

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

Event Guide

26-28 September 2016 | Singapore
Suntec Singapore Convention
and Exhibition Centre

© Engage. ⚡ Energise. ↻ Evolve.

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Organisers



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Welcome

On behalf of the Programme Advisory Committee, we wish you a very warm welcome to this International Forum on Quality and Safety in Healthcare in Singapore.

Over the next few days we will showcase the best in healthcare improvement from across the Asia Pacific region and welcome key speakers from around the world. You are among 1250 colleagues from over 35 countries, all of whom are working to make patient care better and improve health outcomes.

The theme of this International Forum in Singapore is **Engage, Energise and Evolve**. We hope that you'll feel engaged and inspired by the programme this week, energised to return home ready to make a difference and work with your new connections to help healthcare improvement evolve globally.

View over 325 improvement projects

Over 325 posters are being presented this week demonstrating practical ways your colleagues have improved quality and safety in their organisations. We hope you will take time to visit and meet the contributors.

Contribute in real-time via Twitter

Follow **@QualityForum** for updates then join in and share your opinion with presenters, fellow delegates and your followers by adding **#quality2016** to your tweets.

Our passionate team

Finally, we would like to personally thank our Programme Advisory Committee, speakers, poster presenters, facilitators, sponsors and partners for their knowledge, commitment and dedication.



Left to right:
Chien Earn Lee & Lui Siu Fai
Co-Chairs of the Programme Advisory Committee, International Forum

We hope you enjoy this event and look forward to welcoming you again in 2017 to the International Forums in:

London 2017 | 26-28 April

Kuala Lumpur 2017 | 24-26 August

Practical Information



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 on the concourse, Level 3. Registration will be open during the following times:

Monday 26 September

08:00 - 9.30

Delegates attending
Monday sessions only

15:00 - 18:00

All delegates and
poster presenters

Tuesday 27 September

08:00 - 17:00

Wednesday 28 September

08:00 - 17:00



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 day(s) you are eligible to attend and guarantees you entry to the venue on those days.



Handouts and presentations To access the online programme or Forum handouts go to internationalforum.bmj.com/singapore-handouts and also find it in the International Forum App.



Accommodation Agency details If you have booked your accommodation through Hotels.tv and need any assistance they can be contacted at singapore@hotels.tv



The International Forum YouTube channel on [youtube.com/QualitySafetyForum](https://www.youtube.com/QualitySafetyForum)

currently hosts hundreds of filmed sessions from previous years of our April event. It will also host all video posters from Singapore (find out more on page 19)



Wifi Access No login details are required. Just connect to **FREE_WIFI@SuntecSingapore**.



International Forum App is available to all attendees. For further information please see page 6.



Poster viewings have been grouped into themes and can be viewed in the Poster Hall of the venue during registration, refreshments and lunch on the two main event days, Tuesday 27 - Wednesday 28 September. In addition, there are daily poster sessions on the two main event days (see full details on page 18).



Accreditation International Forum Singapore 2016 is accredited by the Singapore Nursing Board, Singapore Medical Council and Singapore Pharmacy Council who will be awarding 4 CPE credits per day.

Attendees wishing to claim their CPE credits must sign the register each day. This can be found at the Accreditation table located next to the registration desk on Level 3 Concourse.

Singapore Zoo Evening Reception

The Evening Reception is a fantastic way to connect with colleagues at the International Forum. Following a dinner reception in Singapore Zoo's Forest Lodge, travel deep into the domain of the world's most fascinating nocturnal animals on a Night Safari guided tram tour.

Book your ticket!

A Limited number of tickets are available - get your ticket from the Registration Desk by 16:00 on Tuesday 27 September.



When:

Tuesday 27 September at 18:00



Where:

Leaving from Suntec Singapore Convention and Exhibition Centre, Level 3 Concourse - Registration Desk



Building Improvement Capability

Visit IHI
at Booth
#6

Large-Scale, Sustainable Improvement in Health Outcomes

Health care systems and governments in the Asia-Pacific region are collaborating with the Institute for Healthcare Improvement (IHI) to build the will for change, enhance their capabilities and capacities to improve, and spread proven best practices in clinical care and patient safety. In the Asia-Pacific region, our goal is to identify and partner with organizations to build awareness, develop improvement capability, and achieve results at scale in population health and health care improvement.

Large-Scale Programming for Results

In 2014, IHI began a Strategic Partnership with the **Singapore Healthcare Improvement Network (SHINe)**, which is supported by the Ministry of Health in Singapore. IHI has partnered with SHINe to development system-wide improvement capability and to support a large-scale, results-oriented initiative aimed at improving safety and reducing harm in health care institutions across the country.

With funding from **The Gates Foundation**, IHI is part of a Technical Support Unit for **CARE India** to support the Health and Social Welfare Departments of the Government of Bihar, India.

At the request of two Aarogyasari Trusts and the Children's Investment Fund Foundation, IHI is providing training, guidance, and mentorship to **ACCESS Health International in India** and local hospital teams as they implement quality improvement Collaboratives within a program known as **Safe Care, Saving Lives**.

Join Us!

IHI National
Forum on Quality
Improvement in
Health Care

December
4-7, 2016
Orlando, Florida

For details visit:
ihi.org/forum

International Forum App

App features

Attendees

Discover who else is attending and connect with them via in-app messaging.

Schedule

View the full programme by day. Know where to be and when to be there. Use 'My Schedule' to view the sessions you have pre-selected.

Speakers

Read biographies of our expert speakers and view which sessions they will be involved in.

Maps

View venue maps and floor plans to find your way around.

Activity feed

Pull down to refresh and stay up to date. Swipe up to browse through important announcements.

Exhibitors

Browse exhibitors and save a list of companies you want to connect with.

Documents

Download session handouts and email them to yourself for use after the conference.

My notes

Add session notes and email them to yourself for future reference.

Surveys

Tell us what you think about individual sessions and the conference as a whole.

How to get the app

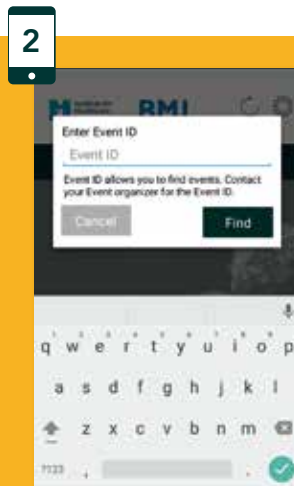


Wifi Access Wifi is available in all areas.
Connect to - **FREE_WIFI@SuntecSingapore**
- no login details required.



Download app

Search for IFQSH in the App store or GooglePlay. Once downloaded, open the app.



Find event

With the app open, click on event ID, enter IFQSHSing and press Download.



Log in

Once the Singapore event is open, enter log in details as follows:

Username:
your email address
Password:
forum2016



Networking with international colleagues

Connecting the likeminded is a key part of the Forum experience where long term international relationships are forged and why many colleagues return year after year. Meet colleagues in networking areas, in chaired discussions and also join them at the Singapore Zoo Evening Reception on Tuesday 27 September at 18:00 (details of how to join are on page 4).



