

# Together to Regenerate Health and Care



## Highlights

- ▶ Community partnerships that make impact
- ▶ Cutting-edge quality improvement methods
- ▶ Projects from around the world
- ▶ Unmissable main-stage discussions
- ▶ New activities to create connections

# Our Partners

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

To deliver this International Forum to you, we are grateful to partner with organisations that are at the forefront of quality improvement and work tirelessly to transform health and care services around the world.

Thank you to all our 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. See all Experience Days on page 12.



*Invaluable support from around the world*

## Strategic Partner



## Supporting Partners



## International Supporting 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

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# Welcome

On behalf of all the UK nations and the incredible Programme Advisory Committee, we wish you a very warm welcome to the 2024 International Forum on Quality and Safety in Healthcare.

We hope that this conference gives you learning from the very best quality and safety improvement work, as well as opportunities to re-energise, re-connect and make new friends.

The conference itself is being held in Newham - the most diverse borough in the country. Over 7 in 10 residents in Newham are from black and minority ethnic groups. Here you can hear over 220 languages and dialects.

We hope the conference will mirror this diversity – in the content, the range of speakers and the involvement of people with lived experience.

Newham also has one of the youngest population profiles in the country. 36% of the population is under 25.

We have made it a focus this year to encourage more early career professionals, trainees and students to attend. We also aim to engage people much more widely, using social media to take the content and dialogue beyond the room.

Newham has some of the most deprived areas of the country, based on the Index of Multiple Deprivation.

Enhancing the health of the population rests on partnering far outside the boundaries of healthcare. So, this year, we have brought in more perspectives from outside the healthcare system.

We both feel very privileged to have attended many International Forums over the years. These events have been a source of learning, kinship and sustenance for us.

The role of the improver can be a tough one. We hope that the next few days allow you to reflect and learn, and build relationships with others across the globe who share a similar passion. We also hope that like us, you will manage to connect deeply with the meaning and purpose that you find in your work.



**Helen Bevan**

Co-chair of the London 2024 Programme Advisory Committee

Strategic Advisor, NHS Horizons

Professor of Practice in Health and Care Improvement, Warwick Business School



**Amar Shah**

Co-chair of the London 2024 Programme Advisory Committee

Chief Quality Officer, East London NHS Foundation Trust

National Clinical Director for NHS Improvement, NHS England

National Improvement Lead for Mental Health, Royal College of Psychiatrists

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Share your feedback and help us measure our impact


Your insight will help us measure the impact of the International Forum. Leave us feedback for your chance to win one of four Amazon vouchers worth £50 each.



# Practical Information


 **Registration** is open from 07:30 on Wednesday, Thursday and Friday.

 **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. 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 Thursday and Friday in the Exhibition Hall. Join these sessions to hear poster authors discuss their projects. You will find the Poster Stage sessions listed in the Thursday and Friday programme on pages 14-21.

 **Handouts and presentations** from sessions can be found on [internationalforum.bmj.com/handouts-london-2024](https://internationalforum.bmj.com/handouts-london-2024). They will be added 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 London has been approved for a total of 24 CPD credits by the Royal College of Physicians (RCP) in England (Event code: 147777).


 **A live stream** of the keynote presentations will be publicly available during the conference on the International Forum website. These will remain available as recordings after the conference.

 **Cloakrooms** are located on Level 1, next to the ExCeL East Entrance and also on Level 0, next to the Registration Enquiries desk and Exhibition Hall.

Wednesday 07:00-18:00

Thursday 07:00-18:00

Friday 07:30-17:30


 **Wifi access** Sign in to the '\_ExCeL FREE Wi-Fi' network, no password required.

 **Speaker check-in** is located in ICC Capital Suite Room 5 on the third floor. Opening times are:


Wednesday 07:30-17:00

Thursday 07:30-17:00

Friday 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 **iflondon24** and then log-in with your email address. You get:

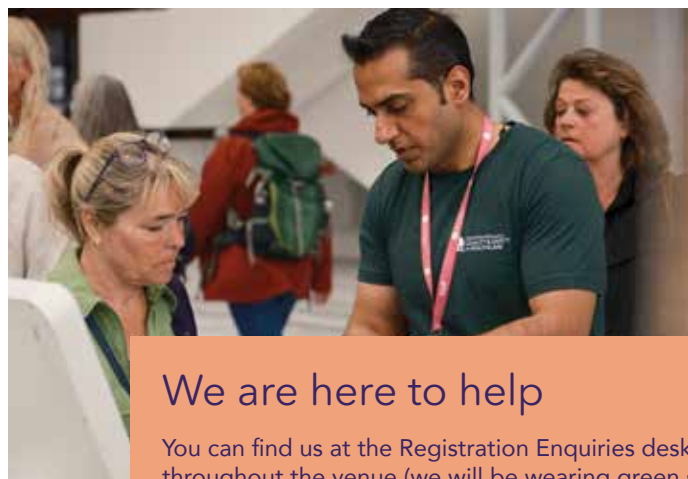
- Access to all live-streamed sessions, including keynotes
- Access to all ePosters
- Access to the programme schedule, options to network and receive live notifications and reminders on what's happening at the International Forum
- Rate the sessions you attend and fill in our survey - you may even win 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.



Share your feedback and help us measure our impact

Your insight will help us measure the impact of the International Forum. Leave us feedback for your chance to win one of four Amazon vouchers worth £50 each.



We are here to help

You can find us at the Registration Enquiries desk and throughout the venue (we will be wearing green shirts).



# ACHIEVE TRANSFORMATION NOW

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# Networking and social activities

It can be difficult to meet people at large conferences, so we have taken the stress out of it for you by offering a few opportunities to connect with others and enjoy your time in London.



## Welcome Drinks Reception and Poster Walkarounds

Wednesday 10 April | 16:30-18:00 | Exhibition Hall

Join like-minded colleagues for a Welcome Drinks Reception in the Exhibition Hall. Hear, connect and learn from others as we kick off the conference.



## Quality Improvement Bookclub

Thursday 11 April | 17:15 - 18:15 | North Halls Room 20

Requires pre-booking

Join Amy Edmondson to discuss her new book on how to fail well during an interview with Helen Surana.

Regardless if you have read Amy's book 'Right Kind of Wrong - Why Learning to Fail Can Teach Us to Thrive', you are welcome to this rich and important discussion, followed by questions from the audience.



## Chair and Standing Yoga session

Thursday 11 April | 17:15 - 17:45 | North Halls Room 19

Requires pre-booking

Join Thania for a 30-minute de-stress and unwind, leaving the session feeling calm and rejuvenated.

Thania will walk you through some seated stretches and then move on to standing moments, finishing with a relaxing guided meditation.



## National Theatre Tickets to Nye

Thursday 11 April | 19:30 | Olivier Theatre, National Theatre, South Bank

Requires pre-booking

The National Theatre performance of **Nye - One man's dream of the NHS** takes you on a spectacular journey through the life and legacy of the man who transformed Britain's welfare state.

The show will begin at 19:30 and you should arrive at the venue between 19:00-19:15.

If you have purchased a ticket, please collect it from the Registration Enquiries Desk between 10:00-16:00 on Thursday.

Visit the Registration Enquiries desk to check available events.





*Swap ideas with peers and celebrate alongside new friends*

## Cartooning 'Sparkling Moments' in Health Care

Thursday 11 April | 17:15 - 18:15 | North Halls Room 18

Discover the world of "Graphic medicine" – cartoons by doctor's nurses and patients who relate to experiences in healthcare. You will have a go at cartooning joyous moments in your work whether they are in giving or receiving care, teaching and learning or implementing quality improvement change. We will talk about appreciative inquiry - a transformative approach for creating psychological safety and a positive workplace climate. This novel approach can be used in your workplace to appreciate and build your team.

No artistic ability required, stick figures are great! Paper, pens, crayons, pencils will be provided. The workshop will be led by Linda Miller, a Medical Humanities doctoral researcher in Birkbeck, England.



## Pub Quiz

Thursday 11 April | 17:45 - 20:00

The Fox, Warehouse K, 2 Western Gateway, E16 1DR

**Requires pre-booking**

In this ticketed event, you will head to The Fox to join a team and take part in a traditional UK pub quiz facilitated by a Quiz Master.

If you have booked a place, please collect your wristband from the Registration and Enquiries Desk before 17:00 on Thursday.

## Meeting Hub and Quiet Zone

Level 1, Exhibition Hall

If you are looking for a meet-up space or a quieter space to catch up on emails, try out our dedicated Meeting Hub and Quiet Zone.

## Market Stall Zone

Level 0, Exhibition Hall

At our new Market Stall Zone, you will find a few initiatives to get involved in or simply find out more about.

Meet with the Aspiring Leaders in Healthcare Network to discuss how you can develop your leadership skills whilst collectively raising the voice of early career professionals.

The International Forum team will also be there to talk to you about how we are measuring and showcasing the impact of the International Forums.

The Centre for Sustainable Healthcare will be there to talk about the connections between health and environment, as well as ways to reduce the resource footprint of healthcare.



As part of our sustainability efforts, we have partnered with Bonny Downs Community Association, which supports residents in Newham.

We will have a donation station to collect any unused hygiene products from your plane journey or hotel stay.

We are also supporting Community Food Enterprise by donating surplus food from the conference. You can find out how to support them and also donate to them directly.



# Measuring Impact

BMJ and the Institute for Healthcare Improvement (IHI) are committed to inspiring and supporting you, our delegates, to make a difference.

Every year, we hear many great stories about the learning you have taken home after attending the International Forum and how that has changed the way you work and the outcomes you see. And now we are keen to start building a real picture of the impact that the International Forum has. For that, we need your help.

We also aim to help organisations and individuals define the impact that the International Forum has on them all year round.

So as well as asking you for your views about the conference in our post-event survey, we are running a range of activities across the three days in London to work out how we can best support you to improve healthcare wherever you are.



## Interviews

You may have seen requests to participate in interviews with our friendly team to find out what impact means to you.



## Surveying

We are asking new questions about your objectives in our post-event survey. We are also sending out surveys at 3 and 6 months after the conference to see if your experience at the International Forum is having an impact further down the line.



## Organisation based feedback activity

We are also working with a number of groups and organisations to understand what the impact of the International Forum is for them.



## Individual impact reflections at the conference

The canvas opposite, developed with the Health Foundation Q community, is to help you think about your objectives for attending the conference.

It is available as an electronic copy to download and fill in here [internationalforum.bmj.com/impact](https://internationalforum.bmj.com/impact).

We'd love to see your canvas - it will help us plan how to best support you in the future.

Please email a digital copy or a screenshot of the canvas on the opposite page to [events@bmj.com](mailto:events@bmj.com) with the **subject line 'Impact'**.



Q is led by the Health Foundation and supported by partners across the UK and Ireland

The Q community hub are hosting reflection walk and talks on Thursday and Friday (sessions W1 and W2 in the programme), be sure to join them if you can.

**Where:** Q community hub, Level 1

**When:** Thursday 11 April | 14:30-15:00  
Friday 12 April | 12:30-13:00







## Reflection and learning canvas

### Setting intentions

My goal for the conference is...

### Surfacing insights

What ideas have inspired or surprised me?

## Main takeaways and action planning

### What?

What are my main takeaways from the conference?

### Now what?

How can I bring these into my work? What will I do and when?

### So what?

Why are these important to me?

### How?

What do I need to consider? Who do I need to engage? How will I know if I've succeeded?



