

International Forum on
**QUALITY &
SAFETY** in
HEALTHCARE

Conference Programme

24-26 August 2017 | Kuala Lumpur
Kuala Lumpur Convention Centre

Aim. Act. Achieve.

Join over 1,200 international colleagues to explore key issues in quality and improving healthcare. This premier event is brought to you by IHI and BMJ in partnership with key regional organisations.

We invite you to Kuala Lumpur to connect with your colleagues and to learn from global leaders who will present key initiatives in improving quality and safety for patients.

internationalforum.bmj.com/kuala-lumpur

**Book by 20 June
for Early Bird and
Partner savings**



Conference Programme: Aim. Act. Achieve.

The two-day main conference features four keynote presentations and over 40 sessions divided across five streams:

- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family Centred Care



Opening Ceremony, International Forum Hong Kong 2015



Keynote speakers

Get inspiration from our keynotes to drive a lasting change in team culture and organisational practice.



Derek Feeley
President and CEO, Institute for Healthcare Improvement (IHI), USA



Tan Sri Dato' Abu Bakar Suleiman
Chairman of IHH Healthcare PLC and a former Director General of Health, Malaysia



Donald M. Berwick MD, MPP
President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services, USA



Dr William Tan
Neuroscientist, Medical Doctor, World Record Holder and Paralympian



Networking with international colleagues

Connecting the likeminded is a key part of the Forum experience, where international relationships are forged. In addition to defined networking areas and chaired discussions, we offer social activities to help delegates connect, share experiences and learn from their peers.



Poster Displays – your next improvement idea

Find the answer to an existing challenge on one of the over 200 Posters displayed. Grouped into topic areas, presenters will be on hand to speak about their experiences, offer tips and inspire improvement work back at your organisation.



Pre-Conference Events

Accelerate your quality and safety experience with these special features on the first day of International Forum:

- Malaysia Healthcare Experience Day visits to learn from leading public and private hospitals
- Patient Experience and Innovation Day focusing on excellence in patient centred care
- Healthcare Transformation by Singapore Healthcare Improvement Network (SHINe)
- Introduction to Quality Improvement



"...the world leaders in the message of quality and safety"

Pre-Conference Events: Thursday 24 August 2017

Attend one of these Full Day feature events
09:30-16:30

"... the BMJ-IHI Forum is by far the best event that I have been to this year. I learned so much that I was then able to take back to my workplace"

Experience Day Site Visits

X1 Experience Day 1: Malaysia Healthcare Experience Visits

Malaysia has an efficient and widespread healthcare system comprising both a government run universal model and a co-existing private healthcare system. On this experience day you'll have the opportunity to visit one of the Klang Valley's (in which Kuala Lumpur is situated) busiest public hospitals to hear from the staff about their challenges and quality improvement initiatives. You will also visit a large private healthcare tertiary hospital to view the facilities and meet senior leaders. At the start of the day we will also provide a briefing and Q&A session on the Malaysia healthcare model to put the visits in context.

X2 Experience Day 2: Patient Experience and Innovation Day

Patient centred care has become a focus of many organisations as they aim to improve experience for patients and their families. This day will allow you to visit healthcare facilities around Kuala Lumpur and learn about their innovative approach to better patient centred care. The day will be facilitated by an international expert and provide the opportunity for discussion and peer-learning from local staff as well as your colleagues from around the globe.

Full Day Mini-courses

M1 Healthcare Transformation

Singapore Healthcare Improvement Network (SHINe) is a consortium of healthcare organisations that brings together more than 30 public and private acute hospitals, community hospitals and services, primary care institutions and the Ministry of Health. SHINe is an initiative by healthcare institutions for healthcare institutions that aims to improve patient outcomes. Our philosophy is "All Teach, All Learn, All Share" with a focus on implementing evidence based solutions that are scaled at pace, sustained and constantly improved by building will (especially at the leadership level) and capability, nurturing a culture of improvement and innovation and delivering results.

Presenters for this session include SHINe leaders, faculty as well as frontline leads and implementors who will share their respective journey in executing improvement initiatives to achieve safe and reliable care. Topics to be covered include development of a quality improvement agenda that involved all members, capability and capacity building including the development of a national quality improvement curriculum and the development and rollout of Singapore's first large scale initiative, across multiple sites, to reduce harm in patients. foundations of these leading institutions.

M2 Introduction to Quality Improvement

Quality improvement is the systematic use of data and improvement techniques to achieve high levels of performance and the desired outcomes. Quality is directly linked to an organizations approach to services and processes of care.


In this session, participants will learn about setting aims, using improvement science, understanding and applying the lens of profound knowledge, problem solve, engaging others, developing a measurement strategy and understanding variation and applying the principles to any activity that requires improvement.

The faculty will discuss the difference between data for judgement and data for improvement. By the end of the session, participants will have the first draft of a plan to improve a process in their organization.

