



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

20-22 June 2022

Swedish Exhibition and  
Congress Centre  
Gothenburg, Sweden

# EVENT GUIDE

## Creating Tomorrow Today

[internationalforum.bmj.com](http://internationalforum.bmj.com)

 @QualityForum #Quality2022



 Institute for  
Healthcare  
Improvement

**BMJ**

## PARTNER ORGANISATIONS

### Thank you to our partners who have helped us to develop and present the International Forum on Quality and Safety in Healthcare Gothenburg 2022.

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

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 - Angered Hospital and Närhälsan, NU Hospital Group, Region Jönköping County, Region Kronoberg,

Sahlgrenska University Hospital, and Södra Älvsborg Hospital.

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

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

#### Strategic Partners



#### International Supporting Partners



Improving quality with our partners

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

**Visit the International Forum stand #2 to find out about partner benefits.**

**Warren Lee**  
Manager, Strategic Partnerships & Alliances

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## 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 understanding 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

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**Wifi 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-göteborg-2022](http://internationalforum.bmj.com/handouts-göteborg-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.



**Poster Stage Sessions** will take place in the Exhibition Hall (Hall C) on the two main event days, Tuesday 21 and Wednesday 22 June. These sessions provide an opportunity to hear the poster authors talk about their project. See full details on page 20.



**Online Access** to live streamed sessions, including all keynotes, is available to all attendees of the International Forum. Attendees have been sent a unique login link via email to access the online Forum platform, Swapcard. You can access the platform from your phone by downloading the Swapcard app on the App Store or Google Play. If you are unable to locate the email, please visit the Enquiries Desk.

The keynote presentations will also be streamed live on the International Forum website, and will be publicly available during the conference.



**Cloakroom** will be open during the following times:  
Monday 07:00-18:00  
Tuesday 07:00-18:30  
Wednesday 07:30-18:00

There is a 20 SEK charge per item and the venue will only accept card payments.



**Speaker Check In** is located in room R22+R23 on Level 2 and will be open during the following times:  
Monday 08:00-17:00  
Tuesday 07:30-17:00  
Wednesday 07:30-15:30



**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](mailto: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.

## 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



MED STÖD AV  
REGION JÖNKÖPINGS LÄN



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.





## 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.



## 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.



Livsstilsverktyget  
från Göteborgs Universitet

## 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](mailto:livsstilsverktyget@gu.se) or go to [livsstilsverktyget.se/goteborg400](http://livsstilsverktyget.se/goteborg400) for the Swedish version (the international version is available at [partner.priushealth.org/en](http://partner.priushealth.org/en)).**

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



## 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.



## 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 combatting 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), President of the IHI Lucian Leape Institute, and a member of the faculty at Weill Cornell Medical College.

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, Brigham and Women's Hospital, and served as IHI's Chief Innovation and Education Officer. He has published numerous peer-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.

Dr. Mate graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree.

You can follow him on Twitter at @KedarMate.

### 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.

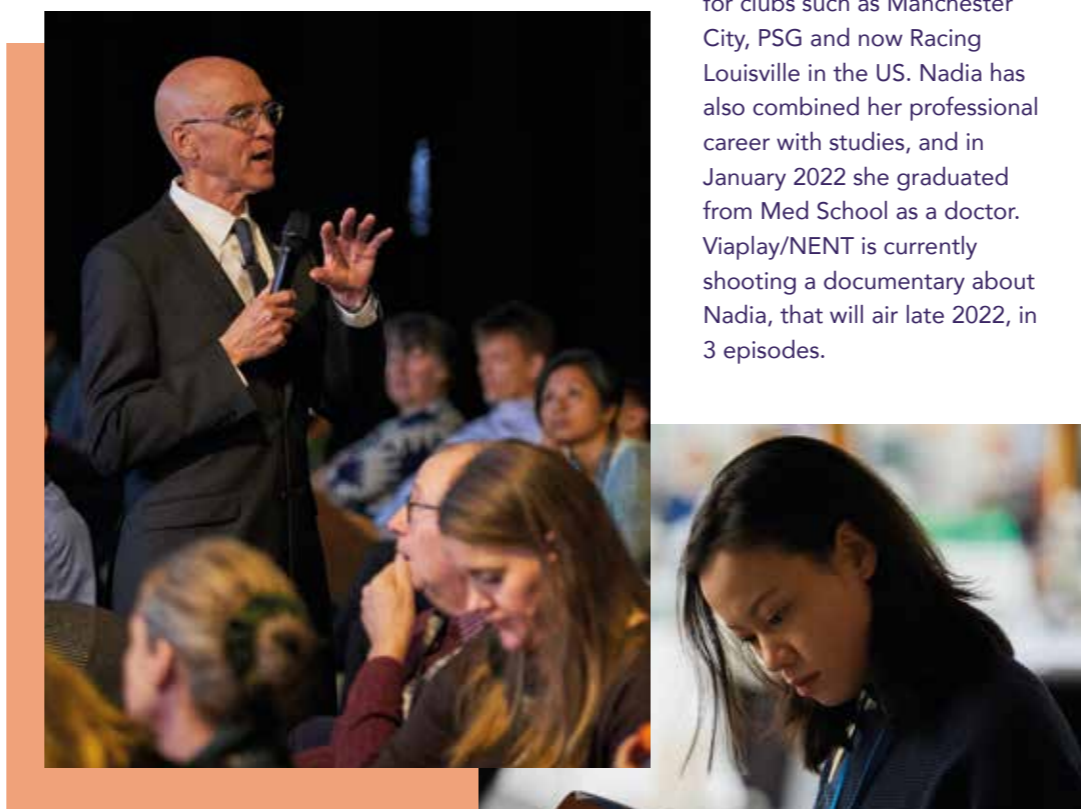
Tim Bergling Foundation aims to reduce mental illness and prevent suicide among children, young people and young adults. The foundation also works to remove stigma that surrounds these issues. Additionally the foundation support issues close to Tim's heart such as protecting the climate, endangered animals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



**Carolina Klüft**  
Operations Manager, Generation Pep; Sweden

Carolina Klüft is a former elite track & field athlete and today the Operations Manager at Generation Pep.

Generation Pep is a non-profit organisation promoting physical activity and healthy eating behaviours among children and youth in Sweden.