# Keynote Speakers

## Keynote 1

### Community and Equity

Thursday 11 April | 09:00-10:20



**Joseph Lyons**

Chief Executive Officer at West Ham United Foundation



**Kedar Mate**

President and Chief Executive Officer, Institute for Healthcare Improvement (IHI)



**Kevin Fenton**

Senior Public Health Expert and Infectious Disease Epidemiologist, Public Health England



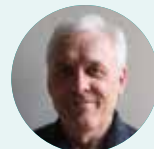
**Marie Gabriel**

Chair of the NHS North East London Integrated Care System, Chair of the NHS Race and Health Observatory and Trustee of West Ham United Foundation

## Keynote 2

### What can health and care systems do to mitigate the global climate emergency?

Thursday 11 April | 16:15-17:00



**Anthony Costello**

Professor of Global Health and Sustainable Development, University College London



**Daze Aghaji**

Environmental Activist, Regenerative Cultures Advocate, Artist, Speaker, and Essayist

## Keynote 3

### Learning to fail

Friday 12 April | 09:15-10:25



**Amy Edmondson**

Novartis Professor of Leadership and Management, Harvard Business School



**Donald M. Berwick**

President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI)

## Keynote 4

### What have we learned, and where do we go next?

Friday 12 April | 16:15-17:00



**Jason Leitch**

National Clinical Director, Scottish Government





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# Programme | 10 April

10:00-16:00	<b>X1</b>	<b>Golborne Community: place-based partnerships between healthcare, local authority and third sector to serve the healthcare needs of a local population</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X2</b>	<b>Imperial College Healthcare NHS Trust: Improving Population Health and Equity</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X3</b>	<b>Barts Health NHS Trust: Developing and applying an improvement methodology across a Group model to improve safety, patient experience and transform services for the community of North East London</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X4</b>	<b>East London NHS Foundation Trust: Homeless health and engaging with local voluntary and charitable organisations to improve population health</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X5</b>	<b>Bromley by Bow Health Centre: Integrating services for local residents in East London</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X6</b>	<b>Great Ormond Street Hospital for Children NHS Foundation Trust: Managing complexity, working together</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X8</b>	<b>The National Theatre: What performance can teach us about medicine</b> <b>Format:</b> Site visit	Off-site
10:00-16:00	<b>X10</b>	<b>Collaborative Leadership: How to support a citizen-powered revolution in health and care</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Chin Okunuga</b> Proud2BOps, England, <b>Emma Challans-Rasool</b> Proud2BOps, England, <b>Irenie Ekkeshis</b> New Citizenship Project, England, <b>Kathryn Perera</b> NHS Horizons, England	North Halls Room 19 Level 1
09:00-17:00	<b>X9</b>	<b>University Hospital Southampton &amp; Oxford University Hospitals NHS Foundation Trusts: An improvement and safety culture eats a strategy for breakfast</b> <b>Format:</b> Workshop <b>Frances Wiseman</b> Hampshire and Isle of Wight Integrated Care Board, England, <b>Hesham Abdalla</b> Oxford University Hospitals NHS Foundation Trust, England, <b>Jake Wilkins</b> University Hospital Southampton NHS Foundation Trust, England, <b>Jenni Guest</b> Oxford University Hospitals NHS Foundation Trust, England, <b>Kate Pryde</b> University Hospital Southampton NHS Foundation Trust, England, <b>Sylvia Buckingham</b> University Hospital Southampton NHS Foundation Trust, England	Capital Suite 17 Level 3
09:30-16:30	<b>M1</b>	<b>Leading big change: what does it take to deliver at large scale?</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Ben Allen</b> Birley Health Centre, England, <b>Georgia Simmons</b> Caribbean Training and Education Center for Health, Jamaica, <b>Göran Henriks</b> Kultorum, Sweden, <b>Helen Bevan</b> NHS Horizons, England, <b>Jonas Boström</b> CGI/Mid Sweden University, Sweden, <b>Kris Vanhaecht</b> Leuven Institute for Healthcare Policy, Belgium, <b>Marie O'Haire</b> HSE Ireland, Republic of Ireland, <b>Shay Bluemer</b> Shift, Jamaica, <b>Zoe Lord</b> NHS Horizons, England	Capital Suite 7-9 Level 3
9:30-12:30	<b>M2</b>	<b>Safety events matter – myth busting common misconceptions about learning from safety events</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Tracey Herlihey</b> NHS England, England	Capital Suite 2-4 Level 3
9:30-12:30	<b>M3</b>	<b>Kindness and its impact on patient care</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>Bob Klaber</b> Imperial College Healthcare NHS Trust, England, <b>Gabrielle Mathews</b> North Middlesex University NHS Trust, England	Capital Suite 10-12 Level 3
9:30-12:30	<b>M4</b>	<b>Flow as a critical patient safety intervention</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Aidan Fowler</b> NHS England, England, <b>Carly Manning</b> North West Ambulance Trust, England, <b>Charlotte Aston</b> NHS England, England, <b>Elizabeth Rutherford</b> NHS England, England, <b>Helena Tulloch</b> Barts Health NHS Trust, England, <b>Joanna Moore</b> Barts Health NHS Trust, England, <b>Julie Miah</b> Barts Health NHS Trust, England, <b>Matthew Makin</b> Manchester University Foundation Trust, England, <b>Maxine Power</b> North West Ambulance Service, England, <b>Rhys Hancock</b> BrisDoc Healthcare Services, England, <b>Shevaun Mullender</b> Mid and South Essex NHS Foundation Trust, England	North Halls Room 20 Level 1



9:30-12:30	<b>M5</b>	<b>Inspiring, enabling and empowering staff for net zero, cost-saving improvements and innovations</b> <b>Format:</b> Workshop   <b>Stream:</b> Populations <b>Catherine Richards</b> Centre for Sustainable Healthcare, England, <b>Darshan Patel</b> Imperial College Healthcare NHS Trust, England, <b>Emma Rowan</b> South Warwickshire University NHS Foundation Trust, England, <b>Gareth Thompson</b> Imperial College Healthcare NHS Trust, England	Capital Suite 14-16 Level 3
9:30-12:30	<b>M6</b>	<b>Scaling up and spreading improvement work: a practical guide for moving promising projects to impact at the system level</b> <b>Format:</b> Workshop   <b>Stream:</b> Science <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Marianne McPherson</b> Institute for Healthcare Improvement (IHI), USA, <b>Pierre Barker</b> Institute for Healthcare Improvement (IHI), USA	North Halls Room 18 Level 1
9:30-12:30	<b>M7</b>	<b>Becoming a successful improvement organisation...the 'how to guide'</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Hugh McCaughey</b> Institute for Healthcare Improvement (IHI), Northern Ireland, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI), Northern Ireland, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI), Scotland	North Halls Room 21 Level 1
10:45-11:15		<b>Morning refreshments</b>	
12:30-13:30		<b>Lunch break</b>	
13:30-16:30	<b>M9</b>	<b>Violations or system resilience? Learning from 'work as done'</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Axel Ros</b> Region Jönköping County, Sweden, <b>Catherine Calderwood</b> University of Strathclyde, Scotland, <b>Debbie Clark</b> University of Leeds, England, <b>Jane O'Hara</b> University of Cambridge, England, <b>Rebecca Lawton</b> NIHR Yorkshire and Humber Patient Safety Research Collaboration (YHPSRC), England, <b>Siri Wiig</b> Stavanger University, Norway	Capital Suite 2-4 Level 3
13:30-16:30	<b>M10</b>	<b>Improving together: co-production in action</b> <b>Format:</b> Workshop   <b>Stream:</b> People Facilitated by members of the <b>Lived Experience and Communities panel</b> , with <b>Helen Hassell</b> NHS England, England, <b>Mark Agathangelou</b> NHS England, England, <b>Tanya Lord</b> ATW Solutions, Canada, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI), Northern Ireland	Capital Suite 10-12 Level 3
13:30-16:30	<b>M11</b>	<b>Integrating equity: tried and tested tools from 3 initiatives</b> <b>Format:</b> Workshop   <b>Stream:</b> Populations <b>Aoife Molloy</b> NHS England, England, <b>Charlie Goodwin-Smith</b> Institute for Healthcare Innovation, England, <b>Corinna Parisi</b> Institute for Healthcare Innovation, England, <b>Minara Chowdhury</b> Institute for Healthcare Innovation, England, <b>Nandi Simpson</b> NHS Race and Health Observatory, England, <b>Sara Nelson</b> NHS England, England, <b>Shubhi Tandon</b> Institute for Healthcare Innovation, England	Capital Suite 14-16 Level 3
13:30-16:30	<b>M12</b>	<b>Why QI often doesn't work – the value of rigour</b> <b>Format:</b> Workshop   <b>Stream:</b> Science <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Jonathan Burlison</b> St Jude Children's Research Hospital, USA, <b>Marianne McPherson</b> Institute for Healthcare Improvement (IHI), USA, <b>Pierre Barker</b> Institute for Healthcare Improvement (IHI), USA	North Halls Room 18 Level 1
13:30-16:30	<b>M13</b>	<b>Future horizons for improvement</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Anindita Ghosh</b> The Health Foundation, England, <b>Deiniol Jones</b> The Health Foundation, England, <b>Malte Gerhold</b> The Health Foundation, England, <b>Penny Pereira</b> The Health Foundation, England, <b>Tom Hardie</b> The Health Foundation, England	North Halls Room 21 Level 1
14:45-15:15		<b>Afternoon refreshments</b>	
16:45-17:45	<b>M14</b>	<b>Change Rebel Salon</b> <b>Format:</b> Networking   <b>Stream:</b> Change <b>Göran Henriks</b> Qulturum, Sweden, <b>Helen Bevan</b> NHS Horizons, England	Capital Suite 7-9 Level 3
17:15-17:30		<b>Poster Orientation</b>	Poster Stages Exhibition Hall Level 0
16:30-18:00		<b>Welcome Drinks Reception and Poster Walkaround</b>	Exhibition Hall Level 0



