



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

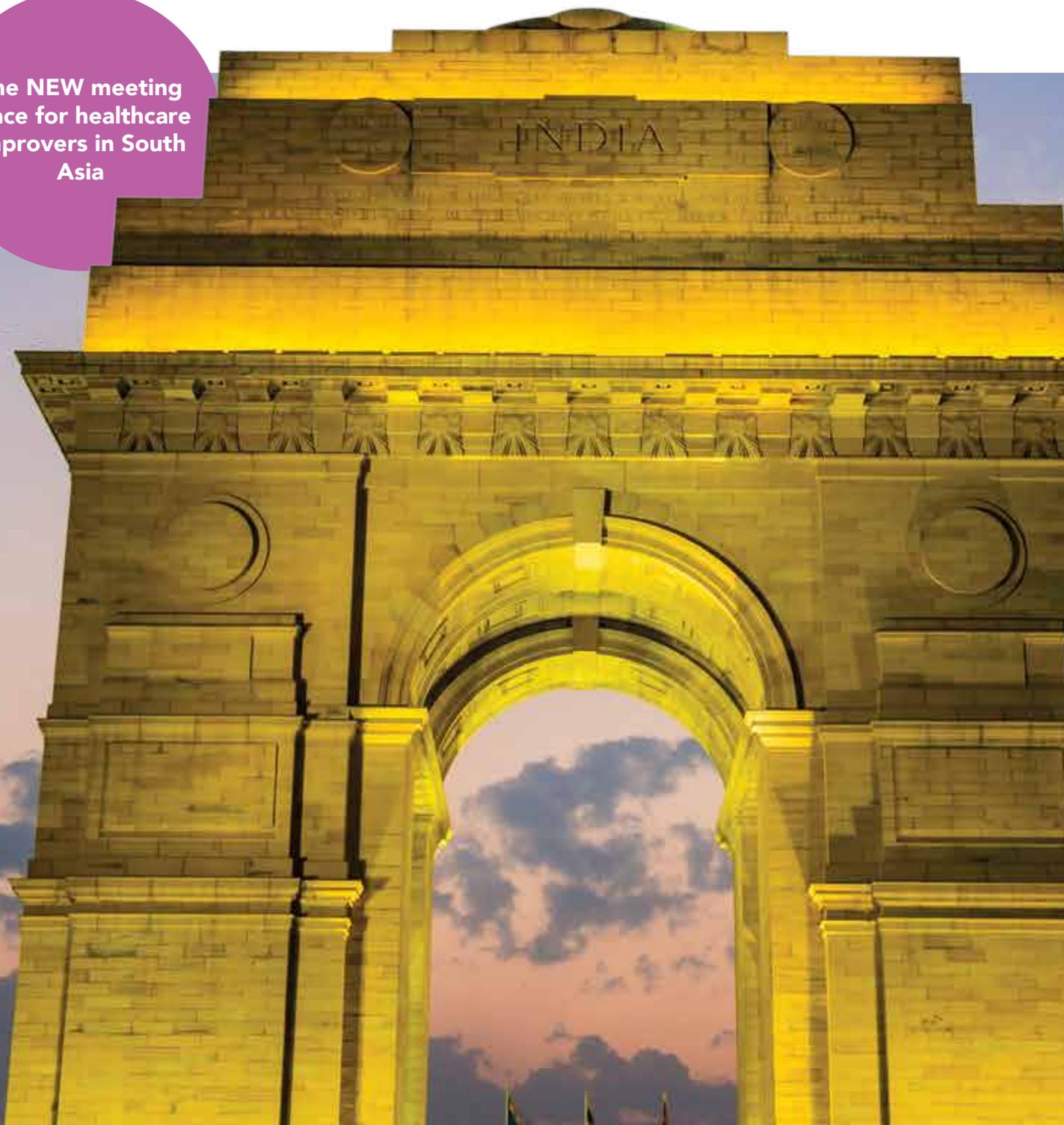
4-5 July 2020  
Pullman Aerocity New Delhi  
New Delhi, India

**Programme Brochure**

Headline sponsor:



The **NEW** meeting  
place for healthcare  
improvers in South  
Asia



[internationalforum.bmj.com/new-delhi](https://internationalforum.bmj.com/new-delhi)  
**@QualityForum #Quality2020**



# Welcome

In 2020 the International Forum on Quality and Safety in Healthcare celebrates 25 years of supporting and energising the movement for health and healthcare improvement by presenting the best of new thinking and work from around the world.