### 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.

### 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.



**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.

|             |           |  |          |
|-------------|-----------|--|----------|
| 09:00-16:15 | <b>X1</b> | <b>Collaboration for health equality in a multicultural community (Angered Hospital)</b><br><b>Format:</b> Site visit   <b>Stream:</b> Population and Public Health  | Off-site |
| 09:00-16:15 | <b>X2</b> | <b>Collaboration for continuous improvement: Examples from maternity care, surgery, psychiatry, and the Collaborative Health Care project (NU Hospital Group)</b><br><b>Format:</b> Site visit   <b>Stream:</b> Person and Family-Centred Care   | Off-site |
| 09:00-16:15 | <b>X3</b> | <b>An expose in person-centered and integrated care, together with Esther (Region Jönköping County)</b><br><b>Format:</b> Site visit   <b>Stream:</b> Person and Family-Centred Care   | Off-site |
| 09:00-16:15 | <b>X5</b> | <b>Patient involvement through digitalization and innovation (Sahlgrenska)</b><br><b>Format:</b> Site visit   <b>Stream:</b> Improvement Methods   | Off-site |
| 09:00-16:15 | <b>X6</b> | <b>Together with the patient, for the patient - a road to excellence (Södra Älvsborg's Hospital)</b><br><b>Format:</b> Site visit   <b>Stream:</b> Improvement Methods   | Off-site |
| 09:00-16:15 | <b>S1</b> | <b>Camp Sweden</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Morell Marie</b> SALAR and Region Ostergotland; Sweden, <b>Kaarina Sundelin</b> Västra Götalandregionen; Sweden, <b>Martin Myrskog</b> Region Kronoberg; Sweden, <b>Jane Ydman</b> Region Jönköping; Sweden, <b>Fredrik Lennartsson</b> Swedish Association of Local Authorities and Regions; Sweden, <b>Anette Nilsson</b> Region Jönköping County; Sweden, <b>Jesper Ekberg</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI); USA, <b>Mats Tyrstrup</b> Handelshögskolan, Leading Healthcare Foundation, Stockholm Center of Governance; Sweden, <b>Fatane Salehi</b> FS Utveckling; Sweden   | Hall A   |
| 09:00-16:15 | <b>S2</b> | <b>The International Improvement Science Symposium</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Pierre Barker</b> Institute for Healthcare Improvement (IHI); USA, <b>Johan Thor</b> Jönköping University; Sweden, <b>Andreas Hellström</b> Chalmers University of Technology; Sweden, <b>Boel Andersson Gäre</b> Jönköping University; Sweden, <b>Selina Stephen</b> Institute for Healthcare Improvement (IHI) and Torchbearing Ltd; England, <b>Sara Riggare</b> Uppsala University; Sweden, <b>Don Goldmann</b> Institute for Healthcare Improvement (IHI); USA, <b>Julie E Reed</b> Julie E Reed Halmstad University; Sweden, <b>Tomas Lindroth</b> University of Gothenburg; Sweden, <b>Alison Butler</b> Central and North West London NHS Foundation Trust; England, <b>Simon Edwards</b> Central and North West London NHS Foundation Trust; England <b>Carina Elmqvist</b> , Region Kronoberg; Sweden, <b>Amar Shah</b> East London Foundation Trust; England | F5+F6    |
| 09:00-10:30 | <b>M1</b> | <b>An introduction to quality improvement</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Selina Stephen</b> Institute for Healthcare Improvement (IHI) and Torchbearing Ltd; England, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI); Scotland, <b>Angela G. Zambeaux</b> Institute for Healthcare Improvement (IHI); France, <b>Emily Rose</b> Institute for Healthcare Improvement (IHI); England   | H1+H2    |
| 09:00-10:30 | <b>M2</b> | <b>How to develop, implement and monitor national action plans for safer healthcare</b><br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Axel Ros</b> Region Jönköping County; Sweden, <b>Olivia Wigzell</b> National Board of Health and Welfare; Sweden, <b>Charles Vincent</b> Department of Experimental Psychology, University of Oxford; England   | F1-F4    |

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|-------------|--------------------------|---|---|
| 10:30-11:00 | <b>Refreshment break</b> |   | Foyer F+G   |
| 11:00-12:30 | <b>M3</b>                | <b>How to get your quality improvement work published: insider advice from editors</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Perla Marang-van de Mheen</b> Leiden University Medical Center and BMJ Quality & Safety; Netherlands, <b>Eric Thomas</b> University of Texas Health Science Center, BMJ Quality and Safety; USA   | H1+H2   |
| 11:00-12:30 | <b>M4</b>                | <b>Improving equity in local communities: learning and approaches from anchor institutions</b><br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Charlotte Williams</b> Mid & South Essex NHS Foundation Trust; England, <b>Jenna Collins</b> Health Foundation; England, <b>Dominique Allwood</b> UCLPartners, The Health Foundation, and Imperial College Healthcare NHS Trust; England  | F1-F4   |
| 11:00-16:15 | <b>X4</b>                | <b>This matters to me! Creating safe, person-centred care in co-production with patients and families (Region Kronoberg)</b><br><b>Format:</b> Workshop   <b>Stream:</b> Person and Family-Centred Care   | G1+G2   |
| 12:30-13:30 | <b>Lunch break</b>       |   | Foyer F+G   |
| 13:30-16:15 | <b>M5</b>                | <b>Saving the planet - reducing healthcare waste to improve environmental impact</b><br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Elaine Meade</b> Improvement Care and Compassion; Scotland, <b>Gill Smith</b> Kaizen Kata and Institute for Healthcare Improvement (IHI) Faculty; Northern Ireland, <b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI); USA, <b>James Mountford</b> Royal Free NHS Foundation Trust; England, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI); Scotland | H1+H2   |
| 13:30-16:15 | <b>M6</b>                | <b>How to build a holistic management system to create reliability and inspire innovation</b><br><b>Format:</b> Workshop   <b>Stream:</b> Quality Cost Value<br><b>Amar Shah</b> East London Foundation Trust; England, <b>Gary S. Kaplan</b> Virginia Mason Franciscan Health; USA, <b>Wendy Korthuis-Smith</b> Virginia Mason Franciscan Health; USA  | F1-F4   |
| 14:45-15:15 | <b>Refreshment break</b> |   | Foyer F+G   |
| 16:30-17:00 | <b>M7</b>                | <b>Establishing a nationwide system for knowledge based health care - The Swedish experience</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Mats Bojestig</b> The National Steering Group; Sweden   | Congress Hall<br><b>Live stream</b>  |

|             |           |  |   |
|-------------|-----------|--|---|
| 09:00-09:30 | <b>O1</b> | Welcome and opening remarks  | Congress Hall + Hall A                        |
| 09:30-10:15 | <b>K1</b> | <b>Opening keynote: Kedar Mate</b><br><b>Format:</b> Keynote<br><b>Kedar Mate, MD</b> President and Chief Executive Officer, Institute for Healthcare Improvement (IHI); USA   | Congress Hall + Hall A<br><b>Livestream</b> ▶ |
| 10:15-11:00 |           | <b>Refreshment break</b>   | Exhibition Hall C                             |
| 11:00-12:15 | <b>A1</b> | <b>Creating tomorrow today; tackling the dilemmas at the heart of transformational change</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Göran Henriks</b> Kulturum; Sweden, <b>Helen Bevan</b> NHS Horizons; England  | Congress Hall<br><b>Livestream</b> ▶          |
| 11:00-12:15 | <b>A2</b> | <b>Let's talk about power in patient partnership</b><br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Christina Wandt</b> Living Library Jönköping; Sweden, <b>Sara Riggare</b> Uppsala University; Sweden, <b>Karin Althén</b> Independent Peer Patient Improver; Sweden, <b>Nicoline Vackerberg</b> Region Jönköping Län; Sweden, <b>David Gilbert</b> InHealth Associates; England  | E1  |
| 11:00-12:15 | <b>A3</b> | <b>Innovations for improving equity and safety of cancer care</b><br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Ann-Sofie Fyhr</b> Regional Cancer Centre South; Sweden, <b>Max Kleijberg</b> Karolinska Institutet; Sweden, <b>Jennie Jackson</b> Regional Cancer Center Stockholm-Gotland; Sweden, <b>Ulrika Landin</b> Regional Cancer Centre South; Sweden, <b>Arja Leppänen</b> Regional Cancer Centre Stockholm; Sweden, <b>Maria Sörby</b> Regionalt Cancercentrum (RCC) Mellansverige; Sweden | E3  |
| 11:00-12:15 | <b>A5</b> | <b>Leading in complex systems</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI); USA, <b>Kedar Mate</b> Institute for Healthcare Improvement (IHI); USA, <b>Krister Björkegren</b> Region Östergötland; Sweden   | H1+H2   |
| 11:00-12:15 | <b>A6</b> | <b>How to make data count when it comes to engaging people</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Doris Behrens</b> University for Continuing Education Krems; Austria and Aneurin Bevan University Health Board; Wales, <b>John Boulton</b> Improvement Cymru, Public Health Wales; Wales  | F3+F4   |
| 11:00-12:30 | <b>A7</b> | <b>How Safety 2 thinking helps improve haemovigilance, diagnostic error and allows us to learn from excellence</b><br><b>Format:</b> Presentation   <b>Stream:</b> Safety<br><b>Charlotte Silver</b> NHS Blood and Transplant; England, <b>Shruthi Narayan</b> Serious Hazards of Transfusion; England, <b>Pär Lindgren</b> Region Kronoberg; Sweden, <b>Linda Hördegård</b> Region Kronoberg; Sweden, <b>Marije Smits</b> WKZ Utrecht; Netherlands  | F1+F2   |
| 11:00-12:30 | <b>A8</b> | <b>Integrated care: learning from the Swedish experience</b><br><b>Format:</b> Presentation   <b>Stream:</b> Integrated care<br><b>Anette Nilsson</b> Region Jönköping County; Sweden, <b>Anneli Forsgren</b> Region Jönköping; Sweden, <b>Irène Nilsson Carlsson</b> The National Board of Health and Welfare; Sweden, <b>Hans Knutsson</b> Lund University School of Economics and Management; Sweden, <b>Lisbeth Löpare Johansson</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden                            | G1+G2   |
| 11:00-12:30 | <b>A9</b> | <b>Improving mental health at a population level - what can we learn from the UK and Sweden</b><br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Amar Shah</b> East London Foundation Trust; England, <b>Ing-Marie Wieselgren</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Rakel Lornér</b> Bräcke diakoni; Sweden, <b>Conny Allaskog</b> The Swedish Partnership for Mental Health, NSPH; Sweden  | F5+F6   |
| 12:15-13:15 |           | <b>Lunch break</b>   | Exhibition Hall C                             |

|             |           |   |                                      |
|-------------|-----------|---|--------------------------------------|
| 12:30-13:00 | <b>L1</b> | <b>Tools and approaches to measure spatial aspects for better health</b><br><b>Format:</b> Presentation   <b>Stream:</b> Integrated care<br><b>Helle Wijk</b> Institute of Health and Caring Sciences, The Sahlgrenska Academy at Gothenburg University; Sweden, <b>Göran Lindahl</b> Chalmers University of Technology, Center for Healthcare Architecture; Sweden   | H1+H2                                |
| 12:30-13:00 | <b>L2</b> | <b>From Planning to Dissemination: Research, QI, and EBP (Wolters Kluwer sponsored session)</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Rachel Dicker</b> Product Management Associate Director, Wolters Kluwer Health; USA  | F3+F4                                |
| 12:30-13:00 | <b>L3</b> | <b>Student networking lunch</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Ashley Latta</b> Institute for Healthcare Improvement (IHI); USA  | F5+F6                                |
| 13:15-14:30 | <b>B1</b> | <b>What have we learned? Two Scandinavian approaches to covid-19</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Jan Mainz</b> Region North Denmark & Aalborg University; Denmark, <b>Inge Kristensen</b> Danish Society for Patient Safety; Denmark, <b>Emma Spak</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden  | Congress Hall<br><b>Livestream</b> ▶ |
| 13:15-14:30 | <b>B2</b> | <b>TeamSTEPPS: Patient Safety through improved Teamwork</b><br><b>Format:</b> Presentation   <b>Stream:</b> Safety<br><b>Anthony Staines</b> Vaud Hospital Federation; Switzerland  | E3                                   |
| 13:15-14:30 | <b>B3</b> | <b>Integrate to personalise health care: a view from the Netherlands</b><br><b>Format:</b> Presentation   <b>Stream:</b> Integrated care<br><b>Ralph So</b> Albert Schweitzer Hospital, Society Personalized Healthcare; Netherlands, <b>Nico Van Weert</b> UMCeXpert and the Society Personalized Healthcare; Netherlands  | E1                                   |
| 13:15-14:30 | <b>B4</b> | <b>The future is digital? Three perspectives from Sweden</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Ameli Norling</b> County Council of Stockholm, Health and Medical Care Administration Stockholm; Sweden, <b>Anette Falkenroth</b> Knowit; Sweden, <b>Christian Colldén</b> Sahlgrenska University Hospital; Sweden  | E4                                   |
| 13:15-14:30 | <b>B5</b> | <b>A new multidimensional quality model for patients, their kin, professionals and providers</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Peter Lachman</b> RCPI; Ireland, <b>Kris Vanhaecht</b> KU Leuven Institute for Healthcare Policy, University of Leuven; Belgium   | H1+H2                                |
| 13:15-14:30 | <b>B6</b> | <b>Bringing ward rounds into the 21st century using interdisciplinary inpatient review</b><br><b>Format:</b> Workshop   <b>Stream:</b> Person and Family-Centred Care<br><b>Andrew Rockford</b> NHS England and Improvement; England, <b>John Dean</b> Royal College of Physicians (RCP) and East Lancashire Hospitals NHS Trust; England, <b>Nichola Ashby</b> Royal College of Nursing; England, <b>Lynne Quinney</b> Royal College of Physicians Patient and Carer Network; England, <b>Gordon Caldwell</b> Lorne and Island Hospital; Scotland, <b>Liam Chadwick</b> 1unit; Ireland, <b>Valdemar Erling</b> Sahlgrenska University Hospital; Sweden | F3+F4<br><b>Livestream</b> ▶         |
| 13:15-14:30 | <b>B7</b> | <b>How public health and scientific improvement controlled malaria and helped win WWII</b><br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Don Goldmann</b> Institute for Healthcare Improvement (IHI); USA  | F5+F6                                |
| 13:15-14:30 | <b>B8</b> | <b>Co-creation: shared decision making, health diplomacy and co-designing safety</b><br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Andrew Hutchinson</b> National Institute for Health and Care Excellence (NICE); England, <b>Jasna Karacic</b> International Council of The Patient Ombudsman; Belgium/Croatia, <b>Malin Holmqvist</b> Region Jönköping County; Sweden, <b>Bertil Lindenfalk</b> Jönköping Academy for Improvement in Health and Welfare, School of Health and Welfare, Jönköping University; Sweden, <b>Jacqueline Emkes</b> ; England  | F1+F2                                |
| 14:30-15:00 |           | <b>Refreshment break</b>  | Exhibition Hall C                    |



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| 15:00-16:00 | <b>C1</b> Acting with kindness is central to delivering high quality care<br><b>Format:</b> Presentation   <b>Stream:</b> Quality Cost Value<br><b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI); USA, <b>Anette Nilsson</b> Region Jönköping County; Sweden, <b>Bob Klaber</b> Imperial College Healthcare NHS Trust; England, <b>Dominique Allwood</b> UCLPartners, The Health Foundation, and Imperial College Healthcare NHS Trust; England, <b>Gabrielle Anne-Marie Mathews</b> NHS England; England, <b>Suzie Bailey</b> The King's Fund; England, <b>Göran Henriks</b> Qulturum; Sweden, <b>James Mountford</b> Royal Free NHS Foundation Trust; England | Congress Hall<br><b>Live stream</b> ▶          |
| 15:00-16:00 | <b>C2</b> Communicating for Behaviour Change - how can we help people to do things differently?<br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Selina Stephen</b> Institute for Healthcare Improvement (IHI) and Torchbearing Ltd; England   | E4   |
| 15:00-16:00 | <b>C3</b> 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)<br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Darren Kilroy</b> Medical Director International, RLDatix, <b>Andrew Corbett-Nolan</b> Chief Executive, Good Governance Institute  | E3   |
| 15:00-16:00 | <b>C4</b> Longing for integrated care: the importance of governance and culture in building the steps for success<br><b>Format:</b> Presentation   <b>Stream:</b> Integrated care<br><b>Anna Nergårdh</b> Swedish Government; Sweden <b>Sara Riggare</b> Uppsala University; Sweden, <b>Inge Kristensen</b> Danish Society for Patient Safety; Denmark, <b>Hans Winberg</b> Leading Health Care; Sweden, <b>Emma Spak</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Samantha Allen</b> North East and North Cumbria Integrated Care Board; England  | E1   |
| 15:00-16:00 | <b>C5</b> Can building a culture of psychological safety be the key to radically improved patient safety?<br><b>Format:</b> Presentation   <b>Stream:</b> Safety<br><b>Joy Buikema Fjærtøft</b> Norwegian Directorate of Health; Norway, <b>Kari Annette Os</b> Norwegian Directorate of Health; Norway  | F5+F6  |
| 15:00-16:00 | <b>C6</b> Game On! Using gamification to increase access to human skills and knowledge<br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Gill Smith</b> Kaizen Kata and Institute for Healthcare Improvement (IHI) Faculty; Northern Ireland, <b>Jonathan Holland</b> Northern Health and Social Care Trust; Northern Ireland   | G1+G2  |
| 15:00-16:00 | <b>C7</b> Life is for living! Population based approaches can beat involuntary loneliness<br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Ejja Häman Aktell</b> Skellefteå Municipality; Sweden, <b>Jesper Ekberg</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Kerstin Thelander</b> Stop Involuntary Loneliness (NSOE); Sweden, <b>Elin Zetterberg</b> Uppsala University; Sweden, <b>Maria Pahlberg</b> Skellefteå municipality; Sweden   | F1+F2  |
| 15:00-16:00 | <b>C8</b> Aligning the world of improvement and digital: collaborating for technology-enabled care<br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Breid O'Brien</b> NHS England and NHS Improvement; England, <b>Joanna Scott</b> The Health Foundation; England, <b>Penny Pereira</b> The Health Foundation; England, <b>Donna Clements</b> NHS England and NHS Improvement; England  | F3+F4<br><b>Live stream</b> ▶                  |
| 15:00-16:00 | <b>C9</b> A co-produced model for investigation and learning from suicide cases in healthcare<br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Axel Ros</b> Region Jönköping County; Sweden <b>Charles Vincent</b> Department of Experimental Psychology, University of Oxford; England <b>Elin Fröding</b> Region Jönköpings county, Jönköping University; Sweden <b>Fredrik Tjulander</b> Suicide zero; Sweden   | H1+H2  |
| 16:15-17:15 | <b>K2</b> Keynote: Improving physical and mental wellbeing in young people<br><b>Format:</b> Keynote   <b>Stream:</b> Population and Public Health<br><b>Carolina Klüft</b> Operations Manager, Generation Pep; Sweden, <b>Klas Bergling</b> Entrepreneur, Founder of the Tim Bergling Foundation; Sweden  | Congress Hall + Hall A<br><b>Live stream</b> ▶ |