Poster Displays – your next improvement idea

Find the answer to an existing challenge on one of 325 Posters displayed. The posters are grouped into topic areas and the presenters will be on hand to speak about their experiences, offer tips and inspire improvement work back at your organisation.



Exhibitors

We invite you to visit our Exhibitors in the central area on Level 4 who may provide solutions to your quality improvement work. Our exhibitors include Australian Council on Healthcare Standards (ACHS), AIG Insurance, BMJ, DNV GL, Hotboard by Ward-Hendry, IHI, Joint Commission International (JCI), Northwestern University, See you in Kuala Lumpur 2017, RL Solutions and The International Forum.

**Poster, Networking Area
and Exhibition**
Hall 405 - Level 4

Social Media

Twitter

Don't miss a thing from the International Forum
@QualityForum

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

Join the conversation on Twitter! **#quality2016**

All you need is an internet connection, smart phone and a Twitter account! You can discuss your experience at the International Forum using our general Twitter hashtag #quality2016. Join a conversation in real-time with your fellow participants and tell them about:

- What are you talking about during a workshop 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 attend?
- Which keynote has inspired you to do something different?



New to Twitter?

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



What's a hashtag?

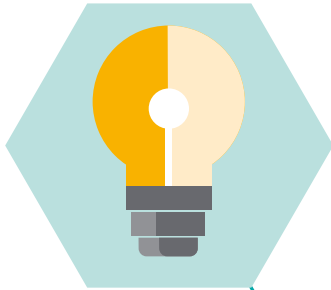
A hashtag is used to organise information so that it's easy to find. For instance, if you're tweeting about stroke care you could type "#stroke" in your tweet. Someone looking for information on stroke would then find what you (and the rest of the world) are talking about by searching for "#stroke".

- You can use the International Forum hashtag #quality2016 to leave comments, discuss and follow key points from the conference.
- To view all of the tweets relating to the conference, enter hashtag #quality2016 in the Twitter search box.
- Don't forget to add the hashtag in all of your tweets so you can join the conversation too!

Get your improvements heard

We support individuals and organisations to undertake Quality Improvement projects and **get published** in our PubMed indexed journal

Visit us at stand 1 to get our 10 top tips for running a quality improvement programme



Our workbooks guide you through a project



Collaborate with other users and expert mentors



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Get published in the PubMed indexed journal BMJ Quality Improvement Reports

We publish over half of submissions



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Keynote Speakers



Gan Kim Yong

Minister for Health
Republic of Singapore

Mr Gan Kim Yong has been the Minister for Health since May 2011. One of Mr Gan's key focuses at the Ministry of Health is to formulate and implement Healthcare 2020, a masterplan outlining the Government's strategy to ensure accessibility, quality and affordability of healthcare. This includes the introduction of MediShield Life, a universal medical insurance that covers all Singaporeans, regardless of health status, for life. As Chairman of the Ministerial Committee on Ageing (MCA), he has also overseen the development of an Action Plan for Successful Ageing with key initiatives to help Singaporeans age confidently and lead active lives, maintaining strong bonds with family and community.

Prior to the Ministry of Health, Mr Gan headed the Ministry of Manpower from April 2008 to May 2011. Under his leadership, the Ministry of Manpower actively developed policies to enhance the productivity and global competitiveness of the Singapore workforce.



Adam Hill

Chief Medical Officer,
McLaren Applied
Technologies

Prof Adam Hill is a dual-qualified Clinician and Mechanical Engineer, with a career built at the interface of Academia, Industry and Health systems. Adam graduated from Imperial College London as a Medical Doctor with gold medal; during this time, he also earned a PhD in Engineering and attended Business School. Having subsequently graduated from the Royal Military Academy Sandhurst, he received his postgraduate clinical training from the Royal College of Surgeons of England, and professional engineering qualification from the Institution of Mechanical Engineers whilst Commissioned in the British Army.

As Chief Medical Officer of McLaren Applied Technologies, Adam is focused on applying the company's deep technical expertise to developing human-centric, data-driven solutions to challenging problems that inhibit the realisation of high quality health outcomes for all.

Adam has built a portfolio of over 100 publications, in addition to 12 academic awards and patents, and is a Visiting Professor in the Institute of Global Health Innovation at Imperial College London.



Benjamin Ong

Director of Medical
Services, Ministry of Health,
Singapore

Associate Professor Benjamin Ong has been appointed Director of Medical Services, Ministry of Health Singapore with effect from 1 January 2014. Professor Ong obtained his MBBS at the National University of Singapore in 1981. He went on to train in Neurology in Singapore and the UK, with fellowship attachments at the Institute of Neurology (UK) and the Institute for Molecular Medicine (Oxford, UK). Professor Ong's research interests are in neuroepidemiology and neuroimmunology. Professor Ong also has a track record of leadership in Healthcare IT and process improvement in patient care delivery, and is the current Chairman of the Integrated Health Information Systems Singapore. He has also been active in the development of postgraduate internal medicine and Neurology specialist training. Professor Ong received the National Day Public Administration Medal (Silver) for his leadership contributions in 2009. In 2013, he also received the Long Service Medal from the President of the Republic of Singapore in recognition of his dedicated service. Professor Ong continues to see patients as a neurologist at the National University Hospital (NUH).



Derek Feeley

President and CEO,
Institute for Healthcare
Improvement

Derek Feeley previously served as IHI's Executive Vice President from 2013 to 2015, during which time he had executive-level responsibility for driving IHI's strategy in five focus areas: Improvement Capability; Person- and Family-Centered Care; Patient Safety; Quality, Cost, and Value; and the Triple Aim. Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In that role he was the principal advisor to the Scottish Government on health and health care policy and on public service improvement. He also provided leadership to NHS Scotland's 140,000 staff in their delivery of high-quality health and health care. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.



Donald M. Berwick

MD, MPP, President
Emeritus and Senior Fellow,
Institute for Healthcare
Improvement; Former
Administrator, Centers for
Medicare and Medicaid
Services

Dr. Berwick is a pediatrician by background and 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. Recognized 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.



Tan Lai Yong

Director for Outreach and
Community Engagement,
College of Alice and Peter
Tan, National University of
Singapore

Upon graduation from NUS in 1985, Dr Tan Lai Yong worked as a doctor in Singapore. In 1996, he and his wife, and one year old daughter moved to Yunnan, China, and joined a community development team, working with the poverty affected in remote villages, caring for orphans, disabled children and leprosy affected.

In his 15 years in Yunnan, he cycled about 30 km daily, created innovative ways to teach health and hygiene to the different Minority Ethnic groups and villages, planned "surgery camps" for cleft palate babies and other disabled people. He also initiated tree planting efforts leading to thousands of trees being planted to help raise farm income and reduce soil erosion.

In 2004, Lai Yong was given the Friendship Award for Foreign Experts in Beijing at an event that was graced by Premier Wen JiaBao. Lai Yong was also given the Singapore International Foundation (SIF Award) presented by Mr. Lee Hsien Loong and the 2005 Singapore MILK Fund (Mainly I Love Kids) Award for Outstanding Youth and Children's Worker by President Nathan. He is married to Lay Chin and has 2 teenage children.

