



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

2-4 May 2018  
RAI Exhibition and Convention  
Centre, Amsterdam

**Event Guide**

Reclaiming the Quality in Healthcare

 @QualityForum  
#Quality2018



## Thank you to our 2018 Sponsors and Exhibitors

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## International Forum App

### How to get the app

**Wifi access:**  
Select the network **InternationalForum** and enter password **forum2018**

**Downloading our app**  
App store/GooglePlay: Search for **ihf bmj** and enter event ID: **Amsterdam**

**Logging in**  
Username: **Your email address that you registered with**  
Password: **forum2018**

### Key benefits of using the event app:

- Manage your agenda and personalise your experience
- Keep up-to-date with our activity feed and don't miss out on any of our key sessions
- Access and save handouts from the sessions you attend
- Network - identify the attendees you would like to meet and start to build connections
- Access and navigate the full program. With multiple floor plan views and clear markers, you can quickly find the session locations and exhibitor stands

# Hallo and Welcome to the International Forum

On behalf of the Strategic Advisory Board, the Institute for Healthcare Improvement and BMJ, I wish you a very warm welcome to the International Forum Amsterdam 2018. The Dutch healthcare community is honored and excited to engage with you over the next few days. We have much to show you, and even more to learn from you.

As you might know, the majority of our small nation would be under water were it not for an intricate system of dykes, floodgates and water management systems.

Although these might seem like technical interventions, they are in fact founded on a social innovation. Centuries ago, rich and poor, nobility and peasants, realised they needed to work together if they wanted their land to stay dry and fertile.

A model, now known as 'collaborative governance', arose. This made it possible for the different parties to work side-by-side on a common goal, while still respecting their different roles, capabilities and responsibilities. Collaboration across social and educational boundaries made it possible to subdue one of nature's strongest forces: water.

Today, we face a very similar challenge in healthcare. Creating the level of quality and safety we would wish for our loved ones is not achievable by one doctor, one ward, one specialty or even one organisation. We need to leave the comfort of our silos and collaborate across historic boundaries.

Both within and between healthcare organisations, this demands courage, curiosity and perseverance. But it can be done, our country's sheer existence is living proof.

The next few days will showcase a multitude of examples from all over the world. I trust they will provide hope, inspiration and practical support for your own quality and safety journey.

So don't worry, you will not get wet feet today. The only thing you will be diving in is a sea of great ideas and inspired colleagues. Thank you for joining us this year, enjoy the Forum, enjoy Amsterdam.



**Ian Leistikow**  
Chairman of the 2018 Forum  
Senior Inspector, Dutch Health and Youth Care Inspectorate, Ministry of Health, Welfare & Sport  
Professor, Erasmus School of Health Policy and Management, Erasmus University Rotterdam

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## Practical Information



### Welcome Reception

Please join us at the International Forum Welcome Reception.

**Thursday 3 May, 17:00-18:30 in Hall 10.**

The Welcome Reception will be followed by The Night Forum, taking place in three venues, all walking distance from the RAI Exhibition and Convention Centre, Amsterdam.



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



**Registration** will take place in Entrance C, Ground Floor. Please bring your printed e-badge with you to be scanned. You do not need to go to the registration desk if you have printed your badge. Registration will open at the following times:

- **Wednesday 2 May 07:30**
- **Thursday 3 May 07:30**
- **Friday 4 May 07:30**



**Badges** will be scanned each day when you enter the conference.

Please be aware that you must wear your badge at all times during the International Forum as it shows the days you are eligible to attend and guarantees you entry to the venue on those days.



**Wifi Access** is available in all areas. Please select network **InternationalForum** and password **forum2018**.



**International Forum App** is available to all attendees. For further information please see page 2.



**Poster Stage Sessions** will take place in the Exhibition Hall on the two main event days, Thursday 3 - Friday 4 May. These sessions provide a great opportunity to hear the poster authors talk about their project during a 5 minute allocated slot on one of our poster stages (see full details on page 30).

In addition, we invite you to meet the poster presenters during registration, refreshments and lunch. Authors will be standing next to their poster, ready to share their work and answer any questions.



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



**RCP and ABAN Accreditation** The International Forum has been approved for a total of 21 CPD credits by the Royal College of Physicians (RCP) in England (Event code:116641).

The International Forum has also been accredited by KNMG-GAIA: Accreditatie Bureau Algemene Nascholing (ABAN) in the Netherlands for 18 credits (ID number: 317715)

Attendees wishing to claim CPD credits should sign the green register next to the registration enquiries desk.



### Handouts and Presentations

Handouts and presentations made available by speakers can be found on [internationalforum.bmj.com/handouts-amsterdam-2018](http://internationalforum.bmj.com/handouts-amsterdam-2018) and also in the International Forum App.



### Accommodation Agency contact details

If you have booked your accommodation through RAI Amsterdam Hotel Services and need any assistance they can be contacted directly on [hotelservices@rai.nl](mailto:hotelservices@rai.nl) or **+31 (0)20 549 1927**.



### The International Forum Livestream and YouTube channel

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

Similarly to previous years, all the presentations on the main stage will be streamed live via Livestream.

Access the live stream on [livestream.com/IFQSH/Amsterdam2018](http://livestream.com/IFQSH/Amsterdam2018).

The stream is publicly available and there is no need to sign in.

These streamed sessions will remain available after the International Forum and will also be published on the International Forum YouTube channel ([youtube.com/QualitySafetyForum](http://youtube.com/QualitySafetyForum)), where you can also view hundreds of sessions from previous years of the International Forum.

## Student and Junior Healthcare Professionals

Join the IHI Open School and connect with an interprofessional, global group of likeminded students, junior doctors, and faculty onsite to network and build your quality and safety skills.



Open School



### Thursday 3 May

#### Student & Junior Health Care Professional Networking Lunch

12:30-13:00, Elicium 2

Grab your lunch and join the IHI Open School and fellow attendees to spend time networking with and learning from peers, as you share your experiences, your vision for the future of healthcare, and what you hope to take home with you from the conference.

#### Night Forum: PDSA Cycle Bowling

18:30-21:00, Knijn Bowling alley

Learn and practice an important improvement skill while honing your bowling skills! This event will give you an opportunity to meet peers in an informal setting and continue networking and learning as you try new quality improvement interventions each round to improve your scores. Limited spots are available on the student and junior doctor's team, but all are invited to join the group at the venue!

#### Night Forum: Treasure Hunt

18:30-21:00  
Departing from Beach Bar/Strandzuid

Not up for bowling? Grab the opportunity to explore Amsterdam with a team of your peers, as you participate in a quality improvement-themed treasure hunt around the city. This event will provide a fun, interactive approach for broadening your QI knowledge, and learn from and with other student and junior doctors from around the world. Limited spots are available, but we encourage you to join the group at the Beach/Strandzuid meeting point if you're interested!



### Friday 4 May

#### Student & Junior Health Care Professional Lunch Session

12:30-13:00, Elicium 2

Join the Open School and Dr. Don Berwick, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement, for an opportunity to learn and practice your quality improvement skills with peers in a fun, interactive lunch session.

Learn more about the IHI Open School at [ihi.org/OpenSchool](http://ihi.org/OpenSchool)



## Join us on social media

Follow us on social media @QualityForum to get the latest updates and announcements from the International Forum and join the discussion! Also find people with shared interests in our community, get connected and involved in discussions.

**Join the conversation on twitter #quality2018.**

Discuss your experience at the International Forum using our general twitter hashtag #quality2018 and join in conversations real-time with your fellow participants and tell them about:

- What you are talking about during a session you are attending
- What sessions you are enjoying
- Which poster has given you an idea
- What are your take-home lessons from the sessions you have attended
- Which keynote has inspired you to do something differently
- The networking opportunities available

**Don't forget to add the #quality2018 to all of your tweets to ensure you can join the conversations.**



How can IHI help your organisation improve?

## In-Person and Virtual Training

### Improvement Advisor

Professional Development Programme

[ihi.org/IA](http://ihi.org/IA)

- Begins January 2019, Belfast, Northern Ireland

## Health Improvement Alliance Europe

Professional Development Programme

[ihi.org/HIAE](http://ihi.org/HIAE)

- Begins September 2018

## Chief Quality Officer Program

Professional Development Programme

[ihi.org/CQO](http://ihi.org/CQO)

- Begins June 2018, Boston, MA

## Open School

[ihi.org/OpenSchool](http://ihi.org/OpenSchool)

The IHI Open School can help you learn and spread safety and improvement knowledge through online courses. Join more than 500,000 learners from universities, organizations, and health systems around the world in building core skills using these essential trainings and tools.

## Passport to IHI Training

[ihi.org/Passport](http://ihi.org/Passport)

Passport to IHI Training offers every member of your health care facility free or discounted enrollment in IHI trainings, special access to publications and events, and added support on your improvement journey.

## Customised Services

[ihi.org/Custom](http://ihi.org/Custom)

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.

Visit IHI at booth #10

## Amsterdam 2018 Highlights

NEW

### Poster stage

Get inspired by listening to the vast array of quality improvement projects on show in our poster area, and have a chance to hear from and meet the presenters on our brand new poster stage.

### Country-hosted zones

Check out our country hosted zone sessions where you can hear from leaders in Quality Improvement in a number of specially selected countries, and join in discussions about the opportunities and challenges they are facing at a national level.

### Patients involved

Patients have been involved at the heart of designing and reviewing the programme, ensuring a greater focus on the patient and personal story. Our 'patient and family centered care' stream contains exciting examples of co-producing care, and we have a number of patient speakers across the programme who will be challenging us to keep the needs of service users in focus. Patients can connect with each other on twitter using #qfpatients.

### Amsterdam Experience Days

Our popular experience days give you the opportunity to visit institutions across the Netherlands, learn more about the healthcare system, get inspired by new and innovative projects and consider how you can apply what you have learned to make real change in your own organisation.

### 8th Annual Science and Research Symposium

Our eighth annual Science and Research Symposium will connect researchers and healthcare professionals at the frontline of implementing evidence based interventions. Hear from keynote speakers, panelists and poster presenters, and discuss key questions such as 'what is good evidence' and 'how do we answer the questions that are relevant to patients'. See page 10.

### Special interest sessions

A number of special interest breakfast sessions will run before the first keynote on Friday 4 May. Connect with colleagues and learn about challenges and opportunities that could make a difference to your organisation. See pages 32-33.



### Streams

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

Building Capability and Leadership

Population and Public Health

Person and Family-Centred Care

Quality, Cost, Value

Safety

## Keynote Speakers

**Keynote 1** | Thursday 3 May - 09:30-10:30

**How to move from fixed to growth mindset**



**Ann Batenburg**

**Clinical Associate Professor, Southern Methodist University; USA**

Ann supports educators in learning about and implementing growth mindset theory and practice. She earned her PhD in Teaching and Learning from the University of Iowa after 14 years of teaching students with special needs and 5th graders in the Chicago area, and has degrees in Gifted Education, Special Education, and Teacher Leadership. In our opening keynote she will discuss the difference between a fixed and growth mindset, and how we can use this shift to make valuable differences in healthcare.



**Ian Leistikow**

**Senior Inspector, Dutch Health and Youth Care Inspectorate; Professor at Erasmus School of Health Policy & Management, Erasmus University Rotterdam; The Netherlands**

Ian Leistikow is an inspector and advisor at the Dutch Health & Youth Care Inspectorate and Professor at Erasmus University Rotterdam. He was the coordinator of the patient safety program within the University Medical Center Utrecht, the Netherlands, from 2003 to 2011, and has set up various patient safety related trainings, published multiple articles about patient safety and co-authored a Dutch book on Root Cause Analysis. In 2010 he published his PhD thesis on how the Board of Directors can lead patient safety improvements. Ian was appointed professor at the Erasmus University in 2017 and has recently published a book titled "Prevention is better than cure", about learning from adverse events in healthcare.



**Manvir Victor**

**Chairman, Patients for Patients Safety, Malaysia & Patient Advocate; Malaysia**

Manvir Victor was a renowned radio jock in Malaysia, with a drive time show for approximately 1.5 million listeners. He hosted programs on local and international television for sports, which included ESPN and BBC covering the World Cups 2002 & 2006, Euro 2004, 2004 Olympics, 1998 Commonwealth Games. Since being diagnosed with end stage renal failure, he has given up this job. Having undergone a successful kidney transplant in 2012, he has started to be involved in Patients for Patient Safety Malaysia, joining many like-minded individuals in his quest for safer healthcare delivery.

