Event Guide
Transforming Quality for Tomorrow

Issue highlights
Wellbeing activities
Evening Reception
Q&A with keynote speakers
Our exhibitors
550 ePosters
Dear esteemed delegates,

On behalf of the Joint Commission of Taiwan (JCT), the Institute for Healthcare Improvement (IHI) and BMJ, I wish you a very warm welcome to the 2019 International Forum on Quality and Safety in Healthcare in Taipei. Our healthcare community is honored and excited to meet you.

Taiwan is a magical island full of wonders. In the past few decades, we have achieved remarkable success in economy, democracy, and healthcare despite the tense geopolitical landscape. We were fortunate to have received help from inspired experts and scholars such as yourselves, and for that we are sincerely grateful.

Taiwan is a country that enjoys high standards of healthcare, and much of our success stems from rigorous medical education and appropriate public health policies - our government prioritises patient safety and healthcare quality. During this conference, you will be able to witness first hand the benefits of our comprehensive healthcare system and outstanding healthcare quality institutions.

However, population healthcare needs are ever-shifting. Just like many other countries in Asia, Taiwan is confronted with a changing population structure and transitional justice. Currently, improving the care of vulnerable populations and building resilience among healthcare workers are important healthcare issues we need to tackle. As we face the challenges of a shrinking and aging population, we need to reevaluate ways to integrate existing healthcare resources.

Over the next few days, I am confident that we’ll have plenty of opportunities to learn from each other.

In preparation for this Forum, the JCT, IHI, and BMJ have worked hard for over a year. We would like to thank the Ministry of Health and Welfare, President Chii-Jeng Lin and the JCT board, the strategic advisory committee, and other government agencies for their support.

Of course, we’d also like to thank you for joining us this year! We look forward to hearing about your experiences in healthcare quality and safety.

Finally, we encourage you to explore Taiwan’s vibrant and diverse cultural history, delicious cuisine, magnificent landscapes, and other recreational resources. Enjoy your visit - I am sure that you’ll have an unforgettable experience!

Welcome to Taipei

Prof. Pa-Chun Wang
Chairman of the Taipei 2019 Programme Advisory Committee
CEG, Joint Commission of Taiwan
Taipei experience days
Our popular experience days are a chance to visit world leading organisations and learn first hand from front line staff about how they deliver exceptional care.
This year we visit a range of institutions - from large comprehensive healthcare providers to other industries such as high-speed rail and aviation. Some topics that will be explored are the innovative application of technology, new methods of preventing adverse events, and the promotion of patient safety.
See page 12

Co-created with patients
Patients have been involved in the heart of designing and planning the programme, and we are delighted to welcome a number of patient advocates here in Taipei. You can find them in our sessions exploring the patient perspective and discussing how co-creation and co-design can make our services more efficient and ensure that patients receive the best possible care.

Welcome for new delegates
New to the International Forum? Come along to our meet up on Thursday morning to connect with other first time attendees and find out a little more about what to expect over the next two days.
See pages 14-15

A Witness of Taiwan’s Medical History
This year’s theme is Transforming Quality for Tomorrow but it is also important to learn from the past and appreciate how far we have come. Join our opening keynote at 17:15 on Wednesday to hear more about Taiwan’s incredible medical journey following the Second World War.
See pages 8 & 12

International Science and Research Symposium
This half day programme provides a unique platform for researchers and key scientific stakeholders to unite in the advancement of improvement science in healthcare. The programme is presented by leaders in the field, and will be attended by delegates of all levels of experience.
See page 12

ePoster stage
Get inspired by listening to the vast array of quality improvement projects on show among our ePosters. Hear from and meet the presenters on our ePoster stage in the Exhibition Hall on Thursday and Friday.
See page 22

Tweets and ePoster sessions
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See pages 8 & 12
The International Forum app

Thank you to our partners who have helped us to develop and present Taipei 2019.

Our Strategic Partner and Supporting Partners have provided their insight and energy to produce an exciting programme, sharing the best of healthcare with us. We would also like to acknowledge and thank our Experience Day hosts for sharing their time and knowledge with us and especially with our delegates.

We have also received tremendous support from our international Supporting Partners who have been instrumental in engaging colleagues in their wide ranging networks - thank you.

We are appreciative of our partners and thankful for their generous support.

Strategic Partner

Supporting Partners

Experience Day Hosts

International Supporting Partners

Interested in being a partner, getting special rates, participating remotely or hosting the International Forum in your city?

Visit the International Forum stand #5 to find out about partner benefits.

Warren Lee
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Handouts and Presentations

Handouts and presentations made available by speakers can be found online and in the International Forum App:

internationalforum.bmj.com/handouts-taipei-2019

Benefits of the app
• Personalised schedule
• Easily connect with fellow attendees
• Full session and speaker details
• Information about sponsors and exhibitors

Downloading the app
1. Search for Eventsforce in your app store and download
2. Click Create an account on the bottom right
3. Sign up using the email address you registered with
4. Verify!
5. Tap the Upcoming Events tab at the bottom of your screen
6. Click code at the right of the search bar and enter Forum2019
7. Select our International Forum event and download

Evening Reception
Continue networking at the International Forum.
Thursday 19 September, 17:30 onwards at the Marriott Hotel.
Purchase your ticket for the Evening Reception from the Enquiries Desk, Level 3.

Assistance If you have any questions or require any information, please ask a member of the International Forum team (they will be wearing green shirts) who will be able to assist you.

Registration will be open from 07:30 each day.

On Arrival please bring your printed e-badge with you and head to Level 3 to collect your badge holder and event guide. Your badge will then be scanned by one of our team. You do not need to go to the Enquiries desk if you have printed your badge.

Badges Badges will be scanned each day when you enter the Keynote Hall. Please be aware that you must wear your badge at all times during the International Forum as it shows the days you are eligible to attend and guarantees you entry to the venue on those days.

Certificates of Attendance All attendees will receive a general certificate of attendance. This will be emailed to you two weeks after the event.

ePoster Stage Sessions These will take place in the Exhibition Hall on the two main event days, Thursday 19 - Friday 20 September. These sessions provide a great opportunity to hear the poster authors talk about their project during a 3-minute quick fire presentation on our ePoster Stage (see full details on page 22).

Wifi Access is available on Level 3 and 5. Please select network InternationalForum and enter password forum2019.

Improving quality with our partners
**Keynote Speakers**

We asked our keynote speakers what they are most looking forward to at the International Forum. See what they say!

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**Keynote 0**  
**Wednesday 18 September, 17:15-18:00**  
**A witness of Taiwan’s medical history after the Second World War**

Shun-Sheng Chen is an esteemed Emeritus Professor and Honorary Vice-Superintendent at Kaohsiung Chang Gung Memorial Hospital. His research interests include Neurology, Psychiatry, and Occupational Medicine (all Board qualified) among many others, including an interest in Medical History.

**Q&A**

What are you most excited about at the International Forum in Taipei? Welcoming experts from all over the world, sharing our experience and solving problems with them.

What does the theme ‘Transforming Quality for Tomorrow’ mean to you? For me, ‘Transforming Quality for Tomorrow’ will be transforming the justice of human medical resources, especially by paying more attention to equity and providing more care to poverty, rare diseases, interracial and gender issues.

How do you stay motivated in your healthcare work? I look for more international communication, learning and experience sharing, just like meetings such as the International Forum.

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**Keynote 1**  
**Thursday 19 September, 09:30-10:30**  
**Challenges and opportunities in the healthcare system in Taiwan**

Chien-Jen Chen

MD, PhD & FANA, Emeritus Professor of Neurology, Chang Gung University; Emeritus Vice-Superintendent, Kaohsiung Chang Gung Memorial Hospital; Founding and Former President of Taiwan Medical History Association; Taiwan

Chien-Jen Chen is the Founding Director of Epidemiology of National Taiwan University (1994-1997), the Dean of College of Public Health of National Taiwan University in 1999-2002, and the Founding Director of Epidemiology of National Taiwan University (1994-1997).

Prof. Chen has received numerous awards and medals for his contributions. He was elected as an academician of Academia Sinica, a member of World Academy of Sciences, and a Foreign Associate of National Academy of Sciences, USA. Prof. Chen has published over 720 scientific articles and over 70 books/chapters, which have been cited for over 77,000 times (Google Scholar) with an H-index over 130.

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**Keynote 2**  
**A global perspective on quality improvement**

Derek Feeley

CEO, President, Institute for Healthcare Improvement (IHI); USA

Derek Feeley leads IHI’s work to improve health and healthcare worldwide. Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.

**Q&A**

What are you most excited about at the International Forum in Taipei? I’m excited any time I get an opportunity to spend time with people who share my passion for improving health and healthcare. But these International Forums really are a highlight of my year. Being with so many people from the region and across the globe who generously share their unique insights and experiences is always a special learning experience.

What does the theme ‘Transforming Quality for Tomorrow’ mean to you? All of us who work to improve quality and safety can and should be proud of the work accomplished so far. But we are acutely aware that many of the approaches that are effective today, may not be in the future. Shifting demographics, changing priorities, and both emerging and unknown challenges will require us to learn differently, adapt quickly, and harness the potential of new technologies and new sources of knowledge. Humility and curiosity are the key skills that will enable us to continue to make progress no matter what tomorrow brings.

What advice would you give to a first-time Forum attendee to help them make the most of the event? Don’t be afraid to be a bit vulnerable. None of us has all the answers, and asking questions is how learning begins. It’s very likely that the challenges you face at home are similar to, or the same as, the challenges your fellow attendees are facing. The connections you make at the International Forum can aid and inform your own work for years to come. So reach out, be forthcoming about what you do and don’t know, and be receptive to any and all ideas no matter where they come from.

How do you stay motivated in your healthcare improvement work? For me, it’s easy to stay motivated in this work. I’ve expressed many times how much of a privilege it is to lead IHI and engage with like-minded colleagues around the world. These gatherings are just more fuel for the fire. I draw inspiration, courage, and genuine joy from the people I meet at the Forum, and the work they are leading. And we all need that inspiration, courage, and joy to improve health and make care better and safer.
Dr Chen Mei-ling is the Minister for the National Development Council in Taiwan and has worked closely on Taiwan’s national policy about AI in Healthcare. Dr Chen Mei-ling has vast experience working previously as Secretary General, Executive Yuan, and previously with the Tainan City Government. Previous roles include the Associate Professor Law at Chinese Culture University and many more prestigious posts.

