

London 2015

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

EVENT GUIDE

.....
International Forum on Quality
& Safety in Healthcare
.....

In Partnership With Patients
.....

London, 21-24 April 2015

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On behalf of the Institute for Healthcare Improvement and BMJ, I wish you a very warm welcome to the 20th International Forum. We have a rich and inspiring programme in store for you, representing the very best of new thinking from the global quality improvement movement.

This week I invite you to celebrate the achievements of the healthcare improvement movement over the last 20 years and to reflect on the solutions for the challenges we face in the future.

Her Royal Highness The Princess Royal

I am honored to welcome Her Royal Highness The Princess Royal who will be attending the 2015 International Forum on the occasion of the 20th anniversary of the event.

Introducing our Patient Panel

I am also delighted to introduce our new Forum Patient Panel who will be with us throughout the International Forum representing the patient voice. Our Patient Panel is composed of a number of people who can actively contribute through their first-hand personal experience. They will be contributing to our discussions and challenging our thinking to keep patients at the core of our mission. Moving forward for our planning for the 2016 International Forum in Gothenburg, our Patient Panel will play an active role in shaping the next programme.

Live broadcast

For the first time we will be streaming the presentations on the main stage live via our Livestream channel (new.livestream.com/IFQSH/ForumLIVE). I would like to extend a special welcome to our colleagues who will be joining us online throughout the week from many locations around the globe. Be sure to also visit our new Forum YouTube channel (youtube.com/QualitySafetyForum), where you can view hundreds of sessions from previous years of the International Forum.

Contribute in real-time via Twitter

This year, each session will have a designated discussion thread on Twitter. Be sure to join the conversations and share your opinions with the presenters during each session at the conference. There will be facilitators who will be posing your questions to the speakers during every session.

Our passionate team

I would like to personally thank our Strategic Advisory Board, reviewers, speakers, poster presenters, facilitators, sponsors and partners for their knowledge, commitment and dedication in bringing this International Forum to you.

I look forward to welcoming you again to the 2016 International Forum in Gothenburg, Sweden, in April next year.



A handwritten signature in black ink, appearing to read 'Mark Stuart'.

Mark Stuart
Forum Director

On behalf of
Institute for Healthcare Improvement
BMJ

Assistance

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

Registration

Registration will take place in the Capital Hall, Level 0. Registration will be open during the following times:

- Tuesday 21 April 0800-0900 Full day course attendees only
- Tuesday 21 April 1600-1800 All Forum attendees
- Wednesday 22 April 0800-1900 All Forum attendees
- Thursday 23 April 0800-1730 All Forum attendees
- Friday 24 April 0800-1615 All Forum attendees

Badges

You will be issued with your name badge when you register. Please be aware that you must wear your badge at all times during the International Forum as it does show the days you are eligible to attend the Forum and guarantees you entry to the venue on those days via the venue security team.

Registration Desk

During the event, the Registration Desk telephone number is: +44(0)207 069 6150.

Wifi access

Wifi is available in all areas.

Please select **ExCel_London** as your wifi network and enter **forum2015** as the user name and password.

To access Forum handouts go to <http://internationalforum.bmj.com/speaker-handouts-2015>

Print Booth

The Print Booth is located in Capital Hall, Level 0, Booth number 25 and is for the download of speaker handouts only.

Opening times are as follows:

- Tuesday 21 April 0800-1600
- Wednesday 22 April 0800-1600
- Thursday 23 April 0800-1600
- Friday 24 April 0800-1430

Poster Viewing

Posters have been grouped into themes and can be viewed in the Poster Area, Level 1 of the venue during registration, refreshments and lunch on the three main event days, Wednesday 22 - Friday 24 April.

In addition there are daily Specialty Poster Focus Group Sessions on the three main event days (see full details on the daily programme pages). These chaired sessions provide a great opportunity to view posters and interact with the authors who took part in the research and design of the work on display.

Accreditation

The Forum has been awarded 24 CPD credits by the Royal College of Physicians (RCP) in England. Attendees wishing to claim CPD should sign the **green register** on the Registration Desk each day.

The Forum has also been granted 23 European CME credits (ECMEC) by the European Accreditation Council for Continuing Medical Education (EACCME). Attendees wishing to claim ECMEC credits should sign the **blue register** each day.

Certificates of Attendance

A general certificate of attendance will be emailed to you two weeks after the event. This will be followed by a CPD certificate if you have signed the register.

Give us your feedback and get entered into a prize draw

We want to hear your real-time feedback about the sessions you attend. By providing your feedback you have the chance to win one of our 4 prizes:

- 2 iPads
- 2 complimentary 4-day delegate tickets for Gothenburg 2016 (allocated to the organisation of the winning delegates; travel, accommodation and expenses are not included)

How to enter?

Please fill in the feedback form at the end of this Event Guide as you go along and put it in the boxes provided at Registration before you leave.

Thank you for support and feedback, which will help us to improve and develop future events.

The International Forum live stream and YouTube channel

With such a comprehensive programme and so many speakers, it has always been a challenge to get to all the sessions you want to go to.

This year, all the presentations on the **main stage** will be streamed live via our Livestream channel on **new.livestream.com/IFQSH/ForumLIVE**. The stream is publicly available and there is no need to sign in. After the International Forum all streamed sessions will be published on our new International Forum YouTube channel.

Visit the International Forum YouTube channel (**youtube.com/QualitySafetyForum**), where you can also view hundreds of sessions from previous years of the International Forum.

Please join us at the International Forum Welcome Reception on Wednesday 22 April from 1730 in Capital Hall, Level 0.

Streams

This year our programme is structured with nine streams. These streams capture the essence and key priorities of today's quality improvement movement.

Clinical Improvement

Cost, Value, and Quality

Education and Training

Improvement Science *(sponsored by The Health Foundation)*

Improving Population and Community Health

Leadership and Management

New Technology and Innovation

Patient and Family-Centred Care

Patient Safety



Introducing our Patient Panel

Our International Forum Patient Panel is composed of people with first-hand experience of healthcare. Members of the Patient Panel will join you this week during sessions and will be with us to ensure the patient voice is heard.

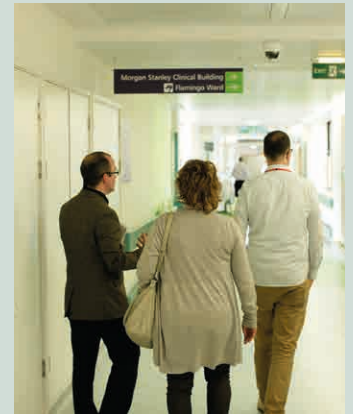
See page 54



5th annual International Improvement Science and Research Symposium

Our fifth annual International Improvement Science and Research Symposium will aim to connect researchers and healthcare professionals who are at the frontline of implementing evidence-based improvement interventions.

See page 18



London Experience Days

At our ever popular London Experience Days, you will be able to visit local health organisations and get an insight into the best quality and safety initiatives in the UK healthcare system.

See page 22



Learning and Networking Zone

Visit our dedicated space for networking and shared learning to meet colleagues, participate in some of our informal sessions held in the Zone and write your messages on our Big Wall of Inspiration.

See page 12



Special Interest Breakfast sessions

A number of special interest breakfast sessions will run before the first keynotes on Thursday and Friday. Get a practical view of how to handle challenges and progress in local settings.

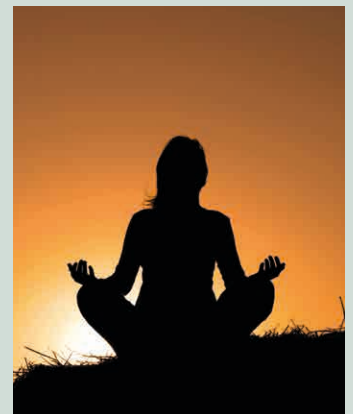
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Cable Car Challenge

In this fun networking session, delegates are sent on a special quality improvement mission. Walk in teams to the Emirates Air Line Cable Car where you will be given an exclusive cable car cabin to undertake the challenge.

See page 10



Wellbeing and Yoga

Take a break from a busy programme – energise and reflect on your learning with our wellbeing sessions designed to balance your mind, body and spirit.

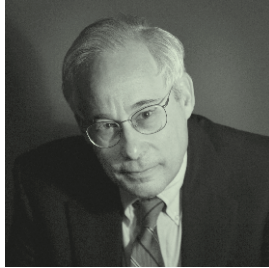
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In Partnership With Patients



"Inspiring a new generation of healthcare improvers"

Maureen Bisognano
President and CEO, Institute for Healthcare Improvement (IHI)



"Old Myths and New Designs: The New Simple Rules for Health Systems"

Donald M. Berwick
MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI)



"Providing practical, emotional and educational support to vulnerable inner-city children and young people"

Camila Batmanghelidjh
Founder and Director, Kids Company, England



"A story about fruit flies, balloons, toys and our future: What can healthcare learn from Google's global innovation and customer-centric approaches"

Alfred Biehler
Head of Customer Advocacy, Google, England



"A Story of Suffering, Recovery, Determination and Self-Belief"

Martine Wright
Paralympian; Survivor of the 7/7 London Bombings; Patient Spokesperson, England



"EBOLA: The Global Impact"

Professor David Heymann
Chair of Public Health England, Head of the Centre on Global Health Security at Chatham House, London and Professor of Infectious Disease, UK



Colin Brown
Infectious Diseases Lead for the King's Sierra Leone Partnership



Stephen Mephram
Consultant in Microbiology and Infectious Diseases, Royal Free London NHS Foundation Trust, UK



Jean-Jacques Muyembe-Tamfum
Professor of Microbiology, Kinshasa University Medical School and Director General of The National Institute for Biomedical Research, Kinshasa, Democratic Republic of Congo

Vision for the future: NHS England

Simon Stevens

Chief Executive, NHS
England

In treating illness, are we forgetting about creating wellness?

Harry Burns

Professor of Global Public
Health at Strathclyde
University, UK

Making better lives with Cycling Without Age

Ole Kassow

Founder, Cycling Without
Age, Denmark

Quality Mindset: Health & Care Radicals Inspiring Industrial Quality Improvement

Celine Schillinger

French Business Woman
of the Year 2013, charter
member of Change Agents
Worldwide, and currently
running the Sanofi Pasteur's
dengue programme

Project ECHO: Moving Knowledge Not People

Sanjeev Arora

MD, Founder of Project
ECHO, USA

Everyone's Involved and No One's in Charge: Strategies for Multi-system Problem Solving in Population Health

Rosanne Haggerty

Founder and President of
Community Solutions, USA

Designing Technology for Working Dogs: an Interspecies Perspective on Human Wellbeing

Clara Mancini

Lecturer in Computing and
Head of Animal-Computer
Interaction, The Open
University, England

PARO robot harp baby seal in action at Danish elderly homes, the important factors

Jakob Iversen

Senior Project Manager,
Health and Human
Interaction Technologies,
Danish Technological
Institute, Denmark

Developing a world class digital health service

Helen Rowntree

Head of Digital Services, NHS
England, UK

Inspired transformation: How to ignite energy for change

Helen Bevan

Chief Transformation Officer,
NHS Improving Quality,
England

Göran Henriks

Chief Executive of Learning
and Innovation, Jönköping
County Council, Sweden

Can social networks support minimally disruptive medicine through promoting connections and mobilising resources outside of formal medical care?

Anne Rogers

Professor of Health Systems
Implementation, University of
Southampton and Research
Director of the NIHR CLAHRC
Wessex, England

Improving Care for Athletes – lessons from The Glasgow 2014 Commonwealth Games

Liz Mendl

Consultant, Performance
Sport and Medical Services,
UK

Dr John MacLean

Medical Director, Sports
Medicine Centre, Hampden
Park, Glasgow; International
Team doctor for The Scottish
Football Association

Sarah Mitchell

Programme Manager, Chief
Medical Officer and Public
Health Directorate

My Next Step!

This year we want you to take your new learning from the International Forum and put it into action when you return home. Over the next few days, be sure to send us a 'selfie' photo of yourself or your new friends holding up your 'Next Step'.

Send your photo to:
nextstep@myqualityforum.com
or Tweet to: [#qfnextstep](https://twitter.com/qfnextstep)



NEXT STEPS!

What's your next step to improve healthcare?

Connect at the Forum

Join the conversation on Twitter!

[#quality2015](#) @QualityForum

All you need is an internet connection and a Twitter account!

Every session at the International Forum will have a designated Twitter hashtag (listed in this Event Guide) where you can join a conversation in real-time with your fellow participants. Your opinions and questions will be captured and presented to the speaker to discuss during the session. [#quality2015](#) is the hashtag to use when tweeting about the International Forum in general.

How do I sign up for Twitter?

- Go to [twitter.com](#)
- Enter your name, email address, and a password, click 'Sign up'
- Select a username - type your own or choose one
- Click 'Create my account'
- Twitter will send you a confirmation email – click the link in that email to activate your account

What's a hashtag?

- A hashtag is used to organise information so that it's easy to find. For instance, if you're tweeting about stroke care you could type "[#stroke](#)" in your tweet. Someone looking for information on strokes would then find what you (and the rest of the world) are talking about by searching for "[#stroke](#)".
- Every session will have a hashtag so that you can comment, discuss and follow key points with your fellow participants. You will find each session's dedicated hashtag next to its description in this Event Guide.
- To view all of the tweets relating to a session, enter its hashtag in the Twitter search box.
- Don't forget to add the hashtag in all of your tweets so you can join the conversation, too!



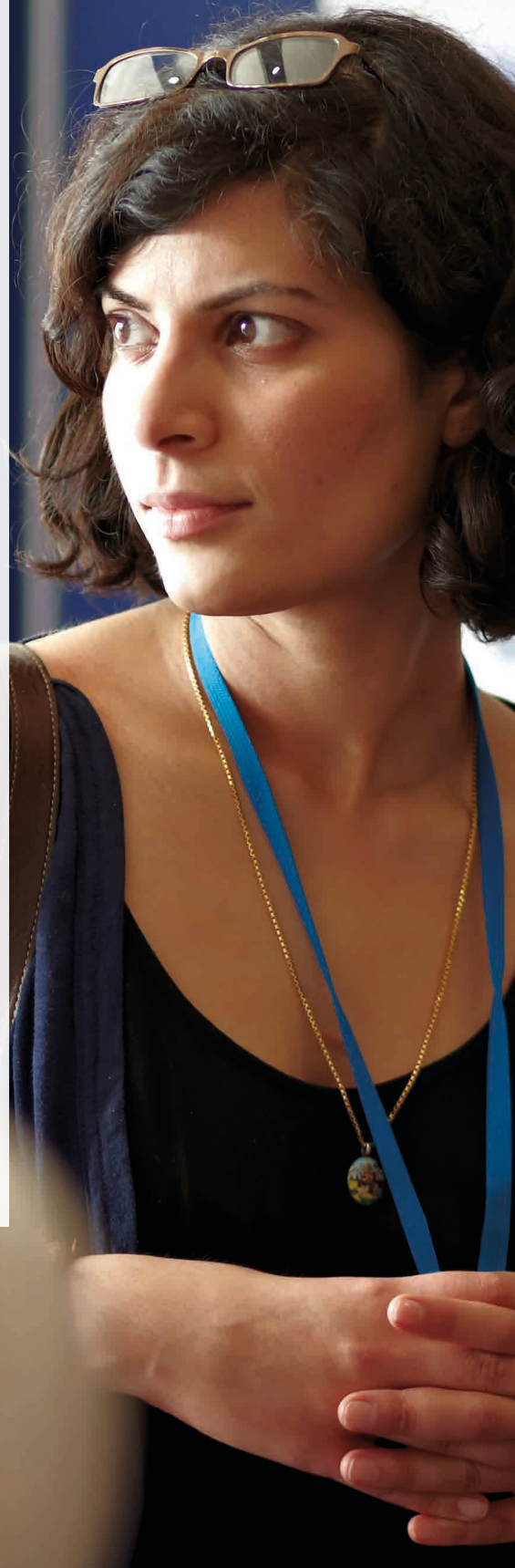
I want to learn more!

There will be a 'Twitter Clinic' during the morning refreshments break (after morning keynotes) on Wednesday, Thursday and Friday in the Learning and Networking Zone to help you get started.

You can also join the general International Forum happenings by following [@QualityForum](#) and using the hashtag [#quality2015](#).

I want to meet the people behind the tweets!

Let's hang out! There will be a 'tweet up' at **Meeting Point B** on Thursday 23 April during the lunch break. It will be a great chance to catch up and meet the people you have been tweeting with over the last couple of days.



Cable Car Challenge

In this fun networking session at the International Forum, delegates will be allocated into teams of 8 people plus a 'Cable Car Captain', and sent on a special quality improvement mission.

Your team will walk to the Emirates Air Line Cable Car (about 20 minute walk) where you will be given an exclusive cable car cabin to undertake the challenge. Prior to the flight and during the walk to the station, some warm-up and icebreaker activities will be facilitated, to enable your team to get to know each other and prepare for the challenge.

Your team will be presented with a hypothetical scenario to discuss and solve. You will be in-flight for 20 minutes during a round trip across to The O2 on Greenwich Peninsula, where you will workshop your ideas together.

The networking event will bring people together in a truly unique way to inspire

thoughts, ideas, conversations, and to foster new friendships. It will also provide delegates a unique opportunity to experience London from the air.

The activity will be facilitated by an expert in the field of quality and safety.

The Cable Car Challenge will be held at the following times during the International Forum:

Wednesday 22 April

1330-1500

Thursday 23 April

1100-1230 and 1330-1500

**Ask at the Registration Desk
to check availability and join!
Meeting point for the Cable Car
Challenge is Meeting Point B.**



Wellbeing and Yoga Programme



Carol Stuart, Yoga Teacher

Be sure to drop into our Yoga and Wellbeing Space in our Wellbeing Room (Capital Suite, Level 3).

About the Sessions

The Hatha style of yoga is suitable for all fitness levels and ages. Sessions will present a variety of easy physical exercises including gentle limbering and stretching, breathing techniques and relaxation and meditation techniques.

Classes will be tailored to the participants and will involve techniques that can be done by most conference delegates throughout the day. No special change in clothes is required and yoga mats will be provided. Some people may feel more comfortable in loose fitting clothes and may wish to bring a small towel.

As with any exercise, people with any physical or medical conditions (including pregnancy or post natal) should have their health professional's approval before participation and must advise the instructor of these conditions and any limitations and medications before doing the class.

About Carol Stuart, Yoga Teacher

Carol practices Hatha Yoga, meditation and Ayurveda in Sydney, Australia where she presents classes, workshops and retreats. She is qualified in yoga practice and philosophy, and Ayurvedic therapy and massage.

Carol is a member of the International Yoga Teacher's Association and Australian Yoga Master's Therapist Association and also a qualified nurse. Carol believes that through yoga, health, happiness, and inner peace can be improved.

1. Yoga to Start the Day

A class for people of all abilities, based on the Hatha style of yoga. The class will combine gentle yoga techniques and breathing exercises to energise and refresh you before you start the day.

2. Reflect and Refresh

Informal drop in time for tailored gentle yoga exercises and guided meditation to balance the mind, body, and spirit.

3. Energise and Revive - Thames River Walk

This revitalising lunchtime session by the Thames River will include gentle stretches and guided visualisation to help focus and refresh the mind.

4. Yoga and Relaxation for Life

These sessions will demonstrate simple techniques in yoga and relaxation that can easily be incorporated into your busy lifestyle.

	Wednesday 22 April	Thursday 23 April	Friday 24 April
Before Keynote		0800-0900 - Yoga to Start the Day	0800-0900 - Yoga to Start the Day
Morning	1100-1230 - Reflect and Refresh	1100-1230 - Reflect and Refresh	1045-1145 - Reflect and Refresh
Lunchtime	1245-1330 - Energise and Revive Thames River Walk (Starts at Meeting Point B)	1245-1330 - Energise and Revive Thames River Walk (Starts at Meeting Point B)	1300-1400 - Energise and Revive Thames River Walk (Starts at Meeting Point B)
Afternoon	1345-1500 - Reflect and Refresh	1345-1500 - Reflect and Refresh	1415-1500 - Reflect and Refresh
Afternoon	1530-1630 - Yoga and Relaxation for Life	1530-1630 - Yoga and Relaxation for Life	

Learning and Networking Zone

INSPIRE US!

What healthcare improvement are you most proud of?

SPARK A REVOLUTION!

What's your big idea to improve healthcare?

At this year's International Forum we have a designated space for networking and shared learning - you can find this energising zone towards the rear of the exhibition area in Capital Hall on Level 0. There are scheduled interactive and dynamic sessions throughout the programme taking place at the Learning and Networking Zone. We invite you to join us in this space during breaks and lunchtime to meet new friends and to contribute to global thinking to improve healthcare.

Don't forget to also leave your messages for all to read on our 'Big Wall of Inspiration'.

What's happening at the Learning and Networking Zone?

Twitter clinic

Learn how to join and use Twitter.

When: every morning break (Wednesday - Friday)

Facilitated activities

This year, we also have some new facilitated learning and networking opportunities. Drop in these fun and informal sessions to start conversations with fellow colleagues and get involved in discussions ranging from **the challenges of working in primary care** and **why do Team Scotland huddle**, to the reality of **being an agent for change**.

When: see schedule below.

Learning and Networking Zone sessions schedule

Wednesday 22 April	
1100-1230 (90 minute session) A	The FolksLab (the Peoples' Laboratory)
1300-1330 (30 minute session during lunch)	The FolksLab (the Peoples' Laboratory)
1330-1500 (90 minute session) B	Primary Care Networking
1530-1630 (60 Minute session) C	Nurses using social media to improve care
Thursday 23 April	
1100-1230 (90 minute session) D	The FolksLab (the Peoples' Laboratory)
1300-1330 (30 minute session during lunch)	The FolksLab (the Peoples' Laboratory)
1330-1500 (90 minute session) E	Using Games to Teach the PDSA Cycle
1530-1630 (60 Minute session) F	Networking on quality indicators
Friday 24 April	
1045-1145 (60 minute session) G	GetUpGetBetter
1200-1300 (60 minute session) H	The FolksLab (the Peoples' Laboratory)
1330-1400 (30 minute session during lunch)	Why do team Scotland huddle?
1400-1500 (60minute session) I	Becoming an Agent for Change

...Leave your messages on our Big Wall of Inspiration!

Session types

The FolksLab (the Peoples' Laboratory)

Converse with people with similar interest and curiosity to learn, discuss topics that you are passionate about, share your learning and learn from others from across the world.

The topics that will be covered through interactive discussion will include:

- Improvements in primary care
- The revolution in care for older people
- Spreading change
- Person-centred care
- Clinical innovation

The Folkslab is jointly managed by leaders from Qulturum, Jönköping Sweden and NHS Improving Quality, England.

Hosts: **Agata Rukat**, Improvement leader, Qulturum, Jönköping County Council, Sweden; **Caroline Fruberg**, Development leader, Qulturum, Jönköping County Council, Sweden

Primary Care Networking

This session brings together GP's, practice nurses, pharmacists, allied health professionals and all those who oversee or who are responsible for primary care to share experience, ideas and encouragement.

Hosts: **Dr Kate Adams**, GP; **Paresh Dawda**, Australian National University, Keele University UK, ACT Medicare Local, Ochre Health, ACT, Improvement Foundation, Australia; **Robert Vanham**

Nurses using social media to improve care

The Nursing Network session at the 2014 Paris International Forum generated excitement and enthusiasm in how we use quality improvement methodologies to improve care. A diverse range of nurses in policy, academia, leadership, practice and students at the event formed the Global Nurses Network for Quality Improvement (GNN for QI). As a result a group of enthused nurses from around the globe connected to develop what is now our new network for nurses with a passion for QI. A year on, our network has expanded. Nurses at any stage in their QI journey are welcome to join us for an informal and friendly opportunity to share stories, ask questions, connect, learn from each

other and participate in our Global Nurses Network Live Tweet Chat.

Hosts: **Erica Reid**, Strategic Advisor in Improvement and Person-Centred Care, Scottish Government, Scotland; **Lorraine Armstrong**, Clinical Academic Fellow, University of Stirling, Scotland

Using Games to Teach the PDSA Cycle

This networking session will anchor the simple fact that we do PDSA testing every day. A variety of games that enable teams to quickly design and conduct PDSA cycles will be explained and then experienced by participants. The value of rapid-cycle testing and the knowledge gained from a failed test will also be demonstrated.

Host: **Robert Lloyd**, PhD, Executive Director, IHI, USA

Networking on quality indicators

In this creative and interactive session delegates will share their experiences and challenges connected to creating and using National Quality Indicators. Your hosts will be Jan Maarten van den Berg and Fredrik Westander, both leaders in the Dutch respectively Swedish system for National Quality Indicators. Their goal of this session is to yield ideas and inspiration and seduce you to continue the discussion long after the Forum ends.

Hosts: **Ian Leistikow**, MD PhD, Senior Inspector, Dutch Healthcare Inspectorate, The Netherlands; **Jan Maarten van den Berg**, Coordinating Healthcare Inspector, Dutch Healthcare Inspectorate, The Netherlands



**GET UP
GET BETTER**
international healthcare competition

GetUpGetBetter

GetUpGetBetter (GUGB) is a non-commercial initiative to set up international healthcare quality competitions. In sports, competitions have dramatically improved the speed and spread of innovation. Imagine what we could achieve if the Olympics were about healthcare quality? Imagination is becoming reality, the first GUGB competitions have already been launched. In this interactive session we

want to share our passion for the GUGB ideals. We will discuss how GUGB can help your quality improvement work inspire colleagues around the world and offer support to join or set up your own GUGB competition. Join us at the International Forum and online on getupgetbetter.com.

Hosts: **Ian Leistikow**, MD PhD, Senior Inspector, Dutch Healthcare Inspectorate, The Netherlands; **Patrick Kools**, Founder, GetUpGetBetter, The Netherlands; **Claire Matthews**, FY2, St Thomas' Hospital, UK

Why do team Scotland huddle?

Previous delegates at the International Forum will have witnessed Team Scotland huddles (if you are an early riser!). You have perhaps looked on from a distance, or even joined us. If you've always wondered why we huddle, what we talk about and how we structure them then come and join us. This is your opportunity to see first-hand. We will also discuss how huddles can and do support safe and person centred care in clinical areas in Scotland.

Hosts: **Erica Reid**, Strategic Advisor in Improvement and Person-Centred Care, Scottish Government, Scotland; **Brian Robson**, Executive Clinical Director, Healthcare Improvement Scotland, Scotland

Becoming an Agent for Change

Agents for Change is a collection of junior doctors with a common vision: a generation inspired and prepared to deliver world class healthcare. Their mission (if you choose to accept it!): To create a community and foster a culture where individuals work collaboratively; sharing ideas, developing skills and inspiring change. Together we will deliver world class healthcare which eliminates inequality and promotes healthy lives. We are all agents for change.

Learn from Clinical fellows from the Faculty of Leadership and Management National Medical Director's Scheme how to be an effective Agent for Change within your organisation. Get help with developing your individual 'elevator pitch' to get your message across, and key skills to make the most of your networking time at any event.

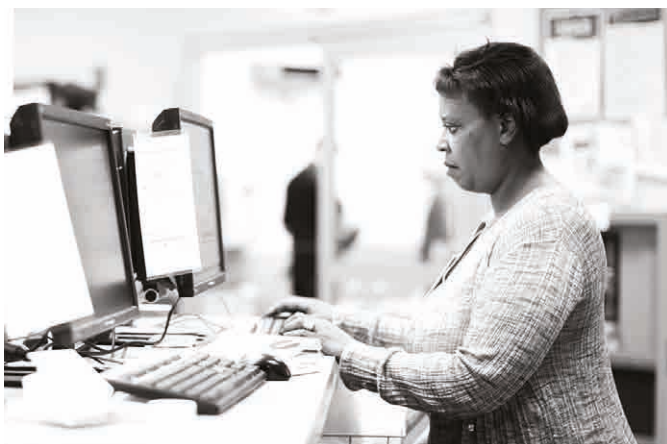
Hosts: **Kate Adlington**, BMJ Clinical Fellow, UK; **Emma Parish**, BMJ Clinical Fellow, UK

The International Leadership Development Program for Physicians

IHI in collaboration with the Harvard School of Public Health

June 15–26, Boston, MA

Develop the management knowledge and leadership skills you need to drive your health care organisation forward.



