Adapting to a changing world: equity, sustainability and wellbeing for all

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

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

Danish Supporting Partners

International Supporting Partners

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.

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

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.

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40 PROGRAMME ADVISORY COMMITTEE
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 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/handouts-copenhagen-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).

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.

**The Social Event at Werkstatt 167**

**Tuesday 16 May | 18:00 onwards | Werkstatt 167 | £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 (£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.
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.
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.
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.

PATIENTS’ CHOICE AWARDS 2023

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.

internationalforum.bmj.com
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
**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.  
@donberwick

**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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**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.  
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@afrellsen
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.

**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.

**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.

**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
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<thead>
<tr>
<th>Time</th>
<th>X1</th>
<th>Title</th>
<th>Format</th>
<th>Stream</th>
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<tbody>
<tr>
<td>09:00</td>
<td>X1</td>
<td>Creating the hospital of the future (North Zealand Hospital)</td>
<td>Site visit</td>
<td>Safety</td>
<td>Off-site</td>
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<tr>
<td>09:00</td>
<td>X2</td>
<td>The sky is the limit - innovative health technology at DTU</td>
<td>Site visit</td>
<td>Building Capability and Leadership</td>
<td>Off-site</td>
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<tr>
<td>09:00</td>
<td>X3</td>
<td>The health care sector of the future - bridging the gap between hospital stays and home</td>
<td>Site visit</td>
<td>Integrated Care</td>
<td>Off-site</td>
</tr>
<tr>
<td>09:00</td>
<td>X4</td>
<td>Health care for all - taking a holistic approach to quality (Bispebjerg Hospital)</td>
<td>Site visit</td>
<td>Person and Family-Centred Care</td>
<td>Off-site</td>
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<tr>
<td>09:00</td>
<td>X5</td>
<td>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)</td>
<td>Site visit</td>
<td>Improvement Methods</td>
<td>Off-site</td>
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<tr>
<td>09:00</td>
<td>X6</td>
<td>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 Sundhedsvesen/Prehospital Center)</td>
<td>Site visit</td>
<td>Integrated Care</td>
<td>Off-site</td>
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<td>09:00</td>
<td>X7</td>
<td>Health throughout life (The City of Copenhagen)</td>
<td>Site visit</td>
<td>Improvement Methods</td>
<td>Off-site</td>
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<tr>
<td>09:00</td>
<td>X8</td>
<td>How improvement initiatives have optimized clinical workflow, interdisciplinary collaboration, capacity management and safe patient pathways (Region of Southern Denmark and Central Denmark Region)</td>
<td>Site visit</td>
<td>Improvement Methods</td>
<td>Room C1M5</td>
</tr>
<tr>
<td>09:00</td>
<td>W1</td>
<td>Prepare for a world that’s rapidly changing: become a versatilist!</td>
<td>Workshop</td>
<td>Population and Public Health</td>
<td>Room C1M0</td>
</tr>
<tr>
<td>09:00</td>
<td>W2</td>
<td>Rewiring our approach to safety: building capacity for patient safety with patients</td>
<td>Workshop</td>
<td>Safety</td>
<td>Room C1M1</td>
</tr>
<tr>
<td>09:00</td>
<td>W3</td>
<td>Building improvement capacity and capability across national care systems: the Scottish and Scandinavian stories</td>
<td>Workshop</td>
<td>Building Capability and Leadership</td>
<td>Room C1M2</td>
</tr>
<tr>
<td>09:00</td>
<td>W4</td>
<td>The patient’s voice matters: improving healthcare by engaging patients and carers</td>
<td>Workshop</td>
<td>Person and Family-Centred Care</td>
<td>Room C1M3</td>
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<td>Time</td>
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| 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 BMI; 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

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<th>12:30-13:30</th>
<th><strong>Lunch break</strong></th>
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| 13:30-16:15 | **W6**  | Designing your management system to drive quality results with a whole system approach                                                       | Room C1M0

**Format:** Workshop | **Stream:** Building Capability and Leadership

**Amar Shah** East London NHS Foundation Trust; England, **Gary Kaplan** CommonSpirit Health; USA, **Wendy Korthuis-Smith** 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?                                                                     | Room C1M1

