26-28 April 2017
ExCeL London

Event Guide
Igniting Collective Excellence
Over the next few days we will showcase the best in healthcare improvement from across the world and will reflect on the solutions for the challenges we face in the future.

Igniting Collective Excellence
This is the theme of our time together in London. We will focus on how the power of collaboration can inspire all parties, including patients, families, new healthcare professionals and improvement leaders to deliver top quality, person-centred care in a sustainable framework.

It is in partnership with relatives and patients that we define new systems of care built around the patient’s perspective, using concepts such as resilience, reliability and wholeness. Our collaboration with relatives and patients empowers those individuals that need our services to work with us to transform our care and enable us to achieve a completely new level of performance.

The conference is a festival of ideas and a celebration of transformative initiatives in healthcare.

We would like to personally thank everyone involved, including reviewers, speakers, poster presenters, facilitators, sponsors and partners for their knowledge, commitment and dedication in bringing this International Forum to you.

We hope you enjoy this International Forum and your stay in London, and that you leave ready to transform, innovate and inspire.

We also look forward to welcoming you later this year to International Forum Kuala Lumpur 2017 (24-26 August) and to the International Forum in Amsterdam next year (2-4 May 2018).

On behalf of the Programme Advisory Committee, the Institute for Healthcare Improvement and BMJ, we wish you a very warm welcome to International Forum London 2017. We have a rich and inspiring programme in store for you, representing the very best of new thinking from the global quality improvement movement.

Hello
Welcome to the International Forum

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Practical Information

Welcome Reception
Please join us at the International Forum welcome reception.

Thursday 27 April, 17:30-18:30 in the Exhibition Hall.
The Welcome Reception will be followed by The Night Forum, taking place in three venues, all walking distance from ExCeL London. For further details, see page 26-27.

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

Registration
Registration enquiries is located in the Exhibition Hall, Level 0. If you have brought your pre-printed badge with you, you do not need to go to the registration desk on arrival.

Registration will be open during the following times:
- Wednesday 26 April 08:00-09:00 Pre-day attendees only
- Wednesday 26 April 13:45-18:00 Attendees of Student & Junior Healthcare Professionals Orientation
- Wednesday 26 April 16:00-18:00 All International Forum attendees
- Thursday 27 April 07:30-19:00 All International Forum attendees
- Friday 28 April 07:30-17:00 All International Forum attendees

Badges
Badges will be scanned each day when you enter the conference. Please be aware that you must wear your badge at all times during the International Forum as it shows the days you are eligible to attend and guarantees you entry to the venue on those days.

Wifi Access
Wifi is available in all areas. Please select network ExCeL, London. On the landing page you’ll be directed to, enter username forum2017 and password forum2017.

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

Poster Viewings
have been grouped into themes and can be viewed in the Exhibition Hall, Level 0, during registration, refreshments and lunch on the two main event days, Thursday 27 - Friday 28 April.

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

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

Accreditation
The International Forum in London has been approved for a total of 24 CPD credits by the Royal College of Physicians (RCP) in England (Event code: 109885).

Attendees wishing to claim RCP CPD credits should sign the green register by the registration desk each day.
London 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
- Person and Family-Centred Care
- Safety

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 again one of our biggest streams this year, with patient speakers and patient representatives continuing to challenge our thinking to keep patients at the core of our mission. Patients can connect with each other on Twitter using #qfpatients.

London Experience Days
Our popular Experience Days take place at local healthcare sites as part of our Wednesday programme. They give a detailed and inside view of the best quality and safety initiatives in the UK healthcare system. A visit to the Marriott International Hotel will also give a perspective on achieving excellence in customer care from outside healthcare. See page 12.

7th Annual International Improvement Science and Research Symposium
Our seventh annual International Improvement Science and Research Symposium aims to connect researchers and healthcare professionals who are at the frontline of implementing evidence-based improvement interventions. See page 13.

Learning and Networking
Visit the Networking Zone, our dedicated space for networking and shared learning, to meet colleagues and reflect on the programme sessions. See page 25.

Special Interest sessions
A number of special interest breakfast sessions will run before the first keynote on Friday 28 April. Get a practical view of how to tackle challenges and progress in local settings. See page 32-34.

Poster sessions and videos
Join our interactive, facilitated poster discussion groups to explore some of the wide range of quality improvement work on display, including initiatives that are still in progress. Send us your video posters to reach a wider audience and view them in our new poster theatre in the Exhibition Hall. See page 28-29.

Friday morning opening
East London NHS Foundation Trust (ELFT) Quality Improvement works with arts partners who help them develop creativity and joy at work. Your Friday morning warm-up (before the first keynote of the day) involves ELFT staff and service users, Paul Griffiths (Creative Leadership Department at the Guildhall School of Music & Drama) and the amazing London 2012 Olympic Pandemonium Drummers.

NEW

Breakfast sessions
Make the most out of every day you spend at the International Forum by joining some of the wide range of new breakfast sessions on Thursday 27 April. Taking place before the first keynote of the conference, these include 25-minute rapid fire style updates on exciting quality improvement projects to get you energised before the keynote address.

The Night Forum
New for this year, The Night Forum is a must-attend and fun networking event taking place across three venues on Thursday 27 April. The Night Forum begins with the International Forum Welcome Reception from 17:30 in the Exhibition Hall. We hope to see you all there. See page 26-27.

BMJ Open Quality
An Open Access journal for healthcare improvement work

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

Visit now to submit your paper bmjopenquality.bmj.com
Donald M. Berwick MD, MPP
President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services; USA

Donald M. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School and 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, and he’s an elected member of the American Philosophical Society.

Lord Ara Darzi
Professor of Surgery, Institute of Cancer Research, Imperial College, London; England

Lord Darzi holds the Paul Hamlyn Chair of Surgery at Imperial College London, the Royal Marsden Hospital and the Institute of Cancer Research. He is Director of the Institute of Global Health Innovation at Imperial College London and an Honorary Consultant Surgeon at Imperial College Hospital NHS Trust.

Leading research aimed at achieving best surgical practice through innovation in surgery and enhancing patient safety and the quality of healthcare, Professor Darzi has published over 195 peer-reviewed papers. In recognition of his achievements in the research and development of surgical technologies, Professor Darzi has been elected as an Honorary Fellow of the Royal Academy of Engineering, a Fellow of the Academy of Medical Sciences and a Fellow of the Royal Society.

In 2002 he was knighted for services to medicine and surgery and in 2007 was introduced to the House of Lords as Professor the Lord Darzi of Denham. He has been a member of the Privy Council since June 2009 and awarded the Order of Merit in January 2016.

Sara Riggare
PhD student, Karolinska Institutet and Selfcare Expert; Sweden

Sara Riggare is a “digital patient” who wants to give people coming after her the map she didn’t have. She uses what she has learnt from managing her Parkinson’s disease for over 30 years in her doctoral studies at the Health Informatics Centre at Karolinska Institutet in Stockholm, Sweden, where she researches models and methods for digital selfcare in chronic disease, self-tracking, patient engagement/participation/empowerment and patient innovation.

Sara had her first symptoms of Parkinson’s disease in her early teens and advocates for patients’ right to access to their own medical data. She is a highly appreciated speaker, both in Sweden and internationally and has a blog called: “Not patient but im-patient” (www.riggare.se). Sara is an advisor to the Swedish Medical Products Agency, advisor to the Swedish government’s coordinator for Life Science, and Medtech Magazine named her the most influential person in Swedish medtech in 2015.

Tim Omer
Diabetes Advocate and Hacker; England

Tim worked in the IT industry specialising in the implementation of business systems and processes that empower staff with the right technology. As a type 1 diabetic for over 22 years, Tim has been passionate about using his diabetes technology and data to help him manage his condition. Working with the #WeAreNotWaiting movement of “Citizen Health Hackers”, who are producing Open Source solutions and hacking existing medical devices to their needs, he is also producing a mobile-based Artificial Panaceas System and prompting discussions about this patient-led movement at talks and conferences.
Derek Feeley
President and CEO, Institute for Healthcare Improvement; USA

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

Chris Hadfield
Former Military Test-Pilot, Astronaut

Chris Hadfield is a former military test pilot-turned-astronaut. He was the first Canadian to command the International Space Station (ISS). He became famous for his use of social media whilst aboard the ISS, sending back videos and images from the mission, including posting his performance of David Bowie’s Space Oddity on YouTube. Joining the Royal Canadian Air Cadets as a teenager, Chris started flying at 15 before leaving the family farm to join the armed forces. He flew fighters for the Canadian Air Force and flight-tested the latest generation of planes, including advanced prototypes, as well as researching and studying aeronautics and aviation systems. Selected by the Canadian Space Agency, Chris served as a NASA astronaut for 21 years. He crewed the Space Shuttle to dock with and build the Russian space station, Mir. He led communications with astronauts from Mission Control on 25 Space Shuttle missions and went on to be NASA’s Director in Russia. On his second space mission he performed two spacewalks, during which he was blinded by contamination. On Chris’ third spaceflight, this time as pilot of the Russian Soyuz, he took command of the ISS. His crew set records for scientific work completed, as well as doing an emergency spacewalk to fix a serious external ammonia leak. He also actively engaged with the public back on Earth via social media; his images of the planet, updates on life on the ISS, and videos became a phenomenon. Along with 1.5 million Twitter followers he became a YouTube star with performances of Jewel in the Night, the first original song of David Bowie’s Space Oddity on YouTube. Images from the mission, including posting his performance of David Bowie’s Space Oddity on YouTube. He was the first Canadian to command the International Space Station (ISS). 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After a 35-year military and civilian career, Chris retired from service after he returned to Earth. He has received multiple national and academic honours from Canada and around the world. His best-selling book An Astronaut’s Guide to Life on Earth reviewed his life and career and the useful lessons learned in leadership, teamwork and achievement. He also published a best-selling book of Earth images called You Are Here, and a children’s book, The Darkest Dark.

