Hello and a warm welcome to the International Forum.

On behalf of the International Programme Advisory Committee, the Institute for Healthcare Improvement (IHI) and BMJ, we want to thank you all for coming. We look forward to making the International Forum Gothenburg a huge success and a strong memory for future years. The members of the Swedish Association of Local Authorities and Regions (SALAR) are honoured and excited to engage with you over the next few days.

Despite the many crises and dilemmas over the past two years, we are thrilled to have found this moment when we can meet together in person again. We look forward to learning together, celebrating the fantastic work you have to share, and uniting under the motto “All teach, all learn”.

While planning the International Forum, our Swedish colleagues have talked much about how thrilled and energised they are to reconnect with international friends and share the latest understandings and knowledge in quality and safety. We hope these three days together can be a springboard for coming years: forming stronger links, creating space for networking and establishing new relationships.

The last time Gothenburg had the opportunity to host the International Forum was in 2016, and the theme was “Change. Save. Sustain. In Partnership with Patients”. We have come a long way since then and now we see both citizens and society demanding transformation in their health and care systems and solutions.

In 2016 we talked about working in partnership with patients, and in 2022 we have taken this further by including “Professional Experienced People (PEP)” in our programme planning. These individuals provide first-hand experience of our health and care systems, and push us to always adopt a mindset that starts with “This matters to me”. As one representative noted “As a patient I see the whole system - most of you as professionals only see your part”. This year’s programme will reflect these new ideas and challenge us to accelerate the pace of transformative ideas.

This year’s International Forum theme is “Creating tomorrow today”. The programme will provide a menu of innovative ideas that demonstrate how we can learn from crises and move forward with new ideas that will strengthen our systems and society. We’ll highlight the importance of leadership, the need for creative thinking, and the importance of having a bedrock of improvement methods and human rights to build on. Our new integrated care stream will also demonstrate the importance of new structures and service design.

We would like to thank BMJ and IHI, the International Programme Advisory Committee, the national programme advisory committee and reference group for all their support. Without these brave stakeholders this event would not have become what it is.

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

Göran Henriks
Chief Executive of Learning and Innovation, Qulturum; Sweden and Chair Emeritus of the International Forum

Marie Blom Niklasson
Senior Adviser, The Swedish Association of Local Authorities and Regions (SALAR); Sweden
Welcome Reception

Please join us at the International Forum Welcome Reception hosted by City of Gothenburg and Region Västra Götaland.

Tuesday 21 June | 17:15-18:15 | Exhibition Hall (Hall C)

International Forum Social Event

Hosted in partnership with Region Jönköping, Region Kronoberg and Region Västra Götaland

Tuesday 21 June | 18:30 onwards | Kooperativet | £25

Join us for an evening of entertainment at this year’s social event. Following our on-site Welcome Reception, you will be transported from the Swedish Exhibition and Congress Centre to the Kooperativet, a converted shipyard and event space. There, you can enjoy performances from an ABBA tribute band and taste a variety of street food.

Your ticket, priced at £25, will include return coaches, street food, beverages and entertainment.

Tickets can be purchased from the Enquiries Desk on the Congress Foyer before 12:00 on Tuesday 21 June.

Wi-Fi Access is available in all areas. Please select network Gothia Towers to connect.

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

Registration will open from 07:00 on Monday and Tuesday and 07:30 on Wednesday.

Handouts and Presentations made available by speakers can be found on internationalforum.bmj.com/handouts-gothenburg-2022. Some of these will be available before the conference and we will continue to add to these during the conference.

Certificates of Attendance will be sent to all attendees. This will be emailed to you two weeks after the event.

RCP Accreditation The International Forum in Gothenburg has been approved for a total of 24 CPD credits by the Royal College of Physicians (RCP) in England (Event code: 140463).

Badges must be worn at all times during the International Forum. Your badge guarantees you entry into the venue on those days.

Badge scanning: You may be asked to scan your badge by one of our sponsors or exhibitors when visiting an exhibition stand or by a member of staff when entering a sponsored session. If you choose to have your badge scanned, we will share your contact details with that sponsor/exhibitor. Please note that having your badge scanned is optional.

Coronavirus: We have put in place various safeguards to protect visitors to the conference from the risk of Covid-19. We ask that you be alert to these measures and mindful of the risk to others whilst attending the International Forum.

Symptoms: If you have any symptoms that could be a sign of Covid-19, we strongly advise you to follow advice issued by the Government Offices of Sweden to stay at home and avoid close contact with others. If you develop symptoms during the conference, we ask you to please exit the venue and inform us as soon as possible by contacting events@bmj.com.

Masks: Face coverings are no longer a legal requirement in Sweden. However, masks will be available from the Enquiries desk throughout the event should you wish to wear one.

Hand Sanitiser: Hand sanitising stations will be available throughout the venue and we recommend that attendees make use of these facilities wherever possible.

