

International Forum on QUALITY & SAFETY in HEALTHCARE COPENHAGEN 15-17 May 2023

Bella Center Copenhagen, Denmark



- New Improvement Science Symposium stream
- Projects from around the world
- Unmissable keynote sessions
- Patient Choice Awards is returning



BM)

# OUR PARTNERS

# A movement is strong only when the people within it believe in it.

Improving healthcare quality and safety has been a growing focus for healthcare organisations across the world for a while and we are extremely grateful to have worked with some of them to deliver this International Forum to you.

Thank you to our Danish Strategic and Supporting Partners for building momentum amongst their expansive networks of improvers as well as for their insight and energy for the development of an exciting and relevant programme this year.

We would also like to thank our Experience Day hosts for sharing their time and knowledge with us, and especially with our delegates: North Zealand Hospital, The Technical University of Denmark (DTU), Zealand University Hospital & Greve Municipality, Bispebjerg Hospital, Herlev Hospital and Copenhagen Academy for Medical Education and Simulation (CAMES), Slagelse Psychiatric Hospital and Det Nære Sundhedsvæsen//Prehospital Center, The City of Copenhagen, The Region of Southern Denmark and Central Denmark Region.

> Invaluable support from around the world

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.



**Strategic Partner** 

Healthcare

Improvement

tland

# **Danish Supporting Partners**



GWELLIANT

CYMRU

IMPROVEMENT

CYMRU



Dutch Hospital Association

NHS

# Improving quality with our partners

Get in touch if you are interested in being a partner, getting special rates, participating remotely or hosting the International Forum in your city.

SHINO

Warren Lee Manager, Strategic Partnerships & Alliances E: wlee@bmj.com T: +44 (0)203 655 5713



# Hello and welcome to this year's International Forum 2023 in Copenhagen!

On behalf of the Programme Advisory Committee, BMJ and the Institute for Healthcare Improvement (IHI), we wish you the warmest of welcomes to this conference and to our wonderful country.

Denmark is often ranked as one of the happiest places in the world, and Copenhagen as one of the most livable cities in the world, and for good reason. Whether it's food, history, culture or even sustainability, Denmark is a wonderful example of what a country and its people can achieve.

In Denmark the healthcare system is universal and based on the principles of free and equal access to healthcare for all citizens. As Danes, we are very proud of it and the treatment that our healthcare professionals deliver. However, we also know that we still have a great deal to learn from other countries and the way they organise and deliver healthcare.

In the spirit of sharing and learning, we hope your visit to Denmark will give you an understanding of some of the intentions and qualities of the Danish system, as well as an opportunity to highlight how it can still improve.

As we all know, health and healthcare are much more than diagnosis and treatment. Good health is a state of complete physical, mental, and social wellbeing and not merely the absence of disease and infirmity. Central to our wellbeing is contact with others, with community and society.

During these difficult and troubling times in Europe and in many places around the world, it is important to come together, share our stories and our knowledge, so that we can help each other to enable health in every way and to find strength in the strong community that the International Forum represents.

We cannot promise that the conference will feel like a fairy tale by Hans Christian Andersen. But we can promise you that the International Forum this year will, once again, be at the cutting edge of healthcare. And perhaps within it, you will find a little magic and mystery. From Denmark, and from the world.

We are excited to share three inspiring days with you to talk about equal care, quality care, reliable, coordinated, and sustainable care. In short – health CARE! And to listen, to learn and to share. To develop a vision for the major healthcare issues that we face - together. To co-create solutions for the future.

With a lot of wishes for hygge and knowledge combined! Take care!



**Lars Gaardhøj** Chairman, Danish Society for Patient Safety



Inge Kristensen CEO, Danish Society for Patient Safety

# CONTENTS

- 4 PRACTICAL INFORMATION
- 5-7 NETWORKING, SOCIALS AND OTHER EVENTS
- 8 IN PARTNERSHIP WITH PATIENTS
- **10-12** KEYNOTE SPEAKERS
- 14-15 PROGRAMME MONDAY 15 MAY
- 16-19 PROGRAMME TUESDAY 16 MAY
- 20-23 PROGRAMME WEDNESDAY 17 MAY
- 24-25 POSTERS
- 26-27 PARTNER HUDDLES
- 28-29 FLOOR PLAN
- 30-36 SPONSORS AND EXHIBITORS
- **38-39** GUIDED BY THE SCIENCE? THE NEW IMPROVEMENT SCIENCE SYMPOSIUM STREAM
- 40 PROGRAMME ADVISORY COMMITTEE



# How did we do?

Leave us some feedback about the International Forum for a chance to win one of four Amazon vouchers worth £50 each.

# PRACTICAL INFORMATION



**Registration** is open from 07:00 on Monday and Tuesday, and 07:30 on Wednesday.

**Badges** must be worn at all times during the International Forum as they show the days you are eligible to attend and guarantee you entry into the venue on those days.

**Badge scanning** Your badge will be scanned outside fully booked sessions to ensure that attendees who have registered in advance for the session are admitted first.

You may also choose to have your badge scanned by sponsors, exhibitors or staff upon entering a sponsored session, and if so, we will share your contact details with that sponsor/exhibitor. Having your badge scanned by exhibitors and sponsors and when attending sponsored sessions is optional.

**Poster Stage Sessions** will take place on Tuesday and Wednesday in the Exhibition Hall. Join these sessions to hear poster authors discuss their projects. See the sessions' schedule on pages 24-25.

Handouts and Presentations from sessions could be found on internationalforum.bmj.com/handoutscopenhagen-2023. We will continue to add these as and when they are made available during and after the conference.



**Certificates of Attendance** will be emailed to all attendees two weeks after the conference.

**RCP Accreditation** The International Forum in Copenhagen has been approved for a total of 19 CPD credits by the Royal College of Physicians (RCP) in England (Event code: 144269).

A live stream of the keynote presentations will be publicly available during the conference on the International Forum website and on livestream.com/ IFQSH/Copenhagen2023.

**Cloakroom** will be open during the following times:

Monday 07:00-18:00

Tuesday 07:00-18:00

Wednesday 07:30-17:30

There is a 30 DKK charge per item and the venue accepts card payments as well as cash (Danish krone and Euros).



Wifi access Join network bc-guest, no password required.

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**Speaker Check-in** is located in Meeting Room 21 on the first floor. Opening times are:

Monday 08:00-17:00

Tuesday 07:30-17:00

Wednesday 07:30-15:30

**Do you have our app?** You can download the CrowdComms app via the App Store or Google Play. To access the conference, enter code **ifcopenhagen23** and then log-in with your email address. You get:

- Access to all live streamed sessions, including keynotes
- Access to all ePosters
- Access to the programme schedule, options to network and receive live notifications and reminders on what's happening at the International Forum
- Rate the sessions you attend and fill in our survey
   you may even win one of four Amazon vouchers worth £50 each

**Video Cameras and Photographers** We may film or photograph you for use on the International Forum website or in other International Forum materials. Please make yourself known to us (photographer, cameramen or staff) if you would like not to feature in any materials.

There will be no photography/filming at the social event on Tuesday.

**Safe conduct at the International Forum** We ask you to be mindful of the impact you may have on the health and wellness of fellow attendees, their colleagues, families, and patients. If you are feeling unwell with any symptoms that could be contagious (e.g coughs, colds, high temperature, stomach bugs etc), as a courtesy to your colleagues please do not attend the conference.

Hand sanitiser will be available throughout the event. Please use it where possible. If hand sanitiser runs out, please notify a member of the event staff.

# We are here to help

You can find us at the Registration Enquiries and throughout the venue (we will be wearing green shirts). We understand it can be difficult to meet people at large conferences so we have taken the stress out of it for you. Here are a few opportunities to connect to others, swap ideas and enjoy your visit in Copenhagen.



Swap ideas with peers and celebrate alongside new friends

# The Social Event at Werkstatt 167

# Tuesday 16 May I 18:00 onwards I Werkstatt 167 I £35

Werkstatt 167 is a converted shipyard and event space with access to 50+ stalls, micro-brewery and dock.

You will enjoy a renowned DJ playing pop classics throughout the night plus a Danish drag show and lip sync battle.

Your ticket ( $\pm$ 35 per person) includes a voucher to spend at over 30 food stalls, 2-hour open bar serving beer, wine and soft drinks (card payments for bar orders after 20:15), as well as transport to and from Bella Center.

If you have purchased a ticket for the social event please collect it from the Registration Enquiries desk before 17:00 on Tuesday 16 May.



# Random Coffee Meet-ups

Attendees who signed up for this have been randomly matched with another attendee and connected via email to arrange a meet up during breaks or lunchtimes. Fully Booked

# International Forum Escape Room Experience

# Tuesday 16 May and Wednesday 17 May 10:30-12:15, 13:15-15:00

Are you ready to put yourself to the test in this challenging, educational but most importantly fun escape room? Use your best puzzle-solving skills and work together with your team to try to beat the room.

You will experience how educational escape rooms are run in practice and the learning potential that is offered by this pedagogical approach.

In this escape room, we focus on leadership, particularly mid-level leadership, where challenges can arise in balancing the expectations of those you answer to and those you are responsible for. You will explore some of the challenges around communication, prioritising, and managing dilemma situations.

6 internationalforum.bmj.com

Fully Booked

# Visit Ørestad Plejecenter

Tuesday 16 May and Wednesday 17 May 12:15-14:15

At Ørestad Plejecenter you will learn more about a modern Danish nursing home. You will hear how the multi-disciplinary team uses the Model for Improvement to ensure the safe administration of medication and improve the patient experience for their residents. You will also be able to see one of the flats within Ørestad and visit the communal areas.

Ørestad Plejecenter is a municipal nursing home with 114 residents. Designed by the architectural group JJW and opened in 2012, the nursing home aims to integrate arts and culture into everyday life, and gives residents the opportunity to express themselves artistically across a range of mediums.**Travel to** 

Ørestad Plejecenter will be by Metro (tickets will be provided) and lunch will be available.



# Lego Mermaid Mosaic

Take some time out to collaborate with colleagues and build your own mosaic plate!

The finished plates will be mounted to complete a marvellous mermaid mosaic which will be displayed at the Juliane Marie Center at Rigshospitalet after the International Forum.

# IN PARTNERSHIP WITH PATIENTS



# Patient Partnership

We are passionate about working with patients on the design and delivery of this International Forum. Make sure to connect with some of the inspirational patient advocates who will be in Copenhagen.





# **Patient Choice Awards**

The Patient Choice Award will be given out for a second year in a row 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.

# Visit the Patient Engagement Stand

Take the chance to share and hear examples of co-creation at the Patient Engagement stand in the Exhibition Hall.

# Improving Quality in Patient Care

Lookout for our video created by our international patient network, sharing their thoughts on how to improve quality in patient care and why patient involvement is so important.

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 to download the SBAR Tool.



# Keynote 1

Tuesday 16 May | 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.

♥@KedarMate

# Keynote 2 Tuesday 16 May | 16:15-17:15



### Thea Kølsen Fischer

Director of Clinical Research at Nordsjællands Hospital and Clinical Professor at University of Copenhagen; Denmark

Thea Kølsen Fischer is a medical doctor and a Public Health Specialist with a background in public health, virology and epidemiology – specialised in virus epidemics. Previously, she has held several international key roles, including "Head of HIV-longitudinal study, CDC Kenya" and "Laboratory supervisor, Public Health lab, Guinea-Bissau".

In her current position, Thea is leading a project for home admissions of COVID-19 patients, where technology plays a crucial part in relieving the strain on the hospital as well as decreasing spread of the virus.

¥ @TheaKFischer



# Keynote 3

Wednesday 17 May | 09:30-10:15



**Annemarie Zacho-Broe** CEO, Region Zealand; Denmark

The Region of Zealand is one of the five Danish Regions managing healthcare, hospitals and the cross sectoral healthcare collaboration between Danish municipalities, healthcare practitioners, the state and the citizens.

Annemarie Zacho-Broe has a master degree in political science and has been engaged in developing the Danish healthcare and welfare sector since 2007. Annemarie was formerly the head of the Health Department in the Municipality of Aarhus (the second largest municipality in Denmark) and for 4 years the CEO in the Municipality of Fredericia. As the CEO in Fredericia she was in charge of transforming the collaboration between the local actors in the municipality towards a much more local based, inclusive and innovative mindset.

Annemarie has been the chairwoman of Social Sundhed since March 2022.

♥@zacho\_broe



### **Karen Ingerslev**

Head of Corporate Human Resource Development and Innovation in Central Denmark Region, Social Sundhed; Denmark

Karen is a member of the national board of Social Sundhed and former chair of the board of Social Sundhed, Aarhus.

Karen Ingerslev is trained as a psychologist at the University of Aarhus and holds a Ph.D. in healthcare innovation and leadership from Copenhagen Business School. Karen has a background as an internal OD consultant and a manager at Aarhus University Hospital. She is the author and co-author of several publications addressing boundary crossing innovation and leadership in the public sector. In her writings she draws on learnings from a series of initiatives as a social entrepreneur, such as Sager der Samler, Social Sundhed and Borgerdesign.

♥@kingerslev9



Hear from the improvement leaders

# Keynote 4

Wednesday 17 May | 16:15-17:00



**Donald M. Berwick** President Emeritus and Senior Fellow Institute for Healthcare Improvement (IHI); USA

Donald M. Berwick is one of the leading scholars, teachers, and advocates in the world for the continual improvement of health care systems.

He is a pediatrician, and a longstanding member of the faculty of Harvard Medical School.

He founded and led the Institute for Healthcare Improvement, now the leading global nonprofit organization in its field.

He was appointed by President Obama as administrator of the Centers for Medicare and Medicaid Services, where he served in 2010 and 2011.

He has counselled governments, clinical leaders, and executives in dozens of nations. He is an elected Member of the National Academy of Medicine and the American Philosophical Society. He has received numerous awards, including the Heinz Award for Public Policy, the Award of Honor of the American Hospital Association, and the Gustav Leinhard Award from the Institute of Medicine.

For his work with the British National Health Service, in 2005 Her Late Majesty Queen Elizabeth II appointed him Honorary Knight Commander of the British Empire, the highest honor awarded by the UK to a non-British subject.

### 9 @donberwick

# A special keynote address Wednesday 17 May | 13:15-14:30



# E1: How tech can help advance women's health globally

### **Anna Cecilia Frellsen** Chief Executive Officer, Maternity Foundation; Denmark

Anna Frellsen has been the CEO of Maternity Foundation since 2013. During her leadership, Maternity Foundation has established itself as a well-respected player on the global maternal health scene. Among her responsibilities, Anna has led the scale-up of Maternity Foundation's mobile health solutions, including the Safe Delivery App, which is now used in more than 40 countries.

Anna holds an MBA from IESE and has more than 20 years of business experience within strategy, marketing and general management. She has worked as the CEO for a small start-up, as a partner with KPMG Strategy, and she spent more than seven years with McKinsey & Company.

She started her career working in the pharmaceutical industry in the US and the UK. In addition to being the Chair of Ipas Europe, she sits on the board of Ovacure, the William Demant Foundation, William Demant Invest and CfL (Danish Management Center).

Through her career, Anna has been engaged in philanthropy and social impact work from various positions and perspectives. At McKinsey & Company, she was a part of The Global Philanthropy Initiative, she co-led the establishment of a new large Danish foundation and she was seconded at Mary Fonden to support the build-up of their Domestic Violence area. Since then, in addition to her full-time occupation at Maternity Foundation, she has been an active Board member with multiple NGOs and foundations.

🔰 @afrellsen



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# Achieve measurable results - faster



# SPARK BROAD-SCALE TRANSFORMATION

Are you ready to take your organisation to the next level of excellence? We offer customised coaching – both in person and virtual - to help your executive team make insights, set strategic goals and translate them into action steps. This creates positive momentum toward sustainable improvements.



# REINVIGORATE YOUR IMPROVEMENT WORK

Is your current improvement work hard to sustain? We evaluate your practises and develop a tailored plan to help you "move the needle" right now. This gives your team concrete ways to start implementing our proven methodology, so you can quickly make changes that trigger measurable improvement.



# CREATE A CULTURE OF IMPROVEMENT

Our method is the opposite of "command and control" – it engages your senior leaders to create a culture of innovation and excellence. We use 1:1 coaching to help your leaders learn tools and structures that will motivate and empower your entire staff.



# GET YOUR LEADERS ALIGNED

Change and improvement are hard, and a key first step is getting your team aligned around where to start. Our experts can help you identify opportunities and agree on where to focus. This harnesses your team's knowledge, skills and creativity, and engages them to help you achieve key goals.

Discover how we can help take your organisation to the next level. Contact us: **info@virginiamasoninstitute.org or call +44 2039 507205** 

