Event Guide

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

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.

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 for updates then join in and share your opinion with presenters, fellow delegates and your fellow by adding #quality2017 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.

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
**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

**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.

**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.

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

**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.

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

- **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**

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

2. **Download app**
   - Search for IFQSH in the App store or GooglePlay. Once downloaded, open the app.

3. **Find event**
   - With the app open, click on event ID, enter IFQSHKL and press **Download**.

4. **Log in**
   - Once the Kuala Lumpur event is open, enter log in details as follows:
     - **Username:** your email address
     - **Password:** forum2017
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.


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

BMJ Open Quality
An Open Access journal for healthcare improvement work

BMJ
Visit now to submit your paper
bmjopenquality.bmj.com
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.

**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 1B**
**Breaking The Rules For Better Care**
Friday 25th August | 10:30 - 11:00

**Azran Osman-Rani**
CEO of iFly 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 iFly, 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 tech 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, 2,500 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 2**
**Defying Convention: Innovating New Models for Emerging Markets**
Friday 25th August | 17:15-18:00

**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 3**
**Improving Quality as a Strategy in the New Era of Care**
Saturday 26th August | 09:30-10:30

**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.

**Keynote 4**
**The Power of Discontent**
Saturday 26th August | 16:15-17:00

**...the world’s best talent in quality improvement**
## Experience Day Site Visits

**Thursday 24 August 2017**

### 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

### 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

## Full Day Mini-Courses

### M1 Healthcare Transformation

**Room 304**

**Building Capability and Leadership**

- Healthcare Transformation 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 leaders and implementors who will share their respective journey in improving 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.

- Brendra 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 Officer, St Andrew’s Community Hospital (GACH); Singapore

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

- Hwel 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

**Room 305**

**Building Capability and Leadership**

- 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

**Room 302**

**Safety**

- 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

**Find out more on page 16**
### Conference Programme
#### Saturday | 26 August

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<tr>
<th>Time</th>
<th>Session</th>
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<th>Speakers/Authors</th>
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<tr>
<td>09:00</td>
<td>Opening Remarks</td>
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<tr>
<td>09:30</td>
<td>Keynote 1:</td>
<td></td>
<td>Donald M. Berwick, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services, USA</td>
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<td>Refreshments</td>
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<td>Refreshments</td>
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<td>17:00</td>
<td>Movement break</td>
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#### 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

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<th>Time</th>
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<tr>
<td>09:00 - 09:15</td>
<td>Welcome, Introductions, and Ice Breaker&lt;br&gt;Wei-Han Hong, PhD, Jessica Perlo, MPH</td>
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<td>09:15 - 09:25</td>
<td>Opening Remarks&lt;br&gt;Adeeba Kamarulzaman, MBBS, FRACP, FASc</td>
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<tr>
<td>09:25 - 10:05</td>
<td>Key Skills for Leading Change: Leading Teams&lt;br&gt;Donald M. Berwick, MD MPP</td>
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<td>10:05 - 10:25</td>
<td>Tea Break</td>
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<tr>
<td>10:25 - 12:00</td>
<td>Key Skills for Leading Change: Understanding Culture&lt;br&gt;Yoo Kuen Chan, MBBS, FFARCS</td>
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<tr>
<td>12:00 - 13:00</td>
<td>Lunch</td>
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<tr>
<td>13:00 - 14:30</td>
<td>Key Skills for Leading Change: Leveraging Social Networks and Qualities of a Good leader&lt;br&gt;Donald M. Berwick, MD, MPP, Carly Strang, MBA, Jessica Perlo, MPH</td>
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<tr>
<td>14:30 - 15:00</td>
<td>Tea Break</td>
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<tr>
<td>15:00 - 16:00</td>
<td>Key Skills for Leading Change: Communication&lt;br&gt;Professor Jamuna Vadivelu, MSc, DIC, PhD&lt;br&gt;Wei-Han Hong, PhD</td>
</tr>
<tr>
<td>16:00 - 17:00</td>
<td>Key Skills for Leading Change: Focusing on the Patient Voice for Health System Transformation&lt;br&gt;Hwei Yee Tai, MBBS, MMed</td>
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</table>

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.

