an NHS Trust	*Joanne Morris, Shanti Vijayaragahavan, Sara Shaw, Joseph Wherton; United Kingdom*
PM-07-16	West London Alliance - Integrated Hospital Discharge Programme	*Laura Porro, Joe Nguyen; United Kingdom*
PM-07-17	Quality Improvement and Patient Safety in Histopathological Mapping Using a Digitalized Mapping Program	*Joon Im, Hyo Jin Park, Gheeyoung Choe, Hye Seung Lee; Korea, Republic of*
PM-07-18	Study on the Effect of Exercise Training on the Improvement of Depressive Mood of the Hemodialysis Patients	*Ju-Fen Chiang, Hui-Ming Lu, Su-Chen Yang; Taiwan*
PM-07-19	Perception of Nursing Professionals about Patient Safety	*Juliana Tondo, Edinêis Guirardelo; Brazil*
PM-07-20	Evaluation of Clinical Practice Guidelines Published in 2000-2014 Using the Agree Instrument in Japan	*Kanako Seto, Kunichika Matsumoto, Shigeru Fujita, Tomonori Hasegawa; Japan*
PM-07-21	Quality and Patient Safety in São Paulo´s Hospitals: An Overview	*Laura Schiesari, Ana Maria Malik, Mayra Carvalho, Rebeca Graf; Brazil*
PM-07-22	A Project to Improve the New Patients in Environment Introduction.	*Li-Hwa Lin, Hui-Chuan Cheng, Mei-Shu Huang; Taiwan*
PM-07-23	Sophisticated Approach to Improving the 30-Minute Reporting Rate of Troponin-I Levels in a Tertiary Referral Center Setting	*Lin-Lin Pan; Taiwan*

GENERALISABILITY OF IMPROVEMENT OUTCOMES

PM-07-24	Improving Hand Hygiene Compliance of Physicians in Coronary intensive Care Unit	*Ma. Leni Basco Garcia, Ashfaq Patel, Cherlyn Simbulan; Qatar*
PM-07-25	Perceptions of Managers, Healthcare Professionals and Patients About the Electronic Health Record	*Jose Felipe Costa, Margareth Portela; Brazil*
PM-07-26	Quality Management in Transition: Taking Experiences Seriously!	*Marie Lund, Ulrik Gerdes; Denmark*
PM-07-27	Overview the Reasons for Termination of CPR, and Prevalence of Do-Not-Resuscitate in Taiwan	*En-Hui Yeh, Shih-Yuan Wu, Hsun-Hsiang Liao, Pa-Chun Wang; Taiwan*
PM-07-28	Reduction of Physical Restriction Prevalence in Neonatal ICU and Pediatric ICU	*Joyce Ferreira, Carla Behr, Isabelle Bortotti, Sandra Shiramizo; Brazil*
PM-07-29	Improving Efficiency of the Medication Return System Via Process Modification	*Younkyoung Shin, Jakyun Lee, Wuri Cho, Eunsook Kwon; Korea, Republic of*
PM-07-30	Using Multidisciplinary Check List to Confirm Correctness of Treatment Parameters Before Initiation of Radiotherapy	*Hon-Yi Lin, Pei-Han Yeh, Feng-Chun Hsu, Yi-Ting Shih; Taiwan*
PM-07-31	Challenging sustainable integrated quality: a people-centered Performance Improvement Methodology-Gates Approach	*Adel Olleik's; LB*

DISRUPTIVE IMPROVEMENT AND ADAPTIVE CHANGE

PM-08-01	Emergency Department Sepsis Care: Beyond the Bundle	*Adam Nevel, Peter Shearer, Jennifer Siller, Allison Glasser; United States*
PM-08-02	Sharepoint® Electronic Form Improve Accuracy & Efficiency of Monitoring Quality of Care of Clinical Pathway's Patients.	*Aung Myat Oo, Nagalingam Saraswathi, Tan May Leng Mabel, Tan Kiat Tee Benita; Singapore*
PM-08-03	Adapting Critical Incident Management Processes in Times of Patient Safety Crises	*Bernadette Eather, Carrie Marr; Australia*
PM-08-04	Emergency Department Improvement Using Lean Six Sigma in Three Community Hospitals of a Southern California Health System	*Chia Hsing Yeh, Kuei Yu Lin, Chiung Hao Chen, Chang I Chen; Taiwan*
PM-08-05	Visual Interdiction as an Intervention to Alleviate Gastrointestinal Symptom Distress for Children Receiving Chemotherapy	*Chih-Hwa Hsieh, Ling-Ya Huang, Ching-Ching Sheng, Jane Wu; Taiwan*
PM-08-06	Reduce the Medication Error Rate of the Independent Double Check High-Alert Medications to Titration Dose	*Chun-Ti Yu; Taiwan*
PM-08-07	Promoting Medication Safety By Transforming Nursing Practice During and After the Transition of Electronic Medication System	*David Yau Nok Wong, Po Yi Chung, Mabel Wai Ching Tong, Pong Kit Cheung; Hong Kong*
PM-08-08	Long-Term Results of Implementing Quality Control Circle in an Academic Hospital	*Hsiang-Chun Tsai, Chen-Jung Liu, Hsin-Ju Lu, Wen-Lin Fan; Taiwan*
PM-08-09	Use of Lean and Six Sigma Methodology Toenhanceoperating Room Efficiency	*Hung-Wen Tsai, Yin-Lurn Hung, Chih-Jen Hung, Wayne Huey-Herng Sheu; Taiwan*
PM-08-10	A Project for Improving the Completeness of the Swallowing Screen Test	*I-Ping Lin, Shun- Yi Cheng; Taiwan*

DISRUPTIVE IMPROVEMENT AND ADAPTIVE CHANGE

PM-08-11	The Impact of Implementing a Respiratory Pathway on Hospital Length of Stay & Care Delivery in the Critically Chronically Ill	*Janna Goachee, Vicki LoPachin, Eugene Sosunov; United States*
PM-08-12	Am I Meant to Do That? Disruptive Improvement Reshaping the Role of Mental Health Clinicians	*Jennifer Weldon, Kathy Eljiz, David Greenfield; Australia*
PM-08-13	Heparin-Locking Solution Concentration	*Jungsuk Lee; Korea, Republic of*
PM-08-14	Quality Improvement Program on Ventilator Care in General Ward to Enhance Patient Safety and Improve Care Efficiency	*K C. Law, K K. Kwong, W Chu, K S. Lau; Hong Kong*
PM-08-15	Can "Save Napkin for Inspection" Tell the Severity of Visual Haematuria	*Ka Kwan Yan, Yee Man Winnie Ng, Pak Tong Chan, Ho Yin Ngai; Hong Kong*
PM-08-16	Using Quality Control Circle (QCC) to Improve Hand Hygiene Compliance of NICU Visitors in a Tertiary Hospital	*Lanmei Gao, Qingqing Chen, Yuan Wang, laiyin Tsai; China*
PM-08-17	Learning From the Past to Redesign Our Future: Improving Strategic Leadership in Allied Health Through Disruption	*Lisa Somerville, Dina Watterson, Mark Krnjaic, Clare Byrne; Australia*
PM-08-18	The Analysis of Selection for Pharmacy Company With Analytic Hierarchy Process (AHP): Study in Pt Rs Pelni Jakarta Indonesia	*Litacha Tamlicha, Fathema Djan Rahmat Sp, Henry Yuliando; Indonesia*
PM-08-19	The Difficulties of Implementing Change: A Case-Study Example of Task-Shifting in the Netherlands.	*Maarten De Haan, Yvonne van Eijk-Hustings, Hubertus Vrijhoef, Carmen Dirksen; Netherlands*
PM-08-20	How to Improve the Use of Incident Reporting System	*Maria Rocca, Chiara Signori; Italy*
PM-08-21	Building a Shared Value Healthcare System	*Maurice Goodman, Morgan Chetty; South Africa*

DISRUPTIVE IMPROVEMENT AND ADAPTIVE CHANGE

PM-08-22	Quality Control Circle Application in Outpatient Pharmacy	*Man-Lih Yao, Wei-Ying Lee, Chih-Fang Chen; Taiwan*
PM-08-23	Continuous Quality Improvement Projects Associations With Physician Order Entry System	*Wei-Ying Lee, Man-Lih Yao, Hung Yu; Taiwan*
PM-08-24	The Application of Efficient Analgesia Protocol in Wards for Reducing Pain Relief Waiting Time in Postoperative Patients	*Hao-Yu Chiao, Shyi-Gen Chen, Yuan-Sheng Tzeng, Niann-Tzyy Dai; Taiwan*

QUALITY AND SAFETY IN CRISES

PM-09-01	The Surgical Safety Checklist: Results of Implementation in Otorhinolaryngology	*Ali Saeed al Qahtani; Saudi Arabia*
PM-09-02	Prevention of Tourniquet Retained on Patients from Safe Link to Anti-Loss Alarm Device	*Charles Man Ho Sung, Charles Man Ho SUNG, Micheal Ho Yin Cheung, Clara Shun Hing Ng; Hong Kong*
PM-09-03	Improving Door-to-Needle Times in Acute Ischemic Stroke	*Chiao Fang Chen; Taiwan*
PM-09-04	Risk Factors Associated With Fall Injury Severity in the Inpatient Elderly: A Retrospective Study	*Ching Mei Chang, Hsien-Feng Lin, Kee-Ching Jeng, Hung-Yi Hsu; Taiwan*
PM-09-05	Use Team Resource Management for Reduced the Unplanned Removal Rate of Endotracheal Tube in Surgical Intensive Care Unit	*Fangyu Kamg; Taiwan*
PM-09-06	Reducing the Incidence of Delirium for Head and Neck Cancer Patients With Microsurgical Free Flap in a Burn Center	*Hsiang-Chun Chen, Pey-Fang Hwang, Yu-Shu Chou, Pi-Hua Chang; Taiwan*
PM-09-07	Methods to Decrease the Incidence of Inpatients Falls in Acute Care Setting	*Hsien Hwa Kuo; Taiwan*
PM-09-08	The Project on Improvement of the Epileptic Inpatient Fall Rate	*Kang-Min Chen, Ya-Fen Liu, Mei-Rong Weng, Jiuan-Jiuan Huang; Taiwan*
PM-09-09	Aman Program – Essential Safety Requirements Screening Program in Saudi Arabia	*Majdah Shugdar, Maged Elmaghrabi; Saudi Arabia*

QUALITY IN MENTAL HEALTH

PM-10-01	Exploring Experiences of Accessing and Using Primary Mental Health Care Services in a UK Adult Population	*Helen Bohan, Cara Witwicki, Jacob Diggle, Vivienne Gaulter-Carter; United Kingdom*
PM-10-02	Guidelines for Statin Therapy for the Prevention of Cardiovascular Disease (CVD) in a Psychiatric Teaching Hospital	*Aoife Carolan, Dolores Keating; Ireland*
PM-10-03	"Know Your Meds; Empowering Patients to Take Charge of their Illness" - A High Quality Program for Mental Health Consumers.	*Ashish David, Natalie Raffoul; Australia*
PM-10-04	The Growth of Telemental Health Among Rural Patients in the US With Mental Illness	*Ateev Mehrotra, Haiden Huskamp, Anupam Jena, Alisa Busch; United States*
PM-10-05	The Relationship Between Nurse Staffing and Patient Care Quality: Used Psychiatric Hospital Accreditation Data in Taiwan	*C. H. Liou, P. Y. Chen, C. F. Chiang, C. I. Huang; Taiwan*
PM-10-06	Emergency Medical Team on the Relationship Between Emotional Labor Load, Emotional Management Study	*Chiu SU Hsiao; Taiwan*
PM-10-07	Restraint Minimization for Patient With Dementia in Psychogeriatric Ward(J2) : An Evidence-Based Protocol	*Haw Lin Li, Siu Fung Lui, Winchung Samuel Kong; Hong Kong*

QUALITY IN THE COMMUNITY

PM-11-01	Quality of Care and Safety in Care Homes - Assessing Teamwork and Safety Culture of Care Home Staff	*Abimbola Olusoga, Alison Lovatt; United Kingdom*
PM-11-02	Enhancement of Government Vaccination Programme Workflow in Specialist Outpatient Clinic	*HO Becky Pui Yee, Chiu Kam Lan, Tong Mike Chin Ip, Au Hiu Yan; Hong Kong*
PM-11-03	The Effectiveness of Multidisciplinary Team – an Example of Lung Cancer	*Chin-Hung Tsai, Hsiu-Feng Kuo, Yi-Tsen Tsai, Yun-Jhen Tsai; Taiwan*
PM-11-04	Exploring the Barriers and Facilitators to Improving Safety Culture in Community Pharmacies	*Christian E L Thomas, Denham L Phipps, Dianne Parker, Darren M Ashcroft; United Kingdom*
PM-11-05	Evaluating the Quality of Community Pharmacy Services Around the World	*David Rhys Axon, Margaret Watson, Ana Hincapie, Terri Warholak; United States*
PM-11-06	What are the Key Contextual Factors Influencing Quality Improvement Work in the Norwegian Homecare and Nursing Home Setting?	*Eline Ree, Terese Johannessen, Torunn Strømme, Siri Wiig; Norway*
PM-11-07	Evaluation of a Community Health Screening Project: A Social Return on Investment (SROI) Analysis	*Fan Shuen Tseng, Lawrence, Wen Jun Wong, Bo Jun Woo, Rachel, Xin Yi Kwek; Singapore*
PM-11-08	Implementation of a Home Hospitalization Unit – An Innovative Experience in the Portuguese Healthcare System	*Filipe Dias; Portugal*
PM-11-09	To Streamline the Urgent Care Service	*Ambreen Memon, Heeramani Lohana, Farhat Batool, Saba Qasim; Pakistan*
PM-11-10	Early Postoperative Jejunostomy Feeding Protocol after Esophageal Cancer Surgery	*Hsin-Hsin Lin, Yu Ling Chang, Mei-Ju Chen, Hsiu-Li Chou; Taiwan*
PM-11-11	Activation of Community Care Station By the Innovative Health Promotion Activity	*Chen-Lai Ma, San-Kan Lee, Hui-Jen Chen, Chen-Jung Yen; Taiwan*

QUALITY IN THE COMMUNITY

PM-11-12	Enhance Physical Function to Preventing Falls in Day Service	*Jui-Ling Hung, Hsin-Ning Tu, Xin-Ling Yu; Taiwan*
PM-11-13	Community Nurse's Perceptions of Opportunistic Type 2 Diabetes Prevention Screening and the Value Add Gained for Patients.	*Cassandra Dearing, Kathy Eljiz, Kurt Andersson-Noorgard, Denise Cummins; Australia*
PM-11-14	Significant Reduction of Hospital Readmission Through Timely Assessment and Intervention for High Risk Elderly in Community	*Lam Pui Ling, Wong Tak Cheung, Wong Eric, Tam Teresa; China*
PM-11-15	Service Readiness and Provision of Quality Antenatal Care in Satellite Clinics: Findings from Remote Areas of Bangladesh	*Imteaz Mannan, Sk Masum Billah, Abdullah Nurus Salam Khan, Marufa Aziz Khan; Bangladesh*
PM-11-17	Humanized Childbirth Program: Experience Report	*Mauro Oscar Lima, Juliana Bechara, Renilton Aires Lima, Cyntia Mara Guimaraes; Brazil*
PM-11-18	A Multi-Disciplinary Pilot Program for Fall Prevention in Residential Care Home for the Elderly (RCHE)	*Wong Shuk Fan, Lo Kwok Man, Fung H K Dora, Poon T C Sharon; Hong Kong*
PM-11-19	Infection Control Enhancement Program in Residential Care Home for the Elderly (RCHE)	*Wong Shuk Fan, Tam Sin Ping Teresa, Wong Wai Yin Eric, Wong Tak Cheung; Hong Kong*

NOTES:

POSTER
DISPLAYS
Tuesday

TUESDAY 3 OCT - LONDON 2017
Posters selected for display

THE PATIENT'S VOICE		
PT-01-01	Designing with Patients to Create Patient-Facing Technology for Improving Safety	*Wanda Pratt, Andrew Miller, Ari Pollack; United States*
PT-01-02	Organizational Structure and Patients' Characteristics and the Experiences With the Discharge Process: Multilevel Models	*Marina Nowak, Ute Karbach, Holger Pfaff, Lena Ansmann; Germany*
PT-01-03	Designing Patient Versions of Sign Guidelines With Service Users	*Laura Walker, Karen Graham, Naomi Fearns, Roberta James; United Kingdom*
PT-01-04	Phosphate Control in Peritoneal Dialysis Patients: The Application of Flipped Classroom Strategy	*Yu-Wen Huang, Li-Chuan Kuo, Kuang-Yu Wei, Shih-Hua Lin; Taiwan*
PT-01-05	How Emojis are Changing Care: Listening to Children and Adolescents to Co-Design a Communication Board.	*Laurel Mimmo, Maria Brien, Andrew Watt, Angela Shields; Australia*
PT-01-06	Use of an Equity Lens for Clinical Practice Guidelines to Identify System-Wide Opportunities for More Equitable Healthcare.	*Leena Gupta, Jeanette Ward, Paul Ward; Australia*
PT-01-07	Raising Breastfeeding Rates for Premature Infants Staying in Neonatal Intensive Care Units	*Li May Chu, Tseng Yu Hsin, Kao Yi Ting, Li Chiu Kuel; Taiwan*
PT-01-08	Anxiety and Depression, Uncertainty and Quality of Life Undergoing Hematopoietic Stem Cell Transplantation	*Lie Feng Hsieh, Tzu Yun Chuang, Mei Bih Chen; Taiwan*
PT-01-09	Bulbuwil - Elders Using their Own Words - Aboriginal Community Inspired Co-Produced Healthy Lifestyle Program in Australia	*Linda Soars, Margaret Broadbent, Thomas Chapman, Sharon Greentree; Australia*

THE PATIENT'S VOICE

PT-01-10	The Effects of Promoting Participation of Patients to Improve Healthcare Quality and Patient Satisfaction	*Sheng-Hsiung Fan, Tai-Chin Wu, Hui-Chuan Hsieh, Tzu-Hao Kuo; Taiwan*
PT-01-11	Emergency Nursing Experience of a Patient with Acute Stroke	*Lin-Yu Chang, Shu-Jiuan Huang, Hui-Yu Lin; Taiwan*
PT-01-12	First National Patient-Reported Experience Measure in France: Online Collection of Experience for Inpatients	*Marie Gloanec, Frederic Capuano, arnaud Fouchard, Laetitia May-Michelangeli; France*
PT-01-13	Discharge Follow-Up Phone Calls for Patients Who Receive Medical Treatment at Emergency Department	*Megumi Nakatsugawa, Yasuyoshi Fukushima, Shinichi Higashiue, Kenta Ebisawa; Japan*
PT-01-14	Knowledge and Attitude of Potential Surrogates to Advance Care Planning among Elderly Patients	*Mei-Jung Chen, Li-Hwa Lin, Hui-Chuan Cheng, Li-Shan Ke; Taiwan*
PT-01-15	Patients for Patient Safety Ireland	*Melissa Redmond; Ireland*
PT-01-16	The Care Plan Assessment for the EOL Chronic Disease Patients	*Meng-Ping Wu, Lee-ing Tsao, Sheng-Jean Huang; Taiwan*
PT-01-17	Home-Based Palliative Care Service: Decision Making for Living Alone Elderly	*Meng-Ping Wu, Lee-ing Tsao, Sheng-Jean Huang, Rung-Chuang Feng; Taiwan*
PT-01-18	Client Assessment of Quality of Integrated Care for Adults and Children	*Michael Rigby, Maria Brenner, Manna Alma, Kinga Zdunek; Ireland*
PT-01-19	Psychometric Evaluation of the Arabic Language Person-Centred Climate Questionnaire – Patient Version	*Mohammed Aljuaid, Azeem Majeed, Salman Rawaf, Mustafa Elmontsri; United Kingdom*
PT-01-20	Improved Collaboration Between Patients´ Advisory Committee and Centre for Rare Diseases	*Mona Ahlberg, Charlotte Lilja, Cathrine Johansson, Christina alnervik; Sweden*
PT-01-21	Experience of Nursing Care of Death Anxiety in a Patient With Recurrent Cancer	*Mo-Ying Liao; Taiwan*

THE PATIENT'S VOICE

PT-01-22	The Impact of Hospital Accreditation on Patient Perceptions of Quality	*Muna Alkhabbaz, Gamal Mohamed, David Haran, Amir Hassan; Kuwait*
PT-01-23	Promotion of Patient-Centered Care By Incorporating Patients' Voices into Clinical Guidelines: Minds Initiative in Japan	*Naohito Yamaguchi, Narumi Eguchi, Takeo Nakayama, Akiko Okumura; Japan*
PT-01-24	Patient and Public Involvement in the Controversial Context of Large-Scale Reconfigurations: A Scoping Review	*Nehla Djellouli; United Kingdom*
PT-01-25	Enhancing Perioperative Experience: Family Centered Care- Intraoperative Progress Phone Call	*Ngai Wan Law, Sui Han Chan, Sau Ping Cindy Yip; China*
PT-01-26	A Nation-Wide Promotion of Patient Decision Aids (PDAs) to Improve Healthcare Provider-Patient Relationships in Taiwan	*Shu Min Chuang, Bi Jiuan Wu, Hsun Hsiang Liao, Pa Chun Wang; Taiwan*
PT-01-27	Reforming Care for Patients Near the End of Life in the ICU: Using the PDSA Cycle	*Pei-Chun Chou, Chin-Yen Liu, Wan-Hui Hsu, Ching-Ya Lin; Taiwan*
PT-01-28	Patient Deterioration Across the Healthcare Spectrums	*Sabina Robins, Polly Stevens, Carrie-Lynne Haines, Carla Williams; Canada*
PT-01-29	'Listening to You': Supporting Parents of Hospitalised Children to Express Concern About the Condition of their Child	*Rachel Macdonell, Claire Browne; Ireland*
PT-01-30	Voices From Uganda: What Do they Reveal About the Quality of Family Planning Services Provided By Community Health Workers?	*Ramadhan Kirunda, Frederick Mubiru, Leigh Wynne, Nilufar Rakhmanova; Uganda*
PT-01-31	Developing a Patient Safety Guide: Co-Producing a Tool for Patients and Carers	*Rebecca Lauren Morris, Stephen Campbell; United Kingdom*

THE PATIENT'S VOICE

PT-01-32	The all Wales Proms, Prems & Effectiveness Programme	*Robert Palmer, Kathleen Withers, Grace Carolan-Rees; United Kingdom*
PT-01-33	Actual Case Based Staff Trainings and Empathy	*Senem Kurmali, Ebru Yıldıran, Tahsin Güney, Gözde Kürekçi; Turkey*
PT-01-34	A Multi-Disciplinary Approach to Patient Experience Management	*Senem Kurmalı, Ebru Yıldıran, Tahsin Güney; Turkey*
PT-01-35	Patient Centered Approach: "Process Cards"	*Anıl Özdemir, Cansın Kuyucuoğlu, Senem Kurmalı, Ebru Yıldıran; Turkey*
PT-01-36	Establish a Shared Decision Making Model in Coronary Intervention therapy	*Tung-Wen Ko, Wen-Chin Ko, Sheng-Hui Hung, Pa-Chun Wang; Taiwan*
PT-01-37	Inpatient Satisfaction and Quality of Medication-Related Services: A Cross-Sectional Questionnaire Survey in Taiwan	*Shih-Chieh Lin, Shih Hua lin, Cheng Jueng Chen; Taiwan*
PT-01-38	Using Multiple Strategies to Reduce the Incidence of Urinary Tract Infections in Orthopedic Wards	*Shu Chin Yeh; Taiwan*
PT-01-39	Getting the Focus Right: Identifying Appropriate Feedback Processes to Listen, Gather and Respond to the Patient Voice	*Simon Radmore, Kathy Eljiz, David Greenfield; Australia*
PT-01-40	Talking about Suicidality: Patient Experiences of Variability in Needs During Psychiatric Inpatient Care	*Siv Hilde Berg, Kristine Rørtveit , Fredrik a Walby; Norway*
PT-01-41	Treatment Patterns and Trends after Korea's Auto Insurance Claim Review Unification.	*Sunwoo Jihye, Kwon Sumi; Korea, Republic of*
PT-01-42	Exploring the Percieved Challenges to End-of-Life Care among Health Professionals and Family Carers in Long Term Care Setting	*Wai Mun Ng, Susanna Chan, Helen Chan, Tsang Suet Mui; Hong Kong*

THE PATIENT'S VOICE

PT-01-43	An Improvement Plan of Innovating for after Cardiac Pacemakers Surgical Patients Skin Damage Prevent	*Szu Yin Chen; Taiwan*
PT-01-44	Medication Reconciliation to Oncology Patients in Palliative Care in a Large Size Philantropic Hospital	*Taissa Sotto Mayor, Michelle Cristina Silva de Almeida, Lizete Gomes Carvalho Vitorino Filha, Maria Tereza Freitas Tenorio; Brazil*
PT-01-45	Patient-Reported Outcomes in Chronic Maintenance Hemodialysis Patients – A Cross-Sectional Multicenter Study	*Talya Fleishman , Pesach Shvartzman, Jacob Dreiher; Israel*
PT-01-46	Diabetes Digital Coach NHS Testbed Project: Evaluation Approach	*Tim Benson, Elizabeth Dymond; United Kingdom*
PT-01-47	Effects of Herbal Patch on Acupoints Therapy for Patients with Chronic Allergic Rhinitis	*Tsui-Ju Chang, Jeng wang, Yu-Li Chen, Huei-Chin Yang; Taiwan*
PT-01-48	Learned Lessons From the Assessment of European Reference Networks	*Víctor Reyes-alcázar, Ángela Palop del Río, Ana Rodríguez Benavente, Antonio Torres Olivera; Spain*
PT-01-49	The Doctor Attributes That Patients Do Not Like and Their Reasons in Botswana	*Vincent Setlhare, Gboyega Adebola Ogunbanjo; Botswana*
PT-01-50	Improving Quality in Residential Aged Care: Understanding Effects of Hearing Loss on Preferences for Shared Decision Making	*Kristiana Ludlow, Virginia Mumford, Meredith Makeham, David Greenfield; Australia*
PT-01-51	Quality Improvement Project on Increasing the Utilization Rate of Postnatal (PN) Classes Offered on the Postnatal Ward in SGH	*Wan Lin Goh, Wan Hui Yip; Singapore*
PT-01-52	A Case Study of the use of an Oral Care Guide in Caring for Head and Neck Cancer Patients Suffering From Oral Mucositis	*Ya-Wen Lin; Taiwan*

THE PATIENT'S VOICE

PT-01-53	A New Approach of Multimedia Educational Intervention on Reducing Pain and Disability in Patients With Low Back Pain	*Yen-Jung Lee, Yu-Wen Chen, Yi-Ching Lee, Tien-Wen Chen; Taiwan*
PT-01-54	Using Statistical Control Chart to Monitor the Exercise Behavior in Stroke Patients	*Yi Ching Lee, Shen Chang Wu, Yen Jung Lee, Bor Wen Cheng; Taiwan*
PT-01-55	Development of the Oral Assessment Scale for Post-Operational Patients With Oral Cancer	*Yi-Chen Lee, Ya-Chuan Hsu, Hui-Ying Chiang; Taiwan*
PT-01-56	Nursing Experience in Applying Orem's Theory to a Second Stroke Patient	*Yichen Yeh; Taiwan*
PT-01-57	The Decision Making Process of Living Donors in Liver Transplant	*Yi-Ru Wang, Yu-Chan Li, Fang-Chu Ko, ; Taiwan*
PT-01-58	Illness Representation and Self-Care Management Behaviors among Patients With Heart Failure in Taiwan: A Correlational Study	*Yun Han Shie, Hsing Mei Chen; Taiwan*
PT-01-59	Measuring Quality of Care in Nursing Homes in Brazil. A Pilot Study in 31 Facilities	*Wagner Fonseca, Pedro J. Saturno, Zenewton André da Silva Gama; Brazil*
PT-01-60	Understanding Roles and Expectations of Pharmaceutical Care among Patients, Caregivers and Pharmacy Service Providers	*Zuyao See, Hui Ming Low, Yi Feng Lai; Singapore*
PT-01-61	Impact of CQI on Patients' Perception about Services and Retention in HIV Treatment in Eastern Cape, South Africa	*Sthembiso Mkhonto, Tina Maartens, Donna Jacobs, James Ndirangu; South Africa*
PT-01-62	The Patient's voice in developing standards: meaningful engagement	*Fiona Wardell; UK*

