

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

9-11 June 2021

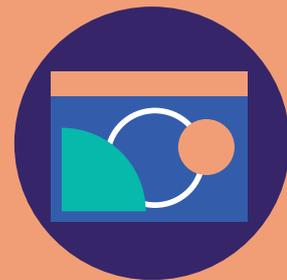
A virtual conference

Reconnect and Rebuild

Attendee User Guide

The ultimate guide in navigating your attendance at the virtual International Forum Europe 2021

 [@QualityForum](https://twitter.com/QualityForum) | [#Quality2021](https://twitter.com/Quality2021)



 Institute for
Healthcare
Improvement

BMJ

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Welcome

Hello and welcome to this year's International Forum on Quality and Safety in Healthcare Europe 2021.

After over a year of being at the frontline of a global crisis, it has never been so important to come together, share knowledge and experiences, and consider how we rebuild our global systems.

We look forward to offering you a chance to build a support network and rekindle your passion for quality improvement.



Our theme for 2021: Reconnect and Rebuild

Our aim for 2021 is to reconnect with colleagues, revive momentum and build back better, stronger and fairer systems. As vaccine roll outs begin to show green shoots of hope, we will look to the inspirational examples of innovative systems and approaches that have emerged.

We will also consider what the pandemic has exposed in areas such as equity, staff wellbeing and patient partnership, and how the quality improvement movement will adapt to this new reality.

Given the challenges that health and care professionals all face, there has never been a more important time to share ideas, learning and best practice. We hope you will find this virtual International Forum energising and inspiring.

We look forward to you joining us for our other International Forums this year - Australasia (8-10 September 2021) and Asia (25-27 November 2021), so we can continue to tackle together the key issues facing health and care today.

The International Forum team

Our Partners

Thank you to our Regional and Supporting Partners who have helped us to develop and present the International Forum Europe 2021.

We are grateful for their insight and energy in producing an exciting programme that meets the needs of our delegates.

Our Partners have also been instrumental in building momentum and engaging their expansive networks of healthcare improvers.

We are appreciative and thankful for their generous support.

Regional Partners



Supporting Partners





Logging in

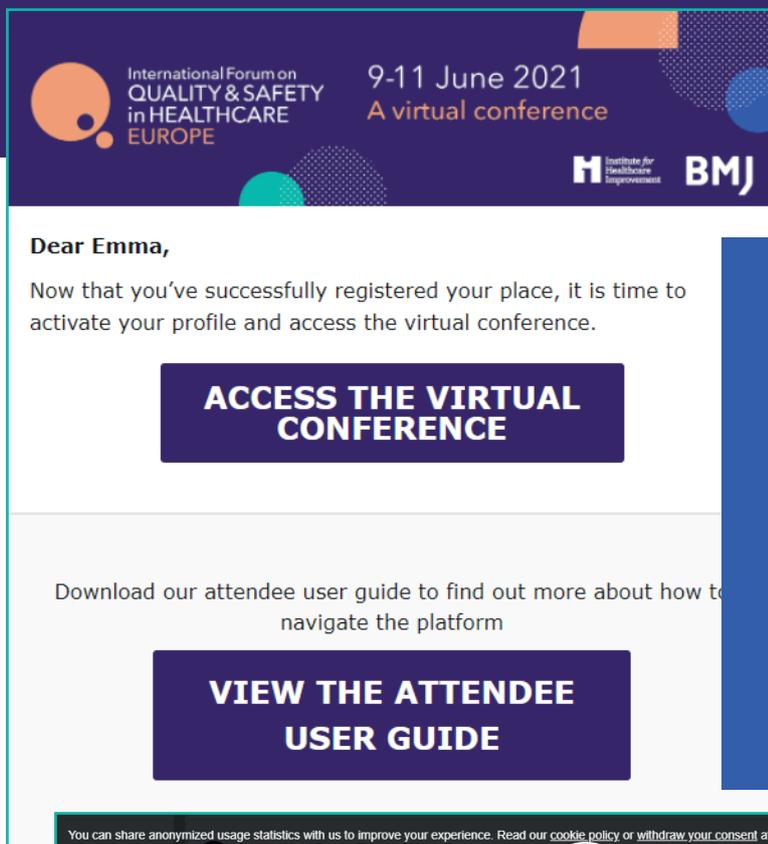
All registered attendees will receive a unique login link via email one week prior to the International Forum, on Wednesday 2 June. Any attendees that register between 2-8 June will be emailed this link post-registration.