In July 2020, the Institute for Healthcare Improvement (IHI) and BMJ will bring their combined experience and expertise to New Delhi for a new two-day International Forum - a conference for healthcare professionals in South Asia who are passionate about improving outcomes for their patients and communities.

Featuring presenters from throughout India and across the globe, this exciting new International Forum is specifically designed to address the unique challenges faced by the healthcare community living and working in India and the wider South Asia region.

We will provide an inspirational setting to meet, learn and share knowledge in our common mission to improve the quality and safety of care across the world.



**2 days  
of innovation**



**25+ sessions**



**60+ Inspirational  
speakers**



**Exhibition and  
networking**



**Poster  
displays**

**We have created a programme that educates on the skills and tools to implement quality improvement in individual organisations. The programme includes educational lectures and interactive content, allowing for attendees to also discuss their work and to explore practical solutions to the challenges they face.**

We are looking forward to hearing from industry leaders, acknowledging pioneering work and continuing to build networks that cooperate for the improvement of healthcare and patient safety worldwide.

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

## Why attend?

The International Forum in New Delhi is designed for healthcare professionals and leaders who are concerned with improving healthcare practices and the quality of care in their organisations, and nationwide, for the purpose of improving outcomes for patients and communities.

The International Forum is a multidisciplinary event, open to all professions from both private and public healthcare, and levels of experience in quality improvement.

**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.**

**During two days in New Delhi you will:**

- Connect with like-minded colleagues from South Asia and beyond
- Translate your concerns into effective action
- Feel empowered to drive improvement
- Be inspired to act as a quality leader
- Enhance your professional knowledge and make a real difference to your organisation
- Recharge your batteries - get motivated to implement the ideas you have acquired
- Hear from industry leaders and learn from their experiences, ideas, solutions and vision
- Take home lessons for delivering high quality healthcare with limited resources
- Keep up-to-date with the latest innovations from the global healthcare community and embrace fresh ideas
- Discuss and share solutions to improve care for patients in your organisation



### **Book your place online**

[internationalforum.bmj.com/new-delhi/fees](https://internationalforum.bmj.com/new-delhi/fees)

You can book as an individual or as a group, and with our special discounts for groups, you and your colleagues can save up on your fees.

Students and Nurses discounts are also available.

**Early Bird registration is open until 13 May 2020.**

Book early to make the most of our individual and group discounts!

**Save with  
Early Bird rates**  
if you book before  
13 May 2020

## Who should attend

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Commitment to quality improvement creates a culture in which constant evaluation and innovation thrives. One of the principles of creating a culture in which continuous quality improvement flourishes is that it should involve staff at all levels.

'...the Forum is the go to place to find out what's new and what's working'



## Organisations that should attend

### **Public and private organisations in South Asia and beyond, such as:**

- Primary care practices and centres
- Hospitals
- Specialty care centres
- Multispeciality clinics
- Alternative healthcare clinics
- Community care centers
- Local, regional, state-based organisations
- Home health organisations
- Government agencies
- Academic practices/University hospitals



## Professionals that should attend

- Doctors/Physicians
- Nurses and nurse practitioners
- Medical assistants
- Primary and speciality care doctors/physicians
- Trainee doctors
- Consultants
- Care assistants and coordinators
- Healthcare administrators
- Medical directors
- Team managers/healthcare managers
- Quality improvement leaders, managers and advisers
- Chief Executives and other C-level executives
- Department leads e.g. Nursing Directors, Heads of Surgery, etc.
- Home healthcare providers
- Patients and patient advocates
- Students and faculty
- Pharmacists

# Programme Overview



The programme will showcase internationally recognised keynotes and will bring the best of international learning, high quality training and education in quality improvement to South Asia.



Our two-day programme includes over 25 sessions, each assigned a stream and a session style to help you tailor your learning.

**See the full programme on pages 8-9.**

## Conference Streams

**Safety** One of the biggest challenges facing the global quality movement is limiting the harm caused by medical error. Sessions in this stream will consider innovative ways to tackle this issue, considering how we prevent adverse events through advances in technology, process and human factors training.

