



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

18-20 September 2019 | Taipei Marriott Hotel, Taipei

Event Guide

Transforming Quality for Tomorrow

Issue highlights
Wellbeing activities
Evening Reception
Q&A with keynote speakers
Our exhibitors
550 ePosters


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for floorplan

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Improvement

BMJ

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Exhibitors



Social Commitment

The Taipei Marriott Hotel:

- Is the first major hotel chain to calculate their carbon footprint and launched a plan to improve energy efficiency, conserve water and support projects that reduce deforestation
- Teamed-up with vendors that conserve energy, reduce and divert waste and comprised of more sustainable materials
- Use low-energy light bulbs
- Provide recyclable key cards and pens

The International Forum team:

- We have introduced ePosters to reduce the amount of printed paper used for poster displays
- We reuse badge holders. Don't forget to hand yours in before you leave on Friday!
- We use local suppliers where possible
- We provide recyclable pens for all attendees
- We have reduced our printing and used recycled paper for all office supplies and promotional materials, including the event guide you are holding!

How can you help?

- REDUCE** - try to avoid overly packaged items and decline a carrier bag if you don't need it.
- REUSE** - Re-use wherever possible any water bottles or cups. These can be refilled with water from one of the water dispensers in the venue.

- CONSERVE ENERGY** - while lifts and escalators are essential for some visitors, many visitors could use the stairs. This is not only good exercise, but also reduces the amount of energy needed to power lifts and escalators.
- RECYCLE** - recycle any waste you have at the designated recycling bins.

Welcome to Taipei

Dear esteemed delegates,

On behalf of the Joint Commission of Taiwan (JCT), the Institute for Healthcare Improvement (IHI) and BMJ, I wish you a very warm welcome to the 2019 International Forum on Quality and Safety in Healthcare in Taipei. Our healthcare community is honored and excited to meet you.

Taiwan is a magical island full of wonders. In the past few decades, we have achieved remarkable success in economy, democracy, and healthcare despite the tense geopolitical landscape. We were fortunate to have received help from inspired experts and scholars such as yourselves, and for that we are sincerely grateful.

Taiwan is a country that enjoys high standards of healthcare, and much of our success stems from rigorous medical education and appropriate public health policies - our government prioritises patient safety and healthcare quality. During this conference, you will be able to witness first hand the benefits of our comprehensive healthcare system and outstanding healthcare quality institutions.

However, population healthcare needs are ever-shifting. Just like many other countries in Asia, Taiwan is confronted with a changing population structure and transitional justice. Currently, improving the care of vulnerable populations and building resilience among healthcare workers are important healthcare

issues we need to tackle. As we face the challenges of a shrinking and aging population, we need to reevaluate ways to integrate existing healthcare resources. Over the next few days, I am confident that we'll have plenty of opportunities to learn from each other.

In preparation for this Forum, the JCT, IHI, and BMJ have worked hard for over a year. We would like to thank the Ministry of Health and Welfare, President Chii-Jeng Lin and the JCT board, the strategic advisory committee, and other government agencies for their support.

Of course, we'd also like to thank you for joining us this year! We look forward to hearing about your experiences in healthcare quality and safety.

Finally, we encourage you to explore Taiwan's vibrant and diverse cultural history, delicious cuisine, magnificent landscapes, and other recreational resources. Enjoy your visit - I am sure that you'll have an unforgettable experience!



Prof. Pa-Chun Wang

Chairman of the Taipei 2019 Programme Advisory Committee
CEO, Joint Commission of Taiwan

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Taipei experience days

Our popular experience days are a chance to visit world leading organisations and learn first hand from front line staff about how they deliver exceptional care.

This year we visit a range of institutions - from large comprehensive healthcare providers to other industries such as high-speed rail and aviation. Some topics that will be explored are the innovative application of technology, new methods of preventing adverse events, and the promotion of patient safety.

See page 12

ePoster stage

Get inspired by listening to the vast array of quality improvement projects on show among our ePosters. Hear from and meet the presenters on our ePoster stage in the Exhibition Hall on Thursday and Friday.

See page 22

International Science and Research Symposium

This half day programme provides 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 will be attended by delegates of all levels of experience.

See page 12

A Witness of Taiwan's Medical History

This year's theme is Transforming Quality for Tomorrow but it is also important to learn from the past and appreciate how far we have come. Join our opening keynote at 17:15 on Wednesday to hear more about Taiwan's incredible medical journey following the Second World War.

See pages 8 & 12

Co-created with patients

Patients have been involved in the heart of designing and planning the programme, and we are delighted to welcome a number of patient advocates here in Taipei. You can find them in our sessions exploring the patient perspective and discussing how co-creation and co-design can make our services more efficient and ensure that patients receive the best possible care.

Partner Organisations

Thank you to our partners who have helped us to develop and present Taipei 2019.

Our Strategic Partner and Supporting Partners have provided their insight and energy to produce an exciting programme, sharing the best of healthcare with us. 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.

We have also received tremendous support from our international Supporting Partners who have been instrumental in engaging colleagues in their wide ranging networks - thank you.

We are appreciative of our partners and thankful for their generous support.

Improving
quality with
our partners

Strategic Partner



Supporting Partners



Experience Day Hosts



International Supporting Partners



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

Visit the International Forum stand #5 to find out about partner benefits.

Warren Lee
Manager, Strategic Partnerships
& Alliances

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Practical Information



Evening Reception

Continue networking at the International Forum.

Thursday 19 September, 17:30 onwards at the Marriott Hotel.

Purchase your ticket for the Evening Reception from the Enquiries Desk, Level 3.



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 be open from 07:30 each day.



On Arrival please bring your printed e-badge with you and head to Level 3 to collect your badge holder and event guide. Your badge will then be scanned by one of our team. **You do not need to go to the Enquiries desk if you have printed your badge.**



Badges Badges will be scanned each day when you enter the Keynote Hall. **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.**



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



ePoster Stage Sessions These will take place in the Exhibition Hall on the two main event days, Thursday 19 - Friday 20 September. These sessions provide a great opportunity to hear the poster authors talk about their project during a 3-minute quick fire presentation on our ePoster Stage (see full details on page 22).



Wifi Access is available on Level 3 and 5. Please select network **InternationalForum** and enter password **forum2019**.

The International Forum app

Benefits of the app

- **Personalised schedule**
- **Easily connect with fellow attendees**
- **Full session and speaker details**
- **Information about sponsors and exhibitors**

Downloading the app

1. Search for Eventsforce in your app store and download
2. Click Create an account on the bottom right
3. Sign up using the email address you registered with
4. Verify!
5. Tap the Upcoming Events tab at the bottom of your screen
6. Click code at the right of the search bar and enter Forum2019
7. Select our International Forum event and download



Handouts and Presentations

Handouts and presentations made available by speakers can be found online and in the International Forum App.

internationalforum.bmj.com/handouts-taipei-2019



Say hello to our ePoster presenters

Learn more about the projects displayed as ePosters by speaking to the ePoster presenters! They will be wearing a bright orange sticker and will be ready to speak to you.



Keynote Speakers

We asked our keynote speakers what they are most looking forward to at the International Forum. **See what they say!**

Keynote 0 Wednesday 18 September, 17:15-18:00

A witness of Taiwan's medical history after the Second World War



Shun-Sheng Chen

MD, PhD & FANA, Emeritus Professor of Neurology, Chang Gung University; Emeritus Vice-Superintendent, Kaohsiung Chang Gung Memorial Hospital; Founding and Former President of Taiwan Medical History Association; Taiwan

Shun-Sheng Chen is an esteemed Emeritus Professor and Honorary Vice-Superintendent at Kaohsiung Chang Gung Memorial Hospital. His research interests include Neurology, Psychiatry and Occupational Medicine (all Board qualified) among many others, including an interest in Medical History.

Q&A

What are you most excited about at the International Forum in Taipei? Welcoming experts from all over the world, sharing our experience and solving problems with them.

What does the theme 'Transforming Quality for Tomorrow' mean to you? For me, 'Transforming Quality for Tomorrow' will be transforming the justice of human medical resources, especially by paying more attention to equity and providing more care to poverty, rare diseases, interracial and gender issues.

How do you stay motivated in your healthcare work? I look for more international communication, learning and experience sharing, just like meetings such as the International Forum.