Social Distancing: We ask that all attendees adhere to social distancing wherever possible when moving around the event. We will also be implementing a traffic light badge system to allow attendees to indicate their personal preferences regarding social distancing. Red = No contact; Yellow = Elbow only; Green = Handshakes welcome. Attendees can collect their badge from the Enquiries Desk. We ask that all attendees respect each others preferences during the International Forum.
Midsummer

Midsummer is a Swedish celebration of the summer solstice. It is the longest day of the year and one of the most celebrated holidays in Sweden. Midsummer falls this weekend where you can expect to see activities such as:

- Maypoles being raised with children and adults dancing around it
- Midsummer food being served such as pickled herring, boiled new potatoes with fresh dill, soured cream and raw red onion
- Flower crowns being created and worn throughout the day

To find out more about the local activities and how to take part, visit the Gothenburg Stand (#9) in the Exhibition Hall.

Create your own flower crown

To celebrate Midsummer, join us in the Exhibition Hall and take part in our flower crown making activity. Visit the Midsummer area in the Exhibition Hall where you will find all the materials to make your own flower crown.

Support Ukraine

More than 5 million people have fled Ukraine and another 7 million have left their homes to escape the conflict, leading to a huge humanitarian crisis. Disasters Emergency Committee (DEC) charities and their local partners are in Ukraine and in neighbouring countries providing food, water, shelter and medical assistance.

Scan the QR if you are able to donate and support refugees and displaced people

Help us to reduce and reuse

Purchase an International Forum water bottle or a reusable coffee cup from the International Forum shop in the Exhibition Hall to use during and after the conference. Each item costs £3 and we can only accept card payments. All monies raised will be donated to the Ukraine Humanitarian Appeal.

Get involved - Lifestyle Tool

The University of Gothenburg has developed Livsstilsverktyget, a digital tool to live healthily and prevent and manage lifestyle-related diseases. The tool has been shown to reduce blood sugar, blood pressure and body weight during extended time. It has received attention by the Swedish Parliament and is now used by Swedish healthcare regions, companies and large organisations.

For more information, email livsstilsverktyget@gu.se or go to livsstilsverktyget.se/goteborg400 for the Swedish version (the international version is available at partner.priushealth.org/en).

You can also speak with representatives from Livsstilsverktyget at the Gothenburg stand on Tuesday 21 June.

Make a wish for tomorrow

Wishing trees were inspired by the Japanese tradition called ‘Tanabata’, using specially erected bamboo trees in the hope that wishes come true.

Make a wish on our International Forum wishing tree that can be found in the Midsummer area in the Exhibition Hall. Collect a tag and write your wish for change in your organisation. Once written, attach your wish around a branch on our wishing tree and watch it grow during the International Forum.

Join a walking air exhibition - No limits

AgeCap, Centre for Ageing and Health at the University of Gothenburg, has several successful collaborations with artists to disseminate research about combating ageing. Join us for a walk to the open air exhibition No limits, with photos of elite international track and field athletes over the age of 60, by British photographer Alex Rotas.

The walking tours will take place on Tuesday and Wednesday at 12:30-13:30. If you would like to join, please visit the Enquiries Desk to reserve your place.
**Keynote 1**
Tuesday 21 June | 09:30-10:15

Kedar Mate, MD  
President and Chief Executive Officer, Institute for Healthcare Improvement (IHI); USA

Kedar Mate, MD, is President and Chief Executive Officer at the Institute for Healthcare Improvement (IHI). He graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree. As an Aspen Institute Health Innovators Fellow, he has reviewed articles, book chapters, and white papers and has received multiple honors, including serving as a Soros Fellow, Fulbright Specialist, Zetema Panelist, and an Aspen Institute Health Innovators Fellow.

His scholarly work has focused on health system design, health care quality, strategies for achieving large-scale change, and approaches to improving value.

Previously Dr. Mate worked at Partners In Health, the World Health Organization, and at Weill Cornell Medical College.

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You can follow him on Twitter at @KedarMate.

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**Keynote 2**
Tuesday 21 June | 16:15-17:15

Klas Bergling  
Entrepreneur, Founder of the Tim Bergling Foundation; Sweden

Klas Bergling, born in 1945, is a Swedish entrepreneur married to the actress Anki Lidén. The couple share four children together; Linda, David, Anton and Tim.

After Klas sold his company in 2001 he worked for a few years importing furniture from Egypt. When Tim (artist name Avicii) began his career however, Klas founded Avicii Music AB as well as companies associated with Tim in Switzerland and the US. Today, Avicii’s operations are entirely Sweden-based.

In 2019, Klas and Anki started the Tim Bergling Foundation, which is financed by the Avicii companies. The foundation also owns the Avicii brand.

Tim Bergling Foundation aims to reduce mental illness and prevent suicide among children, young people and young adults. The foundation also works to remove stigma that surrounds these issues. Additionally the foundation support issues close to Tim’s heart such as protecting the climate, endangered animals and plant species.

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**Keynote 3**
Wednesday 22 June | 09:30-10:15

Nadia Nadim  
Professional Footballer, Doctor, Former Refugee; Denmark

Nadia Nadim was born in Herat, Afghanistan, in January 1988. She grew up in Kabul, with her parents and her 4 sisters. When Nadia was 12, her father, who was a General in the Afghan army, was killed by the taliban.

Nadia then fled the country with her sisters and mother, and ended up in Denmark after months on the run.