# PROGRAMME Monday 15 May

09:00-16:30	X1	Creating the hospital of the future (North Zealand Hospital) Format: Site visit   Stream: Safety	Off-site
09:00-16:30	X2	The sky is the limit - innovative health technology at DTU Format: Site visit   Stream: Building Capability and Leadership	Off-site
09:00-16:30	Х3	The health care sector of the future - bridging the gap between hospital stays and home (Zealand University Hospital & Greve Municipality) Format: Site visit   Stream: Integrated Care	Off-site
09:00-16:30	X4	Health care for all - taking a holistic approach to quality (Bispebjerg Hospital) Format: Site visit   Stream: Person and Family-Centred Care	Off-site
09:00-16:30	Х5	Applying concepts of simulation to support patients and staff to improve practice in a modern hospital and to visit the new hospital buildings (Herlev Hospital and CAMES) Format: Site visit   Stream: Improvement Methods	Off-site
09:00-16:30	X6	Transforming the way we deliver health - bringing healthcare closer to the patients mental health and virtual solutions in Region Zealand (Slagelse Psychiatric Hospital and Det Nære Sundhedsvæsen/Prehospital Center) Format: Site visit   Stream: Integrated Care	Off-site
09:00-16:30	X7	Health throughout life (The City of Copenhagen) Format: Site visit   Stream: Improvement Methods	Off-site
09:00-16:30	X8	How improvement initiatives have optimized clinical workflow, interdisciplinary collaboration, capacity management and safe patient pathways (Region of Southern Denmark and Central Denmark Region) Format: Site visit   Stream: Improvement Methods	Room C1M5
09:00-12:30	W1	Prepare for a world that's rapidly changing: become a versatilist! Format: Workshop   Stream: Population and Public Health Göran Henriks Region Jönköping County; Sweden, Jodeme Goldhar Health Leadership Academy, McMaster University; Canada, Helen Bevan NHS Horizons; England	Room C1M0
09:00-12:30	W2	Rewiring our approach to safety: building capacity for patient safety with patients Format: Workshop   Stream: Safety Anne MacLaurin Healthcare Excellence Canada; Canada, G. Ross Baker Dalla Lana School of Public Health, University of Toronto; Canada, Maaike Asselbergs Patients for Patient Safety Canada; Canada	Room C1M1
09:00-12:30	W3	<ul> <li>Building improvement capacity and capability across national care systems: the Scottish and Scandinavian stories</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Hanne Ellegaard Miang Danish Society for Patient Safety; Denmark, Ida Waal Rømuld Norwegian Directorate for Health; Norway, Jason Leitch Scottish Government; Scotland</li> </ul>	Room C1M2
09:00-12:30	W4	The patient's voice matters: improving healthcare by engaging patients and carers Format: Workshop   Stream: Person and Family-Centred Care Jean Straus Public Partner and Patient Advocate, Katrine Kirk Patients for Patient Safety, WHO; Denmark, Maureen Bisognano Institute for Healthcare Improvement (IHI); USA, Rosie Bartel Patient Partner, Sandra Jayacodi Patient and Public Involvement and Engagement (PPIE) Contributor, Vibeke Andersen Patient Safety Champion	Room C1M3

09:00-12:30	W5	Creatively confronting leadership challenges in quality and safety: a management research pecha kucha and discussion	Room C1M4
		Format: Workshop   Stream: Building Capability and Leadership	
		Amelia Compagni Department of Social and Political Sciences, Bocconi University; Italy, Amit Nigam Bayes Business School and BMJ; England, Carl Macrae Nottingham University Business School; England, Gina Dokko Graduate School of Management, University of California Davis; USA, Ian Kirkpatrick School for Business and Society, University of York; England, Irene Scopelliti Bayes Business School; England, Louise Ashley Queen Mary University of London; England, Yiannis Kyratsis Department of Organization Sciences, Vrije Universiteit Amsterdam; The Netherlands	
12:30-13:30		Lunch break	
13:30-16:15	W6	Designing your management system to drive quality results with a whole system approach Format: Workshop   Stream: Building Capability and Leadership	Room C1M0
		<b>Amar Shah</b> East London NHS Foundation Trust; England, <b>Gary Kaplan</b> CommonSpirit Health; USA, <b>Wendy Korthuis-Smith</b> Virginia Mason Institute, Virginia Mason Franciscan Health; USA	
13:30-16:15	W7	Health inequality. What is it? What is the impact? How can we avoid it? Format: Workshop   Stream: Population and Public Health	Room C1M1
		<b>Jan Mainz</b> Department of Clinical Medicine, Aalborg University; Denmark, <b>Maria Adele Bonde</b> The Psychiatric Peer-Board in Region North Denmark; Denmark, <b>Søren Paaske Johnsen</b> Danish Center for Clinical Health Services (DACS), Aalborg University; Denmark, <b>Søren Valgreen Knudsen</b> Danish Center for Clinical Health Services (DACS), Aalborg University; Denmark	
13:30-16:15	W8	How to lead large scale change in a rapidly changing environment Format: Workshop   Stream: Building Capability and Leadership	Room C1M2
		<b>Laura Yearsley</b> NHS Horizons; England, <b>Sasha Karakusevic</b> NHS Horizons; England, <b>Zoe Lord</b> NHS Horizons; England	
13:30-16:15	W9	How a learning system improves workplace wellbeing: lessons from 8 UK hospitals Format: Workshop   Stream: Improvement Methods	Room C1M3
		<b>Emma Mordaunt</b> UCLPartners; England, <b>Jenny Shand</b> UCLPartners; England, <b>Nima Roy</b> Royal Free London NHS Foundation Trust; England, <b>Shevaun Mullender</b> Mid and South Essex NHS Foundation Trust; England, <b>Sophie Bulmer</b> UCLPartners; England	
13:30-16:15	W10	An introduction to quality improvement Format: Workshop   Stream: Improvement Methods	Room C1M4
		<b>Diane Murray</b> Independent Consultant; Scotland, <b>Gill Long</b> Newcastle Upon Tyne Hospitals NHS Foundation Trust; England, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI); Scotland	

# PROGRAMME Tuesday 16 May

08:00-08:45	BR1	Value-based healthcare: a strategic integrated approach Format: Presentation   Stream: Quality, Cost, Value Helen Yu Value Based Health and Care Academy, University of Swansea; Wales	Room C1M3
08:00-08:45	BR2	Good relations bring better lives - not only personal but also organisational Format: Presentation   Stream: Quality, Cost, Value Gitte Storgaard Health Center Skive, Skive Kommune; Denmark, Tina Veje Andersen DEFACTUM, Central Denmark Region; Denmark	Room C1M4
08:00-08:45	BR3	<ul> <li>Whole system quality leadership (Breakfast session hosted by IHI)</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Amar Shah East London NHS Foundation Trust; England, Diane Murray Independent Consultant;</li> <li>Scotland, Pedro Delgado Institute for Healthcare Improvement (IHI); USA</li> </ul>	Room C1M0
08:00-08:45	BR4	International Forum Book Club - Still Not Safe?         Format: Panel   Stream: Building Capability and Leadership         Session chair: Helen Surana BMJ; England         Amit Nigam Bayes Business School and BMJ; England, Cat Chatfield Health Services Research UK;         England, Ian Leistikow Dutch Health and Youth Care Inspectorate and Erasmus School of Health         Policy & Management, Rotterdam; The Netherlands, Maaike Asselbergs Patients for Patient Safety         Canada; Canada, Natalie Armstrong BMJ; England	Room C1M5
09:00-09:30	01	Welcome and opening remarks	Hall A Livestream
09:30-10:15	K1	<b>Opening keynote: Kedar Mate</b> <b>Format:</b> Keynote <b>Kedar Mate</b> President and Chief Executive Officer, Institute for Healthcare Improvement (IHI); USA	Hall A Livestream
10.15 11.00			
10:15-11:00		Refreshment break	
11:00-12:15	A1	Refreshment break         Embedding equity into leadership and practice management         Format: Presentation   Stream: Building Capability and Leadership         Alice Forsythe Virginia Mason Institute; USA, Wendy Korthuis-Smith Virginia Mason Institute; USA	Hall A Livestream
		Embedding equity into leadership and practice management Format: Presentation   Stream: Building Capability and Leadership	
11:00-12:15	A2	Embedding equity into leadership and practice management Format: Presentation   Stream: Building Capability and Leadership Alice Forsythe Virginia Mason Institute; USA, Wendy Korthuis-Smith Virginia Mason Institute; USA How action on patient safety can reduce health inequalities Format: Presentation   Stream: Population and Public Health	Livestream
11:00-12:15	A2 A3	Embedding equity into leadership and practice management Format: Presentation   Stream: Building Capability and Leadership Alice Forsythe Virginia Mason Institute; USA, Wendy Korthuis-Smith Virginia Mason Institute; USA How action on patient safety can reduce health inequalities Format: Presentation   Stream: Population and Public Health Aidan Fowler NHS England; England, Cian Wade NHS England; England The value of nursing and nurses in a complex and changing world Format: Panel   Stream: Building Capability and Leadership Charlotta George Chief Nurse Officer; Sweden, Dorthe Boe Danbjørg Danish Nurses Organisation; Denmark, Grete Christensen Danish Nurses Organization; Denmark, Kira Ørbækker Danish Society of Patient Safety; Denmark, Margrieta Langins WHO Euro Region Government Chief Nursing	Livestream

