

Time	Room 1	Room 2	Room 3	
07:45-08:45	C1 - Designing for People Safety (10 Minute Orals) Moderator: Helen Crisp Epidemiology of Adverse Drug Events and Medication Errors in Nursing Homes in Japan: THE JADE STUDY (Abstract no. 1101) Ayani Nobutaka, Mio Sakuma, Jin Narumoto, Takeshi Morimoto - Japan <hr/> Using the e-paper system to improve the safety of medication (Abstract no. 1457) Cheng-Yu Fan - Taiwan <hr/> Utilisation of Patient data to improve Safety and Quality outcomes in rural India (Abstract no. 865) Anuradha Pichumani, Pichumani Parthasarathi - India <hr/> Building a replication model for the national rollout of a pharmacist-led IT-based intervention (PINCER) to reduce medication error in primary care using a social franchising approach (Abstract no. 1998) Sarah Rodgers, Tony Avery, Kerry O r, Martha Paren - UK <hr/> The human factors and ergonomics that contribute to a resilient Emergency Department: A thematic analysis (Abstract no. 1409) Robyn Clay-Williams, Elizabeth Austin, Colum Ruane, Jeffrey Braithwaite; Australia	C2- Italian Session Moderator: Michela Tanzini NEO-SAFE - Neonato, Sicurezza e Formazione, Elba – Neonatal Safety And Field training for Elba healthcare personnel (Abstract no. 2406) Federica Cetica, Massimiliano Ciantelli , Marzia Chellini, Tommaso Bellandi <hr/> Progetto aziendale “Parto sicuro”: sperimentazione e introduzione della checklist per il parto (Safe Childbirth Check-List - SCCL) - Guzzo Anna Santa 2412 <hr/> Medication safety e apprendimento clinico degli studenti del Corso di Laurea in Infermieristica (Abstract no. 2409) Arianna Mancini Storytelling in Neuropsichiatria Infantile: uno studio pilota (242) Stefania Bargagna, Aurora Piaggiesi, Angela Cosenza; IT	C3- External Evaluation (10 Minute Orals) Moderator: Lena Low Making inpatient fall rates of hospitals comparable - inspiration for a risk-adjustment model (Abstract no. 1562) Niklaus Bernet, Jos Schols, Irma Everink, Sabine Hahn - Switzerland <hr/> Our Journey Towards Achieving COHSASA Accreditation: The Experience Of Oil & Gas Industrial Hospital On An Island In Southern Nigeria (Abstract no. 962) Agu Osondu - Nigeria <hr/> Missing Link Between HIV Program Assessment And Quality Improvement: Insights From 5 Years NigeriaQual Performance Measures Implementation and the 2018 Nigeria HIV/AIDS Indicator And Impact Survey in Nigeria (Abstract no. 1364) Ifeoma Tony-Monye, Sandra Esin, Derick Nwosu, Joseph Eneghela - Nigeria <hr/> Evaluation of Accreditation Program at Health Care Accreditation Council (Abstract no. 290) Thaira Madi; Jordan	
	15 Minute Break			
	09:00-10:00	Plenary - Trish Greenhalgh Topic: Planning and evaluating remote consultation services (PERCS): a new conceptual framework incorporating complexity and practical ethics		Moderator: Carsten Engel
	10:00-11:00	C4- Quality in Resource-Challenged Settings Moderator: Peter Lachman Learning through a tripartite collaboration to improve quality and safety of care in Addis Ababa (Abstract no. 1749) Lorraine Murphy, Peter Lachman - Ireland ; Desalegn Bekele Taye- Ethiopia <hr/> Catastrophic Bushfires and their affect on Health Care (Abstract no. 563) Stephen Clark; AGPAL Australia	C5 - Symposium confirmed Moderator: Jan Mainz Developing and Using Healthcare Performance Intelligence. Experiences from the Healthpros Initