

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

Event Guide

24-26 August 2017 | Kuala Lumpur
Kuala Lumpur Convention Centre

Aim. Act. Achieve.

2018–19 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



The
Commonwealth
Fund

APPLICATION DEADLINES

September 5, 2017:
Australia and New Zealand

November 13, 2017:
Canada, France, Germany,
the Netherlands, Norway,
and the U.K.

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

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

Welcome

On behalf of the Programme Advisory Committee, the Institute for Healthcare Improvement and BMJ, we wish you a very warm welcome to the International Forum Kuala Lumpur 2017.

Over the next few days we will showcase the best in healthcare improvement from across the Asia Pacific region and beyond, and welcome key speakers from around the world. You are among over 1000 colleagues from more than 35 countries, all of whom are working to make patient care better and improve health outcomes.

The theme for this year's International Forum in Kuala Lumpur is Aim. Act. Achieve. The theme inspires us to aim high with our goals for quality improvement, to act together across professions and with service users, and to achieve real success in improving care worldwide.

Contribute in real-time via Twitter

Follow [@QualityForum](https://twitter.com/QualityForum) for updates then join in and share your opinion with presenters, fellow delegates and your followers by adding [#quality2017](https://twitter.com/QualityForum) to your tweets.

Our passionate team

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



Göran Henriks

Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden



Milton Lum

Co-Chair of the Programme Advisory Committee, Consultant Obstetrician & Gynaecologist, member of Malaysian Medical Council and Council of Tunku Abdul Rahman; Malaysia



Chien Earn Lee

Co-Chair of the Programme Advisory Committee and Chief Executive Officer, Changi General Hospital; Singapore

We hope that you enjoy this International Forum and your time in Kuala Lumpur, and that you leave ready to aim, act and achieve.

We also look forward to welcoming you again in 2018 to the International Forums in:

Amsterdam 2018, 2-4 May | Melbourne 2018, 10-12 September

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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.

Onsite Enquiries Desk is in the Central Lobby, Level 3. If you have brought your pre-printed badge with you, you do not need to go to the enquiries desk.

Registration will be open during the following times:

Thursday 24 August

08:00-09:00

Pre-day attendees only

16:00-18:00

All International Forum attendees

Friday 25 August

07:30-18:00

All International Forum attendees

Saturday 26 August

07:30-17:00

All International Forum attendees

Wifi Access Wifi is available in all areas. Please select network *Convention Centre Free Wifi*, no password is required.

Badges will be scanned each day. 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.

Poster viewings have been grouped into themes and can be viewed in the Exhibition Hall, which is located on Level 3, during registration, refreshments and lunch on the two main event days, Friday 25 - Saturday 26 August. See page 18.

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

International Forum App is available to all attendees. For further information please see page 5.



Evening Reception
Please join us at the International Forum welcome reception. Friday 25 August, 19:00 at the Glasshouse venue.
Tickets can be purchased for \$99, see page 23.

Handouts/Presentations
Handouts and presentations made available by speakers can be found on internationalforum.bmj.com/handouts-kuala-lumpur-2017/ and also in the International Forum App.

Accommodation Agency Contact Details
If you have booked your accommodation via the discounted hotels rates on our website provided by Pacific World and need any assistance, Pacific World can be contacted directly at kulmice@pacificworld.com.

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. Please make sure to save your notes as you go to avoid losing any.

Surveys

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

How to get the app

Wifi Access available in all areas. Convention Centre Free Wifi, no password is 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 IFQSHKL and press **Download**.



Log in
Once the Kuala Lumpur event is open, enter log in details as follows:

Username:
your email address
Password:
forum2017

Kuala Lumpur 2017 Highlights



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

Quality, Cost, Value

Population and Public Health

Safety

Person and Family-Centred Care



NEW

Lunchtime Sessions

New this year, we have a number of short lunchtime sessions and workshops to participate in. These sessions and workshops will look at social movement thinking, technology and medication safety and advances in app technology to make healthcare more accessible to diverse populations.

Patients involved

Patients have been at the heart of designing and reviewing the programme, ensuring a greater focus on the patient and the personal story. 'Person and Family Centred Care' is one of our most popular streams this year, with patient speakers and patient representatives continuing to challenge our thinking to keep patients at the core of our mission. Don't miss our final keynote speech from Patient Speaker **Dr William Tan**, see page 9.

Learning and Networking

Connecting likeminded individuals is an integral part of the International Forum. This year we have lots of opportunities to catch up with colleagues and make new connections. Learn more about activities in our Networking Zone and our NEW Forum Networking Challenge on page 22.

Kuala Lumpur Experience Days

During our popular pre-day, we offer a range of special full day interactive activities and workshops, including offsite Experience Days, see page 10.

Friday Morning Opening

Join us for our opening ceremony to mark the beginning of the International Forum on Quality and Safety in Healthcare Kuala Lumpur.

DYMM Paduka Seri Sultan Perak Darul Ridzuan, Sultan Nazrin Muizzuddin Shah Ibni Almarhum Sultan Azlan Muhibbuddin Shah Al-Maghfur-lah will formally open the International Forum.

BMJ Open Quality

An Open Access journal for
healthcare improvement work

BMJ Open Quality provides resources for quality improvement projects and publish research, QI projects, healthcare improvement initiatives and educational improvement work.



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submit your paper
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BMJ

Keynote Speakers

Keynote 1A

Malaysia's Healthcare System: Quality, Patient Safety And Performance Of The Healthcare Delivery System

Friday 25th August | 09:30 - 10:00



Tan Sri Dato' Dr Abu Bakar Suleiman

Chairman, IHH Healthcare PLC and previous Director General of Health; Malaysia

Dr Abu Bakar Suleiman attended Malay College, Kuala Kangsar, St John's Institution, Kuala Lumpur and Geelong Grammar School in Victoria, Australia and obtained his MBBS from Monash University, Australia. He obtained the Masters of Medicine (Internal Medicine) from the University of Singapore.

He became fellow of the Royal Australasian College of Physicians and did his postgraduate training in Nephrology at Georgetown, University Hospital, Washington DC (USA) and Prince Henry's Hospital in Melbourne (1975-1976). He attended the Advanced Management Program at Harvard Business School in 1991.

He started the Department of Nephrology and developed the Nephrology and Dialysis services at Hospital Kuala Lumpur and extended this to other hospitals in the country. He developed the network of dialysis centers in Malaysia, in the government hospitals as well as in the community, with the support of donors and non-governmental organization. He also developed the Renal Transplantation services at Hospital Kuala Lumpur.

He became Director General of Health Malaysia from 1991 to 2001, and was appointed President of International Medical University in 2001.

Keynote 1B

Breaking The Rules For Better Care

Friday 25th August | 10:30 - 11:00



Derek Feeley

President and CEO, Institute for Healthcare Improvement; USA

Derek Feeley joined IHI as Executive Vice President in September 2013. At IHI, Derek has executive level responsibility for driving IHI's strategy across five core focus areas; Patient Safety; Patient and Family Centred Care; Quality; Cost and Value; Population Health; and Improvement Capability. His work is international in scope, guiding work to deliver IHI's mission to improve health and care across the world.

Prior to taking up his current role, Derek had been Director General (DG) Health and Chief Executive of the National Health Service (NHS) in Scotland since November 2010. From January 2011, the DG role was extended to cover Health and Social Care. He was the principal adviser to Scottish Ministers on health and care issues and he provided direction to the work of NHS Boards in ensuring the delivery of high quality health and healthcare.