Open School

Spreading safety and improvement through online courses!

- Build a common language among staff and earn more than 30 continuing education credits.
- Use the tracking feature to stay updated on staff progress along with provided tools to facilitate team discussions.

Improvement Advisor

Professional Development Program

Autumn
2015
Europe

Organisations that achieve multiple and sustained improvements usually have the invaluable leadership of an Improvement Advisor (IA). IAs are trained to identify, plan, and execute improvement projects, deliver successful results, and spread changes across the entire system.

Customised Services

For ten years, IHI has worked intensively with organisations and government entities to drive transformational change throughout a system or country. Learn how IHI can help you achieve bold aims in quality and safety and build long-term sustainability.

Student and Junior Health Care Professionals Programme

Throughout the International Forum, the IHI Open School and BMJ are hosting a number of dynamic and unique sessions for students, junior health care professionals, trainee doctors, and educators in the Student and Juniors Lounge (Capital Suite, Level 3).

We look forward to seeing you there!



Open School

Tuesday, 21 April
1500-1700

Student & Junior Health Care Professional Orientation

Student and Juniors Lounge
(Capital Suite, Level 3)

Join us for an orientation session to network with colleagues from around the world. Here you'll find guidance on how to get the most out of your Forum experience, review activities planned for the following three days, and have an opportunity to network and meet new friends at the Forum.

Tuesday, 21 April
1800

Social Outing for Students, Junior Health Care Professionals, and Friends

(Fox Bar @ Excel)

Join us for a fun social event at a nearby bar for informal networking with your new colleagues and friends.

Wednesday, 22 April
1230-1330

Student & Junior Health Care Professional Lunch Session

Student and Juniors Lounge
(Capital Suite, Level 3)

Grab your lunch and join Donald Berwick, MD, MPP, FRCP, President Emeritus and Senior Fellow at IHI, for a discussion on how students and junior doctors can lead improvement.

Thursday, 23 April
1230-1330

Student & Junior Health Care Professional Lunch Session

Student and Juniors Lounge
(Capital Suite, Level 3)

Grab your lunch and join the IHI Open School for an opportunity to meet other students and reflect with BMJ Clinical Fellows and members of Agents for Change on your Forum experience so far.

Thursday, 23 April
1800

Social Outing for Students, Junior Health Care Professionals, and Friends

(Meet in the Student and Juniors Lounge)

Join us at a nearby bar or restaurant for informal networking with your new colleagues and friends.

Friday, 24 April
1300-1400

Student & Junior Health Care Professional Lunch Session

Student and Juniors Lounge
(Capital Suite, Level 3)

Grab your lunch and join us for the final lunch session. IHI Open School Regional Chapter Leaders will help you reflect on the Forum experience and develop an action plan to bring home.

Friday, 24 April
1400-1500

Student Session - Becoming an Agent for Change

(Learning and Networking Zone)

Join us in the Learning and Networking Zone to learn how to be an effective Agent for Change within your organisation. Clinical Fellows from the Faculty of Leadership and Management National Medical Director's Scheme will help you develop your own 'elevator pitch' to get your message across and teach key skills to make the most of your networking time at any event.

Come visit the IHI booth, Booth #19, to meet the IHI Open School team and learn more about the Open School Chapter Network and the Open School's growing catalog of asynchronous online courses that teach the foundations of improvement, safety, system design, and leadership.

Twitter #quality2015
Twitter #IHIOpenSchool

Special Interest Breakfast Sessions



Thursday 23 April, 0800-0900

Platinum Room 1

Twitter #qfbupa

New developments in dementia care

In the absence of a pharmacological disease modifying breakthrough in more than fifteen years new dementia care developments in recent times embrace risk-awareness, the benefits of diagnosis, cognitive stimulation interventions, managed care and the added-value of longstay care settings. Yet do these represent little more than a leap of faith?

Dr Hemal Desai, Associate Medical Director, Corporate Centre: Medical; **Professor Graham Stokes**, Bupa's Global Director of Dementia Care



Improving Quality

Thursday 23 April, 0800-0900

Platinum Room 2

Twitter #qfnhsiq

Advancing transformational change using collaboration, networks and systems thinking – realtime learning from the English health system

Join this interactive and practical session from NHS Improving Quality, England's national health improvement body, on its work with health and care systems advancing transformational change. You'll take away tested approaches for large scale change and hear insights into the progress and impact for local systems.

Charlie Keeney, Programme Director, NHS Improving Quality; **Rachel Hinde**, Programme Lead, NHS Improving Quality

Chair: Steve Fairman, Interim Managing Director, NHS Improving Quality



Thursday 23 April, 0800-0900

Platinum Room 3

Twitter #qfpwc

New patient, new health: beyond the illness

Never before has so much change occurred in such short periods of time. Disruptive forces - demographic change, increased expectations, pressure to deliver better outcomes at lower cost, new entrants and new technology - are rapidly reshaping healthcare, in the UK and globally. A new health landscape is emerging, with a new type of patient at its heart: with increasing expectations about healthcare services, increasing knowledge about their health, and increasing motivation to take responsibility for their own wellbeing.

This interactive session will explore the implications of the new patient for healthcare providers, clinicians and commissioners. We'll also be previewing the findings of our global study into patient, carer and clinician experiences of cancer care.

Dean Arnold, UK Health Industries Leader, PwC



Friday 24 April, 0800-0900

Platinum Room 1

Twitter #qfihi

What Wall? A Walking Breakfast Through IHI's Global Initiatives

Maternal and Child Health. Safety. Systemwide improvement.

Join IHI staff on a walking tour of leadership and capability-building storyboards at the International Forum. In this breakfast session, you will hear from IHI content experts and our partners about the recent work in Europe, Africa, the US, Latin America, Asia, and the Middle East - what tests of change are moving forward with local partners, what's worked, and what has not, what has been achieved. Be prepared to ask questions and analyse results for how teams succeed when they come upon a wall, throw their hats over it, and then go and get their hats.

Pedro Delgado, Executive Director, Institute for Healthcare Improvement (IHI), USA

dr foster®

Intelligence in healthcare

Friday 24 April, 0800-0900

Platinum Room 2

Twitter #qfdrfoster

Dr Foster – Don't be myopic: stories from a global healthcare quality group

Over the past four years Dr Foster in collaboration with over fifty hospitals in ten countries have worked to share insight and improve healthcare outcomes. As the project widens into the Middle East and China, this session will cover both the outcomes and the insights gained from parts of this work.

After this session, participants will be able to:

- Appreciate the value in linking international datasets to monitor hospital performance, drive academic research and improve patient outcomes
- Understand insight obtained from hospitals across the ten countries in areas including stroke management, Acute Myocardial Infarction Mortality, Sepsis and demand management

Katrina Herren, Clinical and International Director, Dr Foster, UK



Friday 24 April, 0800-0900

Platinum Room 3

Twitter #qfbmj

BMJ Quality – Making quality improvement simple

At BMJ Quality we believe in making healthcare improvement simple. In this session we introduce our award-winning online programme which aims to put everything you need to improve healthcare in one place:

- See how our innovative online workbook can guide you step-by-step through an improvement project and make it easy to record your data
- Hear about BMJ Quality Improvement Reports - a peer-reviewed journal of front-line quality improvement evidence - which allows you to submit your work with a single click
- Understand how you can collaborate online with your team through the Quality platform and access our expert mentors to support your work

Ashley McKimm, Head of BMJ Quality, BMJ

Dr Cat Chatfield, Clinical Lead for BMJ Quality, BMJ



Thursday 23 April, 1245-1315

Capital Room 2

Twitter #qfkmant

Health: How it needs to work. A concept based on TOYOTA thinking

For the past 60 years, Toyota has been globally recognised as the world leader in not only motor manufacturing, but also in supplier relations, employee satisfaction and product innovation. This holistic approach to Toyota's products has driven its global success.

This session, developed by senior ex-Toyota managers working with the NHS, looks at how we can bring the whole system together to provide seamless care within a single cohesive system.

Karen Baker, Chief Executive, The Isle of Wight NHS Trust; **Steve Boam**, KM&T CEO & founder



Affordable, quality health care. For everyone.

Friday 24 April, 1315-1345

Capital Room 2

Twitter #qfcwf

The Harkness Fellowships

The Harkness Fellowships in Health Care Policy and Practice provide a unique opportunity for promising mid-career professionals – from Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, Sweden, and the U.K. – to spend 12 months in the United States working with leading U.S. experts to study innovative healthcare delivery system reforms and critical issues on the health policy agenda in both the U.S. and their home countries. Each fellowship provides up to U.S. \$119,000 plus family supplement of approximately \$55,000. Please join us to learn more about the Harkness Fellowship experience, who should apply, and the impact of the Fellowship on Fellows' career paths.

Robin Osborn, Vice President and Director of the Harkness Fellowships; **Harkness alumni:** Jako Burgers, Christopher Hayes, and Imogen Mitchell

Special Interest Lunchtime Sessions

M1

5th annual International Improvement Science and Research Symposium

Sponsored by:



0900-1715

Capital Room 1

Twitter #qfscience

0900-0910

Welcome and introduction**Fiona Godlee**, Editor-in-chief, The BMJ**Göran Henriks**, Chairman of the Forum's Strategic Advisory Board and Chief Executive of Learning & Innovation, Jönköping County Council, Sweden

0910-0930

Opening keynote:**Challenges for Improvement Science for the real world: making a difference for patients****Maxine Power**, Director of Innovation and Improvement Science at Salford Royal Foundation Trust, England

0930 -1040

Presentations: Researching how we work together**Chair: Paul Batalden**, Professor Emeritus, Dartmouth Medical School, USA**1. 'The most productive meeting we have ever had': the power of constructing programme theory diagrams using the Action Effect Method****Laurel Issen**, Research Associate, National Institute of Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Northwest London; Imperial College, Chelsea and Westminster Hospital, London, UK**2. Using ethnographic research to inform the development of a diagnostic and intervention toolkit for intensive care settings****Scott Reeves**, Professor in Interprofessional Research, Faculty of Health, Social Care and Education, Kingston University & St George's, University of London, England**3. Collaboration and proactive teamwork used to reduce (CAPTURE) falls****Katherine Jones**, Associate Professor, Division of Physical Therapy Education, School of Allied Health Professions, Omaha, Nebraska, USA

1040-1100

Refreshments and networking

1100-1120

Getting to person-centred care: building and using the evidence**Helen Crisp**, Assistant Director of Research, The Health Foundation, United Kingdom**This segment is sponsored by The Health Foundation.**

1120-1230

Presentations: Putting patients at the centre of Improvement Science**Chairs: Göran Henriks**, Chief Executive of Learning & Innovation, Jönköping County Council, Sweden; **Nick Barber**, Director of Research, The Health Foundation**1. Quality improvement and person-centredness: developing and refining the 'always event' concept for primary care****Gregor Smith**, Senior Medical Officer, Primary Care Division, Scottish Government, Scotland**2. System-oriented engagement of stakeholders in identifying priority evidence-practice gaps, barriers and strategies for primary healthcare improvement****Ross Bailie**, Professor of Public Health and Scientific Director, Centre for Primary Health Care Systems, Menzies School of Health Research, Australia**3. Partnership between patients and health workers to implement an improvement change package – a strategy to accelerate improvement gains****Martin Muhire**, Quality Improvement Advisor, USAID- Applying Science to Strengthen and Improve Systems (ASSIST) Project, University Research Co., LLC, Kampala, Uganda

1230-1330

Lunch and networking

1330-1430

Improvement Science world café: 'conversations about research'**Presentations from authors to their table.****Chairs: Göran Henriks**, Chief Executive of Learning & Innovation, Jönköping County Council, Sweden; **Nick Barber**, Director of Research, The Health Foundation

1430-1445

Reflection and discussion around the table: 3 challenges in Improvement Science

Within the categories of design and collaboration, methodology, measurement and evaluation

1445-1515

Refreshments and networking

1515-1600**Presentations: Challenging our thinking on approaches to Improvement Science**

Chair: Kaveh Shojania, Editor-in-Chief, BMJ Quality & Safety

1. Evaluation of improvement initiatives using statistical process control and theory driven evaluation

Tom Woodcock, Information Theme Lead, National Institute of Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Northwest London; Imperial College, Chelsea and Westminster Hospital, London, UK

2. How scientific is the Plan-Do-Study-Act method? Comparisons of the scientific method and its application in chemistry and in healthcare

Julie Reed, Academic Co-Director, National Institute of Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Northwest London; Senior Research Fellow, Imperial College, Chelsea and Westminster Hospital, London, UK

1600-1645**Presentations: Implementation and knowledge translation**

Chair: Gareth Parry, Senior Scientist, Institute for Healthcare Improvement (IHI) and Clinical Assistant Professor at Harvard Medical School, USA

1. Achieving implementation principles is associated with effective delivery system innovation

Olivia Jung, PhD Student in Health Policy (Management), Graduate School of Arts and Sciences, Harvard Business School, Harvard University, USA

2. Improving physician hand hygiene compliance: design and pilot of a theory-based knowledge translation intervention

Stefanie Linklater, Research Assistant, Ottawa Hospital Research Institute (OHRI), Ontario, Canada

1645-1715**Panel discussion: How do we translate what we know into practice? Moving from research to implementation**

Panelists: Maxine Power, Paul Batalden, Helen Crisp, Kaveh Shojania

1715-1730**Closing remarks**

Göran Henriks, Chief Executive of Learning & Innovation, Jönköping County Council, Sweden;
Nick Barber, Director of Research, The Health Foundation

Sponsored by:**Improvement Science stream**

There are a number of events alongside the International Improvement Science and Research Symposium, aimed at those working on or with an interest in the areas of improvement science and research. These include:

**A7: The impact of improvement research on clinical practice
Wednesday 22 April, 1130-1230
Platinum Room 2**

During this Wednesday session, hear about research initiatives by 3 different organisations in the USA, UK and New Zealand.

**C3: Efficient Approaches to Infectious Diseases in Africa
Wednesday 22 April, 1530-1630
Capital Room 2**

Evaluate the success of 2 different interventions initiated by public health officials and emergency medical services.