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

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

The Commonwealth Fund brings together the full class of Fellows throughout the year to participate in a series of high-level policy briefings and leadership seminars with U.S. health care leaders. Building on their fellowship experiences, Harkness Fellows have moved into senior positions within academia, government, and health care delivery organizations, making valuable contributions to health policy and practice at home and in the United States.

EACH FELLOWSHIP PROVIDES UP TO U.S. $130,000 IN SUPPORT, which covers roundtrip airfare to the U.S., living allowance, project-related travel, travel to fellowship seminars, health insurance, and U.S. federal and state taxes. A family supplement (i.e., approximately $60,000 for a partner and two children up to age 18) is also provided to cover airfare, living allowance, and health insurance.

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

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

James Mountford
(2005–06 Fellow)
Director of Clinical Quality and Value
UCL Partners

APPLICATION DEADLINES
September 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.
Wednesday | 26 April

**K1. Experience Day 1: East London Foundation Trust**

Proudly supported by QF

Great Ormond Street Hospital (GOSH) is one of the most respected hospitals in the world. The hospital provides care for around 150,000 children every year, in five hospitals and a growing number of community services in north west London and the surrounding area. The hospital has a long tradition of being at the forefront of healthcare innovation, delivering the highest standards of care in one of the UK’s largest hospital organisations working alongside a primary care service to ensure the best clinical outcomes.

**K2. Experience Day 2: Great Ormond Street Hospital**

Proudly supported by QF

Great Ormond Street Children’s hospital is one of the most respected hospitals in the world. The hospital provides care for around 150,000 children every year, in five hospitals and a growing number of community services in north west London and the surrounding area. The hospital has a long tradition of being at the forefront of healthcare innovation, delivering the highest standards of care in one of the UK’s largest hospital organisations working alongside a primary care service to ensure the best clinical outcomes.

**K3. Experience Day 3: Royal Free Hospital**

Proudly supported by QF

The Royal Free London NHS Foundation Trust (RFLHT) is a major teaching hospital and specialises in women’s and children’s and specialist services to and extremely diverse population of around 8 million people in and around London. The hospital has an ambitious plan to embrace and embed quality improvement across the organisation, including improving the health outcomes in deprived parts of the local communities. Services in one of the Foundation Trust (ELFT) East London NHS

**K4. Experience Day 4: Imperial College Hospital**

Proudly supported by QF

Imperial College Healthcare NHS Trust is an organisation of over 12,000 employees providing care for around 2 million people across five hospitals, a number of community services in north west London and the surrounding area. The hospital has a long tradition of being at the forefront of healthcare innovation, delivering the highest standards of care in one of the UK’s largest hospital organisations working alongside a primary care service to ensure the best clinical outcomes.

**K5. Experience Day 5: Marriott Hotels**

Proudly supported by QF

Marriott International, Inc. is a global hospitality company with a portfolio of more than 5,000 properties in 125 countries and territories.

**K6. Experience Day 7: Primary Care**

Proudly supported by QF

This primary care experience day will be led by the SHS IMPPC team and will cover a range of topics such as improving patient safety, increasing organisational resilience and developing leadership capability. This is an interactive session where participants will discuss current challenges in primary care and learn about some of the key tools and techniques used to improve healthcare delivery.

**K7. Experience Day 7: Primary Care**

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**M1. International Excellence in Science and Research Symposium**

Proudly supported by QF

The International Excellence in Science and Research Symposium is a platform for researchers and play makers to share their thoughts and experiences related to the advancement of science in the health sector. The symposium aims to foster meaningful discussions, collaborations, and partnerships among researchers and stakeholders from diverse backgrounds.

**M2. Measuring Harm & Designing System-wide Improvement**

Proudly supported by QF

The programme includes presentations on leading research and experiences in improving quality and patient safety. Topics that will be discussed include how to use data to drive improvements, how to measure outcomes, and the methods used to improve healthcare delivery.

**M3. Engaging Healthcare Professionals to transform care**

Proudly supported by QF

The effectiveness of healthcare professionals, especially doctors, in engaging with patients is crucial for quality improvement. This workshop will cover strategies to improve patient safety and quality improvement in the English NHS.

**M4. NHS Wales: Transforming Care in the Heart of Our Community**

Proudly supported by QF

NHS Wales is working to improve the quality of healthcare delivery in Wales. By focusing on patient safety, quality improvement, and sustainable healthcare systems, Welsh hospitals and community organisations are continuously improving, safer, more effective and compassionate care.

**M5. Developing systems to improve patient safety and quality improvement in the English NHS**

Proudly supported by QF

In this interactive session, participants will discuss the challenges and opportunities in improving patient safety and quality improvement. The session will focus on developing strategies to enhance patient care, reduce harm, and improve outcomes in the English NHS.
List of Speakers Wednesday | 26 April

**M1**
Eugene Nelson, Professor of Community & Family Medicine and of The Dartmouth Institute, Director, Population Health Measurement Program, TDI and Director, Population Health and Measurement, DHMC; USA

Josephine Odoo, Improvement science fellow; Centre for Implementation Science at King’s College

Julie Reed, Deputy Director and Academic Lead, The National Institute for Healthcare Research CLAHRC (Collaboration for Leadership in Applied Health Research and Care) for Northwest London; England

Kaveh Shojania, Professor and Vice Chair, Quality & Innovation, Department of Medicine, Director, University of Toronto Centre for Quality Improvement & Innovation, Department of Medicine, Director, University of Toronto Centre for Quality Improvement & Innovation, Department of Medicine, Director, Professor and Vice Chair, Quality

Lloyd Provost, Improvement Advisor, Associates in Process Improvement Senior researcher and implementation expert, Erasmus MC University in Process Improvement Senior researcher and

Erasmus MC University in Process Improvement Senior researcher and

and Patient Safety and Editor-in-chief, BMJ Quality & Safety

Lloyd Provost, Improvement Advisor, Associates in Process Improvement Senior researcher and implementation expert, Erasmus MC University Medical Center, Rotterdam; The Netherlands

Mary Dixon-Woods, RAND Professor of Health Services Research, Cambridge Centre for Health Services Research; England

Nick Barber, Improvement Consultant

**Abstract presenters**

Jay Shaw, Scientist, Institute for Health System Solutions and Virtual Care, Women’s College Research Institute

Jenna P. Breckenridge, Research Fellow, University of Edinburgh

Natalie Armstrong, Associate Professor in Social Science Applied to Health, SAPHIRE Group, Department of Health Sciences, University of Leicester

Tim Colbourn, Ph.D., Lecturer in Global Health Epidemiology and Evaluation, UCL Institute for Global Health

Tom Woodcock, Programme Lead for Public Health and Information Intelligence Health Foundation Improvement Science Fellow NIHR CLAHRC for Northwest London

**Interactive session presenters**

Alan Poots, Principal Information Analyst; NIHR CLAHRC NW, Imperial College London

Bill Lucas, Professor of Learning, Director of the Centre for Real-World Learning at the University of Winchester

Emma Jones, Doctoral research Fellow (Health Foundation), The University of Leicester

**M2**

Erwin Ista, Senior researcher and implementation expert, Erasmus MC University Medical Center, Rotterdam, The Netherlands


Madalina Toma, Research Fellow, Scottish Improvement Science Collaborating Centre (SISCC), School of Nursing and Health Sciences, University of Dundee, UK

Laura Lemos, Associate lead for Improvement Science and Quality Improvement, NIHR CLAHRC North West London

Naomi Fulop, Professor of Health Care Organisation and Management, Department of Applied Health Research, UCL

Peter Lachman, CEO, ISQua

Sara Goldhaber-Fiebert, Clinical Associate Professor, Department of Anesthesiology, Perioperative and Pain Medicine, Stanford University School of Medicine

Sophie Spitters, PhD student, CLAHRC Northwest London, Imperial College London

Tim Stephens, Quality Improvement Specialist & Nurse Researcher

**Frank Federico**, Vice President, Institute for Healthcare Improvement; USA

**Anthony Staines**, Patient Safety Program Director, Hospital Federation of Vaud, Switzerland

**Fiona Moss**, Dean, Royal Society of Medicine; England

**Trish Groves**, Director of academic outreach, BMJ, Editor-in-chief, BMJ Open and Honorary deputy editor; The BMJ, England

**Fiona Godlee**, Editor in chief, The BMJ, England

**Aidan Fowler**, Director of NHS Quality Improvement and Patient Safety; Director of 1000 Lives Improvement Service

**Frank Aherton**, Chief Medical Officer, Welsh Government

**Mark Bellis**, Director of Policy, Research and International Development for Public Health Wales

**Peter Donnelly**, Interim Postgraduate Dean, Wales Deanery

**Gary Kaplan**, CEO and Chairman, Virginia Mason Medical Center, USA

**Jack Silverstein**, Founding Partner, Amicus, Inc.; USA

**M3**

**M4**

**M5**

**M6**

Jonathon Tomlinson, NHS family physician, teacher and thought leader

Alies Maybee, Canadian independent patient advisor and peer researcher

David Gilbert, NHS patient director, poet, patient leader and mental health service user

Carolyn Canfield, Canadian independent citizen-patient and University of British Columbia honorary lecturer

**M7**

Adam Sewell-Jones, Executive Director of Improvement, NHS Improvement

Frances Healey, Deputy Director, Patient Safety (Insight), NHS Improvement

Frances Wood, Head of Patient Safety, Review and Response, NHS Improvement

Michael West, Head of Thought Leadership, The King’s Fund

Phil Duncan, Head of Programmes, Patient Safety, NHS Improvement

Sue Burgin, Development Advisor, NHS Improvement

Suzie Bailey, Director of Leadership and Quality Improvement, NHS Improvement

Plenary speakers:

Ashish Jha - Director of the Harvard Global Health Institute

Brendan McCormack – Head of the Division of Nursing; Head of the Graduate School; Associate Director, Centre for Person-centred Practice Research, Queen Margaret University, Edinburgh. Honorary Nurse Consultant (Gerontology), NHS Fife

Dominique Allwood - Senior Improvement Fellow; the Health Foundation

Gerardine Stratheir - Strategic Mental Health Adviser; NHS Improvement and Clinical Leader of the National Mental Health Intelligence Network at Public Health England

Helen Bevan - Chief Transformation Officer, Horizons Group, NHS England

John Das - Lead Economist in the Development Research Group, World Bank

John Gaffney - Medical Director, Save the Children International

Jorge Hermita - Director, University Research Corporation’s programs in Latin America

Penny Pereira - Deputy Director of Improvement, the Health Foundation

Robert Wears - Department of Emergency Medicine, University of Florida Health Science Center Jacksonville

Sidney Wong - Medical Director, Medecins Sans Frontieres

Cliff Hughes - President of ISQua

**REGISTRATION NOW OPEN**

ISQua’s 34th International Conference

LONDON 2017

Learning at the System Level to Improve Healthcare Quality and Safety

1 – 4 October, QEII Centre, Westminster, London

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<td>Room 7 Level 3: Learning from community organizing - involving patients and citizens in improving healthcare</td>
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<td>8:30</td>
<td>Room 7 Level 3: Curious Leadership: the improvement explorers kit bag</td>
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<td>9:00</td>
<td>Room 4 Level 3: Building Capability and Leadership</td>
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<tr>
<td>9:10</td>
<td>Room 7 Level 3: Person and Family Centred Care</td>
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<td>10:00</td>
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<tr>
<td>12:30</td>
<td>Student &amp; Junior Healthcare Professionals Lunch &amp; Networking Session</td>
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<td>13:00</td>
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</table>

The Night Room 17:30 - 23:00
Three venues will simultaneously host informal and fun presentations and activities. Join as many as you wish. See detailed programme on page 26-27.
**List of Speakers** Thursday | 27 April

**R1** Bob Klaber, Associate Medical Director (Quality Improvement) & Consultant Paediatrician, Imperial College Healthcare NHS Trust; England

**R2** Chris Hancock, Senior Service Improvement and Development Manager, 1000 Lives Improvement Service, Public Health Wales

**R3** Pedro Delgado, Head of Europe and Latin America, Institute for Healthcare Improvement; USA

**R4** Chris Meadows, Consultant in Critical Care Medicine, Guy’s & St Thomas’ NHS Foundation Trust

**R5** Joanna Ward, Deputy General Manager, Cardiovascular Services, Guy’s and St Thomas’ NHS Foundation Trust; England

**R6** Anita Jayadev, Respiratory SrP, The Royal Free Hospital; England

**R7** Aparna Hoskote, Consultant in Cardiac Intensive Care, Great Ormond Street Hospital for Children NHS Foundation Trust

**R8** Lora Espanche, Cardiac Intensive Care Unit, Great Ormond Street Hospital for Children NHS Trust

**R9** Emma Thomas, Service Improvement Manager, 1000 Lives Improvement, Public Health Wales

**R10** Taroub Faramand, President and Founder, WI-HER, LLC; USA

**R11** Jane Macdonald, Director of Nursing and Improvement, Greater Manchester Academic Health Science Network (GM ASHN); England

**R12** Annette Blok-Olesen, Infection Control Nurse, Aalborg University Hospital; Denmark

**R13** Susanne Sørensen, Aalborg University Hospital; Denmark

**R14** Hans Ossebaard, eHealth Advisor, National Health Institute for Healthcare Improvement (IHI), Netherlands

**R15** Dominique Allwood, Senior Improvement Fellow & Consultant in Public Health Medicine, The Health Foundation; England

**R16** Sibylle Erdmann, Patient and carer representative & Chair of the London Neonatal Parent Advisory Board; England

**R17** Peter Lachman, CEO, IQqua

**R18** Donald M. Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement, Former Administrator, Centers for Medicare and Medicaid Services; USA

**R19** Lord Ara Darzi, Professor of Surgery at Institute of Cancer Research, Imperial College, London; England

**R20** Margaret Murphy, External Lead Advisor, WHO Patients for Patient Safety Programme

**R21** Anya De longh, Self Management Coach and Patient Leader

**A1** Don Goldmann, Chief Medical and Scientific Officer, Institute for Healthcare Improvement, USA

**A2** Kimberlydawn Wisdom, Senior Vice President of Community Health & Equity and Chief Wellness & Diversity Officer and Chair, Gail and Lois Warden Endowment on Multicultural Health; USA

**A3** Tricia Woodhead, Associate Clinical Director for Patient Safety, West of England Academic Health Science Network; England

**A4** Mercy Jere, Program Manager for Facility Interventions, Makhanda Trust

**A5** Tiwongo Moyo, Chief of Party, the USAID ASSIST Project; Malawi

**A6** Alison Cameron, Patient Leader and Transformation Fellow, NHS England Horizons Group, Coventry, UK

**A7** Cristin Lind, Facilitator, Patient Leader and Patient-Professional Partnership Facilitator, Quality Register Centre, Stockholm County Council and Karolinska Institutet, Stockholm, Sweden

**A8** Helena Hvittingfeld Forsberg, Dept. of Learning, Informatics, Management and Ethics, Medical Management Centre, Karolinska Institutet, Stockholm, Sweden

**A9** Cynthia van der Starre, Pediatrician- Neonatologist, Patient Safety Officer Erasmus MC Sophia, Rotterdam; The Netherlands

**A10** Ada van den Bos-Boon, Patient Safety Officer, Pediatric ICU, Erasmus MC Sophia, Rotterdam; The Netherlands

**A11** Kesaobaka Dikgole, Quality Improvement Advisor, USAID ASSIST, University Research Co., LLC; Botswana

**A12** Kim Ethier Stover, Senior Improvement Advisor, USAID ASSIST, University Research Co., LLC; USA

**A13** Mabel Namwabira, Senior Quality Improvement Advisor, USAID ASSIST, University Research Co., LLC; Uganda

**A14** Ram Shrestha, Senior Improvement Advisor, USAID ASSIST, University Research Co., LLC; USA

**A15** Stephen Hobokela, Senior Quality Improvement Advisor, USAID ASSIST, University Research Co., LLC; Tanzania

**A16** Andrew Knight, Chair, Nepean Blue Mountains Primary Health Network; Australia

**A17** Leanne Wells, CEO, Consumers Health Forum of Australia; Australia

**A18** Paresh Dawda, Adjunct Associate Professor and Medical Director, University of Canberra and Ochre Health; Australia