Since then, Nadia has learned to speak 11 languages fluently, she has become one of the most powerful female athletes, playing professional football for clubs such as Manchester City, PSG and now Racing Louisville in the US. Nadia has also combined her professional career with studies, and in January 2022 she graduated from Med School as a doctor.

Viaplay/NENT is currently shooting a documentary about Nadia, that will air late 2022, in 3 episodes.

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**Keynote 4**
Wednesday 22 June | 16:15-17:15

Maureen Bisognano  
President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA

Maureen Bisognano is President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI), previously served as IHI’s President and CEO for five years, after serving as Executive Vice President and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise has been recognized by her elected membership to the National Academy of Medicine (IOM), among other distinctions.

Ms. Bisognano advises health care leaders around the world on quality improvement and is a tireless advocate for change and is a Board member of the global Nursing Now campaign.

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Pedro Delgado  
Head of Europe and Latin America Regions, Institute for Healthcare Improvement (IHI); Northern Ireland

Pedro Delgado oversees IHI’s portfolio of work in three regions (Latin America, Europe, and Australasia) and the IHI Open School. Based in the United Kingdom, he has been a driving force in IHI’s global expansion. From work on reducing C-sections and healthcare-acquired infections in Brazil and several Latin American countries, to improving early years education in Chile, to improving patient safety in Portugal and mental health in London, Mr. Delgado has led the key senior relationships and design and implementation of large-scale health system improvement efforts and networks globally.
Collaboration for health equality in a multicultural community (Angered Hospital)
Format: Site visit | Stream: Population and Public Health

Collaboration for continuous improvement: Examples from maternity care, surgery, psychiatry, and the Collaborative Health Care project (NU Hospital Group)
Format: Site visit | Stream: Person and Family-Centred Care

An expose in person-centered and integrated care, together with Esther (Region Jönköping County)
Format: Site visit | Stream: Person and Family-Centred Care

Patient involvement through digitalization and innovation (Sahlgrenska)
Format: Site visit | Stream: Improvement Methods

Together with the patient, for the patient - a road to excellence (Södra Älvsborgs’ Hospital)
Format: Site visit | Stream: Improvement Methods

Camp Sweden
Format: Workshop | Stream: Building Capability and Leadership

The International Improvement Science Symposium
Format: Workshop | Stream: Building Capability and Leadership

An introduction to quality improvement
Format: Workshop | Stream: Improvement Methods

How to develop, implement and monitor national action plans for safer healthcare
Format: Workshop | Stream: Safety

How to get your quality improvement work published: insider advice from editors
Format: Workshop | Stream: Building Capability and Leadership

Improving equity in local communities: learning and approaches from anchor institutions

This matters to me! Creating safe, person-centred care in co-production with patients and families (Region Kronoberg)
Format: Workshop | Stream: Person and Family-Centred Care

Saving the planet - reducing healthcare waste to improve environmental impact

How to build a holistic management system to create reliability and inspire innovation
Format: Workshop | Stream: Quality Cost Value

Establishing a nationwide system for knowledge based health care - The Swedish experience
Format: Presentation | Stream: Building Capability and Leadership
11:00-12:15 A6 How to make data count when it comes to engaging people
Format: Workshop | Stream: Improvement Methods
Donie Bahrens University for Continuing Education Krems, Austria and Anette Falkenroth Sahlgrenska University Hospital, Sweden

11:00-12:15 A5 Leading in complex systems
Format: Presentation | Stream: Building Capability and Leadership
Maureen Bisognano Institute for Healthcare Improvement (IHI), USA, Kedar Mate Institute for Healthcare Improvement (IHI), USA, Kristo Björklund Region Östergotland, Sweden

12:30-13:00 L1 Tools and approaches to measure spatial aspects for better health
Format: Presentation | Stream: Integrated care
Hella Wijk Institute of Health and Care Sciences, The Sahlgrenska Academy at Gothenburg University, Sweden, Göran Lindahl Chalmers University of Technology, Center for Healthcare Architecture, Sweden

12:30-13:00 L2 From Planning to Dissemination: Research, QI, and EBP (Wolters Kluwer sponsored session)
Format: Presentation | Stream: Building Capability and Leadership
Rachel Dicker Product Management Associate Director, Wolters Kluwer Health, USA

13:15-14:30 B3 Integrate to personalise health care: a view from the Netherlands
Format: Presentation | Stream: Integrated care
Ralph So Albert Schweitzer Hospital, Society Personalized Healthcare; Netherlands, Nico Van Weert UMC+Apert and the Society Personalized Healthcare; Netherlands

13:15-14:30 B4 The future is digital? Three perspectives from Sweden
Format: Presentation | Stream: Building Capability and Leadership
Amel Nordin County Council of Stockholm, Health and Medical Care Administration Stockholm, Sweden, Bettie Falkenroth Knowit, Sweden, Christian Collédon Sahlgrenska University Hospital, Sweden

13:15-14:30 B5 A new multidimensional quality model for patients, their kin, professionals and providers
Format: Workshop | Stream: Building Capability and Leadership
Peter Lachman RCP; Ireland, Kris Vanhaecht KU Leuven Institute for Healthcare Policy, University of Leuven, Belgium

12:30-13:00 A3 Innovations for improving equity and safety of cancer care
Format: Presentation | Stream: Person and Family-Centred Care
Ann-Sofie Fyrh Regional Cancer Centre South, Sweden, Max Kleijburg Karolinska Institutet, Sweden, Jennie Jackson Regional Cancer Center Stockholm-Gotland, Sweden, Ulfika Lendin Regional Cancer Centre South, Sweden, Arja Leppäläinen Regional Cancer Centre Stockholm, Sweden, Maria Sörby Regional Cancercenter (RCC) MalmöVästergötland; Sweden

14:30-15:00 Refreshment break
Exhibition Hall C
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Title</th>
<th>Format</th>
<th>Stream</th>
<th>Speakers</th>
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<tbody>
<tr>
<td>15:00-16:00</td>
<td>C1</td>
<td>Acting with kindness is central to delivering high quality care</td>
<td>Presentation</td>
<td>Quality Cost Value</td>
<td>Maureen Bisognano Institute for Healthcare Improvement (IH); USA, Anette Nilsson Region Jönköping County; Sweden, Bob Kläber Imperial College Healthcare NHS Trust; England, Dominique Allwood UCLPartners, The Health Foundation, and Imperial College Healthcare NHS Trust; England, Gabrielle Anne-Marie Mathews NHS England; England, Susie Bailey The King’s Fund; England, Göran Henrik Qvistcrum; Sweden, James Moutford Royal Free NHS Foundation Trust; England</td>
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<tr>
<td>15:00-16:00</td>
<td>C2</td>
<td>Communicating for Behaviour Change - how can we help people to do things differently?</td>
<td>Presentation</td>
<td>Population and Public Health</td>
<td>Selina Stephen Institute for Healthcare Improvement (IH) and Torsböring Ltd; England</td>
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<tr>
<td>15:00-16:00</td>
<td>C3</td>
<td>What is the opportunity to rethink governance, risk and assurance in the context of workforce pressures, clinician burn out and a care backlog? (Sponsored by RLDatix)</td>
<td>Presentation</td>
<td>Building Capability and Leadership</td>
<td>Darren Kilroy Medical Director International, RLDatix, Andrew Corbett-Nolan Chief Executive, Good Governance Institute</td>
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<tr>
<td>15:00-16:00</td>
<td>C4</td>
<td>Longing for integrated care: the importance of governance and culture in building the steps for success</td>
<td>Presentation</td>
<td>Integrated care</td>
<td>Anna Nergårdh Swedish Government; Sweden Sara Riggare Uppsala University; Sweden, Inge Kristensen Danish Society for Patient Safety; Denmark, Hans Winberg Leading Health Care; Sweden, Emma Spak The Swedish Association of Local Authorities and Regions (SALAR); Sweden, Samantha Allen North East and North Cumbria Integrated Care Board; England</td>
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<tr>
<td>15:00-16:00</td>
<td>C5</td>
<td>Can building a culture of psychological safety be the key to radically improved patient safety?</td>
<td>Presentation</td>
<td>Safety</td>
<td>Joy Bulkema Fjortoft Norwegian Directorate of Health; Norway, Kari Annette Os Norwegian Directorate of Health; Norway</td>
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<tr>
<td>15:00-16:00</td>
<td>C6</td>
<td>Game On! Using gamification to increase access to human skills and knowledge</td>
<td>Workshop</td>
<td>Safety</td>
<td>Gill Smith Kaizen Kata and Institute for Healthcare Improvement (IH) Faculty; Northern Ireland, Jonathan Holland Northern Health and Social Care Trust; Northern Ireland</td>
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<tr>
<td>15:00-16:00</td>
<td>C7</td>
<td>Life is for living! Population based approaches can beat involuntary loneliness</td>
<td>Workshop</td>
<td>Quality Cost Value</td>
<td>Sjur Håman Aksell Skellefteå Municipality; Sweden, Jesper Elberg The Swedish Association of Local Authorities and Regions (SALAR); Sweden, Kerstin Thelander Stop Involuntary Loneliness (NSOE); Sweden, Elin Zetterberg Uppsala University; Sweden, Maria Pahlberg Skellefteå municipality; Sweden</td>
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<tr>
<td>15:00-16:00</td>
<td>C8</td>
<td>Aligning the world of improvement and digital: collaborating for technology-enabled care</td>
<td>Workshop</td>
<td>Building Capability and Leadership</td>
<td>Breid Ó Briain NHS England and NHS Improvement; England, Joanna Scott The Health Foundation; England, Penny Pereira The Health Foundation; England, Donna Clements NHS England and NHS Improvement; England</td>
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<tr>
<td>15:00-16:00</td>
<td>C9</td>
<td>A co-produced model for investigation and learning from suicide cases in healthcare</td>
<td>Workshop</td>
<td>Safety</td>
<td>Axel Roa Region Jönköping County; Sweden Charles Vincent Department of Experimental Psychology, University of Oxford; England Elin Fridling Region Jönköping County, Jönköping University; Sweden Fredrik Tjlander Suicide zero; Sweden</td>
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**BMJ Open Quality**

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**BMJ Open Quality** provides resources for quality improvement projects and publishes research, QI projects and healthcare improvement initiatives.

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Visit BMJ’s booth for more information
09:00-09:30 BR1 Whole System Quality Leadership (Breakfast session hosted by IHI) F1+F2
Format: Workshop | Stream: Building Capability and Leadership
Pedro Delgado Institute for Healthcare Improvement (IHI); Northern Ireland, Amar Shah East London Foundation Trust; England, Diane Murray Scottish Government Social Care Team; Scotland

08:00-09:00 BR2 Clinical decision support for patients with comorbidities; enabling safer care, higher quality, and shared decision-making (Breakfast session hosted by BMJ) H1+H2
Format: Workshop | Stream: Person and Family-Centred Care
Kieran Walsh BMJ; England, William Waldeck; Specialist Foundation Doctor in Surgery and Innovation, and Clinical Lead at DocMe Technologies Ltd; England

08:00-09:00 BR3 IHI Fellows Networking Breakfast - For IHI Fellows from any IHI and NPSF fellowship cohort F3+F4
Format: Workshop | Stream: Building Capability and Leadership
Gill Smith Northern Health and Social Care Trust / Institute for Healthcare Improvement (IHI); Northern Ireland

08:00-09:00 BR4 Learn how you can use AI to improve communication skills training at your institution (sponsored by SimConverse) F5+F6
Format: Workshop | Stream: Building Capability and Leadership
William Pammot Cofounder and CCO, SimConverse; Australia

08:00-09:00 BR5 How do we solve the shortage of nurses and ensure public health and patient safety globally and nationally? G1+G2
Format: Workshop | Stream: Building Capability and Leadership
Maureen Bisognano Institute for Healthcare Improvement (IHI); USA, Dorte Boe Danbjerg Danish Nurses Organisation; Denmark, Liv Heidi Brattas Remo Chief Nurse Officer; Norway, Charlotte George Chief Nurse Officer; Sweden

09:15 - 09:30 O2 Welcome and opening remarks Congress Hall + Hall A
Format: Congress Hall + Hall A

09:30-10:15 K3 Keynote: Nadia Nadim Congress Hall + Hall A
Format: Keynote
Nadia Nadim Professional Footballer, Doctor, Former Refugee; Denmark

10:15-11:00 Refreshment break Exhibition Hall C
Format: Exhibition Hall C

11:00-12:15 D1 Innovations that can reduce the impact of healthcare on the environment Congress Hall Live stream
Format: Presentation | Stream: Quality Cost Value
Fawzia Rashid Agra Khan Development Network; England Ashley McGimm BMJ; England

11:00-12:15 D2 What’s next for QI? How we create new models for improvement E4
Format: Presentation | Stream: Improvement Methods
Amar Shah East London Foundation Trust; England, Penny Pereira The Health Foundation; England, Julie E Reid Halsedal University; Sweden

11:00-12:15 D3 Rest and recovery post-covid: a necessary step for quality F1+F2
Format: Workshop | Stream: Building Capability and Leadership
Christina Krause BC Patient Safety & Quality Council; Canada, Helen Bevan NHS Horizons; England

11:00-12:15 D4 What does it take to establish a reliable quality system? A safety conversation. E3
Format: Presentation | Stream: Safety
Susan Hannah Institute for Healthcare Improvement (IHI); Scotland, John Boulton Improvement Cymru, Public Health Wales; Wales

11:00-12:15 D5 Interested in implementing person-centred care? We have the tools to help! F5+F6
Format: Workshop | Stream: Person and Family-Centred Care
Emma Forsgren Institute of Health and Care Sciences, Sahlgrenska Academy and University of Gothenburg Centre for Person-Centred Care (GPCC); Sweden, Mikael Hedman; The Swedish Kidney Association and GPCC; Sweden, Helena Fridberg Dalarna University and GPCC; Sweden, Karl Svedberg Department of Molecular and Clinical Medicine, Sahlgrenska Academy, University of Gothenburg; Sweden, Lillian AB; Institute of Health and Care Sciences, Sahlgrenska Academy and University of Gothenburg Centre for Person-Centred Care (GPCC); Sweden

11:00-12:15 D6 Making “learning” part of routine “doing” in health care Live stream
Format: Workshop | Stream: Quality Cost Value
James Mountford Royal Free NHS Foundation Trust; England, Jenny Shand UCLUPartners; England, Sasa Karakasevic NHS Horizons; England

11:00-12:30 D7 A bootcamp for leaders G1+G2
Format: Workshop | Stream: Building Capability and Leadership
Maria Blom Niklasson The Swedish Association of Local Authorities and Regions (SALAR); Sweden, Tina Crafoord Region Västmanland, Sweden

11:00-12:30 D8 Child health in Sweden - 4 projects to improve equity and give all children the best start in life E1
Format: Presentation | Stream: Population and Public Health
Jesper Eikberg The Swedish Association of Local Authorities and Regions (SALAR), Sweden, Karin Myrberg County Council of Gavleborg; Sweden, Hanna Mårtensson County Council of Gavleborg; Sweden, Erika Lagergren Region Kronoberg, Sweden, Peter Bergsten Uppsala University; Sweden, Maria Bjerstam Innovation Skane, Sweden

