Taipei Marriott Hotel, Taipei
18-20 September 2019
Programme Brochure
Transforming Quality for Tomorrow

internationalforum.bmj.com
In September 2019 we will journey to Taipei and bring together healthcare professionals in the region who share a concern and a passion for improving quality and safety in healthcare.

Our 2019 theme is Transforming Quality for Tomorrow.

Across the programme we will address the biggest issues of today and prepare you for those of tomorrow. We will consider how through innovative projects, collaborative working and a passion for change we can transform outcomes for patients and their communities.

Taipei is a city positioned at the cutting edge of new developments in industry and technology, and we will learn how healthcare projects both locally and internationally are being inspired by innovations in new safety tools, artificial intelligence, social networks and big data to create a healthcare system that is more efficient, co-created with service users and delivers what matters most to the patient.

We invite you to join us in Taipei to hear from industry leaders, discover new innovating pioneers, recognise many individual accomplishments and continue to build global networks collaborating towards improving healthcare and patient safety worldwide.
Why attend?

Be part of 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
- Help in transforming outcomes for patients in your communities
- Recognise the accomplishments of your colleagues and showcase your own

“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”

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.

All bookings are made online: internationalforum.bmj.com/taipei/fees
Programme Overview

In Taipei we will be looking at how through innovative projects, collaborative working and a passion for change we can transform outcomes for patients and their communities. The programme will explore the biggest issues healthcare is facing today and prepare you for the ones to anticipate tomorrow.

Wednesday | 18 September 2019
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
- The International Science and Research Symposium

Thursday-Friday | 19-20 September 2019
The two-day main conference features four keynote presentations and over 80 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 an evening networking event.

See the full programme on pages 9-10 or visit: internationalforum.bmj.com/taipei/view-programme

Evening Networking
Our evening social event gives you the opportunity to unwind with colleagues and make new connections.
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 (lectures and workshops)
- More than 80 speakers from across the world

Poster displays
We expect to have over 400 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.

Key learning points
There are plenty of interactive learning opportunities and space at the International Forum to discuss the challenges you are facing. We expect that every delegate will take something different out of their experience, but some of the key questions we will be asking include:

- How can we take advantage of technological advancements for the improvement of patient care: from the role of Artificial Intelligence in Healthcare to utilising Cloud and EMR systems?
- How to achieve joy in work and create a positive work environment that empowers and ensures commitment to the delivery of high quality care?
- What methods of improving flow and system design can we utilise to prepare for an ageing population?
- What transforming systems there are that accommodate co-design, co-production and co-creation with patients?
- How do we ensure the public has access to safe, reliable healthcare information in the era of fake news?
- What are the challenges and benefits of global accreditation frameworks?
Key Speakers

At the International Forum, we have built a strong reputation for bringing together leading experts from around the world to share their expertise and vision. Join us in Taipei to hear from the best in quality improvement, including must-hear keynote 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, Institute for Healthcare Improvement; USA
Experience Day 1:
Innovation in healthcare (National Taiwan University Hospital)

The National Taiwan University Hospital was founded in 1895. It is a national, public, university-based teaching hospital and tertiary medical centre located in Northern Taiwan. The main hospital contains 2400 beds and 6500 staff members, and in addition to the main site there are five additional branch hospitals.

The day will consist of presentations providing an overview of the hospital, insight into quality management and AI/technical innovations. It will also offer participants the opportunity to visit the cardiovascular department, children’s hospital and medical education department. Finally, the day will conclude with a session to reflect and share learning with delegates.

Experience Day 2:
Shape the Future: Innovative Revolution of Medical Education for Healthcare Quality and Safety (Taipei Veterans General Hospital)

Taipei Veterans General Hospital (TVGH) is a national medical center and teaching hospital that provides high quality healthcare and a medical training programme. For continuous improvement in quality and patient safety, TVGH utilises high-fidelity simulation, XR (AR, VR, MR) and Clinical Innovation Center (CiC) to support the revolution of medical education.

The visit to TVGH will take you into a fantastic virtual reality simulation center and a Clinical Innovation Center of the organisation, where participants will learn how TVGH teams deliver their innovative high-tech training across a complex system. Participants will get the opportunity to meet some of the leaders and experts in quality improvement and also hear about some of the projects in action, all presented by front line staff who have worked on the initiatives. The participants will also be invited to join the stream sessions and experience the XR-based training and in situ simulation.

