



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

Event Guide

Connect. Co-Create. Communicate.

10-12 September 2018

Melbourne Exhibition and
Convention Centre, Melbourne



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International Forum App

How to get the app

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

Downloading our app
App store/GooglePlay: Search for **IHI BMJ** and enter event ID **Melbourne**

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

Key benefits of using the event app:

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



Message from the Minister for Health The Hon Jill Hennessy MP

It is my great pleasure to welcome visitors to the International Forum on Quality and Safety in Healthcare to Australia for the first time, and especially to Melbourne. My warmest welcome to those who have travelled long distances to share their ideas, experience and enthusiasm at this exciting event.

It really is the perfect time for Melbourne to be hosting some of the world's brightest minds, and celebrating healthcare quality and safety.

Over the past 18 months, we have worked hard to drive improvement and innovation across our states health system. We've delivered reform across the sector and a whole new way to work with patients, families, clinicians and health services. We've also unveiled our new lead agency, Safer Care Victoria – the strategic partner for this event.

In keeping with the event's theme of 'Connect. Co-Create. Communicate'. I am proud to showcase the work our health services are doing, and share the results of our renewed focus on healthcare improvement and innovation.

To all attendees, I hope you enjoy your time here and take away with you plenty of great ideas, resources and contacts.



Message from Professor Euan Wallace CEO, Safer Care Victoria

It is a delight to welcome consumers, clinicians, academics and healthcare executives to this International Forum on Quality and Safety in Healthcare. As a strategic partner with the Institute for Healthcare Improvement and the BMJ, it is the happy task of Safer Care Victoria to trumpet the work of our health services and the remarkable people who work within them to support the delivery of outstanding care. Always.

For those of you who signed up for the health experience visits to some of our leading hospitals on the Monday of the Forum, I hope that what you see and learn enriches your visit to Melbourne, Victoria and stays with you as you return to your health service. We are looking forward to learning from you.

For those who have been unable to attend these sessions, I know there are a multitude of opportunities available to you to choose between, all designed to prompt discussion and debate. I urge you all to use this opportunity to connect with colleagues from across the world who are gathered together in Melbourne, the world's most liveable city.

Take in the posters. Check out the evening events. Enjoy yourselves.

Contents

- 02 International Forum App
- 03 Welcome
- 04 Practical Information
- 05 Melbourne Highlights 2018
- 07 Student and Junior Doctor Events
- 08-09 Keynote Speakers
- 10-11 Programme Monday 10 September
- 12-13 Programme Tuesday 11 September
- 14-15 Programme Wednesday 12 September
- 16-17 Floor Plan
- 19 Featured Sessions
- 20 Poster Sessions
- 22 Networking Opportunities
- 23 Consumer Participation
- 24-25 The Night Forum
- 26-29 Sponsors and Exhibitors
- 31 Partner Organisations
- 32-33 Programme Advisory Committee

Practical Information



Welcome Reception

Please join us at the International Forum Welcome Reception.

Tuesday 11 September, 17:15 - 18:00 in the Exhibition Hall.

The Welcome Reception will be followed by The Night Forum taking place at the Melbourne Convention and Exhibition Centre and The General Assembly.



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



Registration: Will take place outside the Exhibition Hall, Ground Level.

Please bring your printed e-badge with you to be scanned. You do not need to go to the registration desk if you have printed your badge. Registration will be open during the following times:

Monday 10 September 07:30 | Tuesday 11 September 07:30 | Wednesday 12 September 07:30



Badges: Will be scanned each day when you enter the conference.

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



Wifi Access is available in all areas.

Please select the network **M Connect** and open your preferred internet browser. The M Connect login page will appear, read the terms and conditions and choose to agree. Click the **CONNECT NOW** button.



International Forum App is available to all attendees.

For further information please see page 2.



Poster Stage Sessions: These will take place in the Exhibition Hall on the two main event days, Tuesday 11 September and Wednesday 12 September. These sessions provide a great opportunity to hear the poster authors talk about their project during a 5 minute allocated slot on one of our poster stages (see full details on page 20).

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



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



Accommodation Agency contact details

If you have booked your accommodation through Ozaccom+ and need any assistance they can be contacted directly on ozaccom@ozaccom.com.au or +61 7 3854 1611



Handouts and Presentations

Handouts and presentations made available by speakers can be found on internationalforum.bmj.com/handouts-melbourne-2018 and also in the International Forum App.



Melbourne Highlights 2018

NEW

International Science and Research Symposium

New to this year's International Forum is the International Science and Research Symposium. The day will provide a unique platform for researchers and key scientific stakeholders to unite in the advancement of improvement science in healthcare. The programme is presented by leaders in the field, and delegates of all levels of experience are welcome to attend. See page 10 for more detail.

Quality Improvement "Shark Tank"

Join this live and interactive session to hear pitches from exciting new quality improvement projects all looking for 'investment' from our expert judges. See page 15 for more detail.

The big debate: This house believes that healthcare improvement is an art rather than a science

Which direction should healthcare improvement take? Should we regard it as an art and focus on perfection through practice, co-creation, practical knowledge, creativity and personal skills? Or do we build it as a science, systematically and rigorously exploring 'what works' to improve quality in healthcare? Join our opening debate to find out. See page 11 for more detail.

Melbourne experience days

Our popular experience days are an opportunity to visit world leading organisations and learn first hand from front line staff how they deliver exceptional care to consumers. Delegates will be experiencing a range of different institutions, from primary care to specialist tertiary centres, and considering themes such as performance excellence, improving culture and putting the needs of the patient first.

Co-created with consumers

Consumers have been involved in the heart of designing and planning the programme, and we're delighted to welcome a number of consumer advocates to the event. Drop by to meet them in our exhibition area to discuss how through co-creation and co-design services can be made more efficient, and patients receive best care. See page 30 for more detail.

Poster stage

Get inspired by listening to the vast array of quality improvement projects on show in our poster area, and have the chance to hear from and meet the presenters on our poster stage. See page 20 for more detail.

Welcome for new delegates

New to the International Forum? Come along to our meet up on Tuesday morning at 07:45 to meet other first time attendees and find out a little more about what to expect over the next two days.



Streams

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

Building Capability and Leadership

Population and Public Health

Person and Family-Centred Care

Quality, Cost, Value

Safety



How can IHI help your organisation improve?

In-Person and Virtual Training

Chief Quality Officer Programme

Professional Development Programme

Begins June 2019, Boston, MA

ihi.org/CQO

Patient Safety Executive Development Programme

Professional Development Programme

7-13 March 2019, Cambridge MA

ihi.org/PSE

Improvement Advisor

Professional Development Programme

Begins January 2019, Belfast, UK

ihi.org/IA

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, organisations, and health systems around the world in building core skills using these essential trainings and tools.

Passport to IHI Training

ihi.org/Passport

Passport to IHI Training offers every member of your health care facility free or discounted 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 #11

Student and Junior Doctor Events at the International Forum in Melbourne

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



Open School



Tuesday 11 September

Student & Junior Healthcare Professional Networking Lunch: Speaking Up for Safety

12:15-13:15, Room 214, Melbourne Convention and Exhibition Centre

Today we challenge the fear that speaking up will destroy your career. Students, juniors, and faculty, are encouraged to grab their lunch and join the IHI Open School, Dr. Don Berwick, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement, and fellow attendees to discuss the vital role students and juniors play in developing and leading quality and safety work. This session will also provide attendees the opportunity to share what matters to them as future or early health providers and share ideas for how individuals can speak up to drive meaningful change.