# Programme | 11 April

07:45 - 08:45	<b>BR1</b>	<b>Shaping the future of the health &amp; care workforce: From solo professions to team-based models (Sponsored by NHS Horizons)</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Helen Bevan</b> NHS Horizons, England, <b>Sheona MacLeod</b> NHS England, England, <b>Tahreema Matin</b> NHS England, England, <b>Zoe Lord</b> NHS Horizons, England	Capital Suite 14-16 Level 3
08:00-08:45	<b>BR2</b>	<b>An introduction to Quality Improvement</b> <b>Format:</b> Workshop   <b>Stream:</b> Science <b>Ed James</b> NHS Lothian, Scotland, <b>Kate Arrow</b> NHS Education Scotland, Scotland, <b>Shobhan Thakore</b> NHS Tayside, Scotland	North Halls Room 21 Level 1
08:00-08:45	<b>BR3</b>	<b>What we learned in Copenhagen 2023</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Vibeke Rischel</b> PS! Danish Society for Patient Safety, Denmark, <b>Inge Kristensen</b> PS! Danish Society for Patient Safety, Denmark	Capital Suite 2-4 Level 3
08:00-08:45	<b>BR4</b>	<b>Investing in the next generation of nursing and midwifery leaders, shaping the future landscape of health and care</b> <b>Aisha Holloway</b> Nursing Now Challenge, England, <b>Jane Murkin</b> NHS England, England	North Halls Room 18 Level 1
08:00-08:45	<b>BR5</b>	<b>The Time To Do What Is Right Is Always Right (Dutch Huddle)</b> <b>Ellen Joan van Vliet</b> International Society for Quality in Health Care / CEO Qualicor Europe, The Netherlands, <b>Erica De Loos</b> Dutch Hospital Association, The Netherlands, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI), Northern Ireland	Capital Suite 10-12 Level 3
09:00-10:20	<b>K1</b>	<b>Keynote 1 - Community and Equity</b> <b>Joseph Lyons</b> West Ham United Foundation, England, <b>Kedar Mate</b> Institute for Healthcare Improvement (IHI), USA, <b>Kevin Fenton</b> Public Health England, England, <b>Marie Gabriel</b> NHS North East London Integrated Care System, NHS Race and Health Observatory and West Ham United Foundation, England	ICC Auditorium Level 0
10:20-11:00	<b>Morning refreshments</b>		
10:20-11:00	<b>P1</b>	<b>Poster Presentations</b> <b>Stream:</b> Safety, People, Leadership	Poster Stages Exhibition Hall Level 0 and 1
10:20-10:50	<b>H1</b>	<b>Danish Huddle</b>	Capital Suite 6 & 13 Level 3
11:00-12:15	<b>A1</b>	<b>Nuka – 25 years of community-driven transformation: remarkable clinical, cost, and happiness achievements</b> <b>Format:</b> Presentation   <b>Stream:</b> Change <b>April Kyle</b> Southcentral Foundation, USA, <b>Doug Eby</b> Southcentral Foundation, USA	ICC Auditorium Level 0
11:00-12:15	<b>A2</b>	<b>Enabling change across a whole system</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Jonathan Wetzel</b> Mount Sinai, USA, <b>Lorraine Armstrong</b> University of Stirling, Scotland, <b>Tanya Verrall</b> Saskatchewan Health Quality Council, Canada, <b>Tao Xu</b> Mount Sinai, USA, <b>Tracey Sherin</b> Saskatchewan Health Quality Council, Canada	Capital Suite 10-12 Level 3
11:00-12:15	<b>A3</b>	<b>Taking a Human Factors approach when learning from serious incidents</b> <b>Format:</b> Presentation   <b>Stream:</b> Safety <b>Augustine Smithies</b> Hull University Teaching Hospitals NHS Trust, England, <b>Catherine Fowler</b> The Aortic Dissection Charitable Trust, England, <b>Graham Cooper</b> The Aortic Dissection Charitable Trust, England, <b>Iris Reijmerink</b> University Medical Centre Groningen, The Netherlands, <b>Jop Groeneweg</b> TU Delft, The Netherlands, <b>Maarten van der Laan</b> University Medical Centre Groningen, The Netherlands (Chair)	North Halls Room 20 Level 1
11:00-12:15	<b>A4</b>	<b>Ensuring equity through health improvement approaches</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Alisa Brotherton</b> Lancashire Teaching Hospital NHS Trust, England, <b>Charlie Goodwin-Smith</b> Institute for Healthcare Innovation, England, <b>Minara Chowdhury</b> Institute for Healthcare Innovation, England, <b>Sara Nelson</b> NHS England, England	North Halls Room 19 Level 1
11:00-12:15	<b>A5</b>	<b>Learning from examples on the importance of design and evaluation in enhancing the effectiveness of quality improvement work</b> <b>Format:</b> Presentation   <b>Stream:</b> Science <b>Andy Hardy</b> University Hospitals Coventry and Warwickshire NHS Trust, England, <b>Ed Fulker</b> North West Ambulance Service NHS Trust, England, <b>Helen Bevan</b> NHS Horizons, England, <b>Jonathan Burlison</b> St Jude Children's Research Hospital, USA (Chair) <b>Nicola Burgess</b> Warwick Business School, England, <b>Wendy Korthuis-Smith</b> Virginia Mason Institute, USA	Capital Suite 7-9 Level 3
11:00-12:15	<b>A6</b>	<b>Working with people and communities</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>Aurora Todisco</b> Health Innovation Network, England, <b>Catherine Dale</b> Health Innovation Network, England, <b>Faith Smith</b> Health Innovation Network, England, <b>Sophie Lowry</b> Health Innovation Network, England, <b>Tara Kiran</b> St Michael's Hospital & University of Toronto, Canada	Capital Suite 2-4 Level 3



11:00-12:15	<b>A7</b>	<b>The case for improvement: shifting improvement from the margins to the mainstream</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Bryan Jones</b> The Health Foundation, England, <b>Katrine Kirk</b> Patients for Patient Safety, Denmark (Chair), <b>Penny Pereira</b> The Health Foundation, England, <b>Zarina Siganporia</b> The Health Foundation, England	Capital Suite 14-16 Level 3
11:00-12:15	<b>A8</b>	<b>How to get your quality improvement work published: insider advice from editors</b> <b>Format:</b> Workshop   <b>Stream:</b> Science <b>Eric Thomas</b> University of Texas Health Science Center, BMJ Quality and Safety, USA, <b>Helen Crisp</b> BMJ Open Quality, England, <b>Perla J Marang-van de Mheen</b> Delft University of Technology, BMJ Quality and Safety, The Netherlands	North Halls Room 18 Level 1
11:00-12:15	<b>A9</b>	<b>Towards the ever-improving organization</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Chris Gordon</b> Barts Health NHS Trust, England, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI), USA	North Halls Room 21 Level 1
11:00-12:15	<b>A10</b>	<b>Investing in our next generation of nursing and midwifery improvement leaders</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Aisha Holloway</b> Edinburgh Global Nursing Initiative, UK, <b>Charlotte McArdle</b> NHS England, England, <b>Jane Murkin</b> NHS England, England, <b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI), USA	Capital Suite 6 & 13 Level 3
11:00-12:15	<b>A11</b>	<b>16 years of values-based improvement led by clinicians.....the next steps (Sponsored by Aqua)</b> <b>Format:</b> Presentation   <b>Stream:</b> Leading <b>Helen Hughes</b> Patient Safety Learning, England, <b>Ruth Yates</b> Aqua, England, <b>Sue Holden</b> Aqua, England	Capital Suite 1 Level 3
11:00-12:15	<b>A12</b>	<b>The role of the patient safety officer</b> <b>Format:</b> Networking   <b>Stream:</b> Safety <b>Iwan Meynaar</b> Haga Hospital, The Hague, The Netherlands, <b>Juergen Graf</b> University Hospital Frankfurt, Germany, <b>Kyra Schneider</b> University Hospital Frankfurt, Germany, <b>Ralph So</b> Albert Schweitzer Hospital, The Netherlands (Chair)	Capital Suite 17 Level 3
12:15-13:15	<b>Lunch break</b>		
12:20-13:15	<b>P2</b>	<b>Poster Presentations</b> <b>Stream:</b> Safety, People, Leadership	Poster Stages Exhibition Hall Level 0 and 1
12:15-13:00	<b>L3</b>	<b>Meet the editors of BMJ Quality and Safety and BMJ Open Quality</b> <b>Format:</b> Workshop   <b>Stream:</b> Science <b>Eric Thomas</b> University of Texas Health Science Center, BMJ Quality and Safety, USA, <b>Helen Crisp</b> BMJ Open Quality, England, <b>Perla J Marang-van de Mheen</b> Delft University of Technology, BMJ Quality and Safety, The Netherlands	North Halls Room 18 Level 1
12:30-13:00	<b>L1</b>	<b>Achieving health and care improvement with innovative technology (Sponsored by Wolters Kluwer)</b> <b>Format:</b> Presentation   <b>Stream:</b> Change <b>Marco Aurelio</b> East London NHS Foundation Trust, England, <b>Rachel Dicker</b> Wolters Kluwer	North Halls Room 21 Level 1
12:30-13:00	<b>L2</b>	<b>Country Showcase: Belgium. Quality? Quality! Towards a new model of governmental surveillance and enforcement</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Lien Van Malderen</b> Zorgnet-Icuro, Belgium, <b>Vera De Troyer</b> Zorgnet-Icuro, Belgium	Microforum Stage Exhibition Hall Level 0
12:30-13:00	<b>L4</b>	<b>From personal to professional: leveraging your patient experience on Hexitime</b> <b>Format:</b> Workshop   <b>Stream:</b> Populations <b>Hesham Abdalla</b> Oxford Health NHS Foundation Trust, England, <b>John Lodge</b> Hexitime, England	Capital Suite 2-4 Level 3
12:30-13:00	<b>L5</b>	<b>Change Rebel Salon</b> <b>Format:</b> Networking   <b>Stream:</b> Change <b>Göran Henriks</b> Qulturum, Sweden, <b>Helen Bevan</b> NHS Horizons, England	Capital Suite 14-16 Level 3
12:40-13:00	<b>L6</b>	<b>All Ireland Huddle</b>	Capital Suite 10-12 Level 3
13:15-14:30	<b>B1</b>	<b>This house believes that patient safety should pursue a zero avoidable harm approach</b> <b>Format:</b> Debate   <b>Stream:</b> Safety <b>Aidan Fowler</b> NHS England, England, <b>Carol Munt</b> Patient Partner and Advocate, <b>Eric Thomas</b> University of Texas Health Science Center, BMJ Quality and Safety, USA, <b>Henrietta Hughes</b> Patient Safety Commissioner, <b>Jason Leitch</b> Scottish Government, Scotland, <b>Molly Mantle</b> The Oxford Union Society, England (Chair), <b>Tom Bell</b> Lived Experience Partner, Author, NHS whistleblower, England	ICC Auditorium Level 0
13:15-14:30	<b>B2</b>	<b>Breaking the rules and co-developing better care systems from the inside out</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Henry Cann</b> The Health Foundation, England, <b>Matt Hill</b> The Health Foundation, England, <b>Stefan Cantore</b> University of Sheffield, England	Capital Suite 10-12 Level 3



# Programme | 11 April

13:15-14:30	<b>B3</b>	<b>In the footsteps of patients: using Systems Thinking to explore safety across patient trajectories</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Louise Weile</b> Region of Zealand, Denmark, <b>Vibeke Rischel</b> PS! Danish Society for Patient Safety, Denmark	Capital Suite 2-4 Level 3
13:15-14:30	<b>B4</b>	<b>Co-designing with children, young people and families</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>Agnes Wood</b> Child Orientated Mental Health Innovation Collaborative, England, <b>Alyson Walker</b> Royal Hospital for Children, Glasgow, Scotland, <b>Doug Eby</b> Southcentral Foundation, USA (Chair)	Capital Suite 6 & 13 Level 3
13:15-14:30	<b>B5</b>	<b>Next generation leaders</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Alexandra Rawlins</b> Health Education & Improvement Wales, Wales, <b>Hannah Baird</b> Faculty of Medical Leadership and Management, UK, <b>Jamie Smyth</b> London Borough of Southwark, England (Chair), <b>Josie Cheetham</b> Faculty of Medical Leadership and Management, UK, <b>Maja Troj Larsen</b> Students for Quality and Safety, Denmark (Chair), <b>Rachel Rajadurai</b> Sandwell and West Birmingham NHS Trust, UK, <b>Tom Hine-Thomas</b> Milton Keynes University Hospital NHS Foundation Trust, England	Capital Suite 14-16 Level 3
13:15-14:30	<b>B6</b>	<b>Data-informed approaches to addressing future health needs</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Andrea McInerney</b> London Health Science Centre, Canada (virtual), <b>Ayelet Grinbaum Arizon</b> Israeli Ministry of Health, Israel, <b>Hanni Schroeder</b> Israeli Ministry of Health, Israel	Capital Suite 1 Level 3
13:15-14:30	<b>B7</b>	<b>Designing quality improvement projects and programmes - learning from three case studies</b> <b>Format:</b> Presentation   <b>Stream:</b> Science <b>Geetika Singh</b> Central and North West London NHS Foundation Trust, England, <b>Holly Krelle</b> NYU Langone Health, USA, <b>James Hoffman</b> St Jude Children's Research Hospital, USA (Chair), <b>Janet Seale</b> Expert by Experience Advisor, England, <b>Sarah Patmore</b> Improvement Cymru, Wales	Capital Suite 7-9 Level 3
13:15-14:30	<b>B8</b>	<b>Act Build Change</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Emma Kosmin</b> Centre for Progressive Change, England, <b>Imani Clough</b> Act Build Change, England, <b>Kathryn Perera</b> NHS Horizons, England, <b>Mel Smith</b> Grapevine, Coventry and Warwickshire, England	North Halls Room 18 Level 1
13:15-14:30	<b>B9</b>	<b>High quality, safe practice, and productive teams - striking a balance to improve</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Angela Zambeaux</b> Institute for Healthcare Improvement (IHI), France, <b>Poonam Gupta</b> Oxleas NHS Foundation Trust, IHI Faculty, England, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI), Scotland	North Halls Room 21 Level 1
13:15-14:30	<b>B10</b>	<b>The real-world impact of research, it's more than just numbers: Quality and Safety Chapter</b> <b>Format:</b> Presentation   <b>Stream:</b> Science <b>Aoife Lawton</b> Health Service Executive, Ireland, <b>Helen Crisp</b> BMJ Open Quality, England, <b>Manisha Bolina</b> , BMJ Impact Analytics, England (chair), <b>Paula Tuma</b> Sociedade Beneficente Israelita Brasileira Albert Einstein, Brazil	North Halls Room 19 Level 1
13:15-14:30	<b>B12</b>	<b>Connecting Communities - networking session with London Councils and Local Partners</b> <b>Format:</b> Networking   <b>Stream:</b> Populations <b>Jerry Haley</b> London Borough of Havering, England, <b>Karen Amsden</b> London Councils, England, <b>Lea Misan</b> Act for Change, England, <b>Rosie Bedi</b> London Borough of Bexley, England, <b>Serena Simon</b> Westminster City Council, England	Capital Suite 17 Level 3
14:30-15:00	<b>Afternoon refreshments</b>		
14:35-15:00	<b>P3</b>	<b>Poster Presentations</b> <b>Stream:</b> Safety, People, Leadership	Poster Stages Exhibition Hall Level 0 and 1
14:30-15:00	<b>W1</b>	<b>Walk and talk networking</b> <b>Format:</b> Networking	Q community hub Level 1
15:00-16:00	<b>C1</b>	<b>Pecha Kucha Panel: Our individual hopes for improving the human experience in health and care...</b> <b>Format:</b> Presentation   <b>Stream:</b> People <b>Cristina Serrão</b> NHS England National Lived Experience Ambassador, England, <b>Forzana Nasir</b> Lived Experience Partner, NHS England, <b>Helen Lee</b> Experience of Care Lead, NHS England, <b>Scott Ballard-Ridley</b> Lived Experience Partner, NHS England, <b>Louise Patmore</b> System Change Lead, Changing Futures, West Sussex, <b>Serena Simon</b> Director of Communities, Westminster City Council, <b>Pedro Delgado</b> Head of Europe and Latin America Regions, Institute for Healthcare Improvement (IHI)	ICC Auditorium Level 0
15:00-16:00	<b>C2</b>	<b>Creating a culture that fosters creativity and new approaches to quality improvement</b> <b>Format:</b> Presentation   <b>Stream:</b> Change <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Kate Hilton</b> Independent Consultant, USA, <b>Sally Greensmith</b> Ashford & St Peters NHS Foundation Trust, England	Capital Suite 7-9 Level 3