**C8: Specialty Focus Groups
Wednesday 22 April, 1530-1630
Poster Area**

This poster focus group will provide a unique opportunity for research teams to connect and share their work.

**G8: Engineering systems to save lives; recognise the unexpected
Friday 24 April, 1045-1145
Platinum Room 3**

This 60 minute session describes a detailed systems engineering approach to solving complex problems.

**I5: Embracing Complexity: Mastering the use of Plan-Do-Study-Act cycles to navigate and negotiate change
Friday 24 April, 1400-1500
Capital Room 4**

This workshop draws on new research findings from an international qualitative study to explore the reality of using PDSA method in practice.

How we can help you in 2015

The Health Foundation is an independent charity working to improve the quality of health care in the UK.

We are here to support people working in health care practice and policy to make lasting improvements to health services.

We carry out research and in-depth policy analysis, fund improvement programmes in the NHS, support and develop leaders and share evidence to encourage wider change.

www.health.org.uk

Stay on top of patient safety

Get access to accurate, up-to-date patient safety information from a single online resource. Our patient safety resource centre provides key research papers, national standards, implementation guidelines and case studies.

Visit the patient safety resource centre today at
www.patientsafetynow.org.uk

Resources to make care more person-centred

People will enjoy better health and wellbeing if they have the right support and information at the right time to help them make informed decisions and to manage their own health and care. The Health Foundation's person-centred care resource centre features a range of materials to help health care professionals deliver care responsive to people's individual abilities, preferences, lifestyles and goals.

Visit the person-centred care resource centre today at
www.personcentredcarenow.org.uk

Improvement news and research delivered to your desktop

Every month we scan thousands of journals to select and summarise around 60 of the most interesting studies about health care improvement.

Signing up for the Research Scan is quick, free and will save you time getting the latest evidence.

Sign up at
www.health.org.uk/researchscan

For UK attendees

Innovating for improvement will be open for application in the summer. We have £1.5m available for up to 20 teams to test and develop innovative ideas and approaches to improving health care delivery in the UK.

Scaling up improvement will be open for application in the spring. Seven teams will receive up to £500,000 each to support the wider implementation and evaluation of their work.

GenerationQ our part time, fully-funded leadership programme for senior leaders from health care policy and practice, and the charity sector, will be open for application in the summer.

Visit www.health.org.uk

Stay in touch

For all the latest news and developments from the Health Foundation:

- subscribe to our monthly email newsletter at www.health.org.uk/enewsletter
- register for email alerts to be notified about our latest work at www.health.org.uk/updates
- follow us on [Twitter](#), [Facebook](#) or [LinkedIn](#)
- visit our blog for the latest opinions, analysis and insight on health and health care at www.health.org.uk/blog

M2

London Experience Days

This interactive and energising day will give a detailed and inside view of the best quality and safety initiatives currently being implemented in the UK healthcare system. The day will advance and progress fresh thinking in improvement and safety by:

- Enabling international visitors to actively learn from the word class examples of the UK healthcare system
- Providing UK healthcare professionals with an interactive opportunity to learn from the wider global community, and to inspire fresh thinking around local initiatives

The day will include tours and demonstrations of local healthcare facilities at a number of healthcare centres of excellence around London.

Proudly supported by:



Newham

Clinical Commissioning Group

EXPERIENCE 1

Olympic Experience Day:
Regeneration and Innovation in
Newham

Twitter #qfolympic

A morning visiting the Queen Elizabeth II Olympic Park, host site for the London 2012 Olympic & Paralympic games, followed by an afternoon out in the local community of Newham. Delegates will experience an official tour of the iconic park gaining an insight into the planning of health services throughout the games and how new services have been designed for the local population post-games. After a lunchtime trip up the Anish Kapoor designed Orbit Tower, delegates will then be taken out to experience the local health services that serve one of the UK's most deprived populations.

Learning Objectives

- To gain an insight into the Olympic and Paralympic 2012 legacy and how health services have evolved and sustained to support Newham's regeneration and new population.
- To look at examples of how local health services are building on the legacy of the games, by incorporating exercise into healthcare and working with young people, in the youngest population in the UK
- To learn how Newham is building and embedding a culture of quality and safety in primary care through collaboration with academia, secondary care and community partners.
- To learn how Newham health system is driving innovation and behaviour change across a whole system.
- To visit the Olympic site and see local regeneration, first-hand

Your experience


- Risk stratification of patients and the use of informatics (EMIS) across whole patient journey.
- Engaging 'hard to reach' patients in diabetes self-management.

- Embedding the science of improvement into primary and community care.

Your facilitators and hosts

- **Dr Zuhair Zarifa**, Chair of Newham CCG
- **Satbinder Sanghera**, Director of Partnerships Newham CCG and previously Director of Athletes' Village
- **Meradin Peachey**, Director of Public Health, London Borough of Newham
- **Dr Shanti Vijayaraghavan**, Consultant Diabetologist, Barts Health
- **Professor Martin Marshall**, Lead, Improvement Science London, Professor of Healthcare Improvement, UCL
- **Richard Mountford**, Communications Manager, Newham CCG, UK
- **Liz Nicholls**, Programme Lead for Physiotherapy, School of Health and Bioscience at UEL, UK

Proudly supported by:

Great Ormond Street  Hospital for Children

NHS Foundation Trust

EXPERIENCE 2

Improving Care of Children,
Great Ormond Street Children's
Hospital

Twitter #qfgosh

Great Ormond Street Children's Hospital Trust (GOSH) is one of the top 5 children's hospitals in the world. Everything the Trust does – from excellent clinical care to cutting edge research and paediatric education – is devoted to improving the health of children and supporting their families during what we know are difficult times.

Achieving sustainable change is a challenge that many organisations face on their improvement journey. Great Ormond Street Hospital is continually learning how to develop and sustain Quality Improvement interventions despite encountering significant challenges.

Your experience

Your visit to GOSH will take you into the heart of the organization, where you will learn how GOSH teams deliver their safety agenda across a complex system.

Delegates will see our successes and challenges and how we addressed them. There will be an opportunity to interact with those who have innovated and improved, as well as experience skills learning workshops and a visit to clinical areas.

Your facilitators

- **Zoe Egerickx**, Transformation Programme Manager
- **Peter Lachman**, Co-Deputy Medical Director and Consultant Paediatrician

Proudly supported by:



EXPERIENCE 3

Embedding quality improvement in mental health and community services at East London NHS Foundation Trust [Twitter #qfeast](#)

East London NHS FT is a provider of predominantly mental health and community services in one of the most culturally diverse and economically deprived parts of the country. The organisation has embraced quality as its business strategy, and has embarked on a large organisation-wide quality improvement programme, in partnership with the IHI. East London NHS FT receives some of the best patient feedback results among its peers, and has recently been named as one of the top 10 best places to work in healthcare in the country.

Your experience

Spend a day with East London NHS FT, and learn more about:

- How the organisation is applying systematic continuous improvement to tackling complex quality issues in mental health and community services, hearing directly from the teams leading improvement work
- How the organisation is shifting to being improvement-focused, building capacity and capability for improvement at scale, and making quality its business strategy
- How patients, carers, and families are partnering with staff and leaders to influence decisions, define quality measures, and being part of all improvement work

- Some of the innovative service models in operation within liaison teams, primary care, and community settings – which have applicability beyond the mental health and community services context.

Your facilitators

- **Dr Kevin Cleary**, Medical Director
- **Dr Amar Shah**, Associate Medical Director for QI

EXPERIENCE 4

Embedding quality Primary Care Experience Day [Twitter #qfprimary](#)

The UK's health system is based on comprehensive primary health provision and free access for all. The recent Commonwealth Fund's 2014 report ranked the UK the best performing health system in the world.

During the morning of the primary care experience day, there will be an opportunity to visit some of the following:

- An innovative community-led organisation working alongside a primary care practice in one of the most deprived areas of the UK
- A site that has undergone system wide reform of urgent care services
- A site where GP-led commissioning has resulted in new solutions to patient care
- A GP practice to learn more how primary care is delivered, managed and incentivised.

In the afternoon we will come together to share reflections from the morning. We will also hear from UK primary care leaders about approaches to establishing new multi-professional primary care offerings at greater scale.

Your hosts

- **Dr Kate Adams**, General Practitioner
- **Paresh Dawda**, Senior Research Fellow, Australian National University, Visiting Fellow, Keele University, UK, Implementation Adviser, ACT Medicare Local, GP and Medical Director, Ochre Health, ACT, Consultant, Improvement Foundation, Australia
- **Robert Vanham**

Proudly supported by:

University College London Hospitals 
NHS Foundation Trust

EXPERIENCE 5

Improving acute care for all ages – inspiration from University College London Hospitals NHS Foundation Trust [Twitter #qfacute](#)

About your Visit

Your visit to UCLH will provide you with access a wide range of talks from our executive team and our clinical leaders. These will be interactive sessions with a focus on safety, quality improvement and innovation. This will be through a large group session in the morning with the opportunity for delegates to break into smaller groups with a specialty focus in the afternoon. During the day you will:

- Learn from leading experts in women's health, elderly medicine, critical care and cancer care on what they've been doing to improve clinical outcomes and patient experience.
- Network with clinical experts interested in improving clinical outcomes, safety and patient experience
- Develop ideas on the use of simulation that you can implement in your own organisation

Sessions for all

- Hear about our organisation and the benefits and challenges facing an acute foundation Trust in the current economic climate - Sir Robert Naylor (CEO).
- Hear about our improvement journey so far and our aspirations for the future - Jonathan Fielden (Medical Director) and Tara Donnelly (Director Quality, Efficiency and Productivity)
- Learn how our critical care team with the support of UCLP have successfully sustained a 50% reduction in cardiac arrests and eliminated pressure ulcers in their unit whilst improving staff and patient satisfaction - John Welch (Nurse Consultant) and Elaine Thorpe (Matron)
- Observe the use of simulation in clinical training and learn how you could implement this approach in your own organisations - Melissa Whitten (Consultant Obstetrician)

M2

London Experience Days

Specialised afternoon streams to choose from

- Cancer care
- Improving care in Women's Health
- Improving care for elderly and frail patients

Your facilitators

- **Breid O'Brien**, Deputy Director, Quality, Efficiency & Productivity
- **Eamonn Sullivan**, Deputy Chief Nurse
- **Asiya Yunus**, UCLP
- Cancer Services - **Nick Kirby**, Divisional Manager,
- Older persons - **Eamonn Sullivan**, Deputy Chief Nurse
- Women's Health - **Julie Hogg**, Head of Midwifery

Proudly supported by:**EXPERIENCE 6**

How insights into what BMJ does can help you with your quality improvement agenda
[Twitter #qfbmj](#)

Learn how to write a paper and get published, plus the opportunity to meet the BMJ editors and learn about how BMJ creates and disseminates evidence-based information and learning.

Morning programme

Writing for publication – how to write an abstract and share the lessons of your work

In this interactive session, participants will describe their own quality improvement work and, with colleagues, will identify key messages and lessons of interest and potential use to others. From these accounts, using a structured framework, participants will write about the key points of their work. Finally by sharing ideas and others' reflections, participants as authors will modify their messages and produce a first draft quality improvement abstract and plan the next steps of writing about their work.

After this session, participants will be able to:

- Write up QI projects as structured abstracts
- Be aware of the needs of customers / readers
- Summarise main messages and learning points
- Use structure for QI report as basis for reflection on QI work

The morning programme will be lead by **Fiona Moss**, Editor, Postgraduate Medical Journal, England

Afternoon programme

Expert speakers from around BMJ will present on the following topics:

- Data analytics - How to work out where you are and design an intervention. What can data tell us?
- 'Don't test me to identify my areas of weakness - I feel bad enough already'- How listening to users creates better products and services
- So you want to learn about Quality- the role of current learning theory on quality improvement
- Change management- Is there overlap between changing behaviour in commercial organisations and quality improvement plans?
- How to use evidence- based practice is key to quality improvement. BMJ has a methodology that critically appraises the literature.

Your facilitator

Luisa Dillner, Head of BMJ Research and Development, BMJ, UK

M3 – M6

Full Day Courses and Seminars

Twitter #quality2015

0900 – 1700

Breaks are applicable to all Full Day Courses and Seminars:

0800-0900 Registration
Refreshments,
Capital Hall1030-1100 Morning
Refreshments,
Capital Hall1230-1330 Lunch,
Capital Hall1500-1530 Afternoon
Refreshments,
Capital Hall

0900-1700

M3: Quality as business strategy: integrating cost, quality, and the patient experience

Capital Room 2

Twitter #qfm3

How do you see the relationship between cost and quality? Do you see it as having a very strong and interconnected relationship or one that functions as separate and distinct silos? In this minicourse the linkages between cost and quality will be explored and clarified. Quality as a Business Strategy (QBS) will provide the strategic foundation. Understanding and measuring the voice of the customer (VOC) and the voice of the process (VOP) will provide the tactical approaches to building an integrated approach to the cost and quality debate. Participants will be asked to diagnose their organization's approach to minimizing costs while enhancing quality.

Robert C. Lloyd, Katherine Luther, Tricia Woodhead, Amy Compton-Phillips

M4: A one-day school for healthcare radicals

Capital Room 3

Twitter #qfm4

The people who actually change the world are the heretics and radicals; those with the courage and skills to challenge the status quo. It's tough being a healthcare radical, so spend an energising day with people of like minds. We will explore tactics for rocking the boat, yet staying in it, and engaging others who may not want to change. We will apply the thinking and practice of other radical leaders to achieve a "revolution in health and care quality" in our own organisations and communities.

Helen Bevan, Jackie Lynton, Boel Andersson Gäre

M5: The Journey to Improve Patient Safety across the Continuum

Capital Room 4

Twitter #qfm5

Much of the work to improve patient safety has been completed in silos. In order to improve patient safety, it will be necessary to consider the patient's journey through the continuum of care. During this session, faculty will share the framework, interventions and measures that should be considered to provide safe care. Participants will have an opportunity to assess their progress in improving safety and develop a plan to address the opportunities for improvement.