**Format:** Workshop | **Stream:** Population and Public Health

**Jan Mainz** Department of Clinical Medicine, Aalborg University; Denmark, **Maria Adele Bonde** The Psychiatric Peer-Board in Region North Denmark; Denmark, **Søren Paaske Johnsen** Danish Center for Clinical Health Services (DACS), Aalborg University; Denmark, **Søren Valgreen Knudsen** 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                                                                          | Room C1M2

**Format:** Workshop | **Stream:** Building Capability and Leadership

**Laura Yearsley** NHS Horizons; England, **Sasha Karakusevic** NHS Horizons; England, **Zoe Lord** NHS Horizons; England

| 13:30-16:15 | **W9**  | How a learning system improves workplace wellbeing: lessons from 8 UK hospitals                                                             | Room C1M3

**Format:** Workshop | **Stream:** Improvement Methods

**Emma Mordaunt** UCLPartners; England, **Jenny Shand** UCLPartners; England, **Nima Roy** Royal Free London NHS Foundation Trust; England, **Shevaun Mullender** Mid and South Essex NHS Foundation Trust; England, **Sophie Bulmer** UCLPartners; England

| 13:30-16:15 | **W10** | An introduction to quality improvement                                                                                                     | Room C1M4

**Format:** Workshop | **Stream:** Improvement Methods

**Diane Murray** Independent Consultant; Scotland, **Gill Long** Newcastle Upon Tyne Hospitals NHS Foundation Trust; England, **Susan Hannah** Institute for Healthcare Improvement (IHI); Scotland
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 Whole system quality leadership (Breakfast session hosted by IHI)
Format: Workshop | Stream: Building Capability and Leadership
Amar Shah East London NHS Foundation Trust; England, Diane Murray Independent Consultant; Scotland, Pedro Delgado Institute for Healthcare Improvement (IHI); USA
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 O1 Welcome and opening remarks
Hall A Livestream

09:30-10:15 K1 Opening keynote: Kedar Mate
Format: Keynote
Kedar Mate President and Chief Executive Officer, Institute for Healthcare Improvement (IHI); USA
Hall A Livestream

10:15-11:00 Refreshment break

11:00-12:15 A1 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

11:00-12:15 A2 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
Auditorium 15

11:00-12:15 A3 The value of nursing and nurses in a complex and changing world
Format: Panel | Stream: Building Capability and Leadership
Charlotte George Chief Nurse Officer; Sweden, Dorthe Boe Danbjerg 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 Midwifery Officers, Maureen Bisognano Institute for Healthcare Improvement (IHI); USA
Auditorium 12

11:00-12:15 A4 Silver radicals present 10 lessons from 20 years in QI and large scale change
Format: Presentation | Stream: Improvement Methods
Boel Andersson-Gare Jönköping Academy, Jönköping University and Region Jönköping County; Sweden, John Oldham Institute of Global Health Innovation, Imperial College London; England, Paul Miles The American Board of Pediatrics; USA
Auditorium 10+11