BMJ

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|---------------|--------------------------|--|------------------------|----------------------|
| 09:00-09:30   | <b>BR1</b>               | <b>Whole System Quality Leadership (Breakfast session hosted by IHI)</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI); Northern Ireland, <b>Amar Shah</b> East London Foundation Trust; England, <b>Diane Murray</b> Scottish Government Social Care Team; Scotland   | F1+F2                  |                      |
| 08:00-09:00   | <b>BR2</b>               | <b>Clinical decision support for patients with comorbidities: enabling safer care, higher quality, and shared decision-making (Breakfast session hosted by BMJ)</b><br><b>Format:</b> Workshop   <b>Stream:</b> Person and Family-Centred Care<br><b>Kieran Walsh</b> BMJ; England, <b>William Waldock</b> Specialist Foundation Doctor in Surgery and Innovation, and Clinical Lead at DocMe Technologies Ltd; England  | H1+H2                  |                      |
| 08:00-09:00   | <b>BR3</b>               | <b>IHI Fellows Networking Breakfast - For IHI Fellows from any IHI and NPSF Fellowship cohort</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Gill Smith</b> Northern Health and Social Care Trust / Institute for Healthcare Improvement (IHI); Northern Ireland   | F3+F4                  |                      |
| 08:00-09:00   | <b>BR4</b>               | <b>Learn how you can use AI to improve communication skills training at your institution (sponsored by SimConverse)</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>William Pamment</b> Cofounder and CGO, SimConverse; Australia   | F5+F6                  |                      |
| 08:00-09:00   | <b>BR5</b>               | <b>How do we solve the shortage of nurses and ensure public health and patient safety globally and nationally?</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI); USA, <b>Dorthe Boe Danbjørg</b> Danish Nurses Organisation; Denmark, <b>Liv Heidi Brattås Remo</b> Chief Nurse Officer; Norway, <b>Charlotta George</b> Chief Nurse Officer; Sweden  | G1+G2                  |                      |
| 09:15 - 09:30 | <b>O2</b>                | <b>Welcome and opening remarks</b>   | Congress Hall + Hall A |                      |
| 09:30-10:15   | <b>K3</b>                | <b>Keynote: Nadia Nadim</b><br><b>Format:</b> Keynote<br><b>Nadia Nadim</b> Professional Footballer, Doctor, Former Refugee; Denmark   | Congress Hall + Hall A | <b>Live stream</b> ▶ |
| 10:15-11:00   | <b>Refreshment break</b> |  | Exhibition Hall C      |                      |
| 11:00-12:15   | <b>D1</b>                | <b>Innovations that can reduce the impact of healthcare on the environment</b><br><b>Format:</b> Presentation   <b>Stream:</b> Quality Cost Value<br><b>Fawzia Rasheed</b> Aga Khan Development Network; England <b>Ashley McKimm</b> BMJ; England   | Congress Hall          | <b>Live stream</b> ▶ |
| 11:00-12:15   | <b>D2</b>                | <b>What's next for QI? How we create new models for improvement</b><br><b>Format:</b> Presentation   <b>Stream:</b> Improvement Methods<br><b>Amar Shah</b> East London Foundation Trust; England, <b>Penny Pereira</b> The Health Foundation; England, <b>Julie E Reed</b> Halmstad University; Sweden  | E4                     |                      |
| 11:00-12:15   | <b>D3</b>                | <b>Rest and recovery post-covid: a necessary step for quality</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Christina Krause</b> BC Patient Safety & Quality Council; Canada, <b>Helen Bevan</b> NHS Horizons; England  | F1+F2                  |                      |
| 11:00-12:15   | <b>D4</b>                | <b>What does it take to establish a reliable quality system? A safety conversation.</b><br><b>Format:</b> Presentation   <b>Stream:</b> Safety<br><b>Susan Hannah</b> Institute for Healthcare Improvement (IHI); Scotland, <b>John Boulton</b> Improvement Cymru, Public Health Wales; Wales  | E3                     |                      |
| 11:00-12:15   | <b>D5</b>                | <b>Interested in implementing person-centred care? We have the tools to help!</b><br><b>Format:</b> Workshop   <b>Stream:</b> Person and Family-Centred Care<br><b>Emma Forsgren</b> Institute of Health and Care Sciences, Sahlgrenska Academy and University of Gothenburg Centre for Person-Centred Care (GPCC); Sweden, <b>Håkan Hedman</b> The Swedish Kidney Association and GPCC; Sweden, <b>Helena Fridberg</b> Dalarna University and GPCC; Sweden, <b>Karl Swedberg</b> Department of Molecular and Clinical Medicine, Sahlgrenska Academy, University of Gothenburg; Sweden, <b>Lilas Ali</b> Institute of Health and Care Sciences, Sahlgrenska Academy and University of Gothenburg Centre for Person-Centred Care (GPCC); Sweden | F5+F6                  |                      |
| 11:00-12:15   | <b>D6</b>                | <b>Making "learning" part of routine "doing" in health care</b><br><b>Format:</b> Workshop   <b>Stream:</b> Quality Cost Value<br><b>James Mountford</b> Royal Free NHS Foundation Trust; England, <b>Jenny Shand</b> UCLPartners; England, <b>Sasha Karakusevic</b> NHS Horizons; England   | F3+F4                  | <b>Live stream</b> ▶ |
| 11:00-12:30   | <b>D7</b>                | <b>A bootcamp for leaders</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Marie Blom Nikalsson</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Tina Crafoord</b> Region Värmland; Sweden   | G1+G2                  |                      |
| 11:00-12:30   | <b>D8</b>                | <b>Child health in Sweden - 4 projects to improve equity and give all children the best start in life</b><br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Jesper Ekberg</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Karin Myrberg</b> County Council of Gävleborg; Sweden, <b>Emma Mårtensson</b> County Council of Gävleborg; Sweden, <b>Erika Lagergren</b> Region Kronoberg; Sweden, <b>Peter Bergsten</b> Uppsala University; Sweden, <b>Maria Bjerstam</b> Innovation Skane; Sweden   | E1                     |                      |
| 11:00 - 12:30 | <b>D9</b>                | <b>Information driven healthcare - turning data into health for patients and quality of care</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Carolina Samuelsson</b> Halland Hospital; Sweden <b>Martin Engström</b> Region Halland; Sweden, <b>Markus Lingman</b> Halland Hospital; Sweden   | H1+H2                  |                      |
| 12:15-13:15   | <b>Lunch break</b>       |  | Exhibition Hall C      |                      |
| 12:30-13:00   | <b>L4</b>                | <b>The Quality Imperative: foster the conditions for care</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Dominique Allwood</b> UCLPartners, The Health Foundation, and Imperial College Healthcare NHS Trust; England, <b>Victor Montori</b> Mayo Clinic; USA   | H1+H2                  |                      |
| 12:30-13:00   | <b>L5</b>                | <b>Population health - from insights to interventions (Sponsored by Novartis)</b><br><b>Format:</b> Presentation   <b>Stream:</b> Population and Public Health<br><b>Jesper Ekberg</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Lotta Liljelund</b> Novartis; Sweden, <b>Tomas Bokström</b> Social & Health Impact Center; Sweden  | F5+F6                  |                      |
| 13:15-14:30   | <b>E1</b>                | <b>Medicine in Ukraine at war: keeping resilience while delivering emergency disaster response</b><br><b>Yaroslav Diakunchak</b> General Practitioner, Brovary Primary Healthcare Centre; Ukraine, <b>Olesia Vynnyk</b> Ukrainian General Practitioner, Healthcare Consultant; Ukraine, <b>Rustam Zhurayev</b> Doctor of Medical Science, Head of Salutas Medical center, Lviv; Ukraine, <b>Andrii Bazylevich</b> President of the World Federation of Ukrainian Medical Associations; Ukraine<br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership  | Congress Hall          | <b>Live stream</b> ▶ |
| 13:15-14:30   | <b>E2</b>                | <b>Building virtual communities</b><br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Cecilia Fältskog</b> The Patient Council; Sweden, <b>Kerstin Ramfelt</b> Region Jönköping; Sweden, <b>Sofia Segersson</b> Brighter AB; Sweden, <b>Christina Petersson</b> Region Jönköping; Sweden  | E3                     |                      |
| 13:15-14:30   | <b>E3</b>                | <b>Improving safety and quality in community care across Denmark</b><br><b>Format:</b> Presentation   <b>Stream:</b> Integrated care<br><b>Inge Kristensen</b> Danish Society for Patient Safety; Denmark, <b>Vibeke Rischel</b> Danish Society for Patient Safety; Denmark  | E4                     |                      |
| 13:15-14:30   | <b>E4</b>                | <b>Learning from patients on how to manage covid-19</b><br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Åsa Kristoferson Hedlund</b> The Swedish Covid Association; Sweden, <b>Lisa Norén</b> Läkare till Läkare/Doctor to doctor; Sweden, <b>Katharina Stibrant</b> Sunnerhagen Institute of Neuroscience and Physiology, The Sahlgrenska Academy; Sweden, <b>Giovanni Spitale</b> Institute of Biomedical Ethics and History of Medicine, University of Zurich; Switzerland   | G1+G2                  |                      |