Pre-Conference Events:

Monday | 26 September 2016

Attend one of these Full Day feature events

09:30-16:30

Experience Day Site Visits

M1 Embracing Medication-use Technology to Improve Medication Safety

Through visits to two healthcare institutions, learn how they have embraced medication-use technology successfully in tertiary care and intermediate-and-long term care settings. Tan Tock Seng Hospital, one of Singapore's largest tertiary multi-disciplinary hospitals with 170 years of pioneering medical care and development, provides holistic and integrated patient care through system improvements and advancements in medical technology. National Healthcare Group Pharmacy is one of Singapore's public healthcare leaders in primary care and intermediate and- long-term care settings, managing the pharmacy services in all National Healthcare Group Polyclinics and more than 40 nursing homes.

Benny Kaihui LI, MSc (Healthcare Management), MCoun, BSc (Pharm)(Hons) Manager (Pharmacy Quality & Safety), National Skin Centre

Brenda ZHUANG, Manager, Clinical Standards & Improvement Department, Office of Clinical Governance, Tan Tock Seng Hospital

Jiun Yih CHONG, Assistant Director, Pharmacy Services Centre, National Healthcare Group Pharmacy

Renay Pereira, Community Outreach (Corporate Communications) Executive at Caregivers Alliance Limited.

M2 'Reducing Harm in Patients' – Leading Singapore's 1st Large Scale Initiative

Here you will learn how the Singapore Healthcare Improvement Network (SHINe) has developed and led Singapore's first large scale initiative, across multiple sites, to reduce harm in patients. Receive an overview of the Large Scale Initiative followed by a visit to one of the hospitals - KK Women's and Children's Hospital, Khoo Teck Puat Hospital or Changi General Hospital. During the hospital visit, participants will interact with front line teams and improvement leaders to understand the institution's journey in executing improvement initiatives to achieve safe and reliable care.

Dr Wong Moh Sim, Deputy Chairman, Medical Board, Head and Senior Consultant, Department of Laboratory Medicine Khoo Teck Puat Hospital

Ms Pang Nguk Lan, Head, Department of Quality, Safety and Risk Management, and Medical Administration, KK Women's and Children's Hospital

Ms Debbie Wild, Deputy Director, Office of Improvement Science, Changi General Hospital

M3 Building Quality & Safety in: The JurongHealth and Mount Elizabeth Novena Hospital Journey

Participate in hospital visits to learn about their experiences in building quality and safety into the foundations of these leading institutions.

JurongHealth

JurongHealth's Ng Teng Fong General Hospital and Jurong Community Hospital are the first hospitals in Singapore to be designed and built together from ground up as an integrated development to complement each other for better patient care, greater efficiency and convenience.

Mount Elizabeth Novena Hospital

Mount Elizabeth Novena Hospital and Mount Elizabeth Novena Specialist Centre is an integrated private hospital which marks a new era in specialist healthcare. These institutions place quality healthcare within reach and provides an enhanced hospital experience with its built in patient safety features and tastefully styled interiors.

Ng Kian Swan, Chief Operating Officer, Ng Teng Fong General Hospital & Jurong Community Hospital Group Director, Service Operations, Jurong Health Services

Anna Fok, Group Chief Human Resource Officer, Jurong Health Services

Tan Tai Soon, Director, Hospital Planning, Jurong Health Services

Mr Stephens Lo, Chief Executive Officer, Mount Elizabeth Novena Hospital

M4 Community Care – Meetings the Needs of an Ageing Population

The Agency for Integrated Care's vision is to build a vibrant care community enabling people to live well and age gracefully. Hear directly from representatives who will give you a profile of the elderly population in Singapore, and an overview of services and initiatives that enable the elderly to live and age well in the community. Also gain insights into the community care sector in Singapore by visiting a local nursing home to see how this is translated into daily practice.

Dennis Tan, Chief Executive Officer, Ling Kwang Home for Senior Citizens

Philip Wong, Centre Director, All Saints Home

Kenneth Lam, Senior Operations Manager, Yishun Community Hospital

M5

How to Improve Quality and Safety in Mental Healthcare – Singapore’s Experience

Three of Singapore’s leading healthcare organisations, Institute of Mental Health, Agency for Integrated Care and National Healthcare Group Polyclinics team up to bring you an experience day focussing on the development of mental health services in tertiary care, primary care and the community. They will highlight some of the examples of improved accessibility, effectiveness and safety in the various programmes that their agencies have implemented over the years.

Hong Choon CHUA, Chief Executive Officer, Institute of Mental Health

Dr Colin Tan, Deputy Director, Clinical Services, National Healthcare Group Polyclinics

Dr Weng-Mooi Tan, Chief, Community Mental Health division, Agency for Integrated Care

M8

Universal Studios - Lessons from Other Industries

Universal Studios Singapore has welcomed millions of visitors through its gates since its opening in 2010.

This tour of the park will give participants an overview of how the park keeps its competitive edge, focussing on ensuring smooth customer flow and giving each visitor an exceptional experience.

The visit will be combined with a debrief from the faculty, to carry out a ‘deep dive’ into how the information and principles gathered throughout the day can be applied in a healthcare setting.

Facilitators: **Göran Henriks**, Chief Executive of Learning & Innovation, Jönköping County Council, Sweden

Helen Bevan, Chief Transformation Officer, NHS England, UK

Full Day courses

M6

Back to the Basics: Building Essential Skills for Quality and Patient Safety

Even though Deming’s ideas have driven health care improvement initiatives for nearly 20 years, it is important to periodically revisit the theories, tools, and methods that drive quality improvement. Any person who is new to quality improvement must be properly grounded in these principles and tools in order to successfully implement and spread improvement throughout the organisation. This session provides an overview of quality models, tools and techniques, and team management essentials, as well as suggestions on how to test, implement and spread strategies to improve quality and patient safety.

Azhar Ali, Institute for Healthcare Improvement (IHI)

Frank Federico, Vice President, Strategic Partners, IHI

M7

Quality & Safety for Healthcare Students

Healthcare students are the future providers of the healthcare service. This pre-conference program will provide a platform for healthcare students from medical, nursing and pharmacy background to come together, to explore safety and quality issues in healthcare.

M9

Your QI Toolkit

Learn the principles and practices of different quality improvement tools combined with group activities, hands-on practice, as well as their appropriate usage.