11:00-12:15 A5 What is safety-netting? Come and practice safety-netting in real life!
Format: Workshop | Stream: Safety
Helena Conning Communication Strategist; Sweden, Kiku Pukk Härenstam Astrid Lindgrens Children’s Hospital, Karolinska Institutet; Sweden, Rita Fernholm Karolinska Institutet; Sweden
Room C1M5
<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<th>Chair(s)</th>
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<tr>
<td>11:00-12:15</td>
<td>A6</td>
<td>The principles of patient safety</td>
<td>Workshop</td>
<td>Safety</td>
<td>Henrik Villadsen, Gemma Louch, Henrik Schytz, Mette Christensen, Siobhan McHugh, Mette Christensen Region Zealand and Centre for IT and Medical Technology, Capital Region of Denmark, Denmark, Siobhan McHugh, Yorkshire &amp; Humber Patient Safety Translational Research Centre &amp; University of Leeds, School of Healthcare, England</td>
<td>Room C1M4</td>
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<tr>
<td>11:00-12:15</td>
<td>A7</td>
<td>TeamSTEPPS: the effective use of all team resources for patient safety</td>
<td>Workshop</td>
<td>Safety</td>
<td>Anthony Staines Vaud Hospital Federation, Switzerland</td>
<td>Room C1M3</td>
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<tr>
<td>11:00-12:15</td>
<td>A8</td>
<td>Building bridges between community and healthcare systems</td>
<td>Presentation</td>
<td>Safety</td>
<td>Birthe Sandegaard 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</td>
<td>Room C1M1+C1M2</td>
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<td>11:00-12:15</td>
<td>A9</td>
<td>Introduction to the Science Symposium stream and new methodologies / evaluation design</td>
<td>Presentation</td>
<td>Safety, Integrated Care</td>
<td>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</td>
<td>Room C1M0</td>
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<td>11:00-12:15</td>
<td>A10</td>
<td>Poster Showcase</td>
<td>Presentation</td>
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<td>12:15-13:15</td>
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<td>Lunch break</td>
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<td>12:30-13:00</td>
<td>L1</td>
<td>A dynamic, interactive platform for assessing urban health services' accessibility and equity</td>
<td>Presentation</td>
<td>Population and Public Health</td>
<td>Luis Gabriel Cuervo Universitat Autònoma de Barcelona, Spain</td>
<td>Room C1M3</td>
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<tr>
<td>12:30-13:00</td>
<td>L2</td>
<td>Using behavioural insights to strengthen your change theory: practical applications for improvement</td>
<td>Presentation</td>
<td>Improvement Methods</td>
<td>Rie Laurine Rosenthal Johansen Bispebjerg and Frederiksberg Hospital, Denmark, Simon Tulloch Danish Society for Patient Safety, Denmark</td>
<td>Room C1M4</td>
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<td>12:30-13:00</td>
<td>L3</td>
<td>Deteriorating patients: improving response in a paediatric setting</td>
<td>Presentation</td>
<td>Safety</td>
<td>Elizabeth Akers Great Ormond Street Hospital for Children NHS Trust, England, Nuwanthi Yapa Mahathanthila Great Ormond Street Hospital for Children NHS Trust, England</td>
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<td>13:15-14:30</td>
<td>B2</td>
<td>Ukrainian healthcare: how to keep resilience during the war</td>
<td>Presentation</td>
<td>Building Capability and Leadership</td>
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<td>Ukrainian healthcare: how to keep resilience during the war</td>
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<td>B3</td>
<td>Reshaping access to emergency care pathways by implementing meaningful upstream interventions</td>
<td>Presentation</td>
<td>Integrated Care</td>
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<td>B4</td>
<td>Always better together! Co-producing cancer experience of care improvement collaboratives in the National Health Service in England</td>
<td>Workshop</td>
<td>Improvement Methods</td>
<td>Room C1M0</td>
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<td>B5</td>
<td>What next after Covid-19</td>
<td>Presentation</td>
<td>Building Capability and Leadership</td>
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<td>B6</td>
<td>Digital transformation of outpatient clinics: lessons learned from a Norwegian HIV clinic</td>
<td>Workshop</td>
<td>Person and Family-Centred Care</td>
<td>Room C1M3</td>
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<td>B7</td>
<td>Developing soft skills in collaboration with patients</td>
<td>Workshop</td>
<td>Improvement Methods</td>
<td>Room C1M4</td>
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<td>B8</td>
<td>Changing the way we work is hard... how can we help people to do things differently?</td>
<td>Workshop</td>
<td>Improvement Methods</td>
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<td>B9</td>
<td>Developing authentic partnering with patients quality and safety</td>
<td>Workshop</td>