**Quality, Cost, Value** More care is not always better; overtesting and overprescribing can lead to a worse outcome for the patient and an intolerable strain on the healthcare system. Sessions in this stream will consider how to improve efficiency of care by creating new models, process improvements or pathways that are focussed on what matters most to the patient.

**Person and Family-Centred Care** A core value of the quality improvement movement is moving from a place where healthcare is provided to the patient, to a collaborative space where patients have agency over the design, process and outcomes from their care. Sessions in this stream will consider how we keep the patient at the heart of healthcare and the value of co-designing projects with service users.

**Population and Public Health** The quality improvement movement recognises that to improve outcomes for a population we need to promote health as well as prevent illness, and ensure everyone has equal access to care. Sessions in this stream will look at innovative approaches to improving health outcomes on a national scale, as well as how new approaches can reach the most vulnerable people in our communities.

**Leadership and Culture for Change** To implement a new revolution in quality of care, organisations need to empower individuals at every level to be agents for change. Sessions in this stream will consider how we can disseminate learning and knowledge, build networks, optimise teams and scale up ideas from individual projects to national programmes.

**Building Capability through Improvement Methods** Any successful quality improvement strategy needs to be underpinned by a robust methodology and framework so that results can be measured, evaluated and shared. Sessions in this stream will demonstrate successful examples how we take these ideas through to successful implementation.

**Technology, Innovation and Data** New innovations in technology and data have the potential to transform the way we report, measure and deliver care to patients, but also carry implications for ethics and workforce. Sessions in this stream will demonstrate the potential of harnessing the power of technology and data to improve efficiency and deliver better outcomes for patients.

## Session Formats

### Keynote

Our keynote sessions will feature global figures in quality improvement and inspirational leaders from across South Asia who are tackling the key issues facing healthcare today.

### Interactive workshop

Interactive workshop sessions give you the opportunity to connect with other delegates and work together on practical exercises, led by our expert speakers. Expect to come away with new connections and tangible outcomes to implement in your organisation.

### Seminar

Seminar sessions will feature one or more short presentations from our expert speakers, demonstrating how they delivered a project, the challenges on the way and how the results can be replicated, with time for questions at the end. Expect to come away inspired and with practical advice you can use in your daily work.

### Rapid fire abstract presentations

Rapid fire sessions are a fast-paced format that will expose you to a number of exciting ideas on a theme. Speakers will be given between 3-5 mins each to present, with questions at the end. Expect to come away with a taster of a large number of projects, and a new perspective on what's possible.

### Panel

Panel sessions are an opportunity for our expert speakers to discuss a complex issue, with plenty of time for questions from the audience. Expect to come away with a new viewpoint, and inspiration to create change.

More speakers to be announced soon. See website for the most up to date information.

 @QualityForum #Quality2020

## Key Speakers



### Fiona Godlee

Editor in Chief, The BMJ; England



### Abha Mehndiratta

Director, Institute for Healthcare Improvement (IHI); India



### Azhar Ali

Executive Director and Head of Middle East/Asia Pacific, Institute for Healthcare Improvement (IHI); USA



### Göran Henriks

Chief Executive of Learning and Innovation, Qulturum; Sweden



### Jessica Behrhorst

Senior Director Patient Safety, Institute for Healthcare Improvement (IHI); USA



### Kamal Gulati

Consultant, All India Institute of Medical Sciences, New Delhi; India



### Kedar Mate

Chief Innovation and Education Officer, Institute for Healthcare Improvement (IHI); USA



### Pierre Barker

Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement (IHI); USA



### Sanjeev K Singh

Medical Superintendent, Amrita Institute (AIIMS); India

## Programme Advisory Committee

### Co-Chair

#### Göran Henriks

Chief Executive of Learning & Innovation, Jönköping County Council; Sweden

### Programme Planning Committee

#### Ajay Dogra

MD (Medicine), PGPM (IIM-Ahmedabad), General Manager- MSOG, Fortis Healthcare Limited

#### Sachin Gupta

Maternal and Child Health Advisor, Project Management Specialist, USAID (India)

#### Ashok Deorari

Professor & Head, Department of Pediatrics, Division of Neonatology, AIIMS (India)

#### Harish Nadkarni

Chief Executive Officer, National Accreditation Board for Hospitals & Healthcare Providers

#### Arvind Kumar

Project Management Specialist, USAID (India)

#### Arati Verma

Senior VP – Medical Quality, QAI / Max healthcare (India)