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| 13:15-14:30 | <b>E5</b>                | <b>Quality culture and the response to covid19 in Abu Dhabi</b><br><b>Format:</b> Presentation   <b>Stream:</b> Quality Cost Value<br><b>Jumana AL Aabed</b> Department of Health Abu Dhabi; UAE, <b>Saleh Al-Ali</b> Department of Health Abu Dhabi; UAE, <b>Hind Al Zaabi</b> Department of Health Abu Dhabi; UAE, <b>Omar Najim</b> Health Authority Abu Dhabi; UAE  | F1+F2                                 |
| 13:15-14:30 | <b>E6</b>                | <b>Transformative Innovation in Swedish Health Care</b><br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Jeanette Tuval</b> Karolinska University Hospital, Region Stockholm; Sweden, <b>Magnus Kristiansson</b> Region Västra Götaland; Sweden, <b>Lina Strand Backman</b> Region Västra Götaland; Sweden, <b>Virginia Zazo Hernanz</b> Region Västerbotten; Sweden <b>Åsa Hedin Karlsson</b> Region Östergötland; Sweden  | F5+F6                                 |
| 13:15-14:30 | <b>E7</b>                | <b>Spreading improvement: the when, how and who</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Clare Morrison</b> Royal Pharmaceutical Society; Scotland, <b>Rosie Cooper</b> Digital Health and Care, Scottish Government; Scotland   | H1+H2                                 |
| 13:15-14:30 | <b>E8</b>                | <b>Using improvement to foster workforce well-being and combat burnout</b><br><b>Format:</b> Workshop   <b>Stream:</b> Building Capability and Leadership<br><b>Amar Shah</b> East London Foundation Trust; England <b>Jessica Perlo</b> , Institute for Healthcare Improvement (IHI); USA  | F3+F4<br><b>Live stream</b> ▶         |
| 13:15-14:30 | <b>E9</b>                | <b>A Decade of Patient Safety 2021-2030: Neelam Dhingra (WHO) in conversation with Pierre Barker</b><br><b>Format:</b> Presentation   <b>Stream:</b> Safety<br><b>Neelam Dhingra</b> WHO Patient Safety Lead; Switzerland   | E1                                    |
| 14:30-15:00 | <b>Refreshment break</b> |   | Exhibition Hall C                     |
| 15:00-16:00 | <b>F1</b>                | <b>What matters to you? - experience from 4 countries</b><br><b>Format:</b> Presentation   <b>Stream:</b> Person and Family-Centred Care<br><b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI); USA, <b>Shaun Maher</b> Scottish Government; Scotland, <b>Karen Turner</b> Royal Free London NHS Foundation Trust; England, <b>Anders Vege</b> Norwegian Institute of Public Health; Norway  | Congress Hall<br><b>Live stream</b> ▶ |
| 15:00-16:00 | <b>F3</b>                | <b>How Dutch hospitals continue their quality and safety journey</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Ylonne Sensen</b> Dutch nationwide Safety-II programme 'Tijd voor Verbinding'; Netherlands, <b>Hugo Solleveld</b> Dutch Health and Youth Care Inspectorate (IGJ); Netherlands, <b>Marieke Zegers</b> Radboud University Medical Center, Nijmegen; Netherlands, <b>Mees Baartmans</b> Health Services Researcher, Netherlands Institute of Health Services Research (Nivel); Netherlands | E3                                    |

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| 15:00-16:00 | <b>F4</b> | <b>Improving flow in the acute setting</b><br><b>Format:</b> Presentation   <b>Stream:</b> Improvement Methods<br><b>Christien van der Linden</b> Haaglanden Medical Centre; Netherlands, <b>Freddie Johansson</b> Camden and Islington NHS Foundation Trust (C&I); England, <b>Emma Scott</b> Camden and Islington NHS Foundation Trust (C&I); England, <b>Sifi Bahuleyan</b> Camden and Islington NHS Foundation Trust (C&I); England  | E4   |
| 15:00-16:00 | <b>F5</b> | <b>Tackling population health together in Europe - what have we learned from the Health Improvement Alliance Europe</b><br><b>Format:</b> Workshop   <b>Stream:</b> Population and Public Health<br><b>Jesper Ekberg</b> The Swedish Association of Local Authorities and Regions (SALAR); Sweden, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI); Scotland, <b>Gill Smith</b> Kaizen Kata and Institute for Healthcare Improvement (IHI) Faculty; Northern Ireland    | F3+F4  |
| 15:00-16:00 | <b>F6</b> | <b>New pathways to drive elective recovery and better care</b><br><b>Format:</b> Presentation   <b>Stream:</b> Building Capability and Leadership<br><b>Hugh McCaughey</b> NHS England & Improvement; England, <b>John Ashcroft</b> NHS England & Improvement; England   | F1+F2  |
| 15:00-16:00 | <b>F7</b> | <b>Afterthought- meta reflections on the conference through the lens of improvement and implementation research</b><br><b>Format:</b> Workshop   <b>Stream:</b> Improvement Methods<br><b>Andreas Hellström</b> Centre for Healthcare Improvement (CHI); Sweden, <b>Johan Thor</b> Region Stockholm Health System; Sweden <b>Julie E Reed</b> Halmstad University, University of New Hampshire; Sweden / England, <b>Pierre Barker</b> Institute for Healthcare Improvement (IHI); USA | F5+F6  |
| 15:00-16:00 | <b>F8</b> | <b>How do they do that? Using Appreciative Enquiry to develop safety culture</b><br><b>Format:</b> Workshop   <b>Stream:</b> Safety<br><b>Tony Kelly</b> NHS England & Improvement; England, <b>Nicola Mackintosh</b> Social Science Applied to Healthcare Improvement Research (SAPPHIRE) Group, University of Leicester; England <b>Matt Hill</b> NHS England & Improvement; England, <b>Becky Wilson-Crellin</b> NHS England and Improvement; England                               | H1+H2  |
| 16:15-17:15 | <b>K4</b> | <b>Closing keynote: Maureen Bisognano and Pedro Delgado</b><br><b>Format:</b> Keynote<br><b>Maureen Bisognano</b> President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA, <b>Pedro Delgado</b> Head of Europe and Latin America Regions, Institute for Healthcare Improvement (IHI); Northern Ireland  | Congress Hall + Hall A<br><b>Live stream</b> ▶ |