Conference Programme

Friday | 25 August 2017

9:00
9:30
10:00
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17:45

Keynote 1:
 Tan Sri Dato' Dr Abu Bakar Suleiman: Chairman of IHH Healthcare PLC and a former Director General Of Health, Malaysia
 Derek Feeley: President and CEO, Institute for Healthcare Improvement, USA

Refreshments

A1: QUALITY AND SAFETY IN PRIMARY CARE

Azhar Ali
 Head of Middle East & Asia Pacific, Institute for Healthcare Improvement (IHI), USA
Shunzo Koizumi
 Professor Emeritus, Saga University, Board Member of Japanese Society for Quality and Safety in Healthcare (JSQSH), Editor-in-Chief of Japanese Journal of Quality and Safety in Healthcare
Ee Ming Khoo
 Department of Primary Care Medicine, Faculty of Medicine, University of Malaya

A2: THE MALAYSIAN HEALTHCARE QUALITY JOURNEY

Dato' Dr Hj. Azman Abu Bakar
 Consultant Public Health Physician, Director of Medical Development Division, Ministry of Health, Malaysia
Tan Sri Siti Sa'diah Sheikh Bakir
 President of Malaysian Society for Quality in Healthcare (MSQH), Director, KPJ Healthcare Berhad, Malaysia
Nor'Aishah Abu Bakar
 Senior Public Health Physician, Head of Patient Safety Programme, Medical Care Quality Section, Medical Development Division, Ministry of Health, Malaysia

A3: IMPROVING INTENSIVE CARE CAPACITY SAFELY

Kit Cheng Ting
 Advanced Practice Nurse (Acute Care), National University Hospital, Singapore
Sumesh Thomas
 Associate Clinical Professor & Neonatologist, University of Calgary, Canada

A4: SESSION TO BE ANNOUNCED SHORTLY

A5: INTRODUCTION TO MEASUREMENT AND DATA

Robert C. Lloyd
 Vice President, Institute for Healthcare Improvement (IHI), USA

Lunch (extended for Friday prayer)

TECHNOLOGY RAPID FIRE PRESENTATIONS
 In this session we will share a number of rapid fire presentations on how innovations in technology can be used to improve healthcare.

B1: INNOVATIONS FOR INTEGRATED CARE IN MIXED PUBLIC-PRIVATE HEALTHCARE FINANCING AND PROVIDER SYSTEMS

Yeoh Eng Kiong
 Professor of Public Health, Director, JC School of Public Health and Primary Care, Head, Division of Health System, Policy and Management, Faculty of Medicine, The Chinese University of Hong Kong

B2: HOW TO BUILD A HIGH-PERFORMING, HIGH-ENERGY TEAM

Helen Bevan
 Chief Transformation Officer, NHS Horizons, England

B3: YOU CAN'T CHANGE WHAT YOU DON'T KNOW

Rebecca Nogajski
 Doctor (consultant) Paediatric Emergency Staff Specialist, Director of Advanced Training – The Children's Hospital at Westmead, Sydney, Australia
Bhupendra Kumar Rana
 Chief Executive Officer In-Charge, National Accreditation Board for Hospitals and Health Care Providers (NABH), India

B4: DIGITAL PATIENT SUPPORT STRATEGIES: TOOLS FOR SUCCESS IN IMPROVING QUALITY OUTCOMES

Hao Lu
 Pharmacy Manager, Qingdao United Family Hospital, China
Shaista Meghani
 Nurse Specialist, The Aga Khan University Hospital, Karachi, Pakistan

B5: SESSION TO BE ANNOUNCED SHORTLY

Refreshments

C1: SENIOR ALERT RISK ASSESSMENT

Göran Henriks
 Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council, Sweden

C2: CARING FOR THE 'THIRD WORKFORCE': DEVELOPING RESILIENCE AND WELLBEING WITH CARERS

Dee Gray
 Director of Grays and Visiting Research, Fellow at John Moores University Liverpool, UK

C3: LESSONS FROM SENTINEL EVENTS - IDENTIFYING AND RESOLVING RISKS AT A SYSTEM LEVEL

Paul Chang
 Vice President, Accreditation, Standards and Measurement Joint Commission International (JCI), Singapore
Claudia Jorgenson
 Director, Standards Development, Interpretation, and Clinical Operations, Joint Commission International (JCI), Singapore

C4: CLINICAL GOVERNANCE IN AN EMERGENCY TELEHEALTH SERVICE – LESSONS LEARNED AFTER 35,000 CONSULTATIONS

Andrew Jamieson
 Clinical Lead, Telehealth, Western Australia Country Health Service, Australia

C5: SESSION TO BE ANNOUNCED SHORTLY

Movement break

Keynote 2: SESSION TO BE ANNOUNCED SHORTLY


Streams for 2017:

- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family Centred Care

Conference Programme

Saturday | 26 August 2017

9:00
9:30
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17:00



Keynote 3:
IMPROVING QUALITY AS A STRATEGY IN THE NEW ERA OF CARE
Donald M. Berwick MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services, USA

Refreshments

D1: WHAT IS A GOOD DEATH?