Night Forum: "Pitch Perfect" Three Minute Thesis Competition

17:30-18:30, Main Poster Stage, Exhibition Hall, Melbourne Convention and Exhibition Centre

Students and juniors will participate or support their colleagues in a competition judged by Dr. Don Berwick, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement, and Euan Wallace, Chief Executive Officer of Safer Care Victoria. The challenge: To present quality and safety research in the most engaging way in 3 minutes or less using only one static slide. Showcase your research, or join the audience of local and international thought leaders in quality and safety to get inspired. It's sure to be an entertaining session for all!

Night Forum: Quality Quiz

19:00-20:00, The General Assembly

After the thesis competition, get your thinking caps on and head over to the General Assembly for some friendly competition at the inaugural quality quiz! This event will provide a fun, interactive approach to broaden participants QI knowledge, and the opportunity to learn from and be with other student and junior doctors from around the world. A limited number of spots will be held for a student and junior doctor teams.



Wednesday 12 September

Student & Junior Healthcare Professional Networking Lunch: Building your QI Skills

12:15-13:15, Room 214, Melbourne Convention and Exhibition Centre

Attendees are invited to join the IHI Open School and IHI Improvement Advisors, for a final opportunity to connect with peers before the conference ends, learn some of the fundamentals of quality improvement, and participate in a fun, interactive lunch session to practice their QI skills and hear how to apply them when returning home.

Recommended Sessions for Students and Juniors

Tuesday 11 September

A1: Meeting the challenge of implementation: The psychology of quality improvement

A4: Creating large scale system transformation

B1: Managing conflict and creating a just culture

B3: Improving the health of the population – national approaches from Sweden and Singapore

C2: High-Impact Leadership in the real world

C3: No quality without equity: Why and how quality improvement must tackle inequity

Wednesday 12 September

D2: Smoke signals – how to use predictive analysis to avoid system level failures

D4: Effective communication - challenges and opportunities from the consumer perspective

E2: Co-designing healthcare with consumers: Rhetoric to reality

E5: Creating a positive culture that promotes joy in work

F4: Being ready for the change that's coming

F5: Quality Improvement Shark Tank

Keynote Speakers

Keynote 1 | Tuesday 11 September, 09:40-10:30

**Quality and Safety in Australia:
looking up down under**



Euan Wallace
CEO, Safer Care Victoria; Australia

Professor Euan Wallace AM is the inaugural Chief Executive Officer of Safer Care Victoria, Victoria's lead agency for quality and safety improvement in healthcare. Professor Wallace is an academic obstetrician and gynaecologist by training. Prior to his appointment to Safer Care Victoria, Professor Wallace was the Director of the Women's Health Program at Monash Health, Victoria's largest women's health service. In that role, he established a clinical governance framework to drive and embed a culture of healthcare improvement.

Professor Wallace is also the Carl Wood Professor and Head of Department of Obstetrics and Gynaecology at Monash University where he leads a perinatal medicine research group. His research interests are in fetal development, maternal health, stem cell biology and patient safety.

**Too much medicine:
turning back the tide of medical excess**



Fiona Godlee
Editor-in-Chief, the BMJ; UK

Fiona Godlee is the Editor in Chief of The BMJ. She qualified as a doctor in 1985, trained as a general physician in Cambridge and London, and is a Fellow of the Royal College of Physicians. She has written and lectured on a broad range of issues, including health and the environment, the ethics of academic publishing, evidence based medicine, access to clinical trial data, research integrity, open access publishing, patient partnership, conflict of interest, and overdiagnosis and overtreatment.

After joining The BMJ as an assistant editor in 1990, she moved in 2000 to help establish the open access publisher BioMedCentral as its founding Editorial Director for Medicine. In 2003 she returned to BMJ to lead its Knowledge division and was appointed Editor in Chief of The BMJ in March 2005. Fiona is honorary professor at the Netherlands School for Primary Care Research (CaRe), honorary fellow of the Royal College of General Practitioners, a senior visiting fellow at the Institute of Public Health at the University of Cambridge, honorary fellow of the Faculty of Public Health and a by-fellow of King's College Cambridge.



Keynote 2 | Tuesday 11 September, 16:15-17:15

Creating a Culture of Safety



Derek Feeley
CEO, President, Institute of Healthcare Improvement (IHI); 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 healthcare 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 healthcare. 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 healthcare.



Gary Kaplan
Chairman and CEO, Virginia Mason Health System; USA

Dr. Gary Kaplan's leadership at Virginia Mason has been recognised by the Harvard Business School as a standard-setting approach to improving cost and quality; he is widely recognised as one of the most influential physician executives in healthcare. He has developed and led national "marketplace collaboratives" with key employers to reduce health costs and dramatically improve both employee productivity and corporate competitiveness.

Keynote 3 | Wednesday 12 September, 09:30-10:30

Achieving Change at Scale



Donald M. Berwick
MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centres 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 Centre, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first "Independent Member" of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality.

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



Jason Leitch
National Clinical Director, Scottish Government; UK

Jason Leitch is the National Clinical Director of the Quality Unit in The Scottish Government Health and Social Care Directorate. Jason is an Honorary Professor at the University of Dundee. He was a 2005-06 Quality Improvement Fellow at the Institute for Healthcare Improvement, in Boston, sponsored by the Health Foundation.



Keynote 4 | Wednesday 12 September, 16:15-17:00

Breaking down barriers in medicine to improve children's lives



Vania Deonizio
Founder and Executive Director, Dancin Power; USA

Vania Deonizio, Founder and Executive Director, Dancin Power, is a dancer, choreographer, and an advocate for cultural change fighting for hospitals to treat humans as individuals who benefit from having access to creative and expressive arts during hospitalisation.

Born in Rio de Janeiro and raised throughout Brazil, Vania founded Dancin Power in the spring of 2006, while living in the United States. Dancin Power is a nonprofit organisation that broke barriers in medicine by developing the first-of-its-kind revolutionary approach of teaching adapted dance lessons to hospitalised children to reduce the negative impact of hospital stays on their health, self-esteem, and emotional well-being.

Her goal was to create a program that would enhance hospitalised children's quality of life by providing an outlet for them to express their emotions, move their bodies, give them a sense of self, provide normalcy, and help them feel uplifted. Thanks to her passion and determination, today, over 16,000 hospitalised children and their families at eight children's hospitals across the United States have been positively impacted by the power of music, movement, mindfulness, and dance.

Monday | 10 September 2018

Full day interactive sessions 09:00-17:00

M1

International Science and Research Symposium

Room 219

The International Science and Research Symposium provides a unique platform for researchers and key scientific stakeholders to unite in the advancement of improvement science in healthcare. The programme will cover important topics such as the sustainability of improvement, how context affects implementation, the harnessing the power of registries and whether data and digital the saviours of improvement science. The programme is presented by leaders in the field, and delegates of all levels of experience are welcome to attend.