#### Preeti Kumar

Vice President, Public Health System Support, Public Health Foundation of India

#### Priyanka Singh

Medical Consultant, MOHFW (India)

#### Suneeta Krishnan

Country Lead, Measurement, Learning and Evaluation, Gates Foundation (India)

#### Girdhar Gyani

Director General, Association of Healthcare Providers (India)

#### Alex Thomas

President, Association of Healthcare Providers (India)

#### Oommen John

Senior Research Fellow, The George Institute for Global Health India & Secretary, Asia Pacific Association for Medical Informatics

#### Gaurav Loria

Group Chief, Quality & Head Administration Officer, Apollo Hospitals (India)

#### Pritindira Sachdeva

Lead-Apollo Quality Program and Special Initiatives, Apollo Hospitals (India)

#### Sanjeev K Singh

Medical Superintendent, Amrita Institute (AIIMS), India

#### Pompy Sridhar

Director, MSD for Mothers (India)

#### Debarshi Bhattacharya

Lead, State Health Systems, Gates Foundation, India

#### Dinesh Baswal

Joint Commissioner, Maternal Health, Ministry of Health & Family Welfare, Government of India

#### Hemant Shah

Chief of Party, Care India (India)

#### Aparna Sharma

Gynecologist, AIIMS (India)

#### Parijat Chandra

Professor of Ophthalmology Dr. R. P. Centre for Ophthalmic Sciences, All India Institute of Medical Sciences (AIIMS)

# Conference Programme

## Saturday | 4 July 2020

Streams for 2020

Building Capability through Improvement Methods

Quality, Cost, Value

Person and Family-Centred Care

Technology, Innovation and Data

Population and Public Health

Safety

Leadership and Culture for Change

🕒 09:00-09:30

Welcome and introductions

🕒 09:30-10:30

**Keynote 1:**  
Fiona Godlee



🕒 11:00-12:15

**A1 | Seminar**

Creating tomorrow today: a radical manifesto for leaders of health and care

**A2 | Interactive Workshop**

Back to basics: building essential quality improvement skills

**A3 | Panel**

Doing more with less - reducing costs in the public sector

**A4 | Rapid fire**

Abstract presentations: Safety

**A5**

Session sponsored by NuShift Technologies



🕒 13:15-14:30

**B1 | Seminar**

Preventing burnout and achieving joy in work

**B2 | Interactive Workshop**

Using data to improve patient safety

**B3 | Panel**

How can we deliver outstanding care for the older population?

**B4 | Rapid fire**

Abstract presentations: Quality, Cost, Value

🕒 15:00-16:00

**C1 | Panel**

The digital revolution

**C2 | Interactive Workshop**

Reducing errors and adverse events - successful practices to optimize Root Cause Analyses and Actions (RCA2)

**C3 | Panel**

Building improvement through accreditation

**C4 | Rapid fire**

Abstract presentations: Person and Family-Centered Care

🕒 16:15-16:45

**Keynote 2:**  
To be announced



# Conference Programme

## Sunday | 5 July 2020

### Streams for 2020

- Building Capability through Improvement Methods
- Quality, Cost, Value
- Person and Family-Centred Care
- Technology, Innovation and Data

- Population and Public Health
- Safety
- Leadership and Culture for Change

#### 🕒 08:00-09:00

##### BR1

Breakfast session hosted by IHI



##### BR2

Breakfast session hosted by BMJ



##### BR3

Breakfast session hosted by NuShift Technologies



#### 🕒 09:00-09:30

Welcome and introductions

#### 🕒 09:30-10:30



**Keynote 3:**  
To be announced

#### 🕒 11:00-12:15

##### D1 | Seminar

The social determinants of health: How can we improve quality in the community?

##### D2 | Interactive Workshop

The psychology of change: people-driven methods to unlock resistance & unleash QI

##### D3 | Panel

Optimising infection control

##### D4 | Rapid fire

Abstract presentations:  
Building Capability through Improvement Methods / Leadership and Culture for Change