<td>Person and Family-Centred Care</td>
<td>Room C1M5</td>
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<td>B10</td>
<td>The science of workforce and patient safety - the challenges and opportunities of technology for improvement</td>
<td>Presentation</td>
<td>Improvement Science Symposium</td>
<td>Meeting Room 18+19</td>
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<td>14:30-15:00</td>
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<td>Refreshment break</td>
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<td>15:00-16:00</td>
<td>C1</td>
<td>Designing for success, evaluating for learning and credibility</td>
<td>Presentation</td>
<td>Improvement Methods</td>
<td>Don Goldmann (Institute for Healthcare Improvement (IHI); USA), Pierre Barker (Institute for Healthcare Improvement (IHI); USA)</td>
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<td>Experience based co-design</td>
<td>Presentation</td>
<td>Population and Public Health</td>
<td>Richard Yhap (Patient), Roel van der Heijde (RoelRotterdam &amp; Patient Centered Care Association; The Netherlands), Sarah-Jane James (Improvement Cymru, Public Health Wales; Wales)</td>
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<td>Sustainable healthcare transformation in a post pandemic world -</td>
<td>Presentation</td>
<td>Population and Public Health</td>
<td>Frédéric Noël (Medtronic Integrated Health Solutions; Belgium), Monique Valentijn (St. Antonius Hospital; The Netherlands), Rasmus Moegelvang (Rigshospitalet; Denmark)</td>
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<td>challenges and opportunities</td>
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<td>Integrating care</td>
<td>Presentation</td>
<td>Integrated Care</td>
<td>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)</td>
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<td>Leadership and QI</td>
<td>Presentation</td>
<td>Building Capability and</td>
<td>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)</td>
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<td>Leading for staff wellbeing</td>
<td>Workshop</td>
<td>Building Capability and</td>
<td>Gill Long (Newcastle Upon Tyne Hospitals NHS Foundation Trust; England), Susan Hannah (Institute for Healthcare Improvement (IHI); Scotland)</td>
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<td>Greener healthcare: seeing waste and leading for sustainable</td>
<td>Presentation</td>
<td>Population and Public Health</td>
<td>Maria Gaden (Center for Sustainable Healthcare; Denmark), Maureen Bisognano (Institute for Healthcare Improvement (IHI); USA)</td>
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<td>healthcare - case studies from across the globe</td>
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<td>The science of workforce and patient safety</td>
<td>Presentation</td>
<td>Improvement Science</td>
<td>Hanne Selberg (University College Copenhagen; Denmark), Line Engelbrecht Jensen (Capital Region of Copenhagen; Denmark), Søren Valgreen Knudsen (Aalborg University; Denmark), Tobias Beggild-Damkvist (Region Hovedstaden; Denmark)</td>
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<td>Symposium</td>
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<td>16:15-17:15</td>
<td>K2</td>
<td>Keynote: On duty in the grey zone of science and policy</td>
<td>Keynote</td>
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<td>Thea Kalsen Fischer (Director of Clinical Research, Nordsjællands Hospital; Clinical Professor at University of Copenhagen; Denmark)</td>
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<td>08:00-09:00</td>
<td>BR5</td>
<td>Speaking truth to power: how doctors and academics can work with the media to blow the whistle</td>
<td>Workshop</td>
<td>Safety</td>
<td>Room C1M0</td>
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<td>BR6</td>
<td>London 2024 Forum co-production meeting (Breakfast session hosted by BMJ)</td>
<td>Workshop</td>
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<td>Room C1M4</td>
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<td>09:15-09:30</td>
<td>O2</td>
<td>Welcome and opening remarks</td>
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<td>Hall A</td>
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<td>09:30-10:15</td>
<td>K3</td>
<td>Keynote: Who has the keys to unlock equality in health?</td>
<td>Keynote</td>
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<td>10:15-11:00</td>
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<td>Refreshment break</td>
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<td>11:00-12:15</td>
<td>D1</td>
<td>A sustainable healthcare system</td>
<td>Presentation</td>
<td>Population and Public Health</td>
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<td>D2</td>
<td>Improving services following adverse events</td>
<td>Presentation</td>
<td>Safety</td>
<td>Auditorium 10+11</td>
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<td>Live stream</td>
