



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

Melbourne Convention  
and Exhibition Centre

10-12 September 2018

**Programme Brochure**

**Connect. Co-Create. Communicate.**



[internationalforum.bmj.com/melbourne](http://internationalforum.bmj.com/melbourne)

 Institute for  
Healthcare  
Improvement

**BMJ**

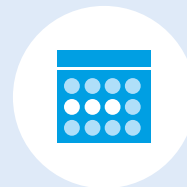
# Welcome

The International Forum on Quality and Safety in Healthcare has spent 23 years supporting and energising the movement for health and healthcare improvement by presenting the best of new thinking from around the world.

In September 2018 the International Forum will journey to Melbourne, Australia, and bring together healthcare professionals in the region who share a concern and a passion for improving quality and safety in healthcare.

**Our 2018 theme is**  
**Connect. Co-Create. Communicate.**

Across the programme we will be looking at how supporting connections between patients, frontline staff and management leads to a culture of collaboration where everyone in a workforce is empowered to make a difference. We will also explore how through the use of effective communication, ideas can be translated into global improvements in patient care.



**3** days  
of innovation



**35+**  
countries



**50+** international  
speakers



**1,000+**  
attendees



Evening  
networking



**300+** poster  
presenters





## Why attend?

Three days packed with insight, inspiration and networking opportunities.

The International Forum is jointly organised by the Institute for Healthcare Improvement (IHI) and BMJ. The ambition of both organisations is to improve healthcare and outcomes for patients and communities. Don't miss the chance to be part of this dynamic gathering of healthcare improvers from around the world.

- Learn how to achieve organisational and cultural transformation from industry leaders
- Share experiences with like-minded colleagues from across the world to get a different perspective on the challenges and opportunities facing your organisation
- Take home practical tips and innovations to make a real difference to patient care
- Discuss key global concerns in quality improvement and work on creating solutions
- Embrace fresh ideas
- Accelerate progress in patient care
- Recognise individual accomplishments
- Discover new pioneers and leaders
- Build human global networks

"The best experience I've had at any conference I've attended. I learned so much that I was able to take back to my workplace"

Save with  
our Early Bird  
rates  
(valid until 9 July 2018)



### Book your place online

With our special fees for groups of five and more, you and your colleagues can make even more savings when booking as a group. You can book to attend three days (pre-day plus two-day main conference) or two days only (two-day main conference). Discounts are available for students and teachers and there are also special rates for low income countries.

To book online visit:  
[internationalforum.bmj.com/melbourne/fees](http://internationalforum.bmj.com/melbourne/fees)

# Programme Overview

In Melbourne will be looking at how supporting connections between patients, frontline staff and management leads to a culture of collaboration where everyone in a workforce is empowered to make a difference. The programme will explore the use of effective communication and ideas, and how these can be translated into global improvements in patient care.



## Monday | 10 September 2018

During our popular pre-day, we offer a range of special half-day and full-day interactive activities and workshops, including:

- A choice of Experience Days (excursions)
- A choice of courses

**Read more about the range of Monday activities on page 8-9 or visit:**

[internationalforum.bmj.com/melbourne/view-programme](http://internationalforum.bmj.com/melbourne/view-programme)

## Tuesday and Wednesday | 11-12 September 2018

The two-day main conference features four keynote presentations and over 50 international speakers delivering more than 40 sessions divided across 5 streams. There will also be a full Exhibition Hall, poster displays, breakfast and lunchtime sessions and many opportunities for networking, including a new evening networking event.

**See the full programme on pages 10-13 or visit:**

[internationalforum.bmj.com/melbourne/view-programme](http://internationalforum.bmj.com/melbourne/view-programme)



## Evening Networking

Our evening social event gives you the opportunity to unwind with colleagues and make new connections while learning through a range of activities including informal presentations, games, quality improvement activities and more.



## Poster displays

In Melbourne we will have over 300 posters showcasing improvement projects from around the world. The poster displays provide an opportunity for teams to share and discuss their improvement strategies and achievements. Grouped into topic areas, presenters will be on hand to speak about their experiences, offer tips and inspire improvement work back at your organisation.

**Call for Posters open**  
Submit by  
25 April



## Key learning points

There are plenty of interactive learning opportunities and space to discuss pressing issues at the International Forum. We expect that every delegate will take something different out of their experience, but some of the key questions that we will be asking this year are:

- How can we meaningfully co-produce services with patients/consumers?
- How can we improve access to services for populations living in remote areas?
- How can we best support staff to deliver highest quality care in a pressured environment?
- What does it take to create large scale system transformation in an organisation?
- What can we learn from other industries that would help us improve patient safety?