#### 🕒 13:15-14:30

##### E1 | Seminar

Quality improvement for primary care

##### E2 | Interactive Workshop

Co-designing care with patients

##### E3 | Panel

Antimicrobial stewardship and medication safety

##### E4 | Rapid fire

Abstract presentations:  
Population and Public Health

#### 🕒 15:00-16:00

##### F1 | Seminar

Too much medicine - decreasing waste in the public sector

##### F2 | Interactive Workshop

Leading a culture of safety

##### F3 | Interactive Workshop

Improving maternal and child health

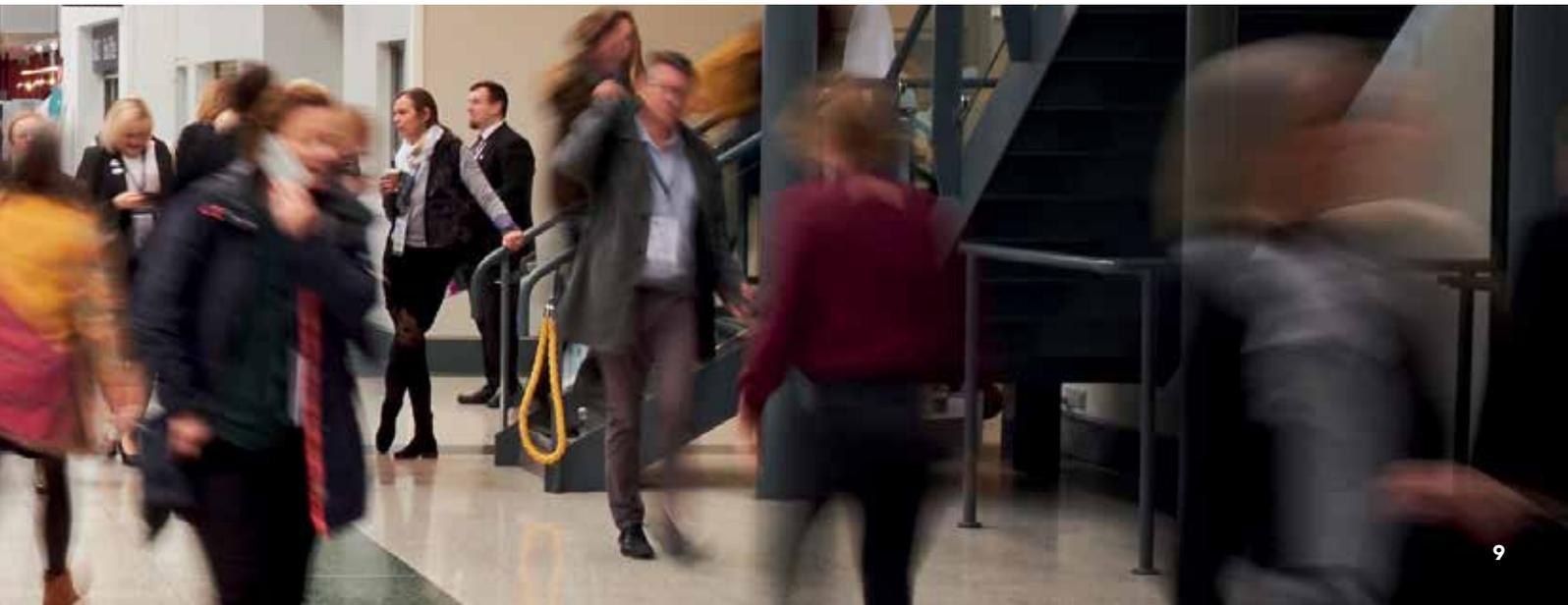
##### F4 | Rapid fire

Abstract presentations:  
Technology, Innovation and Data

#### 🕒 16:15-17:00



**Keynote 4:**  
To be announced



# Registration

To register for the International Forum New Delhi 2020, visit: [internationalforum.bmj.com/new-delhi/fees](http://internationalforum.bmj.com/new-delhi/fees)

<b>2 days</b> (Saturday - Sunday)	<b>Early Bird rate</b> (until 13 May 2020)	<b>Standard rate</b> (from 14 May 2020)
Individuals and groups of 2-49	INR 20536	INR 25670
Groups of 50-100 (10% discount)	INR 18482	INR 23103
Groups of 100-200 (20% discount)	INR 16428	INR 20536
Groups of 200-300 (30% discount)	INR 14375	INR 17969
Students and Nurses*	n/a	INR 7273

All the above prices are per delegate and are exclusive of Indian GST at 18%.

\*To apply for the discounted student and nurses rate, please email Molly Coogan at [mcoogan@bmj.com](mailto:mcoogan@bmj.com) with a copy of your student card which clearly displays the date of validity, or a letter from your institution to confirm that you are a nurse or a student. There is no Early Bird rate for students and nurses.