### Interviewees

**Anne P.J. De Pagter, Fellow Pediatric Hematology, Erasmus MC; Rotterdam**

**Wim Helbing Visiting Professor and Division Chief, Pediatric Cardiology, Erasmus MC; Rotterdam**

**Keynote 2** | Thursday 3 May - 16:15-17:00

**Creating moments that matter**



**Dan Heath**

**Author, Entrepreneur and Senior Fellow, Duke University's CASE Center; USA**

Dan Heath co-wrote four of the most-loved business books of the past decade: *Made to Stick*, *Switch*, and *Decisive*, and their latest book, *The Power of Moments*, which explores why certain brief experiences can jolt, elevate and change us - and how we can learn to create these extraordinary moments in our life and work. All four were New York Times best-sellers. Together the Heath brothers' books have sold over two million copies worldwide and been translated into 33 languages.

Dan is a senior fellow at Duke University's CASE center, which supports entrepreneurs who fight for social good. He is also an entrepreneur himself, having founded Thinkwell, an innovative education company that will celebrate its 20th anniversary in 2017. A former case writer for Harvard Business School, Dan was named in 2013 to the Thinkers 50, a ranking of the world's 50 most influential management thinkers, and also to Fast Company magazine's list of the Most Creative People in Business. He has delivered keynotes or workshops for teachers, police chiefs, U.S. senators, interior designers, Navy admirals, healthcare leaders, marketers, ministers, and countless executive teams, across 26 countries on 6 continents. (He's still waiting for that invitation from Antarctica).

Dan has a Master of Business Administration degree from the Harvard Business School, and a Bachelor of Arts degree from the Plan II Honors Program at the University of Texas at Austin. He lives in Durham, North Carolina.



**Maureen Bisognano**

**President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA**

Maureen Bisognano previously served as IHI's President and CEO from 2010 to 2015, and as Executive Vice President and COO from 1995 to 2010. She is a prominent authority on improving healthcare systems, advises leaders around the world, and is a frequent speaker at major healthcare conferences. Ms. Bisognano is an elected member of the National Academy of Medicine, an Instructor of Medicine at Harvard Medical School, and a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities.

She currently serves on the boards of The Commonwealth Fund, Cincinnati Children's Hospital Medical Center, ThedaCare Center for Healthcare Value, and on the Advisory Board of County Health Rankings and Roadmaps. Prior to joining IHI, she was CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.



**Keynote 3** | Friday 4 May - 09:30-10:30

**Putting the Person at the Heart of Healthcare**



**Caitlyn Jenner**

**Former Olympic Athlete, Transgender Activist and author of New York Times bestselling memoir, The Secrets of My Life; USA**

In 1976, Caitlyn Jenner broke the world decathlon record by scoring 8,634 points at the Olympic Games in Montreal, and earned the title of "World's Greatest Athlete." Forty years later, she captured the world's attention again when she revealed that she is a transgender woman during an ABC News special with Diane Sawyer.

Since revealing her true self, Caitlyn executive produced "I Am Cait," the landmark series on E! documenting her post-transition life, partnered with M-A-C Cosmetics to donate over \$1.3 million to transgender Initiatives and became the face of the H&M "For Every Victory" sportswear campaign.

In April of 2017, Caitlyn shared her story in her New York Times bestselling memoir, *The Secrets of My Life*, co-authored by Pulitzer Prize-winning journalist Buzz Bissinger. Caitlyn was named Barbara Walters' Most Fascinating Person of the Year in 2015, runner up for the 2015 Person of the Year, *Out Magazine's* 2015 Newsmaker of the Year and one of *Glamour Magazine's* Women of the Year.

She was honored with the Arthur Ashe Award for Courage at the 2015 ESPY Awards for her transition from Olympic athlete to transgender activist.

**Keynote 4** | Friday 4 May - 16:15-17:00

**Quality Goes Global at Last: Three Guiding Reports Soon to Arrive**



**Donald M. Berwick**

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

A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health, and on the staffs of Boston's Children's Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first "Independent Member" of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality.

He served two terms on the Institute of Medicine's (IOM's) Governing Council, was a member of the IOM's Global Health Board, and served on President Clinton's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry.

Recognised as a leading authority on health care quality and improvement, Dr. Berwick has received numerous awards for his contributions. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England in recognition of his work with the British National Health Service. Dr. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School, and he's an elected member of the American Philosophical Society.

# Wednesday | 2 May 2018



## Full day interactive sessions

09:00-17:00

### M1 International science and research symposium

**Room:** Elicium 2

**#qfm1**

The Improvement Science and Research Symposium provides a unique platform for researchers and key scientific stakeholders to unite in the advancement of improvement science in healthcare.

The programme includes presentations of leading research and interactive sessions to highlight key issues to improve quality and patient safety. Topics that will be discussed include the challenges in identifying improvement interventions, the context in which they are applied, and the methods used to understand how they impact on healthcare.

### M2 Continuous learning in healthcare delivery in The Netherlands; regional oncology networks, outcome data and active learning at the clinical and organisational level

**Room:** E105 & E106

**#qfm2**

This pre-day program provides an overview of main approaches for improvement and learning in healthcare delivery in The Netherlands. It's about healthcare delivery via regional networks, national collaboration of clinicians and hospitals and the clinical work in oncology. We will share an in depth view in considerations for the Dutch approach and a dialogue about it with the international audience.

The program includes key-note introductions of leading clinicians, both MDs and RNs, and interactive working sessions around tumor-specific delivery models i.e. for head and neck and colorectal tumors. It will provide healthcare professionals and others interested in collaboration in delivery and improvement with inspiration, good examples and insight in pitfalls.

Be part of a vivid program about creating and organising good cancer health care delivery in The Netherlands. This session will be presented by the NFU-consortium Quality of Care (the collaborative on QI of the eight university medical centres of The Netherlands), the NFU-program To Oncology Networks and V&VN (the organisation of professional nurses).

### M4 Session start 08:45 Facilitating collaboration, improving care: anesthesia's role in safe obstetrics. 25 years of Dutch obstetrics anesthesia (NVA)

**Room:** D203

**#qfm4**

Centered around Lieve Blancquaert's intriguing photographs on how the world welcomes its

children, this full day course will explore the different challenges and potential solutions to safety and quality improvement in obstetrics and obstetric anaesthesia care.

The Netherlands is well-known for the physiological approach to pregnancy and delivery. The recent transition to integrated maternal care has further optimised collaboration between midwives and obstetricians, but little attention has been paid to the contribution of anaesthesia in delivering safe and high-quality perinatal care.

The current changes in maternal demographics such as age, comorbidities and analgesic preferences require active participation of anesthesia in obstetric care. In this course you will be given the opportunity to recognise anesthesia's role in safe and high-quality obstetric care, to identify the different barriers to value-based safe maternal care for women in diverse societies around the world, and to focus on the organisational changes needed to optimise collaboration.



## Half day interactive sessions

09:00-12:30

### M3(1) Don't keep it a secret: how to communicate quality improvement

**Room:** E107 & E108

**#qfm31**

The effective use of communication plays a major role in building will, maintaining energy and celebrating success. It's crucial for engaging staff, overcoming challenges and improving services for patients. In this interactive workshop, you will have the chance to explore different strategies for sharing your improvement work and achievements, as well as building networks to gain new ideas and share your own.

After this session, participants will be able to:

1. Understand the role that communications and media coverage plays in successful improvement programmes and campaigns
2. Apply a simple six step framework to produce your own communications strategy
3. Use stories as a key part of your engagement and communications activity
4. Learn how to create an effective quality improvement network

This course is followed by **M3 Part Two: How to share your work**. Both workshops are independent but cover a common theme.

### M5 High impact leadership in the real world

**Room:** Elicium 1

**#qfm5**

As health care continues to evolve, what does leadership mean in this world of constant challenge and change? Are there high-impact changes that

Streams for 2018: **Quality, Cost, Value** | **Population and Public Health** | **Building Capability and Leadership** | **Safety** | **Person and Family - Centred Care**

can accelerate transformation across health and social care? This session will draw on real-life examples of these questions being answered with a resounding "yes." Using the newest thinking on leading improvement and building on recent lessons in navigating change, the speakers will draw on their global experience to describe how to lead sustainable change.

After this session, participants will be able to:

1. Identify their own mental leadership models and key leadership behaviours
2. Develop new individual and organisational leadership skills and behaviours consistent with achieving Triple Aim results

### M6 Why lecture on PDSAs when you can experience them

**Room:** Emerald

**#qfm6**

People can tell us what PDSA stands for (Plan, Do, Study, Act), but can they run several PDSAs in a day? This session will provide a variety of practical (and fun) games and exercises that explain the theory behind the PDSA cycle and reveal that we do PDSAs every day. Participants will be given instructions and guidance on how to facilitate all the games and exercises and apply them within their own organisations.

After this session, participants will be able to:

1. Describe the application of the PDSA cycle to daily work
2. Experience rapid-cycle PDSA testing through simulation and games
3. Determine which PDSA games will work best within their organisations



## Half day interactive sessions

13:30-17:00

### M3(2) How to share your work

**Room:** E107 & E108

**#qfm32**

In this interactive workshop our expert speakers will explore how you can get your quality improvement work recognised. You will learn how to write up projects as structured abstracts suitable for publication, and also how to use visual tools such as sketchnoting to communicate your ideas in new and exciting ways via social media.

After this session, participants will be able to:

1. Demonstrate improved understanding of the needs of customers/readers
2. Reflect on the strengths and weaknesses of their QI work using the writing up process
3. Understand how to sketchnote ideas and use social media to gain exposure for your work

This course is preceded by **M3 Part One: Communicating Quality Improvement**. Both workshops cover a common theme, but there is no requirement to attend Part One before joining this course.

### M7 Multimodal strategies for evidence-based reliable care

**Room:** Emerald

**#qfm7**

The gap between evidence-based best practice of safe care and current care is often immense. Barriers to implementing evidence-based practice are numerous in the highly complex environment of healthcare. This interactive session will summarise the literature and experience of the faculty on bridging the gap to reliable care and discuss designing multimodal improvement packages and measurement strategies through a case study. Participants will also practice designing and applying the strategies in a case and adapting the method to their own environment of care. The lessons learned will be applicable to reducing harm in a variety of clinical topics.

After this session, participants will be able to:

1. Apply the concept of multimodal improvement to patient safety initiatives
2. Design a measurement strategy to assess the implementation of an improvement package
3. Advise leadership on implementation science in a high complexity environment

### M8 Engaged Physicians transform care

**Room:** Elicium 1

**#qfm8**

Implementing the Virginia Mason Production System (VMPS) as its management system transformed Virginia Mason Medical Center into one of the United States' safest and best hospitals. This session explores key principles underpinning its success: urgency for change; a shared vision that puts patients first; effective physician leadership.

The session also describes the process Virginia Mason engaged in to co-develop clear and reciprocal expectations – a new compact – between organisational leaders and doctors.

After this session, participants will be able to:

1. Appreciate the profound adaptive challenges for doctors and managers in transforming health care delivery
2. Identify strategies that shine a light on urgency for change and build and sustain shared vision
3. Describe how reciprocal and explicit expectations that are transparent and fair enhance doctor engagement in change.
4. Identify lessons from Virginia Mason's transformation process applicable to their own organisation

## Speakers Wednesday | 2 May

- M1** **Liane Ginsburg**, Associate Professor, School of Health Policy and Management, York University; Canada
- Anne Marie Suutari**, MD M.Phil MSc, Highland Hospital (Höglandssjukhuset), Eksjö, Region Jönköping County; Sweden
- Brenda Reiss-Brennan**, Mental Health Integration Director, Intermountain Healthcare; USA
- Erica De Loos**, MSc, FISQua, Advisor Quality and Innovation, Netherlands Institute for Health Services Research (NIVEL); The Netherlands
- Ulrika Schwarz**, Professor in Psychology, PROCOME at Medical Management Centre (MMC), Karolinska Institutet; Sweden
- Simon Denegri**, NIHR National Director for Patients and the Public in Research; UK
- Sara Riggare**, PhD Student, Karolinska Institutet and Self Care Expert; Sweden
- Kazue Nakajima**, Professor, Osaka University Hospital; Japan
- Christian P Subbe**, Honorary Senior Clinical Lecturer and Consultant Physician, Bangor University, Bangor; UK. Improvement Science Fellow, The Health Foundation, London; UK