Euan Wallace, Safer Care Victoria

Jean Frederic Levesque, Agency for Clinical Innovation

Rachelle Buchbinder, Flinders Medical Centre

Bev Thomas, Austin Health

Asmara Jammali-Blasi, Cabrini Institute

Jane Yelland, Murdoch Children's Research Institute

Alison Kitson, Flinders University

Elif Ekinci, Austin Hospital

Peter Choong, Monash University

John McNeil, St Vincent's Hospital

Melissa Baysari, Macquarie University

James Dromey, Murdoch Children's Research Institute

Enrico Coiera, Macquarie University

Aenor Sawyer, University of California, San Francisco

Peter Hibbert, Macquarie University

Ian Scott, University of Queensland

Harriet Hiscock, Murdoch Children's Research Institute

- Utilise quality improvement tools and undertake small cycle testing of change using PDSA
- Understand the basic measurement frameworks in quality improvement

Bernie Harrison, Director ACHS Improvement Academy; Australia

Gervais Wansaicheong, Adjunct Associate Professor Tan Tock Seng Hospital; Singapore

Debbie Wild, Deputy Director, Office of Improvement Science, Centre for Performance Excellence, Changi General Hospital; Singapore

M3

Engaged Physicians Transform Care

Room 212

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

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

After this session, participants will be able to:

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

Gary Kaplan, Chairman and CEO, Virginia Mason Health System; USA

Jack Silversin, Founding Partner, Amicus, Inc; USA

M6

Designing and Scaling up your QI Initiative

Room 220

This highly interactive session will provide the core IHI approach to implementing and scaling up priority programs using QI methods. The participants will learn the 5 core components of design for improvement, and the IHI framework for phased, exponential scale up, together with an assessment tool to assess readiness for implementation and scale up. The session will be a mix of knowledge transfer of approaches and frameworks, as well as interactive activities. Participants are encouraged to bring their own improvement projects to test drive the implementation and scale up frameworks.

Pierre Barker, Chief Global Programs and Partnerships Officer, Institute for Healthcare Improvement (IHI); USA

Azhar Ali, Head of Middle East, Asia Pacific Region, Institute for Healthcare Improvement (IHI); USA

Half day interactive sessions 09:00-12.30

M2

Introduction to Quality Improvement

Room 213

Quality improvement in healthcare is the systematic use of data and improvement science to achieve exceptional service to patients/clients and their families. This workshop will provide participants with the knowledge and skills to identify gaps in safety and quality; the theory of improvement science; strategic aims for improvement; tools to undertake a diagnostic process to identify sources of process failure; testing change using PDSA cycles and; how to measure whether changes lead to improvement.

After this session, participants will be able to:

- Understand the theory and science of quality improvement
- Set an improvement aim and choose an improvement team

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

Half day interactive sessions 13:30-17:00

M4

Creating Exceptional Experience

Room 213

The Royal Women's Hospital's goal is that all staff and volunteers will complete their 10 hour 'Creating Exceptional Experiences' (CEE) course. This workshop highlights the key elements of the full course. Attendees will actively participate in facilitated dialogue meant to inspire mindfulness about the impact that their words, assumptions, actions and behaviours have on a patient's experience. This workshop uses practical techniques to promote reflection on personal experiences, patient stories and new ways of thinking and doing.

After this session, participants will be able to:

- Be inspired to think, behave and interact in ways that support providing and exceptional patient experience
- Reconnect to the importance of your work and remind you that regardless of your role – everyone contributes to patient experiences
- Feel energised challenge the status quo

Sherri Huckstep, Chief Experience Officer, The Royal Women's Hospital, Victoria; Australia

Simon Gullery, Member of Consumer Advisory Committee, Member of the Quality and Safety Committee, Portfolio Governance Manager, Transformation, Bupa; Australia and New Zealand

M5

Hospital-wide Patient Flow: Right Care, Right Place, Right Time

Room 220

Addressing vexing issues of patient flow in hospitals is essential to ensure safe, high quality, patient-centered care. Failure to provide the "right care, in the right place, at the right time" puts patients at risk for sub-optimal care. Poorly managed hospital flow also adds to the already taxing burden on clinicians and staff, and diverts their attention from clinical care. Improving hospital-wide patient flow is critical for increasing value for patients, clinicians and healthcare systems.

After this session, participants will be able to:

- Understand and describe how to apply the conceptual framework for system optimisation to improve hospital-wide patient flow
- Utilise an approach for "sense-making" regarding the multiple strategies for improving hospital operations and patient flow throughout the hospital
- Analyse organisational capability, change concepts and successful interventions for creating a sustainable system for system-wide hospital flow, so that patients receive the right care, in the right place, at the right time

Frederick C. Ryckman, M. D. Former Senior Vice President for Medical Operations, Professor of Surgery, Cincinnati Children's Hospital Medical Centre

Patricia Rutherford, Vice President, Institute for Healthcare Improvement (IHI); USA

M7

Writing for Publication - how to write an abstract and share the lessons of your QI work

Room 212

In this practical session, you will receive expert advice and guidance on how to write an eye catching abstract for publication, and the next steps for sharing lessons from your work.

Cat Chatfield, Quality Improvement Editor, The BMJ; UK



Opening Keynote

17:30-18:30 Plenary Hall

The big debate: This house believes that healthcare improvement is an art rather than a science

Which direction should healthcare improvement take? Should we regard it as an art and focus on perfection through practice, co-creation, practical knowledge, creativity and personal skills. Or do we build it as a science, systematically and rigorously exploring 'what works' to improve quality in healthcare?

Helen Bevan, Chief Transformation Officer, NHS Horizons; UK

Göran Henriks, Chief Executive of Learning and Innovation at Culturum in Region Jönköping County; Sweden

Chien Earn Lee, Chief Executive Officer, Changi General Hospital; Singapore

Bernie Harrison, Director, Australian Council on Healthcare Standards Improvement Academy; Australia

Janice Wilson, Chief Executive Officer, Health Quality and Safety Commission New Zealand; New Zealand

The BMJ and IHI would also like to thank the following organisations for providing us with a choice of Experience Days for International Forum delegates to attend:

Eastern Health: Achieving performance excellence

Melbourne Health and the Peter MacCallum Cancer Centre: Creating safety culture through engaged teams and consumers

The Royal Children's Hospital: Delivering great patient-centered care in a children's hospital

Alfred Health: Big Problems, Big Solutions – improving care for patients and communities

Melbourne Park Tennis and Mercy Health: Putting the Consumer at the Heart of Healthcare

Royal Australian College of General Practitioners, South Eastern Melbourne Primary Health Network, Emerald Medical Centre, Department of General Practice, Monash University: Primary care

WELCOME FOR NEW DELEGATES: 07:45-08:00
Poster Stage, Exhibition Hall

EN1: A PRACTICAL GUIDE TO PATIENT STORY TELLING
Kate Barnes, Director, Patient and Consumer Experience, The Royal Women's Hospital, Victoria; Australia
Charlene Edwards, Executive Officer, Melbourne Social Equity Institute; Australia
Room 212

EN2: WHAT EVERY HEALTHCARE IMPROVER SHOULD KNOW ABOUT SOCIAL MEDIA
Helen Bevan, Chief Transformation Officer, NHS Horizons; UK
Room 213

EN3: INTRODUCING SAFETY AND QUALITY MEASURE TO THE NATIONAL FUNDING MODEL FOR PUBLIC HOSPITALS
James Downie, CEO, Independent Hospital Pricing Authority; Australia
Room 219

EN4: AUSTRALIAN ATLAS OF HEALTHCARE VARIATION
Anne Duggan, Clinical Director, Australian Commission on Safety and Quality in Healthcare; Australia
Room 220

INTRODUCTION AND WELCOME TO COUNTRY
Plenary Hall

KEYNOTE 1
QUALITY AND SAFETY IN AUSTRALIA: LOOKING UP DOWN UNDER
Euan Wallace, CEO, Safer Care Victoria; Australia
TOO MUCH MEDICINE: TURNING BACK THE TIDE OF MEDICAL EXCESS
Fiona Godlee, Editor-in-Chief, the BMJ; UK
Plenary Hall