**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.

| Tuesday 21 June | Wednesday 22 June |
|-----------------|-------------------|
| 11:00 - 12:15   | 11:00 - 12:15     |
| 13:15 - 14:30   | 13:15 - 14:30     |
| 15:00 - 16:00   | 15:00 - 16:00     |



# SimConverse

SimConverse uses AI to play the role of any patient, colleague or casualty. Simulate any conversation, for any learner.

SimConverse fills this gap in your communication skills training



Nursing | Medicine | Allied Health | Military | Other

**Learn More**

Visit [simconverse.com](http://simconverse.com) or Booth #1



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 (PS!)

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+6

#### 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, Ävägen 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.



ihi.org

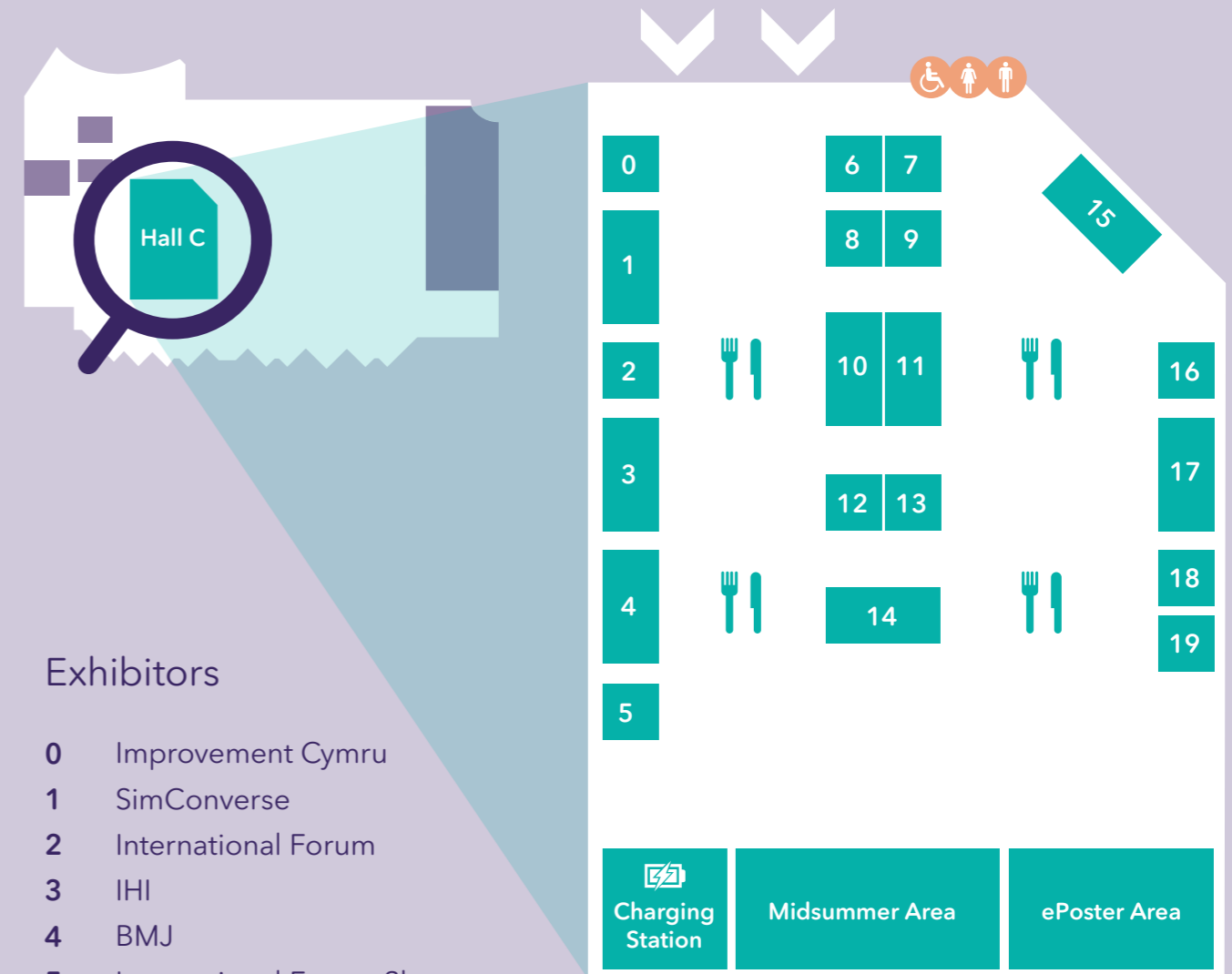
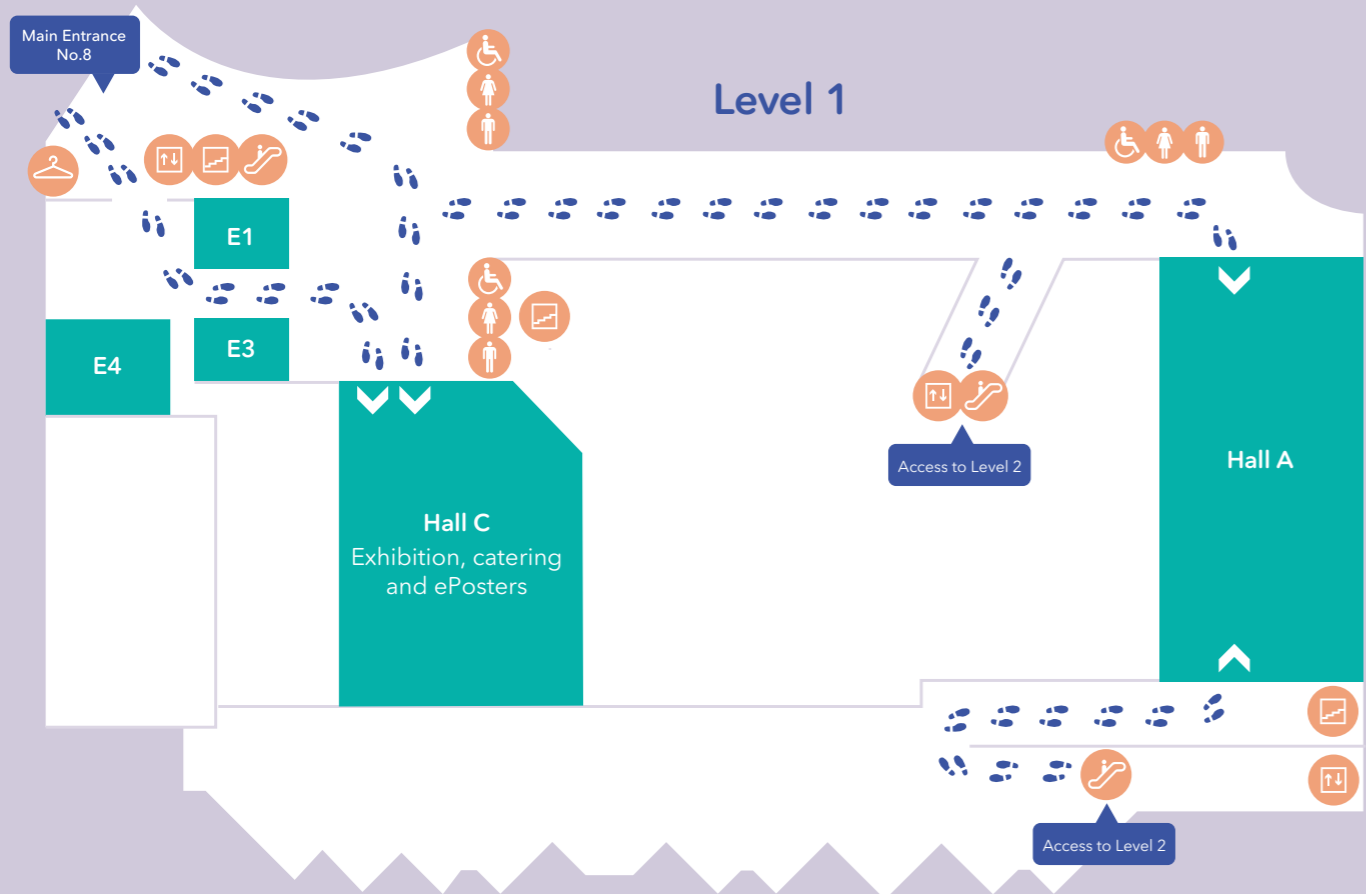
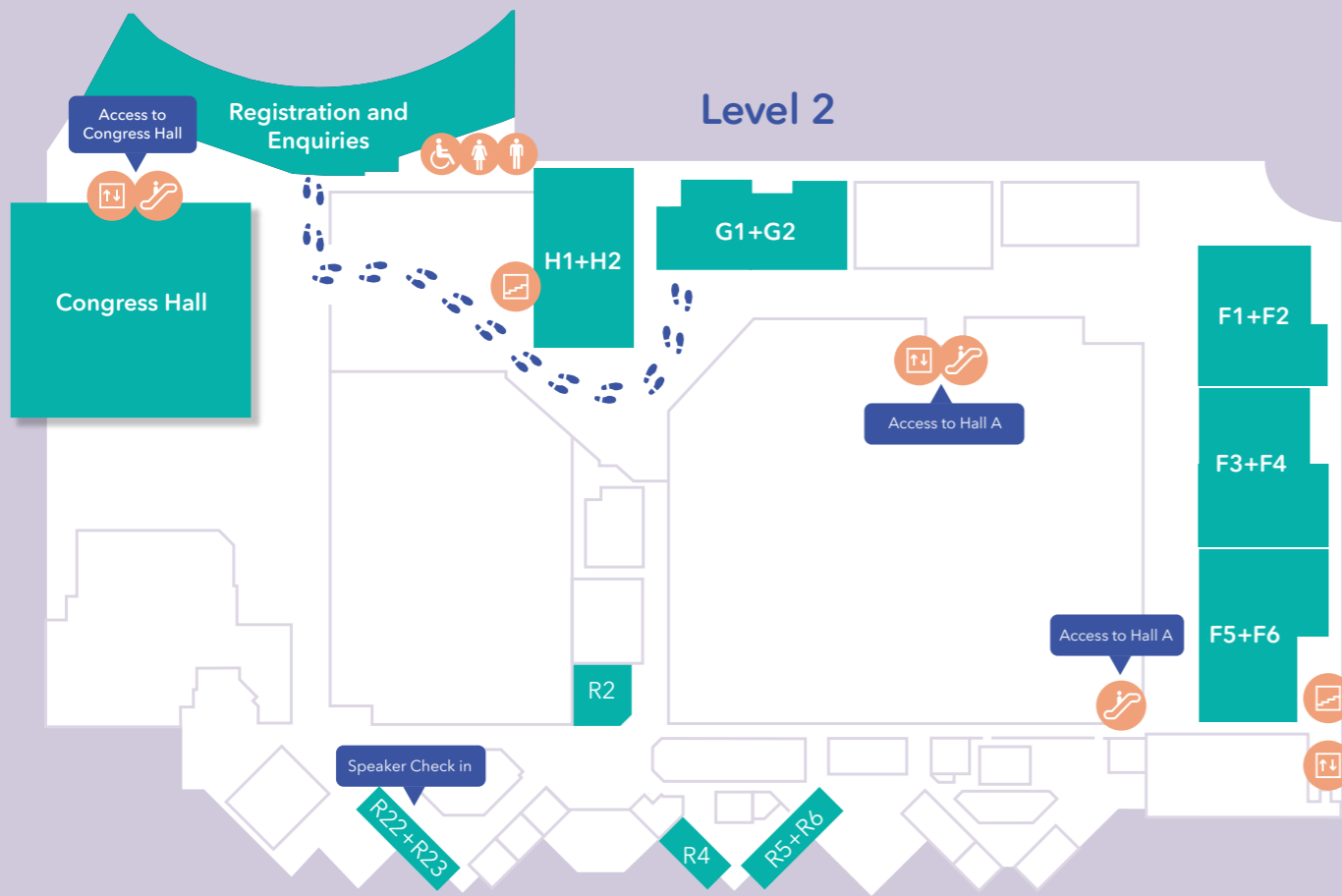
# We share a commitment to patient and workforce safety

