

ISQua's 35th International Conference

KUALA LUMPUR

2018

23rd – 26th
SEPTEMBER

KUALA LUMPUR
CONVENTION CENTER



**Heads, Hearts and
Hands “Weaving
the Fabric of Quality
and Safety”**

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KUALA LUMPUR 2018

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ISQua WELCOME KUALA LUMPUR 2018



As President of ISQua, on behalf of ISQua and our partners at the Malaysian Society for Quality in Health Care (MSQH), I am delighted to welcome you *selamat datang* to the wonderful city of Kuala Lumpur, Malaysia. Malaysia is an incredibly diverse country - complete with sandy beaches, vibrant cities and wild jungles.

This year's theme is Heads, Heart and Hands: *Weaving the Fabric of Quality and Safety in Healthcare*. We chose this theme to highlight the importance of engaging all three H's to bring about change in quality improvement and patient safety.

Our goal for this conference is to support and galvanise improvement influencers to bring about this change, by sharing our experiences from across the globe and learning from each other. We are delighted to deliver what we believe is an outstanding programme which includes over 550 posters and 150 presentations from speakers from over 50 countries.

This conference is possible thanks to the help of numerous colleagues from around the world. I would like to acknowledge our partner, MSQH, who's support for this conference has been instrumental and amazing.

On behalf of ISQua and MSQH, it is my enormous pleasure to welcome you to ISQua's 35th International Conference!

Wendy Nicklin
ISQua President

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Jacqui Stewart; ZA	COHSASA
David Greenfield; AU	Australian Institute of Health Service Management; University of Tasmania
Helen Crisp; UK	Independent Consultant for Quality Improvement in Healthcare
Manvir Jesudasan; MY	MSQH
John Brennan; IE	RCPI & ISQua
Julie Reed; UK	NIHR CLAHRC Northwest London
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Jacqui Stewart; ZA	COHSASA
Triona Fortune; IE	Fortune Quality Accreditation Services
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Jim Robblee; CA	University of Ottawa Heart Institution
Bruce Agins; US	Health QUAL
Joseph Murungu; ZW	Ministry of Health Zimbabwe
Neil Houston; SCOT	General Practitioner
Chris Cornue; US	Navicent Health
Ronen Rozenblum; US	Harvard Medical School
Shin Ushiro; JP	Japan Council for Quality in Health Care (JQ)
David Vaughan; IE	Children's Hospital Quality Group, Ireland

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NOTES:

SUNDAY 23 SEPTEMBER 2018

OVERVIEW

09:15 – 15:30	Pre Conference 1 Level 3, Banquet Hall	Integrated Care: The Next Frontier?
09:00 – 12:30	Pre Conference 2 Level 3, Conference Hall 1	Massive Ageing and the Tsunami of Consequences for the Safety and Quality of Healthcare: A Focus on the Need to Adapt Quality and Safety Standards
13:30 – 17:00	Pre Conference 3 Level 3, Conference Hall 1	Patient Reported Outcome Measures 101 - Principles, Tools and Implementation: A Stepwise Practical Approach
11:00 – 17:00	Pre Conference 4 Level 3, Conference Hall 2	Advancing Frontiers of Improvement in Healthcare: What Effort and Resource is Required for Successful Improvement?
09:00 – 12:30	Pre Conference 5 Level 3, Conference Hall 3	Developing Quality Improvement Skills Workshop
13:30 – 17:00	Pre Conference 6 Level 3, Conference Hall 3	Quality Improvement for Students, Junior Doctors and Healthcare Providers
13:30 – 17:00	Pre Conference 7 Level 3, Room 304 - 305	National Quality Policy and Strategy: The Missing Bolt in Improving Health Systems Performance
17:30	Welcome Reception Level 3, Ballroom 1 & 2	

Pre-Conference 1: Integrated Care: The Next Frontier?**09:15 – 15:30 Level 3, Banquet Hall Chair: Stephen Clark; ISQua**

Speakers: David Greenfield; AU, Jacqui Stewart; ISQua, Anne Hogden; AU, Christine Dennis; AU, Bruno Lucet; ISQua, Catherine Grenier; FR, Stephen Clark; ISQua, Pa-Chun Wang; TW, Kadar Marikar; MSQH

09:15 – 09:30	Introduction and Objectives	Stephen Clark; ISQua
09:30 – 09:55	Externally Evaluating Integrated Care: Can we Afford it?	David Greenfield; AU
09:55 – 10:15	Externally Evaluating Integrated Care: We Can't Afford Not to	Jacqui Stewart; ISQua
10:15 – 10:30	Questions and Answers and Panel Discussion	All
10:30 – 11:00	Coffee Break	
11:00 – 11:25	External Evaluation of Integrated Care: How Should we do it?	Anne Hogden; AU
Country Experiences of External Evaluation of Integrated Care		
11:25 – 11:45	The Malaysian Experience	Kadar Marikar; MSQH
11:45 – 12:05	The Australian Experience	Christine Dennis; AU
12:05 – 12:30	Questions and Answers and Panel Discussion	All
12:30 – 13:30	Lunch Break	
13:30 – 13:50	The Taiwanese Experience	Pa-Chun Wang; TW
13:50 – 14:10	The French Experience	Bruno Lucet; ISQua and Catherine Grenier; FR
14:10 – 14:30	Standards Enabling System Transformation - Feedback from the Innovation Workshop	Innovations and Systems Change Working Group
14:30 – 15:00	Questions and Answers and Panel Discussion	
15:00 – 15:30	Summary and Close	Stephen Clark; ISQua

Pre-Conference 2: Massive Ageing and the Tsunami of Consequences for the Safety and Quality of Healthcare: A Focus on the Need to Adapt Quality and Safety Standards

09:00 – 12:30 (*Break 10:30 - 11:00*) **Level 3, Conference Hall 1**

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

Workshop preview: ISQua uses the term massive ageing to describe the tsunami of consequences for safety and quality in healthcare, triggered by the global rise in life expectancy and various related pressures. As yet, the necessary innovations required have not materialised in a substantive way in most countries. Three main issues need to be addressed;

1. A need to adapt current quality & safety standards to meet the needs of a wide variety of new users (e.g. caregivers) of these standards
2. A need to revise the framework we use to develop and apply quality & safety standards/recommendations for evaluation/accreditation. To date accreditation standards have been written and measured at a maximum (or intermediate) bar (i.e., excellence) and periodically updated to reflect the latest healthcare innovations and improvements. Not surprisingly, a growing number of health and social care settings and care providers are unable to keep up with this demand. Instead, they deviate from standards and/or only partially address them
3. A need to adopt a global vision that goes far beyond new standards, to trigger effective change in our countries. New standards, whatever their relevance and fidelity will not be enough to provoke the required changes. What global vision and what actions are needed to really induce appropriation and changes by end-users? How can we influence and accelerate these system changes, and tailor them to various cultures?

We will feature case studies to illustrate problems and solutions. Participants will:

1. Hear about the tsunami of changes required at system and organisation levels to cope with massive ageing
2. Learn, participate and share the specific challenges for addressing new quality and safety standards in health and social care
3. Interact with the ISQua Innovations and Systems Change Working Group and participate in a capstone panel discussion

Pre-Conference 3: Patient Reported Outcome Measures 101 - Principles, Tools and Implementation: A Stepwise Practical Approach

13:30 – 17:00 Level 3, Conference Hall 1

Speakers: Eugene Nelson, Eyal Zimlichman and Brant Oliver; US

13:30 – 15:00	Using PROMs: A Panoramic View	Eugene Nelson; US
	Using PROMs: Making Them Work in Busy Clinical Practices	Eyal Zimlichman; US
	First Steps in a 12 Step Process: Starting the Journey	Brant Oliver; US
	Small Group Exercise #1: Fitting PROMs into Your Practice and into the Flow of Care	All
15:00 – 15:30	Afternoon Break	
15:30 – 17:00	Starting a PROMs Programme for Multiple Sclerosis: A Quick Look at Starting the Journey	Brant Oliver; US
	Small Group Exercise #2: Using PROMs - Results with an Individual Patient	All
	Panel Discussion and Problem Solving: How to Get Started on the Right Path	All
	Wrap Up & Adjourn: Curb stone Consults: Faculty will stay in room to talk with participants about their questions and interests	

Pre-Conference 4: Advancing Frontiers of Improvement in Healthcare: What Effort and Resource is Required for Successful Improvement?

11:00 – 17:00 (*Lunch 12:30 - 13:30, Afternoon Break 15:00 - 15:30*)

Level 3, Conference Hall 2 Chair: Julie Reed; UK

Speakers: Uma Kotagal; US, Rohit Ramaswamy; US, Christina Pagel; UK, Tom Woodcock; UK, Stephanie Best; AU, Sharon Williams; UK, Yogini Jani; UK, Sandra Jayacodi; UK

The Advancing Frontiers of Improvement in Healthcare symposium is a new feature of the annual conference programme. The aim of the symposium is to explore new ideas, concepts and paradigm shifts in improvement and their relevance and application to healthcare. It will achieve this by bringing together expert academics, practitioners and patients to consider how we can harness existing knowledge and practice, and what advancements are required to address the challenges we do not yet know how to solve. This year's inaugural symposium will focus on the effort and resource required to achieve successful improvement. Currently, the nature and amount of effort and resource required is unclear, to deliver change initiatives and achieve improvements. There are examples of major resource investment in change initiatives that have failed to deliver the intended improvements, and there are examples of major improvements achieved with minimal resource investment. Evidence suggests that there is not a clear/direct relationship between the amount of resources invested, and the results achieved.

Our intention is to facilitate critical thinking and discussions:

1. To explore the factors and conditions required to make an improvement initiative a success with an attempt to gain a better understanding of the relationship between effort, approach and outcome, and to explore why initiatives achieve different results in varied settings?
2. To explore the reality of what resource and effort needs to be deployed for successful improvement outcomes, to better guide future investment and design and conduct of improvement initiatives?
3. To test the possibility that some types of resource are more important than others. Does current practice overemphasize the technical aspects of improvement? And underinvest in the interactional work of improvement; the importance of building relationships and aligning changes with what matters to local practitioners, patients and communities?
4. To understand the learning from reverse innovation to draw inspiration from low and middle-income countries where improvement initiatives are often conducted with minimal resources? How might these lessons inform and inspire improvement efforts in high income countries?
5. To explore the emerging phenomenon of “industrialisation” of QI? How has this evolved? Which aspects of QI can be outsourced or commissioned and to what gain? Which aspects are better delivered by local providers?

This session in debating these issues will highlight examples from across the globe. It will identify what is already known, and what key challenges remain to be solved to inform future research, practice and policy making.

Pre-Conference 5: Developing Quality Improvement Skills Workshop

09:00 – 12:30 (*Break 10:30 - 11:00*) **Level 3, Conference Hall 3**

Speakers: Peter Lachman; ISQua, Patricia O'Connor; SCOT

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

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

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

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Pre-Conference 6: Quality Improvement for Students, Junior Doctors and Healthcare Providers

13:30 - 17:00 (*Break 15:00 - 15:30*) **Level 3, Conference Hall 3**

Lead: John Brennan; IE, Maimunah Hamid; MY, Cliff Hughes; ISQua

This energetic, active and fun pre-conference session aims to introduce some of the basics of healthcare quality improvement. The session is designed for students, doctors and professionals in training, and healthcare providers. During this highly interactive workshop, participants will learn about the concept of quality and how it applies to healthcare. In addition, practical quality improvement methods and tools will be introduced. Participants will then be supported to use their newly gained knowledge and understanding of healthcare quality improvement to think creatively about solving real world healthcare quality problems. Creative ideas from participants will then form the basis for developing and practicing how to deliver a Quality Improvement 'pitch' to influential stakeholders in a high stakes environment. This session promises plenty of excitement and surprises along the way!

Come to this session to practice quality, creativity and influence.

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

1. Discuss the concepts of quality in healthcare and quality improvement
2. Describe structures which can aid in achieving healthcare quality improvement
3. Apply creative thinking in solving quality problems
4. Develop and pitch a quality improvement idea

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Pre-Conference 7: National Quality Policy and Strategy: The Missing Bolt in Improving Health Systems Performance

13:30 – 17:00 (*Break 15:00 – 15:30*) **Level 3, Room: 304 – 305**

Speaker: Shams Syed, Sheila Leatherman, Nana A. Mensah Abrampah; WHO

Quality of health services is critical to achieving Universal Health Coverage (UHC) and meeting the health-related Sustainable Development Goals (SDGs). Efforts to improve quality of care across a health system need to be supported by a strong national quality policy and strategy (NQPS) developed by ministries of health with all relevant stakeholders. The development, refinement and execution of a national quality policy and strategy is a priority for countries as they look to systematically improve the performance of their health systems. A national quality policy and strategy is an organized effort by a country to promote and plan for improved quality of care. It will often be outlined in a document, providing an official, explicit statement of the approach and actions required to enhance the quality of health care across a country's health system, closely linked with wider national health policy and planning process. An effective NQPS can create a culture shift and support providers to deliver and users to demand quality care; bring together multiple quality initiatives under a systematic and organized effort to improve quality of care across the health system; secure high-level commitment to quality through stakeholder engagement and consensus-building to deliver on national health objectives; and clarify structures for governance, accountability and monitoring of national quality efforts. This interactive session allows a detailed examination of each of the elements of the NQPS process to build the capacity of country teams to take this forward in their respective national health systems.

The interactive workshop will allow participants to:

1. Understand the WHO global initiative on national quality policy and strategy
2. Undertake a detailed examination of and gain an in-depth understanding of each of the essential elements of the NQPS process
3. Work on a series of interactive exercises to enhance understanding of the NQPS process
4. Facilitate exchange of knowledge and experience on NQPS between workshop participants

17:30

Welcome Reception
Level 3, Ballroom 1 and 2

NOTES:



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MONDAY MORNING

24 September 2018

08:00 – 08:30

WELCOME COFFEE WITH EXHIBITORS

Level 3, Ballroom 1 and 2

08:30 – 08:45	CULTURAL PERFORMANCE Level 3, Plenary Hall
08:45 – 10:00	OFFICIAL CONFERENCE OPENING AND PLENARY Level 3, Plenary Hall Chair: Tan Sri Siti Saadiah, Puan Sri Suraiya Hussein; MSQH
Official Conference Opening (10 minutes) Wendy Nicklin, Peter Lachman; ISQua John Ware and Alvin Tarlov Career Achievement (5 minutes)	
Morning Plenary Patient-Reported Outcome Measurement: Past, Present and Future - A Personal Account Speaker: Madeleine King; AU (30 minutes) <p>We are on the brink of realising the potential anticipated by so many for so long – the inclusion of patients' perspectives as standard data items in the complex business of providing quality healthcare. Patient-reported outcome (PRO) assessment has fascinated and occupied me throughout my career. In this talk, I will review the history of PRO assessment through a personal lens, drawing on my experiences to describe the aspirations and achievements of my generation and the challenges faced by the next generation in realising the potential of PROs in value-based healthcare.</p> Royal Address (30 minutes) Speaker: His Royal Highness Sultan Nazrin Muizzuddin Shah Ibni Almarhum Sultan Azlan Muhibbuddin Shah Al-Maghfur-Lah	

10:00 - 10:30 MORNING BREAK

10:30 – 12:00 MONDAY CONCURRENT SESSIONS A1 - A9

A1 External Evaluation – 90 minutes

Level 3, Banquet Hall

Chair: David Greenfield; AU

Accreditation Programmes in a Complex World: Different Programmes for Different Contexts but Facing Similar Challenges

Speakers: David Greenfield; AU, Triona Fortune; IE, Margaret Banks; AU, Aisha Abdulla Al-Aali; QT, Pa-Chun Wang; TW

Objectives:

1. To present a global context and the common issues faced by accreditation programmes
2. For representatives from programmes of different ages, in different contexts, to discuss their strengths and the challenges they face
3. To discuss if and how 'structure, process and outcomes' are included in accreditation programmes
4. The future for accreditation programmes will be reflected upon

A2 Governance, Leadership and Health Policy – 90 minutes

Level 3, Conference Hall 1

Chair: Ulfat Shaikh; US

Head, Heart and Hands - Managing Change in Clinical Quality Improvement

Speakers: Ulfat Shaikh; US, Peter Lachman; ISQua, Suraiya Hussein; MY, Daljit Hothi; UK, John Brennan; IE, Kevin O'Hare; IE

Objectives:

1. Learn how to set up clinical quality improvement initiatives for success
2. Identify how goals and effective plans for change are developed
3. Discuss how to get clinical staff engaged and excited about change

A3 Innovations and Improvement in Low and Middle-Income Countries – 90 minutes

Level 3, Room: 304 - 305

Chair: Shams Syed; WHO

Old Issues....New Thinking: Defining a Pathway for Quality in the Universal Health Coverage Era

Speakers: Sheila Leatherman; WHO, Nana A. Mensah Abrampah; WHO, Azman Abu Bakar; MY

Objectives:

1. To understand the current global landscape on quality with particular reference to three pivotal global publications on quality, including the joint WHO-World Bank-OECD publication.
2. To learn about the WHO global initiative on national quality policy and strategy and how it can be leveraged to drive national pathways for quality.
3. To explore the evolving global learning architecture on quality within the context of UHC being taken forward by WHO.
4. To examine the application of twinning partnerships between institutions to catalyse health service improvement at the facility-level being taken forward by WHO.
5. To learn from the Malaysian experience in defining a national pathway for quality.