Keynote 1 Thursday 19 September, 09:30-10:30

Challenges and opportunities in the healthcare system in Taiwan



Chien-Jen Chen

ScD, PhD, Vice President of Republic of China (Taiwan); Academician, Academia Sinica, Taiwan; Foreign Associate, National Academy of Sciences; USA

As an epidemiologist and public health practitioner, Prof. Chen has dedicated over 35 years to molecular and genomic epidemiological research on chronic arsenic poisoning and virus-induced cancers. His discoveries of multiple health hazards of arsenic in drinking water has led to the global awareness and prevention of the largest environmental calamity, and his research on end-stage liver disease risk prediction of chronic hepatitis B has pioneered the viral load paradigm in its clinical management.

Prof. Chen was elected as the Vice President of Republic of China (Taiwan) in 2016.

He served as a Vice President of Academia Sinica in 2011-2015, the Minister of National Science Council in 2006-2008, the Minister of Department of Health in 2003-2005, the Dean of College of Public Health of National Taiwan University in 1999-2002, and the Founding Director of Epidemiology of National Taiwan University (1994-1997).

Prof. Chen has received numerous awards and medals for his contributions. He was elected as an academician of Academia Sinica, a member of World Academy of Sciences, and a Foreign Associate of National Academy of Sciences, USA. Prof. Chen has published over 720 scientific articles and over 70 books/chapters, which have been cited for over 77,000 times (Google Scholar) with an H-index over 130.

A global perspective on quality improvement



Derek Feeley

CEO, President, Institute for Healthcare Improvement (IHI); USA

Derek Feeley leads IHI's work to improve health and healthcare worldwide. 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 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.

Q&A

What are you most excited about at the International Forum in Taipei? I'm excited any time I get an opportunity to spend time with people who share my passion for improving health and health care. But these International Forums really are a highlight of my year. Being with so many people from the region and across the globe who generously share their unique insights and experiences is always a special learning experience.

What does the theme 'Transforming Quality for Tomorrow' mean to you? All of us who work to improve quality and safety can and should be proud of the work accomplished so far. But we are acutely aware that many of the approaches that are effective today, may not be in the future. Shifting demographics, changing priorities, and both emerging and unknown challenges will require us to learn differently, adapt quickly, and harness the potential of new technologies and new sources of knowledge. Humility and curiosity are the key skills that will enable us to continue to make progress no matter what tomorrow brings.

What advice would you give to a first-time Forum attendee to help them make the most of the event? Don't be afraid to be a bit vulnerable. None of us has all the answers, and asking questions is how learning begins. It's very likely that the challenges you face at home are similar to, or the same as, the challenges your fellow attendees are facing. The connections you make at the International Forum can aid and inform your own work for years to come. So reach out, be forthcoming about what you do and don't know, and be receptive to any and all ideas no matter where they come from.

How do you stay motivated in your healthcare improvement work? For me, it's easy to stay motivated in this work. I've expressed many times how much of a privilege it is to lead IHI and engage with like-minded colleagues around the world. These gatherings are just more fuel for the fire. I draw inspiration, courage, and genuine joy from the people I meet at the Forum, and the work they are leading. And we all need that inspiration, courage, and joy to improve health and make care better and safer.



Keynote 2 Thursday 19 September, 16:15-17:15

The future of Artificial Intelligence in Healthcare



Mei-ling Chen
Minister, National Development Council (NDC); Taiwan

Dr Chen Mei-ling is the Minister for the National Development Council in Taiwan and has worked closely on Taiwan's national policy about AI in Healthcare. Dr Chen Mei-ling has vast experience working previously as Secretary General, Executive Yuan, and previously with the Tainan City Government. Previous roles include the Associate Professor Law at Chinese Culture University and many more prestigious posts.



Katherine Chou
Director at Google for Health and AI for Social Good; USA

Katherine Chou is the Director of Product in Healthcare, developing products that apply AI to improve the health of people and our environment. Katherine is a serial intrapreneur at Google with a history of incubating products and establishing sustainable businesses. She previously developed products within Google[x] Labs for Life Sciences (now Verily) and ran global teams to develop partner solutions and establish developer ecosystems for Mobile Payments, Mobile Ads, Mobile Search, GeoCommerce, and Android. She is a co-founder and committee chair for the AI for Social Good program at Google.

She is also a Board member and Program Chair of Lewa Wildlife Conservancy, a fellow of the Zoological Society of London, and collaborates with other wildlife NGOs and the Cambridge Business Sustainability Programme in applying the Silicon Valley innovation mindset to new areas. She holds a double major in Computer Science and Economics from Stanford University and an M.S. in CS.

Q&A

What are you most excited about at the International Forum in Taipei? Being able to speak with people who care about the quality of care as much, if not more, than the mechanisms to deliver it.

What does the theme 'Transforming Quality for Tomorrow' mean to you? It means we reduce medical errors and eliminate pointless mistakes.

It means time spent in healthcare makes you healthier in every dimension - mentally, physically and spiritually.

It means elevating humanity to another level; when we say we are caring for each other, it applies to everyone, it up-levels everyone's skills - it is fair and equitable.

How do you stay motivated in your healthcare improvement work? I only work on what I am passionate about and willing to put my best effort into. It means taking risks, accepting trade-offs, and being okay if I am alone in my choice.

Keynote 3 Friday 20 September, 09:30-10:30

Seeing our future: how we can learn from aging societies and sustainable healthcare



Edward Booty
Founder and CEO, Allied World Healthcare; Singapore

Edward is the Founder and CEO of Allied World Healthcare: a social enterprise building a brand-new, community-driven healthcare service model (and supporting technology platforms) to deliver healthcare services in low- and middle-income countries – integrating public and private sector. He has worked extensively in digital healthcare, patient access, insurance and health financing, business model innovation, healthcare performance improvement and pathway design, business development and new service delivery approaches across developed health economies in Europe, and now Asian emerging markets. Prior to this, Edward worked for the UK National Health Service (NHS) and one of the world's largest consulting organisations. He is a graduate from the London School of Economics.

Q&A

What are you most excited about at the International Forum in Taipei? The diverse stakeholders from across the region gives a multidisciplinary view of what is quality, and more importantly what can be done.

What does the theme 'Transforming Quality for Tomorrow' mean to you? Building efficient systems in times of systemic pressures on the health services – whilst ensuring patient safety through relevant innovation.

If you could only share one key takeaway from your talk, what would it be? Regardless of the country, we have a lot to learn from each other – especially when it comes to running lean services in lower-resource settings.



William Hall
President, Ipsos Healthcare; Japan

William Hall has spent 45+ years in business in Japan, primarily in market research and consulting, with an interregnum as Japan President for two Fortune 500 companies. He lectures extensively on innovative approaches developed in Japan to address aging population issues and business opportunities arising therefrom.

He has served on various advisory panels for both the Australian and Japanese governments, and, in 2006, was selected as one of the 100 Leading Global Australians from among the approximately 1,000,000 expatriate Australians. An Australian citizen, he is fluent in reading and speaking Japanese.

Q&A

What are you most excited about at the International Forum in Taipei? The chance to meet and listen to a wide range of experts, and to obtain new insights.

What does the theme 'Transforming Quality for Tomorrow' mean to you? I think we may need to have a broader, more holistic view of what aspects comprise "Quality", particularly in the context of a rapidly aging society (which is the "Tomorrow" for many countries).

If you could only share one key takeaway from your talk, what would it be? The 65+ years cohort is not monolithic. Japan's experience in developing differentiated products and government policies to improve quality of life for its senior citizens can be a useful reference model for other countries.

Keynote 4 Friday 20 September, 16:15-17:15

Artificial Intelligence and new technologies in health care: Better? Worse? Same?



Donald M. Berwick
MD, MPP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA

Donald M. Berwick, MD, MPP, FRCP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement, is also former Administrator of the Centers for Medicare and Medicaid Services. A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health. Recognized as a leading authority on health care quality and improvement, Dr. Berwick is the author or co-author of over 160 scientific articles and five books. In 2005 he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England in recognition of his work with the UK National Health Service.