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](https://ihi.org/FreeResources) to download the SBAR Tool.







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**BMJ**

BMJ is a global healthcare knowledge provider with a vision for a healthier world. The company supports health providers globally, from individual clinicians to major institutions, with evidence-based tools and resources:

**The BMJ:** One of the world's top five most cited general medical journals, The BMJ has built a reputation for challenging inadequate, unethical or outdated practice.

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**Institute for Healthcare Improvement (IHI)**

The 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 the growing IHI 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**

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 communication 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.

If you're interested in improving communication skills training, please send us a message, we'd love to hear from you.

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Sponsors



**Alliance4Ukraine**

The Alliance 4 Ukraine is a coordinating coalition of civil-social 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](http://alliance4ukraine.org/start-english)  
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**Calitakropolis**

CALITAKROPOLIS develops consultancy in integrated management and ensures sanitary management performance with top solutions in the domain. With more than 15 years of experience, we thrive by launching the only Romanian Health Quality Management application called MediQapp to emerge towards digitalization, this software fully optimizes the management of quality operations in hospitals and also received the MEDICAL INNOVATION OF THE YEAR 2021 Award for Excellence.

CALITAKROPOLIS is an ISQua Institutional Member from 2019, Partner - Bronze Sponsor at the International Federation of IHF Hospitals (23.02.2021), Institutional Partner at 3Novex Global (25.01.2022), with national and international reference participation in several fields, mainly in Healthcare Management, E-Learning and Policies on International Accreditation Standards.

Calitakropolis products and MediQapp software system have ORDA, WIPO, EUIPO, and OSIM protection, thus recognizing the elements of innovation that control quality management, hospital accreditation, in-house training, and general and/or clinical risk analysis.

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 Sales Manager: Maria Ciuraru



**Codific**

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.

**W:** [codific.com](http://codific.com)  
**E:** [michaella@codific.eu](mailto:michaella@codific.eu)  
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**GOTHENBURG**

Welcome to Gothenburg!

A friendly city on the west coast of Sweden, home to a vibrant cultural scene, world-class restaurants, sustainable living and a fascinating history – all within walking distance. Adventure is never far away, with wide open spaces and magical archipelago islands waiting to be explored. Welcome to visit us if you have questions about what to see and do while you are in Gothenburg. But also if you are curious about moving here. We can help you with everything you need to know and consider before moving to and working in the Gothenburg region, West Sweden.