DATA TO DRIVE DECISION MAKING/POLICY

PT-02-01	Lets Talk about Quality - Australian Aged Care Quality Agency	*Ann Wunsch, Nick Ryan; Australia*
PT-02-02	A Physician-Coordinator Reduces Waiting Times for Treatment in the Emergency Department	*Dan Shwarzfuchs, Vladimir Zeldetz, Jenia Lecht, Jacob Dreiher; Israel*
PT-02-03	A Simple Computerized Authorization form in a Large Hospital System Dramatically Improves Restricted Antibiotic Use	*Lior Nesher, Jacob Dreiher, Klaris Riesenberg, Abraham Borer; Israel*
PT-02-04	Developing a Meaningful Picture of Safety Performance at the Hospital Directorate Level	*Marie Elizabeth Ward, John Fitzsimons, Róisín O'Donovan, Eilish Mcauliffe; Ireland*
PT-02-05	"Show Me the Data" – Driving Effective Continuous Improvement Within the Irish Residential Care Sector	*Oonagh Gilvarry, John Sweeney; Ireland*
PT-02-06	Why Matters Most to Elderly Patients at End of Life Stage?	*Lai Yi Eliza Wong, Janice Ying-Chui Lau, EK Yeoh; Hong Kong*
PT-02-07	Stakeholders' Views on the Strengths and Weaknesses of Maternal Care Financing and Its Reform in Georgia	*Lela Shengelia, Milena Pavlova, Wim Groot; Georgia*
PT-02-08	Evidence-Based Development of Using Nonpharmacological Interventions to Delirium With Endotracheal Intubation Patient in ICU	*Li-Fen Chung; Taiwan*
PT-02-09	Socioeconomic Inequalities in Health in Central Europe: The Importance of Socioeconomic Measures to Attain Health Equity	*Lucia Bosakova, Katarina Rosicova, Daniela Bobakova; Slovakia*
PT-02-10	The Characterization of Patients With Pressure Injury, Reported in a Quality Indicator Instrument, in an Emergency Unit.	*Ludimila De Melo, Vanessa Abreu da Silva, Andreia Afaz Bulgareli; Brazil*
PT-02-11	A New Method for Estimating the Expected Length of Hospital Admissions	*Maarten Zaal, Janine Ghielen, Sezgin Cihangir, Karin Hekkert; Netherlands*

DATA TO DRIVE DECISION MAKING/POLICY

PT-02-12	How Showing Clinical Indicators to Obtain Improvement: A Case from an Italian Teaching Hospital	*Marco Albini, Cecilia Sali, Francesco De Fazio; Italy*
PT-02-13	Risks Associated With Use of Medical Record and Administrative Data for Clinical Reporting and Mortality Risk Adjustment.	*Marliese Alexander, David Ball, Rory Wolfe, Kate Burbury; Australia*
PT-02-14	A Study on the Relationships Between Chest Physiotherapy and Care Outcome in Elderly Patients With Pneumonia	*Mei Hu Wng; Taiwan*
PT-02-15	Evaluation of the Usability and Usefulness of Statistical Process Control (SPC) Charts in Healthcare, A Systematic Review	*Michael Carton, Gemma Moore, Caralyn Horne, Jennifer Martin; Ireland*
PT-02-16	Creating a Value-Based Model of Care for Improved Throughput, Innovation and Patient Experience	*Michael Gitman, Kerri Scanlon, Andrea Restifo; United States*
PT-02-17	Los, Severity, and Door-to-Balloon Time Impact on Stemi Hospitalization Cost in National Cardiovascular Center Harapan Kita	*Nazirah Istianisa, Basuni Radi, Rita Zahara, Widyarsih Oktaviana; Indonesia*
PT-02-18	The Use of Medical Simulators May Lead to a Significant Reduction in Health Care Costs	*Gerhard Halmerbauer, Nicole Kamptner, Andreas Schrempf, Christoph Ausch; Austria*
PT-02-19	Body Weight and Socio-Demographic Characteristics: A National Study Among Adults in Israel	*Nura Abdel Rahman, Vered Kaufman-Shriqui, Ronit Calderon-Margalit, Orly Manor; Israel*
PT-02-20	Different Reporting and Learning Systems give Different Results	*Oystein Flesland, Eli Saastad, Raymond Ludvigsen; Norway*
PT-02-21	Development of Risk Adjustment Models for Acute Stroke: Using a Self-Reported Database in Taiwan	*Yu Chen, Kuo Piao Chung, Hsun Hsiang Liao, Pa Chun Wang; Taiwan*

DATA TO DRIVE DECISION MAKING/POLICY

PT-02-22	Evaluating a Decision Support Algorithm for Assessing the Needs of Social Care Users in England	*Paul Clifford, Rob Saunders, Vasa Curcin; United Kingdom*
PT-02-23	Crumlin's Children Hospital - What We Have Learned and Continue to Learn From PEWS	*Paula Mc Grath, Sean Walsh; Ireland*
PT-02-24	Effective Human Resources for Health Policies-in-Action to Achieve Universal Health Coverage: A Systematic Review	*Prerak Dwivedi, Mariam Sbaiti, Sondus Hassounah; United Kingdom*
PT-02-25	Queueing System of MRI Service Using M/M/1 Queueing Model in an Indonesian Referral Hospital	*Widia Puspa Hapsari, Puput Leni Hapsari; Indonesia*
PT-02-26	Establishment of an Innovative and Collaborative Nutrition Management in Orthopedics Based on ERAS	*Qiunan Lyu; China*
PT-02-27	A Comparison of Classification Methods for Retrospective Detection of Patients With Postoperative Complications	*Ramona Haslinger, Gerhard Halmerbauer, Helga Wagner, Christoph Ausch; Austria*
PT-02-28	Development of National Health Insurance Monitoring System and Patient Service Evaluation in Harapan Kita Hospital	*Rita Zahara, Basuni Radi, Iwan Dakota, Indriwanto Sakidjan; Indonesia*
PT-02-29	Multi-Centered, Intervention to Lower CLABSI Rate in ICUs	*Ronit Nativ, Avraham Borer, Michal Penchak, Michael Sherf; Israel*
PT-02-30	Utilizing Cloud Computing to Address Big Data Solution in MSQH Accreditation Program	*Rozana Osman; Malaysia*
PT-02-31	CBAHI – Who National Study on Prevalence of Adverse Events in Saudi Arabia	*Salem Alwahabi, Maged Elmaghrabi; Saudi Arabia*
PT-02-32	Adding Laboratory Test Results to Administrative Data to Measure Clinical Processes and Outcomes	*Samuel F Hohmann; United States*

DATA TO DRIVE DECISION MAKING/POLICY

PT-02-33	Service Quality and the Association With Quality Nursing Sensitive Indicators: Mix Method Pilot Study	*Sharifah Mohidin; Saudi Arabia*
PT-02-34	Performance Management Improvement Plan for Critically Ill Adult Patients	*Wei-Ting Hsu, Sheng-Hui Hung, Hung-Jane Lee, Pa-Chun Wang; Taiwan*
PT-02-35	Social Burden of Elderly Care in Japan - A Time Trend Analysis Based on Japanese Governmental Statistics	*Shimpei Hanaoka, Kunichika Matsumoto, Takefumi Kitazawa, Tomonori Hasegawa; Japan*
PT-02-36	Use Data Mining to Reduce the Number of Patients Returning to Hospital and Improve the Quality of Emergency Care	*Shu-Chin Jhan; Taiwan*
PT-02-37	Factors Influence the Accident-Related Events in Acute Psychiatric Wards	*Shu-Yen Liu, Mei-Bih Chen, Yuan-Hwa Chou; Taiwan*
PT-02-38	Strategic Positioning of an Accreditation Authority: Stakeholders Involvement	*Sihem Essaafi, Sihem Majoul, Nabil Ben Salem, Khaled Zghal; Tunisia*
PT-02-39	Bereaved Relative End-of-Life Care Data and the Role of Feedback Strategies in Influencing Decision Making & Improvement	*Siobhan McCarthy, Orla Keegan; Ireland*
PT-02-40	Removing Clinically Insignificant Alarm Events to Reduce Alarm Fatigue Within Care Providers	*Stephen Ceresoli, Lori Finkelstein-Blond, Vicki LoPachin, Umesh Gidwani; United States*
PT-02-41	Radiation Therapy Taxonomy for Incident Classification: Analysis of Six Years of Incident Data From Three Cancer Centers	*Stuart Greenham, Stephen Manley; Australia*
PT-02-42	Continuous Quality Improvement Through Application of Integrated Computing Indicator Management System	*Sulah Lee, Jinah Kim; Korea, Republic of*

DATA TO DRIVE DECISION MAKING/POLICY

PT-02-43	Universal Prestorage Leukoreduction of Red Blood Cell Products Reduced the Rate of Febrile Nonhemolytic Transfusion Reactions	*Tai Cheng Lee, Yi Ting Chen, Yen Ting Lai, Fang Yeh Chu; Taiwan*
PT-02-44	Analysis of ICU Readmissions in Less Than 24 Hours after Discharge From Patients Submitted to Cardiac Surgery	*Taissa Sotto Mayor, C. A. Gonnelli, D Gonnelli, A Gasparoto; Brazil*
PT-02-45	The Relationship Between the Concentration of Digestive System Surgery and Outcomes at Regional Level in Japan.	*Takefumi Kitazawa, Kunichika Matsumoto, Takayoshi Nagahama, tomonori Hasegawa; Japan*
PT-02-46	Impact of Implementing the Alcohol Levy Amongst Drinkers in Gaborone, Botswana: Time for a National Rehabilitation Centre?	*Tiny Kelebogile Masupe, Kagiso Mochankana, Uyapo Masole, Lesego Kuate; Botswana*
PT-02-47	Considerations for Conducting an Economic Evaluation of Complex System Intervention - Medication Review.	*Tomasz Szymanski, Julie Reed, Lars Holger Ehlers, Derek Bell; United Kingdom*
PT-02-48	Assessment of Implementation Level of Governance Model in the Clinical Management Units of the Andalusian Health Service	*Víctor Reyes-Alcázar, Juan Javier Cerezo Espinoso de los Monteros, Begoña Buiza Camacho, Antonio Torres Olivera; Spain*
PT-02-49	To Enhance the Retention Rate of New Entrants	*Wanline Chen; Taiwan*
PT-02-50	A Correlational Study of Social Support, and Self-Efficacy Among Licensed and Unlicensed Advanced Practice Nurses	*Ya-Mei Yu; Taiwan*
PT-02-51	Patterns of Fruit and Vegetable Intake and Physical Activity Among Community-Ambulant Patients in Singapore	*Yi Feng Lai, Zhi Yin Goh, Pei Ying Lee; Singapore*

DATA TO DRIVE DECISION MAKING/POLICY

PT-02-52	Let the Devil Appear - Using Process-oriented Approach to Explore Medication Administration Errors From the Incident Reports	*Ying Li Lee; Taiwan*
PT-02-53	Discussion on the Application of Shared Decision-Making in Clinical Practice for Coronary Artery Disease.	*Yuan-Hui Lai, FU-Lan Chang, Wen-Lieng Lee, Tsu-Juey Wu; Taiwan*
PT-02-54	Finding a "Hub indicator": A Systemic Evaluation of Taiwan Clinical Performance Indicator	*Deh-Ming Chang, Yuan-Hwa Chou, Kwua-Yun Wang, Shin-Shang Chou; Taiwan*

SUSTAINABLE QUALITY IMPROVEMENT FOR LMIC

PT-03-02	"Evitando UPP" (Avoiding Pressure Ulcers) Campaign: Effectiveness in Intensive Care Units (ICU) of Latin America	*Viviana E E Rodriguez, Dolores Macchiavello, Florencia Koch, Ezequiel Garcia Elorrio; Argentina*
PT-03-03	Impact of Facilitation Support on the Implementation of Quality Improvement Plans in Health Facilities, Kwara State, Nigeria	*Oyebola Adebola, Ibironke Dada, NjideNdili; Nigeria*
PT-03-04	Learning From Medical Errors and Adverse Events: Promoting Learning Over Blame Amongst Doctors and Nurses in Vietnam	*Reema Harrison, Merrilyn Walton, Esmond Esguerra; Australia*
PT-03-05	Collaborative Lean Program to Offer a Fast Track Employment for Supporting Staff	*Yuk Lin Wong, Pui Yi Becky Ho, Ka Chung Peter Leung, Ching Man Yau; Hong Kong*
PT-03-06	Framework for Effective Dissemination of Quality Improvement Interventions at a National Scale	*Nwanneka Okere, Chinenye Ugoji, Sunday aboje, Manhattan Charurat; Nigeria*
PT-03-07	Medical Audit – An Effective Tool for Health Systems Strengthening Through Learning	*Oleg Barba, Liliana Buzdugan, Angela Anisei, Valeriu Plesca; Moldova, Republic of*
PT-03-08	Effects of Expectant Father's Accompanying Birth Education Program on Women's Childbirth Stress and Self-Efficacy in Taiwan	*Pei-Ying Chen, Su-Chen Kuo, Chieh-Yu Liu, Pi-Tuan Chan; Taiwan*
PT-03-09	Prevention of Peri-intraventricular Hemorrhage in Newborns Pre-Terms: Study of the Application of a Bundle	*Rhanna Carvalho, Daniela Ferreira; Brazil*
PT-03-10	Reducing the Abnormality Rate of Sterilization about Special Equipments by Project	*Shaojing Hong, Shengdong Wamg; China*
PT-03-11	Increasing Therapy in Acute Stroke	*Sharmane Motuliki; Australia*
PT-03-12	Using the TRM to Decrease the Hospitalization of ICU in a Tertiary Medical Center in Taiwan	*Shih-Yi Hou, Shu-Chen Liao, Ti-Geo Guo, Ming-Ke Hsieh; Taiwan*