Morning break

A1: MEETING THE CHALLENGE OF IMPLEMENTATION: THE PSYCHOLOGY OF QUALITY IMPROVEMENT
Nguk Lan Pang, KK Women's and Children's Hospital (KKH); Singapore
Geoffrey Smith, Senior Psychiatrist, University of Western Australia; Australia
Theresa Williams, Director, Mental Health Research and Strategy, Office of the Chief Psychiatrist, Western Australia; Australia
Plenary Hall

A2: HOW TO MEASURE AND IMPROVE PATIENT COMFORT
Cynthia Wensley, Lecturer, School of Nursing, University of Auckland; New Zealand
Nancy Riebling, AVP of Improvement Science and Master Black Belt, Northwell Health; USA
Room 212

A3: ACCREDITATION GAINS AND LOSSES: WHAT HAVE WE LEARNED AND WHAT IS THE WAY FORWARD?
Philip Choo Wee Jin, Group Chief Executive Officer, National Healthcare Group, Singapore and Senior Consultant, Department of Geriatric Medicine, Tan Tock Seng Hospital; Singapore
Pa-Chun Wang, MSc, MBA CEO, Joint Commission of Taiwan; Taiwan
Christine Dennis, CEO Australian Council Healthcare Standards; Australia
Hing-Yu So, Service Director, Quality and Safety, NTE Cluster, Hospital Authority; Hong Kong
Siu-Fai Lui, Clinical Professional Consultant, JC School of Public Health and Primary Care, Chinese University of Hong Kong; Hong Kong
Room 213

A4: CREATING LARGE SCALE SYSTEM TRANSFORMATION
Glen Farrow, Director of Clinical Governance, Sydney Children's Hospitals Network; Australia
Gerry Marr, Chief Executive, South Eastern Sydney Local Health District (SESLHD); Australia
Room 219

A5: GETTING ON TOP OF THE GLOBAL CESAREAN SECTION EPIDEMIC: HOW QUALITY IMPROVEMENT METHODS CAN HELP
Azhar Ali, Head of Middle East, Asia and Pacific, Institute for Healthcare Improvement, (IHI); USA
Euan Wallace, CEO, Safer Care Victoria; Australia
Pierre Barker, Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement, (IHI), USA
Room 220

POSTER SESSION
Theme: Safety
Poster Stage, Exhibition Hall

Lunch break

L1: DANCIN POWER DEMONSTRATION / ENERGISER
Vania Deonizio, Founder and Executive Director, Dancin Power; USA
Poster Stage, Exhibition Hall

L2: STUDENT AND JUNIOR HEALTHCARE PROFESSIONAL NETWORKING LUNCH
 **Open School**
Room 214

B1: MANAGING CONFLICT AND CREATING A JUST CULTURE
Alvin Shang Ming Chang, Senior Consultant, Department of Neonatology, KK Women's and Children's Hospital; Singapore
Siu-Fai Lui, Clinical Professional Consultant, JC School of Public Health and Primary Care, Chinese University of Hong Kong; Hong Kong
Plenary Hall

B2: EFFECTIVE SHARED DECISION MAKING
Charlie Corke, Senior Intensive Care Specialist, Barwon Health, President Australian and New Zealand College of Intensive Care Medicine; Australia
Shing Liao, Deputy Executive Officer, Joint Commission of Taiwan; Taiwan
Pa-Chun Wang, CEO, Joint Commission of Taiwan; Taiwan
Room 212

B3: IMPROVING THE HEALTH OF THE POPULATION - NATIONAL APPROACHES FROM SWEDEN AND SINGAPORE
Philip Choo Wee Jin, Group Chief Executive Officer, National Healthcare Group, Singapore and Senior Consultant, Department of Geriatric Medicine, Tan Tock Seng Hospital; Singapore
Anette Nilsson, Development and Strategic Officer, Qulturum, Region Jönköping County; Sweden
Göran Henriks, Chief Executive of Learning and Innovation at Qulturum in Region Jönköping County; Sweden
Room 213

B4: TRANSFORMING THE VALUE IN HEALTHCARE
Yolima Cossio Gil, Clinical Data & Innovation Lead, Hospital Universitari Vall d'Hebron; Spain
Shunzo Koizumi, Board Member, Japanese Society for Quality and Safety in Healthcare; Japan
Room 219

B5: TRANSFORMING RESIDENTIAL BASED CARE
Jenny Preece, Rural Health Network Manager, The Agency for Clinical Innovation; Australia
Paul Yates, Geriatrician, Austin Health; Australia
Room 220

POSTER SESSION
Theme: Quality, Cost, Value
Poster Stage, Exhibition Hall

Afternoon break

C1: SYSTEM-WIDE TRANSFORMATION TO ENSURE TIMELY PATIENT FLOW AND PATIENT SAFETY IN HOSPITALS
Frederick C. Ryckman, MD, recently retired Senior Vice President for Medical Operations, Cincinnati Children's Hospital Medical Centre; USA
Room 212

C2: HIGH-IMPACT LEADERSHIP IN THE REAL WORLD
Jason Leitch, National Clinical Director, Scottish Government; UK
Room 213

C3: NO QUALITY WITHOUT EQUITY: WHY AND HOW QUALITY IMPROVEMENT MUST TACKLE INEQUITY
Kiri Rikihana, Group Manager, Mortality Review Committees' Secretariat and Kaiwhakahaere Te Whai Oranga; New Zealand
Room 219

C4: BEYOND RCA: INVESTIGATING SERIOUS HEALTHCARE FAILURES USING APPROACHES ADAPTED FROM OTHER INDUSTRIES
Kevin Stewart, Medical Director, Healthcare Safety Investigation Branch; UK
Carl Macrae, Associate Director of Research and Evaluation, Healthcare Safety Investigation Branch; UK
Plenary Hall

C5: ONLINE PATIENT STORIES - SUPPORTING STAFF LEARNING AND PROMOTING SYSTEM CULTURAL CHANGE
Michael Greco, Chief Executive, Patient Opinion Australia; Australia
Louise McKinley, Director, Patient Experience and Partnerships, Safer Care Victoria; Australia
David Plunkett, Chief Executive, Eastern Health; Australia
Room 220

Carrie Marr, Chief Executive, Clinical Excellence Commission, NSW Health, Australia
Gerry Marr, Chief Executive, South Eastern Sydney Local Health District (SESLHD); Australia

POSTER SESSION
Theme: Person and Family Centred Care
Poster Stage, Exhibition Hall

POSTER SESSION
Theme: Population and Public Health
Poster Stage, Exhibition Hall

KEYNOTE 2: CREATING A CULTURE OF SAFETY
Derek Feeley, CEO, President, Institute of Healthcare Improvement (IHI); USA
Gary Kaplan, Chairman and CEO, Virginia Mason Health System; USA
Plenary Hall

WELCOME RECEPTION: 17:15 - 18:00
followed by the NIGHT FORUM 18:00-21:00
Exhibition Hall #nightforum

S1: 'PITCH PERFECT': THREE MINUTE THESIS COMPETITION
Fiona Godlee, Editor-in-chief, The BMJ; UK
Donald M Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centers for Medicare and Medicaid Services; USA
Euan Wallace, CEO, Safer Care Victoria; Australia
Room 212