**A19** Hugh McCaughey, Chief Executive, South Eastern Health and Social Care Trust, Northern Ireland

**A20** Jocelyn Harpur, Clinical Specialist, Speech and Language Therapist, Adult Services South Eastern HSC Trust, Northern Ireland

**A21** Anouk Vermeer, Director, Catharina Hospital, Eindhoven

**A22** Frederic Noel, Vice President, Integrated Health Solutions, Medtronic

**A23** Bo Chapman, Salmagundi films

**A24** Trystan Hawkins, Chelsea and Westminster Hospital NHS Foundation Trust

**A25** Carol Rogers, National Museums Liverpool

**A26** Dawn Carroll, National Museums Liverpool

**A27** Carmel Crock, Director Emergency Department, Royal Victorian Eye and Ear Hospital; Australia

**A28** Katrine Krågbak, Quality Consultant, Zealand University Hospital, Denmark

**A29** Richard Hamblin, Director, Health Quality Evaluation, Health Quality & Safety Commission; New Zealand

**A30** Lukas Dekker, Cardiologist, Catharina Heart Center, Eindhoven; The Netherlands

**A31** Derek Feeley, President and CEO, Institute for Healthcare Improvement; USA

**A32** Jessica Perlo, Network Director, IHI Open School; USA

**A33** Stephen Swensen, Medical Director, Leadership and Organization Development Mayo Clinic; USA

**A34** Anamul Kheir, Associate Medical Director for Quality improvement, East London NHS Foundation Trust; England

**A35** Andy Cruickshank, Associate Director of Nursing for Quality Improvement East London NHS Foundation Trust; England

**A36** James Innes, Associate Director of Quality Improvement, East London Foundation Trust; England

**A37** Michael Holland, Deputy Medical Director and Chief Clinical Information Officer at South London and Maudsley NHS Foundation Trust; England

**A38** Edward Broughton, Director, Research and Evaluation, USAID-ASSIST Project, University Research Co, USA

**A39** Angela Murului, Head of Child Survival, Save the Children International, Nairobi; Kenya

**A40** Jessica Carrier, Portland State University/Oregon Health & Science University School of Public Health; USA

**B1** Leighann Kimble, Healthcare Improvement Fellow, USAID ASSIST Project, Quality & Performance Institute, University Research Co., LLC

**B2** M. Rashad Massoud, Director, USAID ASSIST Project

**B3** Gavin Clayton, Executive Director, ‘Arts & Minds’

**B4** Jane Davis, Founder & Director, The Reader Foundation

**B5** Amir Hannan, General Practitioner, Haughton Thornley Medical Centres & Chairman of the World Health Innovation Summit; England

**B6** Ingrid Brindle, Chair, Haughton Thornley Patient Participation Group; England

**B7** Phil O’Connell, Chair and Global Lead, Simple UK

**B8** Ronald Litman, Medical Director, Institute for Safe Medication Practices, Pediatric Anesthesiologist, The Children’s Hospital of Philadelphia, Professor of Anesthesiology and Pediatrics, Perelman School of Medicine at the University of Pennsylvania; USA

**B9** Robert Winston, Professor of Science and Society and Emeritus Professor of Fertility Studies at Imperial College London

**B10** Amar Shah, Associate Medical Director, East London NHS Foundation Trust; England

**B11** Dave Williams, Executive Director and Improvement Advisor, Institute for Healthcare Improvement; USA

**B12** Alero Ajayi, Co-ordinator, Healthcare Leadership Academy, Nigeria

**B13** Carly Strang, Executive Director, Institute for Healthcare Improvement; USA

**B14** Hala Daggash, Executive Director, Healthcare Leadership Academy; Nigeria

**B15** Jessica Perlo, Network Director, IHI Open School; USA

**B16** Carol Haraden, Vice President, Institute for Healthcare Improvement (IHI)

**B17** Amella Brooks, Director, Patient Safety & Europe, Institute for Healthcare (IHI)

**B18** Kieran Walsh, Clinical Director, BMJ Learning and BMJ Best Practice, BMJ

**B19** Nikki Curtis, Head of BMJ Learning, BMJ

**B20** Sara Riggare, PhD student, Karolinska Institutet and Selfcare Expert, Sweden

**B21** Tim Omer, Diabetes Advocate and Hacker; England

**B22** Yogesh Jain, Public Health Physician and Pedriatrician, Jan Swasthya Sahyog (People’s Health Support Group), Chattisgarh, India

**B23** Cristin Lind, Patient & Family Leader/Patient Partnership Facilitator, QRC Stockholm; Sweden
### Friday | 28 April

<table>
<thead>
<tr>
<th>Time</th>
<th>Stream</th>
<th>Room</th>
<th>Level</th>
<th>Topic</th>
<th>Presenter/Location</th>
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<tbody>
<tr>
<td>8:00</td>
<td>BR1:</td>
<td>Room</td>
<td>Level</td>
<td>Friends of HI and Global Initiatives - What’s new? Sponsored breakfast session - Institute for Healthcare Improvement</td>
<td>Room 14 Level 3</td>
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<tr>
<td>8:30</td>
<td>BR2:</td>
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<td>General Practice Development Programme – Beyond measurement for improvement to the impact story</td>
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<td>“How to shape a social movement” in an hour Sponsored breakfast session - Sustainable Improvement (SI) team, NHS England</td>
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<td>9:30</td>
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**Morning Break:**
- 9:30 - 10:00
- Room 7 Level 3

**Lunch Break:**
- 12:00 - 13:00
- Room 7 Level 3

**Afternoon Break:**
- 14:30 - 15:00
- Room 7 Level 3

**Keynote 1:**
- 10:00 - 10:30
- ICC Auditorium Level 0

**Keynote 2:**
- 11:00 - 11:30
- ICC Auditorium Level 0

**Keynote 3:**
- 12:00 - 12:30
- ICC Auditorium Level 0

**Keynote 4:**
- 13:00 - 13:30
- ICC Auditorium Level 0

**Keynote 5:**
- 14:00 - 14:30
- ICC Auditorium Level 0

**Keynote 6:**
- 15:00 - 15:30
- ICC Auditorium Level 0

**Keynote 7:**
- 16:00 - 16:30
- ICC Auditorium Level 0

**Keynote 8:**
- 17:00 - 17:30
- ICC Auditorium Level 0

**Streams for 2017:**
- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family - Centred Care

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**Friday Sessions:**
- Improved lives of patients through engagement
- Health and service outcomes for older people - mobile emergency teams address needs
- Why we must take burnout seriously if we want to improve the quality and safety of patient care
- Primary care transformation using diabetes as an example
- Improving maternity care through engaging communities
- Leading and supporting quality improvement. What can junior doctors do?
- Right care at the right time: appropriate use of cesarean section
- Living dangerously: Lessons from Sir Ranulph Fiennes’ life at the edge
- Arts and Health collaborations to improve patient care
- Poster Session - Safety

**MORNING BREAK:**
- 9:00 - 9:30

**LUNCH BREAK:**
- 12:00 - 12:30

**AFTERNOON BREAK:**
- 14:30 - 15:00
<table>
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<tr>
<th>BR1</th>
<th>Amelia Brooks, Director, Patient Safety &amp; Europe, Institute for Healthcare Improvement</th>
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<tr>
<td>BR2</td>
<td>Yael Gill, Executive Director, Strategic Partners, Institute for Healthcare Improvement</td>
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<tr>
<td>BR3</td>
<td>Alison Tongue, Programme Lead, Sustainable Improvement Team, NHS England</td>
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<td>BR4</td>
<td>Helen Bevan, Chief Transformation Officer, Horizons Team, NHS England</td>
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<td>BR5</td>
<td>Jo Willett, Research and Evaluation Facilitator, Sustainable Improvement Team, NHS England</td>
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<tr>
<td>BR6</td>
<td>Kathryn Perera, Head of Transformation, Horizons Team, NHS England</td>
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<td>BR7</td>
<td>Sasa Karakisevic, Project Director, Horizons Team, NHS England</td>
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<td>BR8</td>
<td>Albert W. Wu, Professor, Johns Hopkins Bloomberg School of Public Health</td>
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<td>BR9</td>
<td>Alex Lewis, Director, EY</td>
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<td>BR10</td>
<td>Stan Silverman, Director, EY</td>
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<td>BR11</td>
<td>K3 Derek Feeley, President and CEO, Institute for Healthcare Improvement, USA</td>
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<tr>
<td>BR12</td>
<td>Jason Leitch, National Clinical Director, The Scottish Government; Scotland</td>
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<tr>
<td>BR13</td>
<td>Fenna Heyning, Director, STZ, Netherlands</td>
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<td>BR14</td>
<td>Solrun Elvik, Advisor, Norwegian Patient Safety Programme In Safe Hands 24/7</td>
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<tr>
<td>BR15</td>
<td>Tove Hovland, Municipal Director of Health and Care, Tønsberg Municipality</td>
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<tr>
<td>BR16</td>
<td>Asangaedem Akpan, Consultant Geriatrician, Aintree University Hospital NHS FT, England</td>
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<tr>
<td>BR17</td>
<td>Robert Kristiansson, Chief Medical Officer, Health and Habilitation, Uppsala County; Sweden</td>
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<tr>
<td>BR18</td>
<td>Anthony Montgomery, Associate Professor of Work and Organizational Psychology, University of Macarodia, Thessaloniki; Greece</td>
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<tr>
<td>BR19</td>
<td>Effaris Panagopoulos, Assistant Professor in Health Psychology, Aristotle Medical School of Thessaloniki; Greece</td>
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<td>BR20</td>
<td>Jocelyn Cornelwell, Chief Executive, Point of Care Foundation; England</td>
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<tr>
<td>BR21</td>
<td>Kaisa Immonen-Charalambous, Director of Policy, The European Patients’ Forum (EPF)</td>
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<tr>
<td>BR22</td>
<td>Emily Symington, GP &amp; Governing Body Member - Croydon CCG, England</td>
</tr>
<tr>
<td>BR23</td>
<td>Robert Gabbay, Chief Medical Officer, Joslin Diabetes Center, Harvard Medical School; USA</td>
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</tbody>
</table>