A4 Quality and Safety for the Vulnerable – 15 minutes each

Level 3, Room: 307 - 309

Chair: Pat O'Connor; SCOT

Improved Quality of Care Among Acute Stroke Patients – But Patient-Related Inequality Remained Unchanged (Abstract no. 1924)

Anne Mette Falstie-Jensen, P. Kjaer Kristensen, S. Paaske Johnsen; DK

Transforming Institutional Racism at an Australian Hospital – A Case Study (Abstract no. 1289)

Christopher Bourke, H. Marrie, A. Marrie; AU

An Investigation of the Quality of End-Of-Life Care Provision for Older People in Subacute Care (Abstract no. 1667)

Melissa Bloomer, M. Botti, A. Hutchinson; AU

How In-Hospital Cardiac Arrest Can be Alleviated with an Early Warning Information System: A 5-Year CQI Study (Abstract no. 1398)

Wei-Chun Huang, S.-H. Kuo, W.-C. Juan, S.-R. Wann; TW

Quality and Safety Healthcare Services for the Vulnerable (Abstract no. 0036)

Mdm Mah Lai Heng; MY

A5 Patient Safety – 45 minutes each

Level 3, Conference Hall 3

Chair: Elizabeth Koff; AU

Session A: As the Left Hand of Darkness is Light, So the Left Hand of Risk is Vulnerability: A New Perspective on Patient Safety

Speakers: Hamish Robertson; AU, Deborah Debono; AU, Reece Hinchcliff; AU, Tracy Levett-Jones; AU, Sue Dean; AU, Cliff Hughes; ISQua

Objectives:

1. Present a new model for patient safety and discuss how a focus on the social epidemiology of patient safety can contribute to harm reduction
2. Consider how big data can both facilitate and impede our ability to address our understanding of differential risk
3. Explore what we know, and don't know about the vulnerability of health professionals and staff

Session B: Patient Safety Culture Bundle for CEOs/Senior Leaders

Speakers: Chris Power, Catherine Gaulton; CA

Objectives:

1. Explain why thirteen elements are required to advance a patient safety culture
2. Demonstrate key concepts CEOs/senior leaders need to know to advance a patient safety culture
3. Apply what CEOs/senior leaders need to do to advance a patient safety culture

A6 Primary and Community Based Care – 15 minutes each

Level 3, Plenary Theatre

Chair: Margaret Banks; AU

The Health Care Home and the Quadruple Aim (Abstract no. 1317)

Stephen Clark; AU

Children and Young People's Contacts in Primary Care Within 3 Days of an Admission to Hospital with Meningitis (Abstract no. 2611)

Elizabeth Cecil, P. Aylin, S. Saxena; UK

Mobile Digital Information and Communication Technology in Healthcare: Patient Attitudes and Quality Management Aspects (Abstract no. 1576)

Martin Holderried, A. Hoepfer, F. Holderried, T. Kraus; DE

Better Communication, Better Quality Person-Centred Care: Supporting Primary Care in the Community with eConsult (Abstract no. 1492)

Wendy Nicklin, A. Afkham, C. Liddy, E. Keely; CA

National Clinical Guidelines for Diagnosing Heart Failure in Primary Care: How Often are they Followed and for which Patients? (Abstract No. 1944)

Alex Bottle, P. Aylin, B. Hayhoe; UK

A7 **The Person – 90 minutes****Level 3, Plenary Hall****Chair:** Eugene Nelson; US**Using the Patient's Voice to Improve Outcomes: World Class Cases and Pointers****Speakers:** Rushika Fernandopulle; US, Eyal Zimlichman; US, Karin Jay; US, Andreas Hager; SE**Objectives:**

1. To provide concrete examples of methods for using the voice of the patient to improve outcomes and quality
2. To provide pointers and keys to successful implementation and pitfalls to avoid

A8 **Data for Improvement – 15 minutes each****Level 3, Room: 301****Chair:** Eric de Roodenbeke; CH**Positive Deviance to Improve Patient Safety: Learning from Four Studies in the UK (Abstract no. 1659)****Ruth Baxter**, R. Lawton, J. O' Hara, L. Sheard; UK**Measured for Safety - The Apollo Quality Program (Abstract no. 2455)****Pritindira Sachdeva**, A. Sibal; IN**A Clinical Practice Improvement Project to Reduce the Rate of Central Line Associated Bacteraemia in Haemodialysis Catheters (Abstract no. 2011)****Michaela Kelleher**; AU**Impact of Implementing a Quality Improvement Program on Performance Indicators and Patient Satisfaction in a Tertiary Cardiac Healthcare System from a Developing Country (Abstract no. 2338)****Lubna Mushtaque**, A. Haider, A. Turab Hussain, B. Hanif; PK**The Impact of a National Antimicrobial Stewardship Programme on Antibiotic Prescribing in Primary Care in England: An Interrupted Time Series Analysis (Abstract no. 2495)****Violeta Balinskaite**, A. Holmes, A. Johnson, P. Aylin; UK**The Application of 3D-Printing Technique for the Treatment of Anterior Pelvic Ring Fracture (Abstract no. 2256)****Yuan-Ta Li**, C-C Hung, T -T Yeh, H- C Shen; TW

A9

Education Through Learning and Sharing

- 90 minutes

Level 3, Conference Hall 2

Chair: Helen Crisp; UK

Who Needs Quality Improvement Training?

Panellists: Bill Oglesby; US, Tricia Woodhead; UK, Thomas Vijn; NL, Kathy Eljiz; AU

Objectives:

A chaired panel discussion between experts, enabling a ‘deep dive’ into the ideas behind different approaches to QI education for healthcare staff. The panel will explore questions such as:

1. Should QI be an essential element in all healthcare undergraduate curricula?

2. What are the pros and cons of broad training for all, versus in-depth expertise in particular methods?

3. How should QI be taught - on the job, online e-learning, or specialist ‘in-person’ courses?

4. What is the role for patients in QI and how is training provided?

5. What do we know about what works in QI training?

Come to this session and join the debate!

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MONDAY LUNCHTIME 24 September 2018

12:00 – 13:45 **LUNCHTIME**

FROM 12:30 **LUNCHTIME SESSION
AND LIGHTNING TALKS**

12:30 – 13:30 **Learning Labs - Measurement for
Improvement: From Aim to Impact**
Level 3, Conference Hall 1

Facilitators: Tom Woodcock, Tomasz Szymanski; UK

This workshop will offer delegates an opportunity to learn about bringing people together to develop a shared aim and measurement for improvement, covering key principles of understanding variation and how to apply these in improvement projects.

12:30 – 13:30 **Learning Labs - Test and Appraise
[Plan-Do-Study-Act Cycles]**
Level 3, Conference Hall 3

Facilitators: Daljit Hothi, Julie Reed; UK

This workshop will offer delegates an opportunity to learn and then apply the principles of PDSA cycles, introducing, testing and refining an intervention or solution through rapid cycles of change. For any change to result in an improvement, practitioners must also learn and develop their ability to appraise their processes and outcomes. Delegates will be shown and given the opportunity to practice different appraisal techniques.

12:30 – 13:30

IJQHC - ISQua's Official Journal - Sharing Successful Stories from the Authors of Best Papers

Level 3, Room: 307 - 309

Speaker: Peter Hibbert; AU, Yu-Chuan (Jack) Li; TW, Ezequiel Garcai-Elorrio; AR, Julie Reed; UK

Objectives:

1. Opportunity to review the principles and approach to conducting high quality research studies, and the publication of their findings, in high quality journals
2. Highlight new knowledge from a set of recent outstanding papers published in ISQua's official journal IJQHC

12:40 – 13:30 E-POSTERS WITH LIGHTNING TALKS (AP1 – AP5)

AP1

Quality and Safety for the Vulnerable and Governance, Leadership and Health Policy
– 10 minutes each

Level 3, E-Poster Area 1

Chair: Jan Mackereth-Hill; UK

Can Buddying Arrangements in the NHS be Effective in Driving Improvement? (Abstract no. 2478)

Andrew Corbett-Nolan, C. Smith, K. McGee; UK

Reduced Admission Hypothermia in Neonates by Standardisation of Delivery Room Management (Abstract no. 1261)

An Kuo Chou, P. Hou Huang, Y. Fen Yang, P. Leng Cheong; TW

Preliminary Results of a Managed Breast Cancer Protocol Implemented at an Accredited Oncology Clinic in Brazil (Abstract no. 2657)

Janyce Cassiolato Marti Sguassabia Oliveira, D. Argolo, M. Cordeiro, D. Akemi; BR

The Domino Effect: The Unintentional Consequences of Multi-Graded Positions in Mental Health Services (Abstract no. 2335)

Lila Vrklevski, K. Eljiz, D. Greenfield; AU

AP2**Data for Improvement – 10 minutes each****Level 3, E-Poster Area 2****Chair:** Anne Hogden; AU

Making Data Relevant to Providers: Breaking Down Experience Feedback by Data-Driven Patient Groups (Abstract no. 1346)

Kelsey Flott; UK

Staff Empowerment: Self Scheduling of Nursing Roster Helps Nurses to Advance their Nursing Qualification (Abstract no. 2355)

Mehreen Chagani, S. Chagani, S. Vidhani, Z. Farhan; PK

Cost Effectiveness and Patient Satisfaction with the Single Use Negative Pressure Wound Therapy Device (PICO) in the Treatment of Surgical and Traumatic Wounds (Abstract no. 2452)

Caroline Payne, D. Edwards; UK

The Effects of a Hot Footbath on Postpartum Fatigue and Depression (Abstract no. 1202)

Hsuensh-Yu Cheng, Y.-F. Cheng; TW

What Predicts Patient Experience? Identifying the Organisational Levers for Improving Experience (Abstract no. 1308)

Kelsey Flott; UK

AP3**Patient Safety – 10 minutes each****Level 3, E-Poster Area 3****Chair:** Lisa Toland; IE

Adverse Drug Events and Medication Errors in Nursing Homes in Japan: THE JADE STUDY: An Interim Report (Abstract no. 2569)

Nobutaka Ayani, M. Sakuma, J. Narumoto, T. Morimoto; JP

Measuring Patient Safety Culture in Korea (Abstract no. 1480)

Erang Kim, H.H. Lee, I.S. Hwang, S.Y. Do; KR

Impact of Teamwork and Communication Training Interventions on Safety Culture and Patient Safety Outcomes in the Emergency Department: A Systematic Review (Abstract no. 2250)

Abdelouahab Bellou, M. Alsabri, D. Lauque, A. Toussi; US

Elaborating on the Broncho Aspiration Prevention Protocol in Adults (Abstract no. 2073)

Daniela Akemi, M. M. Damasceno, J. O. Cherubim, M. M. Machado; BR

Reducing the Incidence of Pressure Injury by Quality Circle in Hospitalised Terminally Ill Patients (Abstract no. 1180)

Hsiu-Ling Shih, H.-D. Yeh , C.-Y. Lin, Y.-C. Cheng; TW

AP4 Education Through Learning and Sharing

– 10 minutes each

Level 3, E-Poster Area 4

Chair: Robyn Clay-Williams; AU

Shadow Housemanship – An Initiative to Improve Competencies in Graduating Doctors (Abstract no. 1731)

Ganesh Ramachandran, A. K. KO Min, R. Jegasothy; MY

Widening Access to Regional Postgraduate Medical Education for Paediatric Doctors in Training Through a Live Streaming Application (Abstract no. 2616)

Ankita Jain, S. Bihari, L. Stuttaford, H. Davies; UK

Facilitating Learning for New Nurses by Using Effective Learning Approach (Abstract no. 2126)

Chien Chien Tung, B.-N. Yang, C.-S. Chi; TW

Implementation of the Nurse Corner Competency to Improve Critical Thinking and Satisfaction (Abstract no. 1368)

Rr. Tutik Sri Hariyati, H. Handiyani, B. Utomo, S. Farida Rachmi; ID

Attitudes of Newly Graduated Physicians in Oman Towards Interprofessional Collaboration (Abstract no. 2626)

Heba Awadh; UK

AP5 Mixed Track – 10 minutes each

Level 3, E-Poster Area 5

Chair: BK Rana; ISQua

Traceability for Patient Safety - A Hospital Perspective (Abstract no. 2005)

Tuck Seng Wu; SG, T. Snioch; BE

Automated and Early Detection of Long-Term Conditions Using a Real-Time Wearable Patient Monitoring System (Abstract no. 2244)

Ehsan Ullah, M. Baig, F. Mirza, H. Gholam Hosseini; NZ

Body Constitution Predicts the Development of Diabetic Albuminuria in Patients with Type 2 Diabetes: Taichung Diabetic Body Constitution Prospective Cohort Study (Abstract no. 1827)

Chen Hung Lee, C. I. Tsai, S. Yi Lin, T. Chung Li; TW

Hospital Accreditation Status in Indonesia: Factors Explaining its Sustainability (Abstract no. 2348)

Viera Wardhani, T. Kuntjoro, S. Cokro, A. Utarini; ID

MONDAY AFTERNOON 24 September 2018

13:45 – 15:15 **CONCURRENT
SESSIONS A10 – A18**

A10

External Evaluation – 15 minutes each

Level 3, Room: 301

Chair: Carlos Goes de Souza; UK

Systematic Reviews of the Evidence Supporting Three Methods of External Accreditation Assessment (Abstract no. 2585)

Deborah Debono, R. Hinchcliff, D. Carter, M. Banks; AU

Does Adoption of Health Information System (HIS) in Hospital Affect the Compliance to the Hospital Accreditation Program (Abstract no. 2296)

Noramiza Md. Nasir, K. Marikar; MY

Prevention of Diagnostic Error in Cancer Imaging Through On-Site Survey Program of National University Hospital Group (Abstract no. 2008)

Shin Ushiro; ISQua

Satisfaction with Taiwan Hospital Accreditation from Hospital and Surveyor Perspectives (Abstract no. 1983)

Junwei Ai, S. Lin, H. Wang, Y. Wu; TW

The Process of Development of Accreditation Standards for Medical Organizations in Kazakhstan (Abstract no. 1906)

Daniyar Ospanov, A. Aiypkhanova, B. Kaupbayeva, R. Bizhigitova; KZ

A11 Governance, Leadership and Health Policy

– 15 minutes each

Level 3, Room: 304 - 305

Chair: Bruno Lucet; ISQua

Hospital-Community Integrated Blood Glucose Management Model: An Application Example of Hierarchical Diagnosis and Treatment System in China (Abstract no. 1384)

Hong Chen, Y. Liu, X. Gao; CN

A National Approach to Sustainable Quality Improvement, The Experience from Ireland (Abstract no. 1292)

Philip Crowley; IE

Succession of Physician Leadership and Talent Management in Public, Private and Military Hospital (Abstract no. 1173)

Arifatul Khorida, A. Meliala; ID

Informed Consent in Human Research Ethics 2018 (Abstract no. 1360)

James Robblee; CA

Results of Promotion of Catheter-Associated Urinary Tract Infection Care Bundle in Taiwan for Reducing Catheter-Associated Urinary Tract Infection (Abstract no. 1440)

Wan I Lin, Y.L. Chen, C.M. Lee, L.J. Chien; TW

A12 Data for Improvement – 45 minutes each

Level 3, Room: Plenary Hall

Chair: Stephen Clark; ISQua

Session A: What Proportion of Healthcare is Delivered in Line with the Evidence?

Speakers: Jeffrey Braithwaite, Peter Hibbert; AU

Objectives:

1. To understand the methods that can measure evidence-based care at a population level
2. To understand the level of evidence-based care delivered by a contemporary health system
3. To understand the barriers to evidence-based care being delivered

Session B: Comprehensive Mortality Review Across a Nation to Improve Quality and Safety; Lessons Learned and How to do it in your own Health Systems

Speakers: David Vaughan; ISQua, Ross Macdonald; QA

Objectives:

1. Describe our approach to implementing a standard death review across a national health system
2. Describe how it might be implemented in other systems

A13 Innovations and Improvement in Low and Middle – Income Countries – 15 minutes each

Level 3, Room: 307 - 309

Chair: Bruce Agins; US

Leveraging on Digital Technology to Promote Quality, Efficiency and Transparency in Accessing Health Care: Proof of Concept in Lagos, Nigeria (Abstract no. 2642)

Adebukola Shittu-Muideen, I. Dada, H. Ebenuwah, E. Ajanwachuku; NG

Applying Structured Quality Improvement Methods to Reduce HIV-Related Stigma and Discrimination in Healthcare Facilities: Implementation of the Southeast Asia Stigma Reduction Learning Network (Abstract no. 1138)

Dan Ikeda; US, B. Agins; US, K. Srithanaviboonchai; TH, L. Nyblade; US

An Exploration into Universal Health Coverage's Potential Role in Expanding Access to Immediate Post-Pregnancy Family Planning at Private Facilities in Indonesia (Abstract no. 2088)

Siti Nurul Gomariyah, M. Christofield; US, I. Riswan, N. Agustina; ID

Democratizing Healthcare Information for the Health Consumer in Africa (Abstract no. 2446)

Imo Etuk, L. Sekoni; NG

Equity of Pediatric Patient Care in Ambulatory Primary Healthcare Clinics in Cambodia (Abstract no. 2587)

Anbrasi Edward, Y. Jung; US, C. Chhorvann; KH, A. Ghee; US

A14 The Person – 15 minutes each

Level 3, Plenary Theatre

Chair: Manvir Victor; MY

How do QI Methods Support Patient/Public-Healthcare Professional Value Co-Creation? (Abstract no. 2483)

Meerat Kaur, J. Reed, C. French; UK

Co-Creating a Set of Patient Reported Outcome Measures Within Two National Psychiatric Registries in Denmark (Abstract no. 1696)

Solvejg Kristensen, L. Baandrup, P. Videbech, J. Mainz; DK

Patients Measuring their Experiences with their Healthcare System: Targeting Improvement in Access, Quality, Safety and Patient and Family Centred Care Outcomes (Abstract no. 2613)

Katherina Kovacs Burns; CA

The Patient's Voice - A Patient Delivered Handover (Abstract no. 2203)

Kim Maddock; AU

Shared Decision Making (SDM) Approach Applicable to Whole Hospital - A Medical Center in Northern Taiwan (Abstract no. 2405)

Chialin Chu, C. Chang, C. Lin, T. Ko; TW

A15 The Future of Quality/The Next Frontier

– 45 minutes each

Level 3, Conference Hall 2

Chair: Leslee Thompson; ISQua

Session A: Speaking Up – How Can we Lead a Culture of Safety and Reliability?