Experience Day 3:
Offering excellence in humanised care through technology (Chang Gung Memorial Hospital, Linkou)

Chang Gung Memorial Hospital (CGMH) is the largest comprehensive healthcare provider in Taiwan, with a total of 10,050 acute care beds and 7.5 million outpatient visits each year. CGMH Linkou is one of Taiwan’s most prestigious medical centres, and trains over 1,600 physicians from over 75 countries to date.

The visit to CGMH will be provided in three parts:
1. The proton and radiation therapy center: There are 4 proton treatment rooms with high-technology medical equipment. Proton therapy can reduce a lot of damage to surrounding healthy tissues compared with conventional X-ray radiotherapy. It can provide effective tumor control with high dose while reducing the side effects and improving the quality of life for patients during the treatment.
2. The department of laboratory medicine: It provides around 700 clinical tests and receives around 11,000 specimens per day. At the Phlebotomy station, the outpatients checked in through the automatic registration system to trigger the automated tube labeling machine to prepare all the blood tubes with barcode labels. All specimens going through the orbital system can be tracked for their processing status.
3. Chang Gung Health and Culture Village (CGV): It provides 24-hour security service and emergency response for safe living. Residents maintain healthy lifestyles by participating in lectures and events in health.
Experience Day 4:
Quality Improvement in Traditional Chinese Medicine (Ko Da Pharmaceutical and Taipei City Hospital, Linsen Chinese Medicine and Kunming Branch)

Traditional Chinese Medicine (TCM) is an established part of the healthcare system in Taiwan, funded by the government and covered by the National Insurance system for patients to access. In the 10 years following the introduction of the National Insurance system, it was estimated around 60% of patients accessed TCM at some point.

The visit will provide an overview of how patients access different services throughout their treatment journey and consider how that affects the delivery of person-centered care. It will also provide participants an opportunity to consider how quality improvement methods from TCM could be applied to Western medicine.

Experience Day 5:
Long term care and social support (Mackay Memorial Hospital and Suang-Lien Elderly Centre)

MacKay Memorial Hospital was established in 1880 and now has four branches across Taiwan. As well as premium medical services, the hospitals also focus on long term care services for patients in their communities; from day care through to hospice and palliative services.

Suang-Lien Elderly Centre was established by Suang-Lien Presbyterian church in response to the rapidly growing older population in Taiwan. The centre was built in 2000, and provides facilities such as a church, dining halls, libraries, classrooms and rehabilitation support in a people-centered environment where residents are encouraged to be responsible for their own community.

By participating in this route, participants will learn about the long-term care services of Taiwan, including government policy planning, hospital operations and the role of the care centers.

Experience Day 6:
Lessons from Aviation Safety and High Speed Rail

Part One: Occurrence investigation and transportation safety (Aviation Safety Council)

The Aviation Safety Council (ASC) is an independent aviation occurrence investigation agency in charge of all civil, government-owned and ultralight aircraft accident/serious incident investigations in Taiwan. The sole objective of the investigation is to prevent recurrence of similar occurrences. However, the purpose of these investigations is not to apportion blame or liability.

The visit to ASC will give participants an opportunity to learn some tools and techniques used in aviation occurrence investigation, including different kinds of black boxes and aerial photography technologies. The participant will also meet experienced aviation safety investigators and discuss some major aviation accident investigations or safety issues concerned from a different perspective.

During the morning programme participants will learn:
• The latest investigation techniques and methodology in aviation occurrence investigation.
• How occurrence investigation is linked with the whole safety management system.
• How the Voluntary Aviation Safety Reporting System works in Taiwan.

Part Two: Occurrence investigation and transportation safety-Taiwan High Speed Rail (THSR)

Taiwan High Speed Rail (THSR), a total route length of 350 km, 12 stations, and 4 depots, is the world’s largest Build-Operate-Transfer project, as well as one of the safest and most punctual high-speed rail systems worldwide. Since the service commenced on January 2007, THSR has maintained zero-accident record and annual punctuality rate above 99%. In 2018, the average daily ridership volume reached a historical high of 175,000 passengers.