<p>8:00</p> <p>BR1: HOW TO FIND THE RIGHT JOURNAL FOR YOUR WORK Cat Chatfield, Quality Improvement Editor, The BMJ; UK Paresh Dawda, Adjunct Professor, RACGP Quality Care Committee and Advisory Board Member, BMJ Open Quality; Australia Kevin Stewart, Medical Director, Healthcare Safety Investigation Branch; UK</p> <p>Room 212</p>		<p>BR2: WHAT'S NEW AT THE INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI) Azhar Ali, Head of Middle East & Asia-Pacific, Institute for Healthcare Improvement (IHI); USA Pierre Barker, Chief Global Partnerships & Programs Officer, Institute for Healthcare Improvement (IHI); USA Derek Feeley, President/CEO, Institute for Healthcare Improvement (IHI); USA Jessica Perlo, Director, Institute for Healthcare Improvement (IHI); USA Patricia Rutherford, Vice President, Institute for Healthcare Improvement (IHI); USA</p> <p>Room 213</p>				
<p>9:00</p> <p>OPENING REMARKS Plenary Hall</p>						
<p>9:30</p> <p>KEYNOTE 3 : ACHIEVING CHANGE AT SCALE Donald M. Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centers for Medicare and Medicaid Services; USA Jason Leitch, National Clinical Director, Scottish Government; UK</p> <p>Plenary Hall</p>						
<p>10:30</p> <p>Morning break</p>						
<p>11:00</p> <p>D1: PROVIDING ACCESS TO CARE IN RURAL LOCATIONS Amanda Reeves, Improvement Manager, Redesign, The Royal Children's Hospital; Melbourne; Australia Andrew Likaka, Director, Quality Management Directorate, Ministry of Health; Malawi</p> <p>Room 212</p>	<p>D2: SMOKE SIGNALS - HOW TO USE PREDICTIVE ANALYSIS TO AVOID SYSTEM LEVEL FAILURES Benjamin Nowotny, MBBS-PhD Candidate, Monash University; Melbourne; Australia Carolyn Gullery, Executive Director Planning, Funding and Decision Support at Canterbury DHB and West Coast DHB; New Zealand</p> <p>Plenary Hall</p>	<p>D3: ENGAGING FRONTLINE CLINICIANS IN QUALITY IMPROVEMENT Cat Chatfield, Quality Improvement Editor, The BMJ; UK Dominique Allwood, Consultant in Public Health Medicine; UK</p> <p>Room 213</p>	<p>D4: EFFECTIVE COMMUNICATION - CHALLENGES AND OPPORTUNITIES FROM THE CONSUMER PERSPECTIVE Manvir Victor, Chairman, Patient for Patient Safety; Malaysia Kevin English, Stroke Foundation Consumer Council, Safer Care Victoria Stroke Network; Australia Jen Morris, Consumer Representative Researcher, University of Melbourne's School of Public Health; Australia Helen Karagiozakis, Member of Melbourne Health's Consumer Advisory Committee, Senior Corporate Analyst for the Victorian Department of Justice and Regulation; Australia Jacqui Gibson-Roos, Consumer Member of Austin Health, The Victorian Clinical Council, and the Australian College of Emergency Medicine; Australia</p> <p>Room 219</p>	<p>D5: ANTIMICROBIAL MEDICATION SAFETY Karin Thursky, Director, National Centre for Antimicrobial Stewardship; Melbourne; Australia Jason Trubiano, Director of Antimicrobial Stewardship and Antibiotic Allergy, Austin Health; Australia Anucha Apisarnthanarak, Assistant Professor, Thammasart University Hospital, Pratumthani; Thailand</p> <p>Room 220</p>	<p>POSTER SESSION Theme: Improvement Works in Progress</p> <p>Poster Stage, Exhibition Hall</p>	
<p>12:30</p> <p>Lunch break</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>STUDENT AND JUNIOR HEALTHCARE PROFESSIONAL NETWORKING LUNCH</p>  <p>Open School</p> <p>Room 214</p> </div> <div style="width: 30%;"> <p>NURSING NOW - A GLOBAL CAMPAIGN</p> <p>Donald M. Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centres for Medicare and Medicaid Services; USA</p> <p>Patricia Rutherford, Vice President, Institute for Healthcare Improvement (IHI); USA</p> <p>Room 212</p> </div> <div style="width: 30%;"> <p>CERNER SOAPBOX PRESENTATION</p>  <p>Poster Stage, Exhibition Hall</p> </div> </div>						
<p>13:30</p> <p>E1: BRIDGING THE GAP BETWEEN FRONTLINE AND LEADERSHIP David Plunkett, Chief Executive, Eastern Health; Australia Lisa Mckenzie, Director of Operations, Precinct Collaboration, Peter MacCallum Cancer Centre & The Royal Melbourne Hospital; Australia</p> <p>Room 212</p>	<p>E2: CO-DESIGNING HEALTHCARE WITH CONSUMERS Jane Murkin, Deputy Director General Quality, Governance & Risk, ACT Health; Australia Christine Walsh, Director, Partners in Care, Health Quality and Safety Commission; Wellington; New Zealand Deon York, Programme Manager, Health Quality Safety Commission; New Zealand</p> <p>Room 213</p>	<p>E3: TRANSFORMING PRIMARY CARE Louise Riley, A/g Assistant Secretary, Primary Care, Dental & Palliative Care Branch, Primary Care and Mental Health Division, Department of Health; Australia Walid Jammal, General Practitioner (Principal GP), Hills Family General Practice; Sydney; Clinical Lecturer, Western Clinical School, University of Sydney; Conjoint Senior Lecturer, School of Medicine, Western Sydney University; AGPAL Healthcare Homes Initiative Expert Panel Member; Australia Leanne Wells, CEO, Consumer Health Forum; Australia Milton Lum, Consultant Obstetrician & Gynaecologist & Member of Board of Governors, Perdana University; Malaysia</p> <p>Room 219</p>	<p>E4: GLOBAL PERSPECTIVES ON MENTAL HEALTH Pat McGorry, Executive Director of Orygen, Professor of Youth Mental Health at The University of Melbourne, Director of the Board of the National Youth Mental Health Foundation; Australia Hong Choon Chua, Chief Executive Officer, Institute of Mental Health; Singapore</p> <p>Room 220</p>	<p>E5: CREATING A POSITIVE CULTURE THAT PROMOTES JOY IN WORK Derek Feeley, CEO, President, Institute of Healthcare Improvement (IHI); USA Jessica Perlo, MPH, Director, Institute of Healthcare Improvement (IHI); USA Chien Earn Lee, Chief Executive Officer, Changi General Hospital; Singapore Ngai Chuen Sin, Chief Manager (Patient Safety & Risk Management), Hospital Authority, Hong Kong Euan Wallace, CEO, Safer Care Victoria; Australia</p> <p>Plenary Hall</p>	<p>POSTER SESSION Theme: Safety</p> <p>Poster Stage, Exhibition Hall</p>	
<p>15:00</p> <p>Afternoon break</p>						
<p>15:30</p> <p>F1: SPORTS COACHING FOR HEALTHCARE TEAMS Göran Henriks, Chief Executive of Learning and Innovation, Jönköping County Council; Sweden David Galler, Intensive Care Specialist, Middlemore Hospital; New Zealand</p> <p>Room 212</p>	<p>F2: ABORIGINAL AND TORRES STRAIT ISLANDER HEALTHCARE Benjamin Gorrie, Victoria Director and President, CATSINaM; Australia</p> <p>Room 213</p>	<p>F3: HOW CAN CREATIVE ARTS MAKE US REFLECT ON OUR COMMUNICATION IN HOSPITALS? Jo Zealand, Facilitator, The Jump; Australia Jim Lawson, Facilitator, The Jump; Australia</p> <p>Room 219</p>	<p>F4: BEING READY FOR THE CHANGE THAT'S COMING Helen Bevan, Chief Transformation Officer, NHS Horizons; UK</p> <p>Plenary Hall</p>	<p>F5: QUALITY IMPROVEMENT 'SHARK TANK' Ben Nowotny, MBBS-PhD Candidate, Monash University, Melbourne; Australia Hwei Yee Tai, Group Chief Quality Officer, National Healthcare Group; Singapore Manvir Victor, Chairman, Patient for Patient Safety Malaysia; Malaysia Fiona Godlee, Editor-in-chief, The BMJ; UK</p> <p>Room 220</p>	<p>F6: SECURING NATIONAL SYSTEMS FOR QUALITY AND SAFETY IN TRANSITIONAL ECONOMIES IN THE WESTERN PACIFIC Vivian Lin, Professor, La Trobe University, Melbourne; Australia</p> <p>Room 211</p>	<p>POSTER SESSION Theme: Building Capability and Leadership</p> <p>Poster Stage, Exhibition Hall</p>
<p>16:30</p> <p>KEYNOTE 4: BREAKING DOWN BARRIERS IN MEDICINE TO IMPROVE CHILDREN'S LIVES Vania Deonizio, Founder and Executive Director, Dancin Power; USA</p> <p>Plenary Hall</p>						
<p>17:00</p>						