Speaker: Mark O'Brien; AU

Objectives:

1. Articulate the case for the importance of creating a speaking up culture
2. Understand the role of an organisation-wide commitment to skills enhancement and professional accountability to enable speaking up
3. Define appropriate metrics to measure the success of a speaking up initiative in a healthcare organisation

Session B: Nudging by Design: Improving Safety, Efficiency and Patient Experience

Speakers: Dirk F. De Korne, Seshasaye Kanthamraju, Sachin Behere; SG

Objectives:

1. Demonstrate the value of design thinking (DT) and DT-application in the health care setting
2. To have the participants experiencing the influence of design on decision making

A16 Education Through Learning and Sharing

– 45 minutes each

Level 3, Conference Hall 3

Chair: René Amalberti; FR

Session A: Promoting Communication and Team Collaboration among Healthcare Providers in a Multicultural Clinical Setting

Speakers: Manasik Hassan, Magda Wagdy, Ahmed Alhammad; QA

Objectives:

1. Highlight the importance of effective communication and collaboration among healthcare professionals in a multicultural healthcare environment
2. Identify challenges for promoting communication among healthcare providers
3. Use different communication tools and strategies to promote such collaboration

Session B: Communications – The Missing Pillar of Improvement (QIComms)

Speakers: Sharon Williams; UK, Stephanie Best; AU

Objectives:

1. Discover the role that communications plays in successful improvement programmes and campaigns
2. Be able to apply a simple six step framework to create your own communications strategy
3. Find out about the new focus on communications for improvement through 'The #QIComms Charter' which has been developed by international QI leaders

A17 Patient Safety – 15 minutes each

Level 3, Conference Hall 1 Chair: Carsten Engel; DK

The Clinician View: The Relationship Between Clinicians, Leadership and Culture and Quality Management in 32 Australian Hospitals (Abstract no. 2317)**Robyn Clay-Williams**, N. Taylor, P.T. Hsuen, J. Braithwaite; AU**Improvement in Handoff Miscommunications Following Implementation of the I-Pass Program in a Paediatric Unit in Argentina (Abstract no. 2045)****Ezequiel Garcia Elorrio**, C. Garcia Roig, F. Jorro Baron, I. Suarez Ansorena; AR**Factors Influencing Reporting Patients' Safety Issues: A Case Study of an Obstetrics and Gynaecology Department of a Northern Nigerian Teaching Hospital (Abstract no. 2458)****Habiba Aminu Saddiq**, R. O' Hara, S. Baxter; UK**Audit Analysis of Malpractice Litigation Cases in Nursing Practice in Private Health Care in South Africa to Improve Safe Quality Patient Care (Abstract no. 2064)****Ethelwynn Linda Stellenberg**, S. Whitaker, A. Williams, Y. Samlal; ZA**Is Your Patient MRI Safe? How to Achieve MRI Safety (Abstract no. 1404)****Sandhya Mujumdar**, S.M. Ng, S. Ang; SG**A18** Governance, Leadership and Health Policy
– 90 Minutes

Level 3, Banquet Hall

Chair: Rashad Massoud; US

The Art (And Science) of Herding Cats – How to Succeed in Changing Clinician Behaviour**Speaker:** John Wakefield; AU**Objectives:**

1. Acquire/strengthen understanding of the drivers of individual and group behaviours
2. Use behavioural modelling to improve the likelihood of affecting behaviour change in target groups when designing and implementing improvement programmes

15:15 - 15:45

AFTERNOON BREAK

15:45 – 17:00

AFTERNOON PLENARY
AND AWARDS

PLENARY	
Level 3, Plenary Hall	
Chair: Shams Syed; WHO	
<p>International Accreditation Awards (15 Minutes)</p> <p>Alma-Ata at 40: Quality & Primary Health Care – Challenges, Opportunities and Urgency (60 Minutes)</p> <p>Speakers: Shams Syed; WHO, Odet Sarabia; MX, Andrew Likaka; MW, Cliff Hughes; ISQua</p> <p>This year the world will come together to recommit to strengthening primary health care to achieve universal health coverage and the Sustainable Development Goals. The Global Conference on Primary Health Care, co-hosted by Government of Kazakhstan, the World Health Organization and UNICEF, will take place on 25-26 October in Astana, Kazakhstan on the occasion of the 40th anniversary of the Declaration of Alma-Ata. The anniversary of this seminal milestone in global health provides an opportunity to reaffirm the principles of the original declaration and underline the importance of primary health care to achieve our collective goals for the 21st century. 90% of a person’s health needs across their lifetime can be covered by primary health care. It leads to better health outcomes, improved quality of care and longer life expectancy. Given this context, the role of the quality world is central in articulating and driving strong practical linkages between quality improvement and primary health care. This panel session frames the current thinking on the subject and brings together perspectives from quality leaders from across the world on the key challenges, windows of opportunities and urgency for action.</p>	
17:10	<p>ISQua Annual General Meeting</p> <p>Level 3, Room: 304 - 305</p>
19:00	<p>Networking Reception</p> <p>Venue: Cedar on 15</p> <p>Tickets can be purchased from the registration area</p>

NOTES:



MEMBERSHIP

Join ISQua and be part of an active and respected community of like-minded peers who share your commitment and belief in improving health care safety & quality for all.



INDIVIDUALS: €150

(discounts available for
students & retirees)

INSTITUTIONS

€1,200

QI PARTNERS:

€5,000 – €10,000

Up to 25% Discount for Middle, & up to 50% Discount for Lower Income Countries

Find out more at our stand or visit <http://www.isqua.org/membership.html>

TUESDAY MORNING

25 September 2018

07:30 – 08:30

Learning Labs - Making Change Matter: Patient and Public Engagement and Involvement in Improving Success
Level 3, Conference Hall 1

Facilitators: Meerat Kaur and Sandra Jayacodi; UK

This workshop will offer delegates learning around how patient and public engagement and involvement can contribute to improvement projects, recognise challenges of involvement and the ways to start planning for patient and public involvement in improvement projects.

07:30 – 08:30

Meet the International Academy of Quality and Safety in Health Care (IAQS) (ISQua Members only)
Level 3, Conference Hall 3

Facilitator: David Bates; US

The International Academy of Quality and Safety in Health Care (IAQS) is a newly established group which was set up by ISQua to recognize distinguished individuals who have made a significant contribution in the field of Quality and Safety in Healthcare. Members are elected to the IAQS in recognition of their distinguished contributions in these areas, and some of the first inductees to the Academy will attend this session. Goals of the session will be to describe the Academy and the rationale for setting it up, to introduce the members who are able to attend who will describe some of their journeys in quality and safety, and to enable ISQua members to meet and ask questions of them.

07:45 – 08:30

**Screening of the Film - Falling Through the Cracks:
Inspiring Change Through Powerful Storytelling**
Level 3, Plenary Theatre

Continuity of patient care is an important patient safety issue. Greg Price was a healthy 30 year-old man until he found out he had an abdominal mass that was causing his back pain which had previously been attributed to a 'pulled muscle'. Tragically Greg died after falling through many healthcare system cracks, before being given a chance to receive treatment for a highly treatable condition (testicular cancer). **His story is powerfully captured in this 30 minute film directed by one of Canada's leading TV directors.**

This session will follow on with a lunchtime session to review the film and the role it can play in: motivating health systems to address issues of continuity of care, teaching teamwork in non-acute healthcare settings with a focus on including patients as the key team member and alerting patients to this issue.

**08:00 – 08:45 WELCOME COFFEE WITH POSTER DISPLAYS
AND TRADE EXHIBITORS**

Level 3, Ballroom 1 and 2

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

PLENARY AND AWARDS

Level 3, Plenary Hall

Chair: Cliff Hughes; ISQua

Life Membership and Distinguished Service Awards (10 minutes)

Quality Improvement and My Recovery - A Road Less Well Travelled? (20 minutes)

Speaker: Sandra Jayacodi; UK

Quality improvement for many is a means to an end, a way of making patients better, improving their care, reducing waiting times but in mental health services QI is almost non-existent. From my own person experience quality improvement is about recovery... my recovery... As a service user and member of QI project in a mental health service being involved helped me find a meaning in life again. Should everyone be given that opportunity?

Healthcare Transformation - Driving Quality with Innovation and Creativity (45 minutes)

Speaker: Datuk Noor Hisham Abdullah; MY

Innovation is the ability to see change as an opportunity – not as a threat. Collaboration is the process of two or more people or organisations working together to realise or to achieve something successfully. Embracing innovation involving collaboration to achieve better results is an essential trait of a leader that translates the biggest of challenges into the best opportunity for the organisation while benefiting our partners along with it.

Malaysia has a dichotomous healthcare system whereby the public sector, which provides comprehensive healthcare, co-exists with a thriving private sector. These sectors function independently of each other. The general population obtains most of its health care from public providers, but a significant portion utilises the private sector for outpatient services. However, for inpatient care, the majority of people (except the top 20%) seek treatment in the public sector; leading to public hospital congestion especially in bigger cities with underutilised smaller district hospitals, longer waiting times and reduced public satisfaction. Against the backdrop of finite financial and human resources, this has undoubtedly stretched the capacity and capability of Ministry of Health (MOH) in optimising its resources to ensure service delivery remains unperturbed.

Hence, creative innovations and smart collaborations are needed to improve the health service delivery. The innovative leadership style practiced at MOH has produced numerous successful creative innovations which among others are: Cluster Hospital Initiative, Medicine by Post 1Malaysia, Drive Through Pharmacy, Cataract Surgery Centre (Collaboration between Federal Territory Islamic Religious Council and Selayang Hospital) and Low-Risk Birth Centre 1Malaysia (Collaboration between Federal Territory Islamic Religious Council and Putrajaya Hospital). We are also tapping into smart collaborations with regulators, academia and industry to enhance accessibility and affordability of universal healthcare coverage via digital technology innovation to bring personalised healthcare back to the community and home. Moving forward, the provision of an affordable healthcare system with high-quality patient-centred health service requires more innovations to change the way we do things to be smarter, better, faster, cheaper, safer and produce a better outcome.

10:00 - 10:30 MORNING BREAK

NOTES:

10:30 – 12:00 TUESDAY CONCURRENT SESSIONS B1 - B9

B1 External Evaluation – 15 minutes each

Level 3, Room: 307 - 309

Chair: Kadar Marikar; MSQH

Acting Scientifically in Complex Social Systems: The Reality of Using Plan-Do-Study-Act Cycles in Healthcare (Abstract no. 2570)

Julie Elizabeth Reed, C. McNicholas; UK

What it Takes to Get Accreditation in Small Healthcare Organizations – Case Study from India (Abstract no. 1439)

Sanjay Tripathi, P. Memon, M. Kujur, T. Nair; IN

Piloting Healthcare Accreditation System at Sudanese Public Hospitals: Experience Sharing from Sudan (Abstract no. 2604)

Heitham Awadalla, N. Elhussein; SD

Using Robust Process Improvement (RPI®) to Develop Criteria for Determining Submission of a Strategic Improvement Plan (SIP) in Place of a Follow-up Survey when a Decision Rule (DR) is Tripped (Abstract no. 2566)

Claudia Jean Jorgenson, J. Hill, J. Halkovich; US

Designing and Implementing Competency Based Certification Program to Improve Quality of Intra and Immediate Postpartum Care in Private Sector – Experience from India (Abstract no. 2325)

Parvez Memon, T. Nair, V. Yadav, S. Tripathi; IN

NOTES:

B2 Education Through Learning and Sharing

– See timings below

Level 3, Room: 301

Chair: Shin Ushiro: ISQua

Improving Medical Leadership and Engagement in NSW Health - Medical Leadership Forum – 45 Minutes

Speakers: Harvey Lander, James Mackie, Carrie Marr; AU

Objectives: After this session, participants will be able to:

1. Understand the importance of medical engagement and leadership in improving quality and safety
2. Learn from the work of the NSW Medical Leadership and Engagement Forums and outputs such as medical staff compacts
3. Develop ideas for improvement in your local setting

Quality Improvement Through Interactive Simulation (Abstract no. 1682) – 15 Minutes

Grazia Antonacci, J.E. Reed, V. Sriram, J. Barlow; UK

A National Learning Collaborative to Prepare New Physicians to Engage in Patient Safety (Abstract no. 2596) – 15 Minutes

Robin Wagner, M. Passiment, R. Newton, K. Weiss; US

The Barriers and Facilitators to Sustaining Quality Improvement Initiatives and Clinical Microsystems in Irish Emergency Departments (Abstract no. 2185) – 15 Minutes

Lisa Toland, G. Moore, G. McCarthy, P. Crowley; IE

B3 Innovations and Improvement in Low and Middle – Income Countries – 45 minutes each

Level 3, Conference Hall 1

Chair: Christine Dennis; AU

Session A: Securing the Future: Quezon's First 1,000 Days of Life Program

Speakers: Grace Santiago, David Suarez; PH

Objectives:

1. To encourage participants, that despite being part of a third world country, the Philippines especially Quezon Province is taking its proactive stride in the upliftment of lives of its citizens through the Quezon's First 1,000 Days of Life (Q1K) Program, which is the first program of its kind in the Philippines
2. To enlist support from other health care organizations and eventually encourage them to give inputs and other insights for the enrichment of the Q1K Program

Session B: What Matters for Women: A Qualitative Analysis of the Women's Experiences During Labour and Delivery in Public Hospitals in Brazil

Speakers: Margareth Portela, Juliana Rodrigues; BR

Objectives: *After this session, participants will understand the importance of;*

1. Patient participation in the formulation of public policies and proposals for improving the quality of care
2. Care experiences as a strategy to improve health services

B4 The Future of Quality/The Next Frontier
– 15 minutes each

Level 3, Room: 304 - 305

Chair: Leslie Wainright; US

Implementation of Genomics: A New Frontier in Clinical Practice
(Abstract no. 2411)

Stephanie Best, J.C. Long, N. Taylor, J. Braithwaite; AU

Assessing Sustainability Throughout Improvement Initiatives: Exploring the Application and Impact of a Prospective Sustainability Tool Across 3 QI Programmes (Abstract no. 2469)

Laura Lennox, J. Reed; UK

Leveraging Health Information Technology to Measure and Report Patient Centered Outcomes (Abstract no. 1431)

Tina Hernandez-Boussard, E. Zimlichman; US

Willingness to Pay for Government-Approved Mobile Health Applications and mHealth Social Acceptability In Spain (Abstract no. 2423)

Manuel Herrera-Usagre, B. Buiza, V. Reyes-Alcázar, Á. Escobar; ES

Breaking Down Silos Starts at the Bedside (Abstract no. 1976)

Victoria Walton, A. Hogden, J.C. Long, J.K. Johnson, D. Greenfield; AU

NOTES:

B5 **The Person – 90 minutes****Level 3, Plenary Hall****Chair:** Shams Syed; WHO**WHO: Compassion – The Heart of Quality People-Centred Health Services****Speakers:** Nana A. Mensah Abrampah; WHO, Andrew Likaka; MW, Nor'Aishah Abu Bakar; MY, Anbrasi Edward; US**Objectives:**

1. Demonstrate how compassionate care can transform health service delivery and lead to improved patient health outcomes
2. Explore the role of compassion amongst health workers and between health workers and the patients/communities they serve
3. Highlight an organizational culture of compassion and its resulting effect at the frontline of service delivery
4. Examine the linkage between compassion and national strategic direction on quality
5. Explore existing research that underpins the delivery of compassionate care
6. Learn about the compassion learning pod on the WHO Global Learning Laboratory for Quality UHC

B6 **The Future of Quality/The Next Frontier – 90 minutes****Level 3, Conference Hall 3****Chair:** Azhar Ali; US**Restoring Joy in Work and Preventing Burnout: An IHI Framework for Joy****Speakers:** Azhar Ali; US, Cliff Hughes; ISQua, Tan Sri Siti Sa'diah; MSQH**Objectives:**

1. Describe key leadership behaviours that raise staff engagement and restore joy
2. Identify the key changes in the system for joy in work
3. Take away at least one intervention you can test in your institution to assure staff feel meaning, choice, camaraderie, and equity

B7 Primary and Community Based Care

– See *timings below*

Level 3, Banquet Hall

Chair: John Brennan; IE

Estimating Broader Health Outcomes from Community Based Family Planning Services Using MSI's Impact 2 (V3). Uganda's Case Study – 30 Minutes

Speaker: Ramadhan Kirunda; UG

Objective:

1. Describe how Village Health Teams are key to Uganda's health system and can play a greater role in helping the country achieve not only her ambitious 2020 FP targets, but also have a big contribution to the broader health outcomes

Improving Blood Pressure Screening and Control at University of California Davis Health (Abstract no. 1984) – 15 Minutes

Ulfat Shaikh, J. Petray, D. Wisner; US

The Monitoring Risk and Improving System Safety (MoRISS) Checklist for General Practice (Abstract no. 2599) – 15 Minutes

Paul Bowie; UK

B8 Patient Safety – 90 minutes

Level 3, Conference Hall 2

Chair: Tomonori Hasegawa; JP

Session A: Patient Safety Journey Through a Chain of Private Hospital

Speakers: Luis SL Chen, Kok Weng Ngun, R. Padmanathan; MY

Objectives:

1. Learn how to establish a functioning organisation that implement and monitor patient safety and quality services
2. Learn to avoid mistakes in implementation
3. Embrace information technology to promote patient safety

NOTES:

B9

Management of Diseases - Malaysian Experiences

- 45 minutes each

Level 3, Plenary Theatre

Chair: Norhaizam Mohammed; MY

Dengue Management in Malaysia – A Continuum of Care

Speakers: Rose Nani Mudin, Lucy Lum Chai See, Saiful Safuan Sani; MY

Objectives:

1. To share the Malaysian experience in ensuring quality of dengue prevention and control
2. To share the Malaysian experience in ensuring safe and quality care in managing patients with dengue
3. To share one of the quality initiatives which managed to transform and improve dengue care significantly

Cancer Management: Pink Ribbon Cancer Care in Hospital Tuanku Ampuan Rahimah, Klang, Malaysia - The Feasibility of Patient Navigation to Improve Breast Cancer Care in Malaysia

Speakers: Muhamed Yusof bin Abdul Wahab, Teo Soo Hwang, Maheswari Jaganathan; MY

Objectives:

1. To share the Malaysian experience in implementing Pink Ribbon Centre - which integrates Breast Cancer Clinic and Pink Navigation Programme
2. To share the success stories of Patient Navigation Programme in addressing barriers to breast cancer care in Malaysia and improving the quality of patient care

NOTES:

TUESDAY LUNCHTIME 25 September 2018

12:00 – 13:45 **LUNCHTIME**

FROM 12:30 **LUNCHTIME SESSIONS
AND LIGHTNING TALKS**

12:30 – 13:30 **Learning Labs - Achieving Long Term
Success and Sustaining Improvements**
Level 3, Conference Hall 1

Facilitators: Vimal Sriram, Meerat Kaur; UK

During this workshop delegates will learn about what long term success is, what it involves, why is it important and consider twelve factors known to influence long term success relating to improvement projects.