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.med/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.

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.
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.

Friday 25th September
Themes covered: Quality, Cost and Value
Where: Exhibiton Hall (Poster Stage) Level 3
Themes covered: Improvement Works in Progress
Where: Exhibiton Hall (Poster Stage) Level 3
Themes covered: Person and Family Centred Care
Where: 16:00 - 17:00
Where: Exhibiton Hall (Poster Stage) Level 3

Saturday 26th September
Themes covered: Safety
Where: 11:00 - 12:15
Where: Exhibiton Hall (Poster Stage) Level 3
Themes covered: Quality, Cost, Value
Where: 13:15 - 14:30
Where: Exhibiton Hall (Poster Stage - Networking Zone) Level 3
Themes covered: Safety
Where: 13:15 - 14:30
Where: Exhibiton Hall (Poster Stage) Level 3
Themes covered: Building Capability and Leadership
Where: 15:00 - 16:00
Where: Exhibiton Hall (Poster Stage - Networking Zone) Level 3
Themes covered: Population and Public Health
Where: 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/BMJEvents

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.

Video Posters

If you have a poster in Kuala Lumpur, your work can also be displayed at the International Forum in Amsterdam next May!

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

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)

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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/BMJEvents

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.

Video Posters

If you have a poster in Kuala Lumpur, your work can also be displayed at the International Forum in Amsterdam next May!

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

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)
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’

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?

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!

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 and younger also bear many of the risks associated with influenza. The elderly, pregnant women, healthcare personnel, residents of nursing homes and other chronic care facilities, and those with chronic medical conditions such as asthma, diabetes or heart disease.


THE BEST WAY TO FIGHT AGAINST THE FLU IS BY PREVENTION WITH VACCINATION.  

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!

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:
- 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. 

Social Media
Twitter

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A community message brought to you by:
SANOFI PASTEUR (a sanofi-aventis company) Sdn. Bhd. offices at:
Unit 9B.13, Level 9, Menara UOA, 12, Jalan Ampang, 50450 Kuala Lumpur, Malaysia.
Tel: +603 7745 8666 Fax: +603 7745 8388

Join the conversation on Twitter! #quality2017
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.
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

Meet 3,000 colleagues

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.

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>When</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>A2</td>
<td>The Malaysian Healthcare Quality Journey</td>
<td>Friday 25 August, 11:30-12:45</td>
<td>Conference Hall 1</td>
</tr>
<tr>
<td>A4</td>
<td>What is the role of CEOs in putting patients at the centre of quality healthcare?</td>
<td>Friday 25 August, 11:30-12:45</td>
<td>Conference Hall 3</td>
</tr>
<tr>
<td>A5</td>
<td>Understanding the Milestones in the Quality Measurement Journey</td>
<td>Friday 25 August, 11:30-12:45</td>
<td>Conference Hall 2</td>
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<tr>
<td>B3</td>
<td>You Can’t Change What You Don’t Know</td>
<td>Friday 25 August, 14:15 - 15:30</td>
<td>Conference Hall 1</td>
</tr>
<tr>
<td>C1</td>
<td>Senior Alert Risk Assessment</td>
<td>Friday 25 August, 16:00 - 17:00</td>
<td>Conference Hall 1</td>
</tr>
<tr>
<td>C3</td>
<td>Lessons from Sentinel Events - Identifying and Resolving Risks at a System level</td>
<td>Friday 25 August, 16:00 - 17:00</td>
<td>Plenary Hall</td>
</tr>
<tr>
<td>D1</td>
<td>What is a good death?</td>
<td>Saturday 26 August, 11:00 - 12:15</td>
<td>Conference Hall 1</td>
</tr>
<tr>
<td>D3</td>
<td>Strengthening quality in health care to leave no-one behind</td>
<td>Saturday 26 August, 11:00 - 12:15</td>
<td>Plenary Hall</td>
</tr>
<tr>
<td>E1</td>
<td>Smart Healthcare Delivery System: Taiwan Experiences</td>
<td>Saturday 26 August, 13:15 - 14:30</td>
<td>Banquet Hall</td>
</tr>
<tr>
<td>F1</td>
<td>Treating the patient rather than the illness</td>
<td>Saturday 26 August, 15:00 - 16:00</td>
<td>Plenary Hall</td>
</tr>
<tr>
<td>L1</td>
<td>The power of one, the power of many: applying social movement thinking to healthcare improvement</td>
<td>Friday 25 August, 13:15-14:00</td>
<td>Conference Hall 2</td>
</tr>
</tbody>
</table>
Floor Plan