Room locations

G Ground floor
 Registration, Plenary Hall, Exhibition Hall, Posters

2 Level Two
 Room 211, 212, 213, 219, 220

Don't forget to join in the conversations on twitter
 Tweet us at #quality2018

Floor Plan



Posters and Exhibition Hall

Exhibitors (by stand number)

1. The Australian Council on Healthcare Standards (ACHS)
2. Minute to Win It
- 3-4. KPMG and Cemplicity
5. Australian Visitor Centres
6. Occupational English Test
7. Riskman International
9. Joint Commission of Taiwan
10. International Forum on Quality and Safety in Healthcare
11. IHI
12. Cognitive Institute
13. Lightfoot Solutions
14. Clinical Excellence Commission
15. BMJ

2019–20 HARKNESS FELLOWSHIPS in HEALTH CARE POLICY and PRACTICE

Call for Applications

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

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

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

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

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



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



James Mountford

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



A Century of Advancing Health Care for All

APPLICATION DEADLINES

September 4, 2018:
Australia and New Zealand

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

VISIT

commonwealthfund.org/fellowships
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.

Featured Sessions

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

Quality, Cost, Value

- M5** Hospital-wide patient flow: Right care, right place, right time
When: Monday 10 September, 13:30-17:00
Location: Room 220
- B4** Transforming the value in healthcare
When: Tuesday 11 September, 13:15-14:30
Location: Room 219

Patient and Family Centered Care

- D4** Effective communication - challenges and opportunities from the consumer perspective
When: Wednesday 12 September 11:00-12:15
Location: Room 219
- E2** Co-designing healthcare with consumers: Rhetoric to reality
When: Wednesday 12 September, 13:15-14:30
Location: Room 213

Population and Public Health

- A5** Getting on top of the global caesarean section epidemic: How Quality Improvement methods can help
When: Tuesday 11 September, 11:00-12:15
Location: Room 220
- B3** Improving the health of the population: National approaches from Sweden and Singapore
When: Tuesday 11 September, 13:15-14:30
Location: Room 213

Safety

- C4** Beyond RCA; investigating serious healthcare failures using approaches adapted from other industries
When: Tuesday 11 September, 15:00-16:00
Location: Plenary Hall
- D5** Antimicrobial medication safety
When: Wednesday 12 September, 11:00-12:15
Location: Room 220

Building Capability and Leadership

- A1** Meeting the challenge of implementation: The psychology of quality improvement
When: Tuesday 11 September, 11:00-12:15
Location: Plenary Hall
- F1** Sports coaching for healthcare teams
When: Wednesday 12 September, 15:00-16:00
Location: Room 212

Don't miss

- ND** Welcome for new delegates
When: Tuesday 07:45-08:00
Location: Poster Stage
- L1** Dancin Power demonstration
When: Tuesday 13:00-13:15
Location: Poster Stage
- L4** Nursing now: A global campaign
When: Wednesday 12:30-13:00
Location: Room 212
- SB** Cerner Soapbox presentation
When: Wednesday 12:30-13:00
Location: Poster Stage
Jeremy Young, Senior Quality Executive – Global Population Health, Cerner, USA

New for 2018



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 stage sessions. Drop into any of our facilitated poster sessions and hear authors deliver short presentations about their project and answer any questions from the audience.

We have over 400 posters showcasing improvement projects from around the world. We hope you take the time to visit and meet the contributors.

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:

Tuesday 11 September

A.
11:00-12:15
Themes covered in this session are:
Safety

B.
13:15-14:30
Themes covered in this session are:
Quality, Cost, Value



C.
15:00-16:00
Themes covered in this session are:
Person and Family Centred Care
Population and Public Health

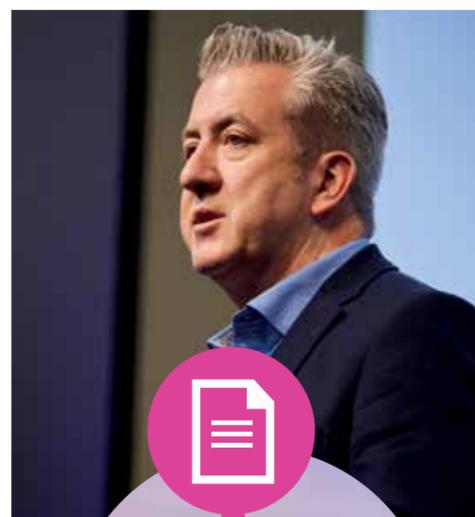
Wednesday 12 September

D.
11:00-12:15
Themes covered in this session are:
Improvement Works in Progress

E.
13:15-14:30
Themes covered in this session are:
Safety

F.
15:00-16:00
Themes covered in this session are:
Building Capability and Leadership

Location:
Poster Stage, Exhibition Hall



Take your poster from Melbourne to Glasgow!

If you have a poster in Melbourne, your work can also be displayed at the International Forum in Glasgow (27-29 March 2019)

Find out more at:
internationalforum.bmj.com/glasgow
Submission deadline:
Tuesday 6 November 2018



27-29 March 2019 | SECC, Glasgow, Scotland

Join over 3,000 international attendees from over 70 countries at one of the largest international conferences for healthcare professionals in quality improvement and patient safety.

Book now
with Early Bird rates
Available until
29 January 2019

Key reasons to attend:

- Hear from over **100+ international speakers** providing practical ideas that can be implemented in the workplace
- Be inspired with access to over **700+ poster displays**. Hear from the authors and meet the presenters across our vast array of quality improvement projects
- Attend the **International Science and Research Symposium** connecting researchers and healthcare professionals
- **Network, connect and build coalitions** to inspire understanding between healthcare organisations worldwide
- Learn **key strategies** from healthcare leaders and visionaries
- **Enhance your professional knowledge** to make a real difference to patient outcomes in your community

Register now: internationalforum.bmj.com/glasgow

Networking Opportunities

The theme for the 2018 International Forum is Connect. Co-Create. Communicate, providing you with plenty of opportunities for you to meet our experts, catch up with colleagues, meet new connections and begin collaborations.



Our Welcome Reception

Join us at the International Forum welcome reception on

Tuesday 11 September
from 17:15 in the
Exhibition Hall.



Join the conversations
Use the hashtag #quality2018 when tweeting about the International Forum.



Consumer Participation

At the International Forum, we're passionate about involving consumers in the design and delivery of our conference.