11:00 - 12:30 D9 Information driven healthcare - turning data into health for patients and quality of care E1
Format: Workshop | Stream: Building Capability and Leadership
Carolina Samuelsson Halland Hospital; Sweden Martin Enström Region Halland; Sweden, Markus Lingman Halland Hospital; Sweden

12:15-13:15 Lunch break Exhibition Hall C
Format: Exhibition Hall C

12:30-13:00 L4 The Quality Imperative: foster the conditions for care H1+H2
Format: Workshop | Stream: Improvement Methods
Dominique Allwood UCLUPartners, The Health Foundation, and Imperial College Healthcare NHS Trust; England, Victor Montanari Mayo Clinic; USA

12:30-13:00 L5 Population health - from insights to interventions (Sponsored by Novartis) F5+F6
Format: Presentation | Stream: Population and Public Health
Jesper Eikberg The Swedish Association of Local Authorities and Regions (SALAR); Sweden, Lotta Liljefal Fovariis; Sweden, Tomas Bokström Social & Health Impact Center; Sweden

13:15-14:30 E1 Medicine in Ukraine at war: keeping resilience while delivering emergency disaster response Congress Hall Live stream
Format: Presentation | Stream: Improving Safety and Quality in Health Care Across Ukraine
Yaroslav Dialsand Henry General Practitioner, Brovary Primary Healthcare Centre, Ukraine, Olesya Vynnyk Ukrainian General Practitioner, Healthcare Consultant; Ukraine, Rostam Zihriyev Doctor of Medical Science, Head of Salutus Medical Center, Lviv; Ukraine, Andrii Byzlevich President of the World Federation of Ukrainian Medical Associations; Ukraine

13:15-14:30 E2 Building virtual communities E3
Format: Presentation | Stream: Person and Family-Centred Care
Cecilia Fältskog The Patient Council; Sweden, Kerstin Ramfelt Region Jönköping; Sweden, Sofia Segersson Brighter AB; Sweden, Christina Pettersson Region Jönköping; Sweden

13:15-14:30 E3 Improving safety and quality in community care across Denmark E4
Format: Presentation | Stream: Integrated Care
Inge Kristensen Danish Society for Patient Safety; Denmark, Vibeke Risbel Danish Society for Patient Safety, Denmark

13:15-14:30 E4 Learning from patients on how to manage covid-19 G1+G2
Åsa Kristersson Hedlund The Swedish Covid Association; Sweden, Lisa Norën Låkare till Låkare/Doctor to doctor; Sweden, Katharina Silberst Svennergren Institute of Neurosience and Physiology, The Sahlgrenska Academy; Sweden, Giovanni Spilete Institute of Biomedical Ethics and History of Medicine, University of Zurich; Switzerland
13:15-14:30  E5  Quality culture and the response to covid19 in Abu Dhabi  
Format: Presentation | Stream: Quality Cost Value  
Jumana AL Abed Department of Health Abu Dhabi; UAE, Saleh Al-Ati Department of Health Abu Dhabi; UAE, Hind Al Zubi Department of Health Abu Dhabi; UAE, Omar Najim Health Authority Abu Dhabi; UAE

13:15-14:30  E6  Transformative Innovation in Swedish Health Care  
Jeanette Tuval Karolinska University Hospital, Region Stockholm; Sweden, Magnus Kristiansson region Västra Götaland; Sweden, Lina Strand Backman Region Västra Götaland; Sweden, Virginia Zazo Hernanz Region Västerbotten; Sweden Åsa Hedin Karlsson Region Österbottan; Sweden

13:15-14:30  E7  Spreading improvement: the when, how and why  
Format: Workshop | Stream: Improvement Methods  
Clare Morrison Royal Pharmaceutical Society; Scotland, Rosie Cooper Digital Health and Care, Scottish Government; Scotland

13:15-14:30  E8  Using improvement to foster workforce well-being and combat burnout  
Format: Workshop | Stream: Building Capability and Leadership  
Amar Shah East London Foundation Trust; England Jessica Perlo, Institute for Healthcare Improvement (IHI); USA

13:15-14:30  E9  A Decade of Patient Safety 2021-2030: Neelam Dhingra (WHO) in conversation with Pierre Barker  
Format: Presentation | Stream: Safety  
Neelam Dhingra WHO Patient Safety Lead, Switzerland

14:30-15:00  Refreshment break  
Exhibition Hall C

15:00-16:00  F1  What matters to you? - experience from 4 countries  
Format: Presentation | Stream: Person and Family-Centred Care  
Maureen Bisognano Institute for Healthcare Improvement (IHI); USA, Shaun Maher Scottish Government; Scotland, Karen Turner Royal Free London NHS Foundation Trust; England, Anders Vege Norwegian Institute of Public Health, Norway

15:00-16:00  F2  How Dutch hospitals continue their quality and safety journey  
Format: Presentation | Stream: Building Capability and Leadership  
Ypma Sense Dutch nationalide Safety-II programme ‘Tijd voor Verbinding’; Netherlands, Hugo Solleveld Dutch Health and Youth Care Inspectorate (IGZ); Netherlands, Marjoke Zegers Radboud University Medical Center, Nijmegen; Netherlands, Mees Baartmans Health Services Researcher, Netherlands Institute of Health Services Research (Nivel); Netherlands