### Abstract presenters

- Sophie Spitters**, PhD Student, NIHR CLAHRC; UK
- Lisanne Hut**, PhD Student, The University Medical Center Groningen; The Netherlands
- Jean Macq**, Professor, Faculty of Public Health and Research Institute of Health and Society, Catholic University of Louvain; Belgium
- Charlotte Abrahamsen**, Assistant Professor, Department of Orthopaedic Surgery, Kolding Hospital a part of Lillebaelt Hospital; Denmark
- Madalina Toma**, Research Fellow, Scottish Improvement Science Collaborating Centre (SISCC), School of Nursing and Health Sciences University of Dundee; UK
- Gepke Lolkje Veenstra**, PhD student, the Centre of Expertise on Quality and Safety, University Medical Center Groningen; The Netherlands
- Paryaneh Rostami**, PhD Student and Research Associate, University of Manchester; UK
- Andrea Patton**, Principal Information Analyst for the Scottish Antimicrobial Prescribing Group and University of Dundee PhD Student; UK
- Birgitte Nørgaard**, Associate Professor, Department of Public Health, University of Southern Denmark; Denmark

- M2** **Ernst Kuijpers**, MD, PhD, Gastroenterologist CEO Erasmus MC Rotterdam, Chair of the Dutch Taskforce Oncology; The Netherlands
- Michael Wouters**, MD, PhD, Surgeon, Chair of SONCOS; The Netherlands
- Cora Vegte**, RN, Chair of Dutch Oncology Nurses; The Netherlands
- Hans Nijman**, University Medical Centre Groningen Cancer Centre; The Netherlands
- Kees Ahaus**, PhD, Healthcare Management; The Netherlands
- Erik Heineman**, MD, PhD, Surgeon; The Netherlands
- Irene Dingemans**, Dutch Cancer Patients Organisation (NFK); The Netherlands

- M4** **Ingrid Beenackers**, Consultant Anesthesiologist, University Medical Center Utrecht; The Netherlands
- Kitty Bloemenkamp**, Professor Obstetrics, Maternal Health, University Medical Center Utrecht; The Netherlands
- Felicity Plaat**, Obstetric Anaesthetist, Imperial College Healthcare Trust; UK
- Marieke de Haas-van Bommel**, Anesthesiologist, Treant Zorggroep and Teacher, Clinical Training Center RUG; The Netherlands
- Alexandra Schyns-van den Berg**, Anesthesiologist, Albert Schweitzer Ziekenhuis; The Netherlands
- Arie Franx**, Professor of Obstetrics, University Medical Center Utrecht; The Netherlands
- Sunil Eappens**, Chief Medical Officer, Chief of Anesthesia, Associate Professor of Anesthesia, Harvard Medical School; USA
- Lieve Blancquart**, Photographer; The Netherlands
- Pedro Delgado**, Head of Latin America and Europe, Institute for Healthcare Improvement (IHI); UK
- Asish Subedi**, Consultant Anesthesiologist at BPKIHS; Nepal
- Kelly McQueen**, Professor, Department of Anesthesiology, Professor, Department of Surgery, Director, Vanderbilt Anesthesia Global Health & Development and Director, Vanderbilt Global Anesthesia Fellowship; USA
- Amy Price**, PhD, CEO at Empower2Go; UK
- Jonas Rosenstok**, Owner at Contragewicht, Managing Director at indupro, Associate Partner to KWINK Groep and E.CA Economics; The Netherlands

- M3(1)** **Aidan Fowler**, Director of NHS Quality Improvement and Patient Safety, Director of 1000 Lives Improvement Service, Public Health Wales; UK
- Charlotte Frennded**, Journalist, MD, Medical Writer and Editor, Danish Society for Patient Safety; The Netherlands
- Andrew Cooper**, Strategic Campaigns Manager, 1000 Lives Improvement, Public Health Wales; UK
- Frits Bredal**, Head of Communications at the Danish Society for Patient Safety; Denmark
- Dominique Allwood**, Assistant Director of Improvement, The Health Foundation and Consultant in Public Health, Imperial College Healthcare NHS Trust; UK
- Suzie Bailey**, Director of Leadership and Quality Improvement, NHS Improvement; UK

- M5** **Jason Leitch**, National Clinical Director, Scottish Government; UK
- Steve Swensen**, Medical Director, Mayo Clinic; USA
- M6** **Robert Lloyd**, Vice President, Institute for Healthcare Improvement (IHI); USA
- David M. Williams**, PhD Executive Director and Improvement Advisor, Institute for Healthcare Improvement (IHI); USA

- M3(2)** **Cat Chatfield**, Quality Improvement Editor, The BMJ; UK
- Fiona Moss**, Dean, Royal Society of Medicine and Founder Editor BMJ Quality and Safety; UK
- Helen Bevan**, Chief Transformation Officer, NHS England Horizons; UK
- Leigh Kendall**, Communications Lead, NHS England Horizons; UK
- Aidan Fowler**, Director of NHS Quality Improvement and Patient Safety, Director of 1000 Lives Improvement Service, Public Health Wales; UK

- M7** **Anthony Staines**, Patient Safety Program Director, Fédération des hôpitaux vaudois; Switzerland, Professeur associé, IFROSS, University of Lyon III; France
- Frank Federico**, Vice President and Senior Safety Expert, Institute for Healthcare Improvement (IHI); USA
- Amelia Brooks**, Director, Patient Safety and Europe, Institute for Healthcare Improvement (IHI); UK
- M8** **Gary Kaplan**, Chairman and CEO, Virginia Mason Health System; USA
- Jack Silversin**, Founding Partner, Amicus Inc; USA

8:00

<b>EN1:</b> Collaborating for improvement – thinking differently about improving population health Elicium 1  #qfen1	<b>EN2:</b> User-driven care in an outpatient clinic in Norway E102  #qfen2	<b>EN3:</b> Improving emergency care for aged care residents: the geriatric emergency department intervention Elicium 2  #qfen3	<b>EN4:</b> Pilot project in science of improvement for the national program of patient safety in Brazil: learning experiences and challenges E105 & E106  #qfen4	<b>EN5:</b> From pledge to action: the journey to spark a revolution Auditorium  #qfen5	<b>EN6:</b> Protecting patients from harm: the science of safe communication in healthcare Emerald  #qfen6	<b>EN7:</b> Translating the evidence base for patient and family engaged care into practice Forum  #qfen7	<b>EN8:</b> Introduction to Dutch Healthcare E104  #qfen8
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9:00 Welcome and introduction

**Hall 11**

**Keynote 1:** How to move from fixed to growth mindset

**Ann Batenburg**, Clinical Associate Professor, Southern Methodist University; USA  
**Ian Leistikow**, Senior Inspector, Dutch Health and Youth Care Inspectorate; Professor at Erasmus School of Health Policy & Management, Erasmus University Rotterdam; The Netherlands  
**Manvir Victor**, Chairman, Patients for Patient Safety; Malaysia

**Anne P.J. De Pagter**, Fellow Pediatric Hematology, Erasmus MC Rotterdam; The Netherlands  
**Wim Helbing**, Professor and Division Chief, Pediatric Cardiology, Erasmus MC & Visiting Professor and Division Chief, Pediatric Cardiology, Radboud UMC; The Netherlands

**Hall 11**  #qfk1

## Morning Break

<b>A1:</b> Choosing Wisely International: from an idea to an international movement Auditorium  #qfa1	<b>A2:</b> Using design thinking with patients in mind Hall 11  #qfa2	<b>A3:</b> Applied health intelligence for improvement – science and art of using data Forum  #qfa3	<b>A4:</b> Can we really learn anything useful from aviation? Elicium 1  #qfa4	<b>A5:</b> How can we use technology to reach patients in the community? E102  #qfa5	<b>A6:</b> Working with complex patients: a playbook and its stories Elicium 2  #qfa6	<b>A7:</b> How norms and guidelines hinder quality in Dutch and German hospitals - towards parsimony in guideline development and smartness in implementation Emerald  #qfa7	<b>A8:</b> Re-thinking how care is delivered to maximise patient experience and resource utilisation – learning from driving same-day-discharge after PCI Sponsored by: <b>Medtronic</b> E107 & E108  #qfmedtronic	<b>Poster Session:</b> Theme: Quality, Cost, Value Poster stage 1 & 2  #qfposter
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## Lunch Break

**Student and Junior Health Care Professional Lunch session**

**Institute for Healthcare Improvement** **Open School**  
Elicium 2  #IHlopenschool


<b>B1:</b> Not another session on culture Elicium 1  #qfb1	<b>B2:</b> Social movement transforming emergency care from the bottom up Forum  #qfb2	<b>B3:</b> What has inspection ever done for improvement? Elicium 2  #qfb3	<b>B4:</b> Antimicrobial resistance in healthcare? Everyone's business! Emerald  #qfb4	<b>B5:</b> How innovation can bring real solutions to intractable problems in healthcare delivery Auditorium  #qfb5	<b>B6:</b> Optimising patient flow by reducing variability and aligning capacity with demand Hall 11  #qfb6	<b>B7:</b> Designing and managing community-based scale-up efforts E102  #qfb7	<b>B8:</b> The essential human side of transforming healthcare performance Sponsored by: <b>PHILIPS</b> E107 & E108  #qfphilips	<b>Poster Session:</b> Theme: Safety Poster stage 1 & 2  #qfposter
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## Afternoon Break


<b>C1:</b> High intensity mental health crisis: developing a network of global solutions Emerald  #qfc1	<b>C2:</b> Breaking the rules for better care Elicium 1  #qfc2	<b>C3:</b> From transparency to collaboration – taking patient accessible records to the next level E107 & E108  #qfc3	<b>C4:</b> Smile! Our behaviour affects patient care Elicium 2  #qfc4	<b>C5:</b> An alternative improvement method to 'IHI breakthrough series', making use of data science, applied to PAOD Forum  #qfc5	<b>C6:</b> How can sustainable, resilient and scalable improvements in patient care be created? Auditorium  #qfc6	<b>C7:</b> Quality cost and value – the business case for QI Hall 11  #qfc7	<b>C8:</b> Nation wide quality improvement in low and low-middle income countries: two African perspectives E102  #qfc8	<b>Poster Session:</b> Theme: Person and Family Centred Care Poster stage 1  #qfposter	<b>Poster Session:</b> Theme: Population and Public Health Poster stage 2  #qfposter
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**Keynote 2:** Creating moments that matter

**Dan Heath**, Author, Entrepreneur and Senior Fellow, Duke University's CASE Center; USA  
**Maureen Bisognano**, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA

**Hall 11**  #qfk2

**Welcome Reception 17:00-18:00 followed by The Night Forum 18:00-21:00**  
Four venues will host an evening of exciting content and entertainment. Join as many as you wish. See page 28-29 for further details.

 #nightforum

### Room locations

<b>G Ground floor</b> Entrance C (Registration), Forum Room and Auditorium	<b>1<sup>st</sup> First Floor</b> Emerald Room, Hall 10, Hall 11, E102, E104, E105 & E106, E107 & E108, Elicium 1, Elicium 2
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## Speakers Thursday | 3 May