During the afternoon programme, participants will learn how THSR uses facilities such as a Smart Passenger Service and an Intelligent Transport Management System to maximise efficiency, safety and quality of experience for its passengers.
**Conference Programme**

**Thursday | 19 September**

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8:00 | **EN1:** MEDICAL MISSIONS, WHEN HUMANITY SLEEP, HUMANS DIE AND EARTH SINKS DEEP

8:30 | **EN2:** TAI CHI PRINCIPLES FOR HEALTHCARE IMPROVEMENT

**OPENING CEREMONY**

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9:00 | **Keynote 1: DEREK FEELEY**

Derek Feeley, CEO and President, IHI; USA

Additional keynote speaker to be announced.

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**Morning refreshments**

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11:00 | **A1:** HUMAN FACTORS: HOW TO CONNECT HUMANS WITH SYSTEMS AND PROCESSES FOR BETTER CULTURE AND BETTER PERFORMANCE

11:30 | **A2:** OPTIMISING FLOW IN AN AGING POPULATION

**Part A:** Seamless Discharge Plan: From Acute Care to Community

**Part B:** Teamwork with “Esther’s” best in mind

12:00 | **A3:** QUALITY IMPROVEMENT IN INFECTIOUS DISEASE CONTROL

**Part A:** Fighting against hepatitis B and C from clinical to population fronts: Lessons from Taiwan

**Part B:** To be announced

**A4:** Session to be announced

**A5:** Session to be announced

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12:30 | **Lunch**

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13:00 | **B1:** MEDICATION SAFETY THROUGH DIGITAL INNOVATION

**Part A:** Use of Information Technology and cloud medication history to improved medication safety

**Part B:** Using a population-wide healthcare database to capture drug-related serious adverse events

13:30 | **B2:** REDUCING OVERTesting AND INCREASING VALUE

**Part A:** Overtesting and its safety risk for patients in Japan

**Part B:** Deprescribing safely in acute and aged medicine

**B3:** Session to be announced

**B4:** Session to be announced

**B5:** Session to be announced

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**Afternoon Refreshments**

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15:00 | **C1:** FROM DIAGNOSE AND TREATMENT TO PREDICT AND PREVENT – HOW CO-DESIGN WORK HELPS TO TRANSFORM A SYSTEM

15:30 | **C2:** TRAIN THE TRAINER AND TAKING CHARGE

**Part A:** Train the Trainers: Examples from the Highly Specialized Surgical Field of Reconstructive Microsurgery

**Part B:** Taking Charge: building leadership skills in informal leaders to enhance safety

16:00 | **C3:** ENHANCING PSYCHOLOGICAL SAFETY IN ACADEMIC HEALTH CLUSTER – TEAMSPEAK® PROGRAMME

16:30 | **C4:** SCALING DOWN AND SCALING UP

**C5:** Session to be announced

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17:00 | **Keynote 2:** To be announced
### Friday | 20 September

**Morning refreshments**
- **8:00** - **9:00**: OPENING ANNOUNCEMENTS
- **9:00** - **9:30**: Keynote 3: DONALD M. BERWICK
  Donald M. Berwick, MD, MPP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA

**Lunch**
- **12:00** - **13:00**

**Afternoon Refreshments**
- **15:00**
- **15:30**

**Keynote 4: To be announced**
List of speakers

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

**EN2**
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 RCA & 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**
Sung-Ching Pan, Attending physician, National Taiwan University Hospital; Assistant Professor, National Taiwan University, Taiwan

**K1**
Derek Feeley, CEO and President, IHI; USA

**A1**
Amelia Brooks, Senior Director, IHI; USA

Frank Federico, Vice President, IHI; USA

Chien Earn Lee, Chair, Singapore Healthcare Improvement Network (SHINE); Singapore

**A2**
Ming-Yueh Chou, Director, Division of Geriatric Integrated Care, Center for Geriatrics and Gerontology, Kaohsiung Veterans General Hospital; Taiwan

Robert Kristiansson, Chief medical officer, Region Uppsala; Sweden

**A3**
Ding-Shinn Chen, MD, FAASLD, Distinguished Chair Professor, Department of Internal Medicine, National Taiwan University College of Medicine; Taiwan