12:45 - 13:30 **Developing an Accreditation Framework for
Graduate Programs in Healthcare Quality &
Patient Safety**
Level 3, Room: 307 - 309

Speaker: David Nash, Bill Oglesby; US

Objectives:

1. Explain the importance of voluntary accreditation for graduate programs in healthcare quality and patient safety
2. Identify the stage of development of academic accreditation standards for graduate programs in healthcare quality and patient safety
3. Discuss the proper educational competencies for graduate programs in healthcare quality and patient safety

12:45 – 13:30

Falling Through the Cracks: Inspiring Change Through Powerful Storytelling (Follow on from Morning Film) Level 3, Conference Hall 3

Speakers: Ward Flemons, Kristin Fraser, Teri Price; CA**Objectives:**

1. Describe core continuity of care concepts
2. Understand a teamwork curriculum based on the film
3. Lead a discussion of key messages from the film and interventions to improve continuity of care

12:40 – 13:30 **E-POSTERS WITH LIGHTNING TALKS** **BP1 – BP4**

BP1

The Future of Quality/The Next Frontier – 10 minutes each

Level 3, E-Poster Area 1

Chair: Kevin O'Hare; IE

Individualising Quality: Tracing Patient Journeys to Surgery in Refractory Epilepsy (Abstract no. 1295)

Frances Rapport, V. Mumford, P. Shih, R. Mitchell; AU

Building Assessment Programs that Span the Health Ecosystem: Introducing Health Education Assessment to HSO and Accreditation Canada's Products and Services (Abstract no. 2637)

Louise Clement, S. Ingimundson; CA

Design of a Clinical Decision Support System Framework in Dialysis Unit: An Example to Establish Early Detection System of Intracranial Hypotension (Abstract no. 1256)

Hsuanming Lin, J.J. Lyu; TW

Reducing Costs Whilst Improving Care: Launching a Trauma Triage Clinic at Kingston Hospital, UK (Abstract no. 1949)

John Craik, R. Geleit; UK

To Alleviate Platelet Shortages by Building PHS Win-Win Model: Professional Volunteer in Healthcare with the Society as the Third Party (Abstract no. 0030)

Qianli Jiang; CN

BP2

External Evaluation – 10 minutes each

Level 3, E-Poster Area 2

Chair: Mark Brandon; AU

Comparison of the Voting for Accreditation Status Between MSQH Survey Team and MCHS Councillors in the MSQH Hospital Accreditation Program (2013 - 2017) (Abstract no. 2663)

Rebecca John; MY

Continuous Monitoring Effectiveness of Human Resource Management Through Employee Satisfaction Survey After Accepting ISQua's International Accreditation Programme (IAP) (Abstract no. 2402)

Yi Ping, Y.-Y. Lin, C.-T. Chiu, P.-C. Wang; TW

Does Quality Improvement Improve the Quality of Care? A Systematic Review of the Effect and Methodological Rigor of the Plan-Do-Study-Act (PDSA) Method (Abstract no. 2490)

Jan Mainz, S. Valgreen Knudsen, H. Vitus Bering Laursen, L. Holger Ehlers; DK

HIT Adoption and Hospital Quality Performance (Abstract no. 2192)

Michael Counte, M. Glassman, M. Gaynor; US

BP3

Mixed Session – 10 minutes each

Level 3, E-Poster Area 3

Chair: Peter Hibbert; AU

Mortality After Hip Fracture: How Much of the Variation is Attributable to the Hospital - and Municipality Level? – A Nationwide Population-Based Cohort Study (Abstract no. 2638)

Pia Kjær Kristensen, S. P. Johnsen; DK

Reducing the Rate of Leakage During Wound Management by Negative Pressure Wound Therapy in a Plastic Surgery Ward in Taiwan (Abstract no. 1358)

Fu-Yu Wang, P.-R. Wu, C.-H. Huang, S.-C. Chang; TW

A Structured Phone Call Script Improves HIV Testing Uptake among Biological Children of HIV-Positive Adult Index Clients (Abstract no. 2643)

Rita Okonkwo, O. Ofem; NG, B. Agins; US

Seamless Integrated Service: From Discharge Planning to Home Care (Abstract no. 2357)

Yia-Ling Chang, W.-L. Chen, T.-C. Peng, Y.-F. Huang; TW

The Role of Primary and Allied Healthcare Professionals in Post-Breast Cancer Surgery Support (Abstract no. 2220)

Frances Rapport, P. Shih, J. Braithwaite; AU, M. Doel; UK

BP4**Patient Safety – 10 minutes each****Level 3, E-Poster Area 4****Chair:** Chris Cornue; US

Improving Handoffs: Introducing IPASS to First Year Medical Residents Using an Interactive Handoff Workshop (Abstract no. 2534)

Isaac Koh, R. Chatterjea, J. Loh, Z. Yu Lim; SG

The Role of Organisational and Professional Cultures Within Medication Safety: A Scoping Review of the Literature (Abstract no. 1309)

Samantha Machen, N. Fulop, Y. Jani, S. Turner; UK

Continuous Improvement of Medication Safety in the University of Hong Kong-Shenzhen Hospital: A Retrospective Analysis and Questionnaire Survey (Abstract no. 2277)

Pai Ming-Chu, X. Xiaoping, L. Li; CN

How Effective is an Assessment of Surgical Antibiotics Prophylaxis? (Abstract no. 2375)

Sunyoung Park, E. Shon, E. Jeong, J. Shin; KR

Continuously Monitoring Patient Safety Culture Encourages Self-Reporting Among Healthcare Professions (Abstract no. 1836)

Cheng-Fan Wen, H.-L. Lo, Y.-L. You, H.-H. Liao; TW

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TUESDAY AFTERNOON 25 September 2018

13:45 – 15:15 **TUESDAY CONCURRENT
SESSIONS B10 – B18**

B10

Governance, Leadership and Health Policy

– 45 minutes each

Level 3, Banquet Hall

Chair: Michael Counte; US

Session A: Barriers to Person Centred Care - Overcoming Structural and Professional Factors - Examples from Across Northern Europe

Speakers: Gro Berntsen; NO, Tricia Woodhead; UK, Shaun Maher; SCOT

Objectives:

1. Practical demonstration of a framework approach to building stakeholder engagement and commitment to change
2. Learn about examples of service and clinical changes that are delivering true person centred care
3. Share in an international audience the value of this approach to making improvements in person centred care

Session B: Hospital to Home: Lessons for Health System Change from a Quality Improvement Collaborative Designed to Improve Care for Patients Living with COPD

Speaker: Jennifer Buckley; CA

Objectives:

1. Delegates will learn about the INSPIRED approach to COPD care developed by Dr Graeme Rocker and team in Halifax, Nova Scotia Canada; including results from the 2014-15 spread collaborative led by CFHI
2. Delegates will discuss the scaling of a health service innovation, including barriers and enablers, based on the work being undertaken as part of the work to scale-up the INSPIRED program across six Canadian jurisdictions

B11

Data for Improvement – 15 minutes each

Level 3, Room: 304 - 305 **Chair:** Andrew Likaka; MW

Can we Improve the Safety of Antimicrobials in Patients with Penicillin Allergy by Using Incident Reported to the National Reporting and Learning System? (Abstract no. 2497)

Yogini Jani; UK

Clinical, Social and Economic Results after the Implementation of a Disease Management Program for Rheumatoid Arthritis (Abstract no. 2518)

Camilo Gutierrez, L. Pombo, P. Coral, T. Tono; CO

Evaluation of a Medication-Based 15-Day Readmission Risk Stratification Algorithm in Predicting Unplanned Readmissions in a Tertiary Acute Care Hospital (Abstract no. 1654)

Yi Feng Lai, D. Yeo, T.W. Chew; SG

An Assessment of Unintended Consequences in England Following a National Antimicrobial Stewardship Programme: An Interrupted Time Series Analysis (Abstract no. 2508)

Violeta Balinskaite, A. Holmes, A. Johnson, P. Aylin; UK

The Development, Implementation and Outcomes of a National Patient Experience Survey and Associated Quality Improvement Infrastructure: Lessons from Ireland (Abstract no. 1307)

Conor Foley, T. Huss, T. O' Carroll, R. Flynn; IE

NOTES:

B12 **Primary and Community Based Care – 90 minutes**

Level 3, Plenary Hall **Chair:** David Vaughan; ISQua

Addressing Health for All - Resolving Disparities and Improving Outcomes at Navicent Health

Speakers: Christopher Cornue, Reg Gilbreath; US

Objectives:

1. Demonstrate the critical components of establishing a comprehensive Health Equity Organization, including;
 - ▶ Health equity improvement and research through demonstrable disparities resolution;
 - ▶ Multi-cultural engagement in employees, physicians, and vendors;
 - ▶ Diversity, inclusion, advancement in leadership and staffing;
 - ▶ Establishing vital community partnerships in the achievement of disparities;
 - ▶ Resolution
2. Showcase how these efforts in some very common diseases (e.g., COPD, heart failure, diabetes) have improved overall health outcomes for patients
3. Reflect on the importance of investing in these programs to realize needed change and improvement in outcomes
4. Emphasize the criticality of aligning quality efforts & health disparity resolution with overall health system strategic goals for optimal success

B13 **The Person – 15 minutes each**

Level 3, Room: 307 - 309 **Chair:** Mark Cantor; AU

Transforming Your Experience; Re-setting the Agenda for Exceptional Patient Experience (Abstract no. 2094)

Natalie Wilson, K. Eljiz, D. Greenfield; AU

Primary Care Physician-Patient Boundaries: Results of a National US Survey and Polling on Views and Practices (Abstract no. 2032)

Harry Reyes Nieva, E. Ruan, G. Schiff; US

Does Heterogeneity in Reporting Patient Experience Matter? An Anchoring Vignette Approach (Abstract no. 1170)

Unna Kim, Y. K. Do, J.Y. Lee, M.-W. Jo; KR

A Patient-Centred Approach to Redesigning Information Sources and Flows of Pulmonary Rehabilitation Services (Abstract no. 2485)

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

Every Voice Counts: A Community Engagement Approach to Understanding Life in Long Term Care from the Perspective of Every Resident Living in Publicly Funded Senior Care Homes in British Columbia Cda. (Abstract no. 2303)

Lena Neubieser Cuthbertson, L. Parsons; CA

B14 External Evaluation – 90 minutes

Level 3, Conference Hall 2

Chair: David Greenfield

Topic: Focusing Only on Clinical Indicators is a More Effective Quality and Safety Strategy than Participating in an Accreditation Programme

Panellists: Stephen Clark; ISQua, Catherine Grenier; FR, Christine Dennis; AU, Pa-Chun Wang; TW, Ravindran Jagasthoy; MY, Ding Lay Ming; MY

A chaired panel discussion between experts highlighting the arguments for and against the usefulness of clinical indicators and the potential to establish an integrated approach between indicators and accreditation.

B15A Quality and Safety for the Vulnerable – 45 minutes**B15B** Innovations and Improvement in Low and Middle – Income – 45 minutes

Level 3, Plenary Theatre

Chair: Erica Lam Sok Mui; MSQH

Session A: MERCY Malaysia - Humanitarian Mission Caring for Victims of Natural Disasters, Refugees and War Victims

Speaker: Dato' Dr Ahmad Faizal Mohd Perdaus; MY

Objectives:

1. To study the formation and key focus areas of MERCY Malaysia
2. Review of the medical relief provided, sustainable health-related development and risk reduction activities for vulnerable communities, in both crisis and non-crisis situations
3. To summarise the milestones and achievements of MERCY Malaysia

Session B: Learning to Institutionalize Quality within National Programs and Systems: Key Ingredients for Success

Speakers: Stephanie Kandasami, The Global Fund, Shams Syed, WHO and WHO Global Quality Leaders

Objectives:

1. To share the Global Fund's approach on advancing the agenda on quality of care
2. To learn how countries are moving forward with institutionalizing quality of care
3. To examine key ingredients for institutionalizing quality of care within countries
4. To provide a foundation for further learning through the WHO Global Learning Laboratory

B16 Patient Safety – 15 minutes each

Level 3, Room 301 Chair: Ezequiel Garcia Elorrio; AR

Using Point of Care Simulation to Detect Latent Hazards of a Massive Haemorrhage Protocol (Abstract no. 1491)

Premala Nadarajah, A. Li, S. Sevastru, M. Abayalingam; UK

Improvement Activities for Safe and Efficient Process Establishment of Specimen Management (Abstract no. 1169)

Sanghun Jung, S. Choi, E. Seo; KR

An Ounce of Prevention is Worth a Pound of Cure: Near Miss Monitoring to Save Lives (Abstract no. 1563)

M. Mallat Yassine; AE

A Study on Patient Safety Culture in Children's Hospitals in Shanghai, China (Abstract no. 2059)

Yinghui Wu, Q. Lu, N. Shen; CN, T. Hasegawa; JP

Are Root Cause Analyses Recommendations Effective and Sustainable? (Abstract no. 1743)

Peter Hibbert, M. Thomas, A. Deakin, W. Runciman; AU

B17 The Person – 45 minutes each

Level 3, Conference Hall 1 Chair: Gail Nielson; US

Session A: Holistic Patient Evaluation through Communal Activities and Rehabilitative Engagement (HOPE & CARE)

Speaker: Nurashikin Binte Sidek; SG

Objectives:

1. How to provide patient centric care more efficiently
2. How patient care improves when we improve trust within a team

Session B: Work as a Team to Improve the Discharge Planning and Patient Experience in Acute Hospitals

Speakers: Wing Yee Wong, Jenny S.C. Ngai, Shirley Hung; HK

Objectives:

1. Learn how this evidence based discharge planning model, interventions through effective teamwork can positively affect patient's concerns and outcome
2. Learn how to share among health care professionals in handling difficulty long stay patients

B18 The Future of Quality/The Next Frontier – 90 minutes

Level 3, Conference Hall 3

Chair: Tom Woodcock; UK

A Year in an Hour: Quality Improvement Through Interactive Simulations (QIIS)

Speaker: Julie Reed; UK

Objectives:

1. Have an understanding of the practical reality of improvement initiatives
2. Recognise the importance of social components of change
3. Recognise and reflect on the complex inter-dependencies of different aspects of healthcare improvement
4. Gain knowledge to navigate, negotiate and narrate the practical reality of healthcare improvement

15:15 - 15:45

AFTERNOON BREAK

15:45 – 16:55

AFTERNOON PLENARY AND AWARDS

PLENARY AND AWARDS

Level 3, Plenary Hall

Chair: Jeffrey Braithwaite; ISQua

Zero to Hero: Small People, Great Work (50 minutes)

Delivering Management Lessons on Logistics & Supply Chain Management with the Case Studies of Mumbai Dabbawalas

Speaker: Pawan Agrawal; IN

ISQua Fellowship Awards (15 minutes)

Presentation from the Lucian Leape Foundation to ISQua (5 minutes)

17:00 – 19:00

Poster Reception

Level 3, Ballroom 1 and 2



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WEDNESDAY MORNING

26 September 2018

07:30 – 08:30

**Learning Labs - eLearning for Quality Improvement
Level 3, Conference Hall 1**

Facilitators: Vimal Sriram, Grazia Antonacci; UK

Delegates will learn about the learning experience and use the eLearning platform for QI methods (QI4U). Delegates will interact with a practical way of building QI knowledge through a virtual environment for QI learning.

07:30 – 08:30

**Only Patients Should Own Patients' Data (ISQua Fellow
and Members Sessions)**

Level 3, Conference Hall 3 Chair: Ezequiel Garcia Elorrio; AR

Panellists: Mark Cantor; AU, BK Rana; ISQua, Gail Nielsen; US, Sodzi Sodzi-Tetty; GH, Tricia Woodhead; UK, Shin Ushiro; ISQua

In the evolving healthcare landscape, we are continually challenged to reconsider some basic aspects of healthcare delivery. Perhaps one of the most significant aspects that will need to be decided and understood more holistically is the question: "Who owns patient data?". We will explore this topic further and we invite you to be part of this important discussion.

07:45 – 08:30

**Screening of the Film - Falling Through the Cracks:
Inspiring Change Through Powerful Storytelling
Level 3, Plenary Theatre**

Continuity of patient care is an important patient safety issue. Greg Price was a healthy 30 year-old man until he found out he had an abdominal mass that was causing his back pain which had previously been attributed to a 'pulled muscle'. Tragically Greg died after falling through many healthcare system cracks, before being given a chance to receive treatment for a highly treatable condition (testicular cancer). **His story is powerfully captured in this 30 minute film directed by one of Canada's leading TV directors.**

This session will follow on with a lunchtime session to review the film and the role it can play in motivating health systems to address issues of continuity of care. Teaching teamwork in non-acute healthcare settings with a focus on including patients as the key team member, and alerting patients to this issue.

08:00 – 08:45

WELCOME COFFEE WITH POSTER
DISPLAY AND EXHIBITORS

Level 3, Ballroom 1 and 2

08:45 - 10:00

MORNING PLENARY

MORNING PLENARY

Level 3, Plenary Hall **Chair:** Ezequiel Garcia Elorrio; AR

Welcome to Cape Town 2019 *(15 minutes)*

Integrated Care Panel *(60 minutes)*

Speakers: Rushika Fernandopulle; US, Amanda Larkin; AU, Dato Jacob Thomas; MY and Dr Uma Raman Kotagal; IN

Integrated care is at the core of the delivery of universal quality health coverage. The introduction of integrated care is not as easy as it might appear and requires a varied approach. In this session, we have invited several international experts to provide a multifaceted approach to integrating care with a focus on placing the person in the centre of all care decisions and actions. They will cover:

1. Integrated care from a preventative perspective and how to share information
2. Structural, historical and cultural barriers
3. Integrate silos of care - primary, mental, tertiary and specialist care
4. Expansion of focus beyond healthcare to other services
5. Co-production with families

This session will allow the audience to interact with the presenters

10:00 - 10:30 **MORNING BREAK**

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10:30 – 12:00 WEDNESDAY CONCURRENT SESSIONS C1 - C9

C1 External Evaluation – 90 minutes Level 3, Conference Hall 1 Chair: Helen Crisp; UK

Accreditation, Quality Assurance and Improvement – Working in Harmony

Speakers: Jan Mackereth-Hill, Helen Crisp, Jonathan Bamber; UK

Objectives:

1. Familiarity with some recent research on links between accreditation and quality of services
2. Revisit the Juran Trilogy and Deming Cycle and the links between these approaches
3. Explore techniques to identify connections across QA and QI interventions
4. Consider their personal style of influencing and facilitating to build on synergies between different interventions

C2 Innovations and Improvement in Low and Middle-Income Countries – 15 minutes each Level 3, Room: 301 Chair: BK Rana; ISQua

Integrating Hypertension Management in Routine HIV Care Services Through Quality Improvement Collaborative in Namibia (Abstract no. 0035)

Apollo Basenero, J. Neidel, D. Ikeda; NA, B Agins; US

Using National Core Standards as a Catalyst for Quality Improvement in South African Health Establishments (Abstract no. 2600)

Siphiwe Mndaweni, W. Moleko T. Magoro; ZA

Designing Disaster Risk Management Accreditation Standards in Iranians Hospitals (Abstract no. 2190)

Masoumeh Abbasabadi, H. Khankeh, A.M. Mosadegh Rad; IR

Surgical Team Cooperation and Compliance with WHO Surgical Safety Checklist in a Tertiary Hospital, Vietnam (Abstract no. 2517)

Phan Thi Hang, L.B. Ngoc, L.T. Thao Nguyen, N.H. Thai Duong; VN

Implementation of the Brazilian National Patient Safety Program at Public Hospitals: A Qualitative Evaluation (Abstract no. 2211)

Margareth Portela, B. Caldas; BR, E.-L. Aveling; US

C3

Traditional and Western Medicine – 45 minutes each

Level 3, Plenary Theatre

Chair: Ravindran Jegasothy; MSQH

Session A: Cross-Talk Between Traditional Chinese Medicine and Western Medicine in Healthcare Quality

Speakers: Chung-Ching Chio, Hung-Jung Lin, Tzong-Bor Sun; TW, Chi-Ho (Vincent) Chung; HK

Objectives:

1. Participants will learn how public policy, educational and accreditation program were implemented to ensure the patient safety and quality of TCM
2. Participants will also learn how an institution could encourage the TCM department to engage in patient safety and quality improvement activities, such as voluntary patient safety event reporting, teamwork training and simulation, safety culture cultivation, patient experience and establishment of quality indicator system with continuing improvement.
3. Last but not the least, a computer system designed for cross-talk between TCM and Western Medicine, such as drug interaction alerts and communication platform, will also be introduced

Session B: Integration of Chinese and Western Medicine in Medical Education and Clinical Training

Speakers: Chii-Jeng (Mark) Lin, Sunny Jui-Shan Lin, Chia-I Tsai, Chien-Jung Lin; TW

Objectives:

1. Integration of Chinese Medicine into ACGME six core competencies
2. Application of healthcare matrix in clinical teaching and learning
3. Chinese Medicine curriculum designed for students of department of Western Medicine

NOTES:

C4 The Future of Quality/The Next Frontier

– 15 minutes each

Level 3, Room: 304 - 305 Chair: Mark Brandon; AU

Establishment of an Intelligence Decision Support System for Inpatient Quality and Efficiency to Enhance the Data-driven Management in a Medical Centre in Taiwan (Abstract no. 2630)

Chia-Yu Chou, J.-S. Jerng, P.-J. Hsu, S.-T. Huang; TW

Complexity Science: The Next Frontier for Improving Quality and Safety in Healthcare (Abstract no. 1699)

Jeffrey Braithwaite, K. Churrua, L. Ellis, J. Long; AU

Using a National Registry and Structured Collaboration to Improve the Care of Children and Young People with Diabetes (Abstract no. 1798)

Tricia Woodhead, F. Campbell, K. Muszynska; UK

Welearn: A Person-Centered and Interprofessional Educational Program Wherein Patients, Students and Professionals Learn Together (Abstract no. 2404)

Thomas Willem Vijn, H. Wollersheim, J. Kremer, L. Fluit, NL

How Safe is mHealth? Concerns about Patient-Facing Mobile Health Applications and their Consequences (Abstract no. 1534)

Saba Akbar; US, E. Coiera, F. Magrabi AU

C5 The Person – 45 minutes each

Level 3, Banquet Hall

Chair: Philip Crowley; IE

Session A: Building Organizational Capacity for Patient Engagement: Lessons Learned from Four National Patient Engagement Collaboratives

Speaker: Jennifer Buckley; CA

Objectives:

1. Describe the evolution of patient and family engagement through the perspective of a national health organization in Canada and the capacity developed by organizations to support engagement
2. From the perspectives of patients/caregivers, consider the changing and varying roles of patient and family advisors at all levels of the health system as the field has evolved
3. Reflect upon your own organization, what roles patient and family advisors have taken on, and their organizational capacity for engagement

Session B: Shared Decision Making: A Practical Approach to Unlocking Person Centred Care

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

Objectives:

1. To gain an appreciation of the importance of shared decision making in delivering person centred care
2. To develop and practice the skills required to achieve truly shared decision making
3. To gain knowledge of the different practical tools available to assist in achieving effective shared decision making
4. To understand the challenges and barriers to implementing shared decision making

C6 *The Person – 15 minutes each*

Level 3, Room: 307 - 309 Chair: Karin Jay; US

Facing the Challenges of Genetic Testing: Family Member Experiences (Abstract no. 1466)

Anne Hogden, A. Crook, V. Mumford, D. Rowe; AU

Patient Engagement Strategy: 10 Years, Step by Step at French National Authority for Health (Abstract no. 2617)

Joelle Andre-Vert, V. Ghadi, B. Lucet, C. Grenier; FR

Barcodes Benefit Patients and Caregivers - A Review of Published Case Studies (Abstract no. 2473)

Tania Snioch; BE

Analysis of Patient Decision Aids (PDAs) Reviewing Scores Among Three Fields of Experts (Abstracts no. 1816)

Hsun-Hsiang Liao, B.-J. Wu, P.-C. Wang, C.-L. Shih; TW

Patient Involvement as Experts in Healthcare Workers Practices: A First Assessment in a French University Hospital (Abstract no. 1336)

Lucie Malloggi, Y. Mallet, P. Jarno, L. Moret; FR

C7 Patient Safety – 90 minutes**Level 3, Plenary Hall****Chair:** Neelam Dhingra-Kumar, WHO and Nor' Aishah Abu Bakar, MY**WHO: Patient Safety for Enabling Health Systems to Achieve Effective Universal Health Coverage****Speakers:** Nor'Aishah Abu Bakar; MY, Neelam Dhingra-Kumar; WHO; Manvir Jesudasan; MY, Kawaldip Sehmi; UK; Peter Lachman, ISQua; Ezequiel García-Elorrio; AR**Objectives:**

1. To review and analyse the underlying patient safety systemic issues which need to be addressed for the achievement of UHC
2. To learn from countries' experiences, and identify institutional, legislative, policy, practice and standards requirements for patient safety within the context of UHC
3. To explore policy options and priorities for patient safety while advancing towards UHC

C8 Quality and Safety for the Vulnerable*– 15 minutes each***Level 3, Conference Hall 3** **Chair:** Daljit Hothi; UK**Patient-Related Inequalities in Quality of Hip Fracture Care: Are we Closing the Gap? (Abstract no. 2442)****Pia Kjær Kristensen**, A.-M. Falstie-Jensen, S.P. Johnsen; DK**Time to Care: A Meta Narrative Review of the Parental Experience of Hospitalisation with a Child with Intellectual Disability (Abstract no. 1844)****Laurel Mimmo**, R. Harrison; AU**Improving Paediatric Early Warning Systems from Clinicians' Perspective: It's All About the People (Abstract no. 1327)****Joris Fuijkschot**, J. Draaisma; NL**Empowering Nurses and Parents to Talk: Bringing Handover Back to the Bedside (Abstract no. 1848)****Laurel Mimmo**, F. Usherwood, J. Lee, G. Crouche; AU**Implementing Inclusive Standards for Persons with Disabilities in Bosnia and Herzegovina: Ensuring Every Patient Counts (Abstract no. 1206)****Ahmed Novo**, B. Goralija, Z. Kravic; BA

C9

The Person – 90 minutes

Level 3, Conference Hall 2

Patients - An Integral Part of the Fabric of Quality Healthcare

Speakers: Yvonne Quadros; AU, Sandra Jayacodi; UK, Helen Karagiozakis; AU, Katherina Kovacs Burns; CA, Maureen Williams; AU, Mark Cantor; AU, Prosper Mandela Awuni; GH

Objectives:

Hear from the real experts: patients, caregivers, patient representatives and independent advocates. The group will present on their own experiences as service users and how involving patients and consumers in all aspects of healthcare can unilaterally benefit the standards of quality and care in healthcare systems.

NOTES:

WEDNESDAY LUNCHTIME 26 September 2018

12:00 – 13:45 **LUNCHTIME**

FROM 12:30 **LUNCHTIME SESSIONS
AND LIGHTNING
PRESENTATIONS**

12:30 - 13:30 **Learning Labs - Mapping the Patient Journey to Support Improvement: Introducing Process Mapping**
Level 3, Conference Hall 1

Facilitators: Grazia Antonacci, Sandra Jayacodi; UK

Delegates will learn about what process mapping is, how to use it to bring people together, find out what is really happening and discuss the changes and improvements that can be made for improvement projects.

12:30 - 13:30 **Learning Labs - A Career in Improvement/ Implementation Science**
Level 3, Conference Hall 2

Facilitators: Daljit Hothi, Julie Reed, Tom Woodcock; UK

This workshop will be an informal learning and networking opportunity for colleagues internationally to meet, greet and exchange stories and experiences as improvement practitioners and academics. It will also provide the opportunity for us, the international community, to probe, discuss and unite together, making pledges to build on what we do well and taking positive steps on tackling issues that are not working as well.

12:45 – 13:30

Falling Through the Cracks: Inspiring Change Through Powerful Storytelling
(Follow on from Morning Film)
Level 3, Conference Hall 3

Speakers: Ward Flemons, Kristin Fraser, Teri Price; CA

Objectives:

1. Describe core continuity of care concepts
2. Understand a teamwork curriculum based on the film
3. Lead a discussion of key messages from the film and interventions to improve continuity of care

12:40 – 13:30 **E-POSTERS WITH LIGHTNING TALKS**
CP1 – CP4

CP1

Data for Improvement – 10 minutes each

Level 3, E- Poster Area 1

Chair: Triona Fortune; IE

Can a Care Bundle Prevent Surgical Site Infections? (Abstract no. 1420)

Hui Wen Kuo, Y. L. Chen, H. C. Chung, Y. C. Chuang; TW

Is There an Effect of Coaching Nurse Unit Managers to Use Pain Management Indicators in a Surgical Department at a Tertiary Care Hospital? (Abstract no. 2004)

Aimad Ourahmoune, A.-C. Rae, D. S. Courvoisier, P. Chopard; CH

Employee Satisfaction Benchmarking: Based on the Result of Employee Satisfaction Survey Trial (Abstract no. 1445)

Ray Yokoyama, M. Hashimoto, T. Hasegawa, Y. Imanaka; JP

Patient Inventory - An Improvement Method for Capacity Analysis and Problem Identification (Abstract no. 2621)

Jan Mainz, S. Valgreen Knudsen, S. Paaske Johnsen; DK

CP2 Innovations and Improvement in Low – Middle Income Countries – 10 minutes each

Level 3, E- Poster Area 2

Chair: Maria Carolina Moreno; BR

Leveraging Technology to Provide Quality Clinical Care in Rural Settings (Abstract no. 2362)

Pichumani Parthasarathi; IN

Increasing Access to Cardiac Care in Eastern Africa: Lessons from Kenya (Abstract no. 1178)

Rainer Uwe Hilgenfeld; IN, N. Niloufer; IN, S. Masinde; KE, W. Morgan Darwin; US

Improving Knowledge and Practice of Incident Reporting Through Education at a Tertiary Maternity Hospital in Viet Nam (Abstract no. 2633)

Phan Thi Hang, D. Ngoc Trang, H. N. Phuoc, P. N. Doan Trang; VN

CP3 The Person – 10 minutes each

Level 3, E- Poster Area 3

Chair: Kathy Eljiz; AU

Social Support & Resilience Among Refractory Epilepsy Patients Preparing for Resective Surgery (Abstract no. 1737)

Patti Shih, F. Rapport; AU

High Complexity Patients – Providing Patient Centred Care (Abstract no. 1551)

Poh Suriani, T. Thai Lian, Y. Huei Chen; SG

The Patient View: The Relationship Between Patient Reported Measures of Safety and Quality Management in 27 Australian Hospitals (Abstract no. 1833)

Robyn Clay-Williams, N. Taylor, P. T. Hsuen, J. Braithwaite; AU

Determining Cost-Effectiveness of the Prosthetic Care Program in Singapore Through the Measure of Health-Related Quality Adjusted Life Years (QALY) in Post-Major Lower Extremity Amputation Patients (Abstract no. 2051)

Shi Eu Lai, K. Anuar; SG

Comparing Patients' and Nurses' Views of Patient Participation in Care (Abstract no. 1226)

Georgia Tobiano, A. Marshall, W. Chaboyer; AU

CP4

Patient Safety – 10 minutes each

Level 3, E- Poster Area 4

Chair: Usman Iqbal; TW

Improve Effective Environment Cleaning Above 80% (Abstract no. 2337)

Lam Jane Ne, K. Ch'ng; MY

Effectiveness of Care Bundle for Reducing Ventilator-Associated Pneumonia in Taiwan (Abstract no. 1416)

Chia Pei Lin, Y. Lun Chen, C. Ming Lee, L. Jung Chien; TW

Patient Safety in Refractory Epilepsy Service Delivery (Abstract no. 1225)

Frances Rapport, P. Shih, V. Mumford, G. Herkes; AU

Improving Dispensing Process by Reducing Filling Error Incidents Using Quality Assurance Model (Abstract no. 2040)

Ahmad Shukri Saidatul Sheeda; MY

The Usage Rate of “Surgical Safety Checklist” in Turkey (Abstract no. 2503)

Öznur Özen, H. Aksoy, D. Tarhan, A. Öztürk; TR

NOTES:

WEDNESDAY AFTERNOON 26 September 2018

13:45 – 14:45 **WEDNESDAY
CONCURRENT
SESSIONS C10 - C18**

C10 **Innovations and Improvement in Low and Middle-Income Countries** – 30 minutes each

Level 3, Conference Hall 2

Chair: Sodzi Sodzi-Tettey; GH

Session A: Improving the Quality of Maternal and New Born Care: Integrated Whole Team, On-Site Mentoring in Afghanistan

Speaker: Farzana Maruf; AF

Objectives:

1. Learn about how a clinical mentorship approach was rolled-out to improve quality of services and reinforce data use using local solution
2. Discuss the importance of onsite learning through mentoring

Session B: Strengthening Regulation of Health Professionals' Education in Ethiopia: Program Learning of a USAID Funded Project

Speaker: Daniel Dejene; ET

Objective:

1. Discuss contributions, lessons learned and challenges of a USAID funded Human Resources for Health project in improving national regulation capacity for health workforce training

C11 Governance, Leadership and Health Policy

– 15 minutes each

Level 3, Room: 301

Chair: Jim Robblee; CA

Organisation Level Quality Processes in Public Hospitals: Findings from the Deepening our Understanding of Quality in Australia (DUQuA) Project (Abstract no. 2324)

Robyn Clay-Williams, N. Taylor, P. Ting Hsuen, J. Braithwaite; AU

Indicator Linkage Management System (ILMS) and Physicians' Prescription Patterns (Abstract no. 2308)

Eui-Hyeong Byeon, J. Kim, W. Han, M.-S. Shim; KR

Determinants of Readiness and Sustainability for Improvement Initiatives Within Public Hospitals: Systematic Mapping Review and Delphi Study (Abstract no. 1345)

Sharon Williams; UK

C12 The Future of Quality/The Next Frontier

– 60 minutes

Level 3, Conference Hall 3

Chair: Jacqui Stewart; ISQua

Innovation Metrics: The Next Frontier Beyond Quality

Speaker: Leslie Wainwright; US

Objectives:

1. Offer a provocative perspective on the importance of measuring innovation
2. Provide insights about how health care systems are tackling this endeavour

NOTES:

C13 **The Person – 60 minutes****Level 3, Banquet Hall****Chair:** Maureen Williams; AU**“What Matters to You?” Learning from an International Movement****Speakers:** Anders Vege; NO, Shaun Maher; SCOT**Objectives:**

1. Facilitate space and some structure for participants to reflect on the shared learning from the WMTY movement to-date and develop next steps for testing and implementing the WMTY approach in their own work context
2. Use examples of powerful change in people's lives (staff & patients) resulting from the WMTY approach to initiate table discussions focused on assessing the benefits of the approach and potential barriers to further development and implementation
3. Identify key factors that have allowed the WMTY movement grow and flourish including how the WMTY approach has created fundamental change in health services building re-designed pathways for older people and people with long term conditions in Norway

C14 **Education Through Learning and Sharing***– 15 minutes each***Level 3, Room: 307 - 309****Chair:** Peter Carter; ISQua**Developing a Culturally Relevant Quality and Innovation Distinction Track for Residents in Training (Abstract no. 1769)**Manjari Lahiri, A. Santosa, S. Mujumdar, T.K. Lim; SG**Bringing Together Academia and Policy-Joint Master Program in Social Protection in Cooperation Between National Economics University, Vietnam, Universitas Indonesia and Heidelberg University, Germany (Abstract no. 2584)**Svetla Loukanova, B. Hidayat; ID, T. Long Giang; VN, M. Marx; DE**Dynamics of Peer Learning in Medical Department — Journal and Case Sharing Club (Abstract no. 2055)**Ting Fung Wong, T.L. Sze-to, K. Wai, P.O. Lei; HK

C15

Patient Safety – 15 minutes each

Level 3, Plenary Theatre

Chair: Li Yun; CN

Construction of Integrated Model of Thrombolysis for Acute Ischemic Stroke (Abstract no. 0031)

Li Qi, D. Li, H. Chen, X. Xie; CN

Decrease Door-to-Needle Time (DNT) of Acute Ischemia Stroke with Quality Control Cycle, the Practice of Multidisciplinary Team within a Medical Alliance in South China (Abstract no. 0032)

Zhong Ji, W. Zhou, P.-I. Hu; CN

Reducing the Incidence of Moderate/Severe Malnutrition in Gastric Cancer Patients with Chemotherapy (Abstract no. 0033)

Qianqian Mou; CN

Optimization of Personalized Precise Treatment of Patients Suffering with Severe Bone Defects through 3D Printing Technology (Abstract no. 0034)

Yang Sun; CN

C16

Patient Safety – 15 minutes each

Level 3, Room: 304 - 305

Chair: Helen Crisp; UK

Quality Improvement Project to Reduce the Adult Urinary Tract Infection in Hospital Tengku Ampuan Rahimah Klang (Abstract no. 2247)

Thurairajah Govindasamy, S. Mustakim, S.S. Firdaus Khan, A. Shunmugarajoo; MY

Practices of Environment Improvement for Patient Safety in the Radiation Therapy (Abstract no. 2170)

Seung Hoon Chae; KR

“Hands Off the Patient Until You Know Everything You Need to Know!” (Abstract no. 1196)

Paul Hunstead, W. Stephen; AU

Formative Evaluation to Enhance Physician Training and Engagement in Patient Safety (Abstract no. 2101)

Nancy Koh, B. Casey, R. Newton, R. Wagner; US

C17 Quality and Safety for the Vulnerable

– 60 minutes

Level 3, Room: Plenary Hall

Chair: Jennifer Weldon; AU

Making the Invisible Visible: Enabling Vulnerable People to Live in the Community After Long Inpatient Stays in Mental Health Facilities – Lessons from Australia, the United Kingdom and Japan

Speakers: Matthew Thomas, Jenny Weldon; AU

Objectives:

1. Explore how targeted policy, governance and distributive leadership can make a significant difference to consumer outcomes
2. Learn how to create systemic change through partnering with multiple stakeholders, both internally and externally, to work across service and organisational boundaries, diverse expectations and long standing beliefs
3. Explore the importance of placing the person at the centre of care through innovations to identify, enhance and promote strengths and meet individual consumer needs

C18 External Evaluation – 60 minutes

Level 3, Conference Hall 1

Chair: Brian Johnston; AU

External Evaluations Can Inform How and Why Quality Initiatives in Health Care Work

Speakers: Lars Morsø, Lene von Bülow, Katrine Prisak Pedersen; DK

Objectives:

1. Basic introduction to theory-based evaluation
2. Development and design of logic models for evaluation purposes

NOTES:

14:45 – 16:00

AFTERNOON PLENARY
AND AWARDS

PLENARY AND AWARDS

Level 3, Plenary Hall Chair: Wendy Nicklin; ISQua

ISQua Poster and Reizenstein Awards *(10 minutes)*

Case Studies in Low-Middle and High-Income Countries: Health Systems Improvement Across the Globe – Success Stories from 60 Countries *(60 minutes)*

Speaker: Jeffrey Braithwaite; ISQua

Globally, health systems have consistently invested resources in investigating what goes wrong in health care: the focus therefore tends to be directed on the negative aspects of health care, rather than on the positive. Despite this consistent and informed agenda, the rates of harm have almost frozen in time at ten percent. Yet, global success stories in health systems can illuminate the various facets that can go well in a complex system, and provide stakeholders with alternate models for consideration. Professor Jeffrey Braithwaite will discuss his edited book, the second in a series on international health reform. In *Health Systems Improvement Across the Globe: Success Stories from 60 Countries*, case studies from Low-middle- and high-income countries highlight the successes amongst the myriad of problems faced by health systems. This compendium brings together 161 thought leaders from across the world, to inspire and instruct through their countries’ case studies. Even one successful case study can provide motivation for other successes and can build better health systems for the future. Here, we discuss 60 of them.