Choosing Gothenburg should be easy!

**W:** goteborg.com

**E:** contact@internationalhousegothenburg.com



**Improvement Cymru**

Improvement Cymru is the improvement service for NHS Wales. Our aim is to support the creation of the best quality health and care system for Wales so that everyone has access to safe, effective and efficient care in the right place and at the right time across the whole care system.

We work alongside organisations to create the conditions, build the capability and make the connections for improvement to flourish.

**W:** phw.nhs.wales/services-and-teams/improvement-cymru

**E:** improvementcymru@wales.nhs.uk

**T:** @ImprovementCym



**Irradia**

Irradia is a family owned Swedish medical device company that specializes in laser medicine, and has been in business for over 40 years. We engineer, manufacture, and sell medical lasers for applications in photobiomodulation therapy (PBMt), and we offer education and extensive scientific resources to all our customers.

Grounded in scientific research and decades of clinical experience, our instruments are designed for ease-of-use, to facilitate simple record keeping, and to help the clinician tailor the treatment to each patient's needs, with excellent results and minimal risks or adverse events.

We take great pride in being a leading contributor to the growing body of scientific knowledge within PBMt, and thanks to our products and expertise, Irradia has become internationally renowned in academic settings and clinical practice.

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**Life QI**

Life QI is the global web platform where tools, people and data come together to make improvement happen. Run, track and share QI projects with colleagues, teams and other organisations.

**W:** lifeqisystem.com

**E:** info@lifeqisystem.com

**T:** @lifeqisystem



**MEG | Healthcare Quality Management Software**

MEG is a digital quality management system for healthcare. Its suite of configurable mobile and cloud-based tools enable providers to engage staff in quality improvement, patient safety and manage compliance with accreditation or regulatory standards.

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MEG is currently in operation in hospitals across 15+ countries with multilingual support.

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**E:** enquiries@megit.com

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**Novartis**

Novartis is a global pharmaceutical company that builds on the employees' innovative power to improve and prolong people's lives. We think in new ways, both about what a drug is and how to cooperate with agencies, healthcare authorities and healthcare for our treatments to create as much value as possible for patients. This is how we develop treatments for diseases with great medical needs. Our treatments reach almost 800 million people and we are just over 110,000 employees from 140 nationalities. In the Nordic region, we are about 600 employees.

Our pharmaceutical division develops innovative drugs for, among other things, cardiovascular diseases, skin diseases, respiratory diseases, and various forms of cancer. Novartis gene therapies develops gene therapies in areas with great medical needs.

Sandoz, which is part of Novartis, is a market leader in generics that give patients access to cost-effective and high-quality treatment.

**W:** novartis.se

**T:** +46 (0)8732 3200



**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 chance to share and hear good examples of co-creation from Sweden and internationally. There will also 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.

**W:** regionkronoberg.se

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**Socialstyrelsen**

The National Board of Health and Welfare

We work to ensure good health, social welfare and high-quality health and social care on equal terms for the Swedish population.

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@skr.se



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**E:** patient.safety@ed.ac.uk

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**Virginia Mason Institute**

Virginia Mason Institute is a mission-driven not-for-profit education and training company specialising in partnerships that enable organisations worldwide to create, accelerate, and sustain their own patient-centred management system and embed a culture of continuous improvement.

Our multi-disciplinary team has extensive health care leadership experience and are experts in strategic planning, innovation, large-scale change, and process improvement.

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NHS National Director of Patient Safety;  
England



**Jason Leitch**  
National Clinical Director, Scottish  
Government; Scotland



**Cat Chatfield**  
Quality Improvement Editor, The BMJ;  
England



**Johnny Advocaat-Vedvik**  
Director of Quality Improvement and  
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**Emma Doble**  
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**Omar Najim**  
Director of Executive Office, Health  
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disciplines throughout the world to share our  
passion for patient safety and develop our skills  
in this evolving subject!”

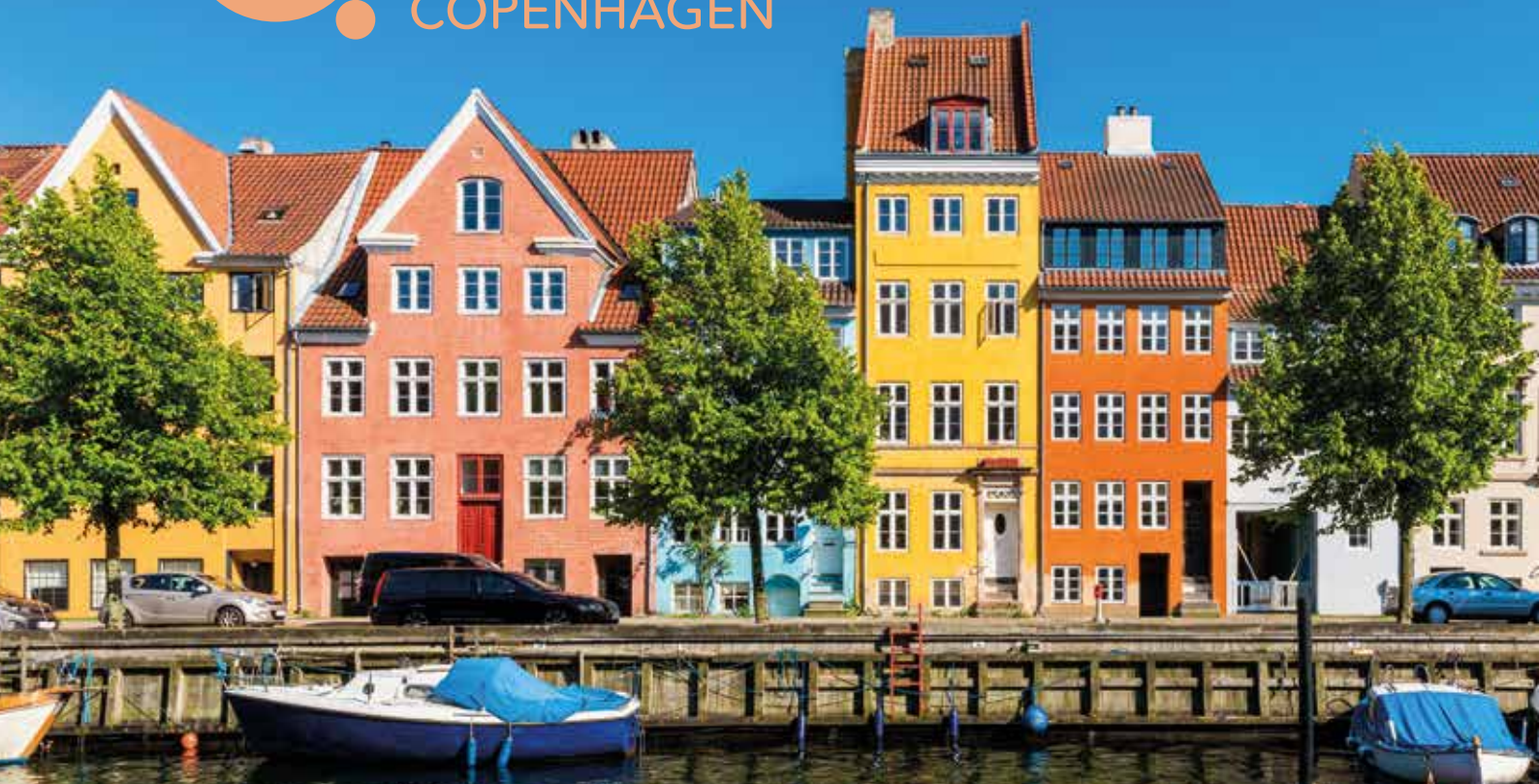
**Mrs Sarah O’Sullivan, Year 1 student**  
Working as a midwife in London and studying online

[www.edinburghsurgeryonline.com](http://www.edinburghsurgeryonline.com)





International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**  
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15 - 17 May 2023 | Bella Center, Copenhagen

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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

[internationalforum.bmj.com](https://internationalforum.bmj.com)