- EN1** **Bob Klaber**, Associate Medical Director (Quality Improvement) and Consultant Paediatrician, Imperial College Healthcare NHS Trust; UK  
**Dominique Allwood**, Assistant Director of Improvement, The Health Foundation and Consultant in Public Health, Imperial College Healthcare NHS Trust; UK
- EN2** **Kim Fangen**, Daily Manager, Nye Pluss (National association of people living with HIV); Norway
- EN3** **Marianne Wallis**, Professor of Nursing, University of the Sunshine Coast, Queensland; Australia
- EN4** **Elenara Oliveira Ribas**, Manager Patient Safety Project, Moinhos de Vento Hospital Partnership, The Ministry of Health; Brazil
- EN5** **Faisal Saeed**, Director Clinical Governance ADK Hospital; Maldives
- EN6** **Annegret F. Hannawa**, Associate Professor of Health Communication, University of Lugano; Switzerland
- EN7** **Susan Frampton**, President, Planetree International; USA
- EN8** **Ate G.J. Van der Zee**, Vice-President Board of Directors of the University Medical Center Groningen and Chairman of the NFU-consortium Quality of Care; The Netherlands  
**Sjaak Wijma**, Board Member, the National Health Care Institute; The Netherlands
- K1** **Ian Leistikow**, Senior Inspector, Dutch Health and Youth Care Inspectorate; Professor at Erasmus School of Health Policy & Management, Erasmus University Rotterdam; The Netherlands  
**Manvir Victor**, Chairman, Patients for Patient Safety, Malaysia & Patient Advocate; Malaysia  
**Anne P.J. De Pagter**, Fellow Pediatric Hematology, Erasmus MC Rotterdam; The Netherlands  
**Wim Helbing**, Professor and Division Chief, Pediatric Cardiology, Erasmus MC and Visiting Professor and Division Chief, Pediatric Cardiology, Radboud UMC; The Netherlands  
**Ann Batenburg**, Clinical Associate Professor, Southern Methodist University; USA
- A1** **Wendy Levinson**, Chair, Choosing Wisely Canada and Choosing Wisely International, Professor, Department of Medicine, University of Toronto; Canada
- A2** **Liz Lamb**, Quality, Safety and Accreditation Leader, Surgical Services, BC Children's Hospital, Provincial Health Services Authority; Canada  
**Ingeborg Griffioen**, Owner and Innovation Manager Panton, Deventer; The Netherlands
- A3** **Doris A. Behrens**, Interim Lead for Mathematical Modelling, ABCi, Aneurin Bevan University Health Board; UK  
**Mahmood Adil**, Medical Director, Information Services Division, NHS National Services; UK  
**Joy Ngai**, Specialty Trainee in General Surgery; Grampian Trainee Lead for Medicine & Unscheduled Care; Scottish Clinical Leadership Fellow; UK
- A4** **Kevin Stewart**, Medical Director, Healthcare Safety Investigation Branch; UK  
**Christian P Subbe**, Honorary Senior Clinical Lecturer and Consultant Physician, Bangor University, Bangor, UK. Improvement Science Fellow, The Health Foundation, London; UK  
**Paul Barach**, Clinical Professor at Wayne State University School of Medicine, Children's Hospital of Michigan; USA
- A5** **Charlie Sword**, Independent Consultant; UK  
**Peter Waiganjo**, Business Development Lead, Amref Health Africa; Kenya  
**Genevieve Hutchinson**, Senior Health Advisor, BBC Media Action; UK  
**Sara Chamberlain**, Digital Director, BBC Media Action; India  
**Nigel Bolster**, Evidence Lead, Peek Vision; UK
- A6** **Don Goldmann**, Chief Scientific Officer Emeritus, and Senior Fellow, Institute for Healthcare Improvement (IHI); Professor of Immunology and Infectious Diseases, and Epidemiology, Harvard TH Chan School of Public Health; Clinical Professor of Pediatrics, Harvard Medical School; USA  
**Marit Tanke**, Harkness Fellow in Health Care Policy and Practice, The Commonwealth Fund, Harvard School of Public Health, Partners Health Care; USA. Senior Researcher, Radboud University Medical Center Nijmegen; The Netherlands
- A7** **Doris Voit**, Officer for Quality Assurance and Quality Management for German Hospitals, Deutsche Krankenhausgesellschaft, German Hospital Federation; Germany  
**Louise Blume**, Program Manager Regulatory Affairs & Policy, Medtronic GmbH; The Netherlands  
**Nico van Weert**, Head of Quality and Safety Coordination, NFU: Federation of University Medical Centers; The Netherlands  
**Diana Delnoij**, Chief Science Officer; The Netherlands  
**Jamiu Busari**, Associate Professor, Educational Research and Development Department. Faculty of Health, Medicine and Life Sciences, Maastricht University; The Netherlands  
**Sylvia Shackleton**, Quality & Organisation of Care, Dutch Hospital Association; The Netherlands

Streams for 2018: **Quality, Cost, Value** | **Population and Public Health** | **Building Capability and Leadership** | **Safety** | **Person and Family - Centred Care**

- A8** **Ahmed A. Khattab**, Medical Director, Interventional Cardiology, Cardiance Clinic; Switzerland  
**Vladimir Rubimbura**, Cardiology Department, University Hospital Henri Mondor, AP-HP, Créteil; France
- B1** **Frank Federico**, Vice President and Senior Safety Expert, Institute for Healthcare Improvement (IHI); USA  
**Amelia Brooks**, Director, Patient Safety and Europe, Institute for Healthcare Improvement (IHI); USA  
**Tony Kelly**, National Clinical Director for the Maternity and Neonatal Health Safety Collaborative; UK
- B2** **Deborah Thompson**, Director, NHS Elect; UK  
**Vincent Connolly**, Acute Physician, James Cook University Hospital, and Medical Director, North Region, NHS Improvement; UK
- B3** **Rami Okasha**, Executive Director of Strategy and Improvement, Care Inspectorate; UK  
**Brian Robson**, Medical Director, Healthcare Improvement Scotland, IHI and Health Foundation Fellow; UK  
**Alastair Delaney**, Director of Quality Assurance, Healthcare Improvement; UK
- B4** **Garance Fannie Upham**, Vice-President, World Alliance Against Antibiotic Resistance (WAAAR); France  
**Mark P. Jarrett**, Senior Vice President, Chief Quality Officer, Associate Chief Medical Officer, Northwell Health; USA
- B5** **Melissa Knihtila**, Project Manager, Institute for Healthcare Improvement (IHI); USA  
**Felix Kreier**, Chief Medical Information Officer, Pediatrician, Board Member of the Dutch CMIO Society; The Netherlands  
**Fenna Heyning**, MD, PhD, Director STZ, Internist; The Netherlands
- B6** **Sandeep Green Vaswani**, Senior Vice President, Institute for Healthcare Optimisation; USA  
**Andrea Jamieson**, National Improvement Advisor, The 6 Essential Actions for Improving Unscheduled Care National Programme, The Scottish Government; UK  
**Helen Maitland**, Director of Unscheduled Care, The Scottish Government; UK
- B7** **Anette Nilsson**, Development Strategist, Region Jönköping, Qulturum; Sweden  
**Tina Lynge**, Program Director, Senior Consultant, Danish Society for Patient Safety; Denmark  
**Susan Hannah**, Head of Improvement Programme – Children and Young People, Collaborative Scottish Government; UK
- B8** **Peadar O'Mórdha**, Principal, Philips Healthcare Transformation Services; UK  
**Debbie Slye**, Global Clinical Lead, Philips Healthcare Transformation Services; UAE  
**Floris Roodhevel**, Emergency Physician and Chairman of the Emergency Department Unit, Flevo Hospital; The Netherlands
- C1** **Paul Jennings**, National Programme Manager, High Intensity Network, NHS England; UK
- C2** **Amelia Brooks**, Director, Patient Safety and Europe, Institute for Healthcare Improvement (IHI); USA  
**Amber Watson**, Project Co-ordinator, Institute for Healthcare Improvement (IHI); USA
- C3** **Maria Hägglund**, Senior Researcher in Health Informatics at Karolinska Institutet, Stockholm; Sweden  
**Mohammad Al-Ubaydli**, Patient with Hyper IgM syndrome, and CEO, Patients Know Best; UK
- C4** **Joy Whitlock**, Quality and Safety Improvement Manager, Cardiff and Vale University Health Board; UK  
**Ruth Walker**, Executive Director of Nursing, Cardiff and Vale University Health Board; UK
- C5** **Pieter ten Have**, MD, Data Scientist at Dutch National Health Care Institute; The Netherlands  
**Lotte Hermsen**, Epidemiologist, Project Leader, PhD; The Netherlands
- C6** **Khawla Ahmad Athamneh**, Head of Education – Hamad Healthcare Quality Institute, Hamad Medical Corporation; Qatar
- C7** **Amar Shah**, Associate Medical Director for QI and Consultant Forensic Psychiatrist, East London NHS Foundation Trust; UK  
**James Innes**, Associate Director of Quality Improvement, East London NHS Foundation Trust; UK
- C8** **Joseph Ana**, Lead Senior Fellow, Africa Center for Clinical Government Research and Patient Safety; Nigeria  
**Yibeltal Mekonnen**, Acting Director, Primary Health Care Clinical Guideline National Coordinator, Clinical Service Directorate, Addis Ababa; Ethiopia
- K2** **Dan Heath**, Author and Senior Fellow, Duke University's CASE Center; USA  
**Maureen Bisognano**, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA

<p><b>BR1:</b> Partners in population health and innovation</p> <p>Sponsored by:  Arizona State University</p> <p>Elicium 1 <span style="float: right;">#qfarizona</span></p>	<p><b>BR2:</b> Friends of IHI and Global Initiatives - what's new</p> <p>Sponsored by: </p> <p>Elicium 2 <span style="float: right;">#qfihi</span></p>	<p><b>BR3:</b> Social media: a catalyst for spread, influence and practice of healthcare improvement.</p> <p>Sponsored by: </p> <p>E107 &amp; E108 <span style="float: right;">#qfnhsengland</span></p>
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**Room locations**



**G Ground floor**  
Entrance C (Registration),  
Forum Room and Auditorium

**1<sup>st</sup> First Floor**  
Emerald Room, Hall 10,  
Hall 11, E102, E104,  
E105 & E106, E107 & E108,  
Elicium 1, Elicium 2

**Keynote 3:** Putting the Person at the Heart of Healthcare  
**Caitlyn Jenner**, Former Olympic Athlete, Transgender Activist and Author of New York Times bestselling memoir, *The Secrets of My Life*; USA




Hall 11 #qfk3

Morning Break

<p><b>D1:</b> Improvement collaboratives led by ministries of health to achieve PEPFAR 90-90-90 targets: examples from Namibia and Zimbabwe</p> <p>E102 <span style="float: right;">#qfd1</span></p>	<p><b>D2:</b> How leaders and health care professionals can transform healthcare culture together</p> <p>Hall 11 <span style="float: right;">#qfd2</span></p>	<p><b>D3:</b> Collaborating to improve value: better outcomes at optimum cost</p> <p>Auditorium <span style="float: right;">#qfd3</span></p>	<p><b>D4:</b> Not another pill, please</p> <p>E107 &amp; E108 <span style="float: right;">#qfd4</span></p>	<p><b>D5:</b> Engaging Junior Doctors and emerging leaders to innovate and improve care</p> <p>Elicium 1 <span style="float: right;">#qfd5</span></p>	<p><b>D6:</b> An impact framework to show the full value of quality improvement</p> <p>Elicium 2 <span style="float: right;">#qfd6</span></p>	<p><b>D7:</b> Everyday science in the one-person laboratory: a quantified self perspective on citizen science</p> <p>Emerald <span style="float: right;">#qfd7</span></p>	<p><b>D8:</b> Lessons in transforming patient safety at a national level</p> <p>Forum <span style="float: right;">#qfd8</span></p>	<p><b>D9: Country showcase:</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Norway             </div> <div style="text-align: center;">  Latvia             </div> </div> <p>E104 <span style="float: right;">#qfd9</span></p>	<p><b>Poster session:</b> Work in Progress</p> <p>Poster stage 1 &amp; 2 <span style="float: right;">#qfposter</span></p>
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**Lunch Break**

<p><b>L1:</b> 2019-20 Harkness Fellowships in Health Care Policy and Practice</p> <p>Elicium 1 <span style="float: right;">#qfcommonwealth</span></p>	<p>Sponsored by:  The Commonwealth Fund <small>A Center for Advancing Health Care for All</small></p>	<p><b>Student and Junior Health Care Professional Lunch session</b></p> <p>Elicium 2 <span style="float: right;">#ihiopenschool</span></p>	<p>Sponsored by:  Institute for Healthcare Improvement</p> <p>Open School</p>
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<p><b>E1:</b> Energy for change: a critical force for quality improvement</p> <p>Auditorium <span style="float: right;">#qfe1</span></p>	<p><b>E2:</b> Infection control - two international approaches</p> <p>Emerald <span style="float: right;">#qfe2</span></p>	<p><b>E3:</b> Quality improvement at national level - two Scandinavian models for better health</p> <p>Hall 11 <span style="float: right;">#qfe3</span></p>	<p><b>E4:</b> Improving care for specific populations: older adults, individuals with intellectual disabilities and individuals with mental health needs</p> <p>Elicium 1 <span style="float: right;">#qfe4</span></p>	<p><b>E5:</b> How to organise patient and family member involvement after complications or serious incidents</p> <p>Forum <span style="float: right;">#qfe5</span></p>	<p><b>E6:</b> You cannot create experience: stories of transformation through co-creation</p> <p>E102 <span style="float: right;">#qfe6</span></p>	<p><b>E7:</b> Passion and ambition don't retire; emancipation of the elderly</p> <p>Elicium 2 <span style="float: right;">#qfe7</span></p>	<p><b>E8:</b> Improving the diagnosis and management of infectious diseases and especially dangerous pathogens through BMJ's Clinical Decision Support Training Initiative</p> <p>Sponsored by: </p> <p>E107 &amp; E108 <span style="float: right;">#qfbmj</span></p>	<p><b>E9: Country showcase:</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Italy             </div> <div style="text-align: center;">  Israel             </div> </div> <p>E104 <span style="float: right;">#qfe9</span></p>	<p><b>Poster session:</b> Theme: Building Capability and Leadership</p> <p>Poster stage 1 <span style="float: right;">#qfposter</span></p>	<p><b>Poster session:</b> Theme: Improvement Science Research</p> <p>Poster stage 2 <span style="float: right;">#qfposter</span></p>
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<p><b>F1:</b> Leadership lessons from the field: from sports to healthcare</p> <p>Auditorium <span style="float: right;">#qff1</span></p>	<p><b>F2:</b> Clinical leadership and health systems improvement as a manpower resource development intervention</p> <p>Elicium 2 <span style="float: right;">#qff2</span></p>	<p><b>F3:</b> Patient safety in the home: issues, challenges, and opportunities</p> <p>Forum <span style="float: right;">#qff3</span></p>	<p><b>F4:</b> Patient Council: how to rock the power balance</p> <p>E107 &amp; E108 <span style="float: right;">#qff4</span></p>	<p><b>F5:</b> Steering on quality across hospitals: from the patient's bedside to the boardroom</p> <p>Elicium 1 <span style="float: right;">#qff5</span></p>	<p><b>F6:</b> Finding and creating joy in work: lessons from IHI</p> <p>Hall 11 <span style="float: right;">#qff6</span></p>	<p><b>F7:</b> Patient-centeredness lessons from around the world</p> <p>Emerald <span style="float: right;">#qff7</span></p>	<p><b>F8:</b> The participation clinic: how nurses and caretakers can develop leadership and professionalism by looking through the eyes of the patient</p> <p>E102 <span style="float: right;">#qff8</span></p>
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**Keynote 4:** Quality Goes Global at Last: Three Guiding Reports Soon to Arrive  
**Donald M. Berwick**, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centers for Medicare and Medicaid Services; USA