President Closing Remarks *(5 minutes)*

Wendy Nicklin; ISQua

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Poster Displays

Abstract Final Identifier	Abstract Title	Authors
EXTERNAL EVALUATION		
PO001	Consecutive Cycles of Accreditation: Is Repetition Worth the Effort?	<i>Anne Mette Falstie-Jensen, Søren Bie Bogh, Søren Paaske Johnsen; DK</i>
PO002	Hospital Accreditation System Reform and Hospital Satisfaction Surveys	<i>Bo-Sheng Wang, Hsin-Hui Huang, Pei-Yu Chen, Chung-I Huang; TW</i>
PO003	Development of Accreditation in Kazakhstan	<i>Botagoz Kaupbayeva, Indira Madiyarova, Saule Nurmanova, Gulziya Kuandykova; KZ</i>
PO004	A Structured Training Program of Mechanical Ventilation Care for Quality Nursing Care	<i>Chun Man Chan, Ming Wai Cheng, Kam Chiu Law, Jenny Leung; HK</i>
PO005	Establishing an External Evaluation System of Biobanks in Taiwan	<i>Hsin-Hui Huang, Pei-Yu Chen, Ching-Feng Chiang, Chung-I Huang; TW</i>
PO006	ACSA Quality Model as a Framework for Quality Improvements Implementation	<i>Ana Rodríguez-Benavente, Víctor Reyes-Alcazar, Manuel Herrera-Usagre, Antonio Torres-Olivera; ES</i>
PO007	Healthcare Centres Against Pain: Recognition of the Work Well Done	<i>Manuel Herrera-Usagre, Pastora Pérez Pérez, Víctor Reyes-Alcázar, Vicente Santana López; ES</i>
PO008	Re-admission Status of all General Hospitals in Korea	<i>Mijung Son, Haebichnarae Choi, Nahyeong Im; KR</i>
PO009	Reducing Outstanding Bills Among Illegal Immigrants in Medical Wards, HTAR	<i>Nor Amalina Nordin, Baidura Abu Bakar, Nor Anis Adila Nordin, Zanariah Zakaria; MY</i>
PO010	Sharpening the Focus on Risk in Australian Aged Care	<i>Nick Ryan; AU</i>

EXTERNAL EVALUATION		
PO011	Hospital Accreditation Progress in Indonesia: Quantity Versus Quality Understanding the Role of Policy and Regulation	<i>Viera Wardhani, Tjahjono Kuntjoro, Sutoto Cokro, Adi Utarini; ID</i>
PO012	Effective Design of National Accreditation Systems in Low Middle Income Countries: Case Studies from 3 Eastern Mediterranean Countries	<i>Wesam Mansour, Alan Boyd, Kieran Walshe; UK</i>
GOVERNANCE, LEADERSHIP AND HEALTH POLICY		
PO013	Casemix: A Success Journey in IKN	<i>Adil Ezaty Dalila; MY</i>
PO014	Enhancing Individual and Organizational Resilience	<i>Arpana Vidyarthi; SG</i>
PO015	Improving Underdeveloped Areas Through Medicine and Health Supplies by Formulating the Technical Requirement of Special Allocation Fund (DAK) Distribution	<i>Atik Maryanti, Roy Himawan; ID</i>
PO016	How Did Fifteen Years of California Coronary Artery Bypass Graft Mortality and 30-Day Readmission Hospital Public Reporting Improve Quality of Care?	<i>Banafsheh Sadeghi, Dominique Ritley; US</i>
PO017	Implement Reduction Policies, Biomedical Waste Classification and Recycling	<i>Chen Kun Chih, Wu Yu-Lung, Cheng I-Ting; TW</i>
PO018	Improve Effective Communication Between Medical Care Workers	<i>Chiu Su Hsiao; TW</i>
PO019	Analysis of Taiwan Childbirth Accident Reporting System	<i>Jiali Huang, Boshen Wang, HuiPing Wang, YaoDa Wu; TW</i>

GOVERNANCE, LEADERSHIP AND HEALTH POLICY		
PO020	Using Balanced Scorecard on Reducing Fall Incidents and Injuries Among Elderly Cancer Patients in a Medical Centre in Taiwan	<i>Jung-Mei Tsai, Jiun-Yi Li, Hung-I Yeh, Li-Yun Tsai; TW</i>
PO021	Patient Safety, Quality & Innovation Portfolio - Promoting Recognition for Quality	<i>Kok Hian Tan; SG</i>
PO022	Integrate Downtown and Suburb for Treatment of ST-Elevation Myocardial Infarction in Tainan City in Taiwan: 3 Years' Experience	<i>Meng-Chieh Wu, Po-Ming Ku; TW</i>
PO023	Implementing Healthcare Quality Using the Medical Fee Verification System (MFVS)	<i>Noh-gyeong Gu, Minsu Choi; KR</i>
PO024	Inter-hospitals Cooperation Improving the Performance of Healthcare Quality in Taiwan	<i>Pa-Chun Wang, Kuo-Piao Chung, Peiyung Lin, Chung-Liang Shih; TW</i>
PO025	Preliminary Study on Care Bundle for Preventing Surgical Site Infections: Implementation Experience in Medical Centers	<i>Pei-Hsuan Lu, Yuan-Lun Chen, Han-Chi Chung, Yin-Ching Chuang; TW</i>
PO026	Quality and Safety in Complex Adaptive Systems: Development of a New Clinical Governance Framework for Australian Medical Administrators	<i>Robyn Clay-Williams, Peter Hibbert, Joanne Travaglia, Jeffrey Braithwaite; AU</i>
PO027	Review Patient Experience with A Multidisciplinary Committee	<i>Senem Kurmalı, Ebru Yıldırım, Tahsin Güney; TR</i>
PO028	Leading an Integrated Health and Social Care Service: A Conceptual Model	<i>Sharon Williams, David Rea, Janice Lewis, Stephanie Best; UK</i>
PO029	Comprehensive Medical Service - A Safe And High-quality Airport Medical Center	<i>Shih-Tien Hsu, Yu-Feng Hsiao, Chin-Hsiang Lo; TW</i>

GOVERNANCE, LEADERSHIP AND HEALTH POLICY		
PO030	Achieving Accreditation Following the Adoption of a Modern Integrated Medical Curriculum: Lessons Learned on Good-Governance in Medical Education	<i>Somanath Mohapatra, Catrin Cecilia Jones Nazar, Abdul Aziz M. Sebiany; SA</i>
PO031	Implement Patient Safety Incident Management	<i>Su-Chiu Su Hsiao; TW</i>
PO032	Step Out of the Laboratory to Start a Medical Examination of Innovative Services - Clinical Medical Technologist	<i>Tseng Hui-Lin, Chang Hui-Ju, Yang Yu-Ying; TW</i>
PO033	Assessment of Governance Model in the Clinical Management Units of the Andalusian Health Service	<i>Víctor Reyes-Alcázar, Javier Cerezo Espinosa de los Monteros, Manuel Herrera-Usagre, Antonio Torres-Olivera; ES</i>
PO034	Adopting LEAN in Healthcare: An Experience of Paradigm Shift in Taiping Hospital	<i>Wai Mun Chung, Xiao Yuan Chng, Ibrahim Zaratulakama, Azmir Anuar; MY</i>
PO035	Management of Controlled Drugs in Taiwan's Hospitals: Management of Chronic Non-Malignancy Pain Patients	<i>Ya Ting Lin, Chin Shung Wong, Shou Mei Wu, Pa Chun Wang; TW</i>
DATA FOR IMPROVEMENT		
PO036	The Catheter-Related Bloodstream Infection Rate Trend of Implementing Bundle Care for Three Years in Surgery Intensive Care Unit	<i>Chao-Ping Wang, Yu Ling Hsieh, Fang-Ming Hung; TW</i>
PO037	Reducing the Blood Culture Contamination Rate in a Medical Intensive Care Unit	<i>Chia-Chen Chiang; TW</i>
PO038	Introduction of Care Quality Improvement Plan for Invasive Medical Treatment to Reduce Infections Related to Medical Care	<i>Chia-Ching Wu, Jui-Yu Lo, Chiu-Jung Peng, Huan-Sheng Chen; TW</i>

DATA FOR IMPROVEMENT		
PO039	A Length of Stay Comparison of ER Observation Patients among Taiwan Medical Centers from 2013-2016	<i>Chia-Jui Yang, Shih-Ya Chou, Huei-Peng Wang, Chung-I Huang; TW</i>
PO040	Improving ICU Environmental Clean and Disinfection Through Clean Bundle	<i>Chihchen Lin, ShuFen Hsu, ChiYuan Hsu, HsinYi Wang; TW</i>
PO041	Multidisciplinary Team Approach to Increase Efficiency and Revenue of Point-of-Care Blood Glucose Testing in Hospital Settings	<i>Chih-Chun Chang, Hui-Fei Tang, Shu-Yuan Peng, Fang-Yeh Chu; TW</i>
PO042	The Improve Project of Outpatient Service Quality at the Medical Center in North Taiwan	<i>Ching Mei Lin; TW</i>
PO043	The Implementation of ABCDEF Bundle on the Outcome of Patients with Mechanical Ventilator in the Intensive Care Unit in Taiwan	<i>Chin-Ming Chen, Willy Chou, Khee-Siang Chan; TW</i>
PO044	A New Collaborative and Cost-Effective Service Model of Osteoarthritic Knee Management in Hong Kong Primary Care Setting	<i>Christine Oi Yee Ng, K L Cheung; HK</i>
PO045	Use of LEAN Principles to Shorten Handing Over Time in Medicine Intensive Care Units	<i>Chuang Pei-Fang, Huang Chiung-Hui, Tu Hsiu-Jung, Huang Yi-Chuan; TW</i>
PO046	Applying the Innovative Interventions to Improve Hand Hygiene Compliance Rate with Psychiatric Staff	<i>Chun-Ti Yu, Siu-Ping Leung; TW</i>
PO047	Adjusting the Decision Rules for the Joint Commission International (JCI) Accreditation Program for Hospitals, 6th Edition	<i>Claudia Jean Jorgenson; US</i>

DATA FOR IMPROVEMENT		
PO048	Quality of Eye Care Services in Outpatient Clinic: An Evaluation for Improvement Through Patient's Perspective	<i>Dhimas Hari Sakti, Indra Tri Mahayana, Firman Setya Wardhana, Novika Handayani; ID</i>
PO049	Reducing Errors in Pneumonia Diagnosis by Increasing the Proportion of Posterior-Anterior Chest Rediographs in the Emergency Department	<i>Dina Ee Ying Hui, Chengjie Lee, Shun Yee Low, Tow Keang Lim; SG</i>
PO050	Implementation of Primary Nursing Method and Transforming Care at the Bedside (TCAB) to Improve Nursing Quality: Pilot Study	<i>Dini Sulistyanti, Nurdiana Nurdiana, Eti Masiyati, Wahyu Kusumadi; ID</i>
PO051	To Implement the Miltidisciplinary Visit at the Medical Clinic of the State Hospital in Sumare	<i>Edna Beck, Camila Lemos, Maristela P.N. Ramos, Renata C. Gasparino; BR</i>
PO052	Transforming Data into Opportunities for Performance Improvement at St. Luke's Medical Center Global City	<i>Eulalia Comia Magpusao, Rachel Ann Rivera, Gemma Galope; PH</i>
PO053	The Issuance of Precise Aid Fee for Intensive Care Units and the Improvement of the Insurance Review Process	<i>Eunha Lee; KR</i>
PO054	Access to Oncological Care in Patients with Breast and Lung Cancer Treated at Public and Private Hospitals in Buenos Aires, Argentina	<i>Ezequiel Garcia Elorrio, Gonzalo Recondo, Cesar Cosacow, Hernan Cutuli; AR</i>
PO055	Minimizing Cancellation for Endovascular Embolization of Intracranial AVM in Hospital Kuala Lumpur	<i>Fadzlishah Johanabas Rosli; MY</i>
PO056	A Descriptive Study on Tracheostomy in a District Hospital	<i>Farah Marzuki, Yeow Ling Quek, Kamal Raj Perumal; MY</i>

DATA FOR IMPROVEMENT		
PO057	Improving Chemotherapy Preparation Time for Concurrent Chemoradiotherapy (CCRT)	<i>Mohd Naqib Zainal Abidin, Azmi Nor Mohd Farez Ahmat, Safia Azlan, Farha Zakaria; MY</i>
PO058	Learning from Adverse Drug Event Reporting in Indonesia 2011 – 2016: Promoting Learning Over Blame Among Doctors and Healthcare Facility (Hospital and Primary Healthcare)	<i>Litacha Tamlicha, Igaap Sri Darmayani, Jefman Marzuki, Mario Abet Nego; ID</i>
PO059	Effect on the Implementation of Barcode Technology to Improve the Safety of Specimens Collection	<i>Hsin I Chiang, Shu Chen Chiu; TW</i>
PO060	Customized Program for Pressure Ulcer Reduction	<i>Bokyeun Chung, Im Jae Lee, Heonn Hee Gil; KR</i>
PO061	Building a Patient-centered EMRs to Improve Communication Efficiency Across Hospitals	<i>In Chang, R. Y. Wang, Y. H. Huang, K. C. Chen; TW</i>
PO062	Effect of the Implementation of a Fast-Track on Emergency Department Length of Stay and 30-Day Readmissions	<i>Jan Chrusciel, Xavier Fontaine, David Laplanche, Stéphane Sanchez; FR</i>
PO063	Using Repeated PDCA Tools to Facilitate Echocardiographic Study Waiting Time: An Experience in Taiwan's Medical Center	<i>Jia-Jon Hsieh, Ping-Yen Liu, Ting-Hsin Chao, Li-Ying Chen; TW</i>
PO064	Consequences of the Application of Quality Tools and Methodologies for Good Practices in Health Services	<i>José Daniel Rodrigues Terra, Fernando Tobal Berssaneti; BR</i>
PO065	Effects of Selective Intensive Review on Healthcare Quality and Expenditure in South Korea	<i>Jung Won Shin, Hong Bock Lee, Yea Soon Kim; KR</i>

DATA FOR IMPROVEMENT		
PO066	Real-time Patient Experience Measures for "What Matters to You?" - A Canadian Health System Co-Design Approach to Quality Care Improvements	<i>Katharina Kovacs Burns; CA</i>
PO067	Increase of Customer Satisfaction by Reducing Waiting Time of OBGY Outpatients and Improving Work Environment	<i>Kum Jin Jean; KR</i>
PO068	Exploring the Impact of Hospice Palliative Medicine on Quality of End-of-Life Care - Example from Lung Cancer Patients in Taiwan	<i>Hsin-Yun Tsai, Kuo-Piao Chung; TW</i>
PO069	The Determinants of Experience in Public Accident and Emergency Setting: From the Patient's Perspective	<i>Lai Yi Eliza Wong, Annie Wai Ling Cheung, Siu Fai Lui, Eng Kiong Yeoh; HK</i>
PO070	Transitional Home Care (THC) Aims to Receive More Than 80% of Feedback Returns from Patients who Received Transitional Homecare Service from SGH	<i>Lam Stephanie, Rachel Marie Towle, Loh Yin Lum; SG</i>
PO071	British Columbia's Dynamic Analysis and Reporting Tool (DART): A Web Tool of Patient Self-Reported Experiences and Health-Related Quality of Life Designed for QI	<i>Lena Neubieser Cuthbertson, Lillian Parsons; CA</i>
PO073	Improving Treatment Compliance in Oral Cancer Patients Receiving Postoperative Radiotherapy	<i>Liang-Ti Wang, Chin-Hung Tsai, Stella Chin-Shaw Tsai, Hui-Ching Wu; TW</i>

DATA FOR IMPROVEMENT		
PO074	Reengineering of Preoperative Preparation of Trans-Oral Vestibular Endoscopic Thyroidectomy Under Neuromonitoring by Process Analysis	<i>Li-Kai Wang, Pei-Hsun Huang, Shu-Chin Chiang, Tsun-Jung Tseng; TW</i>
PO075	Performance Measurement for Improving Cross Sectoral Communication and Information Transfer in Healthcare	<i>Martin Holderried, Susanne Vosskuehler, Friederike Holderried, Ansgar Hoeper; DE</i>
PO076	Reasons for Pre-Operative Surgery Cancellation: Identification of Reasons and Quality Improvement	<i>Peng Sheng Lai, Ching Ching Hsieh, Min Ching Tsai, Huey Wen Liang; TW</i>
PO077	The Practice of Reducing Needle Stick in Hospital	<i>Ming-Chih Yang, I-Ju Liao, Wan-Jhen Chiang, Sing-Jiao Chang; TW</i>
PO078	Improving Flow by Implementing Changes and Holding Gains after 12 months in Medical Wards of Hamad General Hospital, Doha, Qatar	<i>Mukesh Thakur, Esmat Swallmeh, Irfan Habeeb; QA</i>
PO079	Staff Schedule Analysis of Pharmacy Services Using Simulation	<i>Mursyid Basri, Khabib Mustain, Desy Farmaciawaty, Lente Melanie; ID</i>
PO080	Analysis of Customer Preferences During Health Examinations to Improve Taiwan Health Check-Up Program Certification	<i>Nai Hua Chen, Pei-Yu Chen, Yao-Ta Wu, Ching-Feng Chiang; TW</i>
PO081	Identify and Improving Dengue Serology Testing Request in Hospital Kuala Lumpur	<i>Noor Hazmir Rosman, Nik Jah Nik Mat; MY</i>
PO082	A Situational Analysis of the Indonesian National Quality Policy and Strategy: A Review of Regulatory Documents Related to Health Care Quality in Indonesia	<i>Novika Handayani, Hanevi Djasri, Eka Viora, Adi Utarini; ID</i>

DATA FOR IMPROVEMENT		
PO083	A Situational Analysis of the Indonesian National Quality Policy and Strategy: A Review of Methods and Interventions in Health Care Quality Improvement	<i>Novika Handayani, Eka Viora, Adi Utarin, Hanevi Djasri; ID</i>
PO084	Clinical Audit on Appropriateness of Proton-Pump Inhibitor (PPI) Prescription in Medical Wards in Hospital Tengku Ampuan Rahimah (HTAR), Klang, Malaysia	<i>Nur Asyikin Mohd Yunus, Shiau Li Lim , Michelle Maryanne Tan, Eashwary Mageswaren; MY</i>
PO085	Strengthening the Management Function of Head of Nurse in Nursing Quality Control: Mini Projects at Military Hospital in Jakarta	<i>Nurdiana Nurdiana, Rr. Tutik Sri Hariyati, Siti Anisah; ID</i>
PO086	Quality Control Circle and Project Management of Health Care Organization: The Six Year Experience at Medical Center in Southern Taiwan	<i>Pei Mei Chan, Shu-Chen Chiu; TW</i>
PO087	Improving Patient Flow and Patient Safety for the Admitted Patient During MRI	<i>Peter Sigerseeth Groen, Peder Jest; DK</i>
PO088	Effectiveness of Using E-whiteboard to Establish Effective Communication in Interdisciplinary Platform	<i>Pi Tuan Chan; TW</i>
PO089	Pressure Ulcer Prevalence and Prevention in Nursing Homes: A Multicenter Study	<i>Pierre Chopard, Anne-Claire Rae, Delphine Courvoisier, Nadine Bene; CH</i>
PO090	Bagan Specialist Centre (BSC) Healthy Food Cart: An Initiative to Improve Patient Experience	<i>Pui Chuan Yeong, Chong Evien, Sue Phei Ho; MY</i>
PO091	National DHIS2 Data Reveals an Increase in Contraceptive Prevalence Rate in Quality Improvement (QI) Districts Compared to Non QI Districts. Is QI a Game Changer in Contraceptive Utilization?	<i>Ramadhan Kirunda; UG</i>