In 2013, Derek was made a Companion of the Order of the Bath in Her Majesty the Queen's New Year's Honours List, in recognition of his contribution to healthcare. He was also awarded a Doctorate in Business Administration from the University of Strathclyde and a Companionship of the Institute of Healthcare Management, also in recognition of his contribution to health and healthcare.

Keynote 2

Defying Convention: Innovating New Models for Emerging Markets

Friday 25th August | 17:15-18:00



Azran Osman-Rani

CEO of iflix Malaysia, former CEO Air Asia; Malaysia

Azran Osman-Rani builds disruptive new businesses that challenge the status quo. He is part of the start-up team at iflix, an internet television service that was launched in May 2015 and now operates across 25 countries in Asia, Middle East and Africa. He is now starting a health tech start-up in Malaysia.

Previously, Azran pioneered the long-haul, low-cost airline model as the founding CEO of AirAsia X. He led the growth from start-up to US\$1 billion in revenue, 2500 employees, and a public-listing in six years, breaking many low-cost airline industry conventions and introducing innovations.

Azran held previous positions as Senior Director of Business Development at Astro All Asia Networks, SVP of Business Transformation at the Kuala Lumpur Stock Exchange, and Associate Partner at McKinsey & Company.

He holds a Masters degree in Management Science & Engineering and a Bachelors degree in Electrical Engineering, both from Stanford University. He is also a Fellow of CPA Australia.

Azran currently Chairs the Advisory Board of the Asia Business Centre at Curtin University, Chairs the Malaysia Chapter of YPO, mentors high-growth companies for Endeavor and invests in technology start-ups. He is an Ironman triathlete.



Keynote 3

Improving Quality as a Strategy in the New Era of Care

Saturday 26th August | 09:30-10:30



Donald M. Berwick

MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; 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.

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.

Keynote 4

The Power of Discontent

Saturday 26th August | 16:15-17:00



William Tan

Neuroscientist, Medical Doctor, World Record Holder and Paralympian; Singapore

William Tan is a Neuroscientist, Medical Doctor, World Record Holder and Paralympian. He contracted polio at the age of two and is paralysed from the waist down. Notwithstanding his disability, he has shown outstanding strength in overcoming adversities. Dr Tan is a triple gold medalist, he has also competed in the 1988 Seoul Paralympics, the World Games as well as the Commonwealth Games. In 2009, Dr Tan was diagnosed with Stage 4 (end-stage) leukemia, and in 2014 and 2015 he hand-cycled from London to Paris over a distance of 500 km in four days to raise funds for lymphoma and leukemia research in USA, UK, New Zealand and Singapore. He will be discussing his journey as an empowered patient, using resilience and reinventing oneself to scale greater heights in the face of adversity.



Experience Day Site Visits 09:00 - 17:00

Full Day Mini-courses 09:00 - 17:00

x1 Experience Day 1: Malaysia Healthcare Experience Visits

Quality, Cost, Value

Malaysia has an efficient and widespread healthcare system comprising both a government run universal model and a co-existing private healthcare system. On this experience day you'll have the opportunity to visit one of the Klang Valley's busiest public hospitals, Tengku Ampuan Rahimah, to hear from the staff about their challenges and quality improvement initiatives. You will also visit Sunway Medical Centre, a large private healthcare tertiary hospital to view the facilities and meet senior leaders.

During the experience day you will:

- Understand more about the Malaysian health system and care model
- Visit two hospitals and meet leaders from the public and private systems
- Learn about improvement initiatives and network with peers from many countries

x2 Experience Day 2: Patient Experience and Innovation Day

Person and Family-Centred Care

Patient centred care has become a focus of many organisations as they aim to improve experience for patients and their families. This day will include visits to the National Heart Institute and Cheras Rehabilitation Centre to learn about their innovative approach to better patient centred care. The day will be facilitated by an international expert and provide the opportunity for discussion and peer-learning from local staff as well as your colleagues from around the globe.

During the experience day you will:

- Visit Kuala Lumpur's healthcare organisations focused on better patient centred care
- See innovative approaches to improving patient experience
- Discuss, learn and make new connections with colleagues focused on this topic

M1 Healthcare Transformation Building Capability and Leadership

Room 304

Singapore Healthcare Improvement Network (SHINe) is a consortium of healthcare organisations that brings together more than 30 public and private acute hospitals, community hospitals and services, primary care institutions and the Ministry of Health. SHINe is an initiative by healthcare institutions for healthcare institutions that aims to improve patient outcomes. Our philosophy is "All Teach, All Learn, All Share" with a focus on implementing evidence based solutions that are scaled at pace, sustained and constantly improved by building will (especially at the leadership level) and capability, nurturing a culture of improvement and innovation and delivering results.

Presenters for this session include SHINe leaders, faculty as well as frontline leads and implementors who will share their respective journey in executing improvement initiatives to achieve safe and reliable care. Topics to be covered include development of a quality improvement agenda that involved all members, capability and capacity building including the development of a national quality improvement curriculum and the development and rollout of Singapore's first large scale initiative, across multiple sites, to reduce harm in patients.

Brenda Zhuang, Manager in Clinical Standards and Improvement Department, Office of Clinical Governance, Tan Tock Seng Hospital (TTSH); Singapore

Deepthika De Silva, Head of Healthcare Performance Office, St Andrew's Community Hospital (SACH); Singapore

Wong Moh Sim, Head and Senior Consultant Chemical Pathologist, the Department of Laboratory Medicine, Khoo Teck Puat Hospital; Singapore

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

Alvin Chang, Senior Consultant, Department of Neonatology, KK Women's and Children's Hospital; Singapore

M2 Introduction to Quality Improvement

Building Capability and Leadership

Room 305

Quality improvement is the systematic use of data and improvement techniques to achieve high levels of performance and the desired outcomes. Quality is directly linked to an organisation's approach to services and processes of care. In this session, participants will learn about setting aims, using improvement science, understanding and applying the lens of profound knowledge, problem solving, engaging others, developing a measurement strategy and understanding variation and applying the principles to any activity that requires improvement. The faculty will discuss the difference between data for judgement and data for improvement. By the end of the session, participants will have the first draft of a plan to improve a process in their organisation.

Learning objectives:

- Describe the method to select a problem for improvement and identify the correct team
- Learn how to set an aim and the level of ambition
- Discuss how to identify gaps and causes of the problem they are trying to solve
- List ways and generate creative ideas
- Conduct a PDSA
- Describe the difference between measurement for learning and measurement for reporting

Gervais Wansaicheong, Senior Consultant Radiologist, Patient Safety Officer and Lead for QI and PS training, Tan Tock Seng Hospital; Singapore

Debbie Wild, Deputy Director, Office of Improvement Science, Centre for Performance Excellence, CGH; Singapore

Frank Federico, Vice President and Senior Patient Safety Expert, Institute for Healthcare Improvement; USA

M3 Better Quality Through Better Measurement

Safety

Room 302

Essential to all successful quality improvement efforts is decision making that is based on data that has been collected and analysed in a systematic and thoughtful manner. This session will provide a framework and practical guidance for avoiding roadblocks during your quality measurement journey (QMJ). Selecting a balanced set of measures; developing clear operational definitions; building a practical data collection plan and understanding the variation that lives in the data provide the major milestones in the QMJ. Special attention will be given to analyzing data patterns with run and control charts. Building knowledge on how to link measurement to improvement strategies will provide the final milestone in the quality measurement journey. Throughout the day, case studies and exercises will be used to demonstrate the application of measurement principles to healthcare topics.