Dr Sandhya Mujumdar, Deputy Director (Medical Affairs, Clinical Governance), Senior Specialist, Quality & Accreditation, National University Hospital (NUH), Part-time Lecturer, Yong Loo Lin School of Medicine (YLL SOM)

Dr. Ye Htut MBBS, MPP, MHA, CPHQ Consultant and Senior Lecturer, School of Healthcare Management, Parkway College, Parkway Pantai

Conference Programme

Tuesday | 27 September 2016

9:00	<p>OPENING ADDRESS: Mr Gan Kim Yong, Minister for Health, Singapore Plenary hall</p>		
9:30	<p>Keynote: CONTINUOUS IMPROVEMENT - LESSONS FOR HEALTHCARE FROM FORMULA 1 Adam Hill Chief Medical Officer, McLaren Applied Technologies Plenary hall</p>		
10:00	<p>Keynote: SMART NATION Benjamin Ong Director of Medical Services, Ministry of Health, Singapore Plenary hall</p>		
10:30	Refreshments		
11:00	<p>A1: THE BIG DEBATE - THE PATIENT KNOWS BEST Chair: Helen Bevan, Chief Transformation Officer, NHS England, UK Panel: Jason Leitch, National Clinical Director, Healthcare Quality and Strategy, Scottish Government Goran Henriks, Chief Executive of Learning and Innovation, Jonkoping county council Benjamin Choong, Junior Doctor, Singapore Joshua Lam Jie Feng, Medical Officer, Clinical Services, Khoo Teck Puat Hospital Ying Ying Lee, Peer Specialist, Early Psychosis Intervention Programme department of the Institute of Mental Health, Singapore Renay Pereira, Community Outreach (Corporate Communications) Executive, Caregivers Alliance Limited Plenary hall</p>	<p>A2: IMPROVING OUTCOMES THROUGH COMMUNITY ENGAGEMENT The Role Of Community Participation In Dengue Prevention Subbiah Elangovan Subbiah, Public Health Specialist, Kinta District Health Department, Malaysia Integrating Multidisciplinary Health Promotion Interventions with Healthcare Education for Community Health Activation. Ankur Sharma, Lecturer, Department of Public Health Dentistry, Manav Rachna Dental College, Faridabad, India Session room 3</p>	<p>A3: QUALITY PALLIATIVE CARE FOR ALL: ENGAGING AND ENERGISING PROFESSIONALS Quality Care And Quality Of Life For Palliative Patients And Families LO See-kit Raymond, Clinical Professor (Hon), Dept of Medicine and Therapeutics, Chinese University of Hong Kong Improving Standards and Quality in Palliative Care: Engaging the Professionals Angel Lee, Senior Consultant, St Andrew's Community Hospital. Session room 4</p>
11:30			
12:00			
12:30	Lunch		
13:00			
13:30	<p>B1: HOW ROBOTICS CAN ENHANCE THE HUMAN TOUCH AND CARE EXPERIENCE Chien Earn Lee, Chief Executive Officer, Changi General Hospital, Singapore ANG Wei Tech, Founder of i-CREATe, Singapore Plenary hall</p>	<p>B2: QUALITY AND SAFETY IN MENTAL HEALTHCARE International Updates from Singapore, Japan and UK Hong Choon Chua, Chief Executive Officer, Institute of Mental Health Singapore Hirototo Ito, Director, Department of Social Psychiatry, National Center of Neurology & Psychiatry, Tokyo David Hall, Consultant Psychiatrist and Clinical Director of Mental Health Services, NHS Dumfries & Galloway Session room 3</p>	<p>B3: APPROACHES TO IMPROVING CARE FOR OLDER PERSONS IN THE PRIMARY AND RESIDENTIAL CARE SETTINGS Comprehensive screening and assessment in primary care for community-dwelling older people Irene Blackberry, Director, John Richards Initiative, La Trobe University, Australia Improving the Care of Older Persons in Singapore Violet Ng, Deputy Director, Residential Care Office, Agency for Integrated Care, Singapore Session room 2</p>
14:00			
14:30			
	Refreshments		
15:00	<p>C1: INNOVATIONS IN AFFORDABLE HEALTHCARE IN INDIA Innovations in Affordable Healthcare and Medical Education Devi Shetty, Chairman, Narayana Health & Senior Consultant Cardiac Surgeon, Narayana Institute of Cardiac Sciences, India Characteristics of high performing organisations Anupam Sibal, Group Medical Director, Apollo Hospitals Group, Senior Consultant Pediatric Gastroenterologist and Hepatologist, Indraprastha Apollo Hospitals; India Session room 2</p>	<p>C2: RESPECTING OURSELVES AND OUR PATIENTS: IMPROVING PATIENT SAFETY BY IMPROVED HANDLING OF VIOLENT PATIENTS Timothy Morgenthaler, Chief Patient Safety Officer, Professor of Medicine, Mayo Clinic, USA Plenary hall</p>	<p>C3: IMPLEMENTING AND SUSTAINING LARGE SCALE CHANGE AS PART OF A LEARNING NETWORK – REDUCING HYPOGLYCAEMIA. Timothy Quek, Associate Consultant, Department of Endocrinology, Tan Tock Seng Hospital, Hoi Shu Yin, Deputy Director, Nursing Services, Tan Tock Seng Hospital, Ian Phoon, Family Physician, Singhealth, Pasir Ris Polyclinic, Singapore Session room 3</p>
15:30			
16:00			
	Movement break		
16:30	<p>Keynote: RED BEADS: THE FOUNDATIONS OF MODERN IMPROVEMENT Donald M. Berwick President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Service Plenary hall</p>		
17:00			

Streams for 2016:

Quality, Cost, Value

Population and Public Health

Building Capability and Leadership

Safety

Person and Family Centred Care

A4: THE ART AND SCIENCE OF COMPLIANCE TO CHECKLISTS

Way Beyond Checklists – Integration of Aviation Risk Management Techniques into Medicine

Simon Knight, O&G Resident, Frankston Hospital, Women's Health Unit, Melbourne, Australia

The Art and Science of Achieving Compliance in Doctors – Our experience in Closed Loop Communication of Critical Results and Correct Site Surgery Checklists.

Sophia Ang Bee Leng, Senior Consultant, Anesthesia, Vice Chairman Medical Board Patient Safety and Operations; Part-time Senior Consultant, Ministry of Health; Singapore

Session room 2

A5: WORKER AND PATIENT SAFETY: IT'S A TWO WAY STREET

Aileen R. Killen, RN, PhD, CPPS, AIG Commercial, Head of Healthcare, Liability Risk Consulting, Client Risk Solutions

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Session room 5

B4: ROLE OF NURSING

First Responders Of Sepsis – Saving Lives

Faisal Masud, Medical Director, Department of Anesthesiology and Critical Care, USA

Ward rounds of the future (WRoF) in an acute hospital

Sui Huangbo, Nurse Manager, Nursing Service, Tan Tock Seng Hospital, Singapore

Session room 4

B5: QUALITY OF CARE OF MOTHERS AND NEWBORNS: GETTING TO RIGHT CARE, AVOIDING UNDERUSAGE AND OVERUSAGE OF CARE

Deputy Director, Residential Care Office, Agency for Integrated Care, Singapore.