SUSTAINABLE QUALITY IMPROVEMENT FOR LMIC

PT-03-13	Improving Maternal Health Services at Primary Health Care Level Through Clinical Governance: A Pilot Study	*Sidi Ali Imam Mohammed, Ugo Oloki, Winifred Ekezie, Nicole Spieker; Nigeria*
PT-03-14	To Increase Efficiency in Coordinating Post-Discharge Care	*Siti Hajar Ninhadi, Murnie Osman Zaeiuddin, Linlin Hu, Rachel Marie towle; Singapore*
PT-03-15	To Improve the Quality of Life of Frail Elderly By Reducing Unnecessarily Transfer to Acute Hospital	*Yuen Man Kitty Mak, Suet Mui Tsang, Wai Yeung, Susanna Sau Ha Chan; Hong Kong*
PT-03-16	Innovation of Discharge Education Promotion With Discharge Kit	*Yuk Fong Chan, Sau Ha Susanna Chan, Chui Yuk Poon; Hong Kong*
PT-03-17	Health Services Adherence to a Bundle for Early Detection and Treatment of Sepsis in Brazil	*Taissa Sotto Mayor, Felipe Folco, Marília Damasceno, Revetria Lazarin; Brazil*
PT-03-18	How Compliance to Best Practices is Related to the Incidence of Catheter-Associated Urinary Tract Infections in Brazil	*Taissa Sotto Mayor, Melissa Morais, Marília Damasceno, Mara Machado; Brazil*
PT-03-19	Reduction of the Pharmacotherapeutic Guide and Economic Impact in a Large Size Philanthropic Hospital	*Taissa Sotto Mayor, Lizete Vitorino Filha, Michelle almeida, Maria Tereza Tenório; Brazil*
PT-03-20	Determinants of Defaulting From Completion of Child Immunization in Tigray, Northern Ethiopia: A Case-Control Study	*Tesfay Gebregzabher Gebrehiwot, Haylay Gebretinsae, Alem Abay, Yemane Gebremariam; Ethiopia*
PT-03-21	Empowering Frontline Workers to Work as a Team to Bring about Improved Quality and Access to Essential Surgical Care	*Tigistu Adamu Ashengo, Alena Skeels, Abraham Mengistu, Erin Barringer; United States*
PT-03-22	Interdisciplinary Communication: Exploring Clinician and Patient Perceptions of Roles During Rounds	*Victoria Walton, Anne Hogden, Julie Johnson, David Greenfield; Australia*

SUSTAINABLE QUALITY IMPROVEMENT FOR LMIC

PT-03-23	Satisfaction an Oxymoron or a Laudable Goal for Human Resource Development: A Study Among Nursing Professionals	*Vijaydeep Siddharth, Mansoor Hussain, Mohammad Kausar, Parmeshwar Kumar; India*
PT-03-24	The Association of Antepartum Health Care and Breastfeeding	*Wen-Ting Peng, Sheng-Mou Hsiao, Shu-Min Chang, Fu-Siang Peng; Taiwan*
PT-03-25	The Adoption of Hospital Accreditation By Low-Middle Income Countries: A Literature Review	*Wesam Mansour, Alan Boyd, Kieran Walshe; United Kingdom*
PT-03-26	Using Quality Improvement Methods to Raise Efficiency of Admission and Discharge Processes	*Ying-Ru Chen, Jiin-Chyr Hsu, Ling-Na SHIH, HSIU-SHIH HUaNG; Taiwan*
PT-03-27	Improving HIV Testing Rates of Vulnerable Children and Caregivers in Lesotho	*Sefora Makepe-Tsiu, Ntili Lekhotsa, Diana Chamrad, Kelello L.M. Lerotholi; United States & Lesotho*
PT-03-28	Linking HIV Treatment Patients Back into Care Using a Community Multidisciplinary Team	*Linley Hauya, Tiwonge Moyo; Malawi*

REGULATIONS INFLUENCE ON GOVERNANCE

PT-04-01	The ANS's Qualification Programme of Health Services Providers (Qualiss) Improves the Health Assistance in Brazil	*Ana Paula Cavalcante, Sonia Marinho de Souza, Anete Gama, Martha Regina Oliveira; Cambodia*
PT-04-02	Analysis of Taiwan Aesthetic Medicine Program Certification	*Shih Ting Wu, Yaota Wu, Ching-Feng Chiang, Chung-I Huang; Taiwan*
PT-04-03	Medical Center Accreditation in Taiwan— How to Evaluate Excellence?	*Shih Ya Chou, Shin Wri Lin, Huei Peng Wang, Chung I Huang; Taiwan*
PT-04-04	Factors Associated with Rates of Breastfeeding, Skin-to-Skin Contact, 24 Hours Rooming-in Among Baby-Friendly Organization	*Yi-Ting Lien, Mei-Yi Chou, Yao-Ta Wu, Chung-I Huang; Taiwan*
PT-04-05	Cost of Quality of Hospital Accreditation Standard Implementation at a Local Government Public Hospital	*Nur Wahyuningsih, Hanevi Djasri, Tjahjono Kuntjoro; Indonesia*
PT-04-06	Hospital Accreditation Transformation in Indonesia	*Sutoto Sutoto, Luwiharsih Luwiharsih, Hanevi Djasri, Adi Utarini; Indonesia*
PT-04-07	Do Hospital Types affect Satisfaction with On-Site Surveys?	*Masafumi Toya, Ray Yokoyama, Michio Hashimoto, Yuichi Imanaka; Japan*
PT-04-08	Quality Measurements in Switzerland: Pioneering Performance in Transparency and Publication of Results	*Regula Heller, Petra Busch; Switzerland*
PT-04-09	Beating the Bugs - Tackling Healthcare Associated Infections (HCAI) and Antimicrobial Resistance (AMR) in National Policy	*Rosarie Lynch, Eithne Barron, Kathleen Mac Lellan, Ronan Glynn; Ireland*
PT-04-10	An Assessment of Compliance and Quality in In-Patient Mental Health Services in Ireland	*Rosemary Smyth, Elena Hamilton, Kate Frowein, Deirdre Hyland; Ireland*
PT-04-11	An Overview of MSQH E-Accreditation Information System to Support MSQH Accreditation Program	*Rozana Osman, Kadar Marikar; Malaysia*

REGULATIONS INFLUENCE ON GOVERNANCE

PT-04-12	CBAHI; The Beginning, Transformation and Future Responsibilities in Saudi Arabia and Region	*Salem Alwahabi, Maged Elmaghrabi; Saudi Arabia*
PT-04-13	Development of Standards for Clinical Practice Guidance in Ireland	*Niamh O'Rourke, Pauline Dempsey , Rosarie Lynch, Kathleen Mac Lellan; Ireland*
PT-04-14	Establish Nursing Assistants to Participate in Hand Hygiene Quality Improvement Program	*Tung-Wen Ko, Tsung -Mei Chang, Sheng-Hui Hung, Pa-Chun Wang; Taiwan*
PT-04-15	Description of Patient Safety Incidents in Brazilian Institutions Accredited By IQG-Health Services Accreditation	*Elaine Vaz de Souza Jambo, Taissa Sotto Mayor, Rosa Leda Bellini, Janaina Cherubin, Revetria Lazarin; Brazil*
PT-04-16	Issues and Challenges for Nepalese Health Care Executives	*Thakur Prasad Lamsal; Nepal*
PT-04-17	Setting Standards for Health Care Quality and Patient Safety Learning Experiences for Physician in U.S. Postgraduate Training	*Thomas Nasca, Kevin Weiss, Rebecca Miller; United States*
PT-04-18	The Characteristics of Evaluation Result Among Different Hospital Types Regarding Hospital Management	*Keiko Gamachi, Tomoko Yamano, Michio Hashimoto, Yuichi Imanaka; Japan*
PT-04-19	Refinement of Hospital Accreditation Standards to Align with Current Regulations and Good Clinical Governance	*Yong Ting Poh, Kadar Marikar, John Rebecca; Malaysia*
PT-04-20	Enhancing Correctness of Ventilator-associated Pneumonia Measures Implemented By NICU Medical Staff Through TRM Use	*Yu Ting Huang, Chao Ya Huang, Hsiu Ya Su, Chen Te Ma; Taiwan*
PT-04-21	Effects of a National Quality Improvement Cycle Applied to the Prevention of Nosocomial Infections in Brazilian Hospitals	*Magda Costa, Heiko Santana, Zenewton André da Silva Gama; Brazil*
PT-04-22	Safety Culture of Brazilian Hospitals Before and after Implementation of a National Patient Safety Program	*Luiz Eduardo Andrade, Zenewton André da Silva Gama; Brazil*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-02	Causes of Prescribing Errors Associated With Use of an Inpatient Electronic Prescribing System: A Qualitative Evaluation	*Seetal Jheeta, Bryony Dean Franklin; United Kingdom*
PT-05-03	Pathway Granularity and Solutions to Barriers to Sepsis Diagnosis and Treatment on a Surgical Ward	*Sinead Horgan, Grace Reidy; Ireland*
PT-05-04	Junior Doctors Witnessing of What they Perceive as 'Safety Concerns' in a Hospital Setting	*Marie Elizabeth Ward, Eilish Mcauliffe, Éidín Ní Shé, Christian Korpos; Ireland*
PT-05-05	Medication Adverse Events in Intensive Care: Incidence and Rate	*Taissa Sotto Mayor, Claudia Mangini, F De Marco, E Malhone; Brazil*
PT-05-06	From Practice Review to Clinical Governance: A Case Study	*Samuel Tse, J Yeung, B Kwok; China*
PT-05-07	CRS(Critical-Value Reporting System) Monitoring for Ensuring Patient Safety	*HyeJin Kim; Korea, Republic of*
PT-05-08	What's Not Being Communicated?: Identifying Strategies to Address Gaps in Discharge Communication in the Emergency Department	*Molly Sinclair, David Greenfield, Kathy Eljiz, ; Australia*
PT-05-09	Two Pit Stop and a Telephone Call in the Fast Lane: A Randomized Controlled Study of Discharges From Acute Medical Units	*Marianne Lisby, Michelle Klingenberg, Hans Kirkegaard; Denmark*
PT-05-10	Assessment of Preventability of Unplanned Readmissions; Preliminary Results of a Systematic Review	*Eva Kneepkens, Corline Brouwers, Martine de Bruijne, Fatma Karapinar; Netherlands*
PT-05-11	Consultation With Specialists of Other Departments about Complications and Comorbidities During Perinatal Period	*Maya Takamoto, Yukio Hiroi, Tetsu Yano; Japan*
PT-05-12	Using Ergonomics to Prevent High-alert Medication Error in ICU: A Case Study	*Mei Hui Hsieh, Chih-Chi Li, Yu-Chieh Cheng, Yu-Rung Yeh; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-13	Use Root Cause Analysis to Reduce the Risk Management of Omission of Execution	*Mi Chon Chou, Lu Pei-Chien; Taiwan*
PT-05-14	Standardization of Endoscope Cleaning and Disinfection	*Mi Ryeong Song; Korea, Republic of*
PT-05-15	Ensuring Health IT System Safety and Integrity – An Avoided Responsibility	*Michael Rigby, Farah Magrabi, Elske ammenwerth; Ireland*
PT-05-16	Assuring Patient Safety During Digital Disruption	*Michelle Winning, Clair Sullivan, Michael Cleary, Kim Gehrke; Australia*
PT-05-17	Improving organization and Work Comfort: Interruptions Throughout the Medication Circuit	*Morgane Lannes, Cécile Pécot, Cécile Paillé, Leïla Moret; France*
PT-05-18	A Systematic Review on the Effect of Surgical incidents on Operating Staff and Related Safety Concerns	*Naresh Serou, Sarah Slight, Andrew Husband, Simon Forrest; United Kingdom*
PT-05-19	Monitoring Variations in Chemotherapy Prescribing	*Nasreen Kaadan, Geoff Delaney, Eugene Moylan, Stephen Della-Fiorentina; Australia*
PT-05-20	Nurse Initiated Pain Protocol in the Emergency Department	*Norizan Jaafar, Paul Weng Wan; Singapore*
PT-05-21	Integrated Risk Management at the Cantonal Hospital of Grisons: From Conceptual Design to Implementation	*Oliver Thomas Kessler, Tima Plank, Heinrich Neuweiler; Switzerland*
PT-05-22	Using Root Cause Analysis to Reduce Chemotherapy Extravasation	*Pei-Chun Chou, Ya Chin Lin, Yu-Chen Yeh, Yi-Ting Yeh; Taiwan*
PT-05-23	Analysis of Patient Safety Reporting System for Improving Nursing Care Among Orthopedic Patients During Hospitalization	*Pei-Jung Yu, Shuo-Sui Hong; Taiwan*
PT-05-24	Exploring the Feasibility and Impact of Safety Cases in Community Pharmacies	*Penny Lewis, Melinda Lyons, Denham Phipps, Darren Ashcroft; United Kingdom*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-25	Perceptions and Behavior Towards Admission Screening of Patients at Risk of Multidrug-Resistant Organisms	*Dominique Joubert, Stephane Cullati, Pierre Chopard, Didier Pittet; Switzerland*
PT-05-26	When Illegitimate Tasks Threaten Grade of Patient Safety: Cross-Sectional Survey in a Tertiary Hospital	*Stéphane Cullati, Norbert Semmer, Delphine Courvoisier, Pierre Chopard; Switzerland*
PT-05-27	An International Study of Drug-Drug Interaction Alert Warnings in Different EHR Systems to Help Guide Safer Prescribing	*Pieter Cornu, Alexandra Robertson, David Westfall Bates, Sarah Slight; Belgium*
PT-05-28	Evaluation of Sample Rejection to Reduce Human Factor in Preanalytical Errors for Safer Patient Care in an Oncology Centre	*Preeti Chavan, Hemant Vira, Chital Naresh, Vivek Bhat; India*
PT-05-29	Improve the Workflow on Handling of Important Specimens From Respiratory Medical Department of Kowloon Hospital to Laboratory	*Pui Kin Ng, Thomas Mok, Olga Ma; China*
PT-05-30	It Takes a Village: Improving Hand Hygiene Across All Health Care Staff	*Rebecca Anderson, Hajere Gatollari, Vicki LoPachin; United States*
PT-05-31	An intervention to Improve Resilience in Acute Healthcare: Implementation of an ICU Escalation Plan	*Robyn Clay-Williams, Brette Blakely, Paul Lane, Jeffrey Braithwaite; Australia*
PT-05-32	Rebels With a Cause. How Positive Deviance Works for Quality Care	*Roland Bal, Iris Wallenburg, Anne Marie Weggelaar; Netherlands*
PT-05-33	Using information Technology to Improve Patient Safety and Qualty in Oncology	*Roula Zahar; Lebanon*
PT-05-34	Association of Safety Attitude on Quality of Nursing Practices: Nurses Perception	*Sana Aleidarous, Sylvia Buchmann, Ben M. W. Illigens, Timo Siepmann; Saudi Arabia*
PT-05-35	More Than a Decade of Patient Safety Leadership Walkrounds: Is it Worth?	*Sandhya Mujumdar, Sucharita Hota, Sophia Ang; Singapore*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-36	Patient Safety in Pediatrics: Ergonomic Solutions for Safer Care of Children	*Giulia Dagliana, Sara Albolino, Elena Beleffi, angela Savelli ; Italy*
PT-05-37	Safe Care Transitions: Human Factors for Improving Safety & Resilience in the Communication of Healthcare Organizations	*Giulio Toccafondi, Sara Albolino, Tommaso Bellandi; Italy*
PT-05-38	A Study on Oversea Cases for the Development of Open Disclosure in Korea	*Seung Gyeong Jang, Won Lee, in Sook Kim, So Yoon Kim; Korea, Republic of*
PT-05-39	The Practical Policies of Developing Age-Friendly Health Care Environment to Improve Patient Safety Culture	*Shan Huang, Cheng-I Cheng, Hsiu-Ling Chen; Taiwan*
PT-05-40	A Program to Reduced Newly Develop Pressure Injury for Inpatients	*Sheng Hsiang Tu, Ming Huan Wen, Ching Wen Lien; Taiwan*
PT-05-41	Effect of High Fidelity Resuscitation Simulation Team Training on General Ward - A Longitudinal Follow-Up Study	*Sheng Hui Hung, Pa-Chun Wang, Yung-Lung Wu, Hui-Jane Lee; Taiwan*
PT-05-42	Creation of Preventive Measure of Adverse Event in Dental Care Through the Adverse Event Reporting /Learning System in Japan	*Kikuo Nomoto, Shin Ushiro, Tomohiro Yamada, Misa Sakaguchi; Japan*
PT-05-43	Impact of the Japan Obstetric Compensation System for Cerebral Palsy on Mitigating Conflict	*Hideaki Suzuki, Shin Ushiro, Shigeru Ueda; Japan*
PT-05-44	Violence / Verbal abuse and Possibility of Crime By Patients in Japan: Actual Condition of Obstruction of Business etc.	*Shoichi Maeda, Eri Ishikawa, Mamoru Ikeda; Japan*
PT-05-45	The Project to Improve Incidence of Fall for Inpatients	*ShuChen Chiang, HsiaoHui Yu, PeiChen Liu, ChingHui Wang; Taiwan*
PT-05-46	Use Exception Event Notification in Patient Safety Discussion on Computer Information System	*Shu-Chuan Liu, Yu-Pao Chen; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-47	The Analysis of Medication Error Incidence Rate Before and After Carrying out Bar Code Medication Administration (BCMA)	*Shu-Fen Li, Wang Shu-Yen; Taiwan*
PT-05-48	Developing Standardized Structured Physician Ordering System and Its Effectiveness in Clinical Nursing Practice	*Shu-Tai Sheen Hsiao, Pei-Ling Wang, Shu-Liu Guo, Ray-Jade Chen; Taiwan*
PT-05-49	Using Tried Aviation Techniques to Build an Effective Obstetric Checklist	*Simon Knight, Fei Bing; Australia*
PT-05-50	Reducing Errors in Hypoglycaemic Screens in a Tertiary Neonatal Intensive Care Unit – Optimising the System	*Sinead Mc Glacken-Byrne, John Murphy; Ireland*
PT-05-51	Missed Diagnostic Opportunities and English General Practice	*Sudeh Cheraghi-Sohi, Hardeep Singh, Stephen Campbell, David Reeves; United Kingdom*
PT-05-52	Transition of Evidence into Clinical Practice: Change of Intramuscular injection Site in Emergency Department of Pyneh	*Suk Yin Margaret Yuen; Hong Kong*
PT-05-53	Streamline Drug Stock Management in Cheshire Home Shatin (SCH)	*Wai Mun Ng, Kitty Mak, Suet Mui Tsang, Susanna Chan; Hong Kong*
PT-05-54	Classification of Patients Based on the Risk of Adverse Events and Monitoring By the Clinical Pharmacy in a Large Hospital	*Taissa Sotto Mayor, Michelle Cristina Silva de almeida, Lizete Gomes Carvalho Vitorino Filha, Maria Tereza Freitas Tenorio; Brazil*
PT-05-55	Monitoring the Adherence to Best Practices in a Venous Thromboembolism Prevention Distinction Program in Brazilian Hospitals	*Taissa Sotto Mayor, Felipe Folco, Gilzelia almeida, Sandra Cristine da Silva; Brazil*
PT-05-56	Venous Thromboembolism: Adherence of Medical Surgeons to Prophylaxis	*Taissa Sotto Mayor, T Monteiro, L Françolin, L Freitas; Brazil*
PT-05-57	Experience in Implementing Web-Based Patient Safety Reporting System in a Community Hospital	*Te Tsung Chen, Chen Hsu Lo; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-58	One District Hospital's Improvements to Delayed-Hemostasis in Hemodialysis Patients	*Tsai Wan Yi, Tsai Ya CHU, Huang Shu Yun, Kao Li-Chueh; Taiwan*
PT-05-59	Apply FMEA to Improve the Management Effect of Hospitals Practicing Safe Environments	*Tzu-Chun Liu, Chin-Hui Huang, Pei-Fang Lee, Hsiao-Ling Hsiao; Taiwan*
PT-05-60	Strategies Used in the Institutionalization of Patient Engagement in Risk Management	*Ursulla Aho-Glele, Marie-Pascale Pomey; Canada*
PT-05-61	The Yorkshire & Humber Mortality Case Notes Review Programme: Applying Research Methodology to Improve Care Quality & Safety	*Usha Appalsawmy, Michael McCooe; United Kingdom*
PT-05-62	The Impact of Job Satisfaction on Research Involvement of Mexican Nurses. The Mediation Role of Organization Commitment	*Manuel Herrera-Usagre, Víctor Reyes-alcázar, María Guadalupe Moreno-Mosiváis, Jacobo Cambil-Martín; Spain*
PT-05-63	Improving Healthcare Worker's Awareness Using Bedside Visual Display Charts: Study From North India	*Vishal Bansal, Vinay Verma, Mary Kurean, Shalley lal; India*
PT-05-64	Assessment of Patient Safety Culture in Maternity Units: A Narrative Literature Review	*Waleed al Nadabi, Bryan Mcintosh, Gabrielle. T. McClelland, Mohammed a Mohammed; United Kingdom*
PT-05-65	In-Hospital Cardiac Arrest Can Be Reduced By Implementation of Innovative Early Warning Information System	*Wei-Chun Huang; Taiwan*
PT-05-66	Understanding Communication: Key Factor for Patient Safety Culture Improvement in National Cardiovascular Center, Indonesia	*Widyarsih Oktaviana, Anna Ulfah Rahajoe, Fushen Fushen, Baiq Qurrata Aini; Indonesia*
PT-05-67	A Project of Improving Stat Medical Order Process at a Thoracic Ward	*Wu Wei-Fen; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-68	The Occurrence of Workplace Violence and Related Factors among Nurses in Guangdong Province in China	*Yan Wu, Liming You, Ke Liu, Jiali Liu; China*
PT-05-69	Step Out - Ensuring a Safe Transport of the Critically Ill Patient	*Yaron Mushkat, Hana Peled, Lily Perelman, Michael Sherf; Israel*
PT-05-70	Using a Diversified Strategy to Reduce the Incidence of Falls Among Hematology/Oncology Ward Patients	*Ya-Wen Lin; Taiwan*
PT-05-71	The Usage of Structured Electronic on-Line Handover System to Improve the Handover Efficiency Among Doctors on Duty in Taiwan	*Yen-Gan Chiou, Tzu-Kung Lin, Yi-Yu Lin; Taiwan*
PT-05-72	Enhancement of Efficiency and Patient Safety Using Patient-Centered Blood Collection Service With It Robotic System Support	*Yi Chen Lee, Hui-Fei Tang, Yi-Ning Lin, Fang-Yeh Chu; Taiwan*
PT-05-73	Implementation of Root Cause Analysis in an Interdisciplinary Team to Prevent Patient Absconds from Psychiatric Ward	*Yi Huang Wang, Yi-Xing Chen, Qiao-Qin Gu, Chia-Chi Hsieh; Taiwan*
PT-05-74	Using Multiple Quality-Improving Practices to Establish Clinical Alert System	*Yi-Ting Shih, Pei-Han Yeh, Wang Yao-Yi, Feng-Chun Hsu; Taiwan*
PT-05-75	Improving Medication Incident Reporting and Categorisation	*Yogini Jani, David Gerrett; United Kingdom*
PT-05-76	Improvements on Healthcare Pneumatic Tube System	*Chi-Chun Lo, You-Cheng Syu, Chi-Sheng Chiang, Tsung-Yi Chien; Taiwan*
PT-05-77	Development of Consent Form and Improvement in Process	*Youngeuy Kim, Hyelim Jung, Jisuk Hwang, Eunhee Kim; Korea, Republic of*
PT-05-78	Applying Failure Mode and Effect Analysis to Reduce Rejection Rate of Pathological Biopsy Specimen	*Yuhui Shen, Shu-Jyuan Jiang, Chia-Chi Hsieh, Chen-Hsu Lo; Taiwan*