There will be no login and password requirements - just click the link to access the virtual conference within your internet browser. It really is as simple as that!

It is highly recommended that you log in the platform the week before the 'live' International Forum to build your profile page, add

sessions to your Schedule and start connecting to other attendees. You will also be able to test your system to ensure you can join the live sessions with full functionality during the virtual conference.

For the best possible experience we recommend accessing the platform on a desktop or laptop computer.



The system is optimised for Google Chrome.

To ensure you have the latest version of Google Chrome:

1. On your computer, open Chrome
2. At the top right, click More
3. Click Update Google Chrome. Important: If you can't find this button, you're on the latest version
4. Click Relaunch

You can share anonymized usage statistics with us to improve your experience. Read our [cookie policy](#) or [withdraw your consent](#) at any time. International Forum Europe 2021 to General

No, thanks! Yes, please!



To get the most out of your experience, please accept cookies when asked after you log into the virtual platform for the first time.



Updating your profile

We recommend that the first thing you do when you log into the platform is make sure your profile is attractive, so you don't miss out on any opportunities to connect to colleagues!

A detailed profile will help you make connections within the virtual conference.

You will notice that important information has been pulled across from your online registration, however we recommend that you check your details and update where necessary.

The screenshot shows the 'My Profile' page of the International Forum on Quality & Safety in Healthcare Europe 2021. The top navigation bar includes Home, Programme, People, and Notifications. The profile header features the forum logo and the user's name, Emma Miles. A callout box with an upward arrow points to the user's name in the top left, with the text: 'To access your profile page, click your name at the top left of the screen.' The profile details include the BMJ affiliation and the country, United Kingdom. A section for a short biography is also visible.

Home Programme People Notifications

International Forum on QUALITY & SAFETY in HEALTHCARE EUROPE

Emma Miles
International Forum Europe 2021

↑ To access your profile page, click your name at the top left of the screen.

My Profile

Complete your profile to help build connections with colleagues.
We've uploaded some details from your registration but feel free to add a little more info so you can get to know other attendees.

Emma Miles

View profile Privacy & Legal

Partners People ePosters Sponsors Notifications Chats Notes Bookmarks

BMJ

Country
United Kingdom

Feel free to add a short biography below. Tell us your biggest challenge right now, a bit about your hobbies or something you are really proud of.



Homepage / Activity feed

Once you have entered the platform, you will arrive on the Homepage / Main Activity Feed. This will be the main hub for the conference, where anyone can post comments, thoughts or highlights from the International Forum, and see what's coming up.

On the Homepage, you can begin to explore the various different elements of the conference, such as the programme, speakers, ePosters and sponsors. Each of these can be accessed via either the menu bar on

the top (the top navigation bar) or the full menu bar on the left hand side (the left navigation bar). We refer to each of the headings in the menu bars as tabs, for example, the **Programme** tab.

Home Programme People Notifications

Home

International Forum on QUALITY & SAFETY in HEALTHCARE EUROPE

Emma Miles
International Forum Europe 2021

9-11 June 2021
Welcome

Institute for Healthcare Improvement
BMJ

ePosters Helpdesk Partners - Main landi...

Home

If you want to return to the Homepage at any time, simply click on 'Home' on the menu bar on the left or at the top.

Europe 2021

Velkommen
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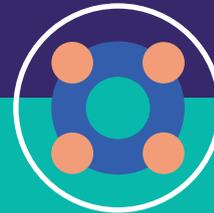
Homepage / Activity feed continued...

Don't forget to post on the Homepage feed about your experience at the International Forum. You can read, like and respond to what others share too.

Here are some ideas to get you started:



Post photos of where you are joining from



Your go-to for taking inspiration from



Are you watching on your own or as a group? Any pets joining you? Tell us and post photos.



How do you look after your wellbeing and what would you suggest to others?



What is the key message from a session you've just watched or a discussion you were just part of?



What are you most looking forward to this year, what changes in your practice are you most excited about?



Conference Programme

To access our range of live and on-demand sessions, simply click the **Programme** tab via the top or left navigation bars. Sessions are listed by day, and can be filtered based on your interests.