Mei-ling Chen
Minister, National Development Council (NDC); Taiwan

Katherine Chou
Director at Google for Health and AI for Social Good; USA

Dr Chen Mei-ling is the is the Director of Product in Healthcare, developing products that apply AI to improve the health of people and our environment. Katherine is a serial entrepreneur at Google with a history of incubating products and establishing sustainable businesses. She previously developed products within Google[x] Labs for Life Sciences (now Verily) and ran global teams to develop partner solutions and establish developer ecosystems for Mobile Payments, Mobile Search, GeoCommerce, and Android. She is a co-founder and committee chair for the AI for Social Good program at Google.

Edward Booty
Founder and CEO, Allied World Healthcare; Singapore

Edward is the Founder and CEO of Allied World Healthcare: a social enterprise building a brand-new, community-driven healthcare service model (and supporting technology platforms) to deliver healthcare services in low- and middle-income countries – integrating public and private sector. He has worked extensively in digital healthcare, patient access, insurance and health financing, business model innovation, healthcare performance improvement and pathway design, business development and new service delivery approaches across developed health economies in Europe, and new Asian emerging markets. Prior to this, Edward worked for the UK National Health Service (NHS) and one of the world’s largest consulting organisations. He is a graduate from the London School of Economics.

William Hall
President, Ipsos Healthcare; Japan

William Hall has spent 45+ years in business in Japan, primarily in market research and consulting, with an interregnum as Japan President for two Fortune 500 companies. He lectures extensively on innovative approaches developed in Japan to address aging population issues and business opportunities arising therefrom.

He has served on various advisory panels for both the Australian and Japanese governments, and, in 2006, was selected as one of the 100 Leading Global Australians from among the approximately 1,000,000 expatriate Australians. An Australian citizen, he is fluent in reading and speaking Japanese.

Katherine Chou
Director at Google for Health and AI for Social Good; USA

Q&A
What are you most excited about at the International Forum in Taipei? The diverse stakeholders from across the region gives a multidisciplinary view of what is quality, and more importantly what can be done.

What does the theme ‘Transforming Quality for Tomorrow’ mean to you? Building efficient systems in times of systemic pressures on the health services – whilst ensuring patient safety through relevant innovation.

If you could only share one key takeaway from your talk, what would it be? The 65+ years cohort is not monolithic. Japan’s experience in developing differentiated products and government policies to improve quality of life for its senior citizens can be a useful reference model for other countries.

Keynote 4
Friday 20 September, 16:15-17:15
Artificial Intelligence and new technologies in health care: Better? Worse? Same?

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

Donald M. Berwick, MD, MPP, FRCP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement, is also former Administrator of the Centers for Medicare and Medicaid Services. A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health. Recognized as a leading authority on health care quality and improvement, Dr. Berwick is the author or co-author of over 160 scientific articles and five books. In 2005 he was appointed “Honorary Knight Commander of the British Empire” by the Queen of England in recognition of his work with the UK National Health Service.

Q&A
What are you most excited about at the International Forum in Taipei? The chance to meet and listen to a wide range of experts, and to obtain new insights.

What does the theme ‘Transforming Quality for Tomorrow’ mean to you? I think we may need to have a broader, more holistic view of what aspects comprise “Quality”, particularly in the context of a rapidly aging society (which is the “Tomorrow” for many countries).

If you could only share one key takeaway from your talk, what would it be? The 65+ years cohort is not monolithic. Japan’s experience in developing differentiated products and government policies to improve quality of life for its senior citizens can be a useful reference model for other countries.
Programme | Wednesday 18 September

Full day excursion sessions
09:00-17:00

X1 Excursion offsite
Experience Day 1: Innovation in healthcare (National Taiwan University Hospital)
Pick-up point: Taipei Marriott Hotel, Level 5

X2 Excursion offsite
Experience Day 2: Shape the future: Innovative revolution of medical education for healthcare quality and safety (Taipei Veterans General Hospital)
Pick-up point: Taipei Marriott Hotel, Level 5

X3 Excursion offsite
Experience Day 3: Offering excellence in humanised care through technology (Chang Gung Memorial Hospital, Linkou)
Pick-up point: Taipei Marriott Hotel, Level 5

X4 Excursion offsite
Experience Day 4: Quality improvement in traditional Chinese medicine (Ko Da Pharmaceutical and Taipei City Hospital, Linshin Chinese Medicine and Kunming Branch)
Pick-up point: Taipei Marriott Hotel, Level 5

X5 Excursion offsite
Experience Day 5: Long term care and social support (Mackay Memorial Hospital and Suang-Lien Elderly Centre)
Pick-up point: Taipei Marriott Hotel, Level 5

X6 Excursion offsite
Lessons from aviation safety and high speed rail (Aviation Safety Council and Taiwan High Speed Rail)
Pick-up point: Taipei Marriott Hotel, Level 5

Pick-up point: Taipei Marriott Hotel, Level 5.
All Experience Days attendees, please bring your printed e-badge and present it to a member of staff at the meeting banner with your Experience Day name on. There, you will be signed in and provided with a wristband for the day.
All coaches will return to the Taipei Marriott Hotel for the opening keynote.