UNDERSTANDING SYSTEMS FOR SAFETY

PT-05-79	The Project to Improving the Nurses Working Overtime in the Medical Intensive Care Unit	*Yung-Ching Kao, Ming-Ying Lin, Ling-Yi Tsai, Chia Chen Wu; Taiwan*
PT-05-80	Using a Bundle Care and Clinical Experience Sharing to Reduce the Unplanned Extubation in the Adult Intensive Care Units	*Yu-Tzu Li, Guei-Ling Fann, Hsiao-Fang Huang, Huey-Wen Liang; Taiwan*
PT-05-81	A Critical Look at Referrals, Triaging and Admission Trends of a High-intensity Closed Medical Intensive Care Unit (MICU)	*Ze Ying Tan, Hiang Ping Chan, Yong Xiang Gwee, adrian kee; Singapore*
PT-05-82	Reducing Noise Levels in a Paediatric Surgical Ward Using Real-Time Visual Feedback	*Zhi Qian Hen, Li Ling Lai, Thuraiya Jais, Dirk Frans de Korne; Singapore*
PT-05-83	Constructing Proactive Prevent Malpractice Model By Using Reporting System and Mindfulness-Based Stress Reduction	*Wan Ting Wu, Jiin Chyr Hsu, Ling Na Shih, Chien Hsien Wu; Taiwan*

EDUCATION THROUGH LEARNING AND SHARING

PT-06-02	Improvement of Bowel Cleansing Scores With Multimedia Instruction and Automatic Prescription in a Ward of Gastroenterology	*Chu-Chun HSU, Peng-Jen Chen, Chun-Jung Chiu, Ching- Kan SU; Taiwan*
PT-06-03	Tips: Trainees Improving Patient Safety Through QI a Peer Lead Initative in the North West of the UK	*Hannah Baird, Dario Rydel, Kathryn Newell, Ayoub Behababni; United Kingdom*
PT-06-04	Quality Improvement Program to Reduce the Prevalence of Pressure Ulcers in a Medical and Surgical Intensive Care Unit	*Shu-Fen Lu, Yi-Ting Wang, Hsia-Ting Chen, Wang-Ming Sum; Taiwan*
PT-06-05	Combine Use of Collagenase Enzymatic Ointment and Moistened Hypertonic Sodium Chloride in Necrotic and Chronic Wounds	*Li Yuk Ngan, Leung Lai Chun, Leung Wing Yi, Liu Ka Wai Billy; Hong Kong*
PT-06-06	Evaluation of a Quality Improvement Fellowship Programme for Staff Doctors	*Liz Cox, Karen Mounce; United Kingdom*
PT-06-07	Improving Patient Outcomes Through Heightened Focus on Patient Safety Indicators	*Lori Finkelstein-Blond, RN, Ma, CIC, Stephen Ceresoli, MSIE, Vicki LoPachin; United States*
PT-06-08	Effect of Infusion Device Safety Program	*Mang Chi Chang, Kin Fai Chung; Hong Kong*
PT-06-09	Achieving Equity in Primary Care: A Case Study from New Zealand	*Matire Harwood, Yaw Moh, Summer Hawke, Bennedict Hefford; New Zealand*
PT-06-10	Interprofessional Workshop on Work Process Flow Chart Aimed at Improving Patient Safety	*Misa Sakaguchi, Junko Inoue, Mai Onishi, Shin Ushiro; Japan*
PT-06-11	Effects of a Quality Improvement Experience on Longer Term Performance of Teams in Clinical Settings	*Nancy Dixon, Lorna Wellsteed; United Kingdom*
PT-06-12	Strengthening of Non-Technical Skills for Promoting Patient Safety at Four Middle and High- Complexity Level Hospitals	*Maria Del Pilar Soler, Javier Eslava-Schmalbach, Nubia Sanchez, Diana Caballero; Colombia*

EDUCATION THROUGH LEARNING AND SHARING

PT-06-13	The Effect of Dental Post-Graduate Training Program in Taiwan	*Min Fen Wang, Yi Fang Chen, Su Hua Lee, Pa Chun Wang; Taiwan*
PT-06-14	Improving Teaching for Junior Doctors	*Paridhi Garg, Patricia Ly, Bronwyn Forsythe, ; Australia*
PT-06-15	Apply Simulation Education Program to Reduce the Rate of Pressure Ulcer in ICU	*Pei-Ling Wang, Chang-Jenn Yeh, Shu-Liu Guo, Shu-Tai Sheen Hsiao; Taiwan*
PT-06-16	Applying Knowledge Organization and Patient Focused Tracer Method Process Diagram to Improve Patient Safety and Quality	*Pi-Chin Fan, Ming-shu Chen; Taiwan*
PT-06-17	A Multifaceted Quality Improvement Program on Pain Assessment and Management	*Pui Ngan Connie Leung; Hong Kong*
PT-06-18	Stakeholders Engagement Program to Prevent Pressure Injuries	*Pui Yi Chau, Susan Law, Kin Ping Wong, Siu Hung Lau; Hong Kong*
PT-06-19	Developing and Sustaining Reporting and Learning From Adverse Events in a Public Healthcare System	*Michela Tanzini, Tommaso Bellandi, Riccardo Tartaglia; Italy*
PT-06-20	A New Method for Communicating in Healthcare: Negotiation for Clinicians and Healthcare Executives	*Robyn Clay-Williams, Paul Lane, Lauren Camilleri, Jeffrey Braithwaite; Australia*
PT-06-21	An Online Application for Training Councillors and Surveyors on MSQH Accreditation Program	*Rozana Osman; Malaysia*
PT-06-22	Improving the Quality of Care, Safety and Experience of Tracheostomy Patients Through an Interprofessional Training Course	*Sara-Catrin Cook, Alex Slattery, Sarah Webb, Jonathan Gatward; Australia*
PT-06-23	Improvement Capability and Service Performance: A Qualitative Study of Maternity Services in England	*Sarah Darley, Kieran Walshe, Ruth Boaden, Mhorag Goff; United Kingdom*