Click on a session to find out more information on the content and speakers, take notes, and register, which will add the session to **Your Schedule**.

Once logged in, the session timings in **Programme** and **My Schedule** will update to your local time zone based on the location of the device you are using.

The screenshot displays the 'Agenda' page of the conference website. At the top, there are navigation tabs for 'Programme', 'People', and 'Notifications'. The main content area shows a calendar view for June 7th to 13th. The sessions listed are:

- 8:30 AM A1: Improvement Science Basics – practical steps to apply the method in practice** (Workshop, Improvement Methods, Recommended for those new to Quality Improvement, Features discussion of improvement methodology, Speaker: AZ)
- 9:45 AM K1: How to create Simple Rules for your health and care system** (Keynote, Improvement Methods, Recommended for those new to Quality Improvement, Features discussion of improvement methodology, Speakers: Emma Miles, Emma Miles)
- 11:00 AM B1: Partnering with Consumers - A New Way Forward** (Lecture, Person and Family-Centred Care, Co-presented with patient, service user or carer, Speakers: Emma Miles, Emma Miles)
- 11:00 AM B2: Patient Safety's missing link: decide and act on national patient safety risks** (Workshop, Safety, Features discussion of improvement methodology, Speakers: Emma Miles, Emma Miles)
- 12:00 PM C1: Empathy, automation and AI in healthcare: making technology person centred** (Workshop, Person and Family-Centred Care, Includes examples of using technology to enable change, Speakers: Emma Miles, Emma Miles)
- 12:00 PM C2: Innovations in patient monitoring** (Lecture, Safety, Co-presented with patient, service user or carer, Speaker: Emma Miles)
- 12:00 PM C3: Quality Improvement at National Scale: The national collaboratives using QI to address human factors in mental health** (Workshop, Building Capability and Leadership, Co-presented with patient, service user or carer, Features discussion of improvement methodology, Speakers: Emma Miles, Emma Miles)

On the right side, there are filter options for Registration, Bookmarks, Tags, Session Format, and Stream. An 'Apply filters' button is located at the bottom right of the filter section. A blue callout box with an upward arrow points to the 'Apply filters' button.

Filter content by selecting one or a number of filter options listed on the right hand side of the **Programme** page, and click 'Apply filters' at the bottom. You can filter sessions by tag, session format, stream and more.

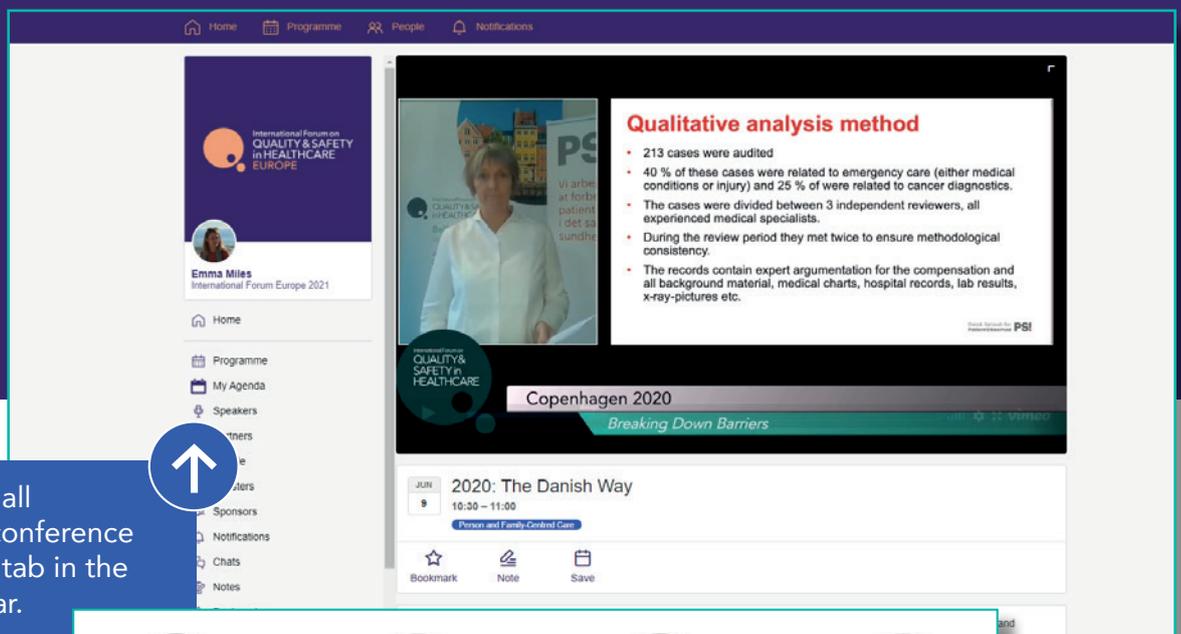


Conference Programme continued...