Session room 5

C4: LEADERSHIP FOR QUALITY

Jason Leitch, National Clinical Director, Healthcare Quality and Strategy, Scottish Government

Session room 4

C5: OPTIMISING QUALITY AND SAFETY FOR BETTER PATIENT OUTCOMES

Dominik Reterski, Vice President of Quality & Regulatory Affairs, Asia Pacific, Medtronic

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Further. Together

Session room 5

Conference Programme

Wednesday | 28 September 2016

9:00

OPENING ADDRESS:

Summary of WHO Summit: Policy Roundtable for Quality in Health Services

Rasul Baghirov, Coordinator, Integrated Service Delivery, Division of Health Systems, Western Pacific Regional Office, WHO

Plenary hall

9:30



Keynote:

RADICAL REDESIGN

Derek Feeley
President and CEO,
Institute for Healthcare Improvement

10:00

Plenary hall

10:30

Refreshments

11:00

D1: IT'S TIME TO REWRITE THE RULES OF CHANGE IN HEALTHCARE!

Helen Bevan, Chief Transformation Officer, NHS England, UK

11:30

Plenary hall

D2: ENHANCEMENTS ACROSS CARE CONTINUUM

Reconfiguring Right Siting - Shifting Care to meet Patients' Needs

Chong Jian Bing, Care Transition Division, AIC, Singapore

ValuedCare: Heart Failure and Hip Fracture

Siau Chuiin, Senior Consultant, Respiratory and Critical Care Medicine and Director Centre for Performance Excellence, Singapore

12:00

Session room 5

D3: MEASURING FOR SUCCESS

Measure what you treasure: Safety culture mixed methods assessment in healthcare

Tita Alissa Listyowardjo, Senior Researcher, DNV GL Strategic Research and Innovation, Healthcare Programme, Norway

Measuring and Benchmarking Key Performance Indicators: A Paediatric International Nursing Study (PINS)

Val Wilson, Director of Nursing Research & Practice Development, The Sydney Children's Hospitals Network and Professor of Nursing Research & Practice Development, The University of Technology Sydney, Australia

Session room 3

12:30

Lunch

13:00

E1: WHAT SHOULD CARE FOR THE OLDER PERSON LOOK LIKE BY 2026?

Inwin Chung, Deputy Chief, Care Integration Division, Consultant, Home & Primary Care Division, AIC

Tung Wai AUYEUNG, Clinical Consultant Geriatrician and Service Director, Hospital Authority of Hong Kong, Adjunct Associate Professor of the Jockey Club Institute of Ageing, The Chinese University of Hong Kong

Philip Poi Jun Hua, Head of the Division of Geriatrics, University Malaysia Medical Centre, Kuala Lumpur, Malaysia

Anjana Bhushan, Coordinator (Equity and Social Determinants), Division for Health Systems at the Western Pacific Regional Office of WHO

14:00

Plenary hall

E2: IMPROVING RELIABILITY: RIGHT CARE AT THE RIGHT TIME

Frank Federico, Vice President, Strategic Partners, Institute for Healthcare Improvement (IHI)

14:30

Session room 2

E3: MANAGING DETERIORATING PATIENTS

Large scale health systems improvement to recognise and manage deteriorating patients

Harvey Lander, Director of Medication Safety, Between the Flags and Sepsis, Clinical Excellence Commission

Malcolm Green, Manager, Deteriorating Patient Programs, Clinical Excellence Commission, Australia

Session room 3

15:00

Refreshments

F1: NEW PEOPLE, NEW PLACES, NEW METHODS

Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI), USA

15:30

Plenary hall

F2: WHAT SHOULD YOU DO AS THE EXPERT TEAM? - EVIDENCE-BASED TEAM TRAINING: TEAMSTEPS

Kenichiro Taneda, Chief Senior Researcher National Institute of Public Health, Japan TeamSTEPS Master Trainer, Japan

16:00

Session room 2

F3: STRUCTURING YOUR ORGANISATION FOR SUCCESS IN QUALITY AND SAFETY

Glen Farrow, Director Clinical Governance, Sydney Children's Hospital's Network, Australia

Session room 4

16:30

Movement break



Keynote:

HEALTHCARE PRIORITIES - LESSONS FROM RURAL LIFE FOR CITY LIVING

Tan Lai Yong
Lecturer, Director of Outreach and Community Engagement, Singapore

17:00

Plenary hall

Streams for 2016:

Quality, Cost, Value

Population and Public Health

Building Capability and Leadership

Safety

Person and Family Centred Care

D4: MANAGING ADVERSE EVENTS

Supporting our second victim colleagues: the case for peer support programs in healthcare

Hanan Edrees, Quality Manager, Ministry of National Guard-Health Affairs, Kingdom of Saudi Arabia

Restore patient relations – conflict resolution and applying mediation for better patient and staff relations

Siu Fai Lui, Clinical Professional Consultant, Division of Health System, Policy and Management, The Jockey Club, School of Public Health and Primary Care, The Chinese University of Hong Kong

Panel: May Chin Yong, Mediator, Singapore mediation centre. Milton Lum, Consultant Obstetrician & Gynaecologist and a member of Malaysian Medical Council and Council of University Tunku Abdul Rahman

Session room 2

D5: VALUE-BASED MEDICINE AND MEDICAL PROFESSIONALISM: CAN HIGH QUALITY AND SAFE CARE BE ACHIEVED AT LOW COST?

Hao Lu, Pharmacy Manager, Qingdao United Family Hospital, China

Quek Swee Chye, Deputy Chairman, Medical Board, National University Hospital, Singapore

Shunzo Koizumi, Board Member, Japanese Society for Quality and Safety in Healthcare, Editor-in-Chief, Japanese Journal of Quality and Safety in Healthcare, Professor Emeritus, Saga University, Japan

Session room 4

E4: A TALE OF TWO SYSTEMS – TRANSFORMATIONAL PRIMARY CARE

Primary Care Transformation Journey - NHGP's experience

Chong Phui-Nah, CEO, National Healthcare Group Polyclinics, Singapore

Primary Care Transformation at Canterbury District Health Board

Stella Ward, Executive Director Allied Health, West Coast and Canterbury DHB, New Zealand

Session room 4

E5: QUALITY IN MEDICAL EDUCATION

Quality in medical education – is consensus the right approach?

Neel Sharma, Gastroenterology trainee and medical educator, Division of Gastroenterology and Hepatology, National University Hospital Singapore

Medical education innovations in a cost-constrained environment

Kieran Walsh, Clinical director, BMJ Learning and Quality

Session room 5

F4: WHAT HAVE WE MISSED IN ACHIEVING SAFER CARE

Akhil Sangal, CEO & Director Indian Confederation for Healthcare Accreditation, India

Poonam Rajput, Principal Consultant. & Director Morpheus Healthcare

Session room 3

F5: LEADING IN A CRISIS; THE POWER OF TRANSPARENCY

Kevin Stewart, Clinical Director, Clinical Effectiveness & Evaluation Unit, Royal College of Physicians, London, UK


Session room 5

Poster Sessions and Video Posters



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 interactive, facilitated discussion poster sessions, which explore some of the wide range of quality and improvement work on display.

These sessions will involve a rapid-fire presentation by selected poster presenters in the Exhibition Hall, with an opportunity for participants to engage with the presenters, ask questions and share their experiences.



Take your poster from Singapore to London

If you have a poster in Singapore, your work can also be displayed at next year's International Forum in London, April 2017!