15:00-16:00	<b>C3</b>	<p><b>Investigating alarming outcomes – the role of social safety, empathy and a focus on ‘work-as-done’</b></p> <p><b>Format:</b> Presentation   <b>Stream:</b> Safety</p> <p><b>Caterina Raniolo</b> NHS England, England, <b>Helen McConnell</b> Service User Representative, England, <b>Ian Leistikow</b> Dutch Health and Youth Care Inspectorate, Erasmus School of Health Policy &amp; Management, Rotterdam, The Netherlands (Chair), <b>Leanne Morgan</b> RQIA, Northern Ireland, <b>Lesley Sharkey</b> Ninewells Hospital and Medical School, Scotland, <b>Sabrina Das</b> NHS England, England</p>	North Halls Room 19 Level 1
15:00-16:00	<b>C4</b>	<p><b>Ensuring equity through patient-centred care</b></p> <p><b>Format:</b> Presentation   <b>Stream:</b> Populations</p> <p><b>Dorte Lee</b> PSI Danish Society for Patient Safety, Denmark, <b>Liv Østergaard</b> Steno Diabetes Center Sjaelland, Denmark, <b>Rizwana Dudhia</b> North East London Foundation Trust, England, <b>Ruw Abeyratne</b> University Hospitals of Leicester NHS Trust, England</p>	Capital Suite 1 Level 3
15:00-16:00	<b>C5</b>	<p><b>Leading for a healthier planet: healthcare making a difference</b></p> <p><b>Format:</b> Presentation   <b>Stream:</b> Leading</p> <p><b>Claire Snyman</b> Two Steps Forward, Canada (Chair), <b>Elaine Mead</b> Improvement Care and Compassion, Scotland, <b>Heather Shearer</b> QIClearn, Scotland (Chair), <b>Jen Leonard</b> Barts Health NHS Trust, England, <b>Minna Eii</b> Royal Pharmaceutical Society, England, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI), Scotland, <b>Wing Tang</b> Royal Pharmaceutical Society, England</p>	North Halls Room 18 Level 1
15:00-16:00	<b>C6</b>	<p><b>Less talk more action: partnering with community to reduce race inequalities</b></p> <p><b>Format:</b> Workshop   <b>Stream:</b> People</p> <p><b>Melissa Simmonds</b> Sheffield Health and Social Care, England, <b>David Bussue</b> SACMHA (Sheffield African Caribbean Mental Health Association), England, <b>Parya Rostami</b> Sheffield Health and Social Care, England, <b>Salli Midgley</b> Sheffield Health and Social Care, England</p>	Capital Suite 2-4 Level 3
15:00-16:00	<b>C7</b>	<p><b>Artificial intelligence and improvement science</b></p> <p><b>Format:</b> Workshop   <b>Stream:</b> Science</p> <p><b>Debin Wang</b> Anhui Medical University, China, <b>Pierre Barker</b> Institute for Healthcare Improvement, USA (Chair), <b>Ruth Yates</b> Advancing Quality Alliance (AQuA), England</p>	Capital Suite 10-12 Level 3
15:00-16:00	<b>C8</b>	<p><b>Community development: a holistic approach for a community in recovery</b></p> <p><b>Format:</b> Workshop   <b>Stream:</b> Populations</p> <p><b>Abbas Dadou</b> Lancaster West Residents' Association, England <b>Felicity Maries</b> Royal Borough of Kensington and Chelsea Housing Association, England</p>	Capital Suite 17 Level 3
15:00-16:00	<b>C9</b>	<p><b>Thinking differently about healthcare quality: lessons from crisis settings</b></p> <p><b>Format:</b> Workshop   <b>Stream:</b> Populations</p> <p><b>Ahmed Alboksmaty</b> University of Cambridge, World Health Organisation (WHO), England, <b>Andrii Bazylevich</b> World Federation of Ukrainian Medical Associations, Ukraine, <b>Mondher Letaief</b> Eastern Mediterranean Region, World Health Organisation, Egypt, <b>Olesya Vynnyk</b> Healthcare Consultant, Ukraine, <b>Rustam Zhurayev</b> Salutas Medical Center, Lviv, Ukraine, <b>Yaroslav Diakunchak</b> Brovary Primary Healthcare Centre, Ukraine</p>	North Halls Room 20 Level 1
15:00-16:00	<b>C10</b>	<p><b>Tackling waiting lists</b></p> <p><b>Format:</b> Workshop   <b>Stream:</b> Change</p> <p><b>Helen Wharam</b> Solent NHS Trust, England, <b>Jo Johnson</b> Solent NHS Trust, England</p>	North Halls Room 21 Level 1
15:00-16:00	<b>C11</b>	<p><b>What Matters to Staff: sharing learning and impact from hospital wellbeing programmes in London and Reykjavik</b></p> <p><b>Format:</b> Workshop   <b>Stream:</b> Leading</p> <p><b>Jane Coy-Terry</b> (Chair) Royal Free Hospital, England, <b>Karen Turner</b> Royal Free Hospital, England, <b>Marta Jóns Hjördísardóttir</b> National Hospital, Iceland, <b>Rebecca Longmate</b> Royal Free Hospital, England</p>	Capital Suite 14-16 Level 3
15:00-16:00	<b>C12</b>	<p><b>Speed networking with the next generation</b></p> <p><b>Format:</b> Networking   <b>Stream:</b> Leading</p> <p><b>Emily Audet</b> The Royal Wolverhampton Trust, England, <b>Maja Troj Larsen</b> Aalborg University, Denmark, <b>Riddhi Shenoy</b> Kettering General Hospital, England, <b>Victoria O'Brien</b> Royal Berkshire NHS Foundation Trust, England</p>	Capital Suite 6 & 13 Level 3
16:15-17:00	<b>K2</b>	<p><b>Keynote 2 - What can health and care systems do to mitigate the global climate emergency?</b></p> <p><b>Anthony Costello</b> University College London, England, <b>Daze Aghaji</b> Environmental Activist, Regenerative Cultures Advocate, Artist, Speaker, and Essayist, England</p>	ICC Auditorium Level 0
17:15 onwards		<b>Social events - End your Thursday by attending one of our social gatherings, details on page 6-7.</b>	



# Programme | 12 April

08:00-09:00	<b>BR7</b>	<b>BMJ Best Practice: the role of clinical decision support in quality improvement and learning health systems</b> <i>Breakfast session hosted by BMJ</i> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>George West</b> BMJ and Royal National Orthopaedic Hospital, England, <b>Kieran Walsh</b> BMJ, England	Capital Suite 2-4 Level 3
08:00-09:00	<b>BR8</b>	<b>Getting systematic about safety – a health and care imperative</b> <i>Breakfast session hosted by IHI</i> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Aidan Fowler</b> NHS England, England, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI), Scotland	Capital Suite 14-16 Level 3
08:00-09:00	<b>BR9</b>	<b>International Forum 2025: What would you like to see on the agenda?</b> <b>Format:</b> Workshop   <b>Stream:</b> Change	North Halls Room 18 Level 1
08:00-09:00	<b>BR10</b>	<b>Breakfast meet up for England's Health Improvers</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Aoife Lawton</b> Health Service Executive, Ireland, <b>Manisha Bolina</b> , BMJ Impact Analytics, England (chair)	North Halls Room 21 Level 1
08:00-09:00	<b>BR11</b>	<b>Aspiring Leaders in Healthcare Network: rise and shine morning meetup</b> <b>Format:</b> Workshop   <b>Stream:</b> Change	North Halls Room 19 Level 1
08:00-09:00	<b>BR12</b>	<b>Meet Up: Investing in the next generation of nursing and midwifery leaders, shaping the future landscape of health and care</b> <b>Format:</b> Networking <b>Jane Murkin</b> NHS England, <b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI), USA	Capital Suite 10-12 Level 3
08:00-09:00	<b>BR13</b>	<b>Navigate through a tough time in Sweden (Swedish huddle)</b> <b>Format:</b> Networking <b>Ian Leistikow</b> Dutch Health and Youth Care Inspectorate, Erasmus School of Health Policy & Management, Rotterdam; The Netherlands, <b>Mari Forslund</b> Swedish Association of Local Authorities and Regions (SALAR), Sweden, <b>Marie Blom Niklasson</b> Swedish Association of Local Authorities and Regions (SALAR), Sweden	Capital Suite 6 & 13 Level 3
08:00-09:00	<b>BR14</b>	<b>Francophone Improvers</b> <b>Format:</b> Networking <b>Angela Zambeaux</b> Institute for Healthcare Improvement (IHI), France, <b>Anthony Staines</b> Fédération des hôpitaux vaudois, Switzerland, <b>James Mountford</b> Galileo Global Education, France, <b>Mathieu Louiset</b> PAQS Belgium, Belgium, <b>Pierre M. Barker</b> Institute for Healthcare Improvement (IHI), USA	Capital Suite 17 Level 3
09:15-10:20	<b>K3</b>	<b>Keynote 3: Learning to fail</b> <b>Amy Edmondson</b> Harvard Business School, USA, <b>Donald M. Berwick</b> Institute for Healthcare Improvement (IHI), USA, <b>Gabrielle Mathews</b> (facilitator) NHS England, England	ICC Auditorium Level 0
10:20-11:00	<b>Morning refreshments</b>		
10:20-11:00	<b>P4</b>	<b>Poster Presentations</b> <b>Stream:</b> Change, Population, Science	Poster Stages Exhibition Hall Level 0 and 1
10:20-10:50	<b>H2</b>	<b>Danish Huddle</b>	Capital Suite 6 & 13 Level 3
11:00-12:15	<b>D1</b>	<b>Population health improvement: leadership, strategy &amp; implementation from two countries</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Alex Harborne</b> East London NHS Foundation Trust, England, <b>Dominique Allwood</b> Imperial College Healthcare NHS Trust / UCLPartners, England, <b>Elena Baker-Glenn</b> East London NHS Foundation Trust, England, <b>Jason Leitch</b> Scottish Government, Scotland, <b>Marco Aurelio</b> East London NHS Foundation Trust, England, <b>Stuart Duncan</b> Scottish Government, Scotland	ICC Auditorium Level 0
11:00-12:15	<b>D2</b>	<b>Change happens one person at a time</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Anders Vege</b> Norwegian Institute of Public Health, Norway, <b>Claire Snyman</b> Two Steps Forward, Canada, <b>Helen Lee</b> NHS England, England, <b>Karen Turner</b> Royal Free London, England, <b>Kate Grailey</b> Institute of Global Health Innovation, Imperial College London, England, <b>Mathieu Louiset</b> PAQS Belgium, Belgium, <b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI), USA, <b>Rosie Bartel</b> The Beryl Institute's Global Patient and Family Advisory Board, USA	Capital Suite 10-12 Level 3