11:00-12:15	A6	The principles of patient safety Format: Workshop   Stream: Safety Session chair: Henrik Villadsen Medicin.dk; Denmark Gemma Louch Yorkshire & Humber Patient Safety Translational Research Centre & University of Leeds, School of Healthcare; England, Henrik Schytz PhD, DMSCi Danish Headache Center, Rigshospitalet-Glostrup; Denmark, Mette Christensen Region Zealand and Centre for IT and Medical Technology, Capital Region of Denmark; Denmark, Siobhan McHugh Yorkshire & Humber Patient Safety Translational Research Centre & University of Leeds, School of Healthcare; England	Room C1M4
11:00-12:15	A7	TeamSTEPPS: the effective use of all team resources for patient safety Format: Workshop   Stream: Safety Anthony Staines Vaud Hospital Federation; Switzerland	Room C1M3
11:00-12:15	A8	Building bridges between community and healthcare systems         Format: Presentation   Stream: Integrated Care         Session chair: Birthe Søndergaard Association of Danish Pharmacies; Denmark         Anette Nilsson Swedish Association of Local Authorities and Regions (SALAR); Sweden,         Jesper Ekberg Swedish Association of Local Authorities and Regions (SALAR); Sweden,         Neil Drimer Healthcare Excellence Canada; Canada	Room C1M1+C1M2 Livestream
11:00-12:15	A9	Introduction to the Science Symposium stream and new methodologies / evaluation design Format: Presentation   Stream: Improvement Science Symposium Amar Shah East London NHS Foundation Trust; England, Jan Mainz Department of Clinical Medicine, Aalborg University; Denmark, Marianne McPherson Institute for Healthcare Improvement (IHI); USA, Pierre Barker Institute for Healthcare Improvement (IHI); USA, Tatjana Sandrev Nordsjællands Hospital and University of Copenhagen; Denmark	Room C1M0
11:00-12:15	A10	Poster Showcase         Format: Presentation         Abstract presenters: Bev Matthews NHS England; England, Cristina Serrão NHS England;         England, Danish Lalani Evercare Hospital Lahore; Pakistan, Matthew Hill The Health         Foundation; England, Ove Gaardboe Danish Society for Patient Safety; Denmark, Philip         Davies Gloucestershire Hospitals NHS Trust / University of Bristol; England	Meeting Room 18+19
12:15-13:15		Lunch break	
12:30-13:00	L1	A dynamic, interactive platform for assessing urban health services' accessibility and equity Format: Presentation   Stream: Population and Public Health Luis Gabriel Cuervo Universitat Autònoma de Barcelona; Spain	Room C1M3
12:30-13:00	L2	Using behavioural insights to strengthen your change theory: practical applications for improvement Format: Presentation   Stream: Improvement Methods Rie Laurine Rosenthal Johansen Bispebjerg and Frederiksberg Hospital; Denmark, Simon Tulloch Danish Society for Patient Safety; Denmark	Room C1M4
12:30-13:00	L3	Deteriorating patients: improving response in a paediatric setting         Format: Presentation   Stream: Safety         Elizabeth Akers Great Ormond Street Hospital for Children NHS Trust; England, Nuwanthi         Yapa Mahathanthila Great Ormond Street Hospital for Children NHS Trust; England	Room C1M5
13:15-14:30	B1	<ul> <li>Co-designing in partnership with patients</li> <li>Format: Presentation   Stream: Safety</li> <li>Session chair: Ian Leistikow Dutch Health and Youth Care Inspectorate and Erasmus School of Health Policy &amp; Management, Rotterdam; The Netherlands</li> <li>Caroline Heijckmann Bernhoven Hospital; The Netherlands, Douglas Findlay Royal Berkshire NHS Foundation Trust; England, Joan Russell NHS England; England</li> </ul>	Hall A

# PROGRAMME Tuesday 16 May continued

13:15-14:30	B2	Ukrainian healthcare: how to keep resilience during the war Format: Presentation   Stream: Building Capability and Leadership Oksana Hdyrya Lviv Regional Children's Hospital; Ukraine, Olesya Vynnyk Ukrainian World Congress; Ukraine, Rustam Zhuraev Salutas Medical Centre; Ukraine	Auditorium 12
13:15-14:30	B3	Reshaping access to emergency care pathways by implementing meaningful upstream interventions         Format: Presentation   Stream: Integrated Care         Joanna Moore Barts Health NHS Trust; England, Tiffany Wishart London Ambulance Service; England	Auditorium 10+11
13:15-14:30	B4	Always better together! Co-producing cancer experience of care improvement collaboratives in the National Health Service in England Format: Workshop   Stream: Improvement Methods Bruce Johnston Lived Experience Partner; England, Claire Marshall NHS England; England, David McNally NHS England; England	Room C1M0
13:15-14:30	B5	What next after Covid-19         Format: Presentation   Stream: Building Capability and Leadership         Session chair: Jens Winter Jensen The Danish Clinical Registries (RKKP); Denmark         Birgitta Månsson Malmö City; Sweden, Jesper Ekberg Swedish Association of Local         Authorities and Regions (SALAR); Sweden, Maria Elgstrand Region Östergötland; Sweden,         Peter Lachman Royal College of Physicians of Ireland (RCPI); Ireland	Auditorium 15
13:15-14:30	B6	Digital transformation of outpatient clinics: lessons learned from a Norwegian HIV clinic         Format: Workshop   Stream: Person and Family-Centred Care         Anita Ogård-Repål University of Agder; Norway, Ellen Margrete Iveland Ersfjord         University of Agder; Norway, Hege Mari Johnsen University of Agder; Norway, Kim         Fangen Sørlandet Hospital Trust and University of Agder; Norway, Santiago Gil Martinez         University of Agder; Norway	Room C1M3
13:15-14:30	B7	Developing soft skills in collaboration with patients         Format: Workshop   Stream: Improvement Methods         Session chair: Katrine Kirk Patients for Patient Safety (WHO); Denmark         Charlotte Verner Rossing Danish College of Pharmacy Practice; Denmark, Christina         Fogtmann Fosgerau University of Copenhagen; Denmark, Radha Sundaram NHS Greater         Glasgow and Clyde; Scotland	Room C1M4
13:15-14:30	B8	Changing the way we work is hard how can we help people to do things differently? Format: Workshop   Stream: Improvement Methods Clare Morrison Healthcare Improvement Scotland; Scotland, Dominique Allwood UCL Partners, Imperial College Healthcare NHS Trust, The Health Foundation; England, Selina Stephen Institute for Healthcare Improvement (IHI) & Torchbearing Ltd; England	Room C1M1+C1M2
13:15-14:30	B9	<ul> <li>Developing authentic partnering with patients for quality and safety</li> <li>Format: Workshop   Stream: Person and Family-Centred Care</li> <li>Carl Adams Solent NHS Trust; England, Christina Rennie University Hospital Southampton NHS Foundation Trust; England, Helen Bulbeck Braintrust – the brain cancer people; England, Kate Pryde University Hospital Southampton NHS Foundation Trust; England, Kristian Gibson Southampton Sight; England, Vicki Purdie University Hospital Southampton NHS Foundation Trust; England</li> </ul>	Room C1M5
13:15-14:30	B10	The science of workforce and patient safety - the challenges and opportunities of technology for improvement Format: Presentation   Stream: Improvement Science Symposium Arendse Tange Larsen VIVE – The Danish Center for Social Science Research; Denmark, Camilla Palmhøj Nielsen DEFACTUM; Denmark, Helle Nutzhorn Gaub Zealand University Hospital; Denmark, Jan Mainz Department of Clinical Medicine, Aalborg University; Denmark, Simon Tulloch Danish Society for Patient Safety; Denmark, Søren Valgreen Knudsen Aalborg University; Denmark	Meeting Room 18+19
14:30-15:00		Refreshment break	

15:00-16:00	C1	Designing for success, evaluating for learning and credibility Format: Presentation   Stream: Improvement Methods Don Goldmann Institute for Healthcare Improvement (IHI); USA, Pierre Barker Institute for Healthcare Improvement (IHI); USA	Hall A Live stream
15:00-16:00	C2	<ul> <li>Experience based co-design</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Louise Rabøl Danish Society for Quality in Healthcare (DSKS); Denmark</li> <li>Richeldis Yhap Patient, Roel van der Heijde RoelRotterdam &amp; Patient Centered Care</li> <li>Association; The Netherlands, Sarah-Jane James Improvement Cymru, Public Health</li> <li>Wales; Wales</li> </ul>	Auditorium 12
15:00-16:00	C3	Sustainable healthcare transformation in a post pandemic world - challenges and opportunities Format: Presentation   Stream: Population and Public Health Frédéric Noël Medtronic Integrated Health Solutions; Belgium, Monique Valentijn St. Antonius Hospital; The Netherlands, Rasmus Moegelvang Rigshospitalet; Denmark	Room C1M3
15:00-16:00	C4	Integrating care Format: Presentation   Stream: Integrated Care Andreas Blanco Sequeiros The Ministry of Social Affairs and Health; Finland, Eeva-Liisa Peltonen The Organisation for Respiratory Health in Finland; Finland, Heidi Grejsen Lillebaelt Hospitals; Denmark, Tuija Ikonen Finnish Centre for Client and Patient Safety and University of Turku; Finland	Auditorium 15
15:00-16:00	C5	Leadership and QI Format: Presentation   Stream: Building Capability and Leadership Session chair: Kirsten Wisborg Danish Society for Healthcare Management (DSS); Denmark Anette Nilsson Swedish Association of Local Authorities and Regions (SALAR); Sweden, Craig Donohoe East London NHS Foundation Trust; England, Dena van den Bergh University of Cape Town; South Africa, Katherine Brittin East London NHS Foundation Trust; England, Millie Smith East London NHS Foundation Trust; England	Auditorium 10+11
15:00-16:00	C6	Leading for staff wellbeing Format: Workshop   Stream: Building Capability and Leadership Gill Long Newcastle Upon Tyne Hospitals NHS Foundation Trust; England, Susan Hannah Institute for Healthcare Improvement (IHI); Scotland	Room C1M0
15:00-16:00	С7	Greener healthcare: seeing waste and leading for sustainable healthcare - case studies from across the globe Format: Presentation   Stream: Population and Public Health Maria Gaden Center for Sustainable Healthcare; Denmark, Maureen Bisognano Institute for Healthcare Improvement (IHI); USA	Rooms C1M1+C1M2 Live stream
15:00-16:00	C8	The infrastructure of improvement Format: Workshop   Stream: Building Capability and Leadership Amar Shah East London NHS Foundation Trust; England, Auzewell Chitewe East London NHS Foundation Trust; England, Bailey Mitchell East London NHS Foundation Trust; England, George Chingosho East London NHS Foundation Trust; England, Kathryn Perera NHS England; England	Room C1M4
15:00-16:00	С9	The science of workforce and patient safety Format: Presentation   Stream: Improvement Science Symposium Hanne Selberg University College Copenhagen; Denmark, Line Engelbrecht Jensen Capital Region of Copenhagen; Denmark, Søren Valgreen Knudsen Aalborg University; Denmark, Tobias Bøggild-Damkvist Region Hovedstaden; Denmark	Room C1M5
16:15-17:15	K2	Keynote: On duty in the grey zone of science and policy Format: Keynote Thea Kølsen Fischer Director of Clinical Research, Nordsjællands Hospital; Clinical Professor at University of Copenhagen; Denmark	Hall A Live stream