Find out more at:
internationalforum.bmj.com/london/posters-from-singapore-2016



Tuesday 27 September

B6: Poster Session

Themes covered in this session are: Quality, Cost and Value

When: 13:15 – 14:30



Wednesday 28 September

D6: Poster Session

Themes covered in this session are: Safety

When: 11:00 – 12:15

E6: Poster Session

Themes covered in this session are: Building Capability and Leadership, Improvement Works in Progress, Person and Family Centred Care, Population and Public Health

When: 13:15 – 14:30



Video Posters

In addition to displaying a poster, you are invited to produce a short video explaining your ideas and work in improving quality of healthcare.

We call these video posters.

Why do we think these are a good idea?

Your video posters will feature on the International Forum YouTube channel and will be pushed out through our social media channels. This will allow you to present your project to a wider global audience in a personal, engaging way.

We think that video posters will enhance the understanding and appreciation of your poster through your concise presentation of the main results and reported conclusions. This could prove really helpful in increasing the reach of your project.

How do I do it?

A perfectly good video can be made with a smartphone or tablet!

Film yourself or ask a colleague to help you - stand in front of your poster or any other place around the conference that inspires you. Try to film during quiet times so you get the best sound possible.

Present directly to the camera or mix it up by showing relevant parts of your poster. You can also ask a colleague to interview you so you can record a discussion about your work. Be creative!

The main aim is to summarise the main experience, lessons and achievements that would be of interest to others, plus the impact of your project on clients/patients and on the healthcare system as a whole.

Remember, this is a new way for you to communicate the lessons of your work to a wider audience, so the focus of the video should be on the work you have displayed.

Some tips:

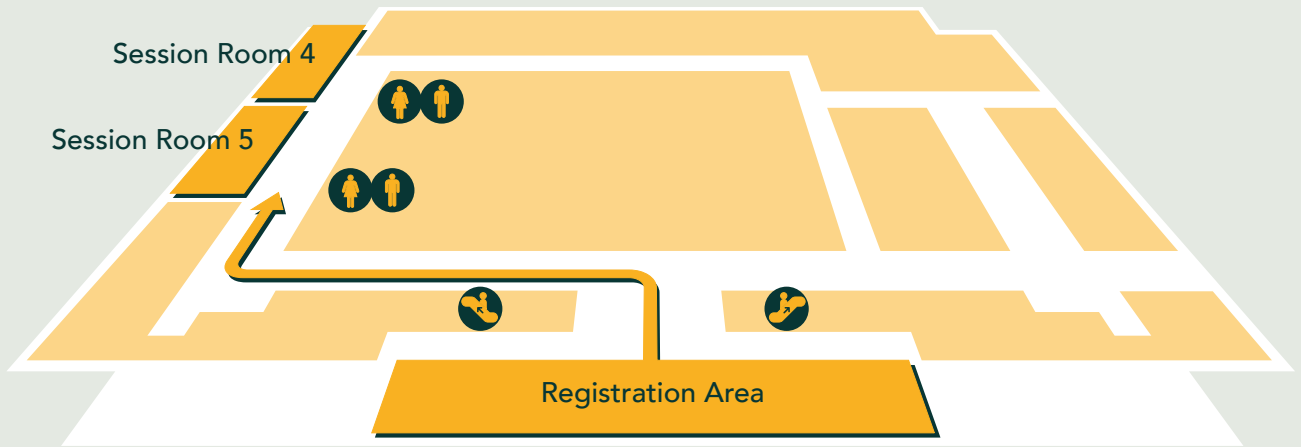
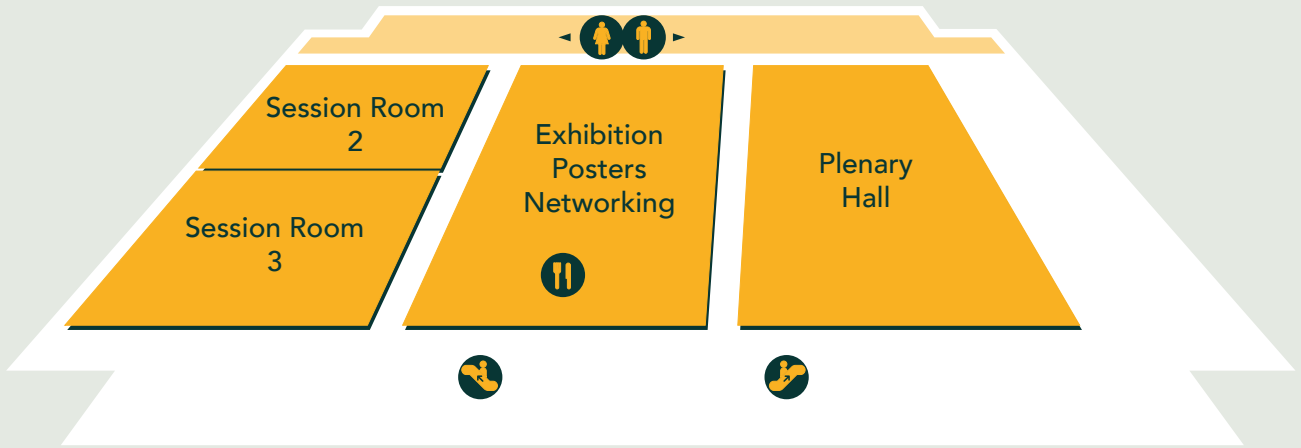
- Aim for a maximum of two minutes video
- Set the video format to the highest available quality
- Present yourself/your organisation briefly
- Talk about your poster
- Be concise and clear
- Use language accessible to others outside the immediate field of the project/research
- Feel free to mention how you could be contacted (if you're happy to be contacted)
- It is better to film horizontally not vertically
- Film in airplane mode to avoid interruptions and notifications
- Try not to use the camera zoom as it reduces image quality
- Well-lit, quiet spaces are always better for filming

Once created, submit your video poster to:
spaces.hightail.com/uplink/BMJEvents

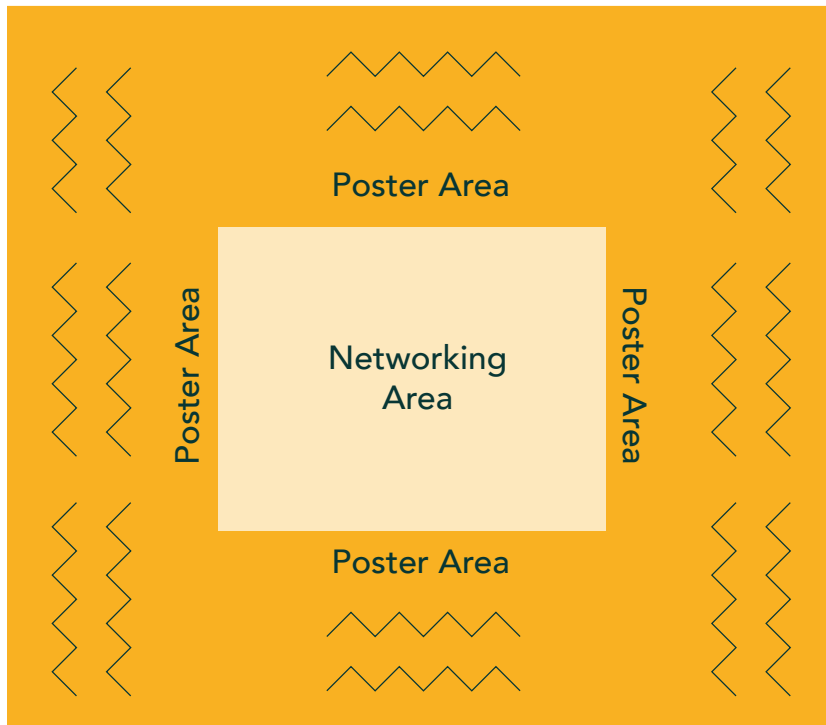
By sending your video you are agreeing to it being used by the International Forum for promotional purposes including the International Forum YouTube channel, website and social media.

