

Time	Room 1	Room 2	Room 3
07:45-08:45	<p>B1 - Education, Knowledge and Learning (10 Minute Orals) Moderator: Shin Ushiro</p> <p>How is primary care prescribing data used? An explorative study in the Dutch context (Abstract no. 279) Erica Barbazza, Robert Verheij, Lotte Ramerman, Niek Klazinga, Dionne Kringos - Netherlands</p> <p>Relationship Exploration of Design Participation, Perceived values and User Satisfaction of Nursing Staff Regarding Mobile Stations (Abstract no. 1082) Shu-Mei Chen, Li-Chu Wu, Ting-Ting Wu, Cheng-Lung Hung - Taiwan</p> <p>Developing education, knowledge and learning tools to support staff to improve the quality of health and social care by adopting a human rights-based approach. (Abstract no. 1584) Linda Weir, Davina Swan, Sarah Fitzgerald, Rachel Flynn - Ireland</p> <p>STANDING Collaboration: a wiki-based process for developing clinical standards and indicators (Abstract no. 1096) Peter Hibbert, Louise Wile, Chris Maher, William Runciman; Australia</p> <p>Evaluating and exploring of the learning of the person-centred therapeutic relationship skills: Innovating an intensive training with the use of a new learning technology (Abstract no. 2288) Faith Liao, David Murphy; Taiwan</p>	<p>B2- Focus on the Person (10 Minute Orals) Moderator: Cormac Kennedy</p> <p>Private health expenditure in orthopaedic elective surgery. Preliminary findings from PROMs in Tuscany(2384) Sabina De Rosi; Italy</p> <p>A patient-centred approach to identifying patients with familial hypercholesterolemia and improving quality of care in a lipid clinic setting (Abstract no. 2164) Cormac Kennedy, Orlaith McNulty, Patricia O'Connor; Ireland</p> <p>Labouring Together: Womens' Experiences of "Getting the Care that I Want and Need" in Maternity Care (Abstract no. 909) Vanessa Watkins, Alison Hutchinson, Cate Nagle, Bridie Kent - Australia</p> <p>Identifying vulnerable patients to improve patient care: Testing four vulnerability question (Abstract no. 1628) Karen Roberts, Marnie Graco, Bridget Wall, Bronwyn McFadyen - Australia</p> <p>Patients and Citizens Collaborative Experiences with Professionals in Social and Health Care : a French survey for feedbacks (Abstract no. 294) Joelle Andre Vert, Marie Citrini, Karen Jeuland, Pascal Jarno; France</p>	<p>B3 Building Sustainable and Comprehensive Care (10 Minute Orals) Moderator: Jacqui Stewart</p> <p>Could community-based health insurance schemes be a creative approach to achieving equitable care in Nigeria? – Findings from a baseline survey of existing schemes in Benue State (Abstract no. 731) Ajala Oluwadara, Ugonna Ofonagoro, Chibuikwe Alagboso - Nigeria</p> <p>Implementation of bundle care helps to effectively reduce surgical site infection (Abstract no. 1176) Jun-Yi Li, Hsiang-Ting Chen, Hsiu-Tzy Chiang - Taiwan</p> <p>Interruptions and Multitasking in Clinical Work: - A Summary of the Evidence (Abstract no. 2419) Michela Tanzini, Stefano Guidi, Mirela Prgommet, Neroli Sunderland; Centre for Clinical Risk Management and Patient Safety, Tuscany Region - WHO Collaborating Centre in Human Factors and Communication for the De ry of Safe and Quality Care - Italy</p> <p>Established the sustainability model of quality improvement initiatives (Abstract no. 1089) Hsun-Hsiang Liao, Tsung-Hsien Yu, Weyu Hu, Kuo-Piao Chung - Taiwan</p> <p>Development of hospital standardized readmission ratios (HSSRs) for pneumonia model in Japan using DPC/PDPS claim data (Abstract no. 1446) Ryo Onishi, Yosuke Hatakeyama, Rebeka Amin, Tomonori Hasegawa - Japan</p>
15 Minute Break			