# PROGRAMME Wednesday 17 May

08:00-09:00	BR5	Speaking truth to power: how doctors and academics can work with the media to blow the whistle         Format: Workshop   Stream: Safety         Hristio Boytchev BMJ; Germany, Madlen Davies BMJ; England Rebecca Coombes BMJ; England	Room C1M0
08:00-09:00	BR6	London 2024 Forum co-production meeting (Breakfast session hosted by BMJ) Format: Workshop Amar Shah East London NHS Foundation Trust; England and Chair of the International Forum London 2024, Helen Bevan NHS Horizons; England and Chair of the International Forum London 2024, Helen Surana BMJ; England, Matthew Hill The Health Foundation; England, Selina Stephen Institute for Healthcare Improvement (IHI) and Torchbearing Ltd; England	Room C1M4
09:15-09:30	02	Welcome and opening remarks	Hall A Live stream
09:30-10:15	КЗ	Keynote: <b>Who has the keys to unlock equality in health?</b> Format: Keynote Annemarie Zacho-Broea CEO, Region Zealand; Denmark, Karen Ingerslev Head of Corporate Human Resource Development and Innovation in Central Denmark Region, Social Sundhed; Denmark	Hall A Live stream
10:15-11:00		Refreshment break	
11:00-12:15	D1	A sustainable healthcare system Format: Presentation   Stream: Population and Public Health Session chair: Dominique Allwood UCL Partners, Imperial College Healthcare NHS Trust, The Health Foundation; England Clare Morrison Healthcare Improvement Scotland; Scotland, Jason Leitch Scottish Government; Scotland, Laura Wilson Royal Pharmaceutical Society; Scotland, Stuart Duncan Scottish Government; Scotland	Hall A Live stream
11:00-12:15	D2	Improving services following adverse events Format: Presentation   Stream: Safety Session chair: Katrine Kirk Patients for Patient Safety, WHO; Denmark Albert Lim Newcastle upon Tyne NHS Foundation Trust; England, Mark Krasnik Rigshospitalet; Denmark, Tracey Herlihey NHS England; England	Auditorium 10+11
11:00-12:15	D3	<ul> <li>How to get your quality improvement work published: insider advice from editors</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Eric Thomas University of Texas Health Science Center, BMJ Quality and Safety; USA</li> <li>Perla J Marang-van de Mheen Leiden University Medical Center, BMJ Quality and Safety, The Netherlands</li> </ul>	Room C1M3
11:00-12:15	D4	Safe surgical flow - how timely surgery and work environment goes hand in handFormat: Presentation   Stream: Quality, Cost, ValueBirgitte Brandsborg Aarhus University Hospital; Denmark, Nils Falk Bjerregaard HorsensRegional Hospital; Denmark	Auditorium 15
11:00-12:15	D5	No quality without equity: using quality improvement to pursue equity in healthcare Format: Workshop   Stream: Population and Public Health Amar Shah East London NHS Foundation Trust; England, Katherine Brittin East London NHS Foundation Trust; England, Lorna Darknell East London NHS Foundation Trust; England, Marco Aurelio East London NHS Foundation Trust; England	Room C1M5
11:00-12:15	D6	Quality and safety in elderly patient careFormat: Workshop   Stream: Population and Public HealthBenedikte Wanscher NSR Hospitals, Zealand Region; Denmark, Bodil Andersen DanishSafety for Patient Safety; Denmark, Vibeke Rischel Danish Society for Patient Safety; Denmark	Room C1M4

11:00-12:15	D7	"Detoxifying" healthcare - leading practically with and for kindness Format: Workshop   Stream: Building Capability and Leadership Bob Klaber Imperial College Healthcare NHS Trust; England, Gabrielle Anne-Marie Mathews NHS England; England, Suzie Bailey The King's Fund; England	Room C1M1+C1M2 Live stream
11:00-12:15	D8	A person-centred approach to safe and effective medicines use Format: Presentation   Stream: Safety Session chair: Henrik Villadsen Medicin.dk; Denmark Anita Hogg Regional Medicines Optimisation Innovation Centre (MOIC); Northern Ireland, Gill Smith Kaizen Kata; Northern Ireland, James Innes NHS England; England, Mike Scott Regional Medicines Optimisation Innovation Centre (MOIC); Northern Ireland, Ruth Dales NHS England; England	Auditorium 12
11:00-12:15	D9	<ul> <li>How can Improvement Science improve the quality of care?</li> <li>Format: Workshop   Stream: Improvement Science Symposium</li> <li>Byron Crowe Beth Israel Deaconess Medical Center; USA, Femmy Meenhorst IJsselland Hospital; Denmark, Lisbeth Lauge Andersen Roskilde University; Denmark, Søren Valgreen Knudsen Aalborg University; Denmark</li> </ul>	Meeting Room 18+19
12:15-13:15		Lunch break	
12:30-13:00	L4	Showing effect of quality improvement using digitalised audit Format: Presentation   Stream: Improvement Methods Ulrik Krogh Health and Care Administration of Copenhagen Municipality; Denmark	Auditorium 15
12:30-13:00	L5	From documents to culture: how starting small can lead to significant change Format: Workshop   Stream: Quality, Cost, Value Tove Salting Sønderborg Kommune; Denmark	Room C1M3
12:30-13:00	L6	YES, it works - Integration of improvement methods into shared decision making implementation Format: Workshop   Stream: Person and Family-Centred Care Mette Meldgaardg Center for Shared Decision Making; Denmark	Room C1M5
12:30-13:00	L7	Navigating solutions to support and sustain workforce wellbeing (Session sponsored by Wolters Kluwer)         Format: Presentation   Stream: Building Capability and Leadership         Emily Audet NHS; England	Meeting Room 18+19
13:15-14:30	E1	Keynote: How tech can help advance women's health globally Format: Keynote   Stream: Improvement Methods Anna Cecilia Frellsen CEO, Maternity Foundation; Denmark	Hall A Live stream
13:15-14:30	E2	Rethinking healthcare: physical environments that reduce harm, improve staff retention, lower costs and improve public health         Format: Presentation   Stream: Building Capability and Leadership         James Barlow Imperial College London; England, Nigel Edwards Nuffield Trust; England,         Paul Barach Sigmund Freud University; Austria and Jefferson College of Population Health;         USA	Room C1M1+C1M2 Live stream
13:15-14:30	E3	Developing a whole systems approach to integrated care         Format: Presentation   Stream: Integrated Care         Session chair: Tom Nolan BMJ; England         Annie Laverty North East and North Cumbria Integrated Care Board; England, John         Boulton Improvement Cymru; Wales, Paresh Dawda Prestantia Health; Australia, Samantha         Allen North East and North Cumbria Integrated Care Board; England, Walid Jammal Hills         Family General Practice; Australia	Auditorium 10+11
13:15-14:30	E4	Improving the quality of recommendations in sentinel event analysis Format: Presentation   Stream: Safety Kelly Bos Amsterdam UMC; The Netherlands, Maarten van der Laan University Medical Centre Groningen; The Netherlands	Auditorium 15