Half day interactive sessions
09:00-12:30

M1 Workshop
International Improvement Science Symposium
Junior I

M2 Workshop
Fundamentals of Quality Improvement
Fortune & Prosperity

M3 Workshop
Leadership for improvement in complex healthcare systems
Junior I

12:30-13:30
Lunch break
Exhibition Hall

13:30-17:00

M4 Workshop
Improving with influence
Junior I

M5 Workshop
Fun in learning measurement for improvement
Fortune & Prosperity

M6 Workshop
The robot will see you now
Junior I

17:15-18:00

K0 Keynote
Keynote 0
A witness of Taiwan’s medical history after the Second World War
Shun-Sheng Chen MD, PhD & FANA, Emeritus Professor of Neurology, Chang Gung University, Emeritus Vice-Superintendent, Kaohsiung Chang Gung Memorial Hospital, Founding and Former President of Taiwan Medical History Association; Taiwan
Grand Ballroom

Have you downloaded our app?
With the International Forum app you get:
- Live announcements from the conference
- Your personalised schedule
- A way to easily connect with other attendees
- Full session and speaker details
- Information about sponsors and exhibitors
Download the app now from your app store! See step-by-step instructions on page 7.

Don’t miss the ePoster Stage sessions
These will take place in the Exhibition Hall on Thursday and Friday.
You will hear the poster authors talk about their project during a 3-minute quick fire presentations (see full details on page 22).
This is a good way to connect to others and learn from their experiences.

Talk to us!
We are here to help you have the best experience at the International Forum, so talk to us!
You can recognise our team of helpers by the green shirts they all wear.

Programme Streams
- Quality, Cost, Value
- Building Capability and Leadership
- Person and Family-Centred Care
- Safety
- Panel Three or more knowledgeable speakers sharing and debating their views
- Seminar An expert led discussion incorporating the audience perspective
- Workshop Practical training sessions with discussions and group activities

Our session formats
Keynote Inspiring and out of the box speakers exploring our central theme Transforming Quality For Tomorrows
Main Stage High profile speakers presenting key topics on our biggest stage
Lecture A thought-provoking and educational talk featuring one or more speakers
Panel Three or more knowledgeable speakers sharing and debating their views
Seminar An expert led discussion incorporating the audience perspective
Workshop Practical training sessions with discussions and group activities
Programme | Thursday 19 September

07:40-07:55 Welcome for new delegates
Meet fellow new delegates and hear how to make the best out of your time here at the International Forum.

08:00-08:45 ePoster Stage

08:45-09:00 Opening announcements

09:00-09:30 Grand Ballroom

09:30-10:30 Keynote 1
Challenges and opportunities in the healthcare system in Taiwan
Chen Chien-Jen, Minister of Health and Welfare, Taiwan

10:30-11:00 Morning break

11:00-12:15 Main Stage

11:00-12:00 Panel: Human Factors: how to connect humans with systems and processes for better culture and better performance

11:45-12:00 Panel: The role of Artificial Intelligence in healthcare

12:00-12:15 Panel: The Big Debate - the benefits of accreditation far outweigh its costs

11:00-12:15 Keynote 2
What will Artificial Intelligence mean for the future of healthcare?
Chen Mei-ling, Director of the National Development Council, Taiwan

12:15-13:15 Lunch break
Exhibition Hall

12:30-13:30 Workshop: Tai Chi experience: Take a well deserved break during this half hour exercise session. It is open to everyone, no matter your previous experience of Tai Chi.

13:00-13:15 Panel: People make change

13:15-14:00 Lecture: Medication safety through digital innovation

13:15-14:00 Lecture: Quality improvement in infectious disease control

13:15-14:00 Lecture: The Art of Artificial Intelligence in healthcare

13:30-14:00 Lecture: Changing how we think about healthcare improvement

13:30-14:00 Lecture: Optimising flow in an aging population

14:00-14:30 Lecture: A global perspective on quality improvement

14:00-14:15 Lecture: Enhancing Psychological Safety in Academic Health Cluster – TeamSPEAK® Programme

14:15-14:30 Lecture: A thought-provoking and educational talk featuring one or more speakers

14:30-15:00 Afternoon break
Exhibition Hall

14:30-15:00 Seminar: From diagnose and treatment to predict and prevent – how co-design work helps to transform a system

15:00-16:00 Main Stage

15:00-15:15 Lecture: Train the Trainer and Taking Charge

15:15-15:30 Lecture: A global perspective on quality improvement

15:30-15:45 Lecture: Enhancing Psychological Safety in Academic Health Cluster – TeamSPEAK® Programme

15:45-16:00 Lecture: Improving flow in an aging population

15:45-16:00 Lecture: The role of Artificial Intelligence in healthcare

16:00-16:15 Lecture: The Big Debate - the benefits of accreditation far outweigh its costs

16:15-17:15 Afternoon break
Exhibition Hall

16:45-17:00 Seminar: Quality improvement in infectious disease control

17:00-17:15 Workshop: People make change

17:30 onwards Evening Reception

Don’t forget to join in the conversations on Twitter. Tweet using #Quality2019 Follow us on @QualityForum

New to the International Forum?
Come along to our meet up on Thursday morning at 07:40 to connect to other first time attendees and find out a little more about what to expect over the next two days.