09:00-10:00	Plenary - Pascale Carayon Topic: How to support the work of care teams? Topic: A human factors and systems engineering perspective to address the global quality chasm		Moderator: Jeffrey Braithwaite
10:00-11:00	<p>B4 Dr Neelam Dhingra, WHO - (WHO) Towards Eliminating Avoidable Harm in Health Care All WHO Member States (MSs) and partners are striving to progress towards universal health coverage (UHC) and achieve the Sustainable Development Goals. However, the benefits of increased access to and improved coverage of health care services have been undermined by systemic issues, including inefficient service delivery models, lack of human and financial resources, ineffective communication and teamwork, inappropriate cultures and behaviours that lead to significant human suffering and patient harm. In recent years, the global efforts to recognize the urgent need to reduce patient harm in health care systems around the world, have dramatically increased, with the paradigm shift in addressing patient safety within broader health system strengthening context and as a foundation to moving ahead in the journey towards UHC.</p> <p>Following the adoption of the World Health Assembly (WHA) 72.6 resolution on "Global action on patient safety" in 2019, WHO, in collaboration with MSs and key international stakeholders, developed the "Global Patient Safety Action Plan 2021-2030" that provides a strategic direction for concrete actions to be taken by countries, stakeholders, health care facilities and WHO to implement the WHA72.6 resolution. The global action plan was endorsed by WHO Executive Board in January 2021 and was recommended to WHA in May 2021 for adoption, requesting the Director-General to report back on progress in implementation of the action plan to the WHA in 2023 and thereafter every biennium until 2031.</p> <p>Speaker 1: Dr Neelam Dhingra; Speaker 2: Sir Liam Donaldson; Speaker 3: Dr Qamra Al Sariri Speaker 4: Dr Evelyn Wesangula; Speaker 5: Dr. Carsten Engel; Speaker 6; Dr. Anupam Sibal; Speaker 7: Dr. Francesco Venneri; Speaker 8: Ms Sue Sheridan</p>	<p>B5 - Symposium - Lessons from Ireland</p> <p>[1339] Putting governance of quality first at national health system level; Ireland - HSE; Jennifer Martin</p> <p>[468] Creating a quality movement in a national health service, Ireland 1Health Services Executive, Dublin, Ireland; Philip Crowley</p> <p>[1866] A systems approach - building capacity and capability; Lisa Toland</p> <p>[1717] Co-Production: Working together as experts; HSE; Patient representative, Cairde; Lorraine Murphy</p> <p>[1830] Being person centered to change culture: that starts with me; HSE; Lorraine Murphy</p> <p>[1902] Building QI leaders and positively impacting patients in the Irish Health Service through QI Educational Initiatives – how we can make the next 10 years of QI in Ireland better the last 10!; Royal College of Physicians of Ireland, ; ISQua; Victoria Taylor</p> <p>[762] Building QI Teams - one Microsystem at a time; HSE; Lisa Toland</p> <p>[2125] PlayDecide: Patient Safety - a new "serious game" for multidisciplinary healthcare teams to discuss error reporting, patient safety, and medical professionalism 1UCD Centre for Interdisciplinary Research Education and Innovation in Health Systems (IRIS), School of Nursing, Midwifery, and Health Systems, University College Dublin, Dublin, Ireland; Eilish McAuliffe</p>	<p>B6- Designing for People Safety (10 Minute Orals) Moderator: Jacqui Stewart</p> <p>Reduction of medication errors on a surgical ward: a baseline measurement of the Reduction of medication error rate during preparation and administration (Abstract