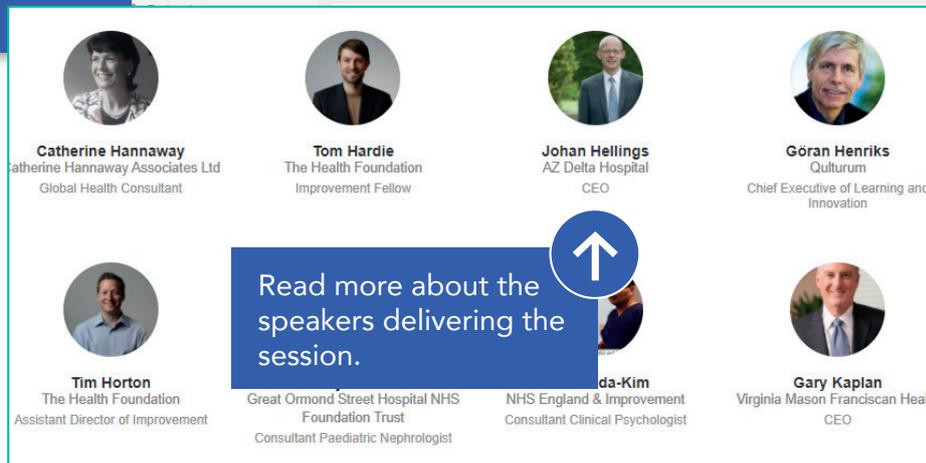
For live sessions, the live stream will appear on the specific session page. Just enter your name when prompted and you will enter the online session room where you can view the speaker, their slides and ask questions via the chat box.

On-demand sessions will be available to view throughout the conference, and can be accessed by clicking the video on the relevant session page.

All live content will be recorded and available to view until 13 June 2022.



You can also see all speakers at the conference via the Speakers tab in the left navigation bar.





Participating in live discussions

We encourage participation during all live sessions to increase your learning and exchange views on what you hear, plus connect to others who may be able to share further insight or share their experience with what's been discussed.



During live lectures

Interact with others via the Conversations window. This will be available for delegates to view and ask questions.



During live workshops

These interactive sessions naturally invite discussions. There will be activities in separate breakout rooms for all attendees to get involved in. When prompted to enter a breakout room, make sure you have your microphone and camera enabled so you can join the discussion. You may also have to click 'allow' in a pop up in your browser to access these. The Chat box will also be available at any time.



During networking sessions

When you take part in our networking sessions, use your camera and audio to converse just as in a live event.



ePosters

ePosters platform sponsored by



The ePosters give individuals and teams an opportunity to share and discuss improvement strategies and achievements.

View our new ePoster platform sponsored by Improvement Cymru and explore our range of ePoster displays.

The screenshot shows the ePoster platform interface. At the top, there is a navigation bar with icons for Home, Programme, People, and Notifications. Below this is a header section for 'ePosters' with the text 'Explore our ePosters for ideas, strategies and learning outcomes'. A welcome message follows, stating 'Welcome to ePosters!' and providing information about the platform's content. A section titled 'ePoster Platform' is sponsored by Improvement Cymru, featuring logos for Gwelliant Cymru and Improvement Cymru. A list of features is provided, including search, star ratings, messaging, audio presentations, and video uploads. A button labeled 'Click here to view the ePoster user guide!' is present. A dark blue button at the bottom of the main content area says 'Click here to view ePosters'. The interface also includes a sidebar with a navigation menu and a user profile for Hannah Westwood.

To access the range of ePosters, simply click the **ePosters** tab via the left navigation bar.

We have also created an 'ePoster user guide' that can be found on this page for your convenience.

Select 'Click here to view ePosters' and you will be taken to our ePoster platform where you can search, view and rate ePosters on the platform, plus message authors.