EDUCATION THROUGH LEARNING AND SHARING

PT-06-24	Capacity to Critique: A Methodology for a Quality Improvement Journal Club Tested in Three Countries	*Siobhan McCarthy, Elaine Byrne; Ireland*
PT-06-25	Implementing a Formal Mentoring System to Increase Surveyors Skills	*Sophie Ollivier, Stéphane Thibault, Bruno Lucet; France*
PT-06-26	Alberta Health Services Diagnostic Imaging Quality Assurance Program	*Susan Walker; Canada*
PT-06-27	Do You See What I See? Improving Patient Outcomes Through Peer Learning	*Susan Walker; Canada*
PT-06-28	Reducing the Incidence Rate of Newly-Onset Pressure Sore in an Internal Medicine Ward	*Tsai Huei Ting, Chen Yi Hui, Yu Ya-Wen, Chen Yi-Chieh; Taiwan*
PT-06-29	Quality Improvement in Medication Counseling Education Through the Flipped Classroom Teaching Model	*Tsai-Ting Su, Shu-Hsien Wu, Ming-Shyan Wang, Shu-Hui Sun; Taiwan*
PT-06-30	Working Together by Learning Together: Inter-Professional Education in the Medical Curriculum	*Vicki Erasmus, Ada van den Bos, Ilse Meima; Netherlands*
PT-06-31	Experience of Reporting on Patient Safety Incidents By New Graduate Nurses in Korea	*Won Lee, in Sook Kim, Juhye Jin, So Yoon Kim; Korea, Republic of*
PT-06-32	Improving the Effectiveness Intensive Care Unit Nurses' Installation of Extracorporeal Membrane Oxygenation Equipment	*Wu Lichiu; Taiwan*
PT-06-33	Learning and Sharing From an Interdisciplinary Team in the Medical Intensive Care Unit	*Yaling Shih; Taiwan*
PT-06-34	A Better Learning Method for Healthcare Professionals	*Yi Ping, Cheng Fan Wen, Han Chi Chung, Pa-Chun Wang; Taiwan*
PT-06-35	Evaluation of the Capabilities of Health Care Personnel: The Level of Confidence Index of International Medical Trainees	*Ying-Ru Chen, Jiin-Chyr Hsu, Ling-Na SHIH, Yen-Ting Hsieh; Taiwan*

EDUCATION THROUGH LEARNING AND SHARING

PT-06-36	Reducing the Unplanned Hospitalization Rate of a Nursing Home	*Yun Chen Ko, Ya Fang Chen, Chin Yu Ho, Ming Chen Chen; Taiwan*
PT-06-37	Using Cloud Computation and Business Intelligence Knowledge Management to Establish Taiwan Clinical Quality Index Platform	*Wan Ting Wu, Jiin Chyr Hsu, Ling Na Shih, Chien Hsien Wu, Mei Su Hou; Taiwan*

GENERALISABILITY OF IMPROVEMENT OUTCOMES

PT-07-01	Integrated Interventions for Reducing Unplanned Extubations in a Paediatric Intensive Care Unit	*Shu-Ru Uen, Guei-Ling Fann, Hsiao-Fang Huang, Jih-Shuin Jerng; Taiwan*
PT-07-02	Drug Closed Circuit - Information Technology as the Safety and Quality Support Tool in Patient Care	*Mauro Oscar Lima, Patricia Pedrosa Moreira Mendes , Jose Afranio Cotta Junior; Brazil*
PT-07-03	Holistic Care Unit Improved Overcrowding Emergency Department: The Experience in one Medical Center in Taiwan	*Meng-Chieh Wu, Hsin-Kai Huang, Chun-Cheng Zhang, Kao-Chang Lin; Taiwan*
PT-07-04	Reducing the Incidence of Iatrogenic Pressure Sores With Multiple Care Strategies	*Ming Zu Huang; Taiwan*
PT-07-05	A Cross-Unit Improvement of Nursing Instruction Integrity of Chemotherapy Side Effects for Breast Cancer Patient By Qr Code	*Ming-Shan Jan, Yi-Hwa Su, Shih-Hsin Hung, Jui-Fen Wu; Taiwan*
PT-07-06	Quality Improvement Activities to Facilitate the Filing of Complexity Payment Claims for Patients With Malnutrition	*Soo Na Chi, Kuk Hwan Kwon, Jee Hyoung Yoo, Hyun Hee Park; Korea, Republic of*
PT-07-07	The Implementation of Change Model Added-Value for Value-Based Health Care	*Nina Zipfel, A. Stef Groenewoud, Paul Bastiaan van der Nat, Gert P Westert; Netherlands*
PT-07-08	Crossing the Quality Chasm on the Road to Universal Eye Health: Cataract Surgery as an Evidence Bridge	*Noela Prasad; Australia*
PT-07-09	The Consistency of Rating Between Survey Teams & Councillors in MSQH Hospital Accreditation Program (2013-2016)	*Noramiza Md. Nasir, Kadar Marikar; Malaysia*
PT-07-10	Using Quality Improvement Methodologies to Optimise Nutrition Care for all Patients Admitted to an Acute Neurosurgical Ward	*Paula O'Connor, Elaine Bradley, Kara Cullen; Ireland*

GENERALISABILITY OF IMPROVEMENT OUTCOMES

PT-07-11	Reduced the Pressure Injury Incidence in a Medical Center	*Chung-Fang Chiau, Pei-Ching Yang; Taiwan*
PT-07-12	Robotic Lower Limb Training Hastens Recovery for Patients with Severe Stroke	*Philip Fai Lap Chan, Charles Lai, Elsie Hui, Florence Fan; Hong Kong*
PT-07-13	Fundus Examination Rate Improvement Campaign for Diabetes Patients	*Pi-Yu Chang, Jong-Rung Tsai ; Taiwan*
PT-07-14	Capacity and Quality Improvement at Scale: Impact of National Initiatives on Bowel Cancer Outcomes	*Roland Valori, Eva Morris, Matt Rutter, John Stebbing; United Kingdom*
PT-07-15	Structure and Reliabilities of 'Health Information Technology Patient Safety Draft Supplemental Item Set'	*Shigeru Fujita, Shuhei Iida, Yoji Nagai, tomonori Hasegawa; Japan*
PT-07-16	Evaluate the Effectiveness of Urea Lotion for Prevention Drug-Induced Hand-Foot Syndrome	*Ru-Yu Lien, Shu-Fen Lu, Yu-Jing Lee; Taiwan*
PT-07-17	An Improvement Program to Increase the Retention Rate of New Nursing Staffs	*Shu-Jiuan Huang, Hui-Yu Lin, Su-Chen Yang; Taiwan*
PT-07-18	Underestimation of TTR Due to Improper Target INR in Patient Taking Warfarin After Mechanical Heart Valve Replacement	*Shu-Yuan Peng, Yung-Chen Chen, Chih-Chun Chang, Jih-Hsin Huang; Taiwan*
PT-07-19	Implantation of the Femur Fracture Protocol in the Unimed Limeira Hospital	*Taissa Sotto Mayor; Brazil*
PT-07-20	Let Me Free- Using Automated alert System to Reduce Physical Restraint Duration to Less Than 24 Hours on Acute Patients	*Ting Huichih, Lai Bauchin; Taiwan*
PT-07-21	Hospital Safety Culture in Acute Paediatric Hospitals Pre-Implementation of the Irish Paediatric Early Warning (PEWS)	*Veronica Lambert, Anne Matthews, Yvonne Corcoran, Rachel MacDonell; Ireland*

GENERALISABILITY OF IMPROVEMENT OUTCOMES

PT-07-22	Measuring the Impact of a Child's Stay in Hospital on Family and Friends	*Virginia Mumford, Melissa Baysari, Magda Z Raban, Johanna Westbrook; Australia*
PT-07-23	A Study on the Relationships Between Chest Physiotherap and Care Outcome in Elderly Patients With Pneumonia	*Wang Mei Hua; Taiwan*
PT-07-24	Retaining Nurses: Experiences Impacting Turnover Intention	*Wing Sum Yee, Shu Kuen Louie Chan; Hong Kong*
PT-07-25	Reducing Emergency Department Length of Stay By Intensified-Care Based Hospitalist Ward: A Single-Center Experience in Taiwan	*Yen Po Tsao, Yee Yung Ng, Shin Huey Wung, Shih Ann Chen; Taiwan*
PT-07-26	Exploration the Effect of Bundle Care on Pressure Injury in a Northern Medical Center Taiwan	*Yin-Chen Chen, Shu-Chen Kuo, Shu-Fen Chen; Taiwan*
PT-07-27	Early Detection of Hautis By Using an Electronic Active Surveillance System at a Medical Center	*Ying-Ying Chang, Hui-Chi Lin Hui-Chi Lin, Wang-Huei Sheng, Yee-Chun Chen; Taiwan*
PT-07-28	Improvement of the Restricted Antimicrobial-Prescription System in Septic Patients	*Young Jun Son, Young Ah Kim, Yoon Soo Park; Korea, Republic of*
PT-07-29	Improve Business Efficiency Through Improved animation-Based Information Prescriptions (IPS) Sending Process	*Young-ae Lee, Ju-Eun Min, Ji-Soo Kim, Young-Ho Park; Korea, Republic of*
PT-07-30	Utilizing Evidence Based Care for Reducing Incidence Rates of Multidrug Resistance Microorganism Infections	*Yu-Chih Ting, Tao Feu Hsiung, Shan Ying Wu, Hsiao Ling Chen; Taiwan*

DISRUPTIVE IMPROVEMENT AND ADAPTIVE CHANGE

PT-08-01	Things Important to Healthcare Staff - Nurturing them in the Leadership of Health Organisations to Support Quality and Safety	*Mark Avery; Australia*
PT-08-02	A Nursing Care Bundle of Urinary Catheter-Associated Infection in Sub-Acute Respiratory Care Patients in Taiwan	*Mei Hui Li; Taiwan*
PT-08-03	Using Swallowing Training to Improve the Quality of Care for Patients With Head and Neck Cancer	*Shu-Chiung Lee, Yen-Yee Wang, Mei-Yu Cho, Mei-Bih Chen; Taiwan*
PT-08-04	Work Environmental Factors Related to Job Satisfaction, Fatigue, and Psychological Health among Japanese Nurses	*Miho Satoh, Ikue Watanabe, Kyoko Asakura; Japan*
PT-08-05	Promoting Staff Influenza Vaccination By Vaccination-on-Wheel (VOW)	*Ming Hung Leung, Ching Man YaU, Chor Shan Chiu, Kam Lan Chiu; China*
PT-08-06	Creating a Safe Drug Use Environment for the People Through Improved Information using a Real Time Serialization System	*Miseon Kim; Korea, Republic of*
PT-08-07	Case Criteria Determination of Patients Requiring Case Manager in Hospital Lacking of Human Resource	*Novi Zain Alfajri, Sugiarsih Sugiarsih, Hanevi Djasri; Indonesia*
PT-08-08	Evaluation Nursing Audit on Suicide Risk Screening and Precaution Observation Record in General Ward in a HK Acute Hospital	*Pa Ho Yeung, Lawrence, Gloria Aboo, Anna Wu; Hong Kong*
PT-08-09	Creating a Shared Vision at Hospital Level	*Peter Sigerseth Grøn, Marie Lund, Peder Jest; Denmark*
PT-08-10	Improving Compliance to 'Scrub the Hub' to Decrease Healthcare Associated Infections	*Praveen Kumar, Supreet Khurana, Venkataseshan Sundaram, Shiv Sajan Saini; India*

DISRUPTIVE IMPROVEMENT AND ADAPTIVE CHANGE

PT-08-11	Implementation Experience of Mamoni Hss Project to Improve Quality of Care (QOC) in Public Sector Facilities in Bangladesh	*Imteaz Mannan, Sabbir Ahmed, Parimal Shaha, Nazmoon Nahar; Bangladesh*
PT-08-12	Use of the Evidence-Based Approach in Multidrug-Resistant Infection Density Rate Reductions in the Intensive Care Unit	*Shan Ying Wu, Tao Fen, Yu Chih Ting; Taiwan*
PT-08-13	Prevalence and Related Factors of Workplace Bullying Among Hospital Nurses in Taiwan	*Shu Ching Ma; Taiwan*
PT-08-14	Reduced Duration of Endotracheal Intubation With Early Mobilization Intervention Evidence-Based Perspectives and TRM	*Shu-Yin Chu; Taiwan*
PT-08-15	An Effective Bed Management Strategy Alleviating Access Block Problem in Prince of Wales Hospital, Hong Kong	*Sin Ping Chan, Becky Ho, Mike tong; Hong Kong*
PT-08-16	Efficient Drug Management using a Computerized Drug Management Program in a Post Anesthesia Recovery Room	*Sinjung Jung, Gwanghee Park, Hyejin Go, Jungwon Cho; Korea, Republic of*
PT-08-17	The Application of Reach out and Read in the NICU Care in Taiwan	*Tzu-Yi Wei, Chen-Te Ma; Taiwan*
PT-08-18	Electronic Inpatient Medication Order Entry Implementation: Simulation Training and Debriefing to Reduce Medication Errors	*Wing Fu Lai, Kah Lin Choo, Kwong Tat Tam, Chung Yan Chau; Hong Kong*
PT-08-19	Reducing ICU Health Care-Associated Infections by Adopting Proper Environmental Cleaning Policies	*Ya-Ting Chuang, Shu-Chen Liao, Yi-Chen TSOU, Le-Gin Lin; Taiwan*
PT-08-20	Applying Inter-Professional Practice to Reducing the Rate of the Harm Falls Incident in Hospitalized Patients	*Yen-Gn Chiou, Mei-Line Kuo, Li-Hui Yang, Li-Man Lin; Taiwan*

DISRUPTIVE IMPROVEMENT AND ADAPTIVE CHANGE

PT-08-21	A Hospital-Wide Intervention for Pressure Ulcer (PU) Prevention in Ruttonjee and Tang Shiu Kin Hospitals (RTSKH)	*Yin Ping Leung, Shuk Yi Pang ; Hong Kong*
PT-08-22	Quality Improvement Program to Increase Completion Rate of Infectious Diseases Notification Procedure in Intensive Care Units	*Shu-Fen Lu, Yi-Wen Kuo, Yu-Jing Li, Yuan Wang; Taiwan*
PT-08-23	Get What You Need (GWYN): Reducing the Number of Returned Medications Upon Dispensing on Discharge	*Yufei Chen, Azrin Nazir, Zi Zhao Lim, Sarah Ng; Singapore*
PT-08-24	The Efficacy of Low-Level Laser Therapy on Improving Chronic Pressure Ulcers in Nursing Home Residents	*Yun Chen Ko, Chin Yu Ho, Wen Ruey Yu, Ming Chen Chen; Taiwan*
PT-08-25	Taiwan Experience on Newly-Designed Clinical Medical Technologists: Step out Laboratory and Step into Community	*Yu-Ying Yang, Hui-Ling Tseng, Hui-Ju Chang, Chi-Chieh Yang; Taiwan*