Where and when:
ePoster Stage, Thursday 19 September | 07:40 - 07:55

Evening Reception
This year we are delighted to welcome you to our evening reception, an opportunity to unwind, meet with colleagues and make new connections. Enjoy an informal setting with food and drinks whilst networking.

Tickets are $48 USD and can be purchased from the Enquiries Desk on Level 3.

Where and when:
Panorama Ballroom, Level 36, Taipei Marriott Hotel Thursday 19 September | 17:30

What’s the fuss about networking? Let’s connect!
The International Forum brings together healthcare professionals from all over the world who are passionate about improving the quality of care for their patients. This is the perfect place to connect with like-minded people, learn from them, get support and advice, and build lasting connections.

We’d like to set you a challenge - connect to as many colleagues as possible during your time here. All you have to do is say ‘hello!’
Programme | Friday 20 September

Our session formats

**Keynote** Inspiring out of the box speakers exploring our central theme Transforming Quality For Tomorrow

**Main Stage** High profile speakers presenting key topics on our biggest stage

**Lecture** A thought-provoking and educational talk featuring one or more speakers

**Panel** Three or more knowledgeable speakers sharing and debating their views

**Seminar** An expert led discussion incorporating the audience perspective

**Workshop** Practical training sessions with discussions and group activities

Programme Streams

**Quality, Cost, Value**

**Building Capability and Leadership**

**Person and Family-Centred Care**

**Safety**

NetWalking

Tired of being indoors?

Want to improve your health and your connections at the same time?

Prepare yourself for a busy day of learning and join us for NetWalking…

This is a fun way to catch up with colleagues and make new connections in the outside world! Join one of our experts who will take you on a short, guided walking tour to get some fresh air ahead of a full day of learning.

Please remember to wear comfortable shoes!

**Patients in Quality Improvement Meetup**

Come along to our friendly lunchtime meetup to connect with our patient advocates and talk about meaningful patient involvement in Quality Improvement.

**Where and when:**

Junior Ballroom, Friday 20 September | 12:30-13:00

**Our Exhibitors**

Need some help along the way to improving care?

One of the advantages of being at the International Forum is the chance to talk to organisations about the tools, information and services they have to help you improve the quality of care in your own organisation. Head to the Exhibition Hall and speak to them today!

**Handouts and presentations**

You will be able to browse through the handouts and presentations that have been made available by speakers online and in the International Forum app.

internationalforum.bmj.com/handouts-taipei-2019
Speakers

M1 | Workshop | Jeffrey Braithwaite Founding Director, Australian Institute of Health Innovation; Australia
Kuo-Piao Michael Chung Director, Institute of Health Policy and Management College of Public Health, Taiwan
Peter Hibbert Program Manager, Australian Institute of Health Innovation; Australia
Shing Liao Deputy Executive Officer, Joint Commission Taiwan; Taiwan

M2 | Workshop | Göran Henrikis Chief Executive of Learning and Innovation, Jönköping County Council; Sweden
Helen Bevan Chief Transformation Officer, NHS Horizons; England

M3 Workshop | Dominique Allwood Consultant in Public Health and Quality Improvement, Assistant Director of Improvement, The Health Foundation; England
Jason Leitch National Clinical Director, Scottish Government; Scotland

M4 | Workshop | Cat Chatfield Quality Improvement Editor, The BMJ; England
Emma Cartwright Patient Editorial Team, BMJ; England

M5 Workshop | Debbie Wild Deputy Director, Office of Improvement Science, Centre for Performance Excellence, Changi General Hospital; Faculty Member, Singapore Healthcare Improvement Network; Singapore
Hwei Yee Tai Adj Associate Professor, Co-Chair, Singapore Healthcare Improvement Network (SHINe); Singapore

M6 | Workshop | Amelia Brooks Senior Director, IHI; USA
Frank Federico Vice President and Senior Safety Expert, IHI; USA

K1 | Keynote | Chien-Jen Chen ScD, PhD, Vice President, Republic of China (Taiwan); Academician, Academia Sinica; Taiwan; Foreign Associate, National Academy of Sciences; USA
Derek Feeley CEO, President, IHI; USA

K0 | Keynote | Shun-Sheng Chen MD, PhD & FANA, Emeritus Professor of Neurology, Chang Gung University; Emeritus Vice-Superintendent, Kachisung Chang Gung Memorial Hospital; Founding and Former President of Taiwan Medical History Association; Taiwan

EN1 | Lecture | Nada Abu Alrub General Senior Medical Officer, Royal Prince Alfred Hospital; Australia