Hall 11 #qfk4

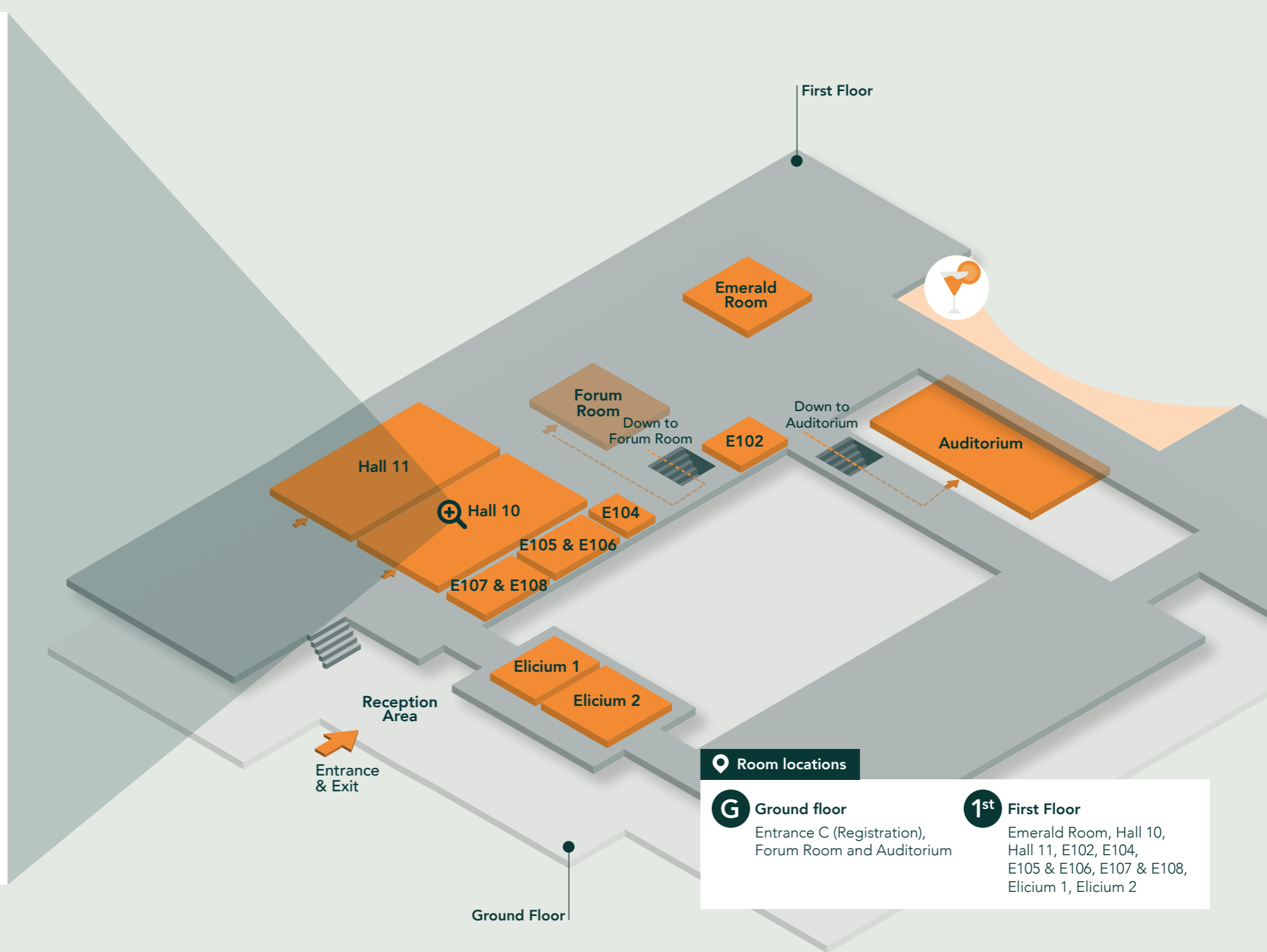
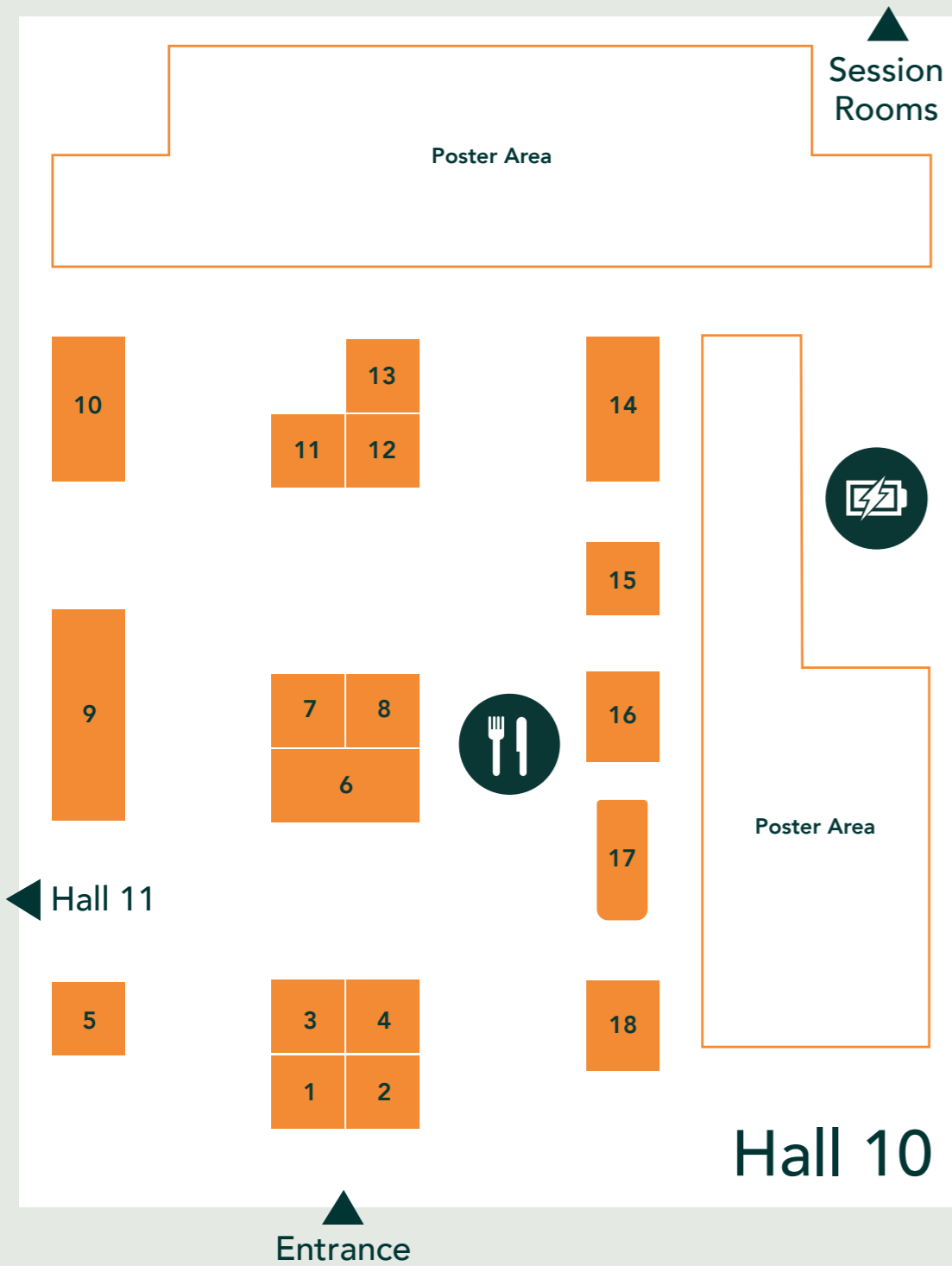
## Speakers Friday | 4 May

- BR1** **William Riley**, Professor, School for the Science of Health Care Delivery, College of Health Solutions, Arizona State University; USA
- Kristen Will**, Director, Health Solutions Executive Education, Clinical Assistant, Professor, Science of Health Care Delivery, College of Health, Solutions, Arizona State University; USA
- Kimberly Hutchins**, Manager, Strategic Partnerships, Arizona State University; USA
- BR2** **Yael Gill**, Executive Director, Strategic Partners, Institute for Healthcare Improvement (IHI); USA
- Pierre M. Barker**, MD, MBChB, Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement (IHI); USA
- BR3** **Helen Bevan**, Chief Transformation Officer, NHS England Horizons; UK
- Leigh Kendall**, Communications Lead, NHS England Horizons; UK
- K3** **Caitlyn Jenner**, Former Olympic Athlete, Transgender Activist and author of New York Times bestselling memoir, *The Secrets of My Life*; USA
- D1** **Bruce Agins**, Director, HEALTHQUAL International; USA
- Apollo Basenero**, Chief Medical Officer, Namibia Ministry of Health and Social Services; Namibia
- D2** **Henry Otero**, Executive and Transformation Sensei, Virginia Mason Institute; USA
- Anita Pedersen**, Risk Manager, Zealand University Hospital; Denmark
- D3** **Mu Tian**, Quality Assurance Manager, Jiahui International Hospital; Shanghai; China
- Samyra Keus**, Project Lead Value Based Healthcare, OLVG Hospital (Santeon Group); The Netherlands
- D4** **Frank Federico**, Vice President and Senior Safety Expert, Institute for Healthcare Improvement (IHI); USA
- Alpana Mair**, Head of Effective Prescribing and Therapeutics, The Scottish Government; UK
- D5** **Jessica Perlo**, Director, Institute for Healthcare Improvement (IHI); USA
- Gina Deitz**, Community Manager, IHI Open School; USA
- Jørgen Schoeler Kristensen**, Chief Medical Officer, Aarhus University Hospital; Denmark
- Tue Kruse Rasmussen**, Resident, The Department of Rheumatology, Aarhus University Hospital; Denmark
- D6** **Grace Sweeney**, Senior Manager Impact Research and Evaluation, Sustainable Improvement Team, NHS England; UK
- Helen Bevan**, Chief Transformation Officer, NHS England Horizons; UK
- D7** **Sara Riggare**, PHD Student, Karolinska Institutet and Self Care Expert; Sweden
- Thomas Blomseth Christiansen**, Self-Tracker, Technologist and Co-Founder, TOTTI Labs; Denmark
- D8** **Fiona Godlee**, Editor-in-chief, The BMJ; UK
- Ian Leistikow**, MD PhD, Senior Inspector, Dutch Health and Youth Care Inspectorate; Professor at Erasmus School of Health Policy & Management, Erasmus University Rotterdam; The Netherlands
- Göran Henriks**, Chief Executive of Learning and Innovation, Region Jonköping County; Sweden
- D9** **Anne Grete Skjellanger**, Director of Quality Improvement and Patient Safety, Norwegian Directorate of Health; Norway
- Anders Vege**, Head of Section for Quality Improvement, Norwegian Institute of Public Health; Norway
- Evija Palceja**, Patient Safety Manager, University Children's Hospital; Latvia
- L1** **Robin Osborn**, Vice President, International Health Policy & Practice Innovations, Commonwealth Fund; USA
- E1** **Helen Bevan**, Chief Transformation Officer, NHS England Horizons; UK
- E2** **Marjolien Damen**, Medical Microbiologist and Head of the Department of Infection Control, Maasstadziekenhuis Rotterdam; The Netherlands
- Paulo Borem**, Project Director, Institute for Healthcare Improvement (IHI); UK
- Pedro Delgado**, Head of Latin America and Europe, Institute for Healthcare Improvement (IHI); UK
- E3** **Anders Vege**, Head of Section for Quality Improvement, Norwegian Institute of Public Health; Norway
- Robert S Kristiansson**, Chief Medical Officer, Hoh, Region Uppsala; Sweden
- Ulrika Elmroth**, Project Manager, SALAR; Sweden
- Stina Arvidsson Gäre**, Region Uppsala; Sweden