# PROGRAMME Wednesday 17 May continued

13:15-14:30	E5	Clinical decision support with the BMJ Best Practice Comorbidities Manager: the role of integration and localisation in quality improvement and safer care for patients with multiple illnesses Format: Workshop   Stream: Quality, Cost, Value Chandu Wickramarachchi EPRO; England, Kieran Walsh BMJ; England	Auditorium 12
13:15-14:30	<b>E6</b>	Narrowing the health inequalities gap: inch-wide & mile deep - Core20PLUS5	Room C1M3
		Format: Workshop   Stream: Population and Public Health	
		<b>Bola Owolabi</b> NHS England; England, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI); USA	
13:15-14:30	E7	Patients as partners in healthcare	Room C1M4
		Format: Workshop   Stream: Person and Family-Centred Care	
		Session chair: Katrine Kirk Patients for Patient Safety (WHO); Denmark	
		Anne MacLaurin Healthcare Excellence Canada; Canada, G. Ross Baker Dalla Lana School of Public Health, University of Toronto; Canada, Lauren Lawlor Epworth HealthCare; Australia, Maaike Asselbergs Patients for Patient Safety Canada; Canada, Sheila Daly Epworth HealthCare; Australia	
13:15-14:30	<b>E8</b>	"Channel your inner stoic" - seven actionable improvement leadership tips from ancient philosophy	Room C1M5
		Format: Workshop   Stream: Building Capability and Leadership	
		<b>Birgit Hartoft</b> Danish Society for Patient Safety; Denmark, <b>Cat Chatfield</b> Health Services Research UK; England, <b>James Mountford</b> Galileo Global Education; France, <b>Karen Turner</b> Royal Free Hospital in London; England, <b>Ruth Glassborow</b> Healthcare Improvement Scotland; Scotland, <b>Wendy Korthuis-Smith</b> Virginia Mason Institute, Virginia Mason Franciscan Health; USA	
13:15-14:30	E9	Delivering equity and sustainability	Meeting Room 18+19
		Format: Presentation   Stream: Improvement Science Symposium	-
		<b>Julie Mackenhauer</b> Danish Center for Health Services Research; Denmark, <b>Lone Winther</b> <b>Lietzen</b> Central Denmark Region; Denmark, <b>Søren Valgreen Knudsen</b> Aalborg University; Denmark	
14:30-15:00		Refreshement break	
14:30-15:00 15:00-16:00	F1	How can health equity play a role in addressing the increasing challenge of multimorbidity?	Hall A
	F1	How can health equity play a role in addressing the increasing challenge of multimorbidity? Format: Presentation   Stream: Population and Public Health	Hall A
	F1	How can health equity play a role in addressing the increasing challenge of multimorbidity? Format: Presentation   Stream: Population and Public Health Session chair: Bola Owolabi NHS England; England	Hall A
	F1	How can health equity play a role in addressing the increasing challenge of multimorbidity? Format: Presentation   Stream: Population and Public Health	Hall A
	F1 F2	How can health equity play a role in addressing the increasing challenge of multimorbidity?Format: Presentation   Stream: Population and Public Health Session chair: Bola Owolabi NHS England; EnglandAnne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand;	
15:00-16:00		How can health equity play a role in addressing the increasing challenge of multimorbidity?         Format: Presentation   Stream: Population and Public Health         Session chair: Bola Owolabi NHS England; England         Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark         Realising the potential of technology-enabled care through collaborating, codesigning,	
15:00-16:00		How can health equity play a role in addressing the increasing challenge of multimorbidity?         Format: Presentation   Stream: Population and Public Health         Session chair: Bola Owolabi NHS England; England         Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark         Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating	
15:00-16:00		How can health equity play a role in addressing the increasing challenge of multimorbidity?         Format: Presentation   Stream: Population and Public Health         Session chair: Bola Owolabi NHS England; England         Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark         Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating         Format: Workshop   Stream: Building Capability and Leadership         Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster	
15:00-16:00	F2	<ul> <li>How can health equity play a role in addressing the increasing challenge of multimorbidity?</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Bola Owolabi NHS England; England</li> <li>Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark</li> <li>Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England</li> </ul>	Room C1M3
15:00-16:00	F2	How can health equity play a role in addressing the increasing challenge of multimorbidity?         Format: Presentation   Stream: Population and Public Health         Session chair: Bola Owolabi NHS England; England         Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark         Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating         Format: Workshop   Stream: Building Capability and Leadership         Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England         Designing hospitals that promote staff wellbeing and retention	Room C1M3
15:00-16:00	F2	<ul> <li>How can health equity play a role in addressing the increasing challenge of multimorbidity?</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Bola Owolabi NHS England; England</li> <li>Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark</li> <li>Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England</li> <li>Designing hospitals that promote staff wellbeing and retention</li> <li>Format: Presentation   Stream: Building Capability and Leadership</li> <li>Göran Lindahl Center for Healthcare Architecture / Civil and Environmental Engineering, Chalmers University of Technology; Sweden, Paul Barach Sigmund Freud University; Austria</li> </ul>	Room C1M3
15:00-16:00	F2 F3	<ul> <li>How can health equity play a role in addressing the increasing challenge of multimorbidity?</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Bola Owolabi NHS England; England</li> <li>Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark</li> <li>Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England</li> <li>Designing hospitals that promote staff wellbeing and retention</li> <li>Format: Presentation   Stream: Building Capability and Leadership</li> <li>Göran Lindahl Center for Healthcare Architecture / Civil and Environmental Engineering, Chalmers University of Technology; Sweden, Paul Barach Sigmund Freud University; Austria and Jefferson College of Population Health; USA</li> </ul>	Room C1M3 Auditorium 15
15:00-16:00	F2 F3	<ul> <li>How can health equity play a role in addressing the increasing challenge of multimorbidity?</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Bola Owolabi NHS England; England</li> <li>Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark</li> <li>Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England</li> <li>Designing hospitals that promote staff wellbeing and retention</li> <li>Format: Presentation   Stream: Building Capability and Leadership</li> <li>Göran Lindahl Center for Healthcare Architecture / Civil and Environmental Engineering, Chalmers University of Technology; Sweden, Paul Barach Sigmund Freud University; Austria and Jefferson College of Population Health; USA</li> <li>Alternatives to hospital admission and keeping patients safe</li> </ul>	Room C1M3 Auditorium 15
15:00-16:00	F2 F3	<ul> <li>How can health equity play a role in addressing the increasing challenge of multimorbidity?</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Bola Owolabi NHS England; England</li> <li>Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark</li> <li>Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England</li> <li>Designing hospitals that promote staff wellbeing and retention</li> <li>Format: Presentation   Stream: Building Capability and Leadership</li> <li>Göran Lindahl Center for Healthcare Architecture / Civil and Environmental Engineering, Chalmers University of Technology; Sweden, Paul Barach Sigmund Freud University; Austria and Jefferson College of Population Health; USA</li> <li>Alternatives to hospital admission and keeping patients safe</li> <li>Format: Workshop   Stream: Safety</li> <li>Diane Murray Independent Consultant; Scotland, Susan Hannah Institute for Healthcare</li> </ul>	Room C1M3 Auditorium 15
15:00-16:00 15:00-16:00 15:00-16:00 15:00-16:00	F2 F3 F4	<ul> <li>How can health equity play a role in addressing the increasing challenge of multimorbidity?</li> <li>Format: Presentation   Stream: Population and Public Health</li> <li>Session chair: Bola Owolabi NHS England; England</li> <li>Anne Frølich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyrh Nykøbing Falster Hospital; Denmark</li> <li>Realising the potential of technology-enabled care through collaborating, codesigning, "codemolishing" and cocreating</li> <li>Format: Workshop   Stream: Building Capability and Leadership</li> <li>Penny Pereira The Health Foundation; England, Sadia Khan Chelsea and Westminster Hospital NHS Foundation Trust; England</li> <li>Designing hospitals that promote staff wellbeing and retention</li> <li>Format: Presentation   Stream: Building Capability and Leadership</li> <li>Göran Lindahl Center for Healthcare Architecture / Civil and Environmental Engineering, Chalmers University of Technology; Sweden, Paul Barach Sigmund Freud University; Austria and Jefferson College of Population Health; USA</li> <li>Alternatives to hospital admission and keeping patients safe</li> <li>Format: Workshop   Stream: Safety</li> <li>Diane Murray Independent Consultant; Scotland, Susan Hannah Institute for Healthcare Improvement (IHI); Scotland</li> </ul>	Room C1M3 Auditorium 15 Room C1M4

15:00-16:00	F6	Rest and recovery for health human resources: a necessary step for quality	Room C1M1+C1M2
		Format: Workshop   Stream: Building Capability and Leadership Christina Krause BC Patient Safety & Quality Council; Canada, Helen Bevan NHS Horizons; England	Live stream
15:00-16:00	F7	An enterprise approach to quality: understanding roles and structures for dedicated quality teams	Auditorium 12
		Format: Workshop   Stream: Improvement Methods	
		<b>Amar Shah</b> East London NHS Foundation Trust; England, <b>Jeff Rakover</b> Institute for Healthcare Improvement (IHI); USA	
15:00-16:00	F8	When the professional becomes a patient: how changing perspective improves healthcare	Room C1M5
		Format: Workshop   Stream: Building Capability and Leadership	
		<b>David Engelhard</b> Jeroen Bosch Hospital; The Netherlands, <b>Marjan J. van Apeldoorn</b> Jeroen Bosch Hospital; The Netherlands, <b>Pieter H. Broos</b> Jeroen Bosch Hospital; The Netherlands	
15:00-16:00	F9	What have we learned about the science of improvement? What's next?	Meeting Room 18+19
		Format: Discussion and co-production session   Stream: Improvement Science Symposium	Ū.
		<b>Cat Chatfield</b> Health Services Research UK; England, <b>Helen Surana</b> BMJ; England, Jan Mainz Department of Clinical Medicine, Aalborg University; Denmark, <b>Marianne</b> <b>McPherson</b> Institute for Healthcare Improvement (IHI); USA, <b>Pierre Barker</b> Institute for Healthcare Improvement (IHI); USA	
16:15-17:00	K4	Closing keynote: Donald M. Berwick	Hall A
		<b>Donald M. Berwick</b> President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); USA	Live stream



# BMJ Forum Fellows want to meet aspiring future healthcare leaders

The BMJ Forum Fellows are a group of aspiring leaders aiming to develop a new international network of students and early-career professionals who have an interest in becoming the healthcare quality and safety leaders of the future.