Here are a few ways you can connect with some of the inspirational advocates who will be attending the event.

#withconsumers

We're proud to be the first conference to display the #withconsumers tick provided by the Consumer Health Forum. A cohort of consumers will be chairing sessions and participating in discussions throughout the conference - look out for delegates wearing the 'consumer representative' sticker on their badges, follow the hashtag to contribute to the conversation on twitter.



Meet the consumer

Come along to our consumer meeting place in the exhibition to hear great examples of co-created projects, and get advice from our advocates on how you can get service users involved in your organisation.

When: Tuesday 11 and Wednesday 12 September, 10:30-11:00, 12:15-13:15, 14:30-15:00
Location: Exhibition Hall

D4: Effective communication - challenges and opportunities from the consumer perspective

When: Wednesday 12 September, 11:00-12:15
Location: Room 219

In this interactive panel session we'll hear from consumers about what they perceive to be the biggest challenges and opportunities in terms of communication in the care environment, and what we can do to ensure that healthcare professionals and service users are working together to co-design services in the most effective way.

Well-being and Sustainability

Minute to Win It

Visit stand 2 and compete with your colleagues in some fast paced games which will test your skills and quick thinking.

When: Tuesday 11 and Wednesday 12 September, 10:30-11:00, 12:15-13:15, 14:30-15:00

Dancin Power Demonstration

Join Vania Deonizio for a taster of her keynote session, and learn how to get yourself and your patients moving!

When: Tuesday 11 September, Poster Stage, 13:00 - 13:15



Charitable donations
Please deposit any unused items from the Forum including drink bottles, notebooks, pens and t-shirts in one of the donation points throughout the convention centre. MCEC will donate these to their charity partner, Launch Housing.



Sustainable menus
The talented chefs at MCEC have sourced local produce that's in-season to develop your lunches. This decreases the food miles and allows for the creation of fresh, sustainable menus. The cooking oil is cleaned and re-used and surplus food is donated to OzHarvest and SecondBite to support families in need.



Battery recycling
Help the Royal Children's Hospital and donate partially-used batteries to HeartKids and the Starlight Children's Foundation, which are using children's toys in the hospital's play area. Please hand these into the registration desk.

The Night Forum

Informal. Fun. Networking and Learning

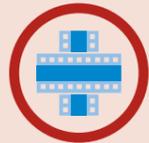
This year we're delighted to introduce our Night Forum, an opportunity to meet with colleagues, make new connections and enjoy the range of activities we have on offer.

Our evening social event is available to those who have paid to attend. If you would like to attend but have not yet registered, please visit our onsite enquiries desk who will be able to assist you. The cost is AUD\$70.40/USD\$52.80 (inclusive of GST) per ticket which includes entertainment with food and drinks provided.



Food, drink and prizes included.

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



Reel Health Quality Improvement Cinema

Location: Room 212 **Time:** 18:00-19:00

The Reel Health International Short Film Festival is an innovative concept which recognises the power of film as a platform for people to tell real stories of health and how they affect the community.

Submissions are encouraged from talented filmmakers across the world, across a series of themed categories. We will be hosting a special showcase of selected films in what promises to be a thought provoking and stimulating event.



Quality Improvement Adventure Quest

Location: Meet in Room 213 **Time:** 18:00-19:00

Our Quality Improvement Adventure Quest is an opportunity to get together with colleagues or make new friends in a fun outdoor "Adventure" that will leave you laughing for weeks to come.

Using an interactive app that operates on GPS technology and image recognition, teams will unlock a variety of challenges on their journey, set in and around the convention centre, and there will be a prize for the winning team.

Note: Make sure to wear comfortable footwear and bring an umbrella in case of rain!



The General Assembly

Location: 29 South Wharf Promenade, South Wharf, VIC 3006
2 minute walk from the Melbourne Convention Centre **Time:** 18:00 - 21:00

Join us at the General Assembly for an opportunity to unwind and catch up with friends old and new on the edge of the Yarra River. Food and drinks will be provided as well as a cultural showcase from our next International Forum destination, Taipei.

??? At 7pm there is a chance to test out your QI knowledge in our fun and fast paced Quality Improvement Quiz. Meet up with members of our International Forum committee and compete to see which team will be crowned the winner.

Don't forget to Tweet about the Night Forum at #nightforum

Sponsors and Exhibitors

Organisers



BMJ

Stand 15

BMJ advances healthcare worldwide by sharing knowledge and expertise to improve experiences and outcomes. We publish one of the world's most cited general medical journals, The BMJ, alongside 60 indexed specialty journals.

We also produce e-learning modules, events and clinical decision support tools that help healthcare professionals improve the quality of healthcare delivery.

W: bmj.com/company

E: support@bmj.com

T: +44 (0)20 7387 4410

TW: [@bmj_company](https://twitter.com/bmj_company)



Institute for Healthcare Improvement (IHI)

Stand 11

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organisation based in Boston, Massachusetts. IHI is a leading innovator, convener, partner, and driver of results in health and healthcare improvement worldwide. At its core, IHI believes everyone should get the best care and health possible. This passionate belief fuels IHI's mission to improve health and health care. For more than 25 years, IHI has partnered 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

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

Destination Sponsors



Melbourne Convention Bureau (MCB)

As a subsidiary of Visit Victoria, Melbourne Convention Bureau (MCB) leads the acquisition and delivery of national and global business events for Melbourne and regional Victoria. This is achieved through partnering with the Victorian State Government, City of Melbourne, Melbourne Convention and Exhibition Centre, and over 250 private enterprise partners.

MCB secures and delivers business events for Melbourne with teams dedicated to business development, bidding and sales, convention servicing, marketing, and partnerships.

With staff and representation in five countries, including United Kingdom, United States, China, Malaysia and Australia, MCB is well placed to support your organisation across the conference journey.

W: melbournecb.com.au

TW: [@MelbConventions](https://twitter.com/MelbConventions)

Sponsors



Cerner

Soapbox Presentation

Location: Poster Stage, Exhibition Hall

Wednesday 12 September, 12:30-12:55

Join Cerner to learn how organisations around the world are approaching integrated care and population health management to improve patient health and care and organisational financial health. The NHS, Intermountain Healthcare, the US Department of Defense and Veterans Affairs, Children's Hospital of Orange County, and many others are leveraging solutions designed to manage and engage their respective populations. Cerner is delighted to share some of the initiatives and accomplishments achieved by these progressive organisations with you!

Jeremy Young, Senior Quality Executive – Global Population Health, Cerner, USA

W: cerner.com/

T: +1-816-221-1024

TW: [@Cerner](https://twitter.com/Cerner)

Exhibitors



The Australian Council on Healthcare Standards

Stand 1

The Australian Council on Healthcare Standards (ACHS) is an independent, not-for-profit organisation dedicated to improving the quality of healthcare in Australia through continual review of safety and quality standards and accreditation.

Established in 1974, it is recognised as the leading healthcare accreditation body in Australia and as an authority on the measurement and implementation of quality improvement systems.

ACHSI was established in 2005 as a wholly-owned subsidiary company and provides accreditation services across 14 countries to a diverse range of health service organisations.

In 2018 ACHS continues to work to support healthcare professionals, consumers, government and industry stakeholders in their pursuit of high quality and safe health services.

W: achs.org.au

E: achs@achs.org.au

T: 02 9281 9955

TW: [@ACHSaccred](https://twitter.com/ACHSaccred)



Ramsay Health Care

Ramsay Health Care

Sponsored Poster Category: Quality, Cost, Value

Location: Poster Stage, Exhibition Hall

Ramsay Health Care (Ramsay) was founded by Paul Ramsay AO, in Sydney, Australia, in 1964 and has grown to become a global hospital group operating 235 hospitals and facilities, across six countries. It is one of the top six private hospital operators in the world.