Frank Federico, Anthony Staines

Sponsored by:

**M6: Policy seminar on strategies and infrastructure for improving healthcare at national level**

Capital Room 5

#qfpolicy

This full day seminar is for experienced health system leaders and policy makers directly involved in leading healthcare policy at national, international or government level. Participants must be willing to actively engage with discussions relating to policy matters and to stimulate thoughtful conversation throughout the day.

This 'summit-style' day will focus on how policy makers set national priorities for improvement. It will also ask participants to collaborate on how to achieve the priorities once set. Discussion will be framed around how national policy can best support local improvement.

M. Rashad Massoud, Jason Leitch, Richard Taunt



07.00	08.00	09.00	10.00	11.00	12.00
	0800-0900 Registration (all attendees)	0915-0930 Welcome and opening of the Forum	0930-1030 Keynote I Inspiring a new generation of healthcare improvers Maureen Bisognano	1030-1100 Morning refreshments	90 minute sessions 1100-1230 <hr/> A1: Connecting and inspiring for change <hr/> A2: What matters to me? <hr/> A3: Definitions of value <hr/> A4: Patient-centred health and care <hr/> A5: Safer healthcare: strategies for the real world <hr/> A6: Global strategies for improving care for mothers and babies <hr/> A7: The impact of improvement research on clinical practice <hr/> A8: Everybody's business: students, trainees and patients working to improve care <hr/> A9: Supporting a Learning Healthcare System: Evaluation of Quality Improvement Initiatives <hr/> A10: Improving care for long-term conditions in the community <hr/> A11: Specialty Poster Focus Groups

Streams for 2015

- Clinical Improvement
- Cost, Value, and Quality
- Education and Training
- Improvement Science (sponsored by Health Foundation)
- Improving Population and Community Health
- Leadership and Management
- New Technology and Innovation
- Patient and Family-Centred Care
- Patient Safety

Timetable

13.00	14.00	15.00	16.00	17.00	18.00
1230-1330 Lunch	Half day courses 1330-1630 <hr/> M7: Improve safety; improve flow; decrease cost - a practical workshop <hr/> M8: Crash course in leveraging social media for health care improvement <hr/> M9: Patient produced simulation for education and training <hr/> M10: 'Reaching Tipping Point': strategies for building QI capability at scale across healthcare organisations			Keynote 2 1645-1730 Providing practical, emotional and educational support to vulnerable inner-city children and young people Camila Batmanghelidjh	1730-1900 Welcome reception
	90 minute sessions 1330-1500 <hr/> B1: National strategies for improvement <hr/> B2: Accelerating quality and patient safety improvement in mental health settings <hr/> B3: Practical approaches to leading integration of care services <hr/> B4: Early community-based interventions for young people <hr/> B5: IHI innovation relay <hr/> B6: Short film presentations to inspire and discuss <hr/> B7: Specialty Poster Focus Groups	1500-1530 Afternoon refreshments	60 minute sessions 1530-1630 <hr/> C1: Developing a world class digital health service <hr/> C2: Are you REALLY ready to be transparent with your results? <hr/> C3: Efficient Approaches to Infectious Diseases in Africa <hr/> C4: Building improvement capacity and capability at scale – Ghana's improvement coaches <hr/> C5: How stories help - for children, grown-ups and professionals <hr/> C6: Practical tools to improve care in the community <hr/> C7: Specialty Poster Focus Groups <hr/> C8: Specialty Poster Focus Groups		

Session Details

Wednesday Keynotes

Keynote I

0930-1030

Inspiring a new generation of healthcare improvers

Maureen Bisognano

ICC Auditorium



Twitter #qfk1

Keynote II

1645-1730

Providing practical, emotional and educational support to vulnerable inner-city children and young people

Camila Batmanghelidjh

ICC Auditorium



Twitter #qfk2

0915-0930:

Welcome and opening of the Forum

ICC Auditorium

Fiona Godlee

0930-1030: Keynote 1:

Inspiring a new generation of healthcare improvers

ICC Auditorium

Twitter #qfk1

Maureen Bisognano

1030-1100: Morning refreshments
Capital Hall

1100-1230

90 minute sessions A1-A11

A1: Connecting and inspiring for change

ICC Auditorium

Twitter #qfa1

(Part a): Can social networks support minimally disruptive medicine through promoting connections and mobilising resources outside of formal medical care?

Anne Rogers

(Part b): Quality Mindset: Health & Care Radicals Inspiring Industrial Quality Improvement

Celine Schillinger

A2: What Matters To Me?

Capital Room 1

Twitter #qfa2

(Part a) Making "What matters to you?" matter.

Catherine Labinjoh

(Part b) "What matters to me?" An international perspective

Kedar Mate

(Part c) What matters to you, what's the matter with you, what's the difference?

Lynne Maher

A3: Definitions of value

Capital Room 5

Twitter #qfa3

(Part a) Patient-centric value tool: an innovative approach to linking clinical and financial performance

Michelle Giarrusso

(Part b) Optimizing value: lessons from the front line

Katharine Luther

A4: Patient-centred health and care

Capital Room 4

Twitter #qfa4

(Part a) Segmentation for self-management: viewing the world through patient's eyes

Dimple Vyas, Sue Cummings

(Part b) Happiness and health behaviours

Pekka Mustonen

(Part c) Using a Four-Point Strategy to Engage/Partner with Diverse Communities for Health and Wellness

Jennifer H. Mieres

A5: Safer healthcare: strategies for the real world

Capital Room 3

Twitter #qfa5

Charles Vincent, René Amalberti

A6: Global strategies for improving care for mothers and babies

Platinum Room 1

Twitter #qfa6

(Part a) Improving the quality and patient safety during delivery

Rikke von Benzon Hollesen

(Part b) Improving retention of mother-baby pairs

Esther Karamagi-Nkolo

(Part c) Improving health care in India

Nigel Livesley, Rakesh Kumar

A7: The impact of improvement research on clinical practice

Platinum Room 2

Twitter #qfa7

(Part a) Applying comparative qualitative assessment technique to evaluate implementation of patient engagement initiatives

Lucy A. Savitz

(Part b) Layers of learning: the complex task of improving surgery

Peter McCulloch

(Part c) Ramp it up: building improvement at scale using a collaborative ramp approach

Diana Dowdle

A8: Everybody's business: students, trainees and patients working to improve care

Platinum Room 3

Twitter #qfa8

William Calvert, Amar Shah, James Innes, Rosamund Snow, Martha Martin

A9: Supporting a Learning Healthcare System: Evaluation of Quality Improvement Initiatives

Capital Room 2

Twitter #qfa9

Gareth Parry, Amy Reid

A10: Improving care for long-term conditions in the community

Platinum Room 4

Twitter #qfa10

(Part a) Mental health integration: a key step towards the Triple Aim

Mara Laderman

(Part b) Delivering Triple Aim in inner-city London: transforming diabetes outcomes in large populations

Jane Stopher, Rebecca Dallmeyer

(Part c) Using geographic practice networks to improve chronic disease management

Sally Hull

A11: Specialty Poster Focus Groups

Poster Area

Twitter #qfposter

Patient Safety

Patient Engagement and Partnerships

Medication Errors

1230-1330: Lunch

Capital Hall

1330-1630

Half day courses M7-M10

M7: Improve safety; improve flow; decrease cost - a practical workshop

Platinum Room 1

Twitter #qfm7

Eugene Litvak, Peter Lachman, Jason Leitch

M8: Crash course in leveraging social media for health care improvement

Platinum Room 2

Twitter #qfm8

Christina Krause, Kevin Smith, Jo-Inge Myhre

M9: Patient produced simulation for education and training

Platinum Room 3

Twitter #qfm9

Elisabeth Paice, Roger Kneebone

M10: 'Reaching Tipping Point': strategies for building QI capability at scale across healthcare organisations

Platinum Room 4

Twitter #qfm10

Jo Bibby, Tricia Woodhead, Bryan Jones

1330-1500

90 minute sessions B1-B7

B1: National strategies for improvement

ICC Auditorium

Twitter #qfb1

(Part a) In treating illness, are we forgetting about creating wellness?

Harry Burns

(Part b) Vision for the future: NHS England

Simon Stevens

B2: Accelerating quality and patient safety improvement in mental health settings

Capital Room 5

Twitter #qfb2

Tricia Woodhead

B3: Practical approaches to leading integration of care services

Capital Room 1

Twitter #qfb3

Elizabeth Bradbury, Nicki McNaney

B4: Early community-based interventions for young people

Capital Room 4

Twitter #qfb4

(Part a) Applications of quality improvement in low literacy communities of rural and urban Chile

Francis Durán

(Part b) Targeting preschool children to promote cardiovascular health: cluster randomised trial

Jaime Céspedes

(Part c) Early intervention: using the model for improvement to improve early literacy

April Masson

B5: IHI innovation relay

Capital Room 3

Twitter #qfb5

Kedar Mate, Lindsay Martin

Session Details

B6: Short film presentations to inspire and discuss

Capital Room 2

Twitter #qfb6

(Part a) A board monitor to recognise malfunctioning professionals

Robert Slappendel

(Part b) Reduction of serious harm in operating theatres: a transferable approach

Iain Moppett

(Part c) Safety Rounds for system-wide safety improvement

Piera Poletti

(Part d) Staff improving patient safety

Ben Rees

(Part e) Learning from our errors

Carmel Crock

(Part f) Powerful levers to improve safety culture

Timothy I. Morgenthaler

(Part g) Learning from the European Network for Patient Safety and Quality for Care

Britt Wendelboe

B7: Specialty Poster Focus Groups

Poster Area

Twitter #qfposter

Process and System Improvement

Handovers and Ward Rounds

Indicators

Record Keeping

Audit

1500-1530: Afternoon refreshments
Capital Hall

1530-1630

60 minute sessions C1-C8

C1: Developing a world class digital health service

ICC Auditorium

Twitter #qfc1

Helen Rowntree

C2: Are you REALLY ready to be transparent with your results?

Capital Room 3

Twitter #qfc2

Robert C. Lloyd, Uma Kotagal

C3: Efficient Approaches to Infectious Diseases in Africa

Capital Room 2

Twitter #qfc3

(Part a) Evaluation of actions -- and subsequent reactions -- of an emergency medical services (EMS) system during the first Ebola outbreak outside of Africa

Paul E. Pepe

(Part b) Is it cost-effective to improve HIV care in Nicaragua?

Edward Broughton

C4: Building improvement capacity and capability at scale – Ghana's improvement coaches

Capital Room 4

Twitter #qfc4

Sodzi Sodzi-Tettey, Ernest Kanyoke

C5: How stories help – for children, grown-ups and professionals

Capital Room 5

Twitter #qfc5

(Part a) KAPOW! How medical comic books are helping young people to become engaged with health.

Kate Hersov

(Part b) I Hear you! How the storytelling podcast revolution can help us to listen to patients.

Helen Morant

C6: Practical tools to improve care in the community

Capital Room 1

Twitter #qfc6

(Part a) Establishing a comprehensive incident reporting system in primary care

Michael Robinson

(Part b) Developing a handbook for a patient safety collaborative

Paresh Dawda

C7: Specialty Poster Focus Groups

Poster Area

Twitter #qfposter

Pathology

Primary and Community Care

End of Life Care

Sustainability

C8: Specialty Poster Focus Groups

Poster Area

Twitter #qfposter

Improvement Science and Research

1645-1730: Keynote II:
Providing practical, emotional and educational support to vulnerable inner-city children and young people

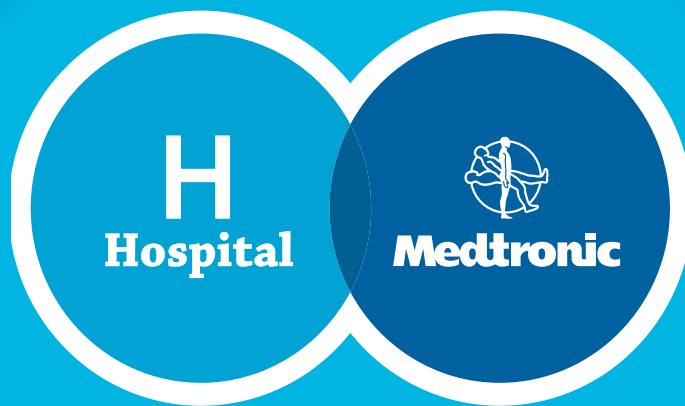
ICC Auditorium

Twitter #qfk2

Camila Batmanghelidjh

Special event for Dutch Delegates
Wednesday 22 April 1830-2030
Holland House - At the Waterfront Bar
Hosted by Zorginstituut Nederland and ZonMw

Innovative partnerships and solutions to enhance patient care



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07.00	08.00	09.00	10.00	11.00	12.00
	Breakfast Sessions 0800-0900 Breakfast 1: New developments in dementia care Hemal Desai and Professor Graham Stokes, Bupa Breakfast 2: Advancing transformational change using collaboration, networks and systems thinking – realtime learning from the English health system Charlie Keeney and Rachel Hinde, NHS Improving Quality Chair: Steve Fairman, Interim Managing Director, NHS Improving Quality Breakfast 3: New patient, new health: beyond the illness Dean Arnold, PwC	Keynote 3 0915-1030 EBOLA: The Global Impact Professor David Heymann, Stephen Mephram, Jean-Jacques Muyembe-Tamfum, Colin Brown	1030-1100 Morning refreshments	90 minute sessions 1100-1230 D1: Inspiring large scale community projects D2: Bringing cost and quality improvement together – toward value in health and health care: lessons learned and perspectives on a way forward from England D3: Leading Improvement Efforts: An Interactive Workshop for Global Health Leaders D4: Performance management vs improvement approaches for health policy and its implementation: lessons and provocations D5: Improving care in diverse populations D6: Bringing together patients and providers to co-produce healthcare D7: Innovations for tracking quality D8: Resilient health care in practice: realigning work-as-imagined and work-as-done D9: Advancing Outcome Measurement Globally, Acting Locally D10: Improving Population Health: 100 Million Healthier Lives D11: Specialty Poster Focus Groups	

Streams for 2015

Clinical Improvement

Cost, Value, and Quality

Education and Training

Improvement Science (sponsored by Health Foundation)