Streams for 2018: **Quality, Cost, Value** | **Population and Public Health** | **Building Capability and Leadership** | **Safety** | **Person and Family - Centred Care**

- E4** **Mara Laderman**, Director, Innovation, Institute for Healthcare Improvement (IHI); USA
- Catherine Mather**, Director, Institute for Healthcare Improvement (IHI); USA
- Sharon Williams**, Learning (Intellectual) Disabilities Service Improvement Manager, Public Health Wales 1000 Lives; UK
- Michaela Morris**, CTP Lead Officer, Cwm Taf Health Board; UK
- E5** **Petra Zusterzeel**, Gynaecological Oncologist, Radboud University Medical Centre; The Netherlands
- Josje Kok**, PhD Candidate Health Care Governance, Institute of Health Policy & Management, Erasmus University; The Netherlands
- David de Kam**, PhD Candidate Health Care Governance, Erasmus School of Health Policy and Management, Erasmus University; The Netherlands
- E6** **Anne-Miek Vroom**, Founder & Director IKONE Foundation, Medical Sociologist, Patient; The Netherlands
- Mariëlle Bartholomeus**, Medical Director and Neurologist, Bernhoven Hospital; Uden
- Christina Ragnö**, Occupational Therapist, BSc, EX-Center, Rehabcenter Sfären, Bräcke diakoni; Sweden
- Marie Wikström**, Coordinator, EX-Center, Föreningen för de Neurosedynskadade (FfdN), (Swedish Thalidomide Society, NGO); Sweden
- E7** **Hedy D'Ancona**, Former Dutch Minister of Health, Welfare and Culture; The Netherlands
- E8** **Kieran Walsh**, Clinical Director, BMJ; UK
- Yaroslav Diakunchak**, Central District Primary Health Care Centre; Ukraine
- Elena Novichkova**, Country Implementation Lead, BMJ; Ukraine
- E9** **Ottavio Alessandro Nicastro**, Head of Patient Safety, Emilia Romagna Region, Coordinator, Patient Safety Programme; Italy
- Anat Zohar**, Deputy Director General, Ministry of Health; Israel
- F1** **Pedro Delgado**, Head of Latin America and Europe, Institute for Healthcare Improvement (IHI); UK
- Göran Henriks**, Chief Executive of Learning and Innovation, Region Jonköping County; Sweden
- Hugh McCaughey**, Chief Executive, South Eastern Health and Social Care Trust; UK
- F2** **Jamiu Busari**, Associate Professor, Educational Research and Development Department, Faculty of Health, Medicine and Life Sciences, Maastricht University; The Netherlands
- Ashley J. Duits**, Director, Red Cross Blood Bank Foundation; Curaçao
- F3** **Tejal Gandhi**, Chief Clinical and Safety Officer, Institute for Healthcare Improvement (IHI); USA
- Deborah Carpenter**, Senior Study Director, Westat; USA
- F4** **Mette Storm Elnor**, Patient and Chairman of Patient Council, Zealand University Hospital; Denmark
- Beth Lilja**, Chief Medical Officer Executive Board of Directors, University Hospital Sjælland; Denmark
- F5** **Erica De Loos**, MSc, FISQua, Advisor Quality and Innovation, Netherlands Institute for Health Services Research (NIVEL); The Netherlands
- Rose Trooster**, Programme Manager, Netherlands Federation of University Medical Centres; The Netherlands
- F6** **Derek Feeley**, CEO, President, Institute for Healthcare Improvement (IHI); USA
- Amar Shah**, Associate Medical Director for QI and Consultant Forensic Psychiatrist; East London NHS Foundation Trust; UK
- Jessica Perlo**, Director, IHI Open School; USA
- F7** **Jorge Zepeda**, Secretary of Health of Florianópolis, Brazil / University of Leeds; UK
- Sodzi Sodzi-Tetty**, Executive Director, Africa Region, Institute for Healthcare Improvement (IHI); Ghana
- F8** **Arjella van Scheppingen**, Researcher, Facilitator and Consultant, The Participation Clinic; The Netherlands
- K4** **Donald M Berwick**, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centers for Medicare and Medicaid Services; USA

# Exhibition Floor Plan



**Room locations**

<b>G Ground floor</b> Entrance C (Registration), Forum Room and Auditorium	<b>1<sup>st</sup> First Floor</b> Emerald Room, Hall 10, Hall 11, E102, E104, E105 & E106, E107 & E108, Elicium 1, Elicium 2
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## Exhibitors (by stand number)

- |   |   |
|---|---|
| 1 Joint Commission International                          | 10 Institute for Healthcare Improvement |
| 2 NHS Wales   | 11 Human Protection International       |
| 3 International Forum on Quality and Safety in Healthcare | 12 Life QI                              |
| 4 The Patient Safety Company                              | 13 Value2Health                         |
| 5 Virginia Mason Institute                                | 14 BMJ                                  |
| 6 NHS Improvement   | 15 Video Booth                          |
| 7 Glasgow Convention Bureau                               | 16 Cerner                               |
| 8 Dancin Power  | 17 Campervan of Dreams                  |
| 9 NHS Scotland  | 18 The Health Foundation                |

## Featured Sessions

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

### Quality, Cost Value

- A1** Choosing Wisely International: from an idea to an international movement  
**When:** Thursday 3 May, 11:00-12:15  
**Location:** Auditorium
- C7** Quality cost and value – the business case for QI  
**When:** Thursday 3 May, 15:00-16:00  
**Location:** Hall 11
- E3** Quality Improvement at national level - two Scandinavian models for better health  
**When:** Friday 4 May, 13:15-14:30  
**Location:** Hall 11

### Safety

- A4** Can we really learn anything useful from aviation?  
**When:** Thursday 3 May, 11:00-12:15  
**Location:** Elicium 1
- B4** Antimicrobial resistance in healthcare? Everyone's business!  
**When:** Thursday 3 May, 13:15-14:30  
**Location:** Emerald Room
- D4** Not another pill, please  
**When:** Friday 4 May, 11:00-12:15  
**Location:** E107 & E108

### Patient and Family Centered Care

- A2** Using design thinking with patients in mind  
**When:** Thursday 3 May, 11:00-12:15  
**Location:** Hall 11
- D7** Everyday Science in the One-Person Laboratory: A Quantified Self Perspective on Citizen Science  
**When:** Friday 4 May, 11:00-12:15  
**Location:** Emerald Room
- E7** Passion and ambition don't retire; emancipation of the elderly  
**When:** Friday 4 May, 13:15-14:30  
**Location:** Elicium 2

### Building Capability and Leadership

- A3** Applied Health Intelligence for Improvement – science and art of using data  
**When:** Thursday 3 May, 11:00-12:15  
**Location:** Forum
- C2** Breaking the Rules for Better Care  
**When:** Thursday 3 May, 15:00-16:00  
**Location:** Elicium 1
- D2** How leaders and health care professionals can transform health care culture together  
**When:** Friday 4 May, 11:00-12:15  
**Location:** Hall 11

### Population and Public Health

- A5** How can we use technology to reach patients in the community?  
**When:** Thursday 3 May, 11:00-12:15  
**Location:** E102
- C8** Nation wide quality improvement in low and low-middle income countries: two African perspectives  
**When:** Thursday 3 May, 15:00-16:00  
**Location:** E102
- F7** Patient-Centeredness Lessons from Around the World  
**When:** Friday 4 May, 15:00-16:00  
**Location:** Emerald Room

### Country Hosted Zones

Don't miss out on opportunities to network and meet individuals at the forefront of developing quality improvement initiatives - check out our country hosted zones for an opportunity to hear about global approaches to improvement and to discuss how to tackle these challenges.

- D9** **Country hosted zone 1 | Norway and Latvia**  
**When:** Friday 4 May, 11:00-12:15  
**Location:** E104
- E9** **Country hosted zone 2 | Italy and Israel**  
**When:** Friday 4 May, 13:15-14:30  
**Location:** E104

New for  
2018

## 2019–20 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, 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 PROVIDES UP TO U.S. \$130,000 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 \$60,000 for a partner and two children up to age 18) is also provided to cover airfare, living allowance, and health insurance.

*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.*

“

*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



## APPLICATION DEADLINES

**September 4, 2018:**  
Australia and New Zealand

**November 12, 2018:**  
Canada, France, Germany,  
the Netherlands, Norway,  
and the U.K.

## VISIT

[commonwealthfund.org/fellowships](http://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](mailto:ro@cmwf.org) to  
inquire about the program, eligibility, and  
proposed projects.

## Networking Opportunities

The theme for the 2018 International Forum is Reclaiming the Quality in Healthcare, providing you with plenty of opportunities for you to meet our experts, catch up with colleagues, meet new connections and begin collaborations.



### Our Welcome Reception

Join us at the International Forum welcome reception on

Thursday 3 May  
from 17:00  
in the Exhibition Hall



### Poster theatre

Check out over 700+ posters in our poster theatre and meet the poster presenters during registration, refreshments and lunch as they will be standing next to their poster ready to share their work and answer any questions.

**Why not attend the poster sessions providing a great opportunity to hear the poster authors talk about their project during a 5 minute allocated slot on one of our poster stages.**

### The Night Forum

This multi-streamed event will provide delegates with an opportunity to meet peers in an informal setting and continue networking and learning through a range of activities including formal presentations, games, quality improvement activities and more. Join us on the evening of Thursday 3 May from 18:00 onwards to participate in one of our activities. **See page 28-29 for full programme details.**

### Stay connected at the International Forum

Each session has a designated twitter hashtag listed in the daily programme (pages 10 to 19). Use these hashtags to join the conversation in real-time with your fellow participants. You can share your opinions and your questions will be captured wherever possible to be presented to the session speaker to discuss during the session.

### International Forum App

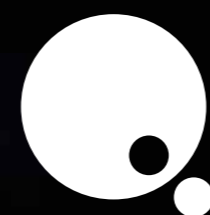
Connect with colleagues via the International Forum App. Simply download the app and complete your profile. **See page 2 for further details.**

### Join the conversations

Use the hashtag **#quality2018** when tweeting about the International Forum in general.



**Book now with Early Bird rates**  
Available until 9 July 2018



## International Forum on QUALITY & SAFETY in HEALTHCARE

10-12 September 2018 | Melbourne

**Join us at our fourth International Forum in the Asia Pacific to learn from the best of international and regional thinking and practice in healthcare quality and safety.**

### Book with Early Bird before 9 July 2018

- Connect with over 1,000 like-minded colleagues
- Learn key strategies from healthcare leaders and visionaries
- Enhance your professional knowledge to make a real difference to patient outcomes in your community
- Become energised to implement the ideas you have acquired

### Register now:

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



# The Night Forum

## Informal. Fun. Networking and Learning

Following the success of our first Night Forum in London last year, we're delighted to introduce another programme of exciting content, entertainment and opportunities to relax and have fun with your fellow delegates in locations across Amsterdam.

Our evening social event is **free** to attend for all delegates and gives you the opportunity to meet peers and continue learning through a range of activities.

### Here is a taster of some of the exciting content to come...



#### True Cut: A performance and conversation about how we make sense of mistakes in healthcare.

True Cut presents a dramatic 'biopsy' from the hidden world of clinical practice, in order to promote a wider exploration of mistakes and failure - in healthcare and beyond.

Written by consultant surgeon, **David Alderson**, it brings together two key perspectives – healthcare professionals and patients. View the performance, and then take part in a two-way conversation with the creative team to explore how, as patients, as family members, and as healthcare professionals, we make sense of mistakes and change a culture of blame into one of understanding and empowerment.

**Location:**  
Old Schoolhouse  
(11 mins walk)

**Time:**  
18:30-21:00  
(meet at Entrance C (registration)  
to join the walking bus to the venue)

The performance will last for approximately 45 mins, followed by buffet refreshments and discussion.



#### Dancin Power: Do you enjoy music? Like to have fun? Then this activity is for you (and your patients too)

This fun, interactive, and inspiring session will be led by this year's International Forum on Quality and Safety in Healthcare's Artist-In-Residence, Vania Deonizio, founder of Dancin Power. First, Vania will share her story of how one person with tremendous passion and a big-hearted dream was able to break barriers in medicine by starting the first permanent adapted dance program inside children hospitals across the United States. Next, she'll invite you to experience the transformative healing power of mindfulness, music, movement, and dance first-hand!