QUALITY AND SAFETY IN CRISES

PT-09-01	Applying Evidence-Based Practice to Investigate the Effective of Using Disposable Bath Towel for Critical Patients in Taiwan	*Li Chiung Yang, Shu-Chen Liao, Chi Je Wang, Le-Gin Lin; Taiwan*
PT-09-02	Providing Adequate Nutrition Decreases Treatment Side Effects and Increases Patient Safety in Irradiated Head and Neck Cancer	*Yeh Pei-Han, Lin Hon-Yi , Tu Yi-Chen ; Taiwan*
PT-09-03	Applying of Healthcare Team Resource Management to Promote the Emergency Coping Ability of Rehabilitation Nursing Staff	*Shiue-Jen Shie, Yu-Hsia Chang, Hsian-Feng Lee, Yen-Ping Tzeng; Taiwan*
PT-09-04	Using Innovative Techniques to Improve the Integrity of Patient Preoperative Care	*Tzu-Ting Chen, Chia-Chi Hsiao, Tusi-Ping Chu; Taiwan*
PT-09-05	Application of Context-Based Learning Models to Reduce the Rate of Injury from Accidental Falls Among Inpatients	*Wei-Hua Yu, Pei-Ching Yang; Taiwan*
PT-09-06	The Effectiveness of Bundle Care of Port-a Catheter for Cancer Patients With Chemotherapy	*Yu-Fen Chien, Wei-Ju Huang, Chia-Han Yeh, Mei-Bih Chen; Taiwan*

QUALITY IN MENTAL HEALTH

PT-10-01	Stress of Dental Instructor of Dental Post-Graduate Training Program in Taiwan	*Meng Hsuan Yang, Yi Fang Chen, Su Hua Lee, Chung I Huang; Taiwan*
PT-10-02	Pilot Thematic Quality of Care Review in NHS Lothian Child and Adolescent Mental Health Services (CAMHS)	*Lorraine Mclafferty, Leanne Hamilton; United Kingdom*
PT-10-03	Complex Care Relationship in Care for Service Users With SMI: A Thematic Synthesis of Dilemmas in User Involvement.	*Marjolijn Heerings, Hester van de Bovenkamp, Mieke Cardol, Roland Bal; Netherlands*
PT-10-04	Reducing the Restraint Hours Through Educational Program in Psychiatric Inpatient Settings in Taiwan	*Mei-Bih Chen, Shu-Chun Tseng, Shu-Yen Liu; Taiwan*
PT-10-05	The Relationship Between Antipsychotic Polypharmacy and Adverse Drug Events: The Jade Study	*Nobutaka Ayani, Mio Sakuma, Jin Narumoto, Takeshi Morimoto; Japan*
PT-10-06	Addressing Parity of Esteem in National Clinical Audits - A Guidance Document From HQIP	*Saffron Homayoun; United Kingdom*
PT-10-07	Reducing Stress in Hospital Staff from Collecting Overdue Patient Payments	*Szu-Ching Shen, Kuang-Hua HuanG, Wen-Chen Tsai, Pei-Tseng Kung; Taiwan*
PT-10-08	Reliability and Validity of the Chinese Version of the PTSD Symptom Scale-Interview for Severe Burn Patients in Taiwan	*Te-Yu Wu, Fang-Ju Sun, Kwang-Yi Tung, Hui-Tzu Yeh; Taiwan*

QUALITY IN THE COMMUNITY

PT-11-01	Avoidable Hospital Admissions, Length of Hospital Stay and Probability of 30-Day Hospital Readmission Among Elderly in Norway	*Tonya Hansen, Doris Tove Kristoffersen, Oliver Tomic, Jon Helgeland; Norway*
PT-11-02	Preventing Heel Ulcers Due to Immobility in Patients' Post Hemiarthroplasty Surgery Care	*Siew Fong Chiew, Jie Ying Toh; Singapore*
PT-11-03	The Effect of Bundle Care Reduction of Catheter-Associated Urinary Tract Infection	*Ming Yu Hsu, Hsiao Lin Fang, Chia Hui Hung; Taiwan*
PT-11-04	Using QI Methods to Define an Evaluation Framework for a High Quality Integrated Paediatric Health Care System	*Mitch Blair, Mando Watson, Bob Klaber, Tom Woodcock; United Kingdom*
PT-11-05	RN/PCP Co-Management: An Innovative Falls Prevention Model	*Priscilla K Gazarian, Siobhan McMahon, Nancy Latham, David Reuben; United States*
PT-11-06	The Use of Inpatient Bed Management Color Code in the Electronic Health System to Reduce Service Time	*Rahayuningsih Ns, Skep, Mph; Indonesia*
PT-11-07	A Postcode Lottery Discharge - What Allied Health Services Do You Get?	*Renee Distler, Elisabeth Radford, Kathy Eljiz, David Greenfield; Australia*
PT-11-08	Describing the Characteristics of People with Back Pain Managed By a Community Pain Clinic in Nottingham: Feasibility Study	*Saja Almazrou, Rachel Elliott, Roger Knaggs ; United Kingdom*
PT-11-09	Accountable Care for Diabetes in Qatar	*Samya Alabdulla; Qatar*
PT-11-10	Accreditation as an Effective Regulatory Instrument to Strengthen Health Systems: The Case of Primary Health Care in Lebanon	*Sebastien Audette, Daria Alshehabi; Canada*
PT-11-11	An Exploration of Family Quality of Life and Related Factors Among Families of Children With Developmental Delay in Taiwan	*Shu-Ju Chiu, Li Yin Chien; Taiwan*

QUALITY IN THE COMMUNITY

PT-11-12	School Health Ambassador Program to Increase Awareness on Organ Donation	*Yuen Fan tong, Clare Lee, S P Chan, Philip LI; Hong Kong*
PT-11-13	The Pitstop™ Strategy Through Teamwork Education: Team Performance in a Stroke Model Improves Prehospital and ED	*Stefania Barbieri, Gianna Vettore, Stefania Vigolo; Italy*
PT-11-14	Improving Hospitalization Rate of Community Acquired Pneumonia in Patients Receiving Home Care Nursing	*Wei-Liang Chen, Hsiang-Ching Huang, Yia-Ling Chang, Hsiu-Wen Cheng; Taiwan*
PT-11-15	Risk Factors Associated With Difficult Discharge: A Retrospective Observational Study in an Acute Hospital	*Wing Yee Wong, Shirley Hung; Hong Kong*
PT-11-16	Monitoring Body Weight, Weight Loss, and Underweight in the Elderly Population	*Yael Wolff Sagy, Vered Kaufman-Shriqui, Orly Manor, Arie Ben-Yehuda; Israel*
PT-11-17	Hemoglobin Test Performance and the Prevalence of Anemia in Infants	*Yael Wolff Sagy, Vered Kaufman-Shriqui, Orly Manor, Ora Paltiel; Israel*
PT-11-18	Gastrointestinal Cancer MDT in Comprehensive Hospital and Community Clinics Promotes Patient-Centeredness in Shanghai	*Yingjun Quan, Bo Yu, Zhijun Min, Yan Wang; China*

NOTES:

GENERAL INFORMATION

GENERAL INFORMATION
LONDON 2017

Registration and Information Desk
Located on the ground floor

Sunday 1 October 2017	**07:30 – 19:00**
Monday 2 October 2017	**06:45 – 18:00**
Tuesday 3 October 2017	**07:30 – 17:30**
Wednesday 4 October 2017	**07:30 – 16:30**

Access for Those with Disabilities

The QEII Centre offers a full range of amenities to assist those with disabilities. For further information or assistance please go to the Conference Information Desk on the ground floor.

Emergency and Assistance on Site

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

Name Badge

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

Catering Points

Lunch and coffee breaks will be served Monday to Wednesday in the Exhibition Area **(Britten Room, 3rd Floor)** and in the Poster area **(Cambridge and Windsor Rooms, 5th Floor).** Catering on Sunday will be served in the Cambridge Room, 5th Floor. For break times, please see daily programme schedules.

Cloakroom

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

Useful Contacts

Emergency within the QEII	**+44 207798 4000**
Ambulance/Fire	**999**
Registration Desk QEII	**+41 22 33 99 589**

Social Events and Tours

Welcome Reception, Sunday 1 October 17:30 – 19:00

Venue: The Exhibition Area located in the Britten Room on the 3rd floor

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

Networking Reception, Monday 2 October 19:00 – 21:00

Venue: London Transport Museum, Covent Garden Piazza, London WC2E 7BB, UK

This year our Networking Reception will take place in the London Transport Museum on Monday, 2 October. It will be a fantastic opportunity to network while enjoying the 'quintessentially British' theme, featuring a tribute from an iconic UK 60's band and traditional British food. A number of tickets are still available to be purchased at the registration desk, price £40. No transport will be provided.

Walking Tours

London Walks Ltd. are offering delegates walking tours of Westminster and surrounding areas during the course of the conference. The tours will take place at 11am and 2pm from Monday 2 October to Wednesday 4 October.

The walking tours can be booked as part of the registration process online or can be booked at the registration desk on the ground floor, tickets cost £8 per person and there are limited spaces available.

Educational Site Visits, Thursday 5 October 10:00

Tickets cost £10 and participants must pre-register for one of the below visits either online through the registration portal or at the registration desk on site. Tickets will be given out to delegates when they collect their badges at the registration desk.

- ▶ Great Ormond Street Hospital for Children, NHS Foundation Trust.
- ▶ Guy's and Thomas' NHS Foundation Trust.
- ▶ The Royal College of Physicians, London

Please note visits are available to delegates registered for the full conference and places are limited. No transportation will be provided.

Please see http://www.isqua.org/Events/london-2017/educational-site-visits for more information.

Wifi and Social Media

Wi-Fi Connection

Wi-Fi connection will be available for ISQua participants free of charge.

Network: QEll Guest

Password: No password required

Conference App

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

Social Media

Share your thoughts using this year's hashtag #ISQua2017. All tweets with our hashtag will be visible on our 'Social Wall' on the app and the plasma screen at the ISQua desk. Check out Symplur, on the App or http://www.symplur. com/healthcare-hashtags/ isqua2017/, to see our top influencer's. Keep Tweeting! Our top tweeter at the end of the Conference will receive a prize! New this year – share your photos with us on Instagram! Tag ISQuaConference and use our hashtag #ISQua2017.

Scientific

The Conference theme is 'Learning at the System Level to Improve Healthcare Quality and Safety'

The programme is planned in 11 tracks, which reflect the overall learning objectives of the conference:

1. The Patient's Voice
2. Data to Drive Decision Making/Policy
3. Sustainable Quality Improvement for LMIC
4. Regulations Influence on Governance
5. Understanding Systems for Safety
6. Education Through Learning and Sharing
7. Generalisability of Improvement Outcomes
8. Disruptive Improvement and Adaptive Change
9. Quality and Safety in Crisis
10. Quality in Mental Health
11. Quality in the Community

Accreditation - CME Credits

The Conference has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with 23 European CME credits (ECMEC®s). Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

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

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

Poster Viewing

Venue: Cambridge and Windsor Rooms, 5th floor

This year for the first time the ISQua Conference will have different posters hanging each day. You will have an opportunity to interact with the authors to discuss their research and to enjoy an informal lively networking experience at each lunch break. Catering will be served around the posters and authors have been asked to stand by their posters during their dedicated lunch break. The list of posters can be found on page 85.

ePosters

All ISQua poster authors have been provided with the option to submit an electronic version of their poster. All submitted electronic posters are archived online and are available for you to view via the following link: www.epostersonline.com/isqua2017/, using your personal computer or mobile device. A number of posters have been selected for 10 minute presentations, visit the poster area at lunchtime to hear from these authors.

Speakers

All presentations must be uploaded in the Speaker Preview Room (East Room) on the 3rd Floor, technicians will be available to assist. See map page 170 for more details. The Speaker Preview Room will be open as per the registration hours. (See page 165)

Scientific Material

All presentations and recordings from the Fleming Room with the permission of the presenters will be Live Streamed via the ISQua website. A recording of each of these sessions will be available on our website after the conference. The code to access this presentations and recordings will be sent to you on completion of the post conference evaluation.

Certificate

Attendance certificates will be emailed to delegates post Conference.