EN2 Workshop | Lau Tang Ching Vice Dean (Education), Yong Loo Lin School of Medicine, National University of Singapore; Senior Consultant, Division of Rheumatology, University Medicine Cluster, National University Health System; Singapore
Nguk Lan Pang Deputy Group Director, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Chief Risk Officer, KK Women’s and Children’s Hospital; Director, Quality, Safety and Risk Management, KK Women’s and Children’s Hospital; Program Faculty for RQA & Risk Management, Institute for Patient Safety & Quality, SingHealth-Duke NUS Academic Medical Centre; Singapore
Wong Moh Sim Deputy Group Chief Quality Officer, National Healthcare Group; Deputy Chairman, Medical Board; Head and Senior Consultant, Department of Laboratory Medicine, Khoo Teck Puat Hospital, Singapore

EN3 | Seminar | Sung-Ching Pan Attending Physician, National Taiwan University Hospital; Assistant Professor, National Taiwan University; Taiwan

Opening announcements
Trina Lorch Head of Programs, IHI; USA
Kamran Abbasi Executive Editor, The BMJ; England
Mark Lin President Joint Commission of Taiwan; Taiwan
Jui-Yuan Hsueh Vice Minister, Ministry of Health and Welfare; Taiwan

EN4 Workshop | Amelie Brooks Senior Director, IHI; USA
Frank Federico Vice President and Senior Safety Expert, IHI; USA
Chien Earn Lee Chair, Singapore Healthcare Improvement Network (SHINe); Singapore
Syahid Hassan Principal Specialist, Office of Improvement Science, Changi General Hospital; Singapore

A1 | Main Stage | Ann-Marie Thorenman Project Manager, Region Uppsala; Sweden
Ming-Yueh Chou Director, Division of Geriatric Integrated Care, Center for Geriatrics and Gerontology, Kachisung Veterans General Hospital; Taiwan
Robert Kristiansson Chief Medical Officer, Region Uppsala; Sweden

EN5 Workshop | Jeffrey Braithwaite Founding Director, Australian Institute of Health Innovation; Australia

A3 | Lecture | LT Cheung Head of Information Technology and Health Informatics; Chief Medical Informatics Officer, Hong Kong Hospital Authority; Hong Kong
Fei-Pei Lai Department of Computer Science and Information Engineering, National Taiwan University; Taiwan

A5 Panel | Adelina Young Clinical Quality, Performance and Value Division, Ministry of Health; Singapore
Milton Lum Consultant Obstetrician & Gynaecologist, Member of Malaysian Medical Council and Board of Governors of Perdana University, Malaysia
Kin-Lai Chung Director (Quality and Safety), Hospital Authority; Hong Kong
Wui-Chiang Lee Director, Department of Medical Affairs and Planning, Taipei Veterans General Hospital; Taiwan

L1 Workshop | Lau Tang Ching Vice Dean (Education), Yong Loo Lin School of Medicine, National University of Singapore; Senior Consultant, Division of Rheumatology, University Medicine Cluster, National University Health System; Singapore
Nguk Lan Pang Deputy Group Director, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre, Chief Risk Officer, KK Women’s and Children’s Hospital, Singapore; Director, Quality, Safety and Risk Management, KK Women’s and Children’s Hospital; Singapore; Program Faculty for RQA & Risk Management, Institute for Patient Safety & Quality, SingHealth-Duke NUS Academic Medical Centre; Singapore
Wong Moh Sim Deputy Group Chief Quality Officer, National Healthcare Group; Deputy Chairman, Medical Board; Head and Senior Consultant, Department of Laboratory Medicine, Khoo Teck Puat Hospital, Singapore

B1 | Lecture | Bernard Cheung Professor in Cardiovascular Therapeutics, Sun Chaih Yah Heart Foundation; Hong Kong
Francis Sek Kwong Poon Chief, Section of Clinical Informatics, Patient Quality Department, Taichung Veterans General Hospital; Taiwan

B2 | Lecture | Jung-Der Wang Chair Professor, Institute of Public Health, National Cheng Kung University College of Medicine; Taiwan
Kylie Hall Nurse Unit Manager, Eastern Health; Australia
Masaru Kurihara Department of Internal Medicine, Urasoe General Hospital, Okinawa; Japan
Vikas Wadhwa Clinical Director of Integrated Services, Eastern Health; Australia

B3 | Lecture | Ding-Shin Chen MD, FAASLD, Distinguished Chair Professor, Department of Internal Medicine, National Taiwan University College of Medicine; Taiwan

B4 | Main Stage | Derek Feeley CEO, President, IHI; USA
Jason Leitch National Clinical Director, Scottish Government; Scotland

B5 | Lecture | Chi-Wann Lin Vice President, General Director, Biomedical Technology and Device Research Laboratories, Industrial Technology Research Institute (ITRI); Taiwan
Fumiyuki Takehisa Director, Fujitsu, Taiwan
Fu-Shun Hsu CEO, Heroic Faith Medical Science Co; Taiwan
Bo-Ru Wu CEO, Manifold Health Tech; Taiwan