## Bespoke packages

For groups of over 50 delegates, please contact Molly Coogan on [mcoogan@bmj.com](mailto:mcoogan@bmj.com) who will be able to discuss our group packages with you and assist with your booking.

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

**For more information please visit:**  
[internationalforum.bmj.com/new-delhi/fees](http://internationalforum.bmj.com/new-delhi/fees)

"...I have to say that 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"

Medical Director, London  
(delegate at a previous International Forum)

## Interested in being a supporting partner?

Supporting partners receive preferential rates and benefits for bringing a group of delegates. As a supporting partner, you can advise on programme content and delivery to achieve the learning needs and objectives of your delegate group. You can also enhance the delegate experience with off-site hospital visits and experiences.

### As a supporting partner, you can:

- Align your brand with ours within an educational environment
- Educate clinicians within a topic(s) of your choice
- Improve patient outcomes by initiating quality improvement techniques
- Showcase your hospital environment and initiatives shown to increase patient safety



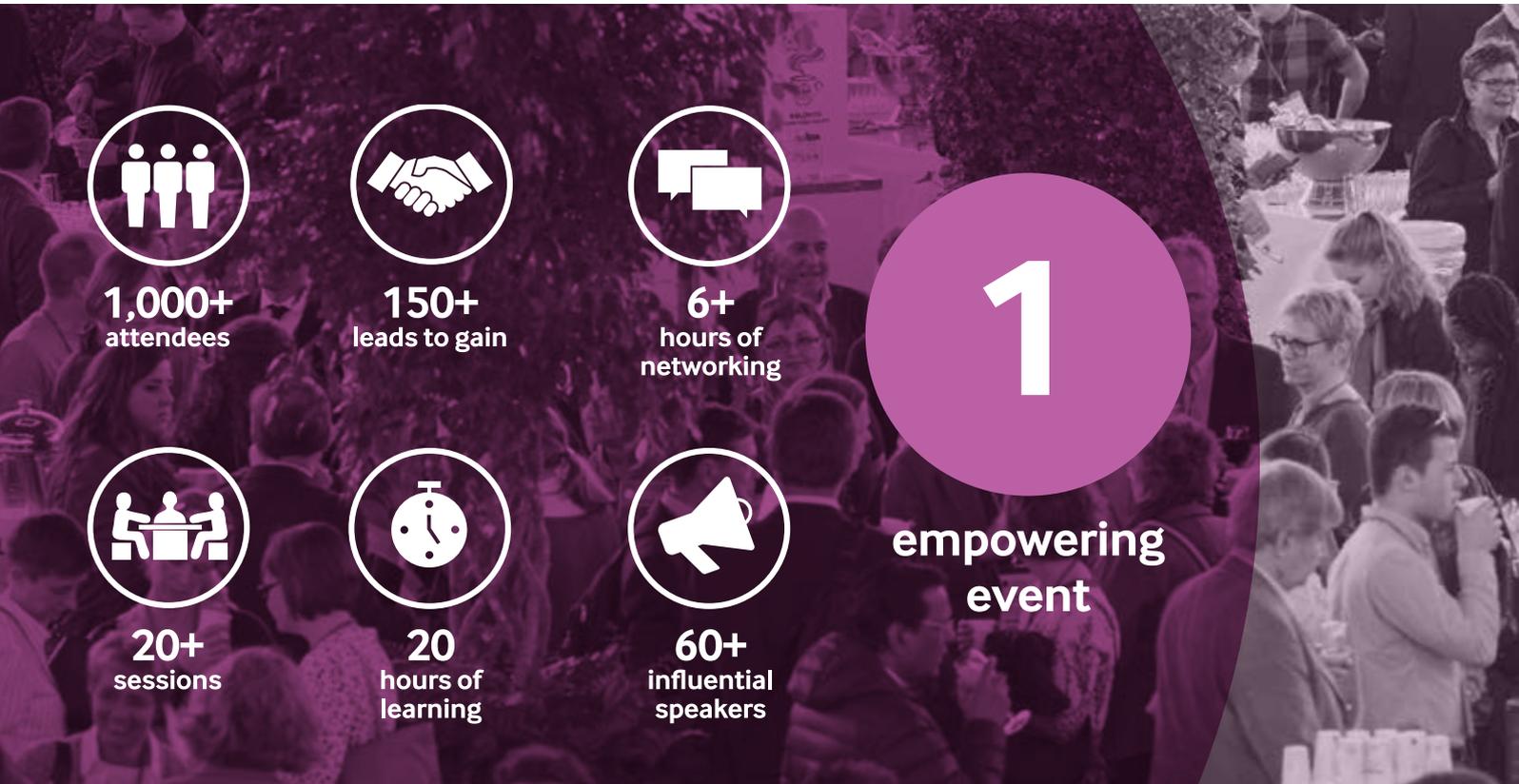
**Contact us to find out more about being a partner.**