## Programme highlights include

- Skills based training workshops with internationally renowned experts in quality improvement
- Keynotes from influential figures in the quality improvement landscape as well as perspectives from other industries
- Over 40 sessions with presenters from across the world
- More than 50 international speakers

### NEW

#### New for 2018:

- 30 minute morning energiser sessions - These early morning sessions give you the opportunity to get hands on and learn about exciting new developments ahead of the day.
- Three minute thesis competition - Hear about cutting edge and exciting new developments from our student presenters.

## Key Speakers

At the International Forum, we have built up a strong reputation for bringing together the leading quality improvement experts from across the globe. The International Forum in Melbourne promises to see an impressive lineup of stellar speakers, including must-hear keynote and featured speakers.

**More keynotes to be announced.**



**Donald M. Berwick**

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



**Derek Feeley**

CEO, President, IHI; USA



**Gary Kaplan**

Chairman and CEO, Virginia Mason Health System; USA



# Conference Pre-Day Programme

## 10 September 2018

### Half day and full day interactive sessions

#### 09:00-17:00

**M1** Session yet to be announced

#### 09:30-12:30

**M2** Session yet to be announced

**M3** Engaged physicians transform care

#### 13:30-16:30

**M4** Creating exceptional experience

**M3** Hospital-wide patient flow: right care, right place, right time

### Off-site experience days 09:00-17:00

**X1** **Experience Day 1:**  
Achieving performance excellence (Eastern Health)

The Eastern Health Experience Day will provide delegates with hands on experience in building a culture of Performance Excellence through daily management systems, improvement and innovation and a focus on managing clinical risk at the front line. The day will include an introduction to Eastern Health and Performance Excellence and immersion in our Daily Operating System from Ward to Executive. Delegates will leave with an understanding of how to embed clinical governance and performance improvement and innovation at the front line through ward based learning.

**X2** **Experience Day 2:**  
Creating safety culture through engaged teams and consumers (Melbourne Health)

Melbourne Health is one of Australia's leading public healthcare providers. Our Experience day will provide delegates with an insight into Melbourne Health's Cultural Transformation Program, provide an opportunity to explore the world-class research and cancer services at Peter Mac, and showcase areas of innovation and high performance achieved through teamwork and consumer engagement. True to our vision to be 'First in Care, Research and Learning' Melbourne Health has achieved significant success in creating a safety culture through collaboration with engaged teams and consumers. Your visit to Melbourne Health will give you the opportunity to observe a number of exemplar clinical areas, meet frontline clinicians and hear in greater detail key innovations that have been implemented across the organisation and at Peter MacCallum Cancer Centre.

### Streams for 2018

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

- X3 Experience Day 3:**  
Delivering great patient-centered care in a children's hospital (The Royal Children's Hospital)

The Royal Children's hospital is one of Australia's biggest and busiest paediatric hospitals. The new Royal Children's Hospital opened in 2011, and has been purpose built for children and the way we care for them today and into the future. Inspired by the quality of light, the textures and forms of its parkland setting, the new RCH delivers a patient and family focused healing environment based on the latest evidence and research-based design principles. During your experience day visit to the Royal Children's hospital you will meet with frontline staff to hear about the different innovations they are pioneering, from data and digital advances to patient engagement and giving a voice to consumers.this programme.

- X4 Experience Day 4:**  
Session details yet to be announced

- X5 Experience Day 5**  
Session details yet to be announced

- X6 Experience Day 6:**  
Primary Care

In this interactive experience day delegates will get the opportunity to choose from a range of different primary care organisations to visit, from outstanding practices, to primary health networks and academic teaching departments for general practice. In the afternoon there will be a reflection session to share knowledge from each of the visits and consider how delegates can apply learning into their own practice or local health system.