15:00-16:00  F3  Improving flow in the acute setting  
Format: Presentation | Stream: Improvement Methods  
Christien van der Linden Haaglanden Medical Centre; Netherlands, Freddie Johansson Camden and Islington NHS Foundation Trust (C&I); England, Emma Scott Camden and Islington NHS Foundation Trust (C&I); England, Sifi Bahuleyan Camden and Islington NHS Foundation Trust (C&I); England

15:00-16:00  F4  Tackling population health together in Europe - what have we learned from the Health Improvement Alliance Europe  
Jesper Ekberg The Swedish Association of Local Authorities and Regions (SALAR), Sweden, Susan Hannah Institute for Healthcare Improvement (IHI); Scotland, Gill Smith Karazin Kafa and Institute for Healthcare Improvement (IHI) Faculty; Northern Ireland

15:00-16:00  F5  New pathways to drive elective recovery and better care  
Format: Presentation | Stream: Building Capability and Leadership  
Hugh McCaughey NHS England & Improvement; England, John Ashcroft NHS England & Improvement; England

15:00-16:00  F6  Afterthought- meta reflections on the conference through the lens of improvement and implementation research  
Format: Workshop | Stream: Improvement Methods  
Andreas Hellström Centre for Healthcare Improvement (CHI); Sweden, Johan Thor Region Stockholm Health System; Sweden, Julie E Reed Halmstad University, University of New Hampshire, Sweden / England, Pierre Barker Institute for Healthcare Improvement (IHI); USA

15:00-16:00  F7  How do they do that? Using Appreciative Enquiry to develop safety culture  
Format: Workshop | Stream: Safety  

16:15-17:15  K4  Closing keynote: Maureen Bisognano and Pedro Delgado  
Format: Keynote  
Maureen Bisognano President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA, Pedro Delgado Head of Europe and Latin America Regions, Institute for Healthcare Improvement (IHI), Northern Ireland
ePosters

The ePoster displays are an integral part of the International Forum as they give individuals and teams an opportunity to share and discuss their improvement strategies and achievements.

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, drop into any of our ePoster sessions taking place at the ePoster Stage and hear authors deliver quick fire presentations about their project.

ePoster Stage

The ePoster presentations will take place in the ePoster area in the Exhibition Hall (Hall C) on Tuesday 21 and Wednesday 22 June. 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.

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<th>Tuesday 21 June</th>
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Ask about our $3000 Conference Attendee Grant
Our International Partners have organised these events which take place in and around the International Forum. Join in for energising discussions or simply the opportunity to connect with your colleagues!

**Swedish Association of Local Authorities and Regions (SALAR)**
When: Monday 20 June at 16:00-17:30   Where: Expo Hall, Level 2

**SALAR: Summing-up Reception**
Join us as we gather to summarise impressions and ideas from today’s discussions in Camp Sweden, together with Marie Morell, Chair of the SALAR healthcare delegation and Fredrik Lennartsson, Head of the department for health and care, SALAR. Snacks and drinks will be on offer, see you there!

**Danish Society for Patient Safety (PSI)**
When: Tuesday June 21 at 10:25-10:55 & Wednesday June 22 at 10:25-10:55

**Danish Huddle**
All Danes are invited to this event where the participants meet and talk about what they have learned and what they are most looking forward to at the Forum.
Information about the location of the two Danish huddles will be shared at the Danish dinner, or you can ask at the Danish stand or else look for the Danish flag. We look forward to welcoming you. Vi ses.

**Dutch Hospital Association & The Netherlands Federation of University Medical Centres**
When: Tuesday 21 June at 08:00-08:45   Where: Session Room F5+F6

**Dutch Huddle**
Dutch colleagues are invited to participate in an informal Q&A session with international experts Helen Bevan & Kris Vanhaecht on the vitality and well-being of healthcare professionals.
Promoting and ensuring vitality and well-being of healthcare professionals is essential to retain them and to guarantee quality and safety of patient care. Facilitators: Arie Franx, Maarten van der Laan, The Netherlands Federation of University Medical Centres.

**Norwegian Patient Safety Programme**
When: Monday 20 June at 19:00   Where: Brewhouse i Gårda i Göteborg, Åvägen 24

**Welcome to the Norwegian reception!**
Norwegian participants are welcome to attend a reception organised by the Norwegian Directorate for Health. The reception is a part of the network and brand “In Safe Hands 24-7”.
Share your best improvement tips and get to know each other. Prepare to talk for two minutes about your best project. Light refreshments served.

**Student Networking Lunch**
When: Tuesday 21 June at 12:30-13:00   Where: Session room F5+F6
Collect your lunch from the Exhibition Hall and join the IHI Open School for an opportunity make new connections from across the global Quality Improvement community.

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**We share a commitment to patient and workforce safety**

We strive to make care continually safer by reducing harm and preventable mortality. Like you, patients and patient safety are at the heart of what we do — that’s why we encourage the use of the SBAR (Situation-Background-Assessment-Recommendation) Tool to foster a culture of patient safety.