Learning objectives:

- Describe the milestones in the quality measurement journey
- Distinguish between measurement for research, judgment, and improvement
- Identify and build useful measures (operational definitions, sampling, and stratification)
- Understand variation conceptually and statistically
- Using and interpreting run and control charts
- Link measurement efforts to improvement strategies

Robert C. Lloyd, Vice President, Institute for Healthcare Improvement; USA

S1 Quality and safety for healthcare students

During the International Forum pre-day, the IHI and BMJ are hosting a dynamic and unique programme for students, junior healthcare professionals, trainee doctors and educators. We look forward to seeing you there!

Find out more on page 16

09:00 WELCOME AND CULTURAL PERFORMANCE
Milton Lum, Co-Chair of the Programme Advisory Committee - International Forum on Quality and Safety in Healthcare; Kuala Lumpur
Kamran Abassi, Executive Editor, The BMJ; UK
Plenary Hall

09:30 **Keynote 1A:**
MALAYSIA'S HEALTHCARE SYSTEM: QUALITY, PATIENT SAFETY AND PERFORMANCE OF THE HEALTHCARE DELIVERY SYSTEM
Tan Sri Abu Bakar Suleiman, Chairman of IHH Healthcare PLC and previous Director General of Health; Malaysia
Plenary Hall

10:00 OPENING CEREMONY
DYMM Paduka Seri Sultan Perak Darul Ridzuan, **Sultan Nazrin Muizzuddin Shah Ibni Almarhum Sultan Azlan Muhibuddin Shah Al-Maghfur-lah**
Plenary Hall

10:30 **Keynote 1B:**
BREAKING THE RULES FOR BETTER CARE
Derek Feeley, President and CEO, Institute for Healthcare Improvement; USA
Plenary Hall

11:00 Refreshments

11:30 **A1: QUALITY AND SAFETY IN PRIMARY CARE**
Azhar Ali, Head of Middle East & Asia Pacific, Institute for Healthcare Improvement; USA
Shunzo Koizumi, Professor Emeritus, Saga University is a Board Member of Japanese Society for Quality and Safety in Healthcare (JSQSH) and the Editor-in-Chief of Japanese Journal of Quality and Safety in Healthcare; Japan
Ee Ming Khoo, Department of Primary Care Medicine, Faculty of Medicine, University of Malaya; Malaysia
Donald Li, President elect, WONCA World executive council, Immediate past President, Hong Kong Academy of Medicine; Hong Kong
Banquet Hall

A2: THE MALAYSIAN HEALTHCARE QUALITY JOURNEY
Dato' Dr. Hj Azman Abu Bakar, Consultant Public Health Physician, Director of Medical Development Division, Ministry of Health; Malaysia
Tan Sri Siti Sa'diah Sheikh Bakir, President of Malaysian Society for Quality In Healthcare (MSQH); Malaysia
Nor'Aishah Abu Bakar, Senior Public Health Physician, Head of Patient Safety Programme, Ministry of Health; Malaysia
Plenary Hall

A3: IMPROVING INTENSIVE CARE CAPACITY SAFELY
Kit Cheng Ting, Advanced Practice Nurse (Acute Care), National University Hospital; Singapore
Sumesh Thomas, Associate Clinical Professor & Neonatologist, University of Calgary; Canada
Conference Hall 1

12:00 **A4: WHAT IS THE ROLE OF CEOs IN PUTTING PATIENTS AT THE CENTRE OF QUALITY HEALTHCARE?**
Dato' Amiruddin Abdul Satar, President & Managing Director of KPJ Healthcare Berhad; Malaysia
See Leng Tan, CEO & Managing Director of IHH Healthcare; Malaysia
Artirat Charukitpipat, Chief Operating Officer of Bumrungrad International Hospital, Bangkok at Bumrungrad Hospital Public Co.; Thailand
Göran Henriks, Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden
Conference Hall 3

A5: UNDERSTANDING THE MILESTONES IN THE QUALITY MEASUREMENT JOURNEY
Robert C. Lloyd, Vice President, Institute for Healthcare Improvement; USA
Conference Hall 2

13:00 Lunch Break

13:30 Networking Zone: SPEED NETWORKING
Kamran Abassi, Executive editor, The BMJ; UK
Networking Zone

L1: THE POWER OF ONE, THE POWER OF MANY: APPLYING SOCIAL MOVEMENT THINKING TO HEALTHCARE IMPROVEMENT
Helen Bevan, Chief Transformation Officer, NHS Horizons; England
Conference Hall 2

L2: TECHNOLOGY AND MEDICATION SAFETY IN SINGAPORE
Chien Earn Lee, Co-Chair of the Programme Advisory Committee & Chief Executive Officer, Changi General Hospital; Singapore
Banquet Hall

L3: HEALTHCARE AT YOUR FINGERTIPS
Chevy Beh, Founder of Bookdoc; Malaysia
Conference Hall 1

14:00 **B1: INNOVATIONS FOR INTEGRATED CARE IN MIXED PUBLIC-PRIVATE HEALTHCARE FINANCING AND PROVIDER SYSTEMS**
Eng Kiong Yeoh, Professor of Public Health, Director, JC School of Public Health and Primary Care, Head, Division of Health System, Policy and Management, Faculty of Medicine, The Chinese University of Hong Kong; Hong Kong
Plenary Hall

B2: HOW TO BUILD A HIGH-PERFORMING, HIGH-ENERGY TEAM
Helen Bevan, Chief Transformation Officer, NHS Horizons; England
Conference Hall 2

B3: YOU CAN'T CHANGE WHAT YOU DON'T KNOW
Rebecca Nogajski, Doctor (consultant) Paediatric Emergency Staff specialist, Director of Advanced Training – The Children's Hospital at Westmead, Sydney; Australia
Bhupendra Kumar Rana, Chief Executive Officer In-Charge, National Accreditation Board for Hospitals and Health Care Providers (NABH); India
Conference Hall 1

B4: REDUCING READMISSION
Donna Wilson, Professor, University of Alberta; Canada
Shaista Meghani, Nurse Specialist, The Aga Khan University Hospital, Karachi; Pakistan
Banquet Hall

B5: WRITING FOR PUBLICATION – HOW TO WRITE AN ABSTRACT AND SHARE THE LESSONS OF YOUR WORK
Cat Chatfield, Quality Improvement Editor, The BMJ; UK
Conference Hall 3

15:00 Refreshments

16:00 **C1: SENIOR ALERT RISK ASSESSMENT**
Göran Henriks, Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden
Conference Hall 1

C2: CARING FOR THE 'THIRD WORKFORCE': DEVELOPING RESILIENCE AND WELLBEING WITH CARERS
Dee Gray, Director of Grays and Visiting Research, Fellow at John Moores University Liverpool; UK
Conference Hall 2

C3: LESSONS FROM SENTINEL EVENTS - IDENTIFYING AND RESOLVING RISKS AT A SYSTEM LEVEL
Paul Chang, Vice President, Accreditation, Standards and Measurement Joint Commission International; USA
Claudia Jorgenson, Director, Standards Development, Interpretation, and Clinical Operations, Joint Commission International (JCI); USA
Plenary Hall

C4: CLINICAL GOVERNANCE IN AN EMERGENCY TELEHEALTH SERVICE – LESSONS LEARNED AFTER 35,000 CONSULTATIONS
Andrew Jamieson, Clinical lead, Telehealth, Western Australia Country Health Service; Australia
Justin Yeung, Clinical Director, Emergency Telehealth Service, Western Australia Country Health Service; Australia
Banquet Hall

C5: MEETING GLOBAL CHALLENGES IN HEALTHCARE: INTERNATIONAL EXPERIENCE IN DELIVERING COVERAGE, QUALITY AND TRANSPARENCY
Sponsored by:
Edward Fitzgerald, Global Health Executive, KPMG International; UK
Yee Keng Lee, Partner, KPMG Malaysia; Malaysia
Conference Hall 3

17:00 Movement Break

17:30 **Keynote 2:**
DEFYING CONVENTION: INNOVATING NEW MODELS FOR EMERGING MARKETS
Azran Osman Rani, CEO of iflix, former CEO, Air Asia X; Malaysia
Plenary Hall

18:00

Evening Reception

19:00 | The Glasshouse
Join us for a relaxed evening of networking and cultural entertainment at the Glasshouse at Seputeh. Connect with colleagues and experience Malaysian culture and cuisine in this breathtaking venue. See page 23.