You'll also find Dancin Power in the exhibition area on Thursday and Friday, where they'll show you the positive impact and improvement in the quality of life that their unique combination of mindfulness, music, movement, and dance has made on hospitalised children and their families. They'll also offer mini Dancin Power sessions along with props that simulate a hospital stay to give you a first-hand experience of the powerful work they do in patients rooms, playrooms, and beyond. Dancin Power's innovative and pioneering approach transforms the way children and their families experience their hospital stays by helping them build positive and empowering memories of those very challenging times in their lives.

**Location:**  
Exhibition Hall

**Time:**  
17:45-18:15



Complimentary drinks and buffet dinner will be served at all venues



#### The Plan, Do, Study, Act (PDSA) Bowling Challenge

We are organising a mass takeover of one of Amsterdam's biggest and best ten pin bowling venues to make your Night Forum experience a striking success!

Whether you are a champion bowler, have never bowled in your life or are somewhere in the middle, this is for you. We will organise you into a team with new friends from across the world so you can apply your creativity and improvement skills to improve the scores of your whole team. You will **PLAN** an approach to make everyone in your team a winner, **DO** (implement) your ideas in your first game of bowling, **STUDY** the outcomes and **ACT** to create a higher scoring second game. We promise a brilliant evening of fun, learning, challenge and networking, with food, drink and prizes included.

**Location:**  
Location: Knijn Bowling alley  
(7 mins walk)

**Time:**  
18:30-21:00  
(meet outside Entrance C (registration)  
to join the walking bus to the venue)



#### Beach Bar

Relax, catch up with colleagues and make new connections at the Beach Bar, where food and drinks will be provided as well as opportunities to reflect on the days sessions and compare experiences with delegates from across the world.

**Location:**  
Beach Bar/Strandzuid

**Time:**  
18:30 onwards



#### Amsterdam treasure hunt

Grab the opportunity to meet new colleagues, explore Amsterdam and put your QI knowledge to the test with our Improvement themed treasure hunt. Teams will depart from the Beach Bar, and armed with an ipad together you will hunt down clues in the nearby neighbourhood. There will be a prize for the winning team.

**Location:**  
Departing from Beach Bar/Strandzuid

**Time:**  
19:00  
Make sure to wear comfortable footwear and bring an umbrella in case of rain

#nightforum



## Poster Sessions

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

We have organised a number of poster sessions - interactive, facilitated discussion groups, which explore some of the wide range of quality improvement work on display. These sessions will involve a rapid-fire presentation by selected poster presenters in the poster area in the Exhibition Hall, with an opportunity for participants to engage with presenters, ask their questions and share their experiences.

We have over 700 posters showcasing improvement projects from around the world. We hope you take the time to visit and meet the contributors.

New to this year's Forum is the first ever Poster Stage. Drop into any of our facilitated poster sessions and hear authors deliver short presentations about their project and answer any questions from the audience.

These sessions are open to all attendees and we invite you to take the time to start conversations with colleagues worldwide.

All sessions are presented in specific themes listed below:

### Thursday 3 May Poster Sessions

**A.**  
11:00-12:15 | Poster Stage 1 & 2

Themes covered in this session are:

Quality, Cost, Value

**B.**  
13:15-14:30 | Poster Stage 1 & 2

Themes covered in this session are:

Safety

**C.**  
15:00-16:00 | Poster Stage 1

Themes covered in this session are:

Person and Family Centred Care

**C.**  
15:00-16:00 | Poster Stage 2

Themes covered in this session are:

Population and Public Health

### Friday 4 May Poster Sessions

**D.**  
11:00-12:15 | Poster Stage 1 & 2

Themes covered in this session are:

Work in Progress

**E.**  
13:15-14:30 | Poster Stage 1

Themes covered in this session are:

Building Capability and Leadership

**E.**  
13:15-14:30 | Poster Stage 2

Themes covered in this session are:

Improvement Science and Research



### Take your poster from Amsterdam to Melbourne!

If you have a poster in Amsterdam, your work can also be displayed at the International Forum in Melbourne (10-12 September 2018)

Find out more at:

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

Submission deadline: Friday 22 June

## Share your dreams and learnings for healthcare at the International Forum

Join us in the Exhibition Hall on Thursday 3 May and Friday 4 May and visit the Campervan of Dreams and video kiosk.



### Campervan of Dreams

Stand #17

#### Do you have a dream of improving your services?

Why not jump aboard the Campervan of Dreams and share it at the conference.

Grounded in the belief that by declaring an aspiration it becomes a possibility to live towards, the team from Campervan of Dreams have transformed a 1973 Volkswagen van into a dream-enabling camper and will be welcoming you to enter the space and articulate your thoughts from the conference. It is a place of imagination, a creative space for people to speak their dreams, an initiative of hope and an interactive space for shared stories.

The Campervan of Dreams is the brainchild of Simon Coulter and Ruth Gray, a doctor and dentist from Belfast who believe that people and communities can make a difference by sharing their dreams and hopes for the future.

We look forward to seeing our delegates sharing their dreams and learnings for the future.



Unable to visit the Campervan of Dreams? Don't miss out and share your dream #qfcampervan #quality2018.

#### Stand #15

Share your International Forum Lightbulb moment. This year at the International forum we are encouraging all delegates share their key moments.

#### This could be a:

- Moment of inspiration, recognition or revelation
- What will you do differently
- Key messages to share with your teams



▶ Visit #quality2018 and the International Forum YouTube channel to see other international forum delegates ideas for the future of healthcare.



# Sponsored Special Interest Sessions

## Session Sponsors

**Medtronic**  
Further Together

INTEGRATED HEALTH SOLUTIONS™

**A8** Re-thinking how care is delivered to maximise patient experience and resource utilisation – learning from driving same-day-discharge after PCI

**When:** Thursday 3 May 2018, 11:00-12:15  
**Location:** E107 & E108

[#qfmedtronic](#)

Pressure on services to maximise resource allocation while maintaining high standards of care is a key problem faced across the healthcare sector. Radically rethinking how we approach this challenge, a number of innovative centers have been exploring new ways in which a patient-centered approach can both improve outcomes and control costs.

Enabled by clinical and procedural innovation, and supported by growing evidence of safety and feasibility, this session will explore how implementing same day-discharge after percutaneous coronary intervention has been shown to improve patient experience, free up bed-capacity, reduce cost and better allocate resources. We'll also consider how redefining the patient journey with the user in mind is a key part of this process, and one which significantly improves outcomes.

After this session you will:

1. Understand how different centers designed and implemented SDD after PCI
2. Consider the key requirements for successful implementation
3. Understand how focusing on patient experience can help streamline services and reduce cost

**Ahmed A. Khattab**, Medical Director, Interventional Cardiology, Cardiance Clinic; Switzerland

**Vladimir Rubimbura**, Cardiology Department, University Hospital Henri Mondor, AP-HP, Créteil; France

**PHILIPS**

**B8** The Essential Human Side of Transforming Healthcare Performance

**When:** Thursday 3 May 2018, 13:15-14:30  
**Location:** E107 & E108

[#qfphilips](#)

The approach to health and care can support or impede interactions between people – both those who deliver and those who receive care. Holistic models of coordination and supportive environments can drive improvements in quality and safety as well as in workflow and productivity, and can deliver an exceptional experience for all involved. Technology is of paramount importance in the way care is and will be delivered. It can foster a dynamic, two-way relationship between personal and organisational behaviours, and influences what type of environments and roles are essential for success, now and in the future.

After this session, participants will be able to:

1. Distinguish between patient-centred and people-centred care
2. Describe how a people-centred approach supports the interactions between care-givers and care-receivers, particularly when applied to the environment and coordination of care
3. Apply the model to performance improvement initiatives designed to improve safety, quality, productivity, workflow, and/or the experience of care

**Peadar O'Mórdha**, Principal, Philips Healthcare Transformation Services; UK

**Debbie Slye**, Global Clinical Lead, Philips Healthcare Transformation Services; UAE

**Floris Roodhevel**, Emergency Physician and Chairman of the Emergency Department Unit, Flevo Hospital; The Netherlands

**The Commonwealth Fund**  
A Century of Advancing Health Care for All

**L1** 2019-20 Harkness Fellowships in Health Care Policy and Practice

**When:** Friday 4 May 2018, 12:30-13:00  
**Location:** Elicium 1

[#qfcommonwealth](#)

This learning session will provide an overview of the Commonwealth Fund's Harkness Fellowship, a unique opportunity for mid-career professionals to spend up to 12 months studying healthcare policy in the US.

The session will:

1. Provide an overview of the history of the Harkness Fellowship, and what the Fellowship year is like
2. Discuss the benefits of the Fellowship and the impact it has had on the careers of our alumni
3. Provide information on what we look for in a candidate and what types of projects we look for

**Robin Osborn**, Vice President, International Health Policy & Practice Innovations, Commonwealth Fund; USA

**BMJ**

**E8** Improving the diagnosis and management of infectious diseases and especially dangerous pathogens through BMJ's Clinical Decision Support Training Initiative

**When:** Friday 4 May 2018, 13:15-14:30  
**Location:** E107 & E108

[#qfbbmj](#)

In 2016, BMJ began a three-year global programme to improve differential diagnosis of infectious diseases and especially dangerous pathogens across the Caucasus region. Through our close partnerships with national governments

and other leading healthcare institutions, we are jointly implementing a programme focused on building clinical capacities to improve the diagnosis, management and treatment of infectious diseases across the region.

During this session, you will learn about how the BMJ Clinical Decision Support Training Initiative has been implemented in Ukraine, the impact and importance of ensuring sustainability.

BMJ recognises the important role our local partners play in integrating the programme into healthcare practice. We have invited Dr Yaroslav Diakunchak a family physician based in Kiev, to discuss the day-to-day challenges of disease management and ongoing learning needs. One of the main challenges he faces is making sure that he adheres to international guidelines when making clinical decisions. He recently started using the BMJ Clinical Decision Support Training Initiative and will share his thoughts on how his clinical experience has changed since. We invite the audience to discuss the need of addressing national medical education and challenges surrounding communicable and non-communicable disease management.

After this session participants will:

1. Understand the role of e-learning and clinical decision support in improving the diagnosis, management and treatment of infectious diseases
2. Understand the challenges in improving healthcare in Ukraine and apply lessons learned in similar low and middle income countries
3. Understand the effectiveness of public/private partnerships to achieve sustainable healthcare goals

**Kieran Walsh**, Clinical Director, BMJ; UK

**Yaroslav Diakunchak**, Central District Primary Health Care Centre; Ukraine

**Elena Novichkova**, Country Implementation Lead, BMJ; Ukraine

## Breakfast sessions

**ASU** School for the Science of Health Care Delivery  
Arizona State University

**NHS**  
England

**BR1** Partners in Population Health and Innovation

**When:** Friday 4 May 2018, 08:00-09:00  
**Location:** Elicium 1 [#qfarizona](#)

Traditional training models for healthcare professionals, both pre and post-professional, do not typically integrate the science of how healthcare is delivered. Systems thinking, innovation, partnering with health care systems and transdisciplinary approaches are imperative in order to create change in healthcare. This presentation highlights the Science of Health Care Delivery best practices for integrating its innovation curricula into the spectrum of healthcare. Furthermore, it will provide attendees with some practical examples of how to implement these strategies into their clinical and academic environments.

After this session, delegates will be able to:

1. Identify the gaps in traditional healthcare training programs and describe examples of current innovative curricula
2. Describe the best practices for implementing system thinking and innovation (The Science of Health Care Delivery) into the continuum of healthcare training programs
3. Develop a model curricula along with logistical strategies that can be integrated into health care systems and training programs around the globe

**William Riley**, Professor, School for the Science of Health Care Delivery, College of Health Solutions, ASU; USA

**Kristen Will**, Director, Health Solutions Executive Education, Clinical Assistant, Professor, Science of Health Care Delivery, College of Health, Solutions, ASU; USA

**Kimberly M. Hutchins**, Associate Director, Strategic Partnerships Arizona State University; USA

**Institute for Healthcare Improvement**

**BR2**

**Friends of IHI and Global Initiatives - what's new?**

**When:** Friday 4 May 2018, 08:00-09:00  
**Location:** Elicium 2 [#qfihi](#)

This session offers you the opportunity to join IHI's partners on a walking tour of leadership and capability-building initiatives from around the world. Presenters will share stories of who they are, what they will be focussing on in the next year and how they plan to get there.