Visit ihi.org/FreeResources to download the SBAR Tool.
IHI Institute for Healthcare Improvement

IHI is an independent not-for-profit organization based in Boston, Massachusetts, USA. For 30 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI works in collaboration with their growing community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better.

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SimConverse train healthcare workers to communicate better and more safely by using AI to play the role of any patient, colleague or casualty in any given communications scenario. Our technology is incredibly flexible to one’s educational needs and as such is used across health curricula from year 1 of an undergraduate through to board registration and CPD training. We specialise in verbal communication, everything we do is firmly based in learning theory and it’s important to us that we enable the best communication skills training possible.

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Alliance4Ukraine

The Alliance 4 Ukraine is a coordinating coalition of civil-society organizations, foundations, governmental institutions and private businesses. Together, our aim is to create a network of coordinated solutions for displaced people and refugees. Our current network mainly focuses on organizations that operate in or are based in Germany, with some recent expansion into Europe.

W: alliance4ukraine.org/start-english  E: alliance4ukraine@projecttogether.org  T: +49 30 609871680  @PT_Deutschland

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Codific is created by cybersecurity researchers at the KU Leuven to implement privacy by design methodologies in software architecture. Videolab is the solution that has been created to safely and compliantly share privacy sensitive videos for training and grading purposes. It was first designed for the KU Leuven GP training program and is now a standard tool in GP training across Belgium and The Netherlands. Others are using Videolab to provide training in specific fields such as: psychiatry & psychology, elderly care, nursing, addiction, dentistry, oncology, shared decision making, and lifelong learning. A secure end to end solution to record and share from any device.

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Choosing Gothenburg should be easy!

W: goteborg.com
E: contact@goteborg.com

Patient Partnership

At the International Forum, we are passionate about working with patients on the design and delivery of our conference. Here are a few ways you can connect with some of the inspirational advocates who will be in Gothenburg:

PEP Square

PEP is an abbreviation for Professional Experienced Person, a term for highlighting the important knowledge and experience that exists in patients, carers and service users.

Visit the PEP Square in the Exhibition Hall where there will be a wall to write down thoughts and ideas on the theme “This matters to me”, based on the concept behind the international “What matters to you” (#WMTY) movement.

Patients’ Choice Awards

This year, we will be running our first ever Patients’ Choice Awards. The Patients’ Choice Awards will be given out for the first time at the International Forum in Gothenburg to highlight the importance of including a genuine patient perspective in healthcare quality improvement work. A jury of patient delegates will assess sessions presented at the conference that include at least one patient co-presenter. The jury will be using criteria relating to content, format and wow-factor. The presenter/s of the session with the highest rating will be announced at the closing ceremony on Wednesday.

This Matters to Me!

Join attendees in the concept of ‘This matters to me’ by collecting a pin from the PEP square.
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Region Kronoberg
Our mission is to promote health, sustainability and growth in Kronoberg. Our vision is a good life in a vibrant Kronoberg. It should be attractive to live, work and live in our county.
We are a politically controlled organization that works on behalf of the residents. Every four years, those who live in Kronoberg choose which political parties are to decide on the region’s direction and development.
The Kronoberg Region brings together responsibility for areas that contribute to regional development throughout the county. Healthcare dominates the business.
Other areas of responsibility include; public transport and infrastructure, skills and education issues, environment and climate, community planning, innovation, business development, international issues, public health and culture.
Our core values are respect for human beings. The Kronoberg region owns and has interests in a number of limited companies and economic associations in culture, entrepreneurship, traffic and education.
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We are a government agency under the Ministry of Health and Social Affairs and we have many different duties within the fields of social services, health and medical services, patient safety and epidemiology.
Our activities focus on staff, managers and decision makers in the above mentioned areas. We give support and exert influence in many different ways:
• Collect, compile, analyse and pass on information
• Develop standards based on legislation and the information collected
• Undertake other official duties such as maintaining health data registers and official statistics
For us, it is important to ensure that people’s need for health and social care is met. We want health, medical and social services to work together, taking into account the total needs of the individual.
W: socialstyrelsen.se
T: +46 (0)75 247 30 00
E: socialstyrelsen@socialstyrelsen.se

Swedish Association of Local Authorities and Regions
The Swedish Association of Local Authorities and Regions (SALAR) is an employers’ organisation and an organisation that represents and advocates local government in Sweden. All of Sweden’s municipalities and regions are members of SALAR. Our members are the employers of more than one million people, which make us the largest employer organisation in Sweden.
We also represent and advocate for local government by raising issues, acting decisively and enlightening public opinion. Our ambition is to be one step ahead and to shed light on important changes outside local government that affect our members.
We speak for our members in dialogue with the Government, the Swedish Parliament, government agencies, the EU and other key organisations.
The Association strives to promote and strengthen local self-government and the development of regional and local democracy.
SALAR is a politically run organisation.
E: info@salar.se

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Mrs Sarah O’Sullivan, Year 1 student
Working as a midwife in London and studying online

www.edinburghsurgeryonline.com
Save the date

We invite you to continue your QI journey at the International Forum on Quality and Safety in Healthcare in Copenhagen in 2023.

The International Forum will once again host the most inspirational experts in quality improvement and patient safety, and connect you to colleagues who share your passion for better and safer quality of care.

Registration opens September 2022

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