C1 | Main Stage | Annette Nilsson Development Strategist, Region Jönköping County Council; Sweden
Göran Henrikis Chief Executive of Learning and Innovation, Jönköping County Council; Sweden

C2 | Lecture | Fu-Chan Wei Distinguished Chair Professor, Director of International Microsurgical Fellowship and Visiting Scholarship, Department of Plastic Surgery, Chang Gung Memorial Hospital; Director of International Program for Master Degree of Science in Reconstructive Microsurgery, Chang Gung University Medical College, Taipei; Taiwan
Marianne Ng Program Manager, University Health Network; Canada
Sandra, Li-James Director of Professional Practice, University Health Network, Toronto Western Hospital; Canada
| Speakers |
|-----------------|---------------------------------|
| **C3** | Lecture |
| **Kok Hian Tan** | Group Director & Senior Associate Dean, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Campus Director of Patient Safety & Clinical Quality, KK Women's and Children's Hospital; Singapore |
| **Niguk Lan Pang** | Deputy Group Director, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Chief Risk Officer; Director, Quality, Safety and Risk Management, KK Women's and Children’s Hospital; Program Faculty for RCA & Risk Management, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Singapore |
| **D1** | Lecture |
| **Tsung-Hung Chang** | Deputy Superintendent, Taichung Veterans General Hospital; Taiwan |
| **Wai Mun Chung** | Emergency Physician, Taiping Hospital, Perak, Malaysia |
| **D2** | Lecture |
| **Sharon Kletchko** | Quality Risk & Clinical Governance Director; Lakes District Health Board; New Zealand |
| **Sheng-Mou Hou** | Superintendent, Shin Kong Wu Ho-Su Memorial Hospital; President, Taiwan Blood Services Foundation; Taiwan |
| **C4** | Seminar |
| **Helen Bevan** | Chief Transformation Officer, NHS Horizons; England |
| **C5** | Panel |
| **Chih-Yao Tsai** | Deputy Superintendent, Taipei City Hospital Zhongzheng Branch; Taiwan |
| **Chien-Liang Liu** | Director, Dementia Center; Taipei City Hospital; Director, Division of Neurology, Taipei City Hospital; Chief, Taiwan Dementia Society; Director, Taiwan Value-based Healthcare Society; Taiwan |
| **Sheng-Jean Huang** | Superintendent, Taipei City Hospital; Taiwan |
| **Su-Hsuan Hsu** | Deputy Director, Planning and Development Center of Long Term Care, Taipei City Hospital; Taiwan |
| **K2** | Seminar |
| **Mei-Ling Chen** | Director, National Development Council (NDCC); Taiwan |
| **Katherine Chou** | Director at Google for Health and AI for Social Good; USA |
| **BB1** | Seminar |
| **Cat Chatfield** | Quality Improvement Editor, The BMJ; England |
| **BR2** | Seminar |
| **Amelia Brooks** | Senior Director, IHI; USA |
| **Derek Feeley** | CEO, President, IHI; USA |
| **Frank Federico** | Vice President and Senior Safety Expert, IHI; USA |
| **K3** | Keynote |
| **Edward Booty** | Founder and CEO, Allied World Healthcare; Singapore |
| **William Hall** | President, Ipsos Healthcare; Japan |
| **E1** | Main Stage |
| **Chien Ean Lee** | Chair, Singapore Healthcare Improvement Network (SHINE); Singapore |
| **Derek Feeley** | CEO, President, IHI; USA |
| **F1** | Main Stage |
| **Amelia Brooks** | Senior Director, IHI; USA |
| **Derek Feeley** | President & CEO, IHI; USA |
| **Nick Bass** | Director of Global Health, East London NHS Foundation Trust; England |
| **Chien Ean Lee** | Chair, Singapore Healthcare Improvement Network (SHINE); Singapore |
| **Deepthika De Silva** | Head of the Healthcare Performance Office, St. Andrew’s Community Hospital; Singapore |
| **F3** | Lecture |
| **Peter Hibbert** | Program Manager, Australian Institute of Health Innovation (AIHI); Macquarie University, Australia |
| **F5** | Lecture |
| **Gregor Fransson** | MD Manager of Swedish National Palliative Register; Sweden |
| **Ying-Wei Wang** | Director General, Health Promotion Administration, Ministry of Health and Welfare; Taiwan |
| **F4** | Lecture |
| **Donald M. Berwick** | MD, MP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA |
**ePosters and project presentations**

The poster displays are an integral part of the International Forum, providing individuals an opportunity to share and discuss improvement strategies and achievements.

We are excited that this year our poster displays are presented digitally as ePosters! These are easy to navigate and you can view all ePosters on each screen.

If you are curious to learn more about the ePosters displayed at this year’s International Forum, speak to one of our ePoster presenters who will be wearing a bright orange sticker and ready to speak to you about their project. Also, drop into any of our ePoster sessions taking place at the ePoster Stage and hear authors deliver quick fire presentations about their project.

**ePoster Quick Fire Sessions**

These will take place in the Exhibition Hall on the two main event days, Thursday 19 - Friday 20 September.

Our ePoster stage provides a platform for our fantastic ePoster presenters to share their work during 3-minute quick fire presentions.