Floor Plan

Level 4

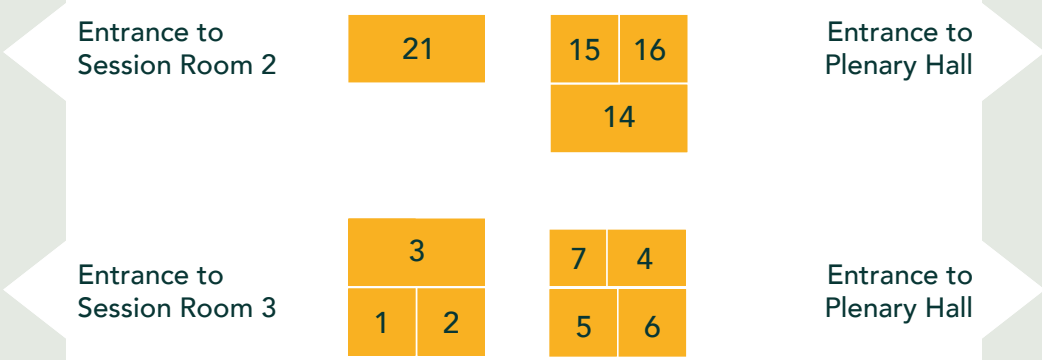


Level 3



Key

- 1. BMJ
- 2. The International Forum
- 3. Joint Commission International
- 4. Hotboard by Ward-Hendry
- 5. See you in Kuala Lumpur 2017
- 6. IHI
- 7. Northwestern University
- 14. DNV GL
- 15. RL Solutions
- 16. ASHS / ACHSI
- 21. AIG Insurance



Level 4

Sponsors & Exhibitors



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on Healthcare Standards**

Stand #16

The Australian Council on Healthcare Standards (ACHS) is an independent, not-for-profit organisation dedicated to improving quality in health care and is an approved provider of accreditation to a range of healthcare providers. Established in 1974, ACHS is recognised by the International Society for Quality in Health Care (ISQua) for its organisational framework, its accreditation programs and surveyor training.

W: achs.org.au

T: +61 (02) 8218 9955

@ACHSaccred



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Stand #14

As a world-leading accreditation and certification body, DNV GL helps businesses assure the performance of their organizations, products, people, facilities, and supply chains. In the healthcare sector, we support over 2400 healthcare providers worldwide apply systems thinking to address their risks and ensure quality focused and person centred care. Our services span accreditation, managing infection risk, other management systems, medical devices and training. We also run dedicated research and innovation projects together with our healthcare partners.

W: dnvgl.com/care

E: business.assurance@dnvgl.com

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AIG Insurance

Stand #21

**Session A5 Room 5
Tuesday 27 September
11:00 - 12:00**

**WORKER AND PATIENT SAFETY: IT'S A
TWO WAY STREET**

For nearly 40 years, American International Group, Inc. (AIG) has been a recognized global market leader providing innovative risk management, insurance and claims services for wide-ranging healthcare risks.

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W: aig.com/us/patientsafety

E: patientsafety@aig.com

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Improving patient safety and the delivery of reliable care is deservedly high on the agenda for patients, nurses and decision makers. Hotboard by Ward-Hendry has a long standing reputation in the healthcare sector. Our Hotboards innovative and practical design allows staff members to update any information quickly and easily.

W: hotboard.co.uk

E: hotboard@ward-hendry.com

T: +44 (0)12 9581 4444

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BMJ

Stand #1

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

E: support@bmj.com

T: +44 (0)20 7387 4410

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@BMJ_Qual_Saf



**Institute for Healthcare Improvement
(IHI)**

Stand #6

Institute for Healthcare Improvement (IHI) is a leading innovator in health and health care improvement worldwide. An independent not-for-profit organization, 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. Recognized as an innovator, convener, trustworthy partner, and driver of results, IHI is the first place to turn for expertise, help, and encouragement for anyone, anywhere who wants to change health and health care profoundly for the better.

W: ihi.org

E: info@ihi.org

T: +1 (617) 301-4800

@TheIHI



International Forum on Quality and Safety in Healthcare

Stand #2

Now in its 21st 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. The International Forum takes place twice a year, in April and in September in various locations.

W: internationalforum.bmj.com

E: events@bmj.com

T: @QualityForum



Joint Commission International

Stand #3

Joint Commission International (JCI) is a world leader in health care quality improvement and patient safety. Since 1994, JCI has accredited over 800 organizations while helping health care facilities, public health agencies, health ministries, and others in more than 100 countries through international accreditation, advisory services, publications and education programs.

W: jointcommissioninternational.org

E: jciinfo@jcrinc.com

T: +1 630-268-7400

T: @JCI_GoldSeal

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Further, Together

Medtronic

Session C5 Room 5
Tuesday 27 September
15:00 - 16:00

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W: Medtronic.com

T: +65 6870 5408

E: hsien-hsien.lei@medtronic.com

T: @Medtronic #qfmedtronic



Northwestern University

Stand #7

The disciplines of healthcare quality and patient safety have emerged as central to the development of good healthcare and require acquisition of substantive knowledge and skills in these new and important fields. The goal of the Northwestern graduate programs is to develop the next generation of international healthcare quality and patient safety leaders, innovators and educators.

W: northwestern.edu/quality-safety

T: +1-312-503-5533

T: @NUHQPS



RL Solutions

Stand #15

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W: rlsolutions.com

T: +61 1300 885 675

E: sales@rlsolutions.com

T: @rlsolutions



See you in Kuala Lumpur 2017

Stand #5

Selamat Datang!

Malaysia warmly welcomes you!

The International Forum on Quality and Safety in Healthcare on 24–26 August 2017 will take place in Kuala Lumpur, Malaysia - an authentic destination, a gastronomic paradise for the business traveler, cosmopolitan shopper, cultural enthusiast, history buff or nature-lover.

Malaysia offers a truly extraordinary experience of a wonderful mix of Asian cultures and colors in the one single melting pot.

Come and visit us at booth 5 for more travel details!

Programme Advisory Committee

The International Forum's Programme Advisory Committee was formed with the main aim of providing intelligence and insight into local Quality and Safety needs, and healthcare trends and policies in the Asia Pacific region.