Improving Population and Community Health

Leadership and Management

New Technology and Innovation

Patient and Family-Centred Care

Patient Safety

13.00	14.00	15.00	16.00	17.00	18.00
1230-1330 Lunch 1245-1315 Lunchtime Session: Health: How it needs to work. A concept based on TOYOTA thinking Karen Baker, The Isle of Wight NHS Trust; Steve Boam, KM&T	Half day courses 1330-1630 <hr/> M11: High Impact Leadership – How to make a difference in the real world <hr/> M12: Achieving Triple Aim for population health <hr/> M13: Engaging healthcare professionals to transform care <hr/> M14: Setting up an organisational wide quality improvement programme - everything you need to know in 3 hours			Keynote 4 1645-1730 – A story about fruit flies, balloons, toys and our future: What can healthcare learn from Google's global innovation and customer-centric approaches Alfred Biehler	
	90 minute sessions 1330-1500 <hr/> E1: Inspired transformation: How to ignite energy for change <hr/> E2: A new era of innovations in person- and family-centred care <hr/> E3: Building a national quality improvement infrastructure in pursuit of the Triple Aim <hr/> E4: Maternal and Child Health <hr/> E5: Significant improvement in patient safety by international SOPs among multiple hospitals globally <hr/> E6: Leading an organisation from special measures to good - our improvement way <hr/> E7: Risk-based co-creation for safer, smarter and sustainable person-centred healthcare - Sponsored session presented by DNV GL <hr/> E8: Specialty Poster Focus Groups	1500-1530 Afternoon refreshments	60 minute sessions 1530-1630 <hr/> F1: The BIG DEBATE: our motion: "the patient knows best" <hr/> F2: Discovering your way to greatness <hr/> F3: Planning and delivering Integrated Care in the Highlands of Scotland as part of the Highland Quality Approach <hr/> F4: Principles of whole person care for people with multiple problems <hr/> F5: Improving outcomes for high-risk surgical patients <hr/> F6: Educating Health Professionals in 2020: Let's Design the Next Disruptive Innovation <hr/> F7: A safety management system approach for infection risk in healthcare; the challenges and impact of implementing - Sponsored session presented by DNV GL <hr/> F8: Specialty Poster Focus Groups		

Session Details

Keynote III

0915-1030

EBOLA: The Global Impact

Professor David Heymann,
Stephen Mephum,
Jean-Jacques
Muyembe-Tamfum,
Colin Brown

ICC Auditorium



Twitter #qfk3

Keynote IV

1645-1730

– A story about fruit flies,
balloons, toys and
our future: What can
healthcare learn from
Google's global
innovation and
customer-centric
approaches

Alfred Biehler

ICC Auditorium



Twitter #qfk4

0800-0900

Special Breakfast Sessions

Breakfast session 1:
New developments in dementia
care

Sponsored and presented by Bupa

Platinum Room 1

Twitter #qfbupa

Dr Hemal Desai and Professor Graham
Stokes, Bupa

Breakfast session 2:
Advancing transformational
change using collaboration,
networks and systems thinking –
realtime learning from the English
health system

Sponsored and presented by NHS

Improving Quality

Platinum Room 2

Twitter #qfnhsiq

Charlie Keeney and Rachel Hinde, NHS
Improving Quality

Chair: Steve Fairman, NHS Improving
Quality

**Breakfast session 3: New patient,
new health: beyond the illness**

Sponsored and presented by PwC

Platinum Room 3

Twitter #qfpwC

Dean Arnold, PwC

0915-1030: Keynote III: EBOLA:
The Global Impact

ICC Auditorium

Twitter #qfk3

Professor David Heymann, Stephen
Mephum, Jean-Jacques Muyembe-
Tamfum, Colin Brown

1030-1100: Morning refreshments
Capital Hall

1100-1230

90 minute sessions D1-D11

**D1: Inspiring large scale community
projects**

ICC Auditorium

Twitter #qfd1

(Part a) Everyone's Involved and No One's in
Charge: Strategies for Multi-system Problem
Solving in Population Health

Rosanne Haggerty

(Part b) Project ECHO: Moving Knowledge
Not People

Sanjeev Arora

**D2: Bringing cost and quality
improvement together – toward
value in health and health care:
lessons learned and perspectives
on a way forward from England**

Capital Room 3

Twitter #qfd2

Jim Easton, John Moxham, James
Mountford

**D3: Leading Improvement Efforts:
An Interactive Workshop for Global
Health Leaders**

Capital Room 2

Twitter #qfd3

M. Rashad Massoud, Victor Boguslavsky

**D4: Performance management
vs improvement approaches
for health policy and its
implementation: lessons and
provocations**

Capital Room 4

Twitter #qfd4

Jason Leitch, Pedro Delgado

**D5: Improving care in diverse
populations**

Platinum Room 1

Twitter #qfd5

(Part a) (Re)designing preventive
healthcare services to increase foreign-
born women's participation in cancer
screening

Malena Lau

(Part b) A Triple Aim approach to reducing
health disparities in Denmark

Kristine Binzer

D6: Bringing together patients and providers to co-produce healthcare
Capital Room 5
[Twitter #qfd6](#)

(Part a) Creating co-production: fast forward!

Carolyn Canfield

(Part b) Co-producing a prudent future for NHS Wales

Paul Gimson

(Part c) Co-designing integrated care policy with patients and carers: the NW London experience

Elisabeth Paice, Michael Morton

D7: Innovations for tracking quality

Capital Room 1
[Twitter #qfd7](#)

(Part a) How an online reporting tool of "whole-system" measures helped Kaiser better understand, track and improve quality across the entire healthcare system

Andy Amster

(Part b) Data behind the headlines

Simon Mackenzie

D8: Resilient health care in practice: realigning work-as-imagined and work-as-done

Platinum Room 2
[Twitter #qfd8](#)

Erik Hollnagel, Jeffrey Braithwaite

D9: Advancing Outcome Measurement Globally, Acting Locally

Platinum Room 5
[Twitter #qfd9](#)

Jolyn van Vuuren-de Jong, Dennis van Veghel, Heleen Post

D10: Improving Population Health: 100 Million Healthier Lives

Platinum Room 3
[Twitter #qfd10](#)

Göran Henriks, Soma Stout

D11: Specialty Poster Focus Groups
Poster Area
[#qfposter](#)

Clinical Improvement

HIV and AIDS

Maternity Care

Emergency Care

1230-1330: Lunch

Capital Hall

1245-1315 Lunchtime Session: Health: How it needs to work. A concept based on TOYOTA thinking

Sponsored and presented by KM&T

Capital Room 2
[Twitter #qfkmant](#)

Karen Baker, The Isle of Wight NHS Trust;
 Steve Boam, KM&T

1330-1630

Half day courses M11-M14

M11: High Impact Leadership – How to make a difference in the real world

Platinum Room 1
[Twitter #qfm11](#)

Derek Feeley, Jason Leitch, Stephen Swensen, Sir David Dalton

M12: Achieving Triple Aim for population health

Platinum Room 2
[Twitter #qfm12](#)

Uma Kotagal, Lucy A. Savitz, Ursula Koch, Gavin Russell

M13: Engaging healthcare professionals to transform care

Platinum Room 3
[Twitter #qfm13](#)

Gary S. Kaplan, Jack Silversin

M14: Setting up an organisational wide quality improvement programme - everything you need to know in 3 hours

Platinum Room 4
[Twitter #qfm14](#)

Rob Bethune, Nikki Kanani, Mareeni Raymond, Juliette Brown, Kevin Cleary, Tsana Rawson, Genevieve Holt, Aidan Fowler, Cat Chatfield

1330-1500

90 minute sessions E1-E8

E1: Inspired transformation: How to ignite energy for change

ICC Auditorium
[Twitter #qfe1](#)

Helen Bevan, Göran Henriks

E2: A new era of innovations in person- and family-centred care

Capital Room 3
[Twitter #qfe2](#)

Patricia A. Rutherford, Maureen Bisognano, Helen Haskell

E3: Building a national quality improvement infrastructure in pursuit of the Triple Aim

Capital Room 2
[Twitter #qfe3](#)

Heather Shearer, June Wylie

E4: Maternal and Child Health

Capital Room 4
[Twitter #qfe4](#)

(Part a) Improving maternal and child health outcomes by taking QI into communities

Edward Moses

(Part b) Access and quality of maternal-newborn care for the poor? Change your care system!

Jorge Hermida

Session Details

E5: Significant improvement in patient safety by international SOPs among multiple hospitals globally

Capital Room 1

Twitter #qfe5

Erica van der Schrieck-de Loos, Agnès Leotsakos, Carolyn Hoffman, Anupam Dayal, Richard J. Croteau, Claire Chabloz

E6: Leading an organisation from special measures to good - our improvement way

Capital Room 5

Twitter #qfe6

Clare Panniker, Charlotte Hopkins

E7: Risk-based co-creation for safer, smarter and sustainable person-centred healthcare - Sponsored session presented by DNV GL

Platinum Room 5

Twitter #qfdnvg1

Jeffrey Braithwaite, Macquarie University, Australia; Margaret Murphy, WHO Patients for Patient Safety; Stephen Leyshon, DNV GL Strategic Research and Innovation

E8: Specialty Poster Focus Groups

Poster Area

Twitter #qfposter

Mental Health

Coronary Care

Diabetes

Cancer Care

1500-1530: Afternoon refreshments
Capital Hall

1530-1630

60 minute sessions F1-F8

F1: The BIG DEBATE: our motion: "the patient knows best"

ICC Auditorium

Twitter #qff1

Speakers for the motion:

David Grayson, Consultant Otolaryngologist, Ko Awatea, New Zealand

Paul Wicks, Vice President of Innovation at PatientsLikeMe.com

Surina Taneja, medical student and member of the debating section, UCLU Medical Society, UK

Speakers against the motion:

Brian Robson, Executive Clinical Director of Healthcare Improvement Scotland

David Gilbert, Director of InHealth Associates and writer of futurepatientblog.com

Kirtana Vallabhaneni, medical student and member of the debating section, UCLU Medical Society, UK

Adjudicators: Thos Thorogood, student debater, and Tessa Richards, Senior Editor/ Patient Partnership, The BMJ

Chair: Tim Brooks, Chief Executive, BMJ

F2: Discovering your way to greatness

Capital Room 3

Twitter #qff2

Tom Downes

F3: Planning and delivering Integrated Care in the Highlands of Scotland as part of the Highland Quality Approach

Capital Room 4

Twitter #qff3

Elaine Mead

F4: Principles of whole person care for people with multiple problems

Capital Room 1

Twitter #qff4

Sir John Oldham

F5: Improving outcomes for high-risk surgical patients

Capital Room 5

Twitter #qff5

Nial Quiney, Matthew Dickinson

F6: Educating Health Professionals in 2020: Let's Design the Next Disruptive Innovation

Capital Room 2

Twitter #qff6

Carly Strang, Michael Briddon, Jo Inge-Myhre

F7: A safety management system approach for infection risk in healthcare; the challenges and impact of implementing -

Sponsored session presented by DNV

Platinum Room 5

Twitter #qfdnvg1

Stephen McAdam, DNV GL, and Dr. Scott Miller, Sentara Healthcare

F8: Specialty Poster Focus Groups

Poster Area

Twitter #qfposter

Infection

Intensive Care

Surgery

Discharge

Paediatrics

1645-1730: Keynote IV – A story about fruit flies, balloons, toys and our future: What can healthcare learn from Google's global innovation and customer-centric approaches

ICC Auditorium

Twitter #qfk4

Alfred Biehler



Special event for Norwegian delegates
Thursday 23 April, 1830-2030
Holland House - At the Waterfront Bar

Presented and sponsored by the Norwegian Patient Safety programme "In Safe Hands 24/7"

2016–17 HARKNESS FELLOWSHIPS in HEALTH CARE POLICY and PRACTICE

Call for Applications

THE COMMONWEALTH FUND invites promising mid-career professionals—government policymakers, academic researchers, clinical leaders, hospital and insurance managers, and journalists—from Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, Sweden, and the United Kingdom—to apply for a unique opportunity to spend up to 12 months in the United States as a Harkness Fellow in Health Care Policy and Practice. Established by The Commonwealth Fund in 1925, the Harkness Fellowships were modeled after the Rhodes Scholarships and aim to produce the next generation of health policy leaders in participating countries.

Fellows are placed with mentors who are leading U.S. experts at organizations such as Harvard University, Stanford University, Kaiser Permanente, and the Institute for Healthcare Improvement to study issues relevant to The Commonwealth Fund's mission to support a high performing health care system—insurance coverage, access, and affordability; health care delivery system reforms (e.g., bundled payments, accountable care organizations, innovative approaches to care for high-need/high-cost patients); cost containment; and other critical issues on the health policy agenda in both the U.S. and their home countries. A peer-reviewed journal article or policy report for Health Ministers and other high-level policy audiences is the anticipated product of the fellowship. Harkness Fellows have published their findings in top-tier journals, including: *BMJ*, *Health Affairs*, and *New England Journal of Medicine*.

The Commonwealth Fund brings together the full class of Fellows throughout the year to participate in a series of high-level policy briefings and leadership seminars with U.S. health care leaders.

Building on their fellowship experiences, Harkness Fellows have moved into senior positions within academia, government, and health care delivery organizations, making valuable contributions to health policy and practice at home and in the United States.

Each fellowship will provide up to U.S. \$119,000 in support, which covers roundtrip airfare to the U.S., living allowance, project-related travel, travel to fellowship seminars, health insurance, and U.S. federal and state taxes. A family supplement (i.e., approximately \$55,000 for a partner and two children up to age 18) is also provided to cover airfare, living allowance, and health insurance.



“

I know of no comparable experience to widen someone's professional horizons in health care, combined with their ability to meet those new expectations. Harkness Fellows have unparalleled access to thinkers and doers at the highest levels across American health care and health policy. Crucially they also have the time and flexibility to explore their own direction, priorities, and views. More generally, living and working in the United States is a fascinating contrast to life at home—not least for the things it tells us about our own NHS.

”

James Mountford

(2005–06 Fellow)

Director of Clinical Quality and Value
UCL Partners



The
**COMMONWEALTH
FUND**

Application Deadlines

September 8, 2015

Australia and New Zealand

November 16, 2015

Canada, France, Germany, the Netherlands, Norway, Sweden, and the U.K.

VISIT

www.commonwealthfund.org/fellowships
for more details and to apply.