11:00-12:15	<b>D3</b>	<b>Embedding a Restorative Just and Learning Culture (RJLC): the why, what and how</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Helen Haylor</b> Bradford District Care NHS Foundation Trust, UK, <b>Kathryn Turner</b> Metro North Mental Health, Australia, <b>Tony Sparkes</b> University of Bradford, England	Capital Suite 2-4 Level 3
11:00-12:15	<b>D4</b>	<b>Modern outpatient care: redesigning planned speciality care for people and populations</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>John Dean</b> Royal College of Physicians, England, <b>Rachel Power</b> The Patients Association, England, <b>Theresa Barnes</b> Royal College of Physicians, England	North Halls Room 18 Level 1
11:00-12:15	<b>D5</b>	<b>Leadership style - Channel your inner stoic: seven actionable improvement leadership tips from ancient philosophy</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Akudo Okereafor</b> North Middlesex University Hospitals NHS Trust, England, <b>Birgit Hartoft</b> PS! Danish Society for Patient Safety and World Health Organisation, Denmark, <b>Brigid Russell</b> Coach and Leadership Consultant (Chair), <b>Naheen Ali</b> Lived Experience Advisor (Chair), <b>Ruth Glassborow</b> Public Health Scotland, Scotland	Capital Suite 14-16 Level 3
11:00-12:15	<b>D6</b>	<b>Improving access to care through digital</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Marc Beswick</b> Scottish Government, Scotland, <b>Trine Holgersen</b> Primary & eHealth Care, Region Zealand, Denmark	Capital Suite 1 Level 3
11:00-12:15	<b>D7</b>	<b>Publications in improvement science: how to publish, and learning from recent high impact publications</b> <b>Format:</b> Presentation   <b>Stream:</b> Science <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England (Chair), <b>Erin Spicer</b> London Health Sciences Center, Canada, <b>John Fitzsimons</b> Children's Health Ireland, Ireland, <b>Julie Reed</b> Julie Reed Consultancy, England, <b>Mark Goldszmidt</b> London Health Sciences Center, Canada, <b>Nicola Burgess</b> Warwick Business School, England	Capital Suite 7-9 Level 3
11:00-12:15	<b>D8</b>	<b>The Power of Partnerships: working together with people with lived experience to improve care</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>Fiona Flowers</b> Social Care Institution for Excellence, England	North Halls Room 21 Level 1
11:00-12:15	<b>D9</b>	<b>BMJ Clinical Intelligence: the role of computable evidence in improving population health</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Blackford Middleton</b> BMJ, USA, <b>Chris Wroe</b> BMJ, England, <b>Yvonne Ridge</b> BMJ, England	North Halls Room 19 Level 1
11:00-12:15	<b>D11</b>	<b>Conversation cafe: Learning to fail - come and share stories and examples of your personal experiences</b> <b>Format:</b> Networking   <b>Stream:</b> Change <b>Libby Keck</b> Q Community, England, <b>Spela Godec</b> Q Community, England	Capital Suite 17 Level 3
12:15-13:15		<b>Lunch break</b>	
12:20-13:15	<b>P5</b>	<b>Poster Presentations</b> <b>Stream:</b> Change, Population, Science	Poster Stages Exhibition Hall Level 0 and 1
12:30-13:00	<b>L8</b>	<b>Reflection session on the global environmental crisis</b> <b>Format:</b> Networking   <b>Stream:</b> Populations <b>Elaine Mead</b> Improvement Care and Compassion, Scotland, <b>Frances Mortimer</b> The Centre for Sustainable Healthcare, England	Capital Suite 7-9 Level 3
12:30-13:00	<b>L9</b>	<b>Country hosted showcase: Cyprus</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>George Samoutis</b> National Centre for Clinical Evidence, Cyprus, <b>Sophronia Samouti</b> International Institute of Compassionate Care, England	Microforum Stage Exhibition Hall Level 0
12:30-13:00	<b>L12</b>	<b>Change Rebel Salon</b> <b>Format:</b> Networking   <b>Stream:</b> Change <b>Göran Henriks</b> Qulturum, Sweden, <b>Helen Bevan</b> NHS Horizons, England	Capital Suite 6 & 13 Level 3
12:30-13:00	<b>W2</b>	<b>Walk and talk networking</b> <b>Format:</b> Networking	Q community hub Level 1



# Programme | 12 April

13:15-14:30	<b>E1</b>	<b>The BMJ Commission on the Future of the NHS</b> <b>Format:</b> Presentation   <b>Stream:</b> Change <b>Kamran Abbasi</b> BMJ, England, <b>Liam Smeeth</b> London School of Hygiene and Tropical Medicine, England, <b>Parveen Kumar</b> Barts and The London School of Medicine and Dentistry, Queen Mary University of London, UK	ICC Auditorium Level 0
13:15-14:30	<b>E2</b>	<b>Creating change together</b> <b>Format:</b> Presentation   <b>Stream:</b> Change <b>Anne-Marie Cray</b> North Bristol NHS Trust, England, <b>Henry Cann</b> The Health Foundation, England, <b>Matt Hill</b> The Health Foundation, England, <b>Melissa Kwiatkowski</b> Guelph Community Health Centre, Canada, <b>Muhammad Hasan Abid</b> Armed Forces Hospitals Taif Region – Saudi Arabia Ministry of Defense Health Services, Saudi Arabia, <b>Nicholas Ambler</b> North Bristol NHS Trust, England	North Halls Room 19 Level 1
13:15-14:30	<b>E3</b>	<b>Applying improvement science to the topic of sustainability</b> <b>Format:</b> Presentation   <b>Stream:</b> Science <b>Elaine Mead</b> Improvement Care and Compassion, Scotland, <b>Marianne McPherson</b> Institute for Healthcare Improvement (IHI), USA (Chair), <b>Sarah McAllister</b> East London NHS Foundation Trust, England, <b>Sian Hodgkinson</b> East London NHS Foundation Trust, England	Capital Suite 7-9 Level 3
13:15-14:30	<b>E4</b>	<b>Co-producing change through community partnership</b> <b>Format:</b> Presentation   <b>Stream:</b> People <b>Aisha Namurach</b> Common Ambition Bristol, England, <b>Ceri Higgins</b> Improvement Cymru, Public Health Wales, Wales, <b>Hannah Chhoa Howard</b> The Health Foundation, England, <b>Marsha Doran</b> Common Ambition Bristol, England, <b>Michaela Morris</b> Improvement Cymru, Public Health Wales, Wales, <b>Nicky Pyper</b> Brighton & Hove Common Ambition, England, <b>Priya Vaithilingham</b> The Health Foundation, England	Capital Suite 1 Level 3
13:15-14:30	<b>E5</b>	<b>Mobilising populations through leadership and governance</b> <b>Format:</b> Presentation   <b>Stream:</b> Leading <b>Anna Fabisch</b> Region Jönköpings, Sweden, <b>Claire Snyman</b> Two Steps Forward, Canada (Chair), <b>Farrah Schwartz</b> University Health Network, Canada, <b>Göran Henriks</b> Qulturum, Sweden, <b>Laura Williams</b> University Health Network, Canada, <b>Lucas Hawkes-Frost</b> British Columbia Emergency Health Services, Canada, <b>Marie Storkholm</b> Regionshospitalet Horsens, Denmark (Chair), <b>Mike Christian</b> British Columbia Emergency Health Services, Canada	North Halls Room 20 Level 1
13:15-14:30	<b>E6</b>	<b>Reducing inequalities through patient-centred care</b> <b>Format:</b> Workshop   <b>Stream:</b> Populations <b>Dikaia Chatziefstathiou</b> Canterbury Christ Church University, England, <b>Maureen Tshabalala</b> Institute for Healthcare Improvement (IHI), South Africa, <b>Nozomi Akanuma</b> South London and Maudsley NHS Foundation Trust, England, <b>Yetsa Tuakli-Wosornu</b> Yale School of Public Health, USA	North Halls Room 18 Level 1
13:15-14:30	<b>E7</b>	<b>Co-producing safety policy: experiences of patient advocates, researchers and policy makers</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Angela King</b> Patient Advocate, <b>Chelsea Gilsean</b> NHS England, England, <b>Gemma Louch</b> University of Leeds, England, <b>Jane O'Hara</b> University of Cambridge, England, <b>Lauren Ramsay</b> University of Leeds, England, <b>Penny Phillips</b> Patient Advocate, <b>Tracey Herlihey</b> NHS England, England	North Halls Room 21 Level 1
13:15-14:30	<b>E8</b>	<b>Inch wide, mile deep: leading for equity improvement</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Bola Owalabi</b> NHS England, England, <b>Habib Navqi</b> NHS Race and Health Observatory, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI), Northern Ireland, <b>Susan Hannah</b> Institute for Healthcare Improvement (IHI), Scotland	Capital Suite 2-4 Level 3
13:15-14:30	<b>E9</b>	<b>Igniting a culture of improvement: the power of a management system</b> <b>Format:</b> Presentation   <b>Stream:</b> Change <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Andy Hardy</b> University Hospitals Coventry and Warwickshire NHS Trust, England, <b>Wendy Korthuis-Smith</b> Virginia Mason Institute, USA	Capital Suite 10-12 Level 3
13:15-14:30	<b>E11</b>	<b>Back to school on Health Improvement</b> <b>Format:</b> Workshop   <b>Stream:</b> Populations <b>Hugh McCaughey</b> Institute for Healthcare Improvement (IHI), Northern Ireland, <b>Pedro Delgado</b> Institute for Healthcare Improvement (IHI), Northern Ireland, <b>Serena Simon</b> Institute for Healthcare Improvement (IHI), England <b>Westminster Changing Futures, Surrey Street Primary School, Brite Box and Crescendo</b>	Capital Suite 17 Level 3