**Dr Ashley McKimm**  
Director of Partnership Development

**T:** +44 (0)20 3655 5701

**E:** [amckimm@bmj.com](mailto:amckimm@bmj.com)

# Sponsorship and Exhibition Opportunities



**1**  
**empowering event**

-  **1,000+** attendees
-  **150+** leads to gain
-  **6+** hours of networking
-  **20+** sessions
-  **20** hours of learning
-  **60+** influential speakers

## Connect to 1,000 healthcare professionals at this new premium event

### At our International Forums:

- We are connecting you with the right audience - 100% of exhibitors are happy with the quality of attendees and over 80% of our audience is decision-makers
- We are giving you tangible ROI - 95% of exhibitors make key connections

### Opportunities include:

- Thought leadership - speaking sessions available
- Exhibition space - increase your connections
- Branding solutions - raise your profile

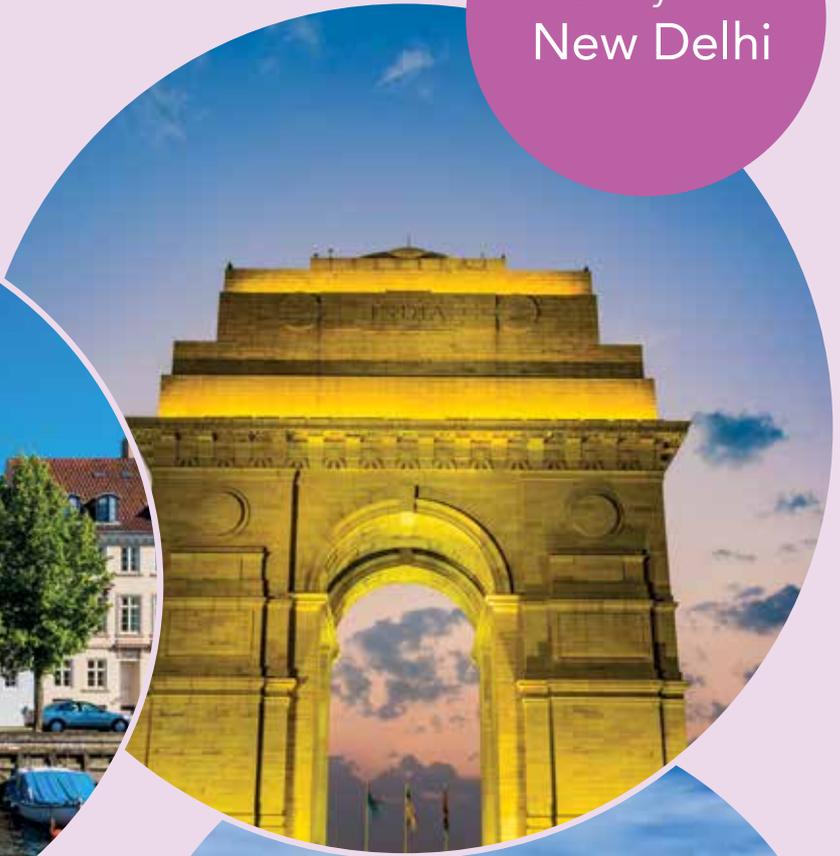
**Our priority is to provide sponsors and exhibitors with a successful return - our flexible packages can give you access to a qualified audience within healthcare.**

**Contact us to discuss your objectives and explore the solutions we can offer you.**



**Jessica Peacock**  
Head of Sponsorship  
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E: [jpeacock@bmj.com](mailto:jpeacock@bmj.com)

4-5 July 2020  
New Delhi



28-30 April 2020  
Copenhagen



30 September-  
2 October 2020  
Sydney

## Upcoming events

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

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