**A4**
Speakers to be announced

**A5**
Speakers to be announced

**B1**
Francis SekKwong Poon, Chief, Section of Clinical Informatics, Patient quality department, Taichung Veterans General Hospital; Taiwan

Bernard Cheung, Professor in Cardiovascular Therapeutics, Sun Chieh Yeh Heart Foundation; Hong Kong

**B2**
Masaru Kurihara, Department of Internal Medicine, Urasoe General Hospital, Okinawa; Japan

**B3**
Speakers to be announced

**B4**
Speakers to be announced

**B5**
Speakers to be announced

**C1**
 Görän Henrik, Chief Executive of Learning & Innovation, Jönköping County Council; Sweden

Anette Nilsson, Improvement strategist, Region Jönköping County; Sweden

**C2**
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

**C3**
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

Nguk 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

**C4**
Helen Bevan, Chief Transformation Officer, NHS Horizons; England

**C5**
Speakers to be announced

**K2**
Speakers to be announced
Speakers to be announced

Amelia Brooks, Senior Director, IHI; USA
Derek Feeley, President and CEO, IHI; USA

Nick Bass, Director of Global Health, East London NHS Foundation Trust, London; England

Chien Earn Lee, Chair, Singapore Healthcare Improvement Network (SHINE); Singapore

Peter Hibbert, Program Manager, Australian Institute of Health Innovation (AIHI), Macquarie University; Australia

Greger Fransson, MD Manager of Swedish National Palliative Register; Sweden
Registration

To register for the International Forum Taipei 2019 please visit: internationalforum.bmj.com/taipei/fees

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<th>Individual delegate fees</th>
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<tr>
<td>Early Bird rates are available until 24 July 2019 - save up to US$155</td>
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<tr>
<th>Days at the Forum</th>
<th>Early Bird Rate</th>
<th>Standard Rates</th>
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<tr>
<td>3 days (Wed-Fri) incl. a Pre-day course</td>
<td>US$1,425</td>
<td>US$1,580</td>
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<tr>
<td>2 days (Tues-Wed)</td>
<td>US$895</td>
<td>US$1,050</td>
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<th>Group delegate fees</th>
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<td>Save up to 15% on individual delegate rates and accelerate the learning of your team</td>
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<tr>
<td>5-20 delegates (10% discount)</td>
<td>3 days (Mon-Wed)</td>
<td>US$1,336</td>
<td>US$1,475</td>
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<td>21-50 delegates (15% discount)</td>
<td>3 days (Mon-Wed)</td>
<td>US$1,291</td>
<td>US$1,423</td>
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<tr>
<td>5-20 delegates (10% discount)</td>
<td>2 days (Tues-Wed)</td>
<td>US$806</td>
<td>US$945</td>
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<tr>
<td>21-50 delegates (15% discount)</td>
<td>2 days (Tues-Wed)</td>
<td>US$761</td>
<td>US$893</td>
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*Early Bird Group Rates are available until 24 July 2019 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.

Bespoke packages

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

E wlee@bmj.com    T +44 (0)20 7383 6864

Scholarships and special discounts

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 on registering please visit internationalforum.com/taipei/fees or contact us at 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 around 1,200 of the most prominent figures driving healthcare improvement.

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

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

- 3m x 3m Shell scheme: US$5,200
- 3m x 3m Space only: US$4,500
- Premier exhibition stand: US$7,000

Thought Leadership
Design and host your own speaking session in a topic stream of your choice (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:

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We are proud to work with our long-standing and new partners to develop and present the International Forum in Taipei in 2019, our fifth annual event in the Asia Pacific region.

Our partner organisations bring a broad range of experiences from all areas of healthcare 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 Taipei Experience Day hosts for sharing their time and knowledge with us and especially with our delegates.

Interested in being a partner, getting special rates or hosting International Forum?

Warren Lee
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Email: wlee@bmj.com
International Forum on Quality and Safety in Healthcare
Inspiring innovation and improvement in healthcare since 1996.
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Upcoming events:
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28-30 April 2020 | Copenhagen
June 2020 | New Delhi
30 September - 2 October 2020 | Sydney

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