no. 2293) Barbara Zonderhuis, Esmee Beers - Netherlands</p> <p>Infection Control Nurse Manager Initiative - Reduction of Occupational Injuries at AGGH (Abstract no. 2901) Kavita Reddy, Mervin Leo, Dr.Bheem, Dr.Sukesh Kumar, Prameela, Mercy Isabella - India</p> <p>Exploring the Efficacy and Effectiveness of a Controlled Substance Management System in a Tertiary Medical Center in Southern Taiwan (Abstract no. 1495) Lung Hung Cheng, Li-Chu Wu, Shu-Mei Chen, Ting-Ting Wu - Taiwan</p> <p>Redesigning a direct, public funded, claims compensation system according to a risk management-driven quality improvement program (Abstract no. 1986) Giuseppina Terranova, Annamaria Lupi, Mario D'amico, Tommaso Bellandi - Italy</p> <p>Effective Communication and Team Collaboration in Multicultural Health Care Environment; Challenges and creative solutions (Abstract no. 25) Manasik Hassan, Magda Youssef; Hatim Abdelrhman; Ahmed Alhammadi - Qatar</p>
15 Minute Break (Morning Mindfulness)			

11:15-12:15	<p>B7 - Invited Session Pierre Barker, IH Are the fields of improvement and Implementation Science converging Speakers: Sodzi Sodzi-Tetty (IH), Pierre Barker (IH), Ezequiel Garcia Elorrio (to be confirmed)</p>	B5- CONTD...	<p>B8- Facilitating Future Health (10 Minute Orals) Moderator: Jacqui Stewart</p> <p>CareTrack Aged: The world's first indicator set that comprehensively defines evidence-based care for people who reside in aged care facilities (Abstract no. 910) Peter Hibbert, Louise Wiles, Charlotte Molloy, Jeffrey Braithwaite - Australia</p> <p>Building Smart Ventilators Management System to Improve Patient Safety – A case of Taiwan Medical Center Experience (Abstract no. 783) Sheng-Hui Hung, Chieh-Jen Wu, Ming-Huang Chiu, Pa-Chun Wang - Taiwan</p> <p>Introducing an Advance Care Plan (ACP) documentation tool in the Adult Intensive Care Unit (ICU) of an HSE Hospital (Abstract no. 431) Niamh Joyce - Ireland</p> <p>Promotion of proactive wellness and wellbeing in the community (Abstract no. 1070) Anuradha Pichumani, Parthasarathi Pichumani - India</p> <p>Barriers And Enablers To Data Capture For Process Improvement In Operating Theatres In Sub-Saharan Africa (Abstract no. 1908) Siobhan McCarthy - Ireland</p>
12:15-12:45	<p>Telemedicine and COVID-19 Riccardo Tartaglia Marconi University Francesco Venneri INSH Asking the Right Questions: Human Factors Considerations for Telemedicine Design Paul Barach, MD, MPH Thomas Jefferson University, College of Population Health Sigmund Freud University, Vienna, Austria, Politecnico di Milano, Italy Covid patient telemonitoring in a home setting, implementation and system operation Giovanni Sbrana - Arezzo Hospital /Chiara Parretti - Marconi University</p>	Chair:	<p>B9 - Leading for Quality (10 Minute Orals)</p> <p>From Bedside to Boardroom introducing a Board of Directors Quality Dashboard at Temple Street Children's University Hospital (Abstract no. 1417) Ellis Murphy, Mona Baker - Ireland</p> <p>To Improve Patients' Satisfaction In Outpatient Department With Strategic Integrated Quality Control Circle (SIQCC) (Abstract no. 2331) Jiang Qianli, Guangqing Zhang, Wenyuan Li, Junming Yang - China</p> <p>All roads lead to Rome. Many ways for achieving quality (Abstract no. 2219) Camila Sardenberg, Daniela Menezes, Regiane Pereira dos Santos - Brazil</p> <p>How quality indicator monitoring is carried out in the Japan National University Hospital Alliance on Patient Safety (JANUHA-PS)? (Abstract no. 964) Shin Ushiro; Japan</p> <p>Lessons Learnt in Leading Large Scale Change to Deliver Consistent, Safe Quality Care (Abstract no. 1389) Natalie Wilson, David Greenfield, Kathy Eljiz; Australia</p>