| D1 | Gill Phillips, Creator of Whose Shoes?, Nutshell Communications; England |
| D2 | Zelouwa Maikori, Program Lead: Quality Initiatives, Health Strategy and Delivery Foundation; Nigeria |
| D3 | Karthickumar Salvakumar, Foundation Year 1 Doctor, East Lancashire NHS Trust; England |
| D4 | Kirstin McGregor, Foundation Year 2 Doctor in General Practice, Weston Area Health Trust; England |
| D5 | Ana Pilar Betran Lazaga, Medical Officer, Department of Reproductive and Health Research, World Health Organization |
| D6 | Pedro Delgado, Head of Europe and Latin America, Institute for Healthcare Improvement; USA |
| D7 | Rita Sanchez, Patient Consultant, Hospitalsenheden Horsens; Denmark |
| D8 | Sir Ranulph Fiennes, ‘World’s Greatest Living Explorer’ |
| D9 | Douglas Hunter, Co-Director, Equal Arts |
| D10 | Sheila Grandison, Art Therapist and Training & Development Lead for Arts Therapies, East London NHS Foundation Trust |
| D11 | Suzy Willson, Co-founder, Clod Ensemble |
| D12 | Gail Babb, Producer- Participation and Learning, Talawa |
| D13 | Christine Roach, Asst NHS Wales Safe Care Programme Manager - 1000 Lives; Wales |
| D14 | Tanya Strange, Divisional Nurse, Primary Care and Networks, Aneurin Bevan University Health Board; Wales |
| D15 | Charlotte Christine Hecht Lindegaard, Patient Consultant |
| D16 | Clare Rees, Consultant Paediatric Surgeon, Great Ormond Street Hospital; England |
| D17 | Neil Bacon, CEO & Founder, WamGreatCare; England |
| D18 | Rene Buch Nielsen, Special Consultant, Corporate Quality, Central Denmark Region; Denmark |
| D19 | Neil Sinclair, Consultant Paramedic Scottish Ambulance Service; Scotland |
| D20 | Thorsten Langer, MD, Medical Center University of Freiburg, Center for Pediatrics, Department for Neuropediatrics and Muscular Disorders; Germany |

| E1 | Amar Shah, Associate Medical Director for Quality Improvement, East London NHS Foundation Trust; England |
| E2 | James Innes, Associate Director of Quality Improvement, East London Foundation Trust |
| E3 | Johnathan Macdennan, Improvement Advisor & Programme Lead Scottish Patient Safety Programme, Mental Health, Healthcare Improvement Scotland; Scotland |
| E4 | Alan Nobbs, Senior Programme Lead, Programme Delivery & Frameworks, NHS Leadership Academy |
| E5 | Carol Munt, Patient Partner and Advocate, Honorary Lecturer & Doublelay Affiliate Manchester Medical School |
| E6 | Chris Lake, Head of Professional Development, NHS Leadership Academy, England |
| E7 | Clare Price-Dowd, Senior programme Lead, Evaluation and Patient Experience, NHS Leadership Academy, England |
| E8 | Anthony Staines, Patient Safety Program Director, Hospital Federation of Vaud; Switzerland |
| E9 | Frank Federica, Vice President, Institute for Healthcare Improvement; USA |
| E10 | Göran Henrikis, Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden |
| E11 | Elizabeth Beech, Pharmacist, NHS Bath and North East Somerset CCG and National Project Lead Healthcare Acquired Infection and Antimicrobial Resistance, NHS Improvement |
| E12 | Lucie Mussett, Patient Safety Lead, the Development of the Patient Safety Incident Management System (DPSSMS), Patient Safety Program Director, NHS Improvement |
| E13 | Joy Whitlock, Quality and Safety Improvement Manager, Cardiff and Vale University Health Board; Wales |
| E14 | Ruth Walker, Executive Director of Nursing, Cardiff and Vale University Health Board; Wales |
| E15 | Kim Sears, Associate Director/Instructor, Masters of Healthcare Quality, Associate Professor, School of Nursing, Queen’s University; Canada |
| E16 | Ryan Egan, Director, Office of Health Sciences Education, Associate Professor, School of Nursing, Instructor, Masters of Healthcare Quality, Queen’s University; Canada |
| E17 | Christine Armstrong, Regional Lead, 10,000 Voices: South Eastern Health and Social Care Trust/Public Health Agency, Northern Ireland |
| E18 | Linda Kelly, Assistant Director of Safe and Effective Care, Northern Ireland |
| E19 | Francois Mortimer, Medical Director, Centre for Sustainable Healthcare; England |
| E20 | Muir Gray, Honorary Professor in Value Based Healthcare, Nuffield Department of Primary Care Health Sciences, University of Oxford; England |
| E21 | Brian Robson, Executive Clinical Director, Healthcare Improvement Scotland; Scotland |
| E22 | Craig White, Divisional Clinical Lead, Healthcare Quality and Strategy Directorate, Scottish Government; Scotland |
| E23 | Helen Bevan, Chief Transformation Officer, Horizons team, NHS England |
| E24 | Katherine Gottlieb, President/CEO, Southcentral Foundation |
| E25 | Jorge Zepeña, Director, Primary Health Care, Florianopolis Municipality; Brazil |
| E26 | Lara Fainall, Head of the Knowledge Translation Unit, University of Cape Town Lung Institute; South Africa |
| E27 | Tracy Eastman, Director PACK Global Development, Knowledge Translation Unit, University of Cape Town Lung Institute; South Africa |
| E28 | Chris Hadfield, Former Military Test-Pilot, Astronaut |
Featured Sessions

We have an exciting schedule of speakers, sessions and activities planned, with our most popular sessions listed below. All sessions in the Main Auditorium will be streamed live via Livestream (livestream.com/IFQSH/London2017) and will be available there and on our YouTube channel (youtube.com/QualitySafetyForum) after the conference.