Programme | Wednesday 18 September

Full day excursion sessions

🕒 09:00-17:00

X1 | Excursion offsite

Experience Day 1: Innovation in healthcare (National Taiwan University Hospital)

📍 Pick-up point: Taipei Marriott Hotel, Level 5

X2 | Excursion offsite

Experience Day 2: Shape the future: Innovative revolution of medical education for healthcare quality and safety (Taipei Veterans General Hospital)

📍 Pick-up point: Taipei Marriott Hotel, Level 5

X3 | Excursion offsite

Experience Day 3: Offering excellence in humanised care through technology (Chang Gung Memorial Hospital, Linkou)

📍 Pick-up point: Taipei Marriott Hotel, Level 5

X4 | Excursion offsite

Experience Day 4: Quality improvement in traditional Chinese medicine (Ko Da Pharmaceutical and Taipei City Hospital, Linsen Chinese Medicine and Kunming Branch)

📍 Pick-up point: Taipei Marriott Hotel, Level 5

X5 | Excursion offsite

Experience Day 5: Long term care and social support (Mackay Memorial Hospital and Suang-Lien Elderly Centre)

📍 Pick-up point: Taipei Marriott Hotel, Level 5

X6 | Excursion offsite

Lessons from aviation safety and high speed rail (Aviation Safety Council and Taiwan High Speed Rail)

📍 Pick-up point: Taipei Marriott Hotel, Level 5



Pick-up point: Taipei Marriott Hotel, Level 5.

All Experience Days attendees, please bring your printed e-badge and present it to a member of staff at the meeting banner with your Experience Day name on. There, you will be signed in and provided with a wristband for the day.

All coaches will return to the Taipei Marriott Hotel for the opening keynote.

Half day interactive sessions

🕒 09:00-12:30

M1 | Workshop

International Improvement Science Symposium

📍 Junior II

M2 | Workshop

Fundamentals of Quality Improvement

📍 Fortune & Prosperity

M3 | Workshop

Leadership for improvement in complex healthcare systems

📍 Junior I

🕒 12:30-13:30

Lunch break

📍 Exhibition Hall

🕒 13:30-17:00

M4 | Workshop

Improving with influence

📍 Junior II

M5 | Workshop

Fun in learning measurement for improvement

📍 Fortune & Prosperity

M6 | Workshop

The robot will see you now

📍 Junior I

🕒 17:15-18:00

K0 | Keynote

Keynote 0

A witness of Taiwan's medical history after the Second World War
Shun-Sheng Chen MD, PhD & FANA, Emeritus Professor of Neurology, Chang Gung University; Emeritus Vice-Superintendent, Kaohsiung Chang Gung Memorial Hospital; Founding and Former President of Taiwan Medical History Association; Taiwan

📍 Grand Ballroom



Have you downloaded our app?

With the International Forum app you get:

- Live announcements from the conference
- Your personalised schedule
- A way to easily connect with other attendees
- Full session and speaker details
- Information about sponsors and exhibitors

Download the app now from your app store!
See step-by-step instructions on page 7.



Don't miss the ePoster Stage sessions

These will take place in the Exhibition Hall on Thursday and Friday.

You will hear the poster authors talk about their project during a 3-minute quick fire presentations (see full details on page 22).

This is a good way to connect to others and learn from their experiences.



Talk to us!

We are here to help you have the best experience at the International Forum, so talk to us!

You can recognise our team of helpers by the green shirts they all wear.

Our session formats

Keynote Inspiring and out of the box speakers exploring our central theme Transforming Quality For Tomorrow

Main Stage High profile speakers presenting key topics on our biggest stage

Lecture A thought-provoking and educational talk featuring one or more speakers

Panel Three or more knowledgeable speakers sharing and debating their views

Seminar An expert led discussion incorporating the audience perspective

Workshop Practical training sessions with discussions and group activities

Programme Streams

Quality, Cost, Value

Building Capability and Leadership

Person and Family-Centred Care

Safety

Programme | Thursday 19 September

🕒 07:40-07:55

Welcome for new delegates

Meet fellow new delegates and hear how to make the best out of your time here at the International Forum.

📍 ePoster Stage

🕒 08:00-08:45

EN1 | Lecture

Medical missions, when humanity sleep, humans die and Earth sinks deep

📍 Spring & Summer

EN2 | Workshop

Tai Chi principles for healthcare improvement

📍 Junior Ballroom

EN3 | Seminar

Social media? How to "touch" your audience with the quality improvement program

📍 Fortune, Prosperity, Longevity

🕒 09:00-09:30

Opening announcements

📍 Grand Ballroom

🕒 09:30- 10:30

K1 | Keynote

Keynote 1

Challenges and opportunities in the healthcare system in Taiwan

Chen Chien-Jen Vice President of Republic of China; Taiwan

A global perspective on quality improvement

Derek Feeley CEO and President, IHI/USA

📍 Grand Ballroom

🕒 10:30-11:00

Morning break

📍 Exhibition Hall

🕒 11:00-12:15

A1 | Main Stage

Human Factors: how to connect humans with systems and processes for better culture and better performance

📍 Grand Ballroom

A2 | Lecture

Optimising flow in an aging population

📍 Junior Ballroom

A3 | Lecture

Changing how we think about healthcare improvement

📍 Spring & Summer

A4 | Lecture

The role of Artificial Intelligence in healthcare

📍 Fortune, Prosperity, Longevity

A5 | Panel

The Big Debate - the benefits of accreditation far outweigh its costs

📍 Autumn & Winter

🕒 12:15-13:15

Lunch break

📍 Exhibition Hall

🕒 12:30-13:00

L1 | Workshop

Tai Chi experience:

Take a well deserved break during this half hour exercise session. It is open to everyone, no matter your previous experience of Tai Chi.

There will be a short greeting and warm up, with an introduction to a few Tai Chi steps and a short warm down leaving you calm and ready for the afternoon conference programme.

Sign up at Enquiries Desk at Level 3 (spaces are limited).

📍 Junior Ballroom

🕒 13:15-14:30

B1 | Lecture

Medication safety through digital innovation

📍 Fortune, Prosperity, Longevity

B2 | Lecture

Reducing overtesting and increasing value

📍 Junior Ballroom

B3 | Lecture

Quality improvement in infectious disease control

📍 Spring & Summer

B4 | Main Stage

People make change

📍 Grand Ballroom

B5 | Lecture

Bio innovations in Asia: Biomedical innovations and smart healthcare Session hosted by



📍 Autumn & Winter

🕒 14:30-15:00

Afternoon break

📍 Exhibition Hall

🕒 15:00-16:00

C1 | Main Stage

From diagnose and treatment to predict and prevent – how co-design work helps to transform a system

📍 Grand Ballroom

C2 | Lecture

Train the Trainer and Taking Charge

📍 Fortune, Prosperity, Longevity

C3 | Lecture

Enhancing Psychological Safety in Academic Health Cluster – TeamSPEAK® Programme

📍 Junior Ballroom

C4 | Seminar

Scaling down AND scaling up

📍 Spring & Summer

C5 | Panel

The Community-Based Person-Centered Care, Hosted By Taipei City Hospital

📍 Autumn & Winter



🕒 16:15-17:15

K2 | Keynote

Keynote 2

What will Artificial Intelligence mean for the future of healthcare?

Chen Mei-ling Minister National Development Council (NDC); Taiwan

Katherine Chou Director at Google for Health and AI for Social Good; USA

📍 Grand Ballroom

🕒 17:30 onwards

Evening Reception

Join us from 17:30 for a fun informal networking at the Taipei Marriott Hotel.

Limited spaces are available - please book at the Enquiries Desk at Level 3.

📍 Panorama Ballroom, Taipei Marriott Hotel

New to the International Forum?

Come along to our meet up on Thursday morning at 07:40 to connect to other first time attendees and find out a little more about what to expect over the next two days.

Where and when:

ePoster Stage, Thursday 19 September | 07:40 - 07:55

Evening Reception

This year we are delighted to welcome you to our evening reception, an opportunity to unwind, meet with colleagues and make new connections. Enjoy an informal setting with food and drinks whilst networking.

Tickets are \$48 USD and can be purchased from the Enquiries Desk on Level 3.

Where and when:

Panorama Ballroom, Level 36, Taipei Marriott Hotel
Thursday 19 September | 17:30

Don't miss the ePoster Stage sessions

These will take place in the Exhibition Hall on Thursday and Friday.

You will hear the poster authors talk about their project during a 3 minute quick fire presentations (see full details on page 22).

This is a good way to connect to others and learn from their experiences.

What's the fuss about networking? Let's connect!

The International Forum brings together healthcare professionals from all over the world who are passionate about improving the quality of care for their patients. This is the perfect place to connect with like-minded people, learn from them, get support and advice, and build lasting connections.

We'd like to set you a challenge - connect to as many colleagues as possible during your time here. All you have to do is say 'hello'!