Streams for 2017:

- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family Centred Care

Poster Stage

Poster Sessions will be taking place during the following times:

- 11:30-12:45
- 14:15-15:30
- 16:00-17:00

See page 18.

Conference Programme

Saturday | 26 August

@QualityForum #quality2017

09:00
09:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
16:00
16:30
17:00

OPENING REMARKS

Keynote 3:
IMPROVING QUALITY AS A STRATEGY IN THE NEW ERA OF CARE
Donald M. Berwick, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services; USA

Plenary Hall

Refreshments

D1: WHAT IS A GOOD DEATH?
Chee Loong Lam, Senior Lecturer and Palliative Care Physician, University Malaya; Malaysia
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, HKSAR; Hong Kong
Yingwei Wang, Director General in Health Promotion Administration, MOHW; Taiwan

Conference Hall 1

D2: QUALITY ACROSS THE POPULATION: TARGETTING ETHNICALLY DIVERSE POPULATIONS
Maria Poynter, Public Health Medicine Specialist, Health Quality & Safety Commission; New Zealand
April Kyle, Vice President of Behavioral Services, Southcentral Foundation; USA

Conference Hall 3

D3: STRENGTHENING QUALITY IN HEALTH CARE TO LEAVE NO-ONE BEHIND
Anjana Bhushan, Acting Coordinator, Integrated Service Delivery, World Health Organization, Regional Office for the Western Pacific; The Philippines
Loun Mondol, Chief of Bureau of Policy and Health Sector Reform Department of Planning and Health Information; Cambodia
Paa Mohamed Nazir bin Abdul Rahman, Senior Principal Assistance Director, Medical Development Division, Ministry of Health; Malaysia
Clive Tan, Consultant (Public Health), Ministry of Health; Singapore

Plenary Hall

D4: STAFF WELL-BEING TRANSLATES TO SAFER CARE
Alvin Chang, Senior Consultant, Department of Neonatology, KK Women's and Children's Hospital; Singapore
Shereen Suet Ping Tang, Anaesthesiologist and Lecturer, Universiti Kebangsaan Malaysia Medical Centre (UKMMC), Kuala Lumpur; Malaysia

Conference Hall 2

D5: HOW TO ACHIEVE COUNTRY WIDE TRANSFORMATION OF CARE
Göran Henriks, Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden
Jason Leitch, National Clinical Director, The Scottish Government; Scotland
Hwei Yee Tai, Group Chief Quality Officer, National Healthcare Group; Singapore

Banquet Hall

Lunch

Networking Zone:
TOPICS ON THE TABLE
Cat Chatfield, Quality Improvement Editor, The BMJ

Networking Zone

E1: SMART HEALTHCARE DELIVERY SYSTEM: TAIWAN EXPERIENCES
Chi-Kung Ho, M.D., M.P.H., Deputy Minister, Ministry of Health and Welfare; Taiwan
Pa-Chun Wang, CEO, Joint Commission of Taiwan; Taiwan
Marc Hsu, Director Medical Information Division, Ministry of Health and Welfare; Taiwan
Wui-Chiang Lee, CEO, Joint Commission of Taiwan, Chief, Department of Medical Affairs and Planning, Taipei Veterans General Hospital; Taiwan

Banquet Hall

E2: FROM THE ASHES OF DISASTER – BUILDING SAFER HEALTH SYSTEMS
Euan Wallace, Inaugural Chief Executive Officer, Safer Care Victoria, the Office for Safety and Quality Improvement; Australia
Kadar Marikar, Chief Executive Officer, Malaysian Society for Quality in Health; Malaysia

Conference Hall 1

E3: ARE WE REALLY PATIENT CENTRED?
Christine Walsh, Director, Partners in Care, Health Quality and Safety Commission, Wellington; New Zealand
Ankur Sharma, Lecturer, Manav Rachna Dental College, Faridabad; India

Conference Hall 2

E4: VALUE APPLICATIONS IN HEALTHCARE
Yasuharu Tokuda, Consultant, JCHO Hospitals, Tokyo; Adjunct Professor of Medicine, University of Tsukuba, Ibaraki; Japan
Paul St George, Vice President Finance and Chief Financial Officer Health Sciences North, Ontario; Canada
Debbie Barnard, Vice President Process Improvement, Quality and Patient Safety Health Sciences North, Ontario; Canada

Conference Hall 3

E5: RESTORING JOY IN WORK AND PREVENTING BURNOUT: A FRAMEWORK FOR JOY
Jessica Perlo, Network Director, IHI Open School; USA
Derek Feeley, President and CEO, Institute for Healthcare Improvement; USA
Chien Earn Lee, Co-Chair of the Programme Advisory Committee & Chief Executive Officer, Changi General Hospital; Singapore

Plenary Hall

Refreshments

F1: TREATING THE PATIENT RATHER THAN THE ILLNESS
Ekawat Suwataroj, Patient Leader; Thailand
Manvir Jesudasan, Patient Advocate, Patient for Patient Safety; Malaysia
Samuel D. John, Reverend, Patient Representative; Malaysia

Banquet Hall

F2: MEDICATION SAFETY
Frank Federico, Vice President and Senior Patient Safety Expert, Institute for Healthcare Improvement; USA

Conference Hall 2

F3: QUALITY AND SAFETY IN DIABETES CARE
Alexander Tong Boon Tan, Consultant Endocrinologist, University Hospital; Malaysia

Conference Hall 3

F4: THREE CURVES AND SEVEN STORIES
Derek Feeley, President and CEO, Institute for Healthcare Improvement; USA
Jason Leitch, National Clinical Director, The Scottish Government; Scotland

Plenary Hall


Movement break

Keynote 4:
THE POWER OF DISCONTENT
William Tan, Neuroscientist, Medical Doctor, World Record Holder and Paralympian; Singapore

Plenary Hall

Streams for 2017:

- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family Centred Care

 **Poster Stage**

Poster Sessions will be taking place during the following times:

- 11:00-12:15
- 13:15-14:30
- 15:00-16:00

See page 18.

Students and Junior Healthcare Professionals Programme

Students are the future of healthcare improvement. Our Programme will provide a platform for students in medicine, nursing and pharmacy to explore safety and quality issues in healthcare.

This one-day workshop will be interactive, with interprofessional experiential learning, short presentations, role plays and discussion. Led by eminent figures in quality improvement, our Student Day will be engaging, practical and will provide insights from the best quality and safety improvement projects from around the world.