<table>
<thead>
<tr>
<th>Session</th>
<th>Description</th>
<th>Date/Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>A3</td>
<td>Patients as partners</td>
<td>Thursday 27 April, 11:00-12:15</td>
<td>Location: Room 12, Level 3</td>
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<tr>
<td>A7</td>
<td>“QI is a journey not a destination” – How Leaders Navigate the Way</td>
<td>Thursday 27 April, 11:00-12:15</td>
<td>Location: ICC Auditorium, Level 0</td>
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<td>B1</td>
<td>Hearing the patient voice</td>
<td>Thursday 27 April, 13:15-14:30</td>
<td>Location: Room 7, Level 3</td>
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<td>B2</td>
<td>What is the value of quality?</td>
<td>Thursday 27 April, 13:15-14:30</td>
<td>Location: Room 12, Level 3</td>
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<td>B3</td>
<td>Restoring Joy in Work and Preventing Burnout: An IHI Framework for Joy</td>
<td>Thursday 27 April, 13:15-14:30</td>
<td>Location: ICC Auditorium, Level 0</td>
</tr>
<tr>
<td>C4</td>
<td>Can They Trust Us?</td>
<td>Thursday 27 April, 15:00-16:00</td>
<td>Location: Room 7, Level 3</td>
</tr>
<tr>
<td>C5</td>
<td>Building Capacity and Capability: The Really BIG Challenge!</td>
<td>Thursday 27 April, 15:00-16:00</td>
<td>Location: ICC Auditorium, Level 0</td>
</tr>
<tr>
<td>D6</td>
<td>Leading and supporting quality improvement. What can junior doctors do?</td>
<td>Friday 28 April, 11:00-12:15</td>
<td>Location: Room 12, Level 3</td>
</tr>
<tr>
<td>D8</td>
<td>Living dangerously: Lessons from Sir Ranulph Fiennes’ life at the edge</td>
<td>Friday 28 April, 11:00-12:15</td>
<td>Location: ICC Auditorium, Level 0</td>
</tr>
<tr>
<td>E2</td>
<td>Passion, patients and performance – how obsession with the patients’ experience delivers high quality care at lower cost</td>
<td>Friday 28 April, 13:15-14:30</td>
<td>Location: Room 7, Level 3</td>
</tr>
<tr>
<td>E5</td>
<td>Developing leaders through the lens of patient experience</td>
<td>Friday 28 April, 13:15-14:30</td>
<td>Location: Room 12, Level 3</td>
</tr>
<tr>
<td>F1</td>
<td>Perfectly designed. Building Capability and Leadership for a sustainable future</td>
<td>Friday 28 April, 15:00-16:00</td>
<td>Location: ICC Auditorium, Level 0</td>
</tr>
<tr>
<td>F6</td>
<td>Where social movements meet co-design - participation in healthcare improvement</td>
<td>Friday 28 April, 15:00-16:00</td>
<td>Location: Room 7, Level 3</td>
</tr>
</tbody>
</table>

Networking opportunities

The theme of the International Forum this year is Igniting Collective Excellence, and we have lots of opportunities for you to meet our experts, catch up with your colleagues, meet new connections and begin collaborations.

Networking zone

Visit our networking zone in the Exhibition Hall to meet with colleagues, speakers and influential figures from the quality improvement movement.

Poster theatre

Check out some of our video posters in our brand new poster theatre, and make sure to speak to the authors about their work displayed in the poster area.

A message to my team...

Be sure to write up your postcards with key messages for your team back home and check out everyone else’s ideas in the Exhibition Hall for further inspiration. Find your postcard on page 43.

Igniting collaboration

Connect with colleagues via our International Forum app. Just download the app and complete your profile - see page 5.

The Arts in Health Fringe is the result of a unique collaboration between East London NHS Foundation Trust (ELFT) Quality Improvement and London Arts in Health Forum (LAHF).

“Developing arts in health input into International Forum 2017 links to our respective organisations commitment to the arts as health outcome enablers across the lifespan.”

Stephen Sandford ELFT Arts Therapies Lead & Damian Hebron LAHF Director

Quality Forum 2017 Arts Programme Curators - @ELFTArts @ELFT_QI @LAHFArtsHealth
The Night Forum

Informal. Fun. Networking and Learning

Thursday 27 April | 17:30-23:00

This year we are delighted to present our new Night Forum, which contains great opportunities for further learning, networking and a chance to relax and have fun with your peers.

We have lined up a diverse programme for you, including informal presentations, country-hosted spaces, entertainment, movie screenings and much more.

The Night Forum begins with the Welcome Reception from 17:30 in the Exhibition Hall, followed by the activities in each zone. There will be further networking in the Fox@ Excel from 21:00 - join us there!

All venues will provide food and drink from 18:15 - 19:30

Walking Route

| Colour coded guides will walk you to your chosen zone | 18:00 - 18:30
#qnForum

Future innovations zone

The Crystal London
Royal Victoria Docks, Siemens Brothers Way, London E16 1GB

Held at The Crystal, a sustainable cities initiative, our Future Innovations zone will look at the technology of tomorrow and how it can be applied to healthcare. Activities will include an exciting interactive debate, access to ‘The future of cities’ exhibition and our Quality Improvement cinema.

Programme

18:30 - 21:00 (drop in)
Sustainable cities exhibition showcasing global trends and challenges, alongside existing technological solutions to build environmentally sustainable, liveable and prosperous cities. Guided tours available.

19:30 - 20:30
Interactive debate. A cast of well-known healthcare leaders will argue for and against a motion crowdsourced with the participants of the International Forum.

Global connections zone

The Fox@ Excel
ExCel, London, Warehouse K, ExCel Centre, 2 Western Gateway, London E16 1DR

The International Forum will welcome delegates from over 70 countries, and our international connections zone gives you a fun opportunity to meet new people, hear new ideas and test your knowledge of the quality improvement movement globally.

We will be hosting the “Great Forum Improvement Quiz” featuring rounds from some of the key countries represented on the programme, and there will be a prize for the winning team.

Programme

18:30 - 19:30
Registration for teams entering Great Forum Improvement Quiz (limited spaces available - teams must be 4 people minimum - 6 people maximum)

19:30 - 21:00
Great Forum Improvement Quiz

19:30 - 23:00 (drop in)
The Dutch Zone, looking forward to 2018 and in celebration of King’s Day

21:00 - 23:00 (drop in)
Networking, music and comedy with Paul Kerensa

Humans in health zone

Capital Suite, ExCel London
Level 3

These interactive and thought provoking sessions will look at how we keep the person at the heart of healthcare, from patients to healthcare professionals. You will have a chance to debate this topic with our keynote speakers, hear talks about how the arts can make a difference to treatment and global health, and participate in an exciting improvisation workshop focused around patient interaction.

Programme

18:15 - 21:00 (drop in)
Humans of the NHS exhibition - an independent project operated and run by four final-year medical students which aims to show the public a more personal view of the people who work in the NHS

19:00 - 19:45
“The Quality Forum Show” - a patient led audience with some of our key speakers from the programme, including Donald M. Berwick, Fiona Godlee and Derek Feeley, chaired by Joe Fraser

20:00 - 20:45
Short talks and discussion around how arts and culture can make an impact on patient care from Arts in East London Foundation Trust and London Arts in Health Forum

20:00 - 20:45
Improvisation workshop - learn skills such as active listening with our exciting team from Lorem creative
Poster sessions

The poster displays are an integral part of the International Forum, providing an opportunity for teams to share and discuss their improvement strategies and achievements. We have organised a number of poster sessions - interactive, facilitated discussion groups, which explore some of the wide range of quality improvement work on display.

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

Thursday

B10: Poster Session
Themes covered in this session are:

Building Capability and Leadership
When: Thursday, 12:15-14:30
Exhibition Hall (Poster Desk)
Level 0

B11: Poster Session
Themes covered in this session are:

Person and Family Centred Care
When: Thursday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0

C9: Poster Session
Themes covered in this session are:

Quality, Cost, Value
When: Thursday, 15:00-16:00
Exhibition Hall (Poster Desk)
Level 0

C10: Poster Session
Themes covered in this session are:

Works in Progress
When: Thursday, 15:00-16:00
Exhibition Hall (Poster Desk)
Level 0

Friday

D10: Poster Session
Themes covered in this session are:

Safety
When: Friday, 11:00-12:15
Exhibition Hall (Poster Desk)
Level 0

E9: Poster Session
Themes covered in this session are:

Population and Public Health
When: Friday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0

E10: Poster Session
Themes covered in this session are:

Improvement Science and Research
When: Friday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0

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 a 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!

For more tips, see the "Video posters" guide here.

We have over 750 posters showcasing improvement projects from around the world. We hope you will take the time to visit and meet the contributors.

Check out some of our video posters in the new Poster Theatre, located in the Exhibition Hall.

Take your poster from London to Kuala Lumpur

If you have a poster in London, your work can also be displayed at the International Forum in Kuala Lumpur this August! Find out more at: internationalforum.bmj.com/kuala-lumpur/london-2017-posters

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 always better for filming

Email Dan Fox on dfox@bmj.com to book a slot with our multimedia team who can film your video poster and submit it to us. 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.
Students and Junior Healthcare Professionals Programme

Throughout the International Forum, the IHI Open School and BMJ are hosting a number of dynamic and unique sessions for students, junior healthcare professionals, trainee doctors, and educators. Join us in the Student and Juniors Lounge (London Suite 2 and 3, Level 0) for all sessions.

We look forward to seeing you there!

Wednesday 26 April
14:00-17:00
Student & Juniors Pre-Conference Program
Join Dr. Donald Berwick, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement, and members of the IHI Open School Chapter network for this interactive, interprofessional networking and learning session. This pre-conference program will provide a platform for healthcare students and juniors from all disciplines to come together to explore safety and quality issues in healthcare. This free program is intended for students, juniors, and faculty delegates who are registered to attend the two conference days on Thursday, 27 April and Friday, 28 April.