Come along to one of our ePoster sessions and learn about the amazing work that is taking place all over the world! The sessions are open to all attendees and are an opportunity to start conversations, learn from your peers and be inspired.

These sessions run alongside our main programme, you can find the timings below.

**BMJ Open Quality**

**Call for peer reviewers**

**BMJ Open Quality** is looking for peer reviewers. You should be active in healthcare improvement research or practice and come from any clinical or non-clinical background.

**The benefits on offer include:**

Visibility of the latest quality research  
CME credits  
Certificates for completed reviews (available upon request)

**To register your interest, please visit BMJ booth #7**

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Take your poster from Taipei to Copenhagen!

If you have a poster in Taipei, it can also be displayed and presented at the International Forum in Copenhagen (28-30 April 2020).

Find out more at: internationalforum.bmj.com/copenhagen

Submission deadline: 5 November 2019
We have an exciting schedule of speakers, sessions and activities planned. Not sure where to start? Here are some suggestions below, organised by theme.

### Building Capability and Leadership

- **A3 | Lecture**
  - Changing how we think about healthcare improvement
  - Where and when: Spring & Summer, Thursday 19 September | 11:00-12:15

- **B4 | Main Stage**
  - People make change
  - Where and when: Grand Ballroom, Thursday 19 September | 13:15-14:30

### Quality Cost Value

- **D5 | Main Stage**
  - The smart hospital - optimising patient care through big data
  - Where and when: Grand Ballroom, Friday 20 September | 11:00-12:15

- **F4 | Lecture**
  - What is the level of evidence-based care delivered to Australian children?
  - Where and when: Spring & Summer, Friday 20 September | 15:00-16:00

### Safety

- **A5 | Panel**
  - The big debate - The benefits of accreditation far outweigh its costs
  - Where and when: Autumn & Winter, Thursday 19 September | 11:00-12:15

- **D2 | Lecture**
  - Optimising governance
  - Where and when: Junior Ballroom, Friday 20 September | 11:00-12:15

### Population and Public Health

- **EN1 | Lecture**
  - Medical Missions, When Humanity Sleep, Humans Die and Earth Sinks Deep
  - Where and when: Spring & Summer, Thursday 19 September | 08:00-08:45

- **B3 | Main Stage**
  - Quality improvement in infectious disease control
  - Where and when: Spring & Summer, Thursday 19 September | 13:15-14:30

### Person and Family Centered Care

- **C1 | Main Stage**
  - From diagnose and treatment to predict and prevent – how co-design work helps to transform a system
  - Where and when: Grand Ballroom, Thursday 19 September | 15:00-16:00

- **D3 | Panel**
  - What matters to you
  - Where and when: Spring & Summer, Friday 20 September | 11:00-12:15

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**Don’t miss out on these exciting features:**

- **International Forum Orientation**
  - Where: ePoster Stage
  - Where: Thursday 19 September | 07:40 - 07:55
  - Whether this is your first or twenty fourth International Forum, every year holds something new. There are lots going on and we don’t want you to miss a thing, so come and hear from our knowledgeable team who will run through the new activities and answer any questions so that you can make the most of your time here.

- **Inspirational Organisation Showcases**
  - Where: Autumn & Winter
  - An exclusive insight into renowned Taiwanese organisations that will share their experiences and challenges in transforming healthcare. Featuring high-profile speakers from Taipei Medical University Hospital, Wanfang Hospital, Shuang-Ho Hospital and the National Taiwan University Hospital, this promises to be an engaging and inspiring session.

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**See all exciting sessions and activities during the two main conference days on pages 14-17.**

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Join us in Copenhagen to celebrate 25 years of the International Forum.

Take your learning from the International Forum in Taipei further by attending our next spring conference in Copenhagen, Denmark. The spring International Forum is one of the largest international conferences for healthcare professionals in quality improvement and patient safety, with over 3,200 delegates.

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Visit internationalforum.bmj.com/copenhagen for more information!
For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and systems across the world. We bring awareness of safety and quality to millions, accelerate learning and outcomes. We publish one of the world’s most cited general medical journals, The BMJ, alongside over 70 specialty journals.

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The National Forum on Quality Improvement in Health Care is a four-day conference that has been the home of quality improvement (QI) in health care for more than 30 years. The annual meeting brings together healthcare visionaries, improvement professionals, world leaders, industry newcomers, and beyond. Explore how improvement science methodologies can be used to effect real change in patient safety and care.

Register at ihi.org/BMJ
December 8–11, 2019
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Manvir Victor
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Milton Lum
Consultant Obstetrician and Gynaecologist; Member of the Malaysian Medical Council; Board of Governors, Perdana University, Malaysia

Nellie Yeo
Senior Advisor, Quality & Safety, Clinical Quality, Performance and Value Healthcare Performance Group, Ministry of Health; Singapore

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3 ECRI Institute
4 RLDatix
5 International Forum on Quality and Safety in Healthcare
6 Joint Commission International (JCI)
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Floorplan
Join us at our sixth International Forum in the Asia Pacific region to learn from the best of international and regional thinking and practice in healthcare quality improvement and patient safety.

Registration opens December 2019