



Quality Improvement Leaders Programme

Wednesday 29 April 2020

Bella Centre, Copenhagen

Aims for the programme

The Quality Improvement Leaders programme is a unique opportunity to meet with senior leaders from across different countries and healthcare systems. The programme will showcase inspirational content as well as stimulating discussions about the challenges and opportunities in improving healthcare at an organisational and national level.

This year's theme is breaking down barriers, and we'll be considering how we can use our individual leadership positions to better integrate our organisations with the population and environment they serve. It's also an opportunity to learn how to motivate staff and collaborators by actively focus on the higher purpose of our work

11.00 - 11.10	Welcome and introductions
11.10 – 12.00	<p>Keynotes: Breaking down barriers - Leadership for the future</p> <p><i>Citizens First - the Why and How. Ambassador for Public Leadership in Denmark</i> Dorthe Crüger, former CEO of Lillebaelt Hospital and former Chairman of the Danish Cancer Society. Ambassador for Public Leadership in Denmark 2019/20; Denmark</p> <p><i>6 principles for cross-sectoral leadership – and some dilemmas</i> Inge Kristensen, CEO, Danish Society for Patient Safety; Denmark</p> <p><i>How a shared vision helps us break down barriers between sectors</i> Annemarie Zacho-Broe, CEO of the Municipality of Fredericia; Denmark</p>
12:00 - 12:30	Workshop: What are the challenges and opportunities for breaking down barriers in leadership?
12.30 – 13.00	<p>Workshop: Motivation and personal leadership</p> <p><i>The personal story of a journey towards excellence in engaging service users and the community</i></p> <p>Amar Shah, Chief Quality Officer, East London NHS Foundation Trust (ELFT), England</p>
1300 - 1330	Lunch
1330 - 1500	<p>Workshop: Motivation and personal leadership (continued)</p> <p><i>Make your own personal leadership declaration. Why am I a leader, what would I like us to achieve, how do I work and what is important for me?</i></p> <p>Lotte Bøgh Andersen, Professor in Public Management and Leadership, Department of Political Science, Aarhus University; Denmark</p>

Programme subject to change



Speaker biographies



Annemarie Zacho-Broe, CEO of the Municipality of Fredericia; Denmark

Annemarie Zacho-Broe has been CEO of the Municipality of Fredericia since 2018. From 2017-2018 she was Director of Welfare in the Municipality of Fredericia. Annemarie graduated in Political Science and Government in 2007. She started her career in the Municipality of Aarhus in 2007, where she from 2014 – 2017 was Head of the Health Department. Since November 2019, Annemarie has been a board member of DJØF (DJØF is a professional organization representing members who study og work within the areas of law, economics, strategy, management, politics, administrations, etc.). She has also previously taken an active role in The National Council for Volunteering. The purpose of the Council is to contribute to the public debate on the voluntary sector's role in the future development of the welfare society, including the sector's cooperation with the public and private sectors.



Lotte Bøgh Andersen, Professor in Public Management and Leadership, Department of Political Science, Aarhus University; Denmark

Lotte Bøgh Andersen is professor in Public Management and Leadership at Department of Political Science, Aarhus University, Denmark. She is director of Crown Prince Frederik Center for Public Leadership. Her research interests include leadership and performance in public and private organizations, employee motivation and leadership development. She has been member of several national commissions and often contributes to practical leadership development in municipalities, hospitals and other public organizations.



Amar Shah, Chief Quality Officer, East London NHS Foundation Trust (ELFT); England

Dr Amar Shah is Chief Quality Officer at East London NHS Foundation Trust (ELFT). He leads at executive and Board level on quality, strategy, planning and performance at ELFT. He is the national improvement lead for the mental health safety improvement programme, commissioned by NHS Improvement, and the QI lead for the Royal College of Psychiatrists. He is an improvement advisor and a faculty member for the Institute for Healthcare Improvement, teaching and guiding improvers and healthcare systems across the world.



	<p>Dorthe Cruger is a medical doctor and has a PhD from Århus University. She is a trained clinical geneticist with a special interest in cancer genetics. She holds a masters degree in Health Management. She has more than 15 years of clinical and executive leadership experiences from hospital organisations and was the chairman of the Danish Cancer Society from 2015-2018. She was awarded the title “leader of the year” in Denmark in 2015 for the success of transforming Lillebaelt Hospital into the “Patients Hospital” and she was a member of the Danish government’s appointed committee on public leadership i 2017-2018. In 2019 she was appointed as ambassador for public leadership by the government, the health regions organisations and the Danish Municipalities Organisation in order to promote and inspire good public leadership based on a shared vision on citizens first. Dr Cruger has a strong interest in safety and improvement work and has worked together with the Danish Society for Patient Safety and IHI on the Danish Patient Safe Hospitals initiative and with the Virginia Mason Institute on implementing lean based improvement methods in Lillebaelt Hospital.</p>
	<p>Inge Kristensen is the CEO of the Danish Society for Patient Safety. Inge is a long-standing manager with experience from the social and health sector and research institutions in the municipal, regional and state sector. Inge has worked as a consultant, has been Head of the Social Services and Health Care in a municipality and before that the head of Development and Quality in a hospital region. Inge has achieved significant results with the establishment and implementation of innovative cross-sectoral cooperation in the health field and in complex projects within quality development - which both save money and increase quality. A wide and deep knowledge of many sector areas enables Inge to navigate, collaborate and create sustainable solutions that use inspiration from Denmark and abroad. Inge works with the development of Danish Society for Patient Safety roles as a catalyst and integrator in the health care system, and where professionalism and strategy must be connected. Constant improvements have been a red thread through Inge’s working life, along with a focus on the user / patient perspective.</p>

How to apply

If you’d like to join in this exciting new programme, please complete our short application form to tell us a bit more about yourself and what you’d bring to the conversation:

Apply online here: <https://forms.gle/XcuQPYUirvRJREtG8>

Closing date: **Friday 20 March 2020**

Please note, you must have a valid registration for the International Forum to attend. Applications are subject to review, and the results will be shared by 28 February.