Don’t forget to visit the IHI booth, Booth #21, to meet the IHI Open School team and learn more about the Open School Chapter Network and the Open School’s growing catalog of asynchronous online courses that teach the foundations of improvement, safety, system design, and leadership.

Thursday 27 April
12:15-13:15
Student & Junior Healthcare Professionals Lunch & Networking Session
Grab your lunch and spend some time reflecting on your sessions, sharing your experiences, networking with colleagues, and developing an action plan to take home with you.

Friday 28 April
12:15-13:15
Student & Junior Health Care Professionals Lunchtime Cable Car Challenge
Grab your lunch and meet at the Student and Juniors Lounge.
Is there any resemblance between health care and a cable car? And how can we as emerging leaders truly partner with patients? Prepare for an interactive lunch time session which will start with a 10 minute walk to the Emirates Air Line Cable Car, where you will be given an exclusive cable car cabin to undertake the challenge. Prior to the flight and during the walk to the station, some warm-up and icebreaker activities will be facilitated, to enable you to get to know each other and prepare for the challenge.

In-Person and Virtual Training

Improvement Advisor
Professional Development Programme
ihi.org/ImprovementCapability
• Begins 30 May 2017, London, UK

Improvement Coach
Professional Development Programme
ihi.org/ImprovementCapability
• Begins 30 May 2017, West Sussex, UK

The International Leadership Development Program for Physicians
ecpe.sph.harvard.edu/ILDP
IHI in collaboration with the T.H. Chan Harvard School of Public Health
• 12 – 22 February 2018, Boston, MA

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.

How can IHI help your organisation improve?

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

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

Visit IHI at booth #21

Learn more at ihi.org/Europe
Sponsored Special Interest Sessions

Wednesday Sponsored Special Interest Sessions
Come and hear about the best in UK healthcare

**M4: NHS Wales: keeping patients at the heart of our national mission to improve healthcare outcomes and experiences**

Wednesday, 26 April | 09:00-12:30
Location: Room 13, Level 3
#qfwales

This session is delivered by 1000 Lives Improvement, the Wales Deanery and supported by Welsh Government including the Chief Medical Officer.

We’ll introduce you to the NHS Wales approach to improving patient care. Together, healthcare professionals, policy leaders and patients will share our integrated networks and programmes for:

- Improving health and reducing inequalities
- Offering a unique system for delivering quality improvement in medical and dental education
- Improving health and wellbeing for patients through co-production and self management
- Reducing harm and improving safety
- Developing clinical leaders for the future

This is an opportunity to network with improvement leaders and experts, and share ideas from individual healthcare programmes.

**M7: Developing cultures to improve patient safety and quality improvement in the English NHS**

Wednesday, 26 April | 13:30-17:00
Location: Room 4, Level 3
#qfimprovement

In this interactive session, NHS Improvement share how we are helping providers to deliver continuously improving, safe, high quality and compassionate care.

Changing demands on health services mean changing development needs for staff in NHS-funded services across England. Through our national framework for improvement and leadership development – Developing People - Improving Care – we will equip and encourage staff to deliver continuous improvement in local health and care systems and gain pride and joy from their work. You’ll hear about:

- Our culture and leadership programme – supporting trusts to foster cultures of inclusive leadership
- The National Reporting and Learning System
- The National Maternal and Neonatal Health
- Safety Collaborative

In this session, participants will:

- Discover practical resources to help develop cultures that enable and sustain continuously improving, safe, high quality and compassionate care.
- Learn how to triage incidents with potential for national action, and decide how they should be best addressed.
- Learn about the national patient safety, and maternal and neonatal health safety programmes, and discuss common challenges and potential approaches.

**Thursday Sponsored Special Interest Sessions**

**C8: Healthcare professional education and quality improvement: achieving value at low cost**

Thursday, 27 April | 11:00-12:15
Room 17, Level 3
#qfbmj

Healthcare professional education is expensive. So it is vital that any investment in healthcare education achieves maximum value in terms of quality improvement and that it does so at the lowest possible cost. In this session we will discuss the issue of cost and value in healthcare professional education. We will look at how to achieve maximum value from investments in e-learning and clinical decision support.

After this session you will:

- Understand the principles of measuring cost and value in healthcare professional education
- Know how to put these principles into practice to ensure maximum returns from investments in e-learning

*Kieran Walsh, Clinical Director, BMJ Learning and BMJ Best Practice, BMJ*

*Nikki Curtis, Head of BMJ Learning, BMJ*
Sponsored Special Interest Sessions

Friday Special Interest Breakfast Sessions

BR1: Friends of IHI and Global Initiatives - What's New?
Friday, 28 April | 08:00-09:00
Location: Room 14, Level 3
#qfihi

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

This session will be facilitated by:
Pierre M. Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement
Amelia Brooks, Director, Patient Safety & Europe, Institute for Healthcare Improvement
Yaël Gill, Executive Director, Strategic Partners, Institute for Healthcare Improvement

BR2: General Practice Development Programme-Beyond Measurement for Improvement to The Impact Story
Friday, 28 April | 08:00-09:00
Location: Room 13, Level 3
#qfSIteam

The General Practice Development Programme is a three-year programme to support practices across England to ‘feel like a better place’, by releasing time and building improvement capability. Since July 2016, over 2000 practices from 107 areas have already taken up the offer of support.

The SI Impact Story approach is a practical approach based around an outcomes framework and a toolkit of methods and aims to tell the compelling story of a programme’s impact. This workshop will set out the GPDP Impact Story and will tell you how you could use a similar approach in relation to your own work.

Alison Tongue, Programme Lead, Sustainable Improvement Team, NHS England
Jo Willett, Research and Evaluation Facilitator, Sustainable Improvement Team, NHS England

BR3: “How to shape a social movement” in an hour
Friday, 28 April | 08:00-09:00
Location: Room 7, Level 3
#qfhorizons

Explore the key themes of Helen’s Bevan’s session: “Where social movements meet co-design – participation in healthcare improvement” through an interactive workshop focused on practical ways to build effective social movements that turbo-charge transformation in your health and care environment. We will showcase practical examples of social movement practice, guide you through top-tips for getting started and trouble-shoot common challenges to developing a social movement approach.

Sasha Karakusevic, Project Director, Horizons Team, NHS England
Kathryn Perera, Head of Transformathon, Horizons Team, NHS England
Helen Bevan, Chief Transformation Officer, Horizons Team, NHS England

BR4: EY and Johns Hopkins University High Reliability Organising programme – can it save lives?
Friday, 28 April | 08:00-09:00
Location: Room 17, Level 3
#qfey

EY and Johns Hopkins University have a strategic partnership focussed on delivering the High Reliability Organisations programme in Healthcare. This is a ground-breaking multifaceted programme to improve the safety, quality, reliability in a variety of settings. The programme covers service design, delivery, governance and culture.

Our keynote speaker will be Professor Albert Wu from Johns Hopkins University who is one of the pioneers and leaders of the programme.

Albert W. Wu, MD, MPH Professor, Johns Hopkins Bloomberg School of Public Health
Alex Lewis, Director, EY
Stan Silverman, Director, EY

Session sponsor - Institute for Healthcare Improvement
Session sponsor - Sustainable Improvement (SI) team, NHS England
Session sponsor - NHS England – Horizons team
Session sponsor - EY

Aim. Act. Achieve

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

Book with Early Bird before 20 June 2017 and join over 1,000 peers looking to network, learn key strategies from healthcare leaders and visionaries, and improve patient outcomes in their communities.

Register now:
internationalforum.bmj.com/kuala-lumpur

24-26 August 2017 | Kuala Lumpur

Book now with Early Bird Rates
Floor Plan

Level 0 | Exhibition Hall & London Suite

- Poster Theatre
- Poster Desk
- Exhibition Hall
- Networking Zone
- Registration
- London Suite

Exhibitors (by stand number):
1. BMJ
2. Hotboard by Ward - Hendry
3. Virginia Mason Institute
4. International Forum Event Sales
5. NHS Wales
6. Royal College of Physicians
7. Cerner
8. A Mile In My Shoes
9. The Health Foundation / Q
10. Qualiware
11. International Forum
12. Life QI
13. Datix
14. NHS England
15. NHS Scotland
16. IHI
17. DataFlow Group
18. NHS Improvement
19. DNV GL
20. NHS England
21. NHS Scotland
22. IHI
23. DataFlow Group
24. NHS Improvement
25. DNV GL

Level 3 | ICC Capital Suite Rooms

- Room 1
- Room 4
- Room 7
- Room 12
- Room 13
- Room 14
- Room 17
- Speaker Check In

Entrance| Catering| Escalator| Cloakroom| Charging Station

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16. IHI
17. DataFlow Group
18. NHS Improvement
19. DNV GL
20. NHS England
21. NHS Scotland
22. IHI
23. DataFlow Group
24. NHS Improvement
25. DNV GL

Entrance| ICC Auditorium| Entrance| Entrance| Entrance

internationalforum.bmj.com | @QualityForum | #quality2017
Organisers

BMJ

Stand 1

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

W: bmj.com/company  
E: support@bmj.com

EY

EY’s Global Health Sector brings together a worldwide network of more than 4,000 sector-focused assurance, tax, transaction and advisory professionals with a range of health care and business backgrounds. Our wide-reaching network allows us to rapidly share leading practices and solutions around the globe and deploy diverse delivery teams to meet your needs.