14:30-15:00		Afternoon refreshments	
14:35-15:00	<b>P6</b>	<b>Poster Presentations</b> <b>Stream:</b> Change, Population, Science	Poster Stages Exhibition Hall Level 0 and 1
15:00-16:00	<b>F1</b>	<b>What does it take to keep QI going for years and years?</b> <b>Format:</b> Presentation   <b>Stream:</b> Leading <b>Amar Shah</b> East London NHS Foundation Trust, Royal College of Psychiatrists and NHS England, England, <b>Hugh McCaughey</b> Institute for Healthcare Improvement (IHI), Northern Ireland, <b>Wendy Korthuis-Smith</b> Virginia Mason Institute, USA	ICC Auditorium Level 0
15:00-16:00	<b>F2</b>	<b>The future of change</b> <b>Format:</b> Workshop   <b>Stream:</b> Change <b>Göran Henriks</b> Qulturum, Sweden, <b>Helen Bevan</b> NHS Horizons, England	Capital Suite 2-4 Level 3
15:00-16:00	<b>F3</b>	<b>Safety-II in the Dutch national programme: time to connect</b> <b>Format:</b> Workshop   <b>Stream:</b> Safety <b>Anne Marie Weggelaar</b> Tilburg University, The Netherlands, <b>Annemieke Schoemaker-Beugeling</b> Time for Connection Programme, The Netherlands, <b>Catharina van Oostveen</b> Time for Connection Programme, The Netherlands	North Halls Room 18 Level 1
15:00-16:00	<b>F4</b>	<b>Psychological safety and kindness: which comes first, and why do both matter?</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>Amy Edmondson</b> Harvard Business School, USA, <b>Anette Nilsson</b> Region Jönköping County, Sweden, <b>Catherine Crock</b> Hush Foundation, Australia, <b>Dominique Allwood</b> Imperial College Healthcare NHS Trust / UCLPartners, England, <b>Gabrielle Mathews</b> NHS England, England, <b>James Mountford</b> Galileo Global Education, France, <b>Maureen Bisognano</b> Institute for Healthcare Improvement (IHI), USA, <b>Suzie Bailey</b> The King's Fund, England	Capital Suite 10-12 Level 3
15:00-16:00	<b>F5</b>	<b>Mainstreaming improvement</b> <b>Format:</b> Workshop   <b>Stream:</b> Leading <b>Inge Kristensen</b> PSI Danish Society for Patient Safety, Denmark, <b>Jesper Gyllenborg</b> Region of Zealand, Denmark, <b>Mirek Skrypak</b> NHS North East London Foundation Trust, England, <b>Su Conquer</b> Lived Experience Advocate, England (Chair), <b>Sue Holden</b> Advancing Quality Alliance (AQuA), England (Chair), <b>Vibeke Rischel</b> PSI Danish Society for Patient Safety, Denmark	North Halls Room 21
15:00-16:00	<b>F6</b>	<b>Using QI approaches to tackle health inequalities in maternal and neo-natal care</b> <b>Format:</b> Workshop   <b>Stream:</b> Populations <b>Dan McAullay</b> Edith Cowan University, Australia, <b>Temi Filani</b> Palladium Group, Nigeria	Capital Suite 14-16 Level 3
15:00-16:00	<b>F7</b>	<b>Fostering equal partnerships: co-creating with people with lived experience</b> <b>Format:</b> Workshop   <b>Stream:</b> People <b>Adam Butcher</b> Sheffield Health and Social Care, England, <b>Cristina Serrão</b> NHS England, England, <b>Hassan Mahmood</b> Sheffield Health and Social Care, England, <b>Helen Lee</b> NHS England, England, <b>Parya Rostami</b> Sheffield Health and Social Care, England, <b>Tanya Lord</b> ATW Solutions, USA	Capital Suite 6 & 13 Level 3
15:00-16:00	<b>F8</b>	<b>Speaking truth to power: how doctors and academics can work with the media to blow the whistle</b> <b>Format:</b> Presentation   <b>Stream:</b> Safety <b>Hristio Boytchev</b> Freelance Investigative Journalist, Germany, <b>Rebecca Coombes</b> BMJ, England	Capital Suite 1 Level 3
15:00-16:00	<b>F9</b>	<b>Creative Health in Policy, Systems and Communities</b> <b>Format:</b> Presentation   <b>Stream:</b> Populations <b>Alex Coulter</b> National Centre for Creative Health, England, <b>Alex Evans</b> Kazzum Arts, England, <b>Conni Rosewarne</b> National Centre for Creative Health, England, <b>Hannah Waterson</b> National Centre for Creative Health, England	Capital Suite 17 Level 3
16:15-17:00	<b>K4</b>	<b>Keynote 4 - What have we learned, and where do we go next?</b> <b>Jason Leitch</b> Scottish Government, Scotland	ICC Auditorium Level 0



# Partner Huddles

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.



## Thursday Huddles

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### **BR5: The Time To Do What Is Right Is Always Right**

Thursday 11 April | 08:00-08:45 | Capital Suite 10-12, Level 3

Dutch colleagues are invited to participate in an informal Q&A session.

International experts Pedro Delgado and Ellen Joan van Vliet share their vision on 'Sustainable care towards health equity'.

We face a tremendous challenge to keep the health care system healthy. How do we prepare our organisations to embrace change? How to co-invent with stakeholders? And, how to create joy in work and ensure access to safe care?

A radical collaboration is needed. Embark with us on the journey to tomorrow. Share your experiences and learn from each other's insights to take home.

**Ellen Joan van Vliet** President-Elect, International Society for Quality in Health Care / CEO Qualicor Europe, **Pedro Delgado** Vice President, Institute for Healthcare Improvement (IHI)

Facilitator:

**Erica De Loos** Dutch Hospital Association

### **BR4: Meet Up: Investing in the next generation of nursing and midwifery leaders, shaping the future landscape of health and care**

Thursday 11 April | 08:00-08:45 | North Halls Room 18, Level 1

Join us for a conversation with nurses and midwives from around the world as we discuss the importance of empowering the next generation of healthcare professionals.

We will explore the ways that early-career professionals can influence both policy and practice and identify innovative solutions to emerging healthcare challenges, improving care and outcomes and shaping the delivery of health and care both now and in the future.

**Jane Murkin** Deputy Director Safety & Improvement – Nursing, NHS England, **Aisha Holloway** Programme Director, Nursing Now Challenge

### **L6: All Ireland Huddle**

Thursday 11 April | 12:40-13:00 | Capital Suite 10-12, Level 3

Please join HSCQI and NQPSD at the all-Ireland Huddle at 12:40 on 11th April. This is an opportunity for people to connect in a fun way to share experiences and learning acquired during the International Forum.

Come along, have fun, meet new people and take away great ideas and tips.





## Danish Huddles (sessions H1 and H2)

Thursday 11 & Friday 12 April | 10:20-10:50 | Capital Suite 6 & 13, Level 3

Danish Society for Patient Safety (PSI) would like to invite all Danes to meet and talk about what they have learned and what they are most looking forward to at the International Forum. We look forward to welcoming you!



## Friday Huddles

### BR12: Nurses Leadership and Innovation Huddle

Friday 12 April | 08:00-09:00  
Capital Suite 10-12, Level 3

Leadership journeys need not always be planned. How we progress is often by demonstrating not just capability but curiosity and courage. Join the panel to hear their personal journeys and what inspired and motivated them, to evidence value through innovation bringing personal and professional growth whilst delivering organisational and service improvements.

**Jane Murkin** Deputy Director Safety & Improvement – Nursing, NHS England, **Lesley Sharkey** Director of Midwifery, NHS Tayside, **Maureen Bisognano** Institute for Healthcare Improvement (IHI)

### BR13: Navigate through a tough time in Sweden (Swedish Huddle)

Friday 12 April | 08:00-08:45  
Capital Suite 6 & 13, Level 3

A session for all Swedes at the conference. Join us to discuss how to best navigate this challenging time we find ourselves in. What have we learned at the conference so far that can be helpful? What have we already learned at home? Let us share insights and innovations together!

At this session, **Ian Leistikow** will participate to inspire us. The discussion around the table will be in Swedish.

**Mari Forslund** and **Marie Blom Niklasson** Swedish Association of Local Authorities and Regions (SALAR), **Ian Leistikow** Inspector at the Dutch Health and Youth Care Inspectorate, Professor at Erasmus School of Health Policy & Management, Rotterdam

# Taking the International Forum Beyond the Room

The Mental Elf team of #BeyondTheRoom correspondents are experts in disseminating research and facilitating meaningful online conversations across social media, using blogs, podcasts, videos and graphics. The Mental Elf team has been working with the International Forum for the last 5 years, always orchestrating a huge social media conversation that reaches far and wide.

This year, we welcome 9 people from the #BeyondTheRoom team in London who all bring relevant expertise to the conversation.

The team will report on what happens at the conference, so people following online can keep in touch with the latest thinking and developments.

Live reporting on Twitter/X, the team will also be making videos to share across different social media channels. Additionally, they will be writing knowledge summaries that bring together all of the important content around the themes Safety, People, Population, Change, Science, Leadership.



## How can you get involved?

Online conversations work better if they feature a diverse range of voices and viewpoints. So, please join the #BeyondTheRoom team by sharing your thoughts using the #Quality2024 hashtag.

It doesn't matter what platform you are on, whether it's Twitter, LinkedIn, Instagram, or a newer social media platform like TikTok, Threads or BlueSky.

We really want to hear what the International Forum means to you and what you are going to take away from the conference.

The team can also make a video with you. Perhaps you have just seen a great talk or participated in a brilliant workshop. You can share your reflections and learning by speaking to one of us at any point.

## Meet the team



**André Tomlin**  
Co-Founder of The Mental Elf

André is a mental health information scientist with 30 years experience of evidence-based healthcare, research dissemination and social media.

He is the Co-Founder and Co-Director of Minervation Ltd (an evidence-based healthcare consultancy) and the National Elf Service Ltd (a platform for disseminating the latest reliable health research). André has been attending the International Forum since 2019, leading the team of #BeyondTheRoom correspondents.

**W:** [nationalelfservice.net/mental-health](https://nationalelfservice.net/mental-health)    **X:** [@Mental\\_Elf](https://twitter.com/Mental_Elf)



**Douglas Badenoch**  
Co-Founder of The Mental Elf

Douglas is an evidence-based health information specialist and Founding Director at Minervation Ltd and National Elf Service Ltd. He has been attending the International Forum since 2019. He will be leading the live reporting from London on X (Twitter) from the @Mental\_Elf account.

**W:** [nationalelfservice.net/mental-health](https://nationalelfservice.net/mental-health)    **X:** [@Mental\\_Elf](https://twitter.com/Mental_Elf)



You will be able to find us in the Exhibition Hall, near the poster boards, during all breaks, or look out for our pink #BeyondTheRoom lanyards. You can't miss them!



**Erica Deti**  
PCREF Lead, North East London  
Foundation Trust

Erica is the Strategic Lead of the NHS England's first anti-racism framework, the Patient Carer Race Equality Framework at North East London Foundation Trust. Erica is passionate about centring voices of communities and balancing the power in partnerships which enable public sector systems to address inequities for local populations.

Erica is experienced in implementing Quality Improvement methodologies in local and regional NHS London transformation programmes.

**in** [linkedin.com/in/erica-deti-b2b45693/](https://www.linkedin.com/in/erica-deti-b2b45693/)



**Mark Brown**  
Director, Social Spider CIC

Mark is a writer who conceived and developed One in Four magazine, the lifestyle magazine written by people with mental health difficulties, for people with mental health difficulties. Mark has a mental health difficulty himself, which he uses as the fire that drives him.

Former Writer in Residence at Centre for Mental Health, and Co-Founder of #BeyondTheRoom, Mark has attended the International Forum since 2019. This year he will be writing a series of knowledge summaries, which will be published as LinkedIn articles shortly after the conference.

**W:** [medium.com/@markoneinfour](https://medium.com/@markoneinfour) **X** [@MarkOneinFour](https://twitter.com/MarkOneinFour)



**Kadra Abdinasir**  
Associate Director of Policy at Centre  
for Mental Health

Kadra is Associate Director for Policy at Centre for Mental Health. She leads the Centre's policy work to drive mental health equality. She specialises in children and young people and oversees the Children and Young People's Mental Health Coalition, a network of over 300 organisations, hosted by the Centre.

**W:** [centreformentalhealth.org.uk](https://www.centreformentalhealth.org.uk) **X** [@Kadra\\_A](https://twitter.com/Kadra_A)



**Natalie Creary**  
Founder of Liberating Knowledge

Natalie is a social researcher, facilitator and community practitioner. She has worked in the health inequalities space for over 20 years influencing policy and practice at local and national level. She lectures on QI methodologies at Middlesex University and is a member of the Q Community.

Natalie joined National Elf Service Ltd. as a correspondent in 2023.

**W:** [liberatingknowledge.com](https://www.liberatingknowledge.com) **X** [@NatalieCreary](https://twitter.com/NatalieCreary)



**Louise Lyons-Appiah**  
Public Speaker and Consultant

Louise is a dynamic 23-year-old social entrepreneur, and a passionate advocate for mental health, personal development, and equality. Her personal journey is a testament to her resilience in overcoming imposter syndrome, racial trauma, and gender inequality. Louise's relatable and enthusiastic approach to facilitation and public speaking inspires individuals to embrace resilience, challenge societal expectations, and fearlessly drive positive change.