Thursday 24 Aug 2017
09:00 -17:00



**TJ Danaraj Auditorium, Faculty of Medicine,
University of Malaya**

09:00 - 09:15	Welcome, Introductions, and Ice Breaker Wei-Han Hong , PhD, Jessica Perlo , MPH
09:15 - 09:25	Opening Remarks Adeeba Kamarulzaman , MBBS, FRACP, FASc
09:25 - 10:25	Key Skills for Leading Change: Leading Teams Donald M. Berwick , MD MPP
10:25 - 10:45	Tea Break
10:45 - 12:00	Key Skills for Leading Change: Understanding Culture Yoo Kuen Chan , MBBS, FFARCS
12:00 - 13:00	Lunch
13:00 - 14:30	Key Skills for Leading Change: Leveraging Social Networks and Qualities of a Good leader Donald M. Berwick , MD, MPP, Carly Strang , MBA Jessica Perlo , MPH
14:30 - 15:00	Tea break
15:00 - 16:00	Key Skills for Leading Change: Communication Professor Jamuna Vadivelu , MSc, DIC, PhD Wei-Han Hong , PhD
16:00 - 17:00	Key Skills for Leading Change: Focusing on the Patient Voice for Health System Transformation Hwei Yee Tai , MBBS, MMed

Don't forget to visit the IHI Stand, Stand 16, to connect with the IHI Open School team. Learn more about the Open School Chapter Network and the Open School's growing catalog of asynchronous online courses that teach the foundations of improvement, safety, system design and leadership.



How can IHI help your organization improve?

In-Person and Virtual Training

National Forum on Quality Improvement in Health Care

ihi.org/Forum

- 10 – 13 December 2017, Orlando, FL, USA

The International Leadership Development Program for Physicians

hsph.me/physician-leadership

IHI in collaboration with the Harvard T.H. Chan School of Public Health

- 12 – 22 February 2018, Boston, MA

Africa Forum on Quality and Safety in Health Care

ihi.org/AfricaForum

- 19 – 21 February 2018, Durban, South Africa

Open School

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

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.

Customized Services

ihi.org/Custom

For ten years, IHI has worked intensively with organizations 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.

Certified Professional in Patient Safety

Npsf.org/cpps

The Certified Professional in Patient Safety (CPPS) credential distinguishes health care professionals who meet competency requirements in patient safety science and who demonstrate the ability to apply this knowledge to effectively plan and implement patient safety initiatives.

Visit IHI at booth #16



Learn more at ihi.org

Poster Sessions and Video Posters

Meet the poster presenter

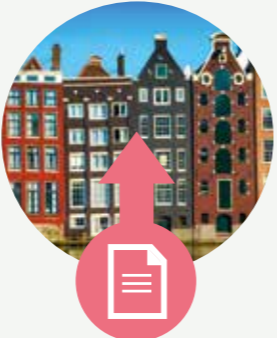
Use the refreshment breaks to walk around the poster displays, meet the poster presenters and learn about their projects and experiences. No sign-up is required, take the chance to meet over 300 poster presenters showcasing improvement projects from around the world.

Poster Stage Sessions

Brand 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.

Looking for a specific poster?

Collect our poster guide and floor plan from the poster enquiries desk. Additionally view the poster floor plan on page 27.



Take your poster from Kuala Lumpur to Amsterdam

If you have a poster in Kuala Lumpur, your work can also be displayed at the International Forum in Amsterdam next May! (2-4 May 2018)

Find out more at:
internationalforum.bmj.com/amsterdam/kuala-lumpur-2017-posters/



Friday 25th September

Themes covered: Quality, Cost and Value
When: 11:30 - 12:45
Where: Exhibiton Hall (Poster Stage) Level 3

Themes covered: Improvement Works in Progress
When: 14:15 - 15:30
Where: Exhibiton Hall (Poster Stage) Level 3

Themes covered: Person and Family Centred Care
When: 16:00 - 17:00
Where: Exhibiton Hall (Poster Stage) Level 3



Saturday 26th September

Themes covered: Safety
When: 11:00 - 12:15
Where: Exhibiton Hall (Poster Stage) Level 3

Themes covered: Quality, Cost, Value
When: 13:15 - 14:30
Where: Exhibiton Hall (Poster Stage - Networking Zone) Level 3

Themes covered: Safety
When: 13:15 - 14:30
Where: Exhibiton Hall (Poster Stage) Level 3

Themes covered: Building Capability and Leadership
When: 15:00 - 16:00
Where: Exhibiton Hall (Poster Stage - Networking Zone) Level 3

Themes covered: Population and Public Health
When: 15:00 - 16:00
Where: Exhibiton Hall (Poster Stage) Level 3



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/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.

View our Video Posters

All video posters will be shown within the refreshment breaks at the poster stage.

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

If you are filming yourself, please send us your video via spaces.hightail.com/uplink/BMJEevents

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



FIGHT THE FLU



The **flu** is a contagious illness caused by influenza viruses that infect the nose, throat and lungs. It ranges from mild to severe and at times, can even lead to death.¹

Anyone can get the flu, even healthy people. But the people at high risk of developing serious flu-related complications if they get sick are:¹

Those of any age with certain chronic medical conditions such as asthma, diabetes or heart disease

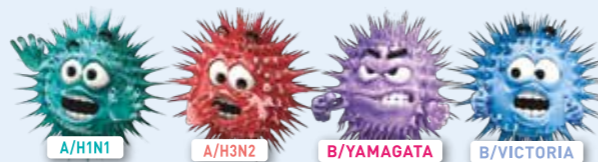
Children

Pilgrims undertaking Hajj or Umrah^{2,3}

- People aged ≥ 50 years*
- People with extreme obesity (BMI ≥ 40)
- Pregnant women
- Healthcare personnel
- Residents of nursing homes and other chronic-care facilities



Flu viruses circulate all year round. Both influenza A and B viruses are responsible for the seasonal flu epidemics that occur each year.⁴



THE BEST WAY TO FIGHT AGAINST THE FLU IS BY PREVENTION WITH VACCINATION.^{5,6}

ASK YOUR DOCTOR ABOUT THE 4-STRAIN INFLUENZA VACCINE THAT PROVIDES BROADER PROTECTION.



*Among adults, complications, hospitalisations, and deaths due to influenza are generally most common among those aged ≥ 65 years. However, adults aged ≥ 50 years are a priority group for vaccination because this group may be more likely to have chronic medical conditions that put them at higher risk of severe influenza illness. REFERENCES: 1. Centers for Disease Control and Prevention. Key Facts About Influenza (Flu). Available at <https://www.cdc.gov/flu/keyfacts.htm>. Last accessed Jan 2017. 2. Ministry of Health, Saudi Arabia. Health requirements and recommendations for Hajj and Umrah performers and those working in Hajj areas – 2015. Available at <http://www.moh.gov.sa/en/Hajj/HealthGuidelines/HealthGuidelinesDuringHajj/Pages/HealthRegulations1437.aspx>. Last accessed Jan 2017. 3. Tabung Haji. Immunization Information. Available at <http://www.tabunghaji.gov.my/immunization-information>. Last accessed Jan 2017. 4. Centers for Disease Control and Prevention. Influenza (Flu) Viruses. Available at <https://www.cdc.gov/flu/about/viruses/>. Last accessed Jan 2017. 5. Centers for Disease Control and Prevention. Key Facts About Seasonal Flu Vaccine. Available at <https://www.cdc.gov/flu/protect/keyfacts.htm>. Last accessed Jan 2017. 6. World Health Organization. Influenza. Vaccine Use. Available at <http://www.who.int/influenza/vaccines/use/en/>. Last accessed Jan 2017.