Connecting and networking with attendees

Just like our live conference, our virtual one will offer just as many opportunities to connect to other attendees, speakers and ePoster authors.

This is your chance to make those important connections, discuss projects or what you've heard at the conference, ask questions or check if others have any tips for overcoming common challenges.

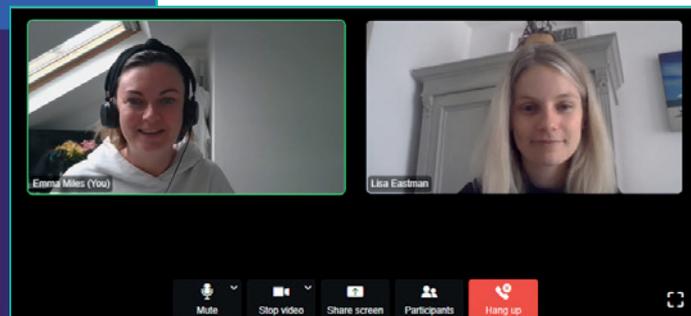
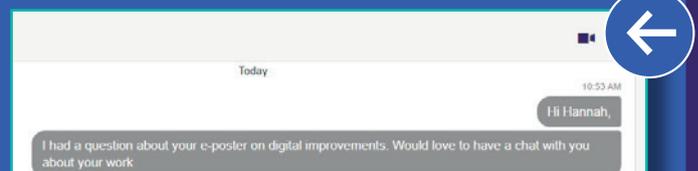
Chat to other attendees

You can connect to other attendees, ePoster authors, exhibitors and speakers via the **Chats** tab.

To initiate a conversation, click the pencil icon at the top right of the **Chats** page and search for an individual's name. You can also create group chats by adding additional recipients.

Alternatively, you can search the attendee list within the **People** tab, and message people directly via their profile.

Once you are in an ongoing chat you can easily start a video call by clicking on the camera button in the top right corner. Your browser will ask you to allow the event platform access to your camera and microphone. You must agree to this for the other person to be able to see and hear you.



Participant Matching

Answer the following questions to see who you match with. Please note, it can take some time for your matches to appear, so check back soon.

Providing your data here is optional, but will allow us to match you with users with similar interests. We will be monitoring this facility and if we feel individuals are misusing the matchmaking data we will revoke access. If you'd like any further information, please contact the team at virtualeventsupport@bmj.com.

Which of the following topics are you most interested in? (Select up to 3 answers)

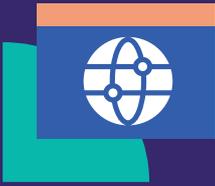
- Learning from innovation in times of crisis
- Co-production and patient leadership
- Equity and inequality in healthcare
- Building a culture of safety
- Leadership for continuous improvement
- Population health improvement
- Thinking upstream
- Staff wellbeing (physical and psychological)

Are you working on a safety/improvement project that you'd like to discuss, and would you like to meet others in a similar position?

- Yes

Finding suitable contacts

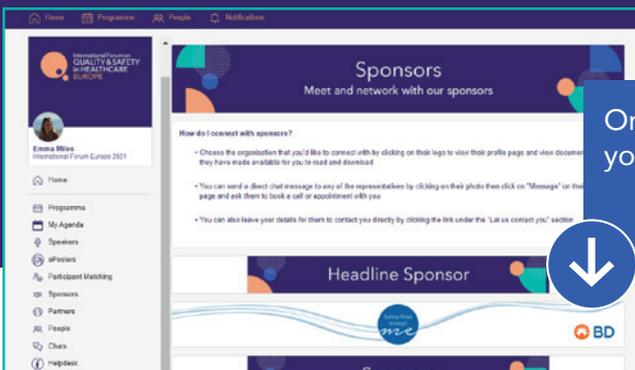
Our smart matchmaking tool will help unlock new opportunities by connecting you with like-minded individuals and experts who share the same interests. Look for the **Participant Matching** tab in the left hand navigation bar. Fill out our participant matching form and the platform will generate a personalised list showing your top matches based on similarities.



Connecting and networking with sponsors

Our virtual conference will also offer opportunities to connect to sponsors who can share resources and discuss services designed to help you drive improvement in your own organisation.