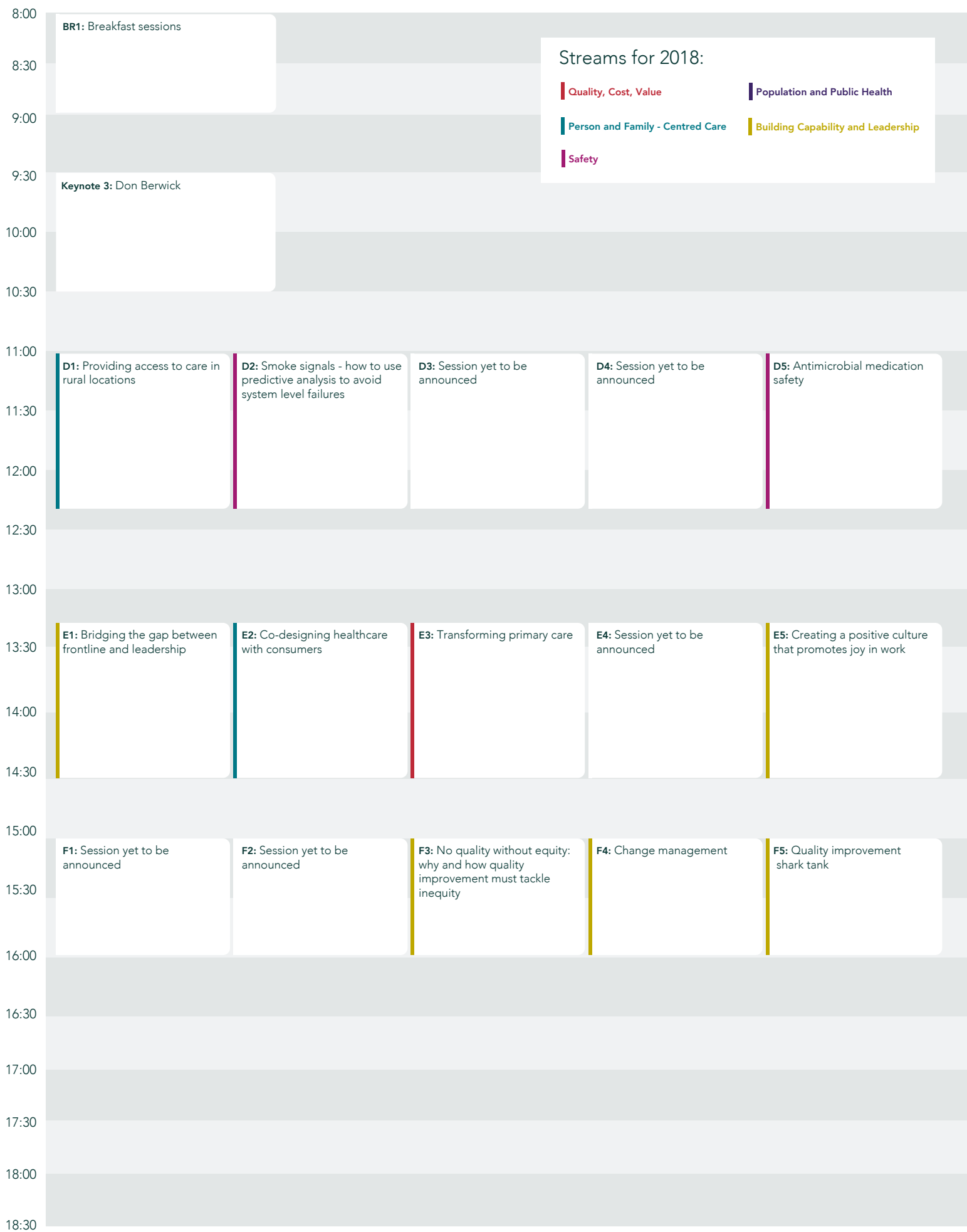


# Conference Programme

## Tuesday | 11 September 2018

8:00	EN1: A practical guide to patient story telling				
8:30					
9:00					
9:30	Keynote 1: How to move from fixed to growth mindset				
10:00					
10:30					
11:00	A1: Meeting the challenge of implementation: the psychology of quality improvement	A2: How to measure and improve patient comfort	A3: Session yet to be announced	A4: Creating large scale system transformation	A5: Session yet to be announced
11:30					
12:00					
12:30					
13:00					
13:30	B1: Managing conflict and creating a just culture	B2: Effective shared decision making	B3: Improving the health of the population - two national approaches	B4: Value based healthcare	B5: Transforming residential based care
14:00					
14:30					
15:00	C1: System-wide transformation to ensure timely patient flow and patient safety in hospitals	C2: Session yet to be announced	C3: How can creative arts make us reflect on our communication in hospitals?	C4: Beyond RCA; investigating serious healthcare failures using approaches adapted from other industries	C5: Session yet to be announced
15:30					
16:00					
16:30	Keynote 2: Derek Feeley and Gary Kaplan				
17:00					
17:30	S1: Three Minute Thesis Competition				
18:00					
18:30					

# Wednesday | 12 September 2018



# Registration

To register for the International Forum Melbourne 2018 please visit:  
[internationalforum.bmj.com/melbourne/fees](http://internationalforum.bmj.com/melbourne/fees)