CONTACT

Robin Osborn, vice president and director,
International Program in Health Policy and
Practice Innovations, at ro@cmwf.org to
inquire about the program, eligibility, and
proposed projects.

The Commonwealth Fund is a private foundation, established in 1918 and based in New York, which aims to promote a high performing health care system that achieves better access, improved quality, and greater efficiency, particularly for society's most vulnerable.



07.00	08.00	09.00	10.00	11.00	12.00
	Breakfast Sessions 0800-0900 Breakfast 1 Dr Foster – Don't be myopic: stories from a global healthcare quality group Katrina Herren, Dr Foster Breakfast 2 What Wall? A Walking Breakfast Through IHI's Global Initiatives Pedro Delgado, Institute for Healthcare Improvement (IHI) Breakfast 3 BMJ Quality – Making quality improvement simple Ashley McKimm and Dr Cat Chatfield, BMJ	Keynote 5 0915-1015 Keynote 5: A Story of Suffering, Recovery, Determination and Self-Belief Martine Wright	1015-1045 Morning refreshments	60 minute sessions 1045-1145 G1: Improving Care for Athletes – lessons from The Glasgow 2014 Commonwealth Games G2: Reducing hospital length of stay G3: The Digital Doctor: Hope, Hype, and Harm at the Dawn of Medicine's Computer Age G4: Value and Quality in Healthcare G5: Supporting second victims G6: Person-centred care for tomorrow G7: Danish pathways: raising quality of care in cancer, heart diseases, and psychiatry G8: Engineering systems to save lives; recognise the unexpected G9: Your hospital data indicates a problem; so what next? G10: What Has Improved Patient Safety in the UK? G11: Specialty Poster Focus Groups G12: Defining the future for patient-centred care – Big Data and Consumer Engagement - Sponsored session presented by Optum	60 minute sessions 1200-1300 H1: Robotic and animal innovations changing healthcare H2: Striving for a harmonised approach to excellence in care in Sweden H3: Large-scale projects in population health H4: Frameworks for effective governance H5: EQuIP (Enabling Clinicians in Quality Improvement and Patient Safety) H6: Improving the quality of sentinel event reporting H7: ParkinsonNet: an innovative, person-focused approach to care H8: Implementing EWS and septic guidelines in an orthopaedic department: a case study H9: Promoting Safety: Creating the culture needed to achieve system improvement H10: Using guidelines to improve practice H11: Technology and apps for health

Streams for 2015

Clinical Improvement

Cost, Value, and Quality

Education and Training

Improvement Science (sponsored by Health Foundation)

Improving Population and Community Health

Leadership and Management

New Technology and Innovation

Patient and Family-Centred Care

Patient Safety

13.00	14.00	15.00	16.00	17.00	18.00
<p>1300-1400 Lunch</p> <p>1315-1345 Lunchtime Session: The Harkness Fellowships Robin Osborn, The Commonwealth Fund</p>	<p>60 minute sessions 1400-1500</p> <p>I1: Making better lives with Cycling Without Age</p> <p>I2: Transforming Community Health</p> <p>I3: Making safety visible: how to implement a comprehensive approach to measuring and monitoring safety</p> <p>I4: Patient empowerment: taking person-centred care a step further: What works?</p> <p>I5: Embracing Complexity: Mastering the use of Plan-Do-Study-Act cycles to navigate and negotiate change</p> <p>I6: Using the 'Team Sky' approach to reduce medication errors among junior doctors</p> <p>I7: The sustainable development goals: MDG achievement, lessons learned and future directions for improving health care and Universal Health Coverage</p> <p>I8: What Matters to Me: In Conversation with Patients</p> <p>I9: Consider culture and deliberate innovation</p> <p>I10: It matters!</p> <p>I11: Clinicians steering the design of health service</p>		<p>Keynote 6 1515-1615</p> <p>Old Myths and New Designs: The New Simple Rules for Health Systems</p> <p>Donald M. Berwick</p>		

Session Details

Keynote V

0915-1015

A Story of Suffering,
Recovery, Determination
and Self-Belief

Martine Wright

ICC Auditorium



Twitter #qfk5

Keynote VI

1515-1615

Old Myths and New
Designs: The New
Simple Rules for
Health Systems

Donald M. Berwick

ICC Auditorium



Twitter #qfk6

0800-0900

Special Breakfast Sessions

Breakfast session 1:

Dr Foster – Don't be myopic:
stories from a global healthcare
quality group

*Sponsored and presented by Dr
Foster*

Platinum Room 2

Twitter #qfdrfoster

Katrina Herren, Dr Foster

Breakfast session 2:

What Wall? A Walking Breakfast
Through IHI's Global Initiatives

Sponsored and presented by IHI

Platinum Room 1

Twitter #qfihi

Pedro Delgado, Institute for Healthcare

Improvement (IHI)

Breakfast session 3:

BMJ Quality – Making quality
improvement simple

Sponsored and presented by BMJ

Platinum Room 3

Twitter #qfbmj

Ashley McKimm and Cat Chatfield, BMJ

0915-1015: Keynote V: A

Story of Suffering, Recovery,
Determination and Self-Belief

ICC Auditorium

Twitter #qfk5

Martine Wright

1015-1045: Morning refreshments

Capital Hall

1045-1145

60 minute sessions G1-G12

G1: Improving Care for Athletes
– lessons from The Glasgow 2014
Commonwealth Games

ICC Auditorium

Twitter #qfg1

Liz Mendl, John MacLean, Sarah Mitchell

G2: Reducing hospital length
of stay

Capital Room 3

Twitter #qfg2

Nigel Edwards

G3: The Digital Doctor: Hope,
Hype, and Harm at the Dawn of
Medicine's Computer Age

Platinum Room 1

Twitter #qfg3

Robert M. Wachter

G4: Value and Quality in
Healthcare

Capital Room 1

Twitter #qfg4

(Part a) UCLH goes POP!

Gill Gaskin

(Part b) Value Stream Managers in
healthcare: breaking silos and improving
care with Lean

Carlos Frederico Pinto

G5: Supporting second victims

Capital Room 2

Twitter #qfg5

(Part a) How to support clinicians involved
as second victims after serious clinical
adverse events

Frank Federico

(Part b) Supporting our second victim
colleagues: implementing RISE at the
Johns Hopkins Hospital

Hanan Edrees

G6: Person-centred care for tomorrow**Capital Room 4****Twitter #qfg6**

Göran Henriks, Anette Abrahamsson, Annmargreth Kvarnefors

G7: Danish pathways: raising quality of care in cancer, heart diseases, and psychiatry**Platinum Room 2****Twitter #qfg7**

Claus Thomsen, Per Jørgensen

G8: Engineering systems to save lives; recognise the unexpected**Platinum Room 3****Twitter #qfg8**

Jeanne M. Huddleston

G9: Your hospital data indicates a problem; so what next?**Platinum Room 4****Twitter #qfg9**

Cat Chatfield, Kate Langford

G10: What Has Improved Patient Safety in the UK?**Capital Room 5****Twitter #qfg10**

Carol Haraden, Mike Durkin

G11: Specialty Poster Focus Groups**Poster Area****Twitter #qfposter**

Training and Education

Workforce Engagement

Culture

Access

Quality Improvement Reports

G12: Defining the future for patient-centred care – Big Data and Consumer Engagement - *Sponsored session presented by Optum***Platinum Room 5****Twitter #qfoptum**

Katherine Ward, Optum International

1200-1300**60 minute sessions H1-H11****H1: Robotic and animal innovations changing healthcare****ICC Auditorium****Twitter #qfh1**

(Part a) Designing Technology for Working Dogs: an Interspecies Perspective on Human Wellbeing

Clara Mancini

(Part b) PARO robot harp baby seal in action at Danish elderly homes, the important factors

Jakob Iversen

H2: Striving for a harmonised approach to excellence in care in Sweden**Platinum Room 2****Twitter #qfh2**

Göran Henriks, Jesper Olsson, Bodil Klintberg, Ann Söderström, Anders Anell

H3: Large-scale projects in population health**Platinum Room 1****Twitter #qfh3**

(Part a) National Primary Care Extension Program in the United States: a learning network

Robert Gabbay, Alan Adelman

(Part b) Transforming primary care: adapting best practices to improve population health

Sherril B. Gelmon

H4: Frameworks for effective governance**Capital Room 4****Twitter #qfh4**

(Part a) The journey to transparency in intensive care in the Netherlands

Dave Dongelmans

(Part b) Development of an evidence-based quality and outcomes framework for perioperative care

S. Ramani Moonesinghe

H5: EQuIP (Enabling Clinicians in Quality Improvement and Patient Safety)**Capital Room 1****Twitter #qfh5**

Daljit K Hothi, Anita Jayadev, Peter Lachman

H6: Improving the quality of sentinel event reporting**Capital Room 2****Twitter #qfh6**

(Part a) Improving the quality of Sentinel Event reports nationwide, the role of the regulator

Sandra Mulder

(Part b) The Italian cycle for improving quality in patient safety

Lucia Guidotti

H7: ParkinsonNet: an innovative, person-focused approach to care**Platinum Room 5****Twitter #qfh7**

Bastiaan R. Bloem, Amy Compton-Phillips

H8: Implementing EWS and septic guidelines in an orthopaedic department: a case study**Platinum Room 3****Twitter #qfh8**

Peter Ivan Andersen, Dorte Dall-Hansen

H9: Promoting Safety: Creating the culture needed to achieve system improvement**Capital Room 3****Twitter #qfh9**

Cathie Furman, Gary S. Kaplan

H10: Using guidelines to improve practice**Platinum Room 4****Twitter #qfh10**

Kate Adlington, Emma Parish, Aoife Molloy, Ahmed Rashid

Session Details

H11: Technology and apps for health

Capital Room 5

Twitter #qfh11

(Part a) Health information technology as an enabler of improved long-term condition management in Auckland, New Zealand

Peter Gow

(Part b) Big Data and Artificial Intelligence in Healthcare: Separating the Hype and the Hope

Robert M. Watcher

1300-1400: Lunch

Capital Hall

1315-1345 Lunchtime Session:

The Harkness Fellowships
Sponsored and presented by The Commonwealth Fund

Capital Room 2

Twitter #qfcwf

Robin Osborn, The Commonwealth Fund

1400-1500

60 minute sessions I1-I11

I1: Making better lives with Cycling Without Age

ICC Auditorium

Twitter #qfi1

Ole Kassow

I2: Transforming Community Health

Platinum Room 1

Twitter #qfi2

(Part a) Catalysing students as agents of change: innovations to execute your Triple Aim goals

Jessica Perlo

(Part b) How community organising is transforming healthcare and improving lives on a global scale

Alexandra Nicholas

I3: Making safety visible: how to implement a comprehensive approach to measuring and monitoring safety

Capital Room 3

Twitter #qfi3

Penny Pereira, Sir David Dalton, Charles Vincent

I4: Patient empowerment: taking person-centred care a step further: What works?

Capital Room 1

Twitter #qfi4

Carola Orrego, Kaisa Immonen-Charalambous

I5: Embracing Complexity: Mastering the use of Plan-Do-Study-Act cycles to navigate and negotiate change

Capital Room 4

Twitter #qfi5

Julie Reed, Chris McNicholas

I6: Using the 'Team Sky' approach to reduce medication errors among junior doctors

Capital Room 2

Twitter #qfi6

Rakesh Patel, William Green

I7: The sustainable development goals: MDG achievement, lessons learned and future directions for improving health care and Universal Health Coverage

Platinum Room 2

Twitter #qfi7

M. Rashad Massoud

I8: What Matters to Me: In Conversation with Patients

Platinum Room 3

Twitter #qfi8

The new 2015 Forum Patient Panel; Chair: Tessa Richards

I9: Consider culture and deliberate innovation

Capital Room 5

Twitter #qfi9

Lynne Maher, Paul Plsek

I10: It matters!

Platinum Room 4

Twitter #qfi10

Beth Lilja, Anders Vege

I11: Clinicians steering the design of health service

Platinum Room 5

Twitter #qfi11

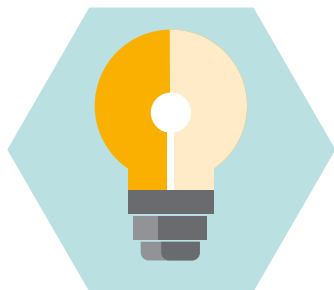
Sam Everington, Caron Morton, Chris Jones

1515-1615: Keynote VI: Old Myths and New Designs: The New Simple Rules for Health Systems