W: ey.com/health  
E: aloha.mcbride@ey.com
T: +1-703-747-0547

The Health Foundation

Stand 12

The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK. Our aim is a healthier population, better health and health care for people in the UK.

W: health.org.uk  
E: info@health.org.uk
T: +44 (0) 20 325 8000

Silver Sponsors

The Institute for Healthcare Improvement (IHI)

Stand 21

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: 001 (617) 301-4800

Medtronic

Medtronic

As a global leader in medical technology, services and solutions, Medtronic improves the lives and health of millions of people each year. We use our deep clinical, therapeutic and economic expertise to address the complex challenges faced by healthcare systems today.

W: medtronic.com  
@Medtronic

Virginia Mason Institute

Stand 3

At Virginia Mason Institute, we work with health care leaders and providers worldwide to build organizational capability to create and sustain a culture of continuous improvement. Through education, coaching and facilitation, we inspire, engage and motivate individuals to improve patient safety, patient experience, and the quality, cost and delivery of health care.

W: virginiamaisoninstitute.org  
E: info@virginiamaisoninstitute.org
T: 00-1-206-341-1600

@VM_Institute

NHS Improvement

Stand 19

NHS England’s Sustainable Improvement Team supports the health and care system to deliver its priorities through improvement expertise, knowledge and resources. Through building improvement capability and acting as a catalyst for large scale change, we help to provide high-quality care for all, now and for future generations.

W: england.nhs.uk/outwork/qual-clin-lead/nhisiq  
E: england.si-enquiries@nhs.net
T: +44 (0)20 7662 7525

@NHSEnglandSI

@NHSImprovement

@1000LivesWales

NHS Improvement

Stand 23

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

W: improvement.nhs.uk  
E: nhsi.comms@nhs.net
T: +44-0-20-3747-0000

Silver Sponsors

NHS Improvement

Stand 5

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

W: 1000livesplus.wales.nhs.uk  
E: 1000livesimprovement@wales.nhs.uk
T: @1000LivesWales

@NHSEnglandSI

@NHSImprovement

@1000LivesWales

International Forum Event Sales

Would you like to exhibit, sponsor or advertise at one of the forthcoming International Forums? Visit stand 4 to talk to us about the opportunities you are looking for.

Alternatively email dbell@bmj.com.
A Mile in My Shoes
Stand 11
A Mile in My Shoes is a giant shoebox, a display of shoes, and a series of unique audio stories from people working within healthcare organisations, within their eyes.
We invite you to (literally) step into a mile-long physical, emotional and imaginative journey to see the world through their eyes.
W: health.org.uk/mims
E: info@health.org.uk

Cerner
Stand 7
Cerner solutions connect over 88 million people across 25,000+ facilities worldwide. Our clients are working together to share advancements and innovations across the globe to lead the industry. We’re committed to complete interoperability and are driving collaboration efforts to deliver clinical excellence and enable true population health management for today and tomorrow.
W: Cerner.co.uk
E: CernerUK@Cerner.com
T: +44 (0) 207 1073 330
@CernerUK

DataFlow Group
Stand 22
The DataFlow Group is a leading global provider of specialised Primary Source Verification (PSV) solutions, and background screening and immigration compliance services. The DataFlow Group partners with clients across the public and private sectors to assist them in mitigating potential risk by exposing fraudulent Education Degrees, Employment Certificates, Practice Licenses, Work Permits and Passports.
W: dataflowgroup.com
E: sales@dataflowgroup.com
@DataFlowgroup

Hotboard by Ward-Hendry
Stand 2
Hotboard by Ward-Hendry has a long standing reputation in the healthcare sector and their innovative design allows staff members to update any information easily. We continually strive to design and manufacture products that not only look professional, but aid in providing working solutions to problems occurring daily within healthcare environments.
W: hotboard.co.uk
E: hotboard@ward-hendry.com
T: +44 (0)12 9581 4444
@thehotboardHC

QualiWare
Stand 2
QualiWare enables positive change by providing tools, methods and services that ensure coherency, consensus and consistency, and we support the agile and innovative company in handling complex knowledge, maintained by multiple persons with different backgrounds, in a continuous process.
W: qualiware.com/healthcare
E: sales@qualiware.com
T: +45454 70700
@QualiWareApS

Q
Stand 12
Q is an initiative connecting people with improvement expertise across the UK. Led by the Health Foundation and supported and co-funded by NHS Improvement, Q is being created for the long term to support individuals to share ideas, enhance their skills and make changes that bring improvements to health and care. Visit our exhibition stand to find out about the activities and opportunities available through Q and how people can join the community.
W: q.health.org.uk
T: +44(0)20 7257 8000
E: q@health.org.uk
@theQCommunity

Datix
Software for Patient Safety
Stand 17
Datix has been a global pioneer in the field of patient safety for thirty years and today is the leading provider of patient safety software.
Datix aims to build a culture of safety within healthcare organisations, continually investing in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.
W: datix.co.uk
E: info@datix.co.uk
T: +44(0)20 8971 1971
@DatixUK

DNV GL
Stand 25
DNV GL is a world-leading accreditation and certification body that helps businesses assure the performance of their organizations, products, people, facilities, and supply chains. In the healthcare sector, we support over 2400 healthcare providers worldwide to apply systems thinking to address their risks and ensure that the care they provide is quality focused and person centred. We do this through healthcare accreditation, managing infection risk certification as well as other management system certifications and training.
W: dnvgl.com/care
E: business.assurance@dnvgl.com
@DNVGL

QualiWare
Stand 14
QualiWare provides physicians in over 30 medical specialities with education, training and promoting clinical excellence. It provides physicians in over 30 medical specialties with education, training and support throughout their careers. As an independent charity representing more than 32,000 fellows and members worldwide, it advises and works with government, patients, allied healthcare professionals and the public to improve health and healthcare.
W: rcplondon.ac.uk
T: +44 (0) 203 075 1649
E: CEEU@RCPLondon.ac.uk
@RCPLondon

NHS Scotland
Stand 20
NHS Scotland aims to be a recognised world leader in quality healthcare. The Healthcare Quality Strategy for Scotland centres around three Quality Ambitions for Person-Centred, Safe and Effective healthcare. Visit Stand 20 to find out how NHS Scotland, Healthcare Improvement Scotland and NHS Education for Scotland, are supporting this strategy.
W: gov.scotTopics/Health
E: healthcareimprovementscotland.org nes.scot.nhs.uk
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Programme Advisory Committee

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Lord Ara Darzi
Professor of Surgery, Institute of Cancer Research, Imperial College, London; England

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

Helen Bevan
Chief Transformation Officer, Horizons team, NHS England; England

Our theme for the conference this year is Igniting Collective Excellence, and we want to make sure your experiences at the International Forum are shared far and wide, in particular with your teams back home.

Peel off your International Forum postcard below and follow these steps to make sure your message gets through!

1. Write one key message on the postcard that you want to send your team.
2. Take a picture of yourself holding the postcard (or make a short video explaining why your message is so important) and tweet it to the hashtags #myqualitymessage #quality2017.
3. Stick it on our postcard wall in the Exhibition Hall and check out everyone else’s ideas.

Programme Advisory Committee

Ashley McKimm
Head of Innovation and Improvement; BMJ

Joanne Healy
Senior Vice President, Institute for Healthcare Improvement; USA

Ian Leistikow
MD PhD, Senior Inspector, Dutch Healthcare Inspectorate; The Netherlands

Margaret Murphy
External Lead Advisor, WHO Patients for Patient Safety Programme

Cristin Lind
Patient & Family Leader/Patient Partnership Facilitator, QRC Stockholm; Sweden

Beth Lilja
Chief Medical Officer Executive Board of Directors, University Hospital Sjaelland; Denmark

Jo-Inge Myhre
Head of Department at the Department of Patient Safety and Quality, Akershus University Hospital; Norway

Fiona Moss
Editor, Postgraduate Medical Journal; England

Aidan Fowler
Director, Quality Improvement and Patient Safety, and Director, 1000 Lives Improvement Service, NHS Wales

Suzie Bailey
Director of Leadership and Quality Improvement, NHS Improvement

Pedro Delgado
Head of Europe and Latin America, Institute for Healthcare Improvement; USA