**W:** [lyonsappiah.com](https://www.lyonsappiah.com) **@** [louiselyons\\_](https://www.instagram.com/louiselyons_)



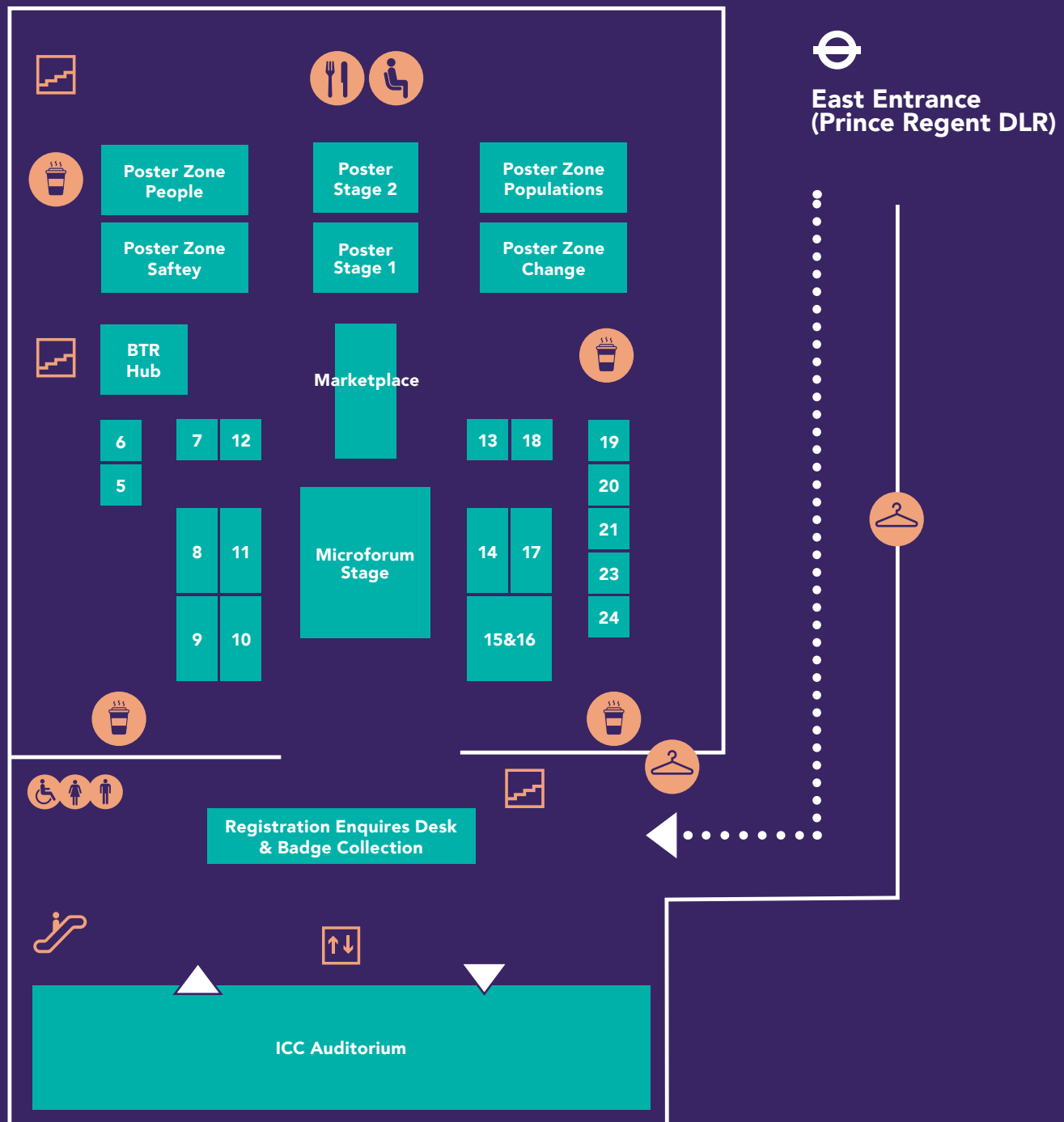
**Will Smith**  
Junior Doctor

Will is a Junior Doctor based in Bristol, interested in science communication, mental health, neuroscience and social enterprise. In addition to his clinical commitments, Will enjoys producing accessible and enlightening content which challenges conventions in science and health research and asks questions about who we are.

**W:** [wlil-sitmh.medium.com](https://www.wlil-sitmh.medium.com) **X** [@wlil\\_sitmh](https://twitter.com/wlil_sitmh)

# Floor Plan

**Level 0** | Exhibition Hall, Posters & ICC Auditorium











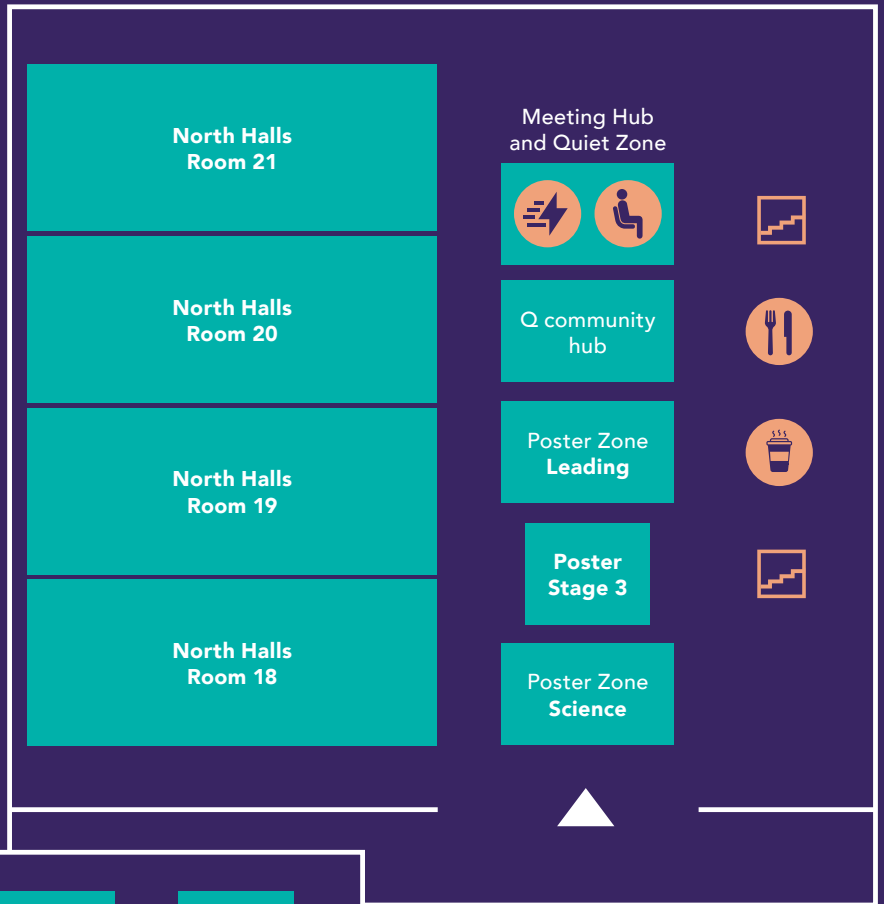
## Exhibitors

- |                         |                 |  |
|-------------------------|-----------------|--|
| 5. NHS Impact           | 11. VMI         | 18. University of Edinburgh                    |
| 6. Said Business School | 12. MEG         | 19. Opus 5K                                    |
| 7. Aqua                 | 13. ImproveWell | 20. The Lived Experience and Communities panel |
| 8. Improvement Cymru    | 14. GS1         | 21. Tendable                                   |
| 9. HSCNI & HSCQI        | 15&16. BMJ      | 23. Hexitime                                   |
| 10. Wolters Kluwer      | 17. IHI         | 24. Codonics                                   |

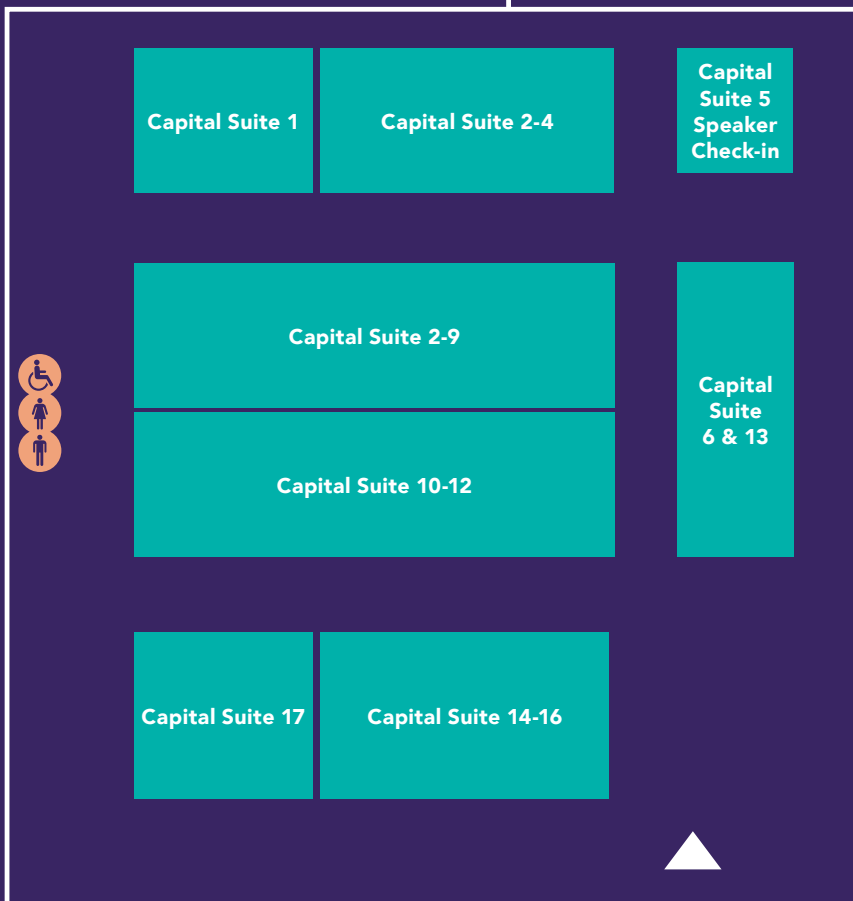
## Level 1 | North Halls Session Rooms, Posters & Networking

**Key**

-  Stairs
-  Lifts
-  Escalator
-  Seating
-  Catering
-  Charging
-  Refreshments
-  Cloakroom



## Level 3 | Capital Suite



# Sponsors and Exhibitors

## Organisers



### BMJ

BMJ Group is a global healthcare knowledge provider with a vision for a healthier world. We promote better scientific evidence and help create better clinical decisions and health systems through three lines of business:

**Publishing and Events:** Influencing health policy and practice and connecting communities through impactful research publications, data tools and event delivery.

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### Institute for Healthcare Improvement (IHI)

For more than 30 years, the Institute for Healthcare Improvement (IHI) has used improvement science to advance and sustain better outcomes in health and health systems across the world.

IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI collaborates with a growing community to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to change health and health care for the better.

W: [ihi.org](http://ihi.org) T: +1 617 301 4800

E: [info@ihi.org](mailto:info@ihi.org) X: [@TheIHI](https://twitter.com/TheIHI)

## Headline Sponsor



### Virginia Mason Institute

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

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

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W: [virginiamasoninstitute.org](http://virginiamasoninstitute.org)

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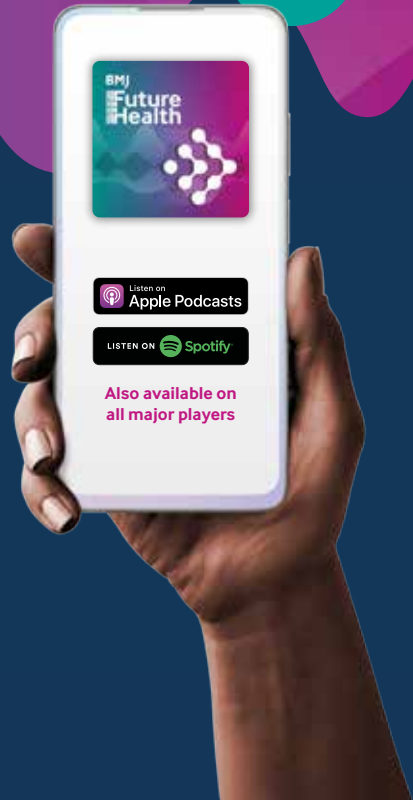
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NEW  
from BMJ

# BMJ Future Health Podcast

Showcasing the people and projects that are changing their healthcare system for the better, and can inspire you to do the same. We look at what works now and what's next for healthcare leadership, technology and improvement.