DATA FOR IMPROVEMENT		
PO092	The Unkindest Cut of All is Amenable to Change	<i>Ravindran Jegasothy, Shamala Devi Karalasingam, Ravichandran Jeganathan; MY</i>
PO093	Understanding Dizziness - A Descriptive Study of Patients Admitted to a Tertiary Hospital in Singapore	<i>Robert Walsh, Darius Beh, Derek Soon, Arpana Vidyarthi; SG</i>
PO094	Optimising Discharge Planning for the Older Person	<i>Robyn Clay-Williams, Elizabeth Buikstra, Jeffrey Braithwaite, Edward Strivens; AU</i>
PO095	Create a Positive Atmosphere in Workplace to Increased Resilience, Work Balance and Job Satisfaction in Hospital	<i>Fang Yeh Chu, Rong Sian Liao, Pei Hsuan Chen, Yu Ling Hsieh; TW</i>
PO096	The Impact of Using Social Media to Improve Visitor to MSQH Website	<i>Rozana Osman; MY</i>
PO097	Improve the Reaching Rate of AMI ECG Less than 10 Minutes using Multi Quality	<i>Shu Chen Kuo, Ning Ping Foo, Pei Chun Chen, Hua Chen Chang; TW</i>
PO098	The Application of a Team Resource Management Project to Improve Postoperative Pain Management in Medical Ward Nurses	<i>Shu Ching Chang, Sue Ching Chi, Mei Ling Shr, Chen Fuh Lam; TW</i>
PO099	The Enhancement of Postoperative Pain Management by Application of an Interdisciplinary Team Collaborative Care Project	<i>Shu Ching Chang, Chien Cheng Liu, Jiun Nong Lin, Chen Fuh Lam; TW</i>
PO100	"Dispensing Friendly and High Efficiency" to Reduce Dispensing Near-Miss and Shorten the Waiting Period	<i>Shu Chuan Pi, Yung Chia Hsu, Yi Ping Hsiang; TW</i>

DATA FOR IMPROVEMENT		
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PO400	Patient Safety Awareness Course for Malaysia House Officer - Analysis of the 1st Year Patient Safety Assessment Result and their Feedback for Improvement the Program	<i>Mohd Dzakwan Mohd Suffian, Nor'Aishah Abu Bakar, Abu Bakar Ahmad Muzammil, Nahar Nurhaslina; MY</i>
PO401	Reducing Extracorporeal Circulation Coagulation Incidence of Hemodialysis Patients	<i>Moqi Li Dahong Wang Hongxia Yi, Mei Huang Wei Wu, Wenchang He Jin Chen, Yang Bo Xiaoli Sun; CN</i>
PO402	Improving Hand Hygiene Compliance Amongst Healthcare Personnel in a Satellite Rehabilitation Ward under Singapore General Hospital	<i>Mothi Babu Ramalingam, Liang En Wee, Joshua Hoe Tian Ming; SG</i>
PO403	Investigation of Safety Issues Associated with Suprapubic Catheter Misplacement in One Home Care Patient Using Root Cause Analysis	<i>Nai Ching Chen, Hsiu-Ling Wang; TW</i>
PO404	Clinical Audits Improving Duration of Transferring Critically Ill Patient in Hospital Yan	<i>Najibah Ya, Ahmad Syamsul Mohd Shuib; MY</i>
PO405	Health Consumers' Self-reported Willingness, Recognition of Importance, and Experience of Participation in Patient Safety Practices	<i>Nam-Ju Lee, Shinae Ahn, Miseon Lee, Haena Jang; KR</i>
PO406	Improve the Achieving Rate of Door-to-balloon(D2B) Time in Patients with Acute ST-segment Elevated Myocardial Infarction(STEMI)	<i>Ning Zhou, Lei Dong; CN</i>
PO407	Improvement of Test Processes Involving Bilateral Organs	<i>Ok Sun Yim, Soo Jin Yun, Geum Hee An; KR</i>
PO408	Adaptation of WHO Surgical Safety Checklist to Turkey	<i>Öznur Özen, Dilek Tarhan, Abdullah Öztürk, Hilal Aksoy; TR</i>

PATIENT SAFETY		
PO409	Applying Evidence Based Bundle Care to Prevent Surgical Site Infection	<i>Sheng Hui Hung, Guan-Yu Chen, Yi-Fang Lei, Pa-Chun Wang; TW</i>
PO410	A Human Factors Analysis of the MRI Work System: Safety and Design Implications and Recommendations	<i>Paul Bowie; UK</i>
PO411	The Implementation of a Clinical Emergency Response System to Keep Children Safe in the Emergency	<i>Andrea Christoff, Linda Durojaiye, Paul Hunstead; AU</i>
PO412	Using a Care Bundle to Prevent Surgical Site Infections in Cesarean Sections	<i>Pei Hsuan Lu, Yuan Lun Chen, Han Chi Chung, Yin Ching Chuang; TW</i>
PO413	An Exploratory Study of Patient Safety Culture in at Medical Center in Southern Taiwan	<i>Pei Mei Chan, Wu-Wei Lai, Yu-Kuang Cheng, Shu-Chen Chiu; TW</i>
PO414	Use Bundle Care to Reduce Ventilator-Associated Pneumonia (VAP) Infection Rates in Surgical Intensive Care Units	<i>Pei Yu Tseng, Fangyu Kang, Fangyu Shin, Chihdou Chou; TW</i>
PO415	Changing the Culture from Accreditation Towards Continuous Improvement - A Leadership Journey	<i>Peter Sigerseth Groen, Peder Jest; DK</i>
PO416	The Effects of Different Risk Adjustment Methodologies on Hospital Performance Measurement Using the Patient Safety Indicators	<i>Phil Hider, Jonathan Williman, Patrick Graham; NZ</i>
PO417	Trends, Disparities and Geographical Variation in Outpatient Antibiotic Consumption – A Population Based Study	<i>Pia Kjær Kristensen, Soeren P Johnsen, Reimar Thomsen; DK</i>

PATIENT SAFETY		
PO418	Monitoring Patients via Colour-coded Early Warning Scoring System Improves Patient Outcomes	<i>Pichumani Parthasarathi; IN</i>
PO419	Reciprocal Relations between Care-Related Emotional Burden, Coping, and Sleep Problems in Healthcare Professionals: A Multicenter International Cohort Study	<i>Pierre Chopard, Boris Cheval, Stéphane Cullati, Delphine Courvoisier; CH</i>
PO420	Decrease the Incidence of Severe Radiotherapy Induced Oral Mucositis in Patients with Nasopharyngeal Carcinoma - Good	<i>Ping Chen, Jin Chen, Jiarong Gao, Caiping Song; CN</i>
PO421	Check for the Critical- The Apollo ICU Checklist	<i>Anupam Sibal, Pritindira Sachdeva; IN</i>
PO422	Reduce the Number of IV Infusion Infiltration	<i>Qian Mei; CN</i>
PO423	Reducing the Incidence of Moderate/Severe Malnutrition in Gastric Cancer Patients with Chemotherapy	<i>Qianqian Mou; CN</i>
PO424	Should I Report? A Survey of Barriers and Motivators to Medication Errors Reporting Among Healthcare Practitioners in Primary Care Clinics in Malaysia	<i>Samsiah Awang, Noordin Othman, Shazia Jamshed, Mohamed Azmi Hassali; MY</i>
PO425	To Reduce Incidence of Patient Fall in HTAR Paediatric Ward 6B	<i>Shareena Bibi Mohd Arif, Salmah Hassan, Soong Yieing Yap, Nor Sa'edah Selamat; MY</i>
PO426	Prescribing Pattern of Antibiotics in General Pediatrics Ward Tengku Ampuan Rahimah Hospital: A Prospective Study	<i>Sharmila Sathianathan, Nor Shazlin Mat Zawawi; MY</i>
PO427	Measuring Patient Safety Culture and Psychological Distress in a Japanese Psychiatric Emergency Hospital	<i>Shimpei Hanaoka, Shigeru Fujita, Kunichika Matsumoto, Tomonori Hasegawa; JP</i>

PATIENT SAFETY		
PO428	Bar-Code Technology and Safety of Blood Transfusion	<i>Shin Shang Chou; TW</i>
PO429	Patient Safety Culture Perceptions of Healthcare Employees in Daegu, Korea in 2011, 2013, 2015 and 2017	<i>Shin-Woo Kim, Young Mi Song, Hana Paek, Nam Hee Lee; KR</i>
PO430	Clinical Ceftriaxone Audit in the Medical Wards of Hospital Tengku Ampuan Rahimah (HTAR) Klang	<i>Shook Ling Chia, Vigneswari Sundrasagran, Poh Lee Geetha Ng, Xin Ling Loo; MY</i>
PO431	The Acceptance and Impact of Antimicrobial Stewardship in Hospital Tengku Ampuan Rahimah (HTAR) Klang	<i>Shook Ling Chia, Vigneswari Sundrasagran, Xin Ling Loo, Siti Mahanim Shaik Ismail; MY</i>
PO432	Analysis of Risk Factors Associated with Bleeding Resulting in Unplanned Return to the Operating Room of Inpatients within Twenty-Four Hours after Operation	<i>Yun-Chi Chang, Feng-Chen Kao, Shu-Ching Chang, Pi-Ling Chien; TW</i>
PO433	To Discuss the Related Factors of Performing Tracheostomy on Patients with Intubated Endotracheal Tube	<i>Shu-Feng Hsu, Tsui-Ping Chu; TW</i>
PO434	The Innovative Shared Decision Making Information Model in a Tertiary Medical Center	<i>Shu-Hung Kuo, Wang-Chuan Juan, Wei-Chun Huang, Ya-Hui Huang; TW</i>
PO435	Reducing the Length of Stay in the Emergency Room through Multi-Disciplinary Cooperation	<i>So Yeon Kim, Tae Yong Kim, Chang Hwan Son; KR</i>
PO436	Establishment of Rapid Rehabilitation Model Based on ERAS for Minimally Invasive ACL Reconstruction Surgery	<i>Song En, Yang Yang; CN</i>
PO437	Nursing Rounds Create No Fall Prevalence for Anticipated Physiological Fall	<i>Subramaniam Goventhamah, Hassan Hamidah, Zain Zarin; MY</i>

PATIENT SAFETY		
PO439	Application Patient Identification System to Improve the Safety of Blood Collection in the Laboratory	<i>Sung Chiahhsing, Yin-Cheng Zhao; TW</i>
PO440	Elimination of Transfusion Error in Hospital Tengku Ampuan Rahimah Klang	<i>Suresh Kalaimony; MY</i>
PO441	Small Change, Big Result: Implementing Skin-Check to Reduce the Incidence of Pressure Ulcers	<i>Su-Yueh Lin, Hui-Fen Chen, Jing-Yi Lin, Yueh-Ting Chung; TW</i>
PO442	Improve the Quality of Care by Establishing a Standard Care Module for Left Ventricular Assist Devices	<i>Shan Ying Wu, Jin-Yu Mao, Shia-Cheng Lin, Tao-Fen Shiung; TW</i>
PO443	Clostridium Difficile Infection Control – A Performance Study of a Community Hospital in San Gabriel Valley in Southern California	<i>Ting-Wei Tsai, Chia-Hsing Yeh, Sean Wei Lai, Chiao-Hsuan Liu; TW</i>
PO444	Malpractice Litigation Related to Choking Accidents and Food Choice in Elderly Individuals in Japan	<i>Tomoko Hamasaki, Akihito Hagihara; JP</i>
PO445	Application of Bundle Care to Reduction of Bloodstream Infection in a Gastroenterology Ward of Medical Center in Taiwan	<i>Truey Yeh Song, Yu Lan Lien; TW</i>
PO446	Exploring of the Effects of Implementing an Early Warning Systems to Reduce the Incidence of In-hospital Cardiac Arrest in Cardiology Wards	<i>Truey Yeh Song, Kuei Hsien Yang, Hui Chih Ting; TW</i>
PO447	Clinical Decision Support System for Appropriate Medication Orders in Outpatient Service	<i>Tsukasa Nakamura, Masaya Ogawa, Tomohiro Sonoyama, Takeshi Morimoto; JP</i>

PATIENT SAFETY		
PO448	Utilizing QCC to Reduce Carbon Dioxide (Co ²) Concentration in Outpatient Areas	<i>Tsung Liang Huang, Mei Luan Huang; TW</i>
PO449	Lean Thinking to Improve the Sepsis Treatment Efficiency of Emergency Departments in Taiwan	<i>Tungmi Chen, Hsiao Min Chiang, Chi Ping Ting, Kuan Han Wu; TW</i>
PO450	Effectiveness of Improved Health Awareness on a Patient's Coping Behavior after Tracheostomy Due to Vocal Cord Paralysis Introduction	<i>Tzu-Chieh Chen; TW</i>
PO451	"Strategies Used in the Integration of Patient Engagement in Safety/Risk Management": Using a Gap Analysis Survey - Quebec's Case Study	<i>Ursulla Aho-Glele, Marie-Pascale Pomey; CA</i>
PO452	Experience Sharing of High-Alert Medications Management in Southern Taiwan Academic Medical Hospital	<i>Shu Chin Chi, Yi Ping Hsiang, Hsiu Ling Chang, Wang Chun Chen; TW</i>
PO453	Establishing Full Information Chain Management Model to Improve the Effectiveness of ERAS Conduction	<i>Wang Cheng Cheng; CN</i>
PO454	Continuous Quality Improvement-Base to Enhance Adverse Drug Reactions Reporting and Defending System	<i>Wang Chun Chen, Hsiu Ling Chang, Mei Juan Su, Yi Ping Hsiang; TW</i>
PO455	Reducing Delays in Anticoagulation Reversal for Patients with Intracranial Haemorrhage	<i>Wei Quan Heng; SG</i>
PO456	Effectiveness of Applying Team Resource Management (TRM) Tools to Improve Handover Skills Between Medical Ward and Emergency Department	<i>Wei Tan Tsao, Suh-Meei Hsu, Yueh-Hung Lin, Shu-Miao Tsai; TW</i>

PATIENT SAFETY		
PO457	Innovative Multidisciplinary Care Model can Reduce Radiation Exposure in Patients with Percutaneous Coronary Intervention	<i>Wei-Chun Huang, Kai-Che Wei, Wen-Hwa Wang, Guang-Yuan Mar; UK</i>
PO458	Sophisticated Alerts Improve Appropriate Dosing of Antibiotics in Patients with Impaired Renal Function	<i>Wen-Liang Lin, Pei-Hsuan Shen, Nan-Yao Lee, Wen-Chien Ko; TW</i>
PO459	Enhanced Training Programme for Nurses to Improve Effectiveness During Resuscitation	<i>Xiang Qing, Adeline Wee, Nur Adilah Bte Md Nasir, Nur Liyana Binte Abdul Rahim, Jai Vaishnavi Jayakumar; SG</i>
PO460	Incidence Reduction of Peripheral Vascular Complications after Transradial Intervention	<i>Xiaohuan Zhao, Shengya Wang, Guangsheng Su, Ying Jing; CN</i>
PO461	Applying PDCA in Improving Prevention of Venous Thromboembolism in Neurosurgery	<i>Xiuping Zhang, Chengguo Zhang, Yong Zeng, Zhengrong Zhu; CN</i>
PO462	Improving ICU Delirium Medical Diagnostic	<i>Xu Hua, He Zhihai; CN</i>
PO463	Applying Human Factors to Improve High-Alert Medication Administration Safety	<i>Y.T. Lo, H. H. Liao, P. C. Wang, Chung-Liang Shih; TW</i>
PO464	A Novel Way to Improve Tube Safety	<i>Ya-Chi Chan, Ying Hui Wu, Tai Hua Lee, I Ju Huang; TW</i>
PO465	Evaluation the Drug Safety and Economic Benefit of a Dedicated Pharmacist in the Patient with Renal Dysfunction	<i>Yang Yi Lin, Hui Chen Su; TW</i>
PO466	Assessment and Analysis of Patient Safety Management and Safety Culture in Chinese Large Hospitals	<i>Yanli Zhang, Xiaohong Chen, Shengyou Wang, Na Zhao; CN</i>

PATIENT SAFETY		
PO467	Validation of Early Warning Score in HTAR Medical Wards	<i>Yap Soong Yiing, Kiashor Subas Chandra, Katrina Lau Kieng Huong; MY</i>
PO468	Successful Control of the Spread of Vancomycin-Resistant Enterococci in an Intensive Care Unit in Taiwan	<i>Ya-Wen Chang, Chen-Hsiang Lee, Miao-Fang Tai; TW</i>
PO469	Projected Benefits of Active Surveillance for Vancomycin-resistant Enterococci in Intensive Care Units in a Medical Center in Taiwan	<i>Ya-Wen Chang, Chen-Hsiang Lee, Lin-Hui Chao, Lien-Chao Chiu; TW</i>
PO470	Successful Reduction of Sample Labeling Error in the Emergency Department by Using the Barcode System	<i>Ya-Wen Chang, Ji-Yan Lyu, Chia-Yi Lu, Ying-Fang Chou; TW</i>
PO471	Reducing the Abnormal Rate of Home Chemotherapy through Application of PDCA Analysis	<i>Yi Ting Lu, Shu-JU Chiang; TW</i>
PO472	The Effect of Innovative Play Therapy Techniques on Amelioration of Respiratory Infections among Hospitalized Preschool-Age Children	<i>Yi Tseng Tsai, Tsai-Hua Hu, Su-Wei Chiang, Yu-Jun Yin; TW</i>
PO473	Reducing the Occurrence Rate of Inpatients Undergoing Blood Transfusion for More than 4 Hours	<i>Yi Tseng Tsai, Ya-Han Yang, Zan-Ting Lu, Yu-Jun Yin; TW</i>
PO474	Employing Simulated Teaching to Reduce the Unplanned Reinjection of Peripheral Intravenous Injection in Surgical Ward Patients	<i>Yi Tseng Tsai, Nai-Chen Lu, Wen-Lan Kuo, Ting-Yu Chen; TW</i>
PO475	Improving the Safety of Chemotherapy Medication Administration: Applying a Root Cause Analysis	<i>Ying-Tzu Lai, Ya-Hui Chen, Ching-Hwa Teng; TW</i>