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<td>D3</td>
<td>How to get your quality improvement work published: insider advice from editors</td>
<td>Workshop</td>
<td>Building Capability and Leadership</td>
<td>Room C1M3</td>
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<td>D4</td>
<td>Safe surgical flow - how timely surgery and work environment goes hand in hand</td>
<td>Presentation</td>
<td>Quality, Cost, Value</td>
<td>Auditorium 15</td>
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<td>D5</td>
<td>No quality without equity: using quality improvement to pursue equity in healthcare</td>
<td>Workshop</td>
<td>Population and Public Health</td>
<td>Room C1M5</td>
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<td>D6</td>
<td>Quality and safety in elderly patient care</td>
<td>Workshop</td>
<td>Population and Public Health</td>
<td>Room C1M4</td>
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<td>11:00-12:15</td>
<td>D7</td>
<td>&quot;Detoxifying&quot; healthcare – leading practically with and for kindness</td>
<td>Workshop</td>
<td>Building Capability and Leadership</td>
<td>Bob Klaber Imperial College Healthcare NHS Trust; England, Gabrielle Anne-Marie Mathews NHS England; England, Suzie Bailey The King’s Fund; England</td>
<td>Room C1M1+C1M2</td>
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<td>Live stream</td>
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<td>11:00-12:15</td>
<td>D8</td>
<td>A person-centred approach to safe and effective medicines use</td>
<td>Presentation</td>
<td>Safety</td>
<td>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</td>
<td>Auditorium 12</td>
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<td>11:00-12:15</td>
<td>D9</td>
<td>How can Improvement Science improve the quality of care?</td>
<td>Workshop</td>
<td>Improvement Science Symposium</td>
<td>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</td>
<td>Meeting Room 18+19</td>
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<td>12:15-13:15</td>
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<td>Lunch break</td>
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<td>12:30-13:00</td>
<td>L4</td>
<td>Showing effect of quality improvement using digitalised audit</td>
<td>Presentation</td>
<td>Improvement Methods</td>
<td>Ulrik Krogh Health and Care Administration of Copenhagen Municipality; Denmark</td>
<td>Auditorium 15</td>
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<td>12:30-13:00</td>
<td>L5</td>
<td>From documents to culture: how starting small can lead to significant change</td>
<td>Workshop</td>
<td>Quality, Cost, Value</td>
<td>Tove Salting Senderborg Kommune; Denmark</td>
<td>Room C1M3</td>
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<td>12:30-13:00</td>
<td>L6</td>
<td>YES, it works - Integration of improvement methods into shared decision making implementation</td>
<td>Workshop</td>
<td>Person and Family-Centred Care</td>
<td>Mette Meldgaard Center for Shared Decision Making; Denmark</td>
<td>Room C1M5</td>
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<td>12:30-13:00</td>
<td>L7</td>
<td>Navigating solutions to support and sustain workforce wellbeing (Session sponsored by Wolters Kluwer)</td>
<td>Presentation</td>
<td>Building Capability and Leadership</td>
<td>Mette Meldgaard Center for Shared Decision Making; Denmark</td>
<td>Meeting Room 18+19</td>
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<td>13:15-14:30</td>
<td>E1</td>
<td>Keynote: How tech can help advance women’s health globally</td>
<td>Keynote</td>
<td>Improvement Methods</td>
<td>Anna Cecilia Frelsens CEO, Maternity Foundation; Denmark</td>
<td>Hall A</td>
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<td>13:15-14:30</td>
<td>E2</td>
<td>Rethinking healthcare: physical environments that reduce harm, improve staff retention, lower costs and improve public health</td>
<td>Presentation</td>
<td>Building Capability and Leadership</td>
<td>James Barlow Imperial College London; England, Nigel Edwards Nuffield Trust; England, Paul Barach Sigmund Freud University; Austria and Jefferson College of Population Health; USA</td>
<td>Room C1M1+C1M2</td>
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<td>13:15-14:30</td>
<td>E3</td>
<td>Developing a whole systems approach to integrated care</td>
<td>Presentation</td>
<td>Integrated Care</td>
<td>Session chair: Tom Nolan BMJ; England</td>
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<td>E4</td>
<td>Improving the quality of recommendations in sentinel event analysis</td>
<td>Presentation</td>
<td>Safety</td>
<td>Kelly Bos Amsterdam UMC; The Netherlands, Maarten van der Laan University Medical Centre Groningen; The Netherlands</td>
<td>Auditorium 15</td>
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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  E6  Narrowing the health inequalities gap: inch-wide & mile deep - Core20PLUS5  
Bola Owolabi NHS England; England, Pedro Delgado Institute for Healthcare Improvement (IHI); USA  
Room C1M3