Venue rooms on Level 3
1. Conference Hall 3
2. Conference Hall 2
3. Conference Hall 1
4. Room 305
5. Room 304
6. Room 302
7. Enquiries Desk
8. Plenary Hall
9. Banquet Hall
10. Exhibition Hall

Exhibitors
- BMJ
  - Stand 1
- KPJ Healthcare
  - Stand 2
- RiskMan International
  - Stand 3
- National Heart Institute (IJN)
  - Stand 4
- CCM Pharmaceuticals
  - Stand 5
- International Forum
  - Stand 6
- Parkway Pantai
  - Stand 7
- Sponsorship & Exhibition Sales
  - Stand 8
- Sunway Medical Centre Sdn Bhd
  - Stand 9
- Joint Commission International
  - Stand 13
- World Health Organization: WHO
  - Stand 14
- RL Solutions
  - Stand 15
- Institute for Healthcare Improvement (IHI)
  - Stand 16

Exhibition Hall
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
@BMJ_company

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
@ThaiIHI

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/x/en/home/industries/healthcare.html
E: healthcare@kpmg.com
T: +65 2298 1000
@KPMG

Exhibitors

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
@InternationalForum

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: kpiresources.com
E: andrew@kpjhealth.com.my
T: +603 2681 6222

INSTITUT JANTUNG NEGARA
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 3.4 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: jin.com.my
E: akim@jin.com.my
T: +603 2298 1000

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 healthcare organizations and local governments in over 100 countries.

W: jointcommissioninternational.org
E: JClinfo@jcrinc.com
T: +1 630-268-7400
@JCI_GoldSeal

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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W: jin.com.my
E: akim@jin.com.my
T: +603 2298 1000

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E: JClinfo@jcrinc.com
T: +1 630-268-7400
@JCI_GoldSeal

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W: parkwaypantai.com
T: +603 2298 1000
WHO

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
E: wpro.who.int/about/contact_us/en
T: +63 2 528 8001
@WHO_WPRO

SUNWAY MEDICAL CENTRE

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

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
@rlsolutions

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

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Join us in 2018!
Would you like to exhibit, sponsor or advertise at one of the forthcoming International Forums? Visit stand 8 to talk to us about the opportunities you are looking for.
Alternatively contact
Laura Stanley
E: lstanley@bmj.com
T: +44(0)20 7383 6181

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- Improve patient experience
- Reduce readmissions
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Learn more at www.rlsolutions.com/RLProducts or visit booth 15 at the International Forum on Quality and Safety in Healthcare
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

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

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

Ashley McKimm
Head of Innovation and Improvement, BMJ

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

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

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

Norhaizam Mohd
Senior Manager, Group Finance and Account Services, KPJ Healthcare

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
Deputy Director General of Health (Medical) & Consultant Physician

Dr Lay Ming Ding
Hospital Director, Hospital Tengku Ampuan Rahimah

Manvir Jesudasan
Chairman, Patients for Patient Safety, Malaysia & Patient Advocate

Associate Professor Kadar Marikar
Chief Executive Officer, Malaysian Society for Quality in Health

Professor Yoo Kuen Chan
Professor of Anaesthesiology, University of Malaya Medical Centre

Professor Mohd Shajahan
Professor of General Practice, Monash University Malaysia

Erica Lam
Chief Executive Officer, Pantai Hospital Kuala Lumpur and Honorary Secretary of APHM

Ashley McKimm
Head of Innovation and Improvement, BMJ

Anuwat Supachutikul
Chief Executive Officer, The Healthcare Accreditation Institute Thailand
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.

Supporting Organisations:

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Learn more at oneworld.com
SAVE THE DATE
10-12 September 2018 | Melbourne
Registration opens in late 2017

internationalforum.bmj.com