Individual delegate fees	Days at the Forum	Early Bird Rate	Standard Rates (from 10 July 2018)
	Early Bird rates are available until 9 July 2018 save up to <b>US\$155 or A\$203</b>	Three days incl. a Pre-day course (Mon-Wed)	<b>A\$1,863 / US\$1,425</b>
2 days (Tues-Wed)		<b>A\$1,170 / US\$895</b>	<b>A\$1,373 / US\$1,050</b>

Group delegate fees	Group Size	Days at Forum	Early Bird Rate	Standard Group Rates (from 10 July 2018)*
	Save up to <b>15%</b> on individual delegate rates and accelerate the learning of your team	5-20 delegates (10% discount)	3 days (Mon-Wed)	<b>A\$1,746 / US\$1,336</b>
21-50 delegates (15% discount)		3 days (Mon-Wed)	<b>A\$1,687 / US\$1,291</b>	<b>A\$1,860 / US\$1,423</b>
5-20 delegates (10% discount)		2 days (Tues-Wed)	<b>A\$1,053 / US\$806</b>	<b>A\$1,235 / US\$945</b>
21-50 delegates (15% discount)		2 days (Tues-Wed)	<b>A\$995 / US\$761</b>	<b>A\$1,167 / US\$893</b>

\*Early Bird Group Rates are available until 9 July 2018 and are per delegate. Rates are available when individuals from the same organisation register at the same time. Discounts are available for 2 or 3 day packages only. All the above prices are subject to 10% GST.

## Bespoke packages

For groups of over 50 delegates, please contact Warren Lee, Product Manager to find out about bespoke pricing and additional benefits.

Email [wlee@bmj.com](mailto:wlee@bmj.com)

Telephone **+44 (0)20 7383 6864**

## Special discounts

The International Forum is pleased to offer a limited amount of special discounts for students and delegates from Lower Middle and Low Income countries.

For more information please visit:

[internationalforum.com/melbourne/fees](http://internationalforum.com/melbourne/fees)

For more information on registering please visit

[internationalforum.com/melbourne/fees](http://internationalforum.com/melbourne/fees) or contact us at [events@bmj.com](mailto:events@bmj.com).



# Sponsorship and Exhibition Opportunities

If your organisation would like to connect with global leaders in healthcare, this is your opportunity to engage with 1,000 of the most prominent figures driving healthcare improvement.

## Exhibition Space

Exhibiting gives you the perfect medium to speak to this hard to reach audience and build up your network of senior contacts and make the right connections for the future.

**3m x 3m  
Shell scheme**  
A\$8500  
US\$6500

**3m x 3m  
Space only**  
A\$7650  
US\$5900

“We had a great turnout - we believe that this conference is the premier conference around patient safety and quality”

Aloha McBride, EY

## Thought Leadership

Design and host your own speaking session from A\$21,000 / US\$16,200 (limited number available)

95%

of clients are happy with the quality of our audience

86%

of exhibitors made key connections that may lead to future sales

There are many ways for you to showcase your brand at this premier healthcare event.  
Branding opportunities / Exhibition space / Speaking sessions / Networking

For further information please contact:



**David Bell**  
Sponsorship/Exhibition Sales Manager

Tel: +44 (0) 207 383 6053

Email: [dbell@bmj.com](mailto:dbell@bmj.com)



**Andy Josephides**  
Event Sales Manager

Tel: +44 (0) 207 383 6612

Email: [ajosephides@bmj.com](mailto:ajosephides@bmj.com)

## Partner Organisations

### Acknowledgements

We are proud to work with our long-standing and new partners to develop and present the International Forum for the first time in Melbourne 2018, our third annual event in the Asia Pacific Region.

Our partner organisations bring a broad range of experiences from all areas of healthcare and ensuring that the programme is relevant and meets the learning needs of our delegates. We are thankful for their generous support.

We would also like to acknowledge and thank our Melbourne Experience Day Hosts for sharing their time and knowledge with us and especially with our delegates - Eastern Health, Melbourne Health and the Royal Children's Hospital.

### Strategic Partners:



## Supporting Organisations:



Interested in becoming a supporting partner?  
For further information please contact:

**Warren Lee**

**Tel:** +442073836864

**Email:** [wlee@bmj.com](mailto:wlee@bmj.com)



## International Forum on Quality and Safety in Healthcare

Inspiring innovation and improvement in healthcare since 1996.

[internationalforum.bmj.com](http://internationalforum.bmj.com)

### Upcoming events:

International Forum on Quality and Safety in Healthcare  
**27-29 March 2019 | Glasgow**

International Forum on Quality and Safety in Healthcare  
**18-20 September 2019 | Taipei**

### Follow us on Twitter:

 @QualityForum #Quality2018