ICC Auditorium

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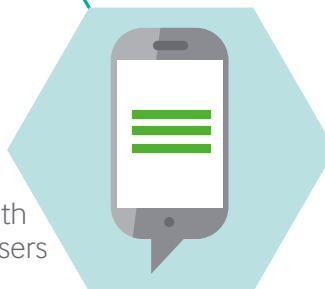
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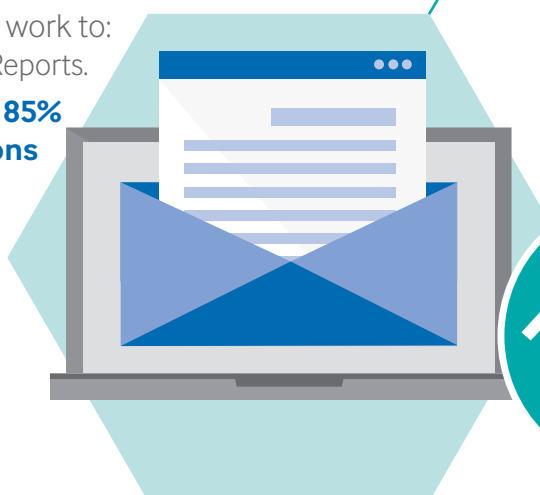
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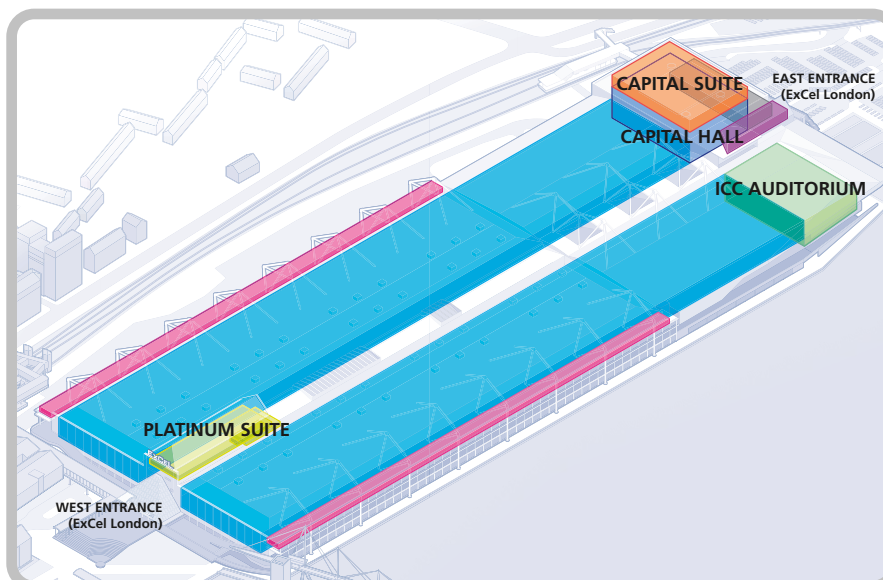
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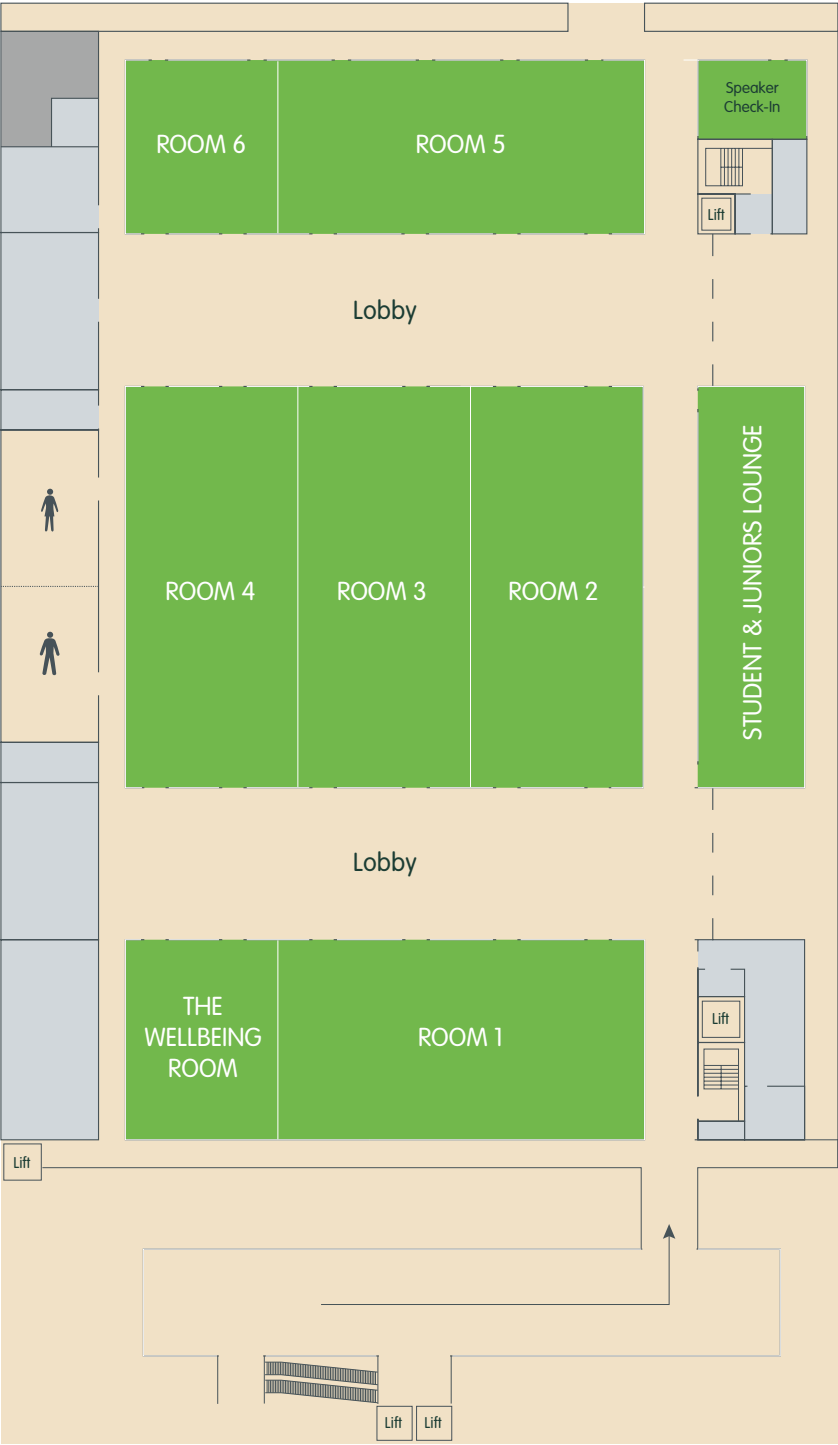


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Exhibition and Poster Area, Capital Hall, Level 0

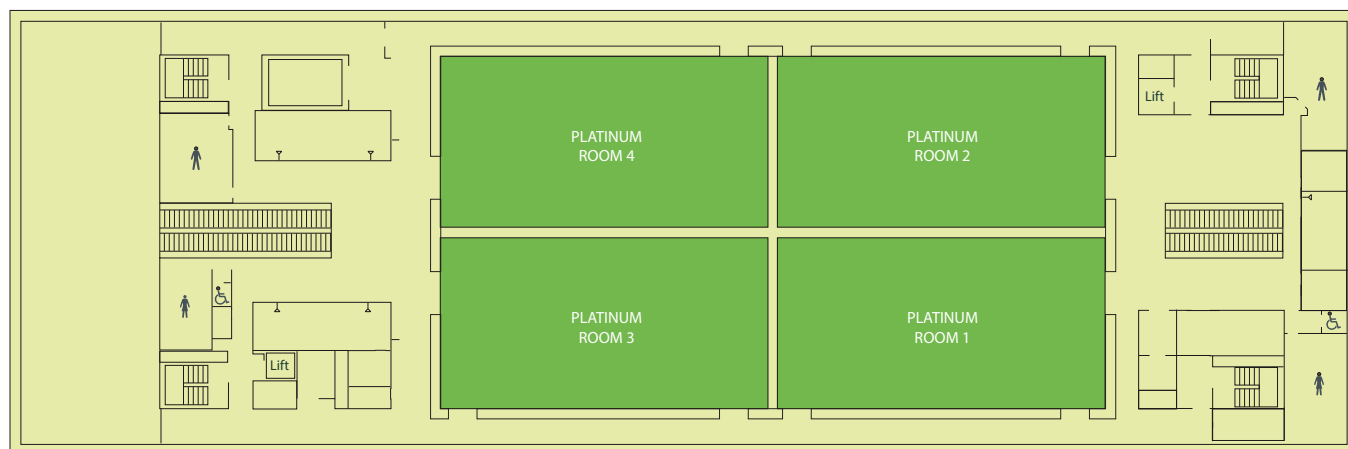


Session Rooms, Capital Suite,
Level 3

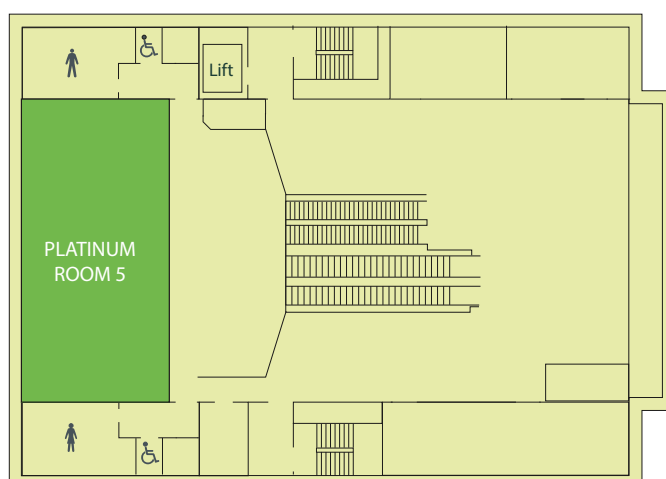


Session Rooms, Platinum Suite, Level 2 and 3

Level 3



Level 2



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This year as the International Forum celebrates its 20th anniversary, the momentum of improving quality and safety worldwide continues to build.

Join colleagues in Hong Kong at the first International Forum on Quality and Safety in Healthcare: Asia. Developed in close partnership with key Strategic Partners, this premier event showcases the very best of regional and international thinking.

Visit us at Stand 16 for special rates for London attendees and the opportunity to win your free place in Hong Kong. We look forward to welcoming you.

internationalforumasia.bmj.com

International Forum
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Hong Kong Convention
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28-30 September 2015



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The Health Foundation is an independent charity working to improve the quality of health care in the UK. We are here to support people working in health care practice and policy to make lasting improvements to health services. We carry out research and in-depth policy analysis, fund improvement programmes in the NHS, support and develop leaders and share evidence to encourage wider change.

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Advancing Quality Alliance (AQuA) is an NHS membership body which aims to help its members and customers to improve health and the quality of healthcare. AQuA is funded by its Members and customers who include: Foundation Trusts, Mental Health Trusts, Clinical Commissioning Groups and Local Authorities.

Web: www.advancingqualityalliance.nhs.uk

Email: AQuA@srft.nhs.uk

Twitter: @AQuA_Inform



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Gothenburg is located on the west coast of Sweden and easy accessible from around Europe. With meeting venues, hotels and restaurants within walking distance, and a stunning archipelago close by, we assure you will get a whole new meeting experience at International Forum on Quality and Safety in Healthcare in 2016.

Web: www.goteborg.com

togetheringothenburg2016.se

Email: convention@goteborg.com



Joint Commission International (JCI)

Joint Commission International (JCI) is a world leader in health care quality improvement and patient safety. Since 1994, JCI has accredited nearly 700 organizations while helping health care facilities, public health agencies, health ministries, and others in more than 100 countries through international accreditation, advisory services, publications and education programs.

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Health Education England is the NHS engine that will deliver a better health and healthcare workforce for England. Each year we invest in education and training to provide staff in the right numbers with the right values, skills and behaviours to meet the needs of patients.

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Email: HEE.RI@nhs.net

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Ko Awatea

Ko Awatea is the centre for health system innovation and improvement at Auckland's Counties Manukau District Health Board, one of New Zealand's largest and most diverse health providers. It sits at the heart of the DHB's activities to improve value for money and to support the transformational change needed to keep pace with the demand for more and better health services managed within tight financial constraints.

Web: www.koawatea.co.nz

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NHS Improving Quality works to improve health outcomes across England by providing improvement and change expertise to help the acceleration of learning to enable whole system change across England. It brings together knowledge, expertise and experience from across the NHS, establishing a new vision and re-shaping the healthcare improvement landscape.

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Email: enquiries@nhsiq.nhs.uk

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NHSScotland

NHSScotland has set out its aim to be a recognised world leader in the quality of healthcare services it delivers to the people of Scotland. Launched by the Scottish Government in May 2010, the Healthcare Quality Strategy for Scotland sets the overall approach for achieving this aim and is centred around realising three Quality Ambitions for Person-Centred, Safe and Effective healthcare. Find out how NHSScotland, with Healthcare Improvement Scotland and NHS Education for Scotland, are taking forward priority areas for action to achieve Scotland's quality aim by visiting Stand 10 in the exhibition area.

Web: www.nes.scot.nhs.uk

www.healthcareimprovementscotland.org

www.gov.scot/Topics/Health

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NHS Wales

NHS Wales in the UK is committed to improving the health of the people of Wales and reducing health inequality. It is achieving this by focusing on improving quality and safety, improving access and patient experience, and preventing poor health.

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The North East Transformation System (NETS)

The North East Transformation System (NETS) is a Lean based methodology developed by an improvement collaborative in North East England. We deliver training and coaching in Lean and the NETS techniques with a focus on knowledge transfer to help organisations to become self sufficient in the approach. We also develop products to help organisations implement continuous quality improvement in healthcare. Come and try our Apps for QI Projects and Rapid Improvement Events at Stand 4 in the exhibition area.

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International Forum Patient Panel

The International Forum Patient Panel is composed of people with first-hand experience of healthcare. Members of the Patient Panel will join the International Forum in April and contribute to discussions, ensuring that the patient voice is heard. Moving forward with the planning for Gothenburg 2016, our Patient Panel will play an active role in shaping the International Forum programme and will continue to challenge our thinking to keep patients at the core of our mission.



David Gilbert

David is a former mental health service user with 25 years experience in patient-led healthcare improvement at national and international level. He is Director of InHealth Associates (www.inhealthassociates.co.uk), that supports patients to work in partnership with professionals to influence change. He also co-founded the Centre for Patient Leadership, with Mark Doughty. He writes poetry and support Leeds Utd.



Jonathon Hope

Jonathon experienced kidney failure in his teens and has had four transplants. For 12 years he has chaired and co-chaired many local and national innovation programmes co-designed and co-produced with patients. Currently, Jonathon co-chairs 'Valuing Individuals', an NHS England initiative piloting PAM, PROMS and PREMS to build on patient expertise.



Brenda Murray

During her Carer Ambassador role

Brenda liaised mostly with GP surgeries to raise awareness relating to unpaid carers issues but also helped build and maintain protocols that assisted carers who were registered patients. In addition, Brenda was also a carer representative for both the local Carers Partnership Board and The Royal College of General Practitioners.



Paul Wicks

Paul Wicks is VP of Innovation at PatientsLikeMe.com, an online community for patients living with long-term conditions to connect with one another and contribute to scientific research. Through PatientsLikeMe, Paul has published over 60 peer-reviewed articles including patient-lead PROMs, virtual clinical trials, and introducing patient-centeredness in to pharmaceutical development.



Rosamund Snow

Rosamund Snow has been living with type 1 diabetes since she was a teenager. Having been the subject of other people's research projects on numerous occasions, in 2013 she completed a PhD as a service-user-researcher, exploring healthcare services from the users' point of view. She is The BMJ's patient editor, and works at the University of Oxford on patient involvement in quality and safety research and medical education.

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