Using the **Sponsors** tab on the left navigation bar, see the organisations supporting the International Forum. Click on their logo to read about what they do, access resources they have made available, add them to your **Bookmarks** for quick and easy access, and connect to representatives to arrange a time to talk or to simply ask a question. You will also be able to participate in polls, quizzes or other activities organised by a sponsor.

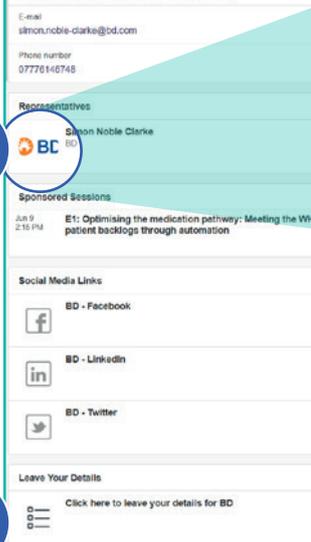


On the **Sponsors** page, choose the organisation that you'd like to connect with by clicking on their logo.



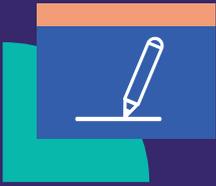
Chat to a representative live - in the tab 'Representatives', click on the photo or name of the representative you'd like to speak to.

Leave your details for a sponsor to contact you during or after the conference by clicking the link under the 'Leave your details' section on their page.



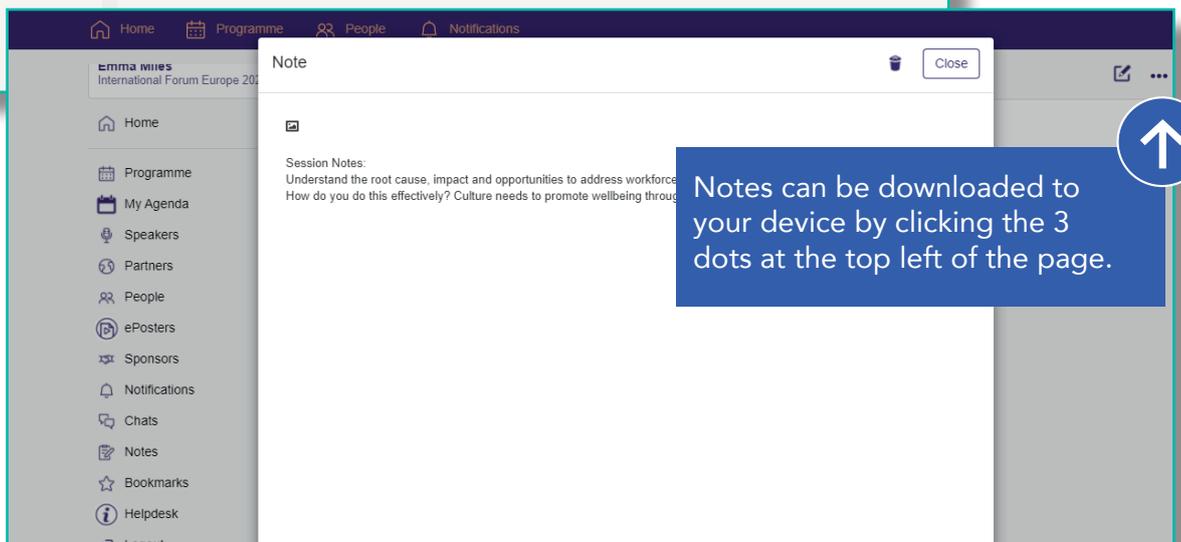
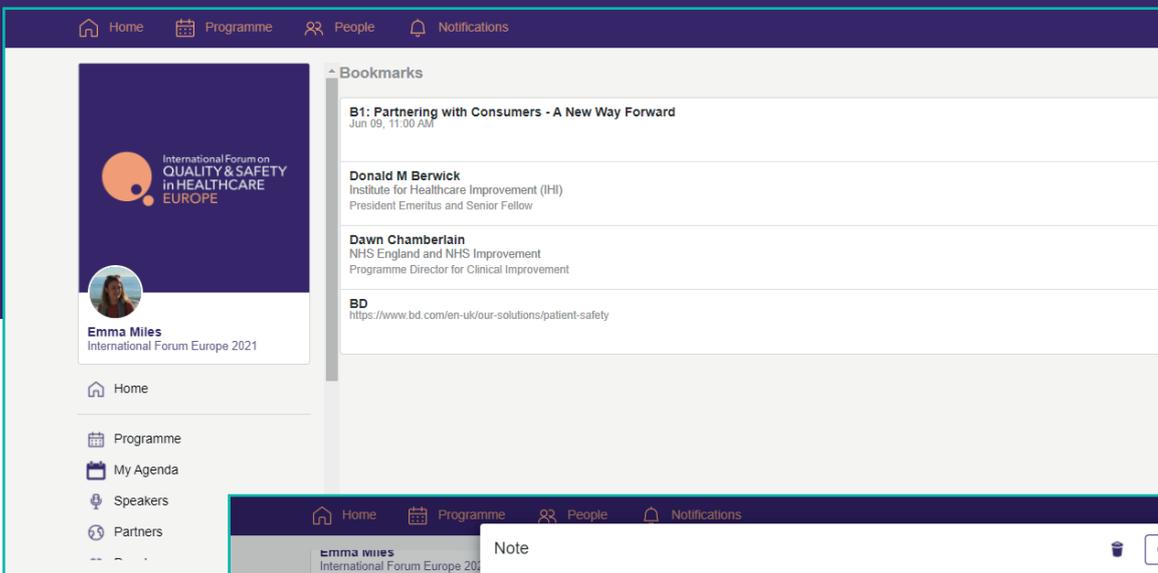
Click on '**Message**' on their profile page. You can ask them to book a call or appointment with you. If you are in an ongoing chat with a sponsor you have the option to start a video call by clicking the video camera button.