12:45- 13:15:00		Sponsored Session University St.Anna (Pisa)	
13:15-14:15	<p>B10 - Designing for People Safety (10 Minute Orals) Moderator: Shin Ushiro</p> <p>Implementation of a national hip and knee arthroplasty-related infections indicator using hospital discharge databases (Abstract no. 1371) Linda Banael-Bouchareb, Agnès Solomiac, Leslie Grammatico-Guillon, Pascal Astagneau - France</p> <p>Being open in Safety Walkrounds: patients' and professionals' involvement to build trust and change the systems (Abstract no. 2376) Tommaso Bellandi, Mario D'Amico, Valentina Gelmi, Giuseppina Terranova - Italy</p> <p>Strengthening Commitment for Improvement Together: Canada Designs a new Policy Framework for Patient Safety (Abstract no. 999) Jan Byrd - Canada</p> <p>From reporting to learning: lessons from a quality improvement study developing personalised medication safety feedback to hospital doctors in the context of electronic prescribing (Abstract no. 1102) Monsey McLeod, Kirsty Macaulay, Sheth Trupti, Bryony Franklin - UK</p> <p>Inspiring new physicians to engage in patient safety: an ACGME national collaborative (Abstract no. 1405) Robin Wagner, Morgan Passiment, Robin Newton, Kevin B Weiss - US</p>	<p>B11- Flow Coaching Academy: discovering great care (Abstract no. 810) Moderator: Anna Edwards Tom Downes; Sheffield Teaching Hospitals; UK</p>	<p>B12- Invited Session - External Evaluation Moderator: Ibrahim H. Kayral</p> <p>The Survey Analysis for Evaluating Risk® (SAFER™) Matrix (Abstract no. 1350) Carrie Mayer, Joint Commission International - USA - 30 Minutes</p> <p>Tuska Surveyors Performance Measurement Model (Abstract no. 1887) Ceren Can, Asiye Gökçe, Umut Beylik, Figen Cizmeci Senel - Turkey - 10 Minutes</p> <p>Accreditation Journey of a Public Hospital: Comparison of Survey, Re-Survey and Annual Survey Results (Abstract no. 1848) Umut Beylik, Asiye Gökçe, Keziban Avci; Turkey - 10 Minutes</p> <p>The Effect of Mission Differentiation on Accreditation Standards in an Accredited Hospital (Abstract no. 888) Umut Beylik, Figen Çizmeci Senel; Turkey - 10 Minutes</p>
15 Minute Break			
14:30-15:30	Plenary - Glyn Elwyn, Boel Andersson Gare, Sylvie Mantis, Valerie James. Moderator - Eugene Nelson Topic: Making Room for Voice: Coproducing Quality		
15:30 -16:00	Break	Learning Journey - Pascale Carayon, John Brennan and Dal Hothi	Break

16:00-17:00	<p>B13 -Focus on the Person - (TBC)</p> <p>Psychological Safety - Practical Approaches to Unleashing Improvement Potential (Abstract no. 1311) Uma Kotagal, John Brennan, Gail Nielsen; Royal College of Physicians of Ireland; Ireland</p>	<p>B14 - Symposium on Co-production - Eugene Nelson, Dartmouth Institute -</p> <p>[1396] Coproduction Value Creation: A Simulation Workshop; Dartmouth Institute, Lebanon, United States of America; Brant O r</p> <p>[817] What does coproduction of healthcare services mean for professional development?; 1The Dartmouth Institute, New Hampshire, United States of America; 2Northwestern University, Chicago, United States of America; 3Region Jonkopings lan, Jonkoping, Sweden; 4Region Jonkopings lan, Jonkoping, Sweden; Tina Foster</p> <p>[1343] Improving Health, Healthcare Value and Outcomes Science: A Workshop on Starting a Coproduction Learning Health System 1The Dartmouth Institute for Health Policy & Clinical Practice, Lebanon, NH, United States of America; 2Sahlgrenska University Hospital/Jönköping Academy, Jönköping, Sweden; 3Upstream Dream AB, Stockholm, Sweden; 4Dartmouth-Hitchcock Medical Center, Lebanon, NH, United