**In our first episodes, you'll hear about:**

- ▶ How AI can help to manage waiting lists ethically
- ▶ Whether kindness is a luxury or a prerequisite for good care
- ▶ What the future holds for learning health systems.

## Exhibitors



### Aqua

Our purpose is to inspire the best quality health and care for everyone. Proudly part of the NHS, we work as an improvement partner with integrated care systems, organisations, teams and individuals, in the UK and beyond to:

- Enable safe care by developing people and culture
- Develop great leadership
- Co-produce person-centred care with lived experience partners
- Embed continuous improvement
- Enable effective governance and regulatory preparedness

We address our customers' complex needs from Board to the point of care, supporting them through project-based consultancy or long-term membership relationships.

W: [aqua.nhs.uk](http://aqua.nhs.uk)



### Codonics

Safe Label System ensures safe and compliant syringe labeling in perioperative settings, meeting international standards and ISMP Guidelines to prevent medication errors. It sits on the anesthesia cart and uses barcode technology to electronically verify drug name and concentration with visual and audible confirmation, then provides a full-color, easy-to-read syringe label, enhancing medication accuracy and compliancy. It integrates with AIMS/ EHR systems to improve charge capture and documentation accuracy by enabling 'hands-free' scanning into Epic/Cerner at administration. Discover how it's helped to prevent 1.8+ million medication errors in leading ORs, ICUs, PACUs, and beyond, ensuring safer healthcare for all.

W: [codonics.com](http://codonics.com)



### GS1

GS1 is a not-for-profit, member-owned, standards organisation. In healthcare, we help organisations make processes and solutions safer through the globally unique identification of every product, place and person.

We are best known for our system of unique numbers (GS1 standards), data carriers (e.g. barcodes and RFID tags), and information sharing standards; relevant to products, assets, locations, and processes. This allows information to be captured quickly at the point of care or use – all with a simple barcode scan.

We help drive end-to-end traceability from manufacturer to the patient to improve patient safety, reduce clinical variation and drive operational efficiencies.

W: [gs1.org/industries/healthcare](http://gs1.org/industries/healthcare)



# Sponsors and Exhibitors



## Health and Social Care Quality Improvement (HSCQI) Northern Ireland

HSCQI Northern Ireland is a Quality Improvement Network whose purpose is to provide a supporting infrastructure for quality, improvement and innovation across the NI HSC system.

W: [hscqi.hscni.net](http://hscqi.hscni.net)

X @HSCQI



## Hexitime

The award-winning digital marketplace where users trade expertise with a time currency. We provide tech platforms and subject matter expertise to support organisational effectiveness through timely knowledge sharing and collaboration.

W: [hexitime.com](http://hexitime.com)

E: [hello@hexitime.com](mailto:hello@hexitime.com)

X @Hexitime



## Improvement Cymru

Improvement Cymru is part of the Quality, Safety and Improvement directorate of the NHS Wales Executive. As the improvement service for NHS Wales, we work alongside organisations to empower, embed and elevate improvements to quality and safety, delivering all-Wales improvement programmes to achieve safety priorities.

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.

W: [phw.nhs.wales/services-and-teams/improvement-cymru](http://phw.nhs.wales/services-and-teams/improvement-cymru)

X @ImprovementCym





We share a  
commitment to  
improve the health  
and outcomes of  
our communities.



# Sponsors and Exhibitors



## ImproveWell

ImproveWell is an award-winning real-time feedback solution for continuous improvement and everyday innovation in health and care, helping organisations to improve staff experience and the quality of patient care. Boosting morale and empowering the frontline to drive change, 24/7 everyone can: suggest ideas for improvement; share how their workday is going; and complete pulse surveys. Insights from patients and wider stakeholder groups can also be captured. An intelligent data dashboard enables leads to gather real-time feedback, track sentiment, prioritise improvements, measure change and publish reports. From the ward to the board, everyone has a voice in improving health and care.

**W:** [improwell.com](https://www.improwell.com)

**E:** [hello@improwell.com](mailto:hello@improwell.com)

**T:** +44 (0) 203 475 0670

**X:** @ImproveWellUK



## MEG

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

The easy-to-use modules can be used on any device to collect data anywhere. Capture incidents, audits, risk assessments, and access information anytime right at the point of care.

Management can collate, analyse and act upon real-time information and metrics across multiple sites, consolidating data into a centralised platform.

MEG is currently in operation in more than 20 countries with multi-lingual support.

**W:** [megit.com](https://www.megit.com)

**E:** [info@megit.com](mailto:info@megit.com)

**T:** +44 (0)20 3322 5406

**X:** @MEG\_Healthcare



## National Quality and Patient Safety Directorate

The National Quality and Patient Safety Directorate (NQPSD) of the Irish Health Service Executive (HSE) works in partnership with healthcare workers, patient partners and others to improve patient safety and quality of care to help ensure those that use our services will receive the safest care possible.

**W:** [hse.ie/pst](https://www.hse.ie/pst)

**X:** @NationalQPS



Lived Experience  
& Communities Panel

The Lived Experience and Communities panel are proud to be part of the 2024 London Forum creating a Golden Thread of Collaboration and true Lived Experience Leadership to the event.







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# Redefining leadership in healthcare for a changing world

A one-day conference for current and  
aspiring leaders in healthcare

**17 May 2024** | etc. Venues, St Paul's, London

This year's BMJ Leader Live is aiming for depth and impact. Enabling an immersive exploration into the evolving landscape of leadership within the health and care sector.

**During this one day conference we bring you:**



## **Panel discussions**

Health and care workers from diverse backgrounds will share their experiences



## **Interactive Q & A sessions**

The panel will address challenging questions and dilemmas encountered in healthcare leadership



## **Skill-building workshops**

Workshops tailored to equip leaders with practical skills needed in an evolving medical landscape



## **Leadership development**

Emphasising the importance of being a positive influence and role model

Book your seat at  
[bmjleaderlive.bmj.com/forum-ad](https://bmjleaderlive.bmj.com/forum-ad)

# Sponsors and Exhibitors



## NHS IMPACT

NHS IMPACT (Improving Patient Care Together) is a framework to support all NHS organisations, systems and providers in England to have the skills and techniques to deliver continuous improvement. Our ambition is to enable the creation of an NHS in which every organisation has the leadership with the leadership behaviours, the improvement capability and the capacity, to enable staff to solve the problems that matter to them, their patients and their populations. Visit our stand to find out more about NHS IMPACT and talk to members of NHS England's National Improvement Board.

**W:** [england.nhs.uk/nhsimpact](http://england.nhs.uk/nhsimpact)

**E:** [england.improvementdelivery@nhs.net](mailto:england.improvementdelivery@nhs.net)



## Opus 5k

MARS is an all-in-one system designed to collect and analyse data while automatically generating reports, alerts, benchmarks, and workflows. The latest advancements in AI have been integrated into MARS, giving clients access to the most advanced audit capabilities on the market!

What sets MARS apart is its unique capability to combine data collection and action registers within a single system. Our integrated workflow engine analyses incoming data in real-time and automatically creates actionable improvement tasks. This unique approach reflects Opus 5K's philosophy, that data collection is just the beginning - the real impact lies in harnessing that data for positive change.

**W:** [opus5k.com.au/auditing-mars-uk](http://opus5k.com.au/auditing-mars-uk)

**E:** [info@opus5k.com](mailto:info@opus5k.com)

**X:** [@opus5k](https://www.instagram.com/opus5k)



## Saïd Business School

Saïd Business School is a vibrant and entrepreneurial business school embedded in the University of Oxford. Our part-time postgraduate degree-level programmes aim to challenge traditional perspectives and generate impactful ideas.

The MSc in Global Healthcare Leadership, developed in partnership with the Nuffield Department of Primary Care Health Sciences, combines Oxford University's world-leading expertise in healthcare, business and policy, while our Executive MBA and Executive Diploma in Organisational Leadership provide unparalleled insights into leadership and change.

Together, our programmes strive to lead innovation, foster collaboration and contribute meaningfully to global healthcare leadership.

**W:** [sbs.ox.ac.uk](http://sbs.ox.ac.uk)

## tendable

### Tendable

Tendable is a HealthTech company that brings people together to understand and improve quality in health and care settings. Tendable offers a complete quality assurance solution to provide health and social care professionals the appropriate tools they need for quality audit, insight, and assurance (ward, board, committee, and regulator). Our solutions are designed alongside front-line teams to ensure that our tools are fit-for-purpose. Our products lead a transformation in the culture of quality across care and clinical settings.

**W:** [tendable.com](http://tendable.com)

**X:** [@WeAreTendable](https://www.instagram.com/WeAreTendable)





THE UNIVERSITY of EDINBURGH  
Edinburgh Surgery Online

## University of Edinburgh ESO

MSc Patient Safety and Clinical  
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With flexible online learning options,  
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on your own schedule.

**W:** [edinburghsurgeryonline.com](http://edinburghsurgeryonline.com)

**E:** [patient.safety@ed.ac.uk](mailto:patient.safety@ed.ac.uk)



Wolters Kluwer

## Wolters Kluwer

Wolters Kluwer provides trusted  
clinical technology and evidence-  
based solutions that engage  
clinicians, patients, researchers,  
students, and the next generation of  
healthcare providers. With a focus on  
clinical effectiveness, research, and  
learning, our proven solutions drive  
quality improvement and patient  
safety across the continuum of care.

**W:** [wolterskluwer.com/en](http://wolterskluwer.com/en)



Q is led by the Health Foundation  
and supported by partners across  
the UK and Ireland

## Q community hub

Location:

**Q community hub, Level 1,  
Exhibition Hall**

Q is a community of thousands of  
people collaborating to improve  
the safety and quality of health and  
care.

Q is delivered by the Health  
Foundation and supported by  
partners across the UK and Ireland.

Our hub is a dedicated space for  
you to meet with other delegates,  
Q members, the Q team, and our  
speakers. We will be running a  
series of networking events and  
activities to help you connect with  
other delegates.

Visit us to find out about joining Q  
and discover why we're the home  
for people working in improvement  
across the UK and Ireland.

**W:** [q.health.org.uk](http://q.health.org.uk)

**X:** [@theQCommunity](https://twitter.com/theQCommunity)

# BMJ

# BMJ Open Quality

Submit your poster to the open access companion to BMJ Quality & Safety

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

## Why submit to our journal?

- **Rapid publication:** our fast submission and review process with continuous publication online ensures timely knowledge that is available worldwide
- **Assured quality:** by publishing with us, your research can get instant recognition through the BMJ brand
- **High readership visibility:** easy discoverability and wide dissemination through the open access publishing model



Visit BMJ's booth for more information



## **The Red Cross** **Israel and Occupied** **Palestinian Territory** **Appeal**

More than 29,000 people - including children - have been killed in Israel, Gaza and the West Bank since 7 October, and over 77,000 have been injured.

Red Cross and Red Crescent teams have been working hard to get aid truck deliveries across the Rafah border into Gaza with vital medical supplies, tents and blankets, as well as food, water and essential items.

Donations made to the appeal will go towards helping people in Israel, Gaza and the West Bank who have been affected by the conflict.



**Please scan the QR code**  
if you are able to donate  
and support displaced  
families and children.







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

**2025**  
**21-23 May**

# See you next year

**The International Forum on Quality and Safety in Healthcare is heading to Utrecht in 2025.**

Join us again to continue your improvement journey and see first-hand how The Netherlands is working towards sustainable improvements in quality of care.

Registration opens July 2024  
[internationalforum.bmj.com](https://internationalforum.bmj.com)



**H** Institute for  
Healthcare  
Improvement

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