Evaluation

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

Liability and Insurance

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

www.twitter.com/ISQua
#ISQua2017

www.facebook.com/isqua

www.instagram.com/isquaconference/
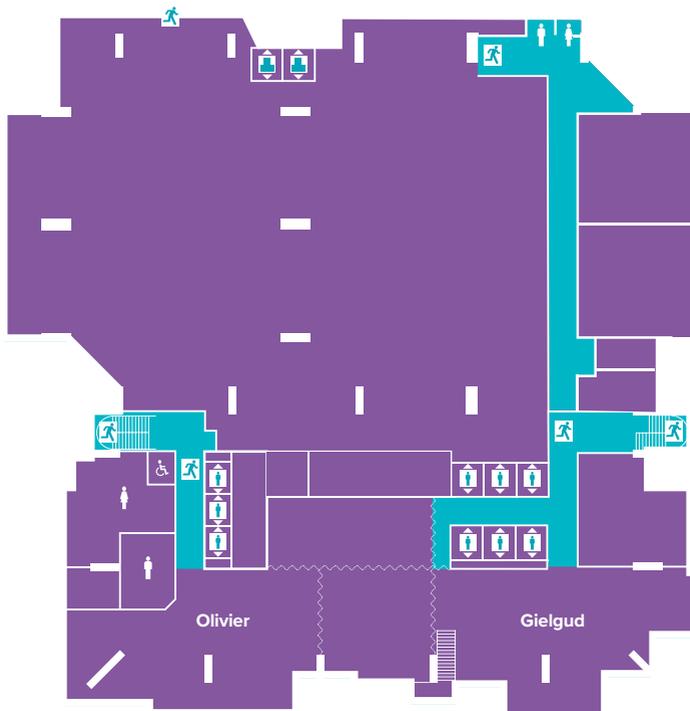ISQuaConference   #ISQua2017

Important disclaimer:

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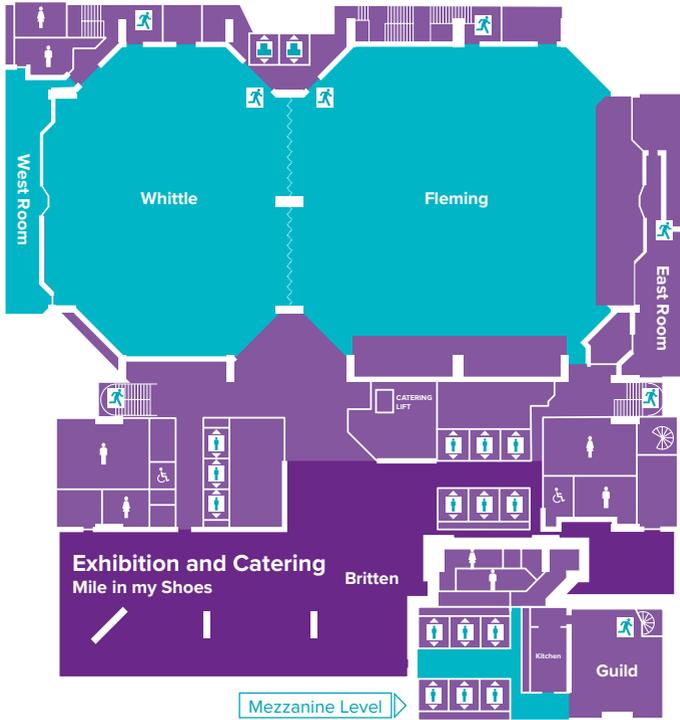
MAPS
GROUND FLOOR

LOADING BAY

Cloakroom

First Aid

Registration

Sanctuary

Main Entrance

passenger lifts   fire exit   toilets   cafe
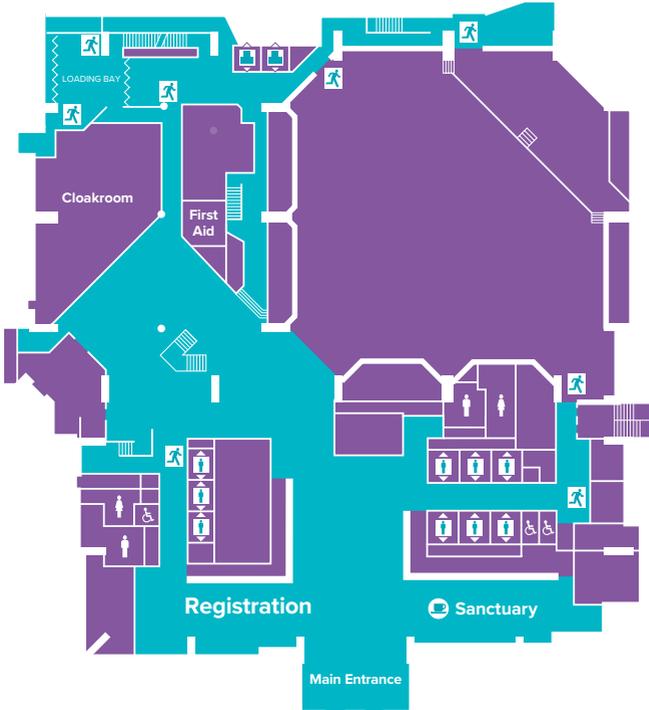
SECOND FLOOR

	passenger lifts		fire exit		toilets

Room	Olivier	Gielgud
Monday AM	A8	A1
Monday PM	A18	A11
Tuesday AM	B9	B1
Tuesday PM	B16	B11
Wednesday Breakfast		Meet The Health Foundation Experts
Wednesday AM	C7	C5
Wednesday PM	C19	C15

THIRD FLOOR

Floor plan labels:
- West Room
- Whittle
- Fleming
- East Room
- CATERING LIFT
- Exhibition and Catering — Mile in my Shoes
- Britten
- Kitchen
- Guild
- Mezzanine Level

Legend:
- passenger lifts
- fire exit
- toilets

Room	Fleming	Whittle	Britten
Monday AM	Plenary/A3	Plenary/A2	Exhibition and Catering Area
Monday Lunch			Exhibition and Catering Area
Monday PM	Plenary/A12	Plenary/A14	Exhibition and Catering Area
Tuesday AM	Plenary/B3	Plenary/B4	Exhibition and Catering Area
Tuesday Lunch		Manchester Ambulance Service - Response to Bombing	Exhibition and Catering Area
Tuesday PM	Plenary/B14	Plenary/B13	Exhibition and Catering Area
Wednesday AM	Plenary/C1	Plenary/C3	Exhibition and Catering Area
Wednesday PM	Plenary/C11	Plenary/C16	Exhibition and Catering Area

FOURTH FLOOR
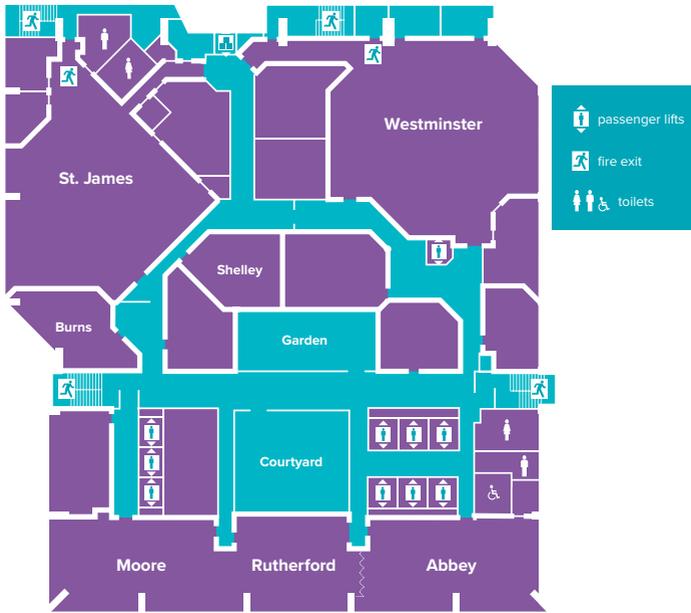
| Room	Westminster	St. James	Abbey	Rutherford and Moore
Sunday	Pre Conf 3/ Pre Conf 6	Pre Conf 4/ Pre Conf 5	Zika and Ebola Session	Pre Conf 1
Monday Breakfast	Jhpiego			
Monday AM	A4	A5	A7	A9
Monday Lunch	Mary Dixon-Woods Session	Patient Safety and Cinema	Meet the WHO Experts	
Monday PM	A15	A17	A19	A16
Tuesday Breakfast	Meet the ISQua Experts	Meet the ISCOME Experts	Connecting the Head with the Heart	
Tuesday AM	B5	B8	B7	B6
Tuesday Lunch	From the Authors Perspective		Zika and Ebola Session	
Tuesday PM	B18	B15	B19	B17
Wednesday Breakfast	Meet the ISQua Experts			
Wednesday AM	C6	C2	C9	C8
Wednesday Lunch	Follow on from the Evaplan International	Models and Real-Life Examples of IPC	Quality and Safety in Mental Health	
Wednesday PM	C12	C14	C17	C18

FIFTH FLOOR

| passenger lifts | fire exit | toilets |

Room	Cambridge and Windsor
Monday - Wednesday	Poster and Catering Area

SIXTH FLOOR
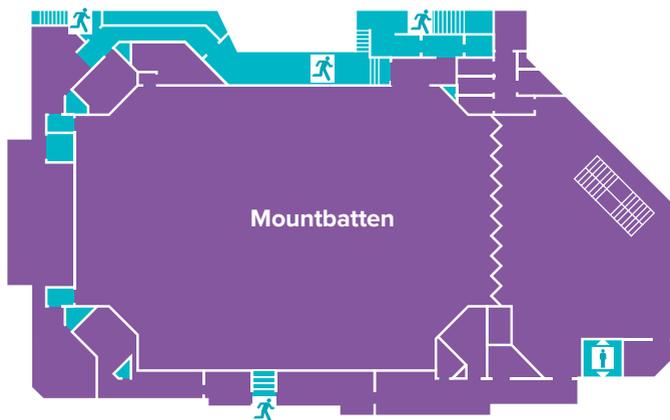
passenger lifts	fire exit	toilets

Room	Mountbatten
Sunday AM	Pre Conf 2
Sunday PM	Pre Conf 2
Monday AM	A6
Monday PM	A13
Tuesday AM	B2
Tuesday PM	B12
Wednesday AM	C4
Wednesday PM	C13

THANK YOU TO OUR SPONSORS
LONDON 2017

Join ISQua

and become part of an international community working together to enhance Patient Safety and Quality Improvement

Annual Membership: €150

Preferential rate for:

Applicants from middle-income countries: **€112.50**

Applicants from low-income countries: **€75**

Students and Retirees: **€75**

WHY BECOME A MEMBER?

Online subscription to the International Journal for Quality in Health Care

Discounted registration fee for ISQua's Conferences

Online access to ISQua's conference session recordings

Attend exclusive sessions at ISQua's Conference

Receive regular e-bulletins with news on updates and activities

Membership certificate and lapel badge

Join special interest groups focusing on aspects of care that matter to you

Network with other Members

"*ISQua membership provides a useful framework for my professional development and helps me to deliver safe and high quality care.***"**

"*In the rapidly changing world of health care quality and safety, ISQua provides an exceptional source of knowledge and direction.***"**

"*As a member of ISQua my organisation has become part of a global community enabling knowledge mobilisation and influencing policy and research on quality and safety.***"**

ISQua®
Membership

2018–19 HARKNESS FELLOWSHIPS
in HEALTH CARE POLICY and PRACTICE
Call for Applications

THE COMMONWEALTH FUND invites promising mid-career professionals—government policymakers, academic researchers, clinical leaders, hospital and insurance managers, and journalists—from Australia, France, Germany, the Netherlands, New Zealand, Norway, and the United Kingdom—to apply for a unique opportunity to spend up to 12 months in the United States as a Harkness Fellow in Health Care Policy and Practice. Established by The Commonwealth Fund in 1925, the Harkness Fellowships were modeled after the Rhodes Scholarships and aim to produce the next generation of health policy leaders in participating countries.

Fellows are placed with mentors who are leading U.S. experts at organizations such as Harvard University, Stanford University, Kaiser Permanente, and the Institute for Healthcare Improvement to study issues relevant to The Commonwealth Fund's mission to support a high performing health care system—insurance coverage, access, and affordability; health care delivery system reforms (e.g., bundled payments, accountable care organizations, innovative approaches to care for high-need/high-cost patients); cost containment; and other critical issues on the health policy agenda in both the U.S. and their home countries. A peer-reviewed journal article or policy report for Health Ministers and other high-level policy audiences is the anticipated product of the fellowship. Harkness Fellows have published their findings in top-tier journals, including: *BMJ, Health Affairs,* and *New England Journal of Medicine.*

The Commonwealth Fund brings together the full class of Fellows throughout the year to participate in a series of high-level policy briefings and leadership seminars with U.S. health care leaders. Building on their fellowship experiences, Harkness Fellows have moved into senior positions within academia, government, and health care delivery organizations, making valuable contributions to health policy and practice at home and in the United States.

EACH FELLOWSHIP PROVIDES UP TO U.S. $130,000 IN SUPPORT, which covers roundtrip airfare to the U.S., living allowance, project-related travel, travel to fellowship seminars, health insurance, and U.S. federal and state taxes. A family supplement (i.e., approximately $60,000 for a partner and two children up to age 18) is also provided to cover airfare, living allowance, and health insurance.

The Commonwealth Fund is a private foundation, established in 1918 and based in New York, which aims to promote a high performing health care system that achieves better access, improved quality, and greater efficiency, particularly for society's most vulnerable.

> "
> *I know of no comparable experience to widen someone's professional horizons in health care, combined with their ability to meet those new expectations. Harkness Fellows have unparalleled access to thinkers and doers at the highest levels across American health care and health policy. Crucially they also have the time and flexibility to explore their own direction, priorities, and views. More generally, living and working in the United States is a fascinating contrast to life at home–not least for the things it tells us about our own NHS.*
> "

James Mountford
(2005–06 Fellow)
Director of Clinical Quality and Value
UCL Partners

The Commonwealth Fund

APPLICATION DEADLINES
September 5, 2017:
Australia and New Zealand

November 13, 2017:
France, Germany, the Netherlands, Norway, and the U.K.

VISIT
commonwealthfund.org/fellowships
for more details and to apply.

CONTACT
Robin Osborn, vice president and director, International Program in Health Policy and Practice Innovations, at ro@cmwf.org to inquire about the program, eligibility, and proposed projects.

ISQua International Accreditation Programme (IAP)
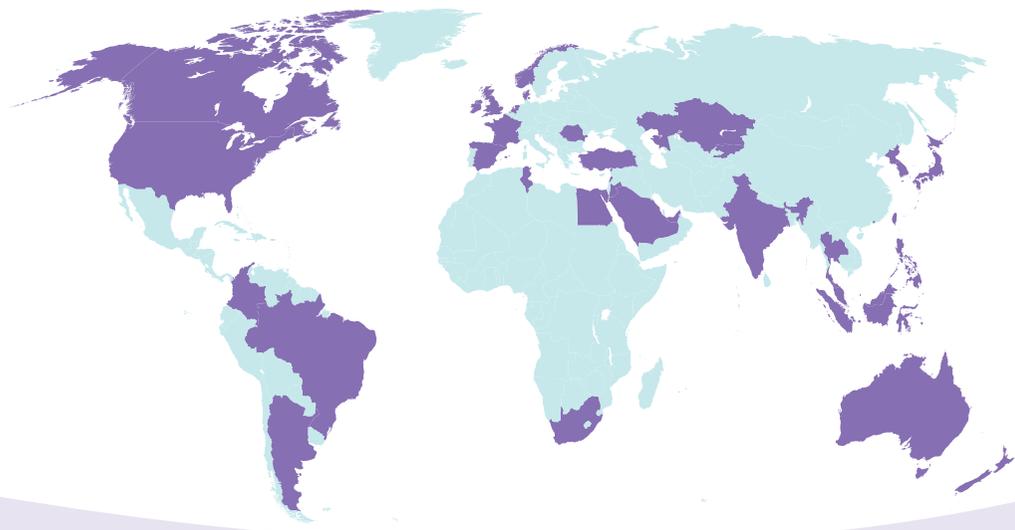
Since 1999, the IAP has helped over **30 Countries** to improve their external evaluation programmes

Want to be internationally recognised?

If you are an accreditation, certification, regulation or standards setting organisation and you are interested in achieving international recognition apply for IAP today.

Visit the IAP team of **Elaine, Nicola, Gillian** and **Caitríona** at the ISQua Stand and learn more about the IAP. Alternatively, email **accreditationadmin@isqua.org** or visit **www.isqua.org/accreditation-iap** for more information.