We will be looking to shape the future of the International Forum conference and identify areas for international project collaboration. We would love to meet anybody interested in getting involved!

Who is this for? Any conference attendee who is a student or at an early stage of their leadership career.

Where and when? Come meet us informally in the Exhibition Hall at the BMJ stand on Wednesday 17 May, during the morning refreshment break or lunch break.

# POSTERS AT THE INTERNATIONAL FORUM



This year, all of our poster displays are presented digitally as ePosters via the CrowdComms app and on our ePoster screens in the Bella Center. A number of posters will also be available to browse onsite in a traditional printed format.

# Here are the poster activities you can take part in this year

# Poster Stage presentations

Oral poster presentations will take place on our Poster Stages in the Exhibition Hall on Tuesday and Wednesday. These sessions are open to all attendees and are an opportunity to learn more about the projects on display, start conversations, learn from your peers and be inspired.

### Poster walkaround

Our poster champions will facilitate small group tours of selected posters. You will have the chance to hear from the poster presenters about common challenges and discuss how to overcome them.

### Posters showcase

A number of this year's highest-scoring abstracts will be presented during session A10: Posters Showcase on Tuesday 16 May from 11:00 in Meeting Room 18+19.

# Poster orientation session and poster presenter meet up

Find out more about the posters and the presentations taking place on the Poster Stages, and meet other presenters.



Platform sponsored by Improvement Cymru

# Here are the timings for all poster activities

# **Tuesday 16 May**

LEADERS RIP

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08:00-08:45 Poster orientation session and poster presenter meet up

10:15-11:00 Poster Stage presentations

11:00-12:15 A10: Posters Showcase, Meeting Room 18+19

12:15-13:15 Poster Stage presentations

17:15-18:00 Poster walkaround

### Wednesday 17 May

08:00-09:00 Poster Stage presentations

10:15-11:00 Poster Stage presentations

12:15-13:15 Poster Stage presentations



An opportunity to share and discuss real-life improvement projects and achievements



Want to display your project at the International Forum?

London 2024 Call for Posters will open in July 2023.



# Connect, share and celebrate together

Our Partners have organised these events, which you are welcome to join to experience energising discussions and to connect with your colleagues.

# Nurses Meetup: Adapting in a changing world - nursing and technology

Nurses will meet two project nurses from project WARD 24/7, intelligent monitoring, in an informal session and talk about how technology can support, instead of replace, nursing and nurses. We will speak about how we use the competencies of nurses wisely in interdisciplinary collaboration in a future where we still anticipate a shortage of nurses.

Moderator: Dorthe Boe Danbjørg, Vice President at the Danish Nurses' Organization

When: Tuesday 16 May | 08:00-08:45 Where: Room C1M1+C1M2

# Scottish Quality and Safety Fellowship Huddle

Calling all Friends and Fellows of the Scottish Quality and Safety Fellowship programme!

Please come and join us for some networking to share learning, meet the current cohort and possibly meet some old friends. Everyone is welcome to come along to meet us and learn more about the programme.

When: Tuesday 16 May | 08:00-08:45 Where: Meeting Room 18+19

# Dutch Huddle: Breaking rules for better care

Dutch colleagues are invited to participate in an informal Q&A session with international expert Pedro Delgado, Vice President, Institute for Healthcare Improvement (IHI), on the topic of 'Breaking the rules for better care'.

In the Netherlands, over time we have created more than 2,000 external rules plus many supporting programs for healthcare organisations to provide and improve excellent patient care. Besides good care, this also creates many internal administration tasks, checklists and quality documents. As part of the national integrated health agreement 2022, we have been challenged to reflect on the rules and system we have created.

How do we change our approach to all these rules into a radical simple and sensible support that optimises direct patient care?

Erica De Loos, Dutch Hospital Association and Walter Brummelhuis, Dutch Inspectorate of Health facilitate the session.

When: Wednesday 17 May | 08:00-09:00 Where: Room C1M5





# **IHI Fellowship Alumni Networking Event**

When: Wednesday 17 May | 08:00-09:00 Where: Meeting Room 18+19

# Nurses Meetup: Next generation of nursing adapting to a changing world

Nurses will meet a newly graduated nurse and students in an informal session to talk about perspectives for nurses and nursing in the future.

Hear perspectives from SLS, Student Nurses Organization in Denmark and Dorthe Boe Danbjørg, Vice President Danish Nurses' Organization.

When: Wednesday 17 May | 08:00-09:00 Where: Room C1M1+C1M2

# **Swedish Huddle**

Swedish Association of Local Authorities and Regions (SALAR) invites all Swedes to this event where the participants meet and talk about what they have learned during the International Forum.

Facilitators: Marie Blom Niklasson and Pia Lindberg, Swedish Association of Local Authorities and Regions (SALAR)

When: Wednesday 17 May | 08:00-09:00 Where: Auditorium 12



# **Dutch & Belgium Social**

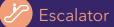
An opportunity to reconnect, meet new friends and get energised for the second day!

When: Monday 15 May | 16:30-18:00 Where: AC Lounge Bella Sky

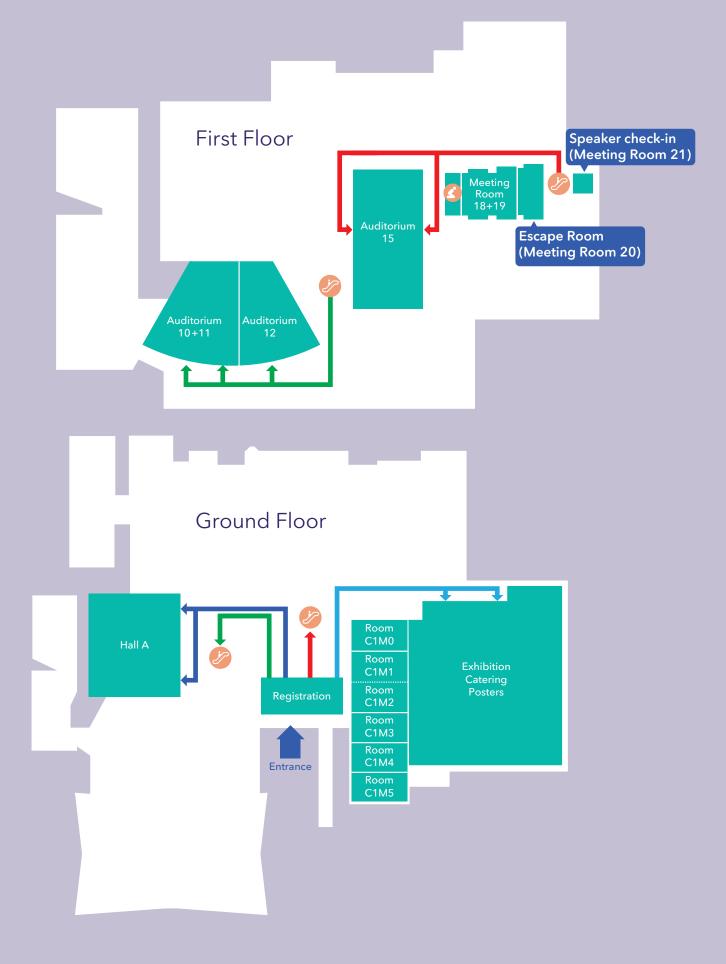












# Exhibitors

- 1 Danish Society for Patient Safety and partners (Danish Regions, KL Local Government Denmark, The Capital Region of Denmark, Central Denmark Region, Region Zealand, The North Denmark Region and The Danish Clinical Quality Program)
- 2 Institute for Healthcare Improvement
- **3** GS1
- **4** BMJ
- 5 Virginia Mason Institute
- 6 Emento
- 7 Patient Engagement
- 8 Vingmed & Codonics
- 12 ImproveWell
- **14** University of Edinburgh
- 15 Medicin.dk
- 16 Wolters Kluwer
- 19 Calitakropolis
- 20 Improvement Cymru
- 21 Mölnlycke
- **22** MEG

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Breakouts	7	8	21	22		
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Exhibition, Catering, Posters

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# Institute for Healthcare Improvement (IHI)

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W: codonics.com



# Danish Society for Patient Safety and partners

Danish Regions, KL – Local Government Denmark, The Capital Region of Denmark, Central Denmark Region, Region Zealand, The North Denmark Region, The Danish Clinical Quality Program and The Danish Society for Patient Safety have come together to present innovative solutions in quality and patient safety from the Danish healthcare system.