States of America; 5Geisel School of Medicine at Dartmouth, Lebanon, NH, United States of America; 6Parent of a Child with a Chronic Illness, Stockholm, Sweden; Arica Van Citters</p>	<p>B15 - Education, Knowledge and Learning Moderator: Sara Inter-professional Patient Safety Immersion – Our Journey of 10-years and 1,400 learners (Abstract no. 1938) Kelly Smith, David Mayer; Medstar - US</p> <hr/> <p>Safe project in Operating Room: analysis of safety among surgical team in two clinical settings (Abstract No. 2436) Prevenzione atti di violenza a danno degli operatori sanitari (OS) nel Trauma Center (TC) del Dipartimento Emergenza Accettazione (DEA) della AOU Careggi, Firenze (Abstract No. 2426) Rocchi Federica</p>
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15 Minute Break (Desk Yoga)			
17:15-18:15	<p>B16- Leading for Quality Moderator: Fabio Gastal How to Fit Diagnostic Error Reduction In Your Safety Improvement Strategies: Pragmatic Approaches For Progress (Abstract no. 1735) Christine Goeschel, Kelly Smith, Hardeep Singh; Medstar; US</p> <hr/> <p>International collaboration and data sharing accelerates improvement (Abstract no. 1722) Nina Janda; Global Health Data @Work, Jouke Tammsma; Medical Director – Leiden University Hospitals</p>	<p>B14 CONTD</p>	<p>B17- Invited Session - Building Sustainable and Comprehensive Care Moderator: James Robblee A surveillance program for patients implanted with Metal-on-Metal (MoM) hip prosthesis: preliminary results from an Italian public health system; Tommaso Belland Mario Manca; Northwest Trust, Regional Health Service of Tuscany 2385</p> <hr/> <p>A Salutogenic Approach Towards Physical Healthcare Environments that Reduces Harm, Lowers Costs and Improves Satisfaction Scores (Abstract no. 2297) Paul Barach, James Barlow; Imperial College Business School; US</p>

18:15 -19:15	<p>B18- Focus on the Person (10 Minute Orals) Moderator: Fabio Gastal Improving person-centeredness and safety of hospital care through a national participatory assessment based on partnership between citizens and healthcare professionals (Abstract no. 1910) Flavia Cardinali, Barbara Labela, Sara Carzaniga, Micaela Cerilli, Giorgia Duranti, Alessandro Lamanna - Italy</p> <hr/> <p>Diagnosing Diagnostic Error: The Patient (Abstract no. 1466) Kelly Smith, Jamison Tate, Kelley Baker - US</p> <hr/> <p>Developing, implementing and responding to a survey of women's experiences of maternity care in Ireland: The National Maternity Experience Survey (Abstract no. 848) Conor Foley, Linda Drummond, Claire Beecher, Declan Devane; Ireland</p> <hr/> <p>Shared Decision Making: Developing a peer-support strategy to help Inuit in their cancer care journey – A knowledge translation study (Abstract no. 1822) Danielle Dorschner, Janet Julle, Alex Hizaka, Gwen Barton; Canada</p> <hr/> <p>The role of mixed sex wards in women's experiences of acute hospital care: A secondary analysis of the Irish National Inpatient Experience Survey (Abstract no. 863) Tracy O'Carroll, Daniela Rohde, Conor Foley, Rachel Flynn; Ireland</p>	<p>B19- Facilitating Future Health - RECORD</p> <p>Inspiring Positive Change: Real-World Examples of Bringing Integrated Care to Life (Abstract no. 2000) Leslee Thompson, Karen Luxford, Guy Behet, Asmita Gillani; CEO, Health Standards Organization; Canada</p>	<p>B20 - Symposium (Covid-19) COVID Lessons from the Frontlines: the pandemic's impact on people (Laura Botwinick - Lead), Gail Neilsen, Ron Wyatt, Judy Fleishman, John Dean, Tom Downes, Carol Peden, -</p>
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Poster sessions all day