Ramsay facilities cater for a broad range of healthcare needs from day surgery procedures to highly complex surgery, as well as psychiatric care and rehabilitation. With circa 25,000 beds, Ramsay employs over 60,000 staff and admits over 3 million patients each year to its facilities.

Ramsay Health Care is well-respected throughout the health care industry for operating quality private hospitals and for its excellent record in hospital management and patient care. The Company focuses on maintaining the highest standards of quality and safety; being an employer of choice and operating its business according to The Ramsay Way philosophy: "People Caring for People".

W: ramsayhealth.com

T: +61 2 9433 3444

TW: [@ramsayhealth](https://twitter.com/ramsayhealth)



Australian Visitor Centres

Stand 5

Australian Visitor Centres provide tourism booking services and visitor information around Australia.

We offer a free booking service with professional knowledge from a local.

We can help you with; Day tours, accommodation, car rental, public transport, interstate travel & local attractions!

W: australianvisitorcentres.com.au

E: Chris@ausvc.com.au

T: 1300 780 045



Exhibitors

**Cemplicity & KPMG****Stand 3 and 4**

KPMG is a professional services firm with global reach and deep expertise in audit and assurance, tax and advisory. We are committed to providing long-term support to our clients as they tackle challenges & transform the way healthcare is delivered, helping to improve health outcomes for patients and efficiencies for providers.

Cemplicity is the world leader in patient reporting software. Our platform offers the most innovative and comprehensive patient reporting in the world, to transform how the health industry captures, understands and actions patient feedback.

Together, KPMG and Cemplicity work to drive continual improvement in patient experiences and outcomes.

W: cemplicity.com/#utm_source=ihwebsite

E: hello@cemplicity.com

T: +61 1800 765 924

TW: @cemplicity

**Clinical Excellence Commission****Stand 14**

The Clinical Excellence Commission (CEC) is committed to the continuous improvement of patient safety and the experience of care for the people of New South Wales, with data shaping the Quality Improvement measures deployed. The CEC vision is for safer care, for every patient, every time. To achieve this, the CEC develops and delivers initiatives in collaboration with health services, clinicians and patients, including Quality Improvement projects that focus on people and culture, team effectiveness and organisational development. The CEC also delivers patient safety programs that focus on governance and assurance, as well as incident management and mortality review.

W: health.nsw.gov.au

T: (02) 9391 9000

TW: @NSWhealth

**Cognitive Institute****Stand 12**

Cognitive Institute partners with healthcare organisations throughout the world to deliver our KnowHow – knowledge, insights and experience, to equip leaders and their teams with the skills to practise safer, more reliable and kinder healthcare.

For over 16 years, the Institute has provided independent, professional advice and multi-disciplinary education to engage and support all staff for sustainable organisation-wide culture change.

Cognitive Institute is part of Medical Protection Society (MPS), a not-for-profit protection organisation dedicated to healthcare professionals and organisations around the world.

W: cognitiveinstitute.org

E: enquiries@cognitiveinstitute.org

T: +61 7 3511 5000

TW: @cognitiveinst

**International Forum on Quality & Safety in Healthcare****Stand 10**

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

W: internationalforum.bmj.com

E: events@bmj.com

TW: @Quality Forum #quality2018

**Joint Commission of Taiwan****Stand 9**

The Joint Commission of Taiwan (JCT) is an independent, not-for-profit organisation established in 1999. With credit and trust earned from society for its honesty, integrity and neutrality in implementing accreditation, certification and onsite inspection activities over time, JCT is committed to promoting quality and patient safety concepts, the use of quality management tools, and healthcare professionals training, in order to help administrators of healthcare organisations and professional healthcare providers to improve healthcare quality.

With experience in promoting and participating in the reform of Taiwan healthcare system for years, JCT has developed expertise and established a solid foundation. Also, the capacity of continuous innovation and development allows JCT to create extraordinary value. Step by step, JCT is making continuous efforts to be the promoter of healthcare quality, in order to develop the partnership between people and the healthcare facilities and to enhance healthcare quality. In the future, JCT will be toward highly regarded accreditation and quality improvement organisation with "worldwide perspective", hoping that people can receive the safe, high quality, efficient, and human-centeredness healthcare services.

W: jct.org.tw

E: rd@jct.org.tw

T: +886 289643000

TW: @JCT_office

**Lightfoot Solutions****Stand 13**

At Lightfoot Solutions we believe in placing the patient at the centre of the health system and that an evidence led, flow-based approach is critical to improving patient outcomes. We aim to build learning systems and learning organisations for our clients; systems and organisations that believe:

Continuous improvement is a business as usual activity as well as a fundamental skill set for all staff

Evidence is key with data and information being open, transparent and critical to improved decision-making, both from an operational and improvement point-of-view.

The engagement and empowerment of clinicians and front line staff is vital to success

W: lightfootsolutions.com

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**Occupational English Test****Stand 6**

The Occupational English Test (OET) helps employers, governments and healthcare boards and councils select internationally trained healthcare professionals with the appropriate level of English to deliver patient safety and high-quality care.

W: ccupationalenglishtest.org

E: stakeholders@oet.com.au

T: 03 8656 4000

TW: @OETofficial

**RiskMan International****Stand 7**

RiskMan International forms part of the Datix Group of companies with offices in Melbourne, London and Chicago. Both companies have a mission to protect patients from harm by combining nearly fifty years of risk management experience with clever software solutions. As a global company we share similar values for providing excellent customer service and quality product offerings to all customers, regardless of size and location. RiskMan International (RMI) has an 18 year, demonstrated track record of implementing complex, large scale, Incident & Risk Management systems, on time and on budget. Talk to us today about how we can help you monitor, manage and analyse any important information in your organisation.

W: riskman.net.au

E: info@riskman.net.au

T: +61 3 9686 0009

TW: @RiskManOfficial

Interested in exhibition and sponsorship opportunities for Taipei 2019 and Sydney 2020?

If you are looking to meet influential healthcare leaders across the globe, live events are a great way to network and make new connections.

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Andy Josephides
Sales Manager
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“This event is a great opportunity for us to talk to a wide range of stakeholders that are here from clinicians, hospital directors to policy makers. In a very short time we get to talk to a range of people - that is the real value in being here.”

Steve McAdam, Global Healthcare Director, DNV GL

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Partner Organisations

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

We would also like to acknowledge and thank our Experience Day Hosts for sharing their time and knowledge with us, and especially with our delegates - Eastern Health, Melbourne Health, The Royal Children's Hospital, Alfred Health, Melbourne Park Tennis, Mercy Health, SE Melbourne Primary Health, Monash University, Emerald Centre and the Royal Australian College of General Practitioners.

Strategic Partners



Supporting Organisations



Improving quality with our international partners

Interested in being a partner, getting special rates, or perhaps hosting the International Forum in your city?

Visit the International Forum stand #10 to find out about partner benefits.

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International Forum on
QUALITY & SAFETY
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18-20 September 2019 | Taipei

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Registration opens December 2018

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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.

Key reasons to attend:

- Connect with over 1,250 healthcare professionals from over 35 countries
- Learn key strategies from healthcare visionaries and leaders
- Enhance your professional knowledge to make a real difference to patient outcomes in your community
- Become energised to implement the ideas you have acquired

**Keep up-to-date with the latest news at
internationalforum.bmj.com**