We look forward to meeting you!

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Emento is a reward-winning Danish company specialising in software development and patient communication for the healthcare sector. Emento has offices in Aarhus, Copenhagen and Düsseldorf and delivers its solution to hospitals and municipalities.

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GS1 is actively collaborating with authorities, hospitals, suppliers and other key stakeholders to embed the standards in their systems and processes to help drive global traceability from manufacturer to the patient bedside.

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# 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.

You can keep up-to-date with our work by visiting our website and signing up to our e-newsletter. You can also listen and subscribe to our podcast, Talking Improvement.

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Visit BMJ's booth (no. 4) for more information on how to submit your poster to *BMJ Open Quality*, or to discuss any of our journals, we'd love to talk to you.



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# THE IMPROVEMENT SCIENCE SYMPOSIUM



# Guided by the science?

Professor Jan Mainz and Professor Pierre Barker talk to BMJ about how the concept of improvement science offers new methodologies and evaluation design.

The field of improvement science is a practical science that focuses on innovation and swift testing in real-life situations. Its expansion within today's healthcare systems can generate knowledge on which variations and contexts can improve the quality of care. It combines expert knowledge, improvement methods, and tools from various disciplines like clinical science, psychology, statistics, and systems theory.

Health professionals can use the concept to identify a specific goal for improvement, devise a plan for measuring the progress, and test minor changes to see if they lead to advances over a brief period. Once these tests are refined and successfully implemented in the specific context, it's time to expand the testing and scale up the changes.

This approach finds its roots in American engineer W. Edwards Deming's philosophy, who believed that organisations could enhance quality and reduce costs by adhering to certain management principles.

This year's Improvement Science Symposium stream will make waves in the healthcare industry by bringing this unfolding methodology into the main programme for discussion and example by design. It will explore new methods and evaluation processes to facilitate quality improvement in patient outcomes. At the heart of Tuesday and Wednesday's Symposium lies the belief that health professionals have much to learn from other industries, such as aviation and engineering.

Here we'll see notable contributions from clinical **Professor Pierre Barker** and **Professor Jan Mainz**, both of whom raise essential issues in quality improvement. BMJ asked what improvement science means to these experts and why they believe it is critical in facilitating quality improvement for better patient outcomes:

Professors Mainz and Barker share the belief that methodology is vital in quality improvement and that by learning through shared experiences, health professionals can benefit by bringing systematic scientific methods into their everyday clinical practice. So, let's delve deeper into improvement science and see how it can positively impact patient care. P

**The Improvement Science Symposium** runs on Tuesday and Wednesday from 11:00. Check the programme guide on pages 16-23 for details and specific times.



Jan Mainz Professor, MD., Ph.D., MPA, Danish Center for Health Services Research, Department of Clinical Medicine, Aalborg University

Jan Mainz is a key member of the International Forum's Danish Committee, having been involved with the International Forum Copenhagen for many years. He cites the importance of inspiration and networking and stresses the significance of improvement science in healthcare, stating that it could help to solve problems across different countries. Whilst quality improvement is frequently used to address healthcare problems, evidence of its effectiveness remains mixed.

Mainz emphasises the importance of adhering to basic tenets of the Plan-Do-Study-Act (PDSA) cycle for testing a change in improvement projects and conducting scientific studies to learn from them. When BMJ asks him to clarify the difference between quality improvement and improvement science, and the benefits of moving more into the latter area, Mainz explains that while a hospital improvement project can improve quality in a particular department, improvement science can potentially solve problems in multiple countries.

Mainz also highlights the ongoing challenges facing healthcare systems worldwide, such as the burden of chronic disease and preventable patient harm.

"By emphasising the need for improvement science and scientific methods in healthcare, the Science Improvement Symposium and other similar conferences could pave the way for greater collaboration and problem-solving across borders."



**Pierre Barker** 

MD, MB ChB,

Chief Scientific Officer Institute for Healthcare Improvement, Boston MA USA, Clinical Professor, Maternal and Child Health, Gillings School of Global Public Health, University of North Carolina at Chapel Hill, NC, US

Another leading expert in this field is Professor Pierre Barker, who describes the Science of Improvement as translating clinical evidence into meaningful action in different contexts. Barker believes that the science of improvement helps us adapt evidence to our environment and pay attention to all the dimensions of quality.

"Whilst the concept is not entirely new, it has recently gained much attention. The Science of Improvement is about finding the most effective way to make changes and systematically examining the best methods and factors to facilitate quality improvement."

Barker emphasises the importance of context when applying the Science of Improvement. He notes that it is essential to adapt evidence to the specific setting and that there must be a focus on equity and patient-centric care. All dimensions of quality must be considered, including safety, effectiveness, and understanding of what matters to patients.

The Science of Improvement is an exciting field that can help healthcare providers improve patient care. By translating clinical evidence into meaningful action in different contexts, healthcare providers can ensure patients receive the best care.

The International Forum's science stream is an excellent opportunity to learn more about the Science of Improvement and how it can be applied to healthcare.

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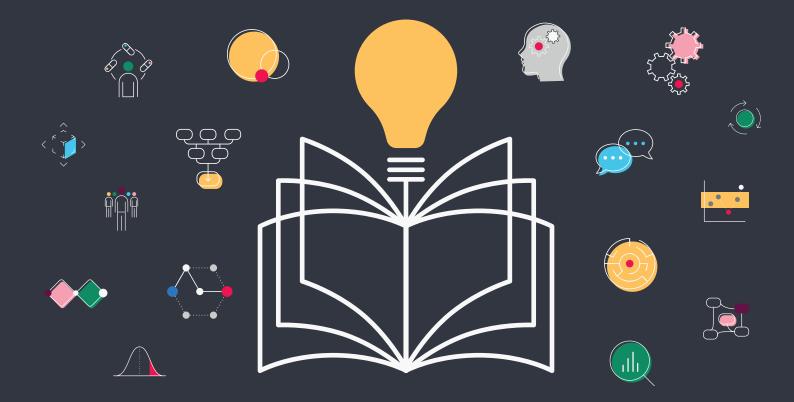


Vibeke Rischel

Deputy CEO, Danish Society for Patient Safety; Denmark



# THIS.Institute The Healthcare Improvement Studies Institute



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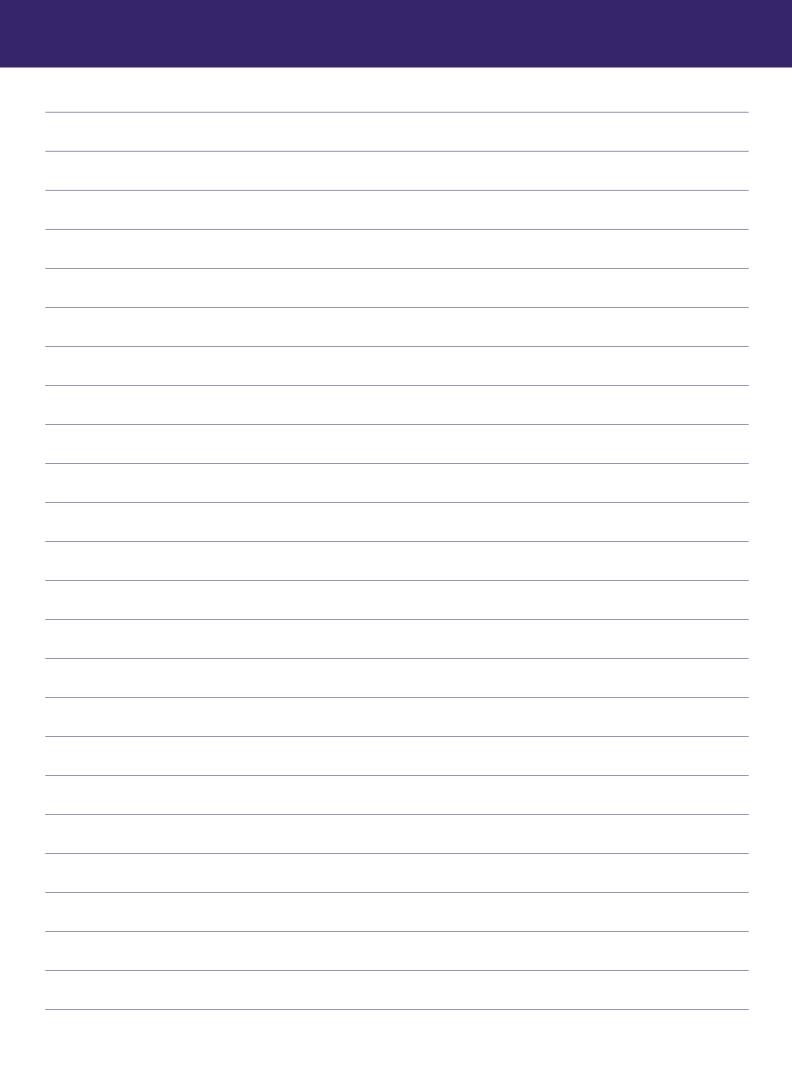


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