Lui Siu Fai
Clinical Professional Consultant, Division of Health System, Policy and Management, The Jockey Club, School of Public Health and Primary Care, The Chinese University of Hong Kong, HKSAR, Hong Kong

D2: QUALITY ACROSS THE POPULATION: TARGETTING ETHNICALLY DIVERSE POPULATIONS

Maria Poynter
Public Health Medicine Specialist, Health Quality & Safety Commission, New Zealand
Katherine Gottlieb
President/CEO, Southcentral Foundation, USA

D3: ARE WE REALLY PATIENT CENTRED?

Christine Walsh
Director, Partners in Care, Health Quality and Safety Commission, Wellington, New Zealand
Ankur Sharma
Lecturer, Manav Rachna Dental College, Faridabad, India

D4: STAFF WELL-BEING TRANSLATES TO SAFER CARE

Alvin Chang
Senior Consultant, Department of Neonatology, KK Women's and Children's Hospital, Singapore
Shereen Suet Ping Tang
Anaesthesiologist and Lecturer, Universiti Kebangsaan Malaysia Medical Centre (JKMMC), Kuala Lumpur, Malaysia

D5: HOW TO ACHIEVE COUNTRY WIDE TRANSFORMATION OF CARE

Göran Henriks
Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council, Sweden
Jason Leitch
National Clinical Director, The Scottish Government; Scotland
Hwei Yee Tai
Group Chief Quality Officer, National Healthcare Group, Singapore

Lunch

E1: SMART HEALTHCARE DELIVERY SYSTEM: TAIWAN EXPERIENCES

Pa-Chun Wang
CEO, Joint Commission of Taiwan
Marc Hsu
Director Medical Information Division, Ministry of Health and Welfare, Taiwan
Wui-Chiang Lee
Chief, Department of Medical Affairs and Planning, Taipei Veterans General Hospital, Taiwan

E2: FROM THE ASHES OF DISASTER – BUILDING SAFER HEALTH SYSTEMS

Kadar Marikar
Chief Executive Officer, Malaysian Society for Quality in Health, Malaysia
Euan Wallace
Inaugural Chief Executive Officer, Safer Care Victoria, the Office for Safety & Quality Improvement, Australia

E3: SESSION TO BE ANNOUNCED SHORTLY

E4: VALUE APPLICATIONS IN HEALTHCARE

Yasuharu Tokuda
Consultant, JCHO Hospitals, Tokyo; Adjunct Professor of Medicine, University of Tsukuba, Ibaraki, Japan
Paul St George
Vice President Finance and Chief Financial Officer, Health Sciences North, Ontario, Canada
Debbie Barnard
Vice President Process Improvement, Quality and Patient Safety, Health Sciences North, Ontario, Canada

E5: RESTORING JOY IN WORK AND PREVENTING BURNOUT: A FRAMEWORK FOR JOY

Jessica Perlo
Network Director, IHI Open School, USA
Derek Feeley
President and CEO, Institute for Healthcare Improvement (IHI), USA
Chien Earn Lee
Co-Chair of the Programme Advisory Committee & Chief Executive Officer, Changi General Hospital, Singapore

Refreshments

F1: TREATING THE PATIENT RATHER THAN THE ILLNESS

Manvir Jesudasan
Patient Advocate, Patient for Patient Safety, Malaysia

F2: MEDICATION SAFETY

Frank Federico
Vice President and Senior Patient Safety Expert, Institute for Healthcare Improvement (IHI), USA

F3: HIP FRACTURE CARE REDESIGN IN BRITISH COLUMBIA: 3-YEAR FOLLOW-UP

Boris Sobolev
Professor, School of Population and Public Health, The University of British Columbia, Canada

F4: SESSION TO BE ANNOUNCED SHORTLY

F5 : SESSION TO BE ANNOUNCED SHORTLY

Movement break



Keynote 4:
Dr William Tan
Neuroscientist, Medical Doctor, World Record Holder and Paralympian, Singapore

Streams for 2017:

Quality, Cost, Value

Population and Public Health

Building Capability and Leadership

Safety

Person and Family Centred Care

Partner Organisations

Acknowledgements

International Forum is proud to work with our supporters to develop and present Kuala Lumpur 2017, our third annual event in the Asia Pacific region.

Our Partner Organisations ensure that the programme is relevant, engaging and timely.

Through their networks and influence they help to bring together a broad range of attendees in the region. We are thankful of their generous support.

Strategic Partner:



We would also like to acknowledge and thank our Kuala Lumpur Experience Day hosts for sharing their time and knowledge with us and especially with our delegates: Klang General Hospital, Sunway Medical Centre, Cheras Rehabilitation Hospital and National Heart Institute of Malaysia.

Supporting Organisations:





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Join us in
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