13:15-14:30  E7  Patients as partners in healthcare  
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  
Room C1M4

13:15-14:30  E8  "Channel your inner stoic" - seven actionable improvement leadership tips from ancient philosophy  
Format: Workshop  |  Stream: Building Capability and Leadership  
Birgit Hartoft Danish Society for Patient Safety; Denmark, Cat Chatfield Health Services Research UK; England, James Mountford Galileo Global Education; France, Karen Turner Royal Free Hospital in London; England, Ruth Glassborow Healthcare Improvement Scotland; Scotland, Wendy Korthuis-Smith Virginia Mason Institute, Virginia Mason Franciscan Health; USA  
Room C1M5

13:15-14:30  E9  Delivering equity and sustainability  
Format: Presentation  |  Stream: Improvement Science Symposium  
Julie Mackenhauer Danish Center for Health Services Research; Denmark, Lone Winther Lietzen Central Denmark Region; Denmark, Søren Valgreen Knudsen Aalborg University; Denmark  
Meeting Room 18+19

14:30-15:00  Refreshment break

15:00-16:00  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  
Anne Frellich Knowledge Centre for Multimorbidity, Slagelse Hospital, Region Zealand; Denmark, Ricco Dyhr Nykøbing Falster Hospital; Denmark  
Hall A

15:00-16:00  F2  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  
Room C1M3

15:00-16:00  F3  Designing hospitals that promote staff wellbeing and retention  
Format: Presentation  |  Stream: Building Capability and Leadership  
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  
Auditorium 15

15:00-16:00  F4  Alternatives to hospital admission and keeping patients safe  
Format: Workshop  |  Stream: Safety  
Diane Murray Independent Consultant; Scotland, Susan Hannah Institute for Healthcare Improvement (IHI); Scotland  
Room C1M4

15:00-16:00  F5  Reducing health inequalities through collaboration  
Format: Presentation  |  Stream: Population and Public Health  
Bob Klaber Imperial College Healthcare NHS Trust; England, Katie Malbon Imperial College Healthcare NHS Trust; England, Mando Watson Connecting Care for Children; England  
Auditorium 10+11
15:00-16:00  **F6** Rest and recovery for health human resources: a necessary step for quality
Format: Workshop  |  Stream: Building Capability and Leadership
Christina Krause BC Patient Safety & Quality Council; Canada, Helen Bevan NHS Horizons; England

Room C1M1+C1M2

15:00-16:00  **F7** An enterprise approach to quality: understanding roles and structures for dedicated quality teams
Format: Workshop  |  Stream: Improvement Methods
Amar Shah East London NHS Foundation Trust; England, Jeff Rakover Institute for Healthcare Improvement (IHI); USA

Auditorium 12

15:00-16:00  **F8** When the professional becomes a patient: how changing perspective improves healthcare
Format: Workshop  |  Stream: Building Capability and Leadership
David Engelhard Jeroen Bosch Hospital; The Netherlands, Marjan J. van Apeldoorn Jeroen Bosch Hospital; The Netherlands, Pieter H. Broos Jeroen Bosch Hospital; The Netherlands

Room C1M5

15:00-16:00  **F9** What have we learned about the science of improvement? What's next?
Format: Discussion and co-production session  |  Stream: Improvement Science Symposium
Cat Chatfield Health Services Research UK; England, Helen Surana BMJ; 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

Meeting Room 18+19

16:15-17:00  **K4** Closing keynote: Donald M. Berwick
Donald M. Berwick President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); USA

Hall A
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.
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.
Here are the timings for all poster activities

**Tuesday 16 May**

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

Breakouts

Garden Area

Lego Area

Sociolance

Poster Area

Exhibition, Catering, Posters
Organisers

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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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With the best solutions available in the industry, CALITAKROPOLIS develops integrated management consulting and ensures sanitary management performance. After 15 years of experience, we created the MediQApp application, a national and international innovation, to digitalize quality management in hospitals. By winning the Romanian excellency award for medical innovation, it has demonstrated its value.

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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.
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.
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.
Aidan Fowler
NHS National Director of Patient Safety; England

Cat Chatfield
Director, Health Services Research UK; England

Emma Doble
Patient Editor, BMJ; England

Göran Henriks
Chair Emeritus of the International Forum Programme Advisory Committee and Senior Strategic Advisor, Region Jönköping County; Sweden

Helen Bevan
Chief Transformation Officer, NHS Horizons; England

Hugh McCaughey
IHI Leadership Faculty and Former National Director of Improvement, NHS England; England

Ian Leistikow
Inspector, Dutch Health and Youth Care Inspectorate and Professor, Erasmus School of Health Policy & Management, Rotterdam; The Netherlands

Inge Kristensen
CEO, Danish Society for Patient Safety; Denmark

Jason Leitch
National Clinical Director, Scottish Government; Scotland

Paulo Sousa
Professor at the National School of Public Health, Universidade Nova de Lisboa; Portugal

Pedro Delgado
Vice President, Institute for Healthcare Improvement (IHI); USA

Philip Crowley
National Director of Strategy and Research, Health Services Executive; Ireland

Vibeke Rischel
Deputy CEO, Danish Society for Patient Safety; Denmark
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[ths.im/elements](ths.im/elements)
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