It brings expertise and understanding of current needs and best practices from Asia and internationally. On behalf of the Programme Advisory Committee, the Co-Chairs Chien Earn Lee and S.F. Lui welcome you.



Chien Earn Lee
Co-Chair of the Programme Advisory Committee & Chief Executive Officer, Changi General Hospital, Singapore



Lui Siu Fai
Co-Chair of the Programme Advisory Committee and Clinical Professional Consultant, Division of Health System, Policy and Management, The Jockey Club, School of Public Health and Primary Care, The Chinese University of Hong Kong, Hong Kong SAR



Ashley McKimm
Head of Innovation and Improvement, BMJ, UK



Tai Hwei Yee
Group Chief Quality Officer, National Healthcare Group, Singapore



Nellie Yeo
Vice President, Quality and Medical Affairs Parkway Hospitals Singapore Pte Ltd, Singapore



Wui-Chiang Lee
Director General of the Bureau of Medical Affairs, Ministry of Health and Welfare, Taiwan



Milton Lum

Consultant Obstetrician & Gynaecologist, Chairman, International & Domestic Relations, Malaysian Society for Quality in Health



Anuwat Supachutikul

Chief Executive Officer, The Healthcare Accreditation Institute Thailand, Thailand



Shunzo Koizumi

Board Member, Japanese Society for Quality and Safety in Healthcare, Editor-in-Chief, Japanese Journal of Quality and Safety in Healthcare, Professor Emeritus, Saga University, Japan

Host Country Programme Advisory Committee Members

Quek Swee Chye

Deputy Chairman of Medical Board, National University Hospital

Lim Eng Kok

Director, Clinical Quality, Performance and Technology Division, Healthcare Performance Group, Ministry of Health

Chow Mun Hong

Director, Innovation & Quality Management, Singapore Health Services

How Choon How

Head, Care and Health Integration, Changi General Hospital

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Jason Cheah

Chief Executive Officer, Agency for Integrated Care

Ong Biau Chi

Chairman Medical Board, Sengkang Health

Tan Soh Chin

Chief Nursing Officer, Office of the Director of Medical Services, Ministry of Health

Joanne Yap

Chief Operating Officer, Ng Teng Fong General Hospital

Partner Organisations

Acknowledgements

Thank you to all our supporters who have helped us develop and present Singapore 2016, our second annual event in the region.

Our Partner Organisations ensure that the programme is relevant, engaging and timely. Through their networks and influence they help to bring together a broad range of attendees in the region. We are proud and thankful of their generous support.

Strategic Partner:



We would also like to acknowledge and thank our Singapore Experience Day hosts for sharing their time and knowledge with us and especially with our delegates: *Agency for Integrated Care, Institute of Mental Health, Jurong Community Hospital, National Healthcare Group Pharmacy, National Healthcare Group Polyclinics, Ng Teng Fong General Hospital, Tan Tock Seng Hospital and Universal Studios Singapore.*

Supporting Organisations:





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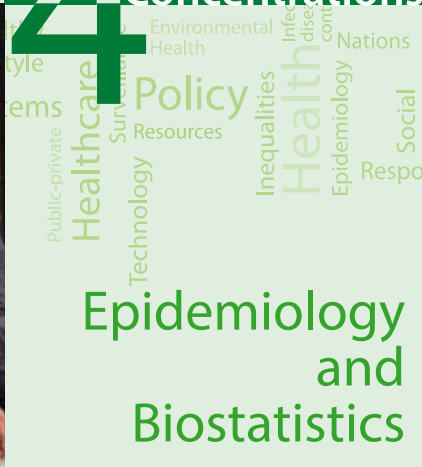


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Learning and Networking Zone

Programme

Visit the learning and networking zone in the exhibition area to meet our experts and discuss key themes from the programme with your fellow delegates.

During the breaks and lunch we will have a number of speakers from the programme and some key figures from BMJ, IHI and the WHO who will be available for further questions and discussions. You are free to use the space during the rest of the day to catch up with your colleagues, arrange to meet new connections or begin work on collaborations.



Tuesday 27 September

12:15 - 13:15

Lunch

The patient knows best?

Following our big debate, take the opportunity to further discuss patient involvement in care with our expert panel, and reflect on changes that could be made in your own organisation

Speakers present:

Helen Bevan, Chief Transformation Officer, NHS England, UK

Jason Leitch, National Clinical Director, Healthcare Quality and Strategy, Scottish Government

Göran Henriks, Chief Executive of Learning & Innovation, Jönköping County Council, Sweden

Benjamin Choong, Junior Doctor, Singapore

Joshua Lam Jie Feng, Medical Officer, Clinical Services, Khoo Teck Puat Hospital

Ying Ying Lee, Peer Specialist, Early Psychosis Intervention Programme department of the Institute of Mental Health, Singapore

Renay Pereira, Community Outreach (Corporate Communications) Executive, Caregivers Alliance Limited

14:30 - 15:00

Refreshments

BMJ hosted networking

Meet BMJ Editor in Chief Dr Fiona Godlee and other senior colleagues from the BMJ to hear about latest initiatives and projects.

Speakers present:

Fiona Godlee, Editor in Chief, BMJ

Ashley McKimm, Head of Innovation and Improvement, BMJ

Kieran Walsh, Clinical Director, Learning and Quality, BMJ



Wednesday 28 September

10:30 - 11:00

Refreshments

IHI hosted networking

Meet IHI Chief Executive Derek Feeley and other senior members of the Institute for Healthcare Improvement to hear more about their latest initiatives and projects.

Speakers present:

Derek Feeley, President and CEO, IHI

Maureen Bisognano, President Emerita and Senior Fellow, IHI

Pierre Barker, Chief Global Partnerships and Programs Officer, IHI

Frank Federico, Vice President, Strategic Partners, IHI

Azhar Ali, Executive Director, Middle East and Asia Pacific Region, IHI

12:15 - 13:15

Lunch

WHO Policy roundtable on patient centered care

On 26th of September the WHO held a regional roundtable event discussing the issue of patient centered care. Take the opportunity to meet representatives from that meeting and discuss their findings.

Speakers present:

Anjana Bhushan, Coordinator (Equity and Social Determinants), Division for Health Systems at the Western Pacific Regional Office of WHO

Rasul Baghirov, Coordinator, Integrated Service Delivery, Division of Health Systems, Western Pacific Regional Office, WHO

10:30 - 11:00

Refreshments

Care of an ageing population

Caring for an increasingly older population is a global challenge, but also an opportunity to inspire new ways of working and collaborations. Come and meet your colleagues working in this area and find out more about their ideas for innovation.

Speakers present:

Tung Wai AuYeung, Clinical Consultant Geriatrician and Service Director, Hospital Authority of Hong Kong, Adjunct Associate Professor of the Jockey Club Institute of Ageing, The Chinese University of Hong Kong

Philip Poi, UM Specialist Centre, Malaysia

Irene Blackberry, Director, John Richards Initiative, La Trobe University, Australia

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