A community message brought to you by

SANOFI PASTEUR

SANOFI PASTEUR c/o sanofi-aventis (Malaysia) Sdn. Bhd. (334110-P)
Unit TB-18-1, Level 18, Tower B, Plaza 33, No. 1 Jalan Kemajuan, Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan, Malaysia
Tel: +603 7651 0800 Fax: +603 7651 0801/0802

MY450_17.02.02

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!
#quality2017**

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 #quality2017. 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 #quality2017 to leave comments, discuss and follow key points from the conference.
- To view all of the tweets relating to the conference, enter hashtag #quality2017 in the Twitter search box.
- Don't forget to add the hashtag in all of your tweets so you can join the conversation too!

Learning and Networking Zone

Providing a space for exchange of ideas and solutions among peers is a key part of the International Forum experience and why many colleagues return year after year. Make the most of our Networking Zone and planned networking activities to find out what's new and what's working in quality improvement and start conversations with teams worldwide that could lead to your next collaboration.



Forum networking challenge

Pick up a challenge card from The International Forum Stand, Stand 6, and see if you can complete all of the tasks before the end of the event. Find out more about your colleagues and start a few interesting conversations along the way.

Speed networking

Friday 25 13:15-14:00

Join us in the Networking Zone for a networking session where you can find your key contacts at this year's International Forum. Come along during our Lunch Break and we will introduce you to an array of like-minded colleagues in a series of two minute conversations.

Topics on the table

Saturday 26 12:30-13:00

Gather around our networking tables to discuss your pressing quality improvement questions with colleagues and special guest speakers. Each table has its own topic so you can locate the most relevant discussion for you. We will focus on 5 key areas:

- What should care of the elderly look like in the next 10 years?
- What does it mean to have a good death?
- How can primary care be most effective?
- How do we rediscover joy in work?
- How can we enhance patient involvement in healthcare?



Evening Reception

Why not make the most of your visit to Kuala Lumpur?

The Evening Reception is a fantastic way to connect with colleagues at the International Forum and offers you an opportunity to network with your peers in a relaxed and fun environment.

Enjoy an informal dinner with a three course Asian Buffet, plus get a taste of local cuisine by exploring a selection of Malaysian food stalls. Alcoholic and non alcoholic drinks will be served.

Be entertained by our cultural show and take part in local activities and traditional Malaysian games will take place throughout the evening.

Join us for a relaxed evening of networking and cultural entertainment at the Glasshouse at Seputeh, a picturesque venue nestled amidst hilltop surroundings, right in the heart of Kuala Lumpur.



Book your ticket!

A limited number of tickets are available. Tickets cost \$99 and are available on internationalforum.bmj.com/kuala-lumpur/glasshouse-evening-reception and also at the Enquiries Desk on level 3.



When:
Friday, August 25 from 19:00 - 23:00



Where:
Coaches will leave the KLCC to go to the Glasshouse from 18:15 onwards

Connect with colleagues and experience Malaysian culture and cuisine in this breathtaking venue.





International Forum on QUALITY & SAFETY in HEALTHCARE

Meet 3,000
colleagues

Join us in Amsterdam for three days packed with insight, inspiration and networking opportunities.

2-4 May 2018 | RAI Amsterdam
Registration opens September 2017

 **Call for posters is open.**

Deadline for submissions:
6 November 2017



Featured Sessions

This year's programme contains over 35 main programme sessions, more than 40 speakers and an exciting range of new activities. Explore some of our most popular sessions listed below.

A2

The Malaysian Healthcare Quality Journey

When: Friday 25 August, 11:30-12:45
Location: Plenary Hall

A4

What is the role of CEOs in putting patients at the centre of quality healthcare?

When: Friday 25 August, 11:30-12:45
Location: Conference Hall 3

A5

Understanding the Milestones in the Quality Measurement Journey

When: Friday 25 August, 11:30-12:45
Location: Conference Hall 2

B3

You Can't Change What You Don't Know

When: Friday 25 August, 14:15 - 15:30
Location: Conference Hall 1

C1

Senior Alert Risk Assessment

When: Friday 25 August, 16:00 - 17:00
Location: Conference Hall 1

C3

Lessons from Sentinel Events - Identifying and Resolving Risks at a System level

When: Friday 25 August, 16:00 - 17:00
Location: Plenary Hall

D1

What is a good death?

When: Saturday 26 August, 11:00 - 12:15
Location: Conference Hall 1

D3

Strengthening quality in health care to leave no-one behind

When: Saturday 26 August, 11:00 - 12:15
Location: Plenary Hall

E1

Smart Healthcare Delivery System: Taiwan Experiences

When: Saturday 26 August, 13:15 - 14:30
Location: Banquet Hall

E5

Restoring Joy in Work and Preventing Burnout: A Framework for Joy

When: Saturday 26 August, 13:15 - 14:30
Location: Plenary Hall

F1

Treating the patient rather than the illness

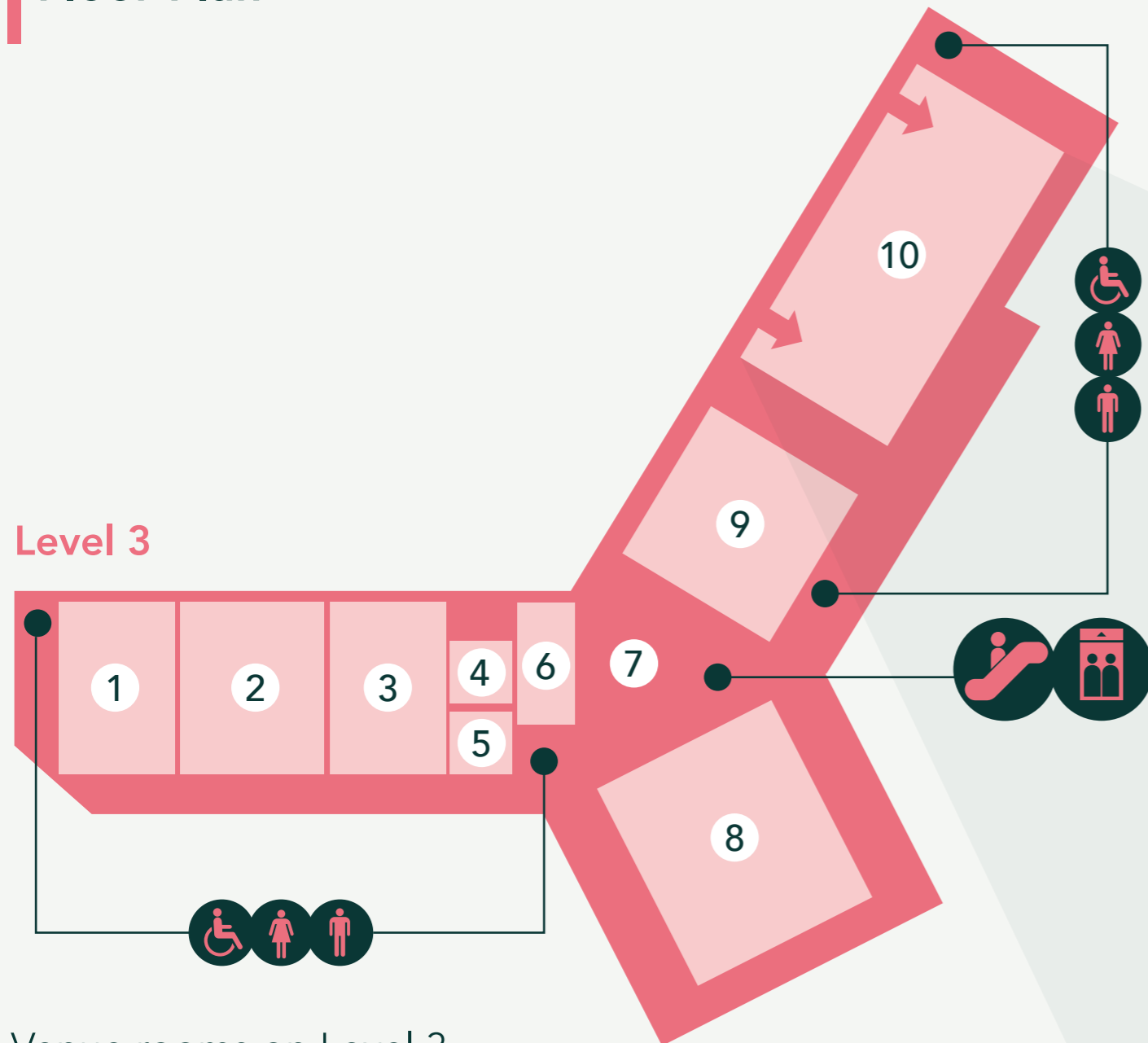
When: Saturday 26 August, 15:00 - 16:00
Location: Banquet Hall