PATIENT SAFETY		
PO476	An Understanding of the Culture of Safety in an Acute Psychiatric Hospital	<i>Yu Ping Chang, Shu mei Lin, Yi Chun Chiu, Po Ying Chen; TW</i>
PO477	Applying Simulations As Concept For The Patients With Head And Neck Tumors In The Self-Care Of The Permanent Airways	<i>Yu Ya Hui, Yu Wei Hua, Wu Xiu Juan; TW</i>
PO478	A Rare Case of Stent Loss Caused by Severe Coronary Calcification	<i>Yuan-Jhen Jhu, Jung-Min Yu, Mao-Jen Lin, Ju-huei Chien; TW</i>
PO479	Reducing the Unqualified Rate of Cerebrospinal Fluid Drainage in Severe Neurosurgical Patients	<i>Yue Lu; CN</i>
PO480	The Nursing Experience of a Patient with Myasthenia Gravis	<i>Yueh-Chin Lee, Tsui-Ping Chu; TW</i>
PO481	Improve the Surgery Procedures of Patients of A Regional Hospital in Northern Taiwan with Lean Approach	<i>Yueh-Hsiang Wu, Tien-Fa Hsiao, Chun-Chih Chao, Tzu-An Chen; TW</i>
PO483	In-house Production of Alcohol-based Handrub to Support Hand Hygiene in a Large Hospital	<i>Yulia Trisna, Sri Sunarti, Nisa Dzikrina Istighfaroh; ID</i>
PO484	Enhanced B-L-E Program by Using CHG for Bathing is Effective in Reducing Hospital Acquired Infection	<i>Yun Kwong Choy, Yi Chan, Yuk Kuen Ng; HK</i>
PO485	The Establishment of an Intergrated Thrombolysis Model for Acute Ischemic Stroke	<i>Yuying Guo, Zhihao Lei; CN</i>
PO486	Improvement on the Correct Execution Rate of Time-out Before Surgical Incision	<i>Zeng Liangbang, Zheng Lanxin; CN</i>
PO487	Reduce the Failure Rate of Medical Infusion Pump	<i>Zhang Zhigong, Qiu Xiaoying; CN</i>

PATIENT SAFETY		
PO488	Evaluation of the Effect of Feeding Intervention Based on Swallowing Evaluation	<i>Li Zhang, Xiangling Jiang; CN</i>
PO489	The Reduction of Problem Incidences in Insulin Pump Applications in Multiple Departments of Our Hospital	<i>Zhaojie Chen; CN</i>
PO489.B	Establishment of a Fast, Accurate, and Smart Secure Parentage Testing System	<i>Cherng-Lih Perng, Yu-Hsuan Cheng, Ming-Jr Jian, Hung-Sheng Shang; TW</i>
PO489.C	Clinical Practices in Increasing Rehabilitation Rates of Virtual Reality Rehabilitation in Acute Stroke Patients	<i>Chun-Chieh Lin; TW, Yu-Wei Hsu, Chang-Hung Hsu, Jiunn-Tay Lee; TW</i>
PO489.D	"Clean Hands, Safe Lives" - Patient Safety	<i>Katini Abu Hassan, Ng Siew Im, Mohd Fareez Mohd Ramli, Chong Sew Ping; MY</i>
PO489.E	Rapid Diagnosis, Management, and the Prevention of Rebound Hyperkalemia in Thyrotoxic Periodic Paralysis (TPP) Patients: The Application of our Therapeutic Algorithm for TPP	<i>Kuang-Yu Wei, Chih-Jen Cheng, Chih-Chien Sung, Shih-Hua Lin; TW</i>
PO489.F	The Role of Three-Dimension Printing in Nuss Procedure: 3D Printed Model-Assisted Nuss Procedure	<i>Kuan-Hsun Lin, Yi-Jhih Huang, Tsai-Wang Huang, Tai-Lung Cha; TW</i>
PO489.G	Safe Care Our Focus: Leadership Roles in Improving Patient Safety	<i>Paramjit Kaur Surat Singh, Rukumony Subramaniam; MY</i>
PO489.H	Improving Medication Delivery Process for Inpatients by Integrating Barcode System into Intelligent Pneumatic Tube System with RFID Technology at a Medical Center in Taiwan	<i>Wan-Ting Shao, Jui-Hu Shih, Hsiao-Chen Shih, Cheng-Chih Hsieh; TW</i>

TRADITIONAL AND WESTERN MEDICINE		
PO490	A Proposed Model of Excellence for the Improvement of Hospital Nutritional Care Processes	<i>Camilo Gutierrez, Luisa Pombo, Teresa Tono, Sandra Guerrero; CO</i>
PO491	Phlegm Stasis Body Constitution Acts as a Predictor of Diabetic Foot in Patients with Type 2 Diabetes: Taichung Diabetic Body Constitution Study	<i>Chia-I Tsai, Li Tsai-Chung, Cheng-Hung Lee, Shih-Yi Lin; TW</i>
PO492	The Effectiveness of Wireless Wearable Medical Electronic Devices in the Therapy of Gait and Pain in Patients with Knee Osteoarthritis	<i>Chin-Chuan Tsai, Yuan Ho Lin, Yun-Ting Shih, Cheng-Yo Yen; TW</i>
PO493	Steroid Phobia - How Big of a Problem is it?	<i>Ellie Choi, Nisha Chandran, Chris Tan; SG</i>
PO494	The Effects of Qigong for Dyspnea, Exercise Tolerance and Quality of Life in Patients with Chronic Lung Disease: A Systematic Review and Meta-analysis	<i>Hisang-Yun Huang, Ching-Hsiu Chen; TW</i>
PO495	Evaluating the Performance of Revision for Korean Traditional Medicine Patient Classification System, 2017	<i>Ho Jin Cho, Hyeong Sook Kim, Seung Mi No, Jin Seon Kong; KR</i>
PO496	A Survey of Patients Satisfaction in T&CM Unit, National Cancer Institute, Malaysia	<i>Jia Ying Gong, Wan Najbah Nik Nabil, Ren Jye Lim, Hui Wen Son; MY</i>
PO497	The Effects of Baduanjin Qigong on Physical and Mental Health Promotion in Kaohsiung Communities	<i>Chin-Chun Tsai, Pei-Ching Lin, Kuan-Tso Chen, Chi-Feng Hsieh; TW</i>
PO498	Practical Experience to Assure Safety in Acupuncture Practice at Chinese Medicine Centres in the Public Healthcare Sector in Hong Kong	<i>Ling Wan Henny Hui, Yuet Kwan Dora Tsui, Ming Lok Joyce Hsieh, Tat Chi Eric Ziea; HK</i>

TRADITIONAL AND WESTERN MEDICINE		
PO499	Incident Management at Chinese Medicine Centres in the Public Healthcare Sector in Hong Kong	<i>Ling Wan Henny Hui, Yuet Kwan Dora Tsui, Wai Yin Wong, Tat Chi Eric Ziea; HK</i>
PO500	The Evaluation of Treating Stiff Neck by Chinese and Western Integrated Emergent Medicine-A Pilot Study	<i>Nai-Chen Lu, Tsung-Jung Ho; TW</i>
PO501	Research on Self-Learning Effectiveness of the Supervising Physicians Training Program of Chinese Medical Care Institutions in Taiwan	<i>Shiou-Rong Lo, Ying-Fang Chen, Su-hua Lee, Chung-I Huang; TW</i>
PO502	A Study on the Effect of Acupuncture for the Recover-time of Stroke Inpatients under Rehabilitation	<i>Wei-Chen Hsu, Yu-Chang Hou, Ying-Po Hsu; TW</i>
PO503	New Way to Ensure the Safety of Patient Receiving Traditional Chinese Medicine	<i>Yi Yun Tsai, Man-Lih Yao, Sung-Lin Ko, Wei-Ying Lee; TW</i>

NOTES:

GENERAL INFORMATION

KUALA LUMPUR 2018

Registration and Information Desk Located on level 3

Sunday 23 September 2018	07:30 – 19:00
Monday 24 September 2018	07:00 – 18:00
Tuesday 25 September 2018	07:00 – 19:00
Wednesday 26 September 2018	07:00 – 16:30

Access for Those with Disabilities

The Kuala Lumpur Convention Centre (KLCC) 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 third floor, which can be accessed by using the wheelchair friendly elevator 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 centre area of Level 3 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 KLCC.

Catering Points

Lunch and coffee will be served at break times Monday to Wednesday in the Exhibition Area (**Level 3, Ballroom 1 and 2**). Catering on Sunday will be available outside Conference Hall 1-3. For break times, please see daily programme schedules.

Cloakroom

A cloakroom service will be available and located on the centre area of level 3. 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 times above.

Useful Contacts

Emergency within the KLCC	555 (from all in-house phones) Or 03-2333 2900
Ambulance/Fire	999
Registration Desk LCC	+41 22 33 99 589

Social Events and Tours



Welcome Reception, Sunday 23 September 17:30 – 19:00

Venue: The Exhibition Area - level 3, Ballroom 1 and 2

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 24 September 19:00 – 21:00

Venue: Cedar on 15, 13 Jalan Pinang, 50450 Kuala Lumpur

This year our Networking Reception will take place in the Cedar on 15 Restaurant on Monday, 24 September. It will be a fantastic opportunity to network while enjoying a 'Malaysian' theme, featuring traditional Malaysian entertainment and food. A number of tickets are still available to be purchased at the registration desk, price €35. No transport will be provided.

Poster Reception, Tuesday 25th September 17:00 – 19:00

Venue: The Poster Area - level 3, Ballroom 1 and 2

You will have an opportunity to interact with the authors to discuss their research and enjoy an informal lively networking experience. Light refreshments will be provided and entrance is free for all registered delegates. Extra tickets are available to be purchased onsite at the registration desk, for €20.

Educational Site Visits, Thursday 27 September 09:30

The Educational Site Visits to Kuala Lumpur Hospital and JPJ Tawakkal Specialist Hospital are sold out, there may be some cancellations available, please go to the registration desk on Level 3. Tickets cost €10 per person.

Wifi and Social Media

Wi-Fi Connection

Wi-Fi connection will be available for ISQua participants free of charge.

Network: ConventionCtrFreeWIFI

Password: No password required

Conference App

ISQua's conference App is freely available to download, by searching for 'ISQua' in the App Store or Google Play. Get the most from the App by logging in, creating your personal Conference schedule and networking with other delegates through the App's chat feature. If you didn't receive this email or if you have issues logging in please visit the ISQua Desk in the Exhibition Area (Level 3, Ballroom 1 and 2). The password for the App is ISQua2018.

Social Media

Share your thoughts using this year's hashtag #ISQua2018. All tweets with our hashtag will be visible on our 'Social Wall' on the App and on the plasma screen at the ISQua desk. Check out Symplur, on the App or <http://www.symplur.com/healthcare-hashtags/isqua2018/>, to see our top influencers.

Keep Tweeting! Our top tweeter by the end of the Conference will receive a prize! Share your photos with us on Instagram! Tag ISQuaConference using our hashtag #ISQua2018.

Scientific

The Conference theme is 'Heads, Hearts and Hands: "Weaving the Fabric of Quality and Safety"'

The programme consists of 11 tracks, which reflect the overall learning objectives of the Conference:

1. External Evaluation
2. Governance, Leadership and Health Policy
3. Data for Improvement
4. Innovations and Improvement in Low – Middle – Income Countries
5. Primary and Community Based Care
6. The Future of Quality/The Next Frontier
7. The Person
8. Education Through Learning and Sharing
9. Quality and Safety for the Vulnerable
10. Patient Safety
11. Traditional and Western Medicine

Accreditation - CME Credits

The Conference has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with 22 European CME credits (ECMEC®s). Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

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

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

Malaysian Medical Association (MMA)

The Conference has been accredited by MMA with 20 CPD points. Please visit the ISQua or MSQH stand for more information.

Patients Included

We are proud to confirm that ISQua's 35th International Conference has achieved Patients Included status.

The Patients Included charter provides conference organisers a means of demonstrating that their events are **committed to incorporating the experience of patients, who are experts in living with their condition while ensuring they are neither excluded nor exploited**. For more information on Patients Included, please visit <https://patientsincluded.org/conferences/>

Poster Viewing

Venue: Level 3, Ballroom 1 and 2

You will have an opportunity to interact with the authors of posters to discuss their research and to enjoy an informal lively networking experience at each lunch break. Catering will be served around the posters and authors have been asked to stand by their posters during lunch breaks. The list of posters can be found on page 75.

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/isqua2018/, using your personal computer or mobile device. A number of these posters have been selected for 10 minute presentations, visit the ePoster area located on the West wing corridor at lunchtime to hear from these authors.

Speakers

All presentations must be uploaded in the Speaker Preview Room (Room 302) on Level 3, technicians will be available to assist. See map page 136 for more details. The Speaker Preview Room will be open as per the registration hours. (See page 131)

Scientific Material

All presentations and recordings from the Plenary Hall 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.

Reducing Your Carbon Footprint

Your carbon footprint is the sum of all emissions of CO₂ (carbon dioxide), which are induced by your activities in a given time frame. Flying a distance of 2.2 km or 1.375 miles adds 1 kg of CO₂ to your personal carbon footprint.

To help counter this, ISQua have teamed up with (TrEES), in order to attempt to offset the carbon footprint created as a result of the conference.

We have donation boxes at different areas throughout the conference centre for you to make a donation to offset your footprint. Don't know how much you need to offset? Check the Carbon Calculator link which is in the App!

We have also included water bottles in each delegate bag to be re-used throughout the conference, this will cut down on unnecessary plastic use by 75%.

Liability and Insurance

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



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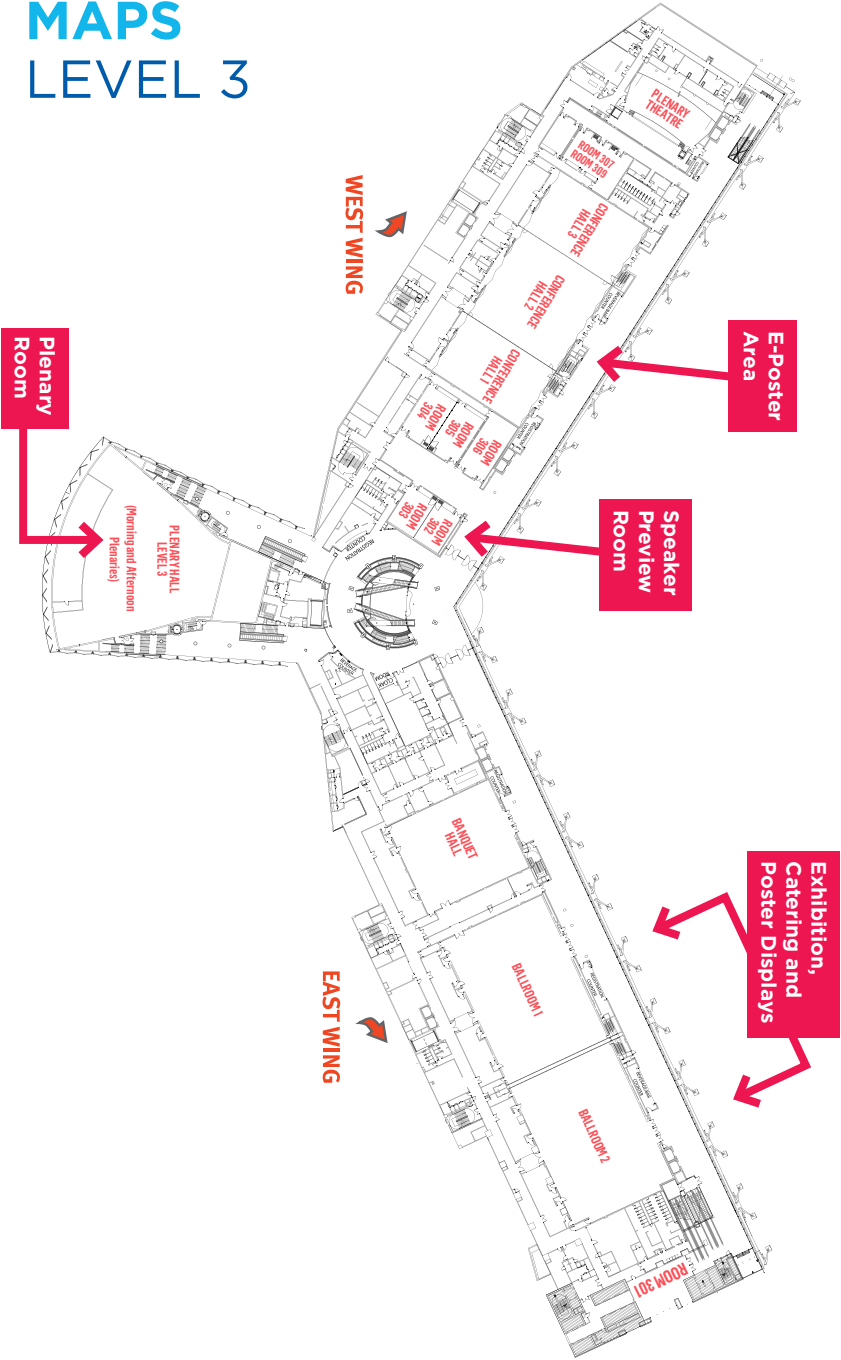


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Important disclaimer:

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

MAPS
LEVEL 3



Days	Plenary Hall	Conference Hall 1	Conference Hall 2	Conference Hall 3	Plenary Theatre	Room 307 -309	Room 304 - 305	Banquet Hall	Room 301	Ballroom 1&2
Sunday AM		Pre Conf 2	Pre Conf 4	Pre Conf 5				Pre Conf 1		
Sunday PM		Pre Conf 3	Pre Conf 4	Pre Conf 6			Pre Conf 7	Pre Conf 1		
Monday AM	Cultural Performance / Opening Plenary / A7	A2	A9	A5	A6	A4	A3	A1	A8	
Monday Lunch		learning Labs 1		learning Labs 2		IJQHC Session				
Monday PM	A12/ Afternoon Plenary	A17	A15	A16	A14	A13	A11/ AGM	A18	A10	
Tuesday AM	Morning Plenary/ B5	Learning Lab/ B3	B8	Meet the ISQua Academy/ B6	Film Screening/ B9	B1	B4	B7	B2	
Tuesday Lunch		learning Labs		Falling Through the Cracks		Accreditation Framework for Graduate Programs			Surveyor Update	Exhibition/ Poster Displays / Catering
Tuesday PM	B12/ Afternoon Plenary	B17	B14	B18	B15	B13	B11	B10	B16	
Wednesday AM	Morning Plenary/ C7	Learning Labs/ C1	C9	ISQua Fellow & Member Session/ C8	Film Screening/ C3	C6	C4	C5	C2	
Wednesday Lunch		Learning Labs 1	Learning Labs 2	Falling Through the Cracks						
Wednesday PM	C17/ Closing Plenary	C18	C10	C12	C15	C14	C16	C13	C11	

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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.

NOTES:

NOTES:

ISQua's 36th
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International Society for Quality in Health Care
Huguenot House
35-38 St Stephens Green
Dublin D02 NY63
Ireland
Ph: +353 1 670 6750
Web: www.isqua.org