Bookmarks and notes

Across the platform, you will be able to bookmark and take notes on sessions, attendees, ePosters, key supporters and sponsors. They will be saved in the **Bookmarks** and **My Notes** tabs respectively for your reference at any time.





Activity challenge

We've made improvements on the virtual experience we are offering you this year, so make sure to take advantage of the activities, content, resources and opportunities to connect to others that are available.

And as you do that, you can earn points!

Earn points to win a free ticket to Gothenburg 2022 on 30 March - 1 April 2022 in Gothenburg, Sweden. Collect a minimum of 200 points to be entered into the prize draw!

- Programme
- My Agenda
- Speakers
- ePosters
- Participant Matching
- Sponsors
- Partners
- People
- Chats

The screenshot shows the 'Activity Challenge' page. At the top, it says 'Activity Challenge Earn points to win rewards'. Below this, there is a section titled 'Win exciting prizes' which states: 'Earn over 200 points out of a possible 300 by completing the following actions to be automatically entered into the International Forum prize draw to win 1 of 5 complimentary tickets to the International Forum in Gothenburg in 2022. Good luck! Click here to view the competition T&Cs'. There is also a section for 'Total Points' showing 116 and a 'Credits' section. A navigation menu is visible on the left side of the page.

Here are some of the challenges that can earn you points, see a full list on our **Activity Challenge** page.

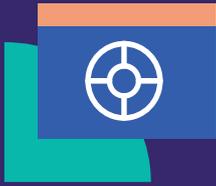
- Activate your profile before the International Forum starts on 9 June (adding a profile picture does not give you points but it helps make your profile more friendly)
- Post a photo on the home feed
- Provide feedback for sessions you attend
- Chat to a colleague

You can share anonymized usage statistics with us to improve your experience. Read our [cookie policy](#) or [withdraw your consent](#) at any time.

No, thanks! Yes, please!



Ensure your points are tracked by accepting cookies once you log in.



Technical support

Our team will be on hand to answer any questions you may have during the live conference on 9-11 June.

Simply navigate to the **Helpdesk** page on the platform where you will find multiple options for technical support, including contact details for the conference organisers.

If you are contacting us via email please send a screenshot of any error message(s) you have received as this will help us answer your query more quickly.