L1

The power of one, the power of many: applying social movement thinking to healthcare improvement

When: Friday 25 August, 13:15-14:00
Location: Conference Hall 2

Floor Plan



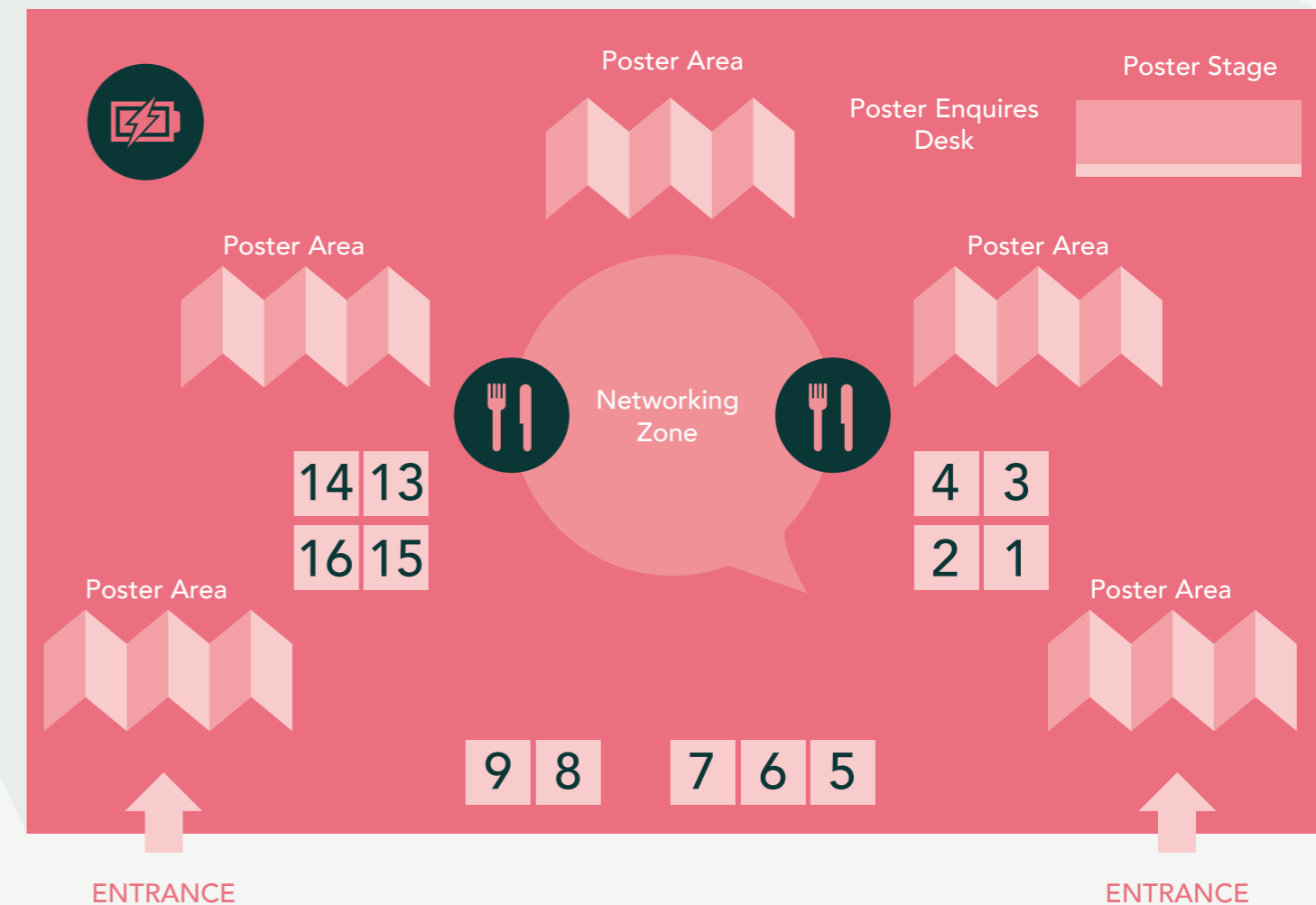
Venue rooms on Level 3

- | | |
|----------------------|---------------------|
| 1. Conference Hall 3 | 6. Room 302 |
| 2. Conference Hall 2 | 7. Enquiries Desk |
| 3. Conference Hall 1 | 8. Plenary Hall |
| 4. Room 305 | 9. Banquet Hall |
| 5. Room 304 | 10. Exhibition Hall |

Exhibitors

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Stand 9 |
| RiskMan International
Stand 3 | Joint Commission International
Stand 13 |
| National Heart Institute (IJN)
Stand 4 | World Health Organization: WHO
Stand 14 |
| CCM Pharmaceuticals
Stand 5 | RL Solutions
Stand 15 |
| International Forum
Stand 6 | Institute for Healthcare Improvement (IHI)
Stand 16 |
| Parkway Pantai
Stand 7 | |

Exhibition Hall



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BMJ

Stand 1

BMJ supports quality in healthcare by providing research, educational resources and clinical decision support tools. From our flagship, The BMJ, to BMJ Quality & Safety and its sister BMJ Open Quality. We keep healthcare professionals informed with leading evidence-based research from around the globe.

We also provide knowledge based resources that are used to improve patient care. BMJ Learning has hundreds of accredited, peer-reviewed learning modules in text, video, and audio formats. BMJ Best Practice is our clinical support tool used at the point of care.

W: bmj.com/company

E: consortiasales@bmj.com

T: +44 (0)20 7387 4410

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Institute for Healthcare Improvement (IHI)

Stand 16

The 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.

W: ihi.org

E: info@ihi.org

T: +1 (617) 301-4800

@TheIHI

Sponsor



KPMG

Session C5 Conference Hall 3

Friday 25 August

16:00-17:00

Meeting Global Challenges in Healthcare: International Experience in Delivering Coverage, Quality and Transparency

Health systems around the world are facing unprecedented pressures that require policy makers, payers, providers, and suppliers to rethink how they work. In these challenging times, healthcare leaders require insight and guidance from advisory, audit, and tax professionals they can trust. That is why leading organizations turn to KPMG's Global Healthcare Practice. Working in 45 countries with over 4,500 staff providing healthcare expertise, we provide deep health sector experience to meet the unique needs of clients. KPMG's Global Healthcare Center of Excellence is making a difference for organizations seeking innovative approaches internationally. Come to our session to learn more.