**Yael Gill**, Executive Director, Strategic Partners, Institute for Healthcare Improvement (IHI); USA

**Pierre M. Barker**, MD, MBChB, Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement (IHI); USA

**BR3** Social media: a catalyst for spread, influence and practice of healthcare improvement

**When:** Friday 4 May 2018, 08:00-09:00  
**Location:** E107 & E108  
[#qfnhsengland](#)

Social media is changing how we communicate and share knowledge, offering massive opportunities to connect, network and learn with activists in healthcare improvement across the globe.

In this workshop we will explore how to effectively utilise social media to connect with diverse communities; how to evaluate our social media activity, how to break out of the 'echo chamber' (only connecting with people who hold similar views to us) and how to find the 'superconnectors' who are key to spreading new ideas. We will design some improvement campaigns to have maximum impact through the channel of social media.

After this session, participants will take away:

1. Top tips for social media success
2. Insights on using social media to connect and bridge networks, spread messages and learning
3. Practical approaches on social media for real impact in healthcare improvement

**Leigh Kendall**, Communications Lead, NHS England Horizons; UK

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

## Sponsors and exhibitors

### Organisers



BMJ

Stand #14

BMJ advances healthcare worldwide by sharing knowledge and expertise to improve experiences, outcomes and value. Along with our world renowned flagship title, The BMJ, we also offer nearly fifty specialty journals and a world-leading collection of digital professional development resources. Our unique digital tools help healthcare professionals support their decisions, interpret clinical data and improve the quality of healthcare delivery.

W: [bmj.com/company](http://bmj.com/company)

E: [support@bmj.com](mailto:support@bmj.com)

T: +44 (0)20 7387 4410

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Institute for Healthcare Improvement (IHI)

Stand #10

The Institute for Healthcare Improvement (IHI) is a leading innovator in health and healthcare improvement worldwide. An independent not-for-profit organisation, IHI partners with visionaries, leaders, and front-line practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations.

W: [ihi.org](http://ihi.org)

E: [info@ihi.org](mailto:info@ihi.org)

T: +001 (617) 301 4800

[@TheIHI](https://twitter.com/TheIHI)

### Sponsors



The School for the Science of Health Care Delivery, College of Health Solutions, Arizona State University

The School for the Science of Health Care Delivery, Arizona State University, prepares current and future healthcare workers to systematically address the critical and complex needs of the health care system. Through the interdisciplinary study of population health, patient-centered care, health economics, policy, data analytics and leadership students gain the skills necessary to achieve value-based health care in pursuit of the Triple Aim.

W: [chs.asu.edu/programs/schools/school-science-health-care-delivery/programs](http://chs.asu.edu/programs/schools/school-science-health-care-delivery/programs)

E: [shcd@asu.edu](mailto:shcd@asu.edu)

T: 602-496-0092

[@asu\\_shcd](https://twitter.com/asu_shcd)



The Commonwealth Fund

The Commonwealth Fund is a private foundation that aims to promote a high performing healthcare system that achieves better access, improved quality, and greater efficiency, particularly for society's most vulnerable.

The Commonwealth Fund's Harkness Fellowship in Health Care Policy and Practice provides a unique opportunity for mid-career health services researchers and practitioners from Australia, France, Germany, the Netherlands, New Zealand, Norway and the UK to spend up to 12 months in the US, conducting original research and working with leading US health policy experts.

W: [commonwealthfund.org](http://commonwealthfund.org)

E: [ro@cmwf.org](mailto:ro@cmwf.org)

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W: [england.nhs.uk](http://england.nhs.uk)

E: [england.si-enquiries@nhs.net](mailto:england.si-enquiries@nhs.net)

[@HorizonsNHS](https://twitter.com/HorizonsNHS)

### Exhibitors



Cerner

Stand #16

At Cerner, we believe in building positive partnerships that improve outcomes. Our platforms and services help connect people, information and care at more than 27,000 facilities worldwide. Recognised for innovation, we help integrate entire health and care systems, enabling them to deliver smarter, value-based care, and utilise intelligence to proactively manage and improve the health of their communities.

W: [cerner.com](http://cerner.com)

E: [cernerUK@cerner.com](mailto:cernerUK@cerner.com)

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DANCIN POWER

Stand #8

Dancin Power broke barriers in medicine by developing the first of its kind dance program to improve the quality of life of hospitalised children and their families. Dancin Power originated a revolutionary approach of teaching adapted dance lessons to reduce the negative impact of hospital stays on children's health, self-esteem, and emotional well-being. Dancin Power enhances patients' quality of life by creating an outlet for them and their families to express their emotions, move their bodies, give them a sense of self, provide normalcy, and help them feel uplifted.

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W: [DancinPower.org](http://DancinPower.org)

E: [info@DancinPower.org](mailto:info@DancinPower.org)

T: +001 (510) 384-1199

[@DancinPower](https://twitter.com/DancinPower)



The Health Foundation

Stand #18

The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK.

Our aim is a healthier population, supported by high quality health care that can be equitably accessed. We learn what works to make people's lives healthier and improve the health care system. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen.

W: [health.org.uk](http://health.org.uk)

E: [info@health.org.uk](mailto:info@health.org.uk)

T: 0207 257 8000

[@HealthFdn](https://twitter.com/HealthFdn)



**Human Protection International**

**Stand #11**

Human Protection International offers solutions for caregivers and caretakers that help managing restlessness and increase patient safety. Human Protection International always aims to find the least restrictive solution while keeping in mind the safety and wellbeing of the patient.

By finding alternative solutions and by preserving freedom Human Protection International aims to reduce the use of psychotropic drugs and physical restraints. By focusing on the reduction of psychotropic drugs and direct physical restraints Human Protection International strives to improve the quality of living for those dealing with restlessness.

**W:** humanprotection-international.com  
**E:** info@humanprotection-international.com  
**T:** +31 13 536 38 07



**Joint Commission International**

**Stand #1**

Joint Commission International (JCI) strives to improve patient safety and health care quality through the provision of accreditation and certification and advisory services intended to help organisations implement practical, sustainable solutions. JCI works with international health care organisations, public health agencies, ministries of health, and others in more than 100 countries.

Over 900 public and private health care organisations in 68 countries have earned the prestigious Gold Seal of Approval® as proof of JCI accreditation. JCI's accreditation program was developed by international experts and sets uniform and rigorous though achievable expectations for structures, processes, and outcomes for health care organisations.

**W:** jointcommissioninternational.org  
**E:** JCIinfo@jcrinc.com  
**T:** +1.630.268.7400  
**@JCI\_GoldSeal**



**Life QI**

**Stand #12**

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**W:** lifeqisystem.com  
**E:** info@lifeqisystem.com  
**T:** +44 (0)845 868 1276  
**@LifeQIsystem**



**NHS Improvement**

**Stand #6**

We are helping the NHS to meet its short-term challenges and secure its future.

We offer support to NHS providers to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

Visit our stand to find out more about our improvement work in the NHS, including working with trusts on culture and leadership.

**W:** improvement.nhs.uk  
**E:** nhsi.events@nhs.net  
**T:** 0300 123 2257  
**@NHSImprovement**



**NHS Scotland**

**Stand #9**

NHS Scotland and its partners have been responding to the challenges they face through innovative, sustained approaches to reform, with a focus on better care, better health and better value. Priorities include health and social care integration, the national clinical strategy, public health improvement and reforming the way NHS Boards work.

Our approach to improving quality of care continues to centre around three quality ambitions for person-centred, safe and effective care. Visit Stand 9 to find out how the Scottish Government, Healthcare Improvement Scotland and NHS Education for Scotland are supporting NHS Scotland and its partners to meet the challenges and deliver the highest quality care.

**W:** scotland.gov.uk/Topics/Health  
**W:** healthcareimprovementscotland.org  
**W:** nes.scot.nhs.uk  
**@online\_his**  
**@NHSScotCorpComm**  
**@NHS\_Education**



**NHS Wales**

**Stand #2**

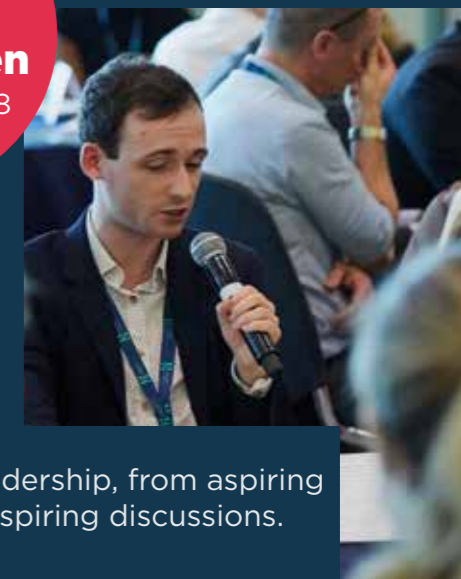
NHS Wales serves the people of Wales by co-designing and delivering health and care services to meet diverse population needs, including rural areas and large urban centres. Patients are at the heart of our national mission. We collaborate with public services, voluntary organisations and academia to ensure a multi-agency approach. We are committed to clinical excellence and developing future leaders. We are on a continuous journey of quality improvement, patient safety and research to achieve a healthier, happier and fairer Wales

**W:** 1000livesi.wales.nhs.uk  
**E:** 1000livesimprovement@wales.nhs.uk  
**T:** 029 2022 7744  
**@1000LivesWales**



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**E:** info@patientsafety.com  
**T:** +31(0)72-8200400  
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**Virginia Mason Institute**  
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Virginia Mason Institute provides lean training, coaching and solution-based products to organisations worldwide to improve patient safety, quality and efficiency. We believe that zero-defect healthcare is possible. We are committed, we are confident and we can transform healthcare. By creating and sustaining cultures of continuous improvement; through the delivery of training that inspires, prepares and guides; and in helping organisations solve their urgent and persisting problems, we can transform health care. It is possible. Together we will relentlessly pursue the improvement of patient safety, patient experience and the quality, cost, and delivery of healthcare.

**W:** virginiamasoninstitute.org  
**E:** info@virginiamasoninstitute.org  
**T:** (206) 341-1600  
**@VM\_Institute**



**International Forum on Quality and Safety in Healthcare**  
**Stand #3**

Now in its 23rd year the International Forum on Quality and Safety in Healthcare is one of the world's largest gatherings of healthcare professionals in quality improvement and patient safety. The International Forum supports and energises the movement for healthcare improvement and connects healthcare leaders and practitioners worldwide to improve outcomes for patients and communities. Visit us on stand 3 to find out more about the upcoming Forums in Melbourne 2018 and Glasgow 2019.

**W:** internationalforum.bmj.com  
**E:** events@bmj.com  
**@QualityForum**



**Value2Health**  
**Stand #13**

Value-based healthcare starts here (hall 10 – nr 18).

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**W:** value2health.com  
**E:** hello@value2health.com  
**T:** +3188 57 000 70  
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“This event is a great opportunity for us to talk to a wide range of stakeholders that are here from clinicians, hospital directors to policy makers. In a very short time we get to talk to a range of people - that is the real value in being here.”

Steve McAdam, Global Healthcare Director, DNV GL

**Host Country Partner Organisations**

**Thank you to our Host Country Partner Organisations who have helped us to develop and present Amsterdam 2018.**

Our partners have provided their expertise and insight to produce an exciting programme which will showcase the best of Dutch healthcare. They have also been instrumental in building momentum with their wide ranging networks. We are appreciative and thankful for their generous support.

We would also like to acknowledge and thank our Experience Day Hosts for sharing their time and knowledge with us and especially with our delegates - Bernhoven Hospital, Radboud University Medical Centre, Albert Schweitzer Hospital, Vilans, Erasmus University Medical Centre, VU University Medical Center, Maastricht UMC + and Groene Hart Ziekenhuis.



**Improving quality with our international partners**

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**Warren Lee**  
Manager, Strategic Partnerships & Alliances  
**E:** wlee@bmj.com  
**T:** +44 (0)20 7383 6864

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**Jason Leitch**  
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**Beth Lilja**  
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**Nico van Weert**  
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**Hannah Dijkhuis**  
Program Coordinator "Healthcare Quality", Zon Mw

### Abstract reviewers

We would like to thank our colleagues for their time spent reviewing poster and improvement science research abstract submissions.

Helen Bevan | Helen Crisp | Erica De Loos | Pedro Delgado | Aidan Fowler | Göran Henriks | Ian Leistikow | Jason Leitch | Beth Lilja | Cristin Lind | Margee Louisias | Simon Mackenzie | Ashley McKimm | Sean Molloy | Fiona Moss | Margaret Murphy | Jo Inge Myhre | Kiku Pukk Härenstam | Martin Rejler | Christian Subbe | Johan Thor | Arnold van Halteren | Nico van Weert | Carla Veldkamp | Kim Vereijken | Christian von Plessen | Joanne Watson | Sharon Williams

# Notes

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