The screenshot shows the 'Information Helpdesk' page. At the top, there is a navigation bar with 'Home', 'Programme', 'People', and 'Notifications'. The main content area is titled 'Information Helpdesk' and includes the following sections:

- Welcome message:** 'Hi Emma, you have reached technical support. We are anticipating high demand on support so if you could try the tips below before contacting us, that would be much appreciated.'
- Tips:**
 - The system is optimised for Google Chrome so please make sure you are using this browser.
 - For the best possible experience we recommend joining from a laptop or desktop computer. Live sessions can be difficult to view on a mobile device.
- Virtual Event Assistant:** 'Please click here to find the answer to some common questions about the virtual conference platform.'
- Click this link to test your system for video meetings:** 'Conference System Check Link' with a checkmark icon.
- Support enquiries:** 'If you can not find the answer to your query here please send your question to: virtualeventsupport@bmj.com. To help us to solve your query as quickly as possible please try to include a screenshot of any error(s) you have encountered. The team will be available to respond to queries in the week prior to the event and also at the following times (CEST) during the 'live' event days:
Wednesday 9 June 0800 - 1830
Thursday 10 June 0800 - 1830
Friday 11 June 0800 - 1730

FAQs

When can I access the virtual event?

You will be granted access to the platform from 2 June 2021. Look out for an email containing your unique access link.

When are the 'live' event times?

The virtual event will be running over three days. The timings below are in CEST (Central European Summer Time) which is BST+1 if you are joining from the UK.

When you view the programme on the **Programme** or **My Schedule** pages, the session timings will automatically adapt to your local time zone based on the location of the device you are using.

Wednesday 9 June: 08:30 - 18:30

Thursday 10 June: 08:30 - 18:30

Friday 11 June: 08:30 - 17:30

You are free to re-join at any point if you need to drop off for any reason.

Do I need to install any software?

No, the conference can be accessed via your internet browser. The system is optimised for Google Chrome. Please ensure you have the latest version of Google Chrome - see a step to step guide on how to install the latest version on [page 5 of this guide](#).

Can I access the virtual conference on a mobile device or tablet?

We recommend using a desktop or laptop PC for the best experience, live sessions can be difficult to view on a mobile device.

Do I need to prepare to attend the virtual conference?

We advise that you log in and activate your profile one week prior to the live conference via the device you are planning to use.

Once you have access to the platform, you can customise your personal schedule by booking sessions, browse exhibitors and complete participant matching questions to find recommended contacts.

For the best possible experience we recommend accessing the platform on a desktop or laptop computer.

Will I receive a certificate of attendance?

Yes, all attendees will receive a general certificate of attendance, this will be emailed to you by 25 June 2021.

FAQs continued...

I missed a live session, when will the recording be made available?

Session recordings will be added the day after the live session took place.

Will I need to turn on my video?

There is no requirement to be on camera, however we recommend you have it on during the live workshop breakout sessions and networking activities, or when you'd like to have a video call with sponsors or other attendees. If you would like to use video chat, please consider in advance which device you will be logging in on and ensure you have a camera available. You do not need to have your camera and audio enabled to join live lectures, watch on-demand content or browse the ePosters.

Will there be any session handouts or slides available?

Where we have permission from speakers to share these, the slides or other handouts will be available for download from the individual session pages.

Will I be able to access the conference and all its content, including ePosters, after it ends?

Yes, the conference will be accessible for 12 months after it ends, until 13 June 2022. All live sessions will be recorded and will also be available to view at your leisure, and you will be able to contact ePoster presenters, other attendees and sponsors.

Is the virtual conference accredited?

Yes, International Forum Europe 2021 has been approved for a total of 24 CPD credits by the Royal College of Physicians (RCP) in England (Event Code 132878).

Can I ask a question during the live lectures?

During the live sessions, you will be able to submit questions via the chat function within the livestream session room.

How can I tell my friend/colleague/family member about the conference?

The easiest way to share information about the virtual International Forum is by sending them to our website at internationalforum.bmj.com/europe.

All attendees must register by midnight Tuesday 8 June.

What do I do if I have a question about the conference?

If you have any questions, our team will be happy to help.

Please email us at events@bmj.com.

Our Sponsors

Headline Sponsor



Sponsors



THE UNIVERSITY of EDINBURGH
Edinburgh Surgery Online



We look forward to welcoming you to the International Forum on 9-11 June!

Join the conversation on social media

Our passionate group of patient experts from Beyond the Room will be posting with reflections, summaries and discussion points.

Share updates and join the discussions, just add #Quality2021 to your posts.

 [@QualityForum](https://twitter.com/QualityForum) [#Quality2021](https://twitter.com/Quality2021)

Let's continue the conversations!

Join us for one or more of our regional virtual conferences in 2021.



Europe
9-11 June 2021



Australasia
8-10 September 2021



Asia
25-27 November 2021

Visit: internationalforum.bmj.com