W: home.kpmg.com/xx/en/home/industries/healthcare.html

E: healthcare@kpmg.com

T: 44 20 7311 1000

@KPMG

Exhibitors



PHARMACEUTICALS

CCM Pharmaceuticals

Stand 5

CCM Pharmaceuticals has more than 30 years of history and has been cited as a Tier 1 manufacturer by Frost and Sullivan for its quality products and has garnered numerous awards and recognition both locally and regionally.

W: ccmberhad.com/ccmpharmaceuticals-division



International Forum

Stand 6

Now in its 22nd 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 Europe and in Asia Pacific.

W: internationalforum.bmj.com

E: events@bmj.com

@QualityForum



Joint Commission International

Stand 13

Joint Commission International (JCI) works to continuously improve the safety and quality of patient care by providing accreditation and certification, consultation, education and publications. JCI has worked with health care organizations and local governments in over 100 countries.

W: jointcommissioninternational.org

E: JCIinfo@jcrinc.com

T: +1 630-268-7400

@JCI_GoldSeal



KPJ HEALTHCARE BERHAD

KPJ Healthcare

Stand 2

KPJ Healthcare Berhad (KPJ) is Malaysia's leading provider of private healthcare services, with 25 hospitals throughout the country. KPJ has two hospitals in Indonesia, one in Bangladesh and one in Thailand. KPJ also has three senior living care centres, one each in Kuala Lumpur, Sarawak and Australia. In addition, KPJ Healthcare University College (KPJUC) offers a diverse range of healthcare-related programmes, from Foundation to PhD.

To date there are more than 12,000 healthcare professionals and more than 1,000 medical consultants on board, treating more than 2.8 million patients annually.

W: kpjhealth.com.my

E: andrew@kpjhealth.com.my

T: 603-2681 6222



INSTITUT JANTUNG NEGARA
National Heart Institute

National Heart Institute (IJN)

Stand 4

IJN, Malaysia's premier heart specialist centre, is the perfect embodiment of a homegrown success story that is driven by committed, caring and concerned IJNers who are all on the same page in realizing the Institute's vision as a global centre of excellence in cardiovascular and thoracic care. Malaysia's National Heart Institute has received more than 3.6 million outpatient attendances with more than 300,000 treated in their wards. It also performed over 80,000 cardiac surgeries and 200,000 cardiology invasive and interventional cardiology procedures. All of these are a testament to IJN's dedication to providing excellent medical services in cardiovascular and thoracic care.

W: ijn.com.my

E: akim@ijn.com.my

T: +603-2617 8200



Parkway Pantai

Stand 7

Parkway Pantai is one of Asia's largest private healthcare providers. In Malaysia, it operates a network of 14 Gleneagles and Pantai hospitals dedicated to providing superior patient experience and outcomes. It is part of IHH Healthcare, the world's second largest healthcare group by market capitalisation with 50 hospitals and more than 10,000 beds in 10 countries.

W: parkwaypantai.com

T: +603 2298 1000

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RiskMan International

Stand 3

RiskMan International (RMI) has a 17 year, demonstrated track record of implementing complex, large scale, Incident & Risk Management systems on time and budget. Flexibility in the RiskMan.Net framework provides no limits to the information that is managed, monitored and analysed. Real time alerts ensure the right people are notified about events at the right time. Common modules include:

- Incident Management
- Quality Management
- Feedback (complaints/compliments suggestions)
- Risk Management

W: riskman.net.au
E: info@riskman.net.au
T: +61 3 9686 0009



RL Solutions

Stand 15

RL Solutions is a global company that designs comprehensive healthcare software for patient feedback, incident reporting & risk management, infection surveillance, claims management, peer review and root cause analysis. With over 1,800 clients – including healthcare networks, hospitals and long-term care facilities – we pride ourselves on creating and maintaining long-lasting relationships.

W: rlsolutions.com
E: sales@rlsolutions.com
T: @rlsolutions



Sunway Medical Centre Sdn Bhd

Stand 9

Sunway Medical Centre (SunMed) is an Australian Council on Healthcare Standards (ACHS) and Malaysian Society for Quality in Health (MSQH) accredited private hospital. As one of the leading private tertiary medical care centres in the country, SunMed is setting new standards of service with a total of 535 licensed beds, 130 consultation suites and 12 operation theatres. SunMed's core speciality areas include; Sunway Cancer Centre that offers comprehensive range of services for diagnosis and treatment of cancer. The centre is equipped with the revolutionary technology, such as the Varian TrueBeam STx, da Vinci surgical system, Intrabeam IORT, Brachytherapy and SPECT-CT.

W: sunwaymedical.com
E: smc@sunway.com.my
T: +603 03-7491113

WHO

Stand 14

WHO's mission is to support all countries and peoples in achieving the highest attainable level of health, defined in the WHO Constitution as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." WHO acts as a catalyst and advocate for action at all levels, from local to global, on health issues of public concern. Working with a range of partners from all sectors of society, WHO in the Western Pacific is involved in a host of closely related public health activities, including research, databanking, evaluation, awareness raising and resource mobilization.

W: wpro.who.int/en
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Visit stand 8 to talk to us about the opportunities you are looking for.

Alternatively contact
Laura Stanley
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Amsterdam
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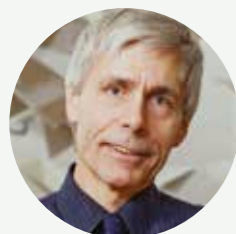
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The Programme Advisory Committee was formed with the main aim of providing intelligence and insight into local quality and safety needs, and healthcare trends and policies in Asia Pacific.

The committee brings expertise and understanding of current needs and best practices from Asia and internationally. On behalf of the Programme Advisory Committee, the Co-Chairs Milton Lum, Chien Earn Lee and Göran Henriks welcome you.



Chair Emeritus
Göran Henriks

Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden



Co-chairs
Milton Lum

Co-Chair of the Programme Advisory Committee, Consultant Obstetrician & Gynaecologist, member of Malaysian Medical Council and Council of Tunku Abdul Rahman; Malaysia



Co-chairs
Chien Earn Lee

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

Programme Advisory Committee



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, HKSAR; Hong Kong



Azhar Ali

Head of Middle East & Asia Pacific, Institute for Healthcare Improvement; USA



Hwei Yee Tai

Group Chief Quality Officer, National Healthcare Group; Singapore



Wui-Chiang Lee

CEO, Joint Commission of Taiwan, Chief, Department of Medical Affairs and Planning, Taipei Veterans General Hospital; Taiwan



Nellie Yeo

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



Shunzo Koizumi

Professor Emeritus, Saga University is a Board Member of Japanese Society for Quality and Safety in Healthcare (JSQSH) and the Editor-in-Chief of Japanese Journal of Quality and Safety in Healthcare since 2005; Japan



Ashley McKimm

Head of Innovation and Improvement, BMJ



Anuwat Supachutikul

Chief Executive Officer, The Healthcare Accreditation Institute Thailand

Host Country Programme Advisory Committee Members

Puan Sri Datuk Dr. Suraiya Hani Tun Hussein
Vice President, Malaysian Society for Quality in Health, Consultant Dermatologist, Damansara Specialist Hospital

Angela Lee Siew May
Director, New and Special Projects, Sunway Medical Centre

Datuk Dr Jeyaindran Sinnadurai
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Partner Organisations

Acknowledgements

Thank you to all our supporters who have helped us develop and present Kuala Lumpur 2017, our third 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 Kuala Lumpur Experience Day and Student Day hosts for sharing their time and knowledge with us and especially with our delegates: Klang General Hospital, Sunway Medical Centre, Cheras Rehabilitation Hospital, National Heart Institute of Malaysia, and University of Malaya.

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