Our session formats

Keynote Inspiring and out of the box speakers exploring our central theme Transforming Quality For Tomorrow

Main Stage High profile speakers presenting key topics on our biggest stage

Lecture A thought-provoking and educational talk featuring one or more speakers

Panel Three or more knowledgeable speakers sharing and debating their views

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Person and Family-Centred Care

Safety

Programme | Friday 20 September

<div><div>🕒 08:00-08:45</div><div><div>BR1 Seminar</div><div>Getting your QI work published Hosted by BMJ 📍 Fortune, Prosperity, Longevity</div></div></div> <div><div>🕒 09:00-09:30</div><div><div>Opening announcements</div><div>📍 Grand Ballroom</div></div></div> <div><div>🕒 09:30- 10:30</div><div><div>K3 Keynote</div><div><div>Keynote 3</div><div>Seeing our future: how we can learn from aging societies and sustainable healthcare Edward Booty Founder and CEO, Allied World Healthcare; Singapore William Hall President, Ipsos Healthcare; Japan 📍 Grand Ballroom</div></div></div></div> <div><div>🕒 10:30-11:00</div><div><div>Morning break</div><div>📍 Exhibition Hall</div></div></div>	<div><div>🕒 11:00-12:15</div><div><div>D1 Lecture</div><div>Using Lean methodology for efficient improvement 📍 Fortune, Prosperity, Longevity</div></div><div><div>D2 Lecture</div><div>Optimising governance 📍 Junior Ballroom</div></div><div><div>D3 Panel</div><div>What matters to you 📍 Spring & Summer</div></div><div><div>D4 Lecture</div><div>Improving flow in the care continuum 📍 Autumn & Winter</div></div><div><div>D5 Main Stage</div><div>The Smart hospital - optimising patient care through big data 📍 Grand Ballroom</div></div></div> <div><div>🕒 12:15-13:15</div><div><div>Lunch break</div><div>📍 Exhibition Hall</div></div></div> <div><div>🕒 12:30-13:00</div><div><div>L2 Workshop</div><div>Patients in Quality Improvement Meet-up Come along to our friendly lunchtime meetup to connect with our patient advocates and talk about meaningful patient involvement in Quality Improvement. 📍 Junior Ballroom</div></div></div>	<div><div>🕒 13:15-14:30</div><div><div>E1 Main Stage</div><div>Restoring joy in work and preventing burnout: an IHI framework for joy 📍 Grand Ballroom</div></div><div><div>E2 Panel</div><div>Age-friendly health systems 📍 Fortune, Prosperity, Longevity</div></div><div><div>E3 Lecture</div><div>Improving mental health services 📍 Spring & Summer</div></div><div><div>E4 Panel</div><div>Co-design, co-production,co-creation 📍 Junior Ballroom</div></div><div><div>E5 Lecture</div><div>Organisational showcase Gain a fresh perspective on exciting organisational developments from: Taipei Medical University Hospital Wanfang Hospital Shuang-Ho Hospital National Taiwan University Hospital 📍 Autumn & Winter</div></div></div> <div><div>🕒 14:30-15:00</div><div><div>Afternoon break</div><div>📍 Exhibition Hall</div></div></div>	<div><div>🕒 15:00-16:00</div><div><div>F1 Main Stage</div><div>Demystifying culture: how leaders can individually and collectively improve culture in the real world through daily work, courage and relationships 📍 Grand Ballroom</div></div><div><div>F2 Seminar</div><div>Reverse Innovation: learning with and learning from partners in resource-poor settings 📍 Fortune, Prosperity, Longevity</div></div><div><div>F3 Lecture</div><div>Leading organisational spread in improvement 📍 Junior Ballroom</div></div><div><div>F4 Lecture</div><div>What is the level of evidence-based care delivered to Australian children? 📍 Spring & Summer</div></div><div><div>F5 Lecture</div><div>National networks for end-of-life care 📍 Autumn & Winter</div></div></div> <div><div>🕒 16:15-17:15</div><div><div>K4 Keynote</div><div><div>Keynote 4</div><div>Artificial Intelligence and new technologies in health care: Better? Worse? Same? Donald M. Berwick MD, MPP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA 📍 Grand Ballroom</div></div></div></div>
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Our session formats

- Keynote** Inspiring and out of the box speakers exploring our central theme Transforming Quality For Tomorrow

Main Stage High profile speakers presenting key topics on our biggest stage

Lecture A thought-provoking and educational talk featuring one or more speakers
- Panel** Three or more knowledgeable speakers sharing and debating their views

Seminar An expert led discussion incorporating the audience perspective

Workshop Practical training sessions with discussions and group activities

Programme Streams

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



NetWalking

Tired of being indoors?
Want to improve your health and your connections at the same time?

Where and when:
Meet at Meeting Point A, Level 3
Friday 20 September | 08:00

Prepare yourself for a busy day of learning and join us for NetWalking...
This is a fun way to catch up with colleagues and make new connections in the outside world! Join one of our experts who will take you on a short, guided walking tour to get some fresh air ahead of a full day of learning.

Please remember to wear comfortable shoes!

Patients in Quality Improvement Meetup

Come along to our friendly lunchtime meetup to connect with our patient advocates and talk about meaningful patient involvement in Quality Improvement.

Where and when:
Junior Ballroom, Friday 20 September | 12:30-13:00



Our Exhibitors

Need some help along the way to improving care?

One of the advantages of being at the International Forum is the chance to talk to organisations about the tools, information and services they have to help you improve the quality of care in your own organisation. Head to the Exhibition Hall and speak to them today!



Handouts and presentations

You will be able to browse through the handouts and presentations that have been made available by speakers online and in the International Forum app.

internationalforum.bmj.com/handouts-taipei-2019

Speakers

M1 | Workshop

Jeffrey Braithwaite Founding Director, Australian Institute of Health Innovation; Australia

Kuo-Piao Michael Chung Director, Institute of Health Policy and Management College of Public Health; Taiwan

Peter Hibbert Program Manager, Australian Institute of Health Innovation; Australia

Shing Liao Deputy Executive Officer, Joint Commission Taiwan; Taiwan

M2 | Workshop

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

Helen Bevan Chief Transformation Officer, NHS Horizons; England

M3 | Workshop

Dominique Allwood Consultant in Public Health and Quality Improvement, Assistant Director of Improvement, The Health Foundation; England

Jason Leitch National Clinical Director, Scottish Government; Scotland

M4 | Workshop

Cat Chatfield Quality Improvement Editor, The BMJ; England

Emma Cartwright Patient Editorial Team, BMJ; England

M5 | Workshop

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

Hwei Yee Tai Adj Associate Professor, Co-Chair, Singapore Healthcare Improvement Network (SHINE); Singapore

M6 | Workshop

Amelia Brooks Senior Director, IHI; USA

Frank Federico Vice President and Senior Safety Expert, IHI; USA

K0 | Keynote

Shun-Sheng Chen MD, PhD & FANA, Emeritus Professor of Neurology, Chang Gung University; Emeritus Vice-Superintendent, Kaohsiung Chang Gung Memorial Hospital; Founding and Former President of Taiwan Medical History Association; Taiwan

EN1 | Lecture

Nada Abu Alrub General Senior Medical Officer, Royal Prince Alfred Hospital; Australia

EN2 | Workshop

Lau Tang Ching Vice Dean (Education), Yong Loo Lin School of Medicine, National University of Singapore; Senior Consultant, Division of Rheumatology, University Medicine Cluster, National University Health System; Singapore

Nguk Lan Pang Deputy Group Director, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Chief Risk Officer, KK Women's and Children's Hospital; Director, Quality, Safety and Risk Management, KK Women's and Children's Hospital; Program Faculty for RCA & Risk Management, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Singapore

Wong Moh Sim Deputy Group Chief Quality Officer, National Healthcare Group; Deputy Chairman, Medical Board; Head and Senior Consultant, Department of Laboratory Medicine, Khoo Teck Puat Hospital; Singapore

EN3 | Seminar

Sung-Ching Pan Attending Physician, National Taiwan University Hospital; Assistant Professor, National Taiwan University; Taiwan

Opening announcements

Trina Lorch Head of Programs, IHI; USA

Kamran Abbasi Executive Editor, The BMJ; England

Mark Lin President Joint Commission of Taiwan; Taiwan

Jui-Yuan Hsueh Vice Minister, Ministry of Health and Welfare; Taiwan

K1 | Keynote

Chien-Jen Chen ScD, PhD, Vice President, Republic of China (Taiwan); Academician, Academia Sinica, Taiwan; Foreign Associate, National Academy of Sciences; USA

Derek Feeley CEO, President, IHI; USA

A1 | Main Stage

Amelia Brooks Senior Director, IHI; USA

Frank Federico Vice President and Senior Safety Expert, IHI; USA

Chien Earn Lee Chair, Singapore Healthcare Improvement Network (SHINE); Singapore

Syahid Hassan Principal Specialist, Office of Improvement Science, Changi General Hospital; Singapore

A2 | Lecture

Ann-Marie Thoreman Project Manager, Region Uppsala; Sweden

Ming-Yueh Chou Director, Division of Geriatric Integrated Care, Center for Geriatrics and Gerontology, Kaohsiung Veterans General Hospital; Taiwan

Robert Kristiansson Chief Medical Officer, Region Uppsala; Sweden

A3 | Lecture

Jeffrey Braithwaite Founding Director, Australian Institute of Health Innovation; Australia

A4 | Lecture

NT Cheung Head of Information Technology and Health Informatics; Chief Medical Informatics Officer, Hong Kong Hospital Authority; Hong Kong

Fei Pei Lai Department of Computer Science and Information Engineering, National Taiwan University; Taiwan

A5 | Panel

Adelina Young Clinical Quality, Performance and Value Division, Ministry of Health; Singapore

Milton Lum Consultant Obstetrician & Gynaecologist, Member of Malaysian Medical Council and Board of Governors of Perdana University; Malaysia

Kin-Lai Chung Director (Quality and Safety), Hospital Authority; Hong Kong

Wui-Chiang Lee Director, Department of Medical Affairs and Planning, Taipei Veterans General Hospital; Taiwan

L1 | Workshop

Lau Tang Ching Vice Dean (Education), Yong Loo Lin School of Medicine, National University of Singapore; Senior Consultant, Division of Rheumatology, University Medicine Cluster, National University Health System; Singapore

Nguk Lan Pang Deputy Group Director, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Chief Risk Officer, KK Women's and Children's Hospital, Singapore; Director, Quality, Safety and Risk Management, KK Women's and Children's Hospital, Singapore; Program Faculty for RCA & Risk Management, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Singapore

Wong Moh Sim Deputy Group Chief Quality Officer, National Healthcare Group; Deputy Chairman, Medical Board; Head and Senior Consultant, Department of Laboratory Medicine, Khoo Teck Puat Hospital; Singapore

B1 | Lecture

Bernard Cheung Professor in Cardiovascular Therapeutics, Sun Chieh Yeh Heart Foundation; Hong Kong

Francis SekKwong Poon Chief, Section of Clinical Informatics, Patient Quality Department, Taichung Veterans General Hospital; Taiwan

B2 | Lecture

Jung-Der Wang Chair Professor, Institute of Public Health, National Cheng Kung University College of Medicine; Taiwan

Kylie Hall Nurse Unit Manager, Eastern Health; Australia

Masaru Kurihara Department of Internal Medicine, Urasoe General Hospital, Okinawa; Japan

Vikas Wadhwa Clinical Director of Integrated Services, Eastern Health; Australia

B3 | Lecture

Ding-Shinn Chen MD, FAASLD, Distinguished Chair Professor, Department of Internal Medicine, National Taiwan University College of Medicine; Taiwan

B4 | Main Stage

Derek Feeley CEO, President, IHI; USA

Jason Leitch National Clinical Director, Scottish Government; Scotland

B5 | Lecture

Chii-Wann Lin Vice President, General Director, Biomedical Technology and Device Research Laboratories, Industrial Technology Research Institute (ITRI); Taiwan

Fumiyuki Takehisa Director, Fujitsu; Taiwan

Fu-Shun Hsu CEO, Heroic Faith Medical Science Co; Taiwan

Bo-Ru Wu CEO, Manifold Health Tech; Taiwan

C1 | Main Stage

Anette Nilsson Development Strategist, Region Jönköping County; Sweden

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

C2 | Lecture

Fu-Chan Wei Distinguished Chair Professor, Director of International Microsurgical Fellowship and Visiting Scholarship, Department of Plastic Surgery, Chang Gung Memorial Hospital; Director of International Program for Master Degree of Science in Reconstructive Microsurgery, Chang Gung University Medical College, Taipei; Taiwan

Marianne Ng Program Manager, University Health Network; Canada

Sandra, Li-James Director of Professional Practice, University Health Network, Toronto Western Hospital; Canada

Speakers

C3 | Lecture

Kok Hian Tan Group Director & Senior Associate Dean, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Campus Director of Patient Safety & Clinical Quality, KK Women's and Children's Hospital; Singapore

Nguk Lan Pang Deputy Group Director, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Chief Risk Officer, Director, Quality, Safety and Risk Management, KK Women's and Children's Hospital; Program Faculty for RCA & Risk Management, Institute for Patient Safety & Quality, SingHealth Duke-NUS Academic Medical Centre; Singapore

C4 | Seminar

Helen Bevan Chief Transformation Officer, NHS Horizons; England

C5 | Panel

Chih-Yuan Shih Director, Health Promotion and Management Center, Taipei City Hospital; Taiwan

Ching-Yao Tsai Deputy Superintendent, Taipei City Hospital Zhongxing Branch; Taiwan

Chien-Liang Liu Director, Dementia Center, Taipei City Hospital; Director, Division of Neurology, Taipei City Hospital; Chief, Taiwan Dementia Society; Director, Taiwan Value-based Healthcare Society; Taiwan

Sheng-Jean Huang Superintendent, Taipei City Hospital; Taiwan

Su-Hsuan Hsu Deputy Director, Planning and Development Center of Long Term Care, Taipei City Hospital; Taiwan

K2 | Keynote

Mei-ling Chen Minister, National Development Council (NDC); Taiwan

Katherine Chou Director at Google for Health and AI for Social Good; USA

BR1 | Seminar

Cat Chatfield Quality Improvement Editor, The BMJ; England

BR2 | Seminar

Amelia Brooks Senior Director, IHI, USA

Derek Feeley CEO, President, IHI; USA

Frank Federico Vice President and Senior Safety Expert, IHI; USA

K3 | Keynote

Edward Booty Founder and CEO, Allied World Healthcare; Singapore

William Hall President, Ipsos Healthcare; Japan

D1 | Lecture

Tsung-Hung Chang Deputy Superintendent, Taichung Veterans General Hospital; Taiwan

Wai Mun Chung Emergency Physician, Taiping Hospital, Perak; Malaysia

D2 | Lecture

Sharon Kletchko Quality Risk & Clinical Governance Director, Lakes District Health Board; New Zealand

Sheng-Mou Hou Superintendent, Shin Kong Wu Ho-Su Memorial Hospital; President, Taiwan Blood Services Foundation; Taiwan

D3 | Panel

Emma Cartwright Patient Editorial Team, BMJ; England

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

Manvir Victor Patient Advocacy Panel, British Medical Journal; Chairman, Patient for Patient Safety Malaysia; Patient Safety Foundation Movement Member & ISQua Person Centred Care Community of Practice Member; England

Milton Lum Consultant Obstetrician & Gynaecologist, Member of Malaysian Medical Council and Board of Governors of Perdana University; Malaysia

Siu Fai Lui Adjunct Professor, The Jockey Club School of Public Health and Primary Care, CUHK Jockey Club Institute of Ageing, The Chinese University of Hong Kong; Hong Kong

D4 | Lecture

Adrian Tan Consultant Family Physician; Singapore

Jamie Phang Family Physician, Faculty Member, SHINE; Singapore

Pa-Chun Wang CEO, Joint Commission of Taiwan; Taiwan

D5 | Main Stage

Rina Patramanon Assistant Professor and Principal Research Investigator, Department of Biochemistry, Faculty of Science, Khon Kaen University; Thailand

Shou-Jen Kuo Collaborative Superintendent, Changhua Christian Hospital; Taiwan

E1 | Main Stage

Chien Earn Lee Chair, Singapore Healthcare Improvement Network (SHINE); Singapore

Derek Feeley CEO, President, IHI; USA

E2 | Panel

Sen-Tien Tsai Board Director, Joint Commission of Taiwan; Professor, Department of Otolaryngology at the College of Medicine, National Cheng Kung University; Taiwan

Jaung-Geng Lin Professor, China Medical University; Taiwan

Frank Federico Vice President and Senior Safety Expert, IHI; USA

EK Yeoh Director, Jockey Club School of Public Health, Chinese University of Hong Kong; Hong Kong

E3 | Lecture

Faith Wong Peer Specialist; Singapore

Jared Ng Consultant Psychiatrist, Institute of Mental Health; Singapore

E4 | Panel

Gloria Lin President of Taiwan Association of Cancer Patients; Taiwan

Harumi Kitamura Assistant Professor, Department of Clinical Quality Management, Osaka University Hospital; Japan

Manvir Victor Patient Advocacy Panel, British Medical Journal; Chairman, Patient for Patient Safety Malaysia; Patient Safety Foundation Movement member & ISQua Person Centred Care Community of Practice Member; England

E5 | Lecture

Chien-Hua Tseng Chief of Division of Critical Care Medicine, Visiting Staff of Division of Pulmonary Medicine, Taipei Medical University Shuang-Ho Hospital; Taiwan

Lu-Cheng Kuo Department of Internal Medicine and Information Technology Office, NTUH; Taiwan

Po-Li Wei Vice Superintendent, Taipei Medical University Hospital; Taiwan

Wing P. Chan Professor of Radiology, School of Medicine; Chief of Radiology, Wan Fang Hospital, Taipei Medical University; Taiwan

Wuh-Liang Hwu Department of Pediatrics and Medical Genetics, NTUH; Taiwan

F1 | Main Stage

Amelia Brooks Senior Director, IHI; USA

Derek Feeley President & CEO, IHI; USA

F2 | Seminar

Nick Bass Director of Global Health, East London NHS Foundation Trust; England

F3 | Lecture

Chien Earn Lee Chair, Singapore Healthcare Improvement Network (SHINE); Singapore

Deepthika De Silva Head of the Healthcare Performance Office, St. Andrew's Community Hospital; Singapore

F4 | Lecture

Peter Hibbert Program Manager, Australian Institute of Health Innovation (AIHI), Macquarie University; Australia

F5 | Lecture

Greger Fransson MD Manager of Swedish National Palliative Register; Sweden

Ying-Wei Wang Director General, Health Promotion Administration, Ministry of Health and Welfare; Taiwan

K4 | Keynote

Donald M. Berwick MD, MPP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA



ePosters and project presentations

550 ePosters
available

The poster displays are an integral part of the International Forum, providing individuals an opportunity to share and discuss improvement strategies and achievements.

We are excited that this year our poster displays are presented digitally as ePosters! These are easy to navigate and you can view all ePosters on each screen.

If you are curious to learn more about the ePosters displayed at this year's International Forum, speak to one of our ePoster presenters who will be wearing a bright orange sticker and ready to speak to you about their project. Also, drop into any of our ePoster sessions taking place at the ePoster Stage and hear authors deliver quick fire presentations about their project.



ePoster Quick Fire Sessions

These will take place in the Exhibition Hall on the two main event days, Thursday 19 - Friday 20 September.

Our ePoster stage provides a platform for our fantastic ePoster presenters to share their work during 3-minute quick fire presentations.

Come along to one of our ePoster sessions and learn about the amazing work that is taking place all over the world! The sessions are open to all attendees and are an opportunity to start conversations, learn from your peers and be inspired.

These sessions run alongside our main programme, you can find the timings below.

🕒 Thursday 19 September

A. 11:00-12:15
B. 13:15-14:30
C. 15:00-16:00

🕒 Friday 20 September

D. 11:00-12:15
E. 13:15-14:30
F. 15:00-16:00



Take your poster from Taipei to Copenhagen!

If you have a poster in Taipei, it can also be displayed and presented at the International Forum in Copenhagen (28-30 April 2020).

Find out more at:
internationalforum.bmj.com/copenhagen

Submission deadline: 5 November 2019

BMJ Open Quality

Call for peer reviewers

BMJ Open Quality is looking for peer reviewers. You should be active in healthcare improvement research or practice and come from any clinical or non-clinical background.

The benefits on offer include:

Visibility of the latest quality research
CME credits
Certificates for completed reviews
(available upon request)

**To register your interest,
please visit BMJ booth #7**



BMJ



28-30 April 2020
Bella Center
Copenhagen

Join us in Copenhagen to celebrate
25 years of the International Forum.

Take your learning from the International Forum in Taipei further by attending our next spring conference in Copenhagen, Denmark. The spring International Forum is one of the largest international conferences for healthcare professionals in quality improvement and patient safety, with over 3,200 delegates.



3
inspirational days



3,200+
attendees



70+
countries



100+
sessions



800+
poster displays



16+
networking hours



internationalforum.bmj.com/copenhagen



Sessions in the spotlight

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

Building Capability and Leadership

A3 | Lecture

Changing how we think about healthcare improvement

Where and when: Spring & Summer, Thursday 19 September | 11:00-12:15

B4 | Main Stage

People make change

Where and when: Grand Ballroom, Thursday 19 September | 13:15-14:30

Quality Cost Value

D5 | Main Stage

The Smart hospital - optimising patient care through big data

Where and when: Grand Ballroom, Friday 20 September | 11:00-12:15

F4 | Lecture

What is the level of evidence-based care delivered to Australian children?

Where and when: Spring & Summer, Friday 20 September | 15:00-16:00

Safety

A5 | Panel

The big debate - The benefits of accreditation far outweigh its costs

Where and when: Autumn & Winter, Thursday 19 September | 11:00-12:15

D2 | Lecture

Optimising governance

Where and when: Junior Ballroom, Friday 20 September | 11:00-12:15

Population and Public Health

EN1 | Lecture

Medical Missions, When Humanity Sleep, Humans Die and Earth Sinks Deep

Where and when: Spring & Summer, Thursday 19 September | 08:00-08:45

B3 | Main Stage

Quality improvement in infectious disease control

Where and when: Spring & Summer, Thursday 19 September | 13:15-14:30

Person and Family Centered Care

C1 | Main Stage

From diagnose and treatment to predict and prevent – how co-design work helps to transform a system

Where and when: Grand Ballroom, Thursday 19 September | 15:00-16:00

D3 | Panel

What matters to you

Where and when: Spring & Summer, Friday 20 September | 11:00-12:15



Don't miss out on these
exciting features:

International Forum Orientation

When: Thursday 19 September | 07:40 - 07:55

Where: ePoster Stage

Whether this is your first or twenty fourth International Forum, every year holds something new. There are lots going on and we don't want you to miss a thing, so come and hear from our knowledgeable team who will run through the new activities and answer any questions so that you can make the most of your time here.

Inspirational Organisation Showcases

When: Friday 20 September | 13:15-14:30

Where: Autumn & Winter

An exclusive insight into renowned Taiwanese organisations that will share their experiences and challenges in transforming healthcare. Featuring high-profile speakers from Taipei Medical University Hospital, Wanfang Hospital, Shuang-Ho Hospital and the National Taiwan University Hospital, this promises to be an engaging and inspiring session.

See all exciting sessions and activities
during the two main conference days
on pages 14-17.

Sponsors and Exhibitors

Organisers



BMJ | Stand 7

BMJ shares knowledge and expertise to improve healthcare outcomes. We publish one of the world's most cited general medical journals, The BMJ, alongside over 70 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

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



Institute for Healthcare Improvement (IHI) | Stand 8

For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. We bring awareness of safety and quality to millions, accelerate learning and the systematic improvement of care, develop solutions to previously intractable challenges, and mobilize health systems, communities, regions, and nations to reduce harm and deaths. We work in collaboration with the growing IHI community to spark bold, inventive ways to improve the health of individuals and populations. We generate optimism, harvest fresh ideas, and support anyone, anywhere who wants to profoundly change health and health care for the better.

W: ihi.org

E: info@ihi.org

T: 001 (617) 301-4800

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

Sponsor



ITRI / Fujitsu / Heroic Faith / Manifold Health Tech Stand 9

Industrial Technology Research Institute, Fujitsu, Heroic Faith Medical Science, and Manifold Health Tech Inc. are jointly exhibiting at the event this year.

Industrial Technology Research Institute (ITRI) founded in 1973, is the leading nonprofit R&D organization engaging in applied research and technical services, aiming to innovate a better future. ITRI focuses on the fields of Smart Living, Quality Health, and Sustainable Environment.

Fujitsu is a leading global information and communication technology company that aims to provide the best possible patient experience through IT-enabled innovation.

Heroic Faith Medical Science is dedicated to the development of non-invasive vital signs monitors. The company's Fully Automated Chest Sound Monitor won second place in the 2019 RESI Innovation Challenge.

Manifold Health Tech Inc. is a spin-off from ITRI, aiming to develop disease-specific applications to integrate, utilize, and distribute information.

We welcome you to visit our booth!

W: itri.org.tw/eng

E: ITRI_BDL@itri.org.tw

T: +886-3-591-2100



Taipei City Hospital

Taipei City Hospital (TCH) is not only a comprehensive regional hospital but also the largest healthcare organization in Northern Taiwan. TCH has seven different branches with various specialties such as palliative care, one step diabetes service, high-value integrated care, and much more.

With the honor of having more than 70 Symbol of National Quality awards and the 1st Government Service Quality Award within the four years; as a community-oriented hospital, TCH has devoted itself to protect the minority as the priority. Following by the core value of step out of the Ivory Tower and step into the community, TCH has also been the pioneer to become part of the citizen's life and take care of them from birth to death.

W: english.tch.gov.taipei

T: +886 2 2720 8889

Exhibitors



EBM Technology Inc | Stand 11

EBM Technologies, Inc. is dedicated to developing and marketing cutting-edge software and medical information solutions to health sectors. Headquartered at Neihu Science Park in Taipei City, EBM Technologies is currently operating in more than 3500 hospitals sites globally including Taiwan, Japan, China, Southeast Asia, the United States, and soon in the Middle East. Able to draw on 30 years of experience, EBM is now shaping its future in mobility and AI integration solutions. EBM's core competence is helping healthcare providers save time and costs and ultimately enhance the quality of patient care. If you require more information, please visit our website www.ebmtech.com.

W: www.ebmtech.com

E: info@ebmtech.com

T: +886 2 8751 4567

 [@EBM_Tech](https://twitter.com/EBM_Tech)



ECRI Institute | Stand 3

Advancing Effective Evidence-Based Healthcare Globally:

As an independent, nonprofit organization, ECRI Institute serves as a trusted authority on healthcare practices and products that improve the safety, quality, and cost-effectiveness of patient care. Named as a Patient Safety Organization (PSO) by the U.S. Department of Health and Human Services, ECRI Institute has analyzed more than 2.6 million serious patient safety events and near-miss reports from over 1,800 healthcare providers. We study the causes, research best practices, and disseminate guidance, benchmarking, and recommendations. Our safety surveillance and response serve as a rich, real-world evidence base that generates real-world solutions to complex safety problems.

W: ecri.org

 [@ECRI_Institute](https://twitter.com/ECRI_Institute)




International Forum on Quality and Safety in Healthcare Stand 5

Now in its 24th year, the International Forum on Quality and Safety in Healthcare is one of the world's largest meetings for healthcare professionals in quality improvement and patient safety. We support and energise the movement for healthcare improvement and connect healthcare leaders and practitioners worldwide to improve outcomes for patients and communities. Visit us on stand 5 to find out more about the upcoming International Forums in Copenhagen (April 2020), New Delhi (July 2020) and Sydney (September 2020).

W: internationalforum.bmj.com

E: events@bmj.com

 [@QualityForum](https://twitter.com/QualityForum)



Joint Commission International | Stand 6

Joint Commission International (JCI) works to improve patient safety and quality of health care in the international community by offering education, publications, advisory services, and international accreditation and certification. In more than 100 countries, JCI partners with hospitals, clinics, and academic medical centers, health systems and agencies, government ministries, academia, and international advocates to promote rigorous standards of care and to provide solutions for achieving peak performance.

Over 1,000+ public and private health care organizations in 70+ countries have earned the prestigious Gold Seal of Approval® as proof of JCI accreditation. JCI's accreditation program was developed by international experts and sets uniform and rigorous though achievable expectations for structures, processes, and outcomes for health care organizations. Visit our website for more details.

W: jointcommissioninternational.org

E: jciinfo@jcrinc.com

T: +1 630 268 7400

 [@JCI_GoldSeal](https://twitter.com/JCI_GoldSeal)

Exhibitors



Joint Commission of Taiwan | Stand 1+2

Humanity, Integrity, Professionalism, Innovation

Founded jointly by the Ministry of Health and Welfare, Taiwan Medical Association, Taiwan Hospital Association, and Taiwan Private Hospital Association, the Joint Commission of Taiwan (JCT) was established in 1999 as an independent, non-profit external hospital evaluation body that is in charge of Taiwan's hospital accreditation, quality improvement, and post-graduate medical education from national perspectives.

JCT contributes to establish a comprehensive hospital accreditation system in Taiwan. Over the years, JCT has partnered with hundreds of healthcare facilities and school programs to improve their service quality by providing accreditation, certification, consultation, and education services.

JCT is recognized as a high-standard international accreditation organization.

W: jct.org.tw

E: rd@jct.org.tw

T: +886-2-89643000

 [@JCT_office](https://twitter.com/JCT_office)



RLDatix | Stand 4

RLDatix is the combination of RL, Datix and RiskMan International, with offices in the US, Canada, UK, Saudi Arabia and Australia. Together, with our software, we are making a difference in the lives of millions of patients around the world. Our company builds tools and provides insights that drive safer, better care across all categories of healthcare. We aim to help you manage, monitor and analyse your data for better outcomes. Combined, we are a global team that is passionate about improving healthcare and we believe in what we do and we truly want to make a difference in the lives of patients around the world. Talk to us today to find out more.

W: rldatix.com/en-au

 [@RLDatix](https://twitter.com/RLDatix)

Interested in exhibition or sponsorship?

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

- Meet the decision makers - 79% of attendees influence purchase decisions
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Our experienced sales team can help you achieve your marketing objectives. We have a range of flexible tailored packages to suit all marketing budgets.



Andy Josephides

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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 - this is the real value in being here.'

Steve McAdam,
Global Healthcare Director, DNV GL
(Past Exhibitor at the International Forum)

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5 Keynotes

2019
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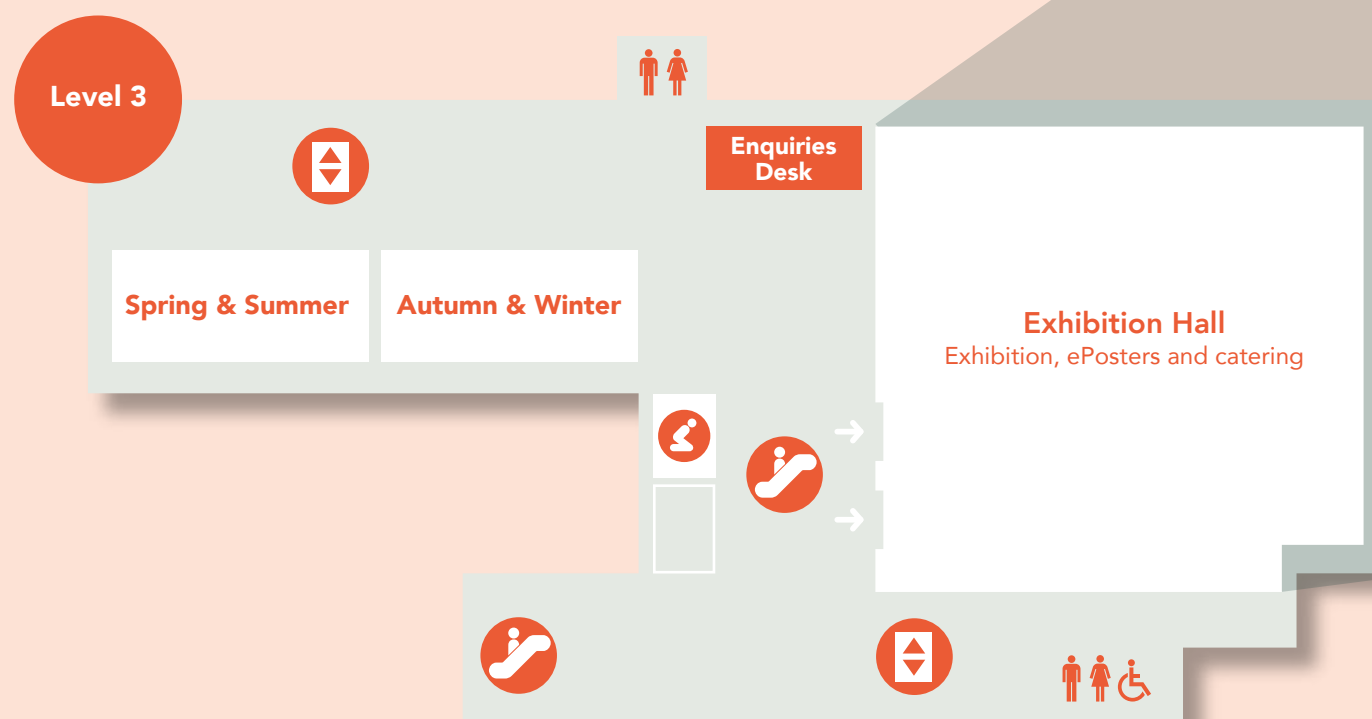
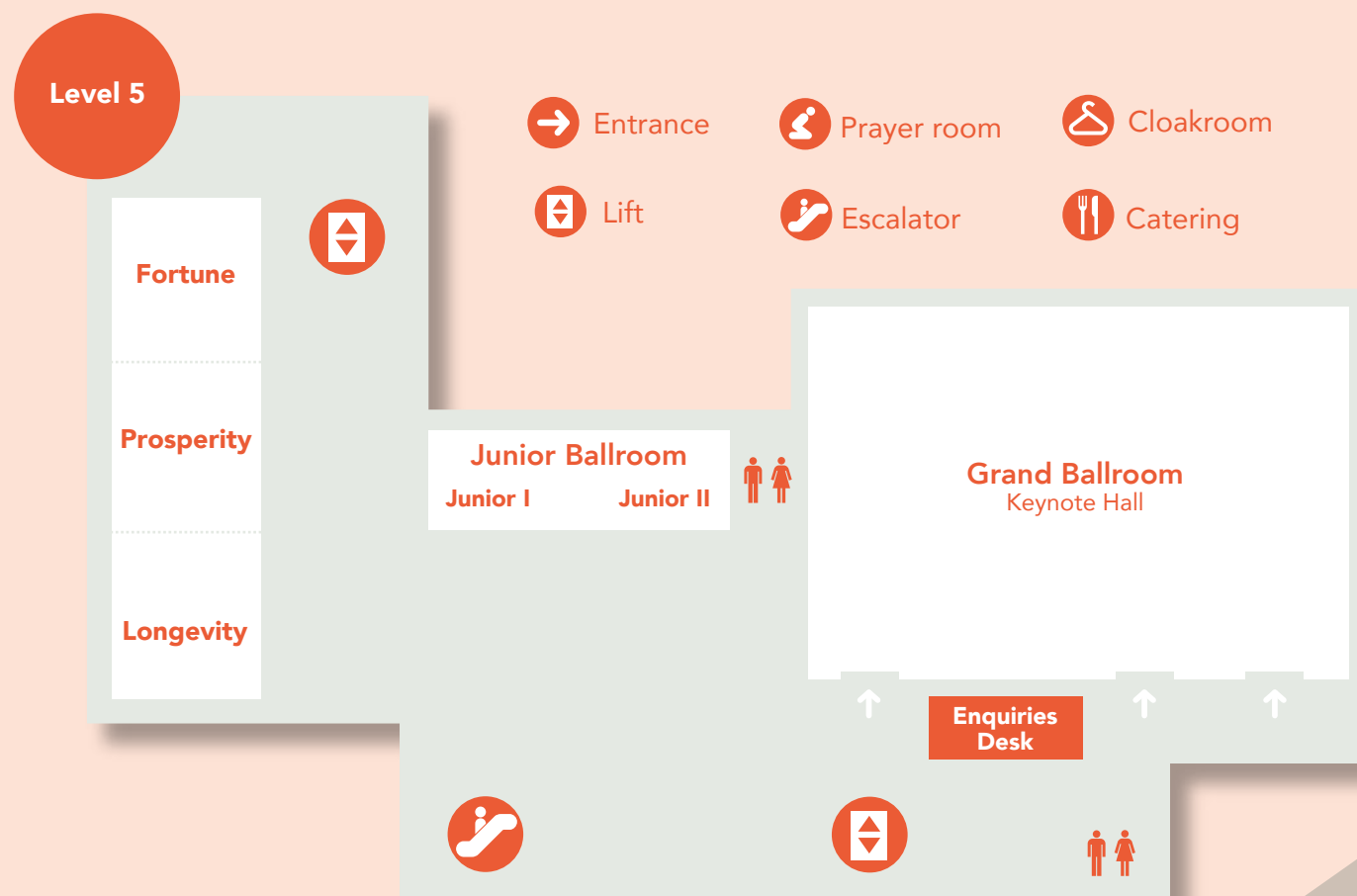


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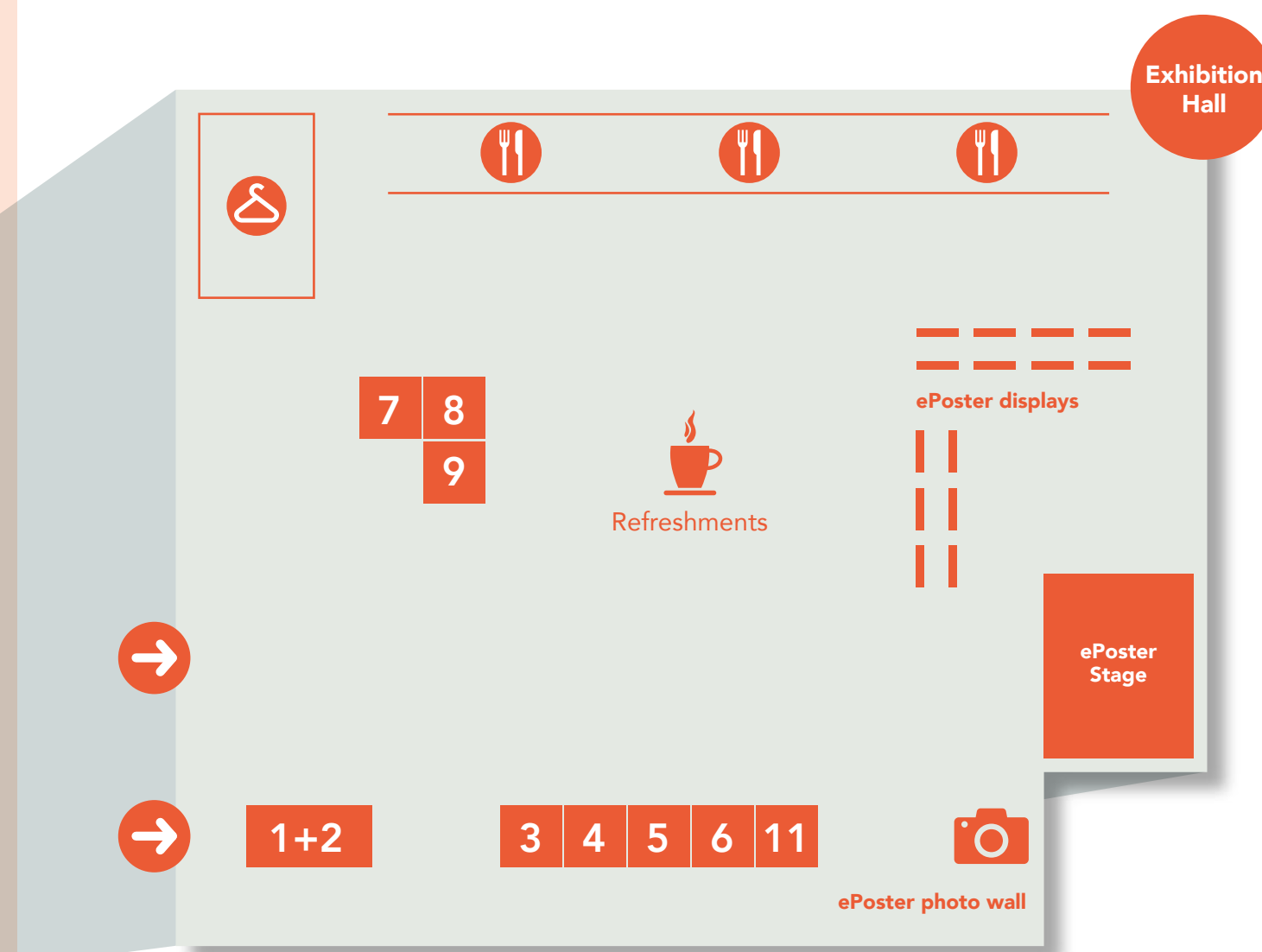
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Floorplan



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- 4 RLDatix
- 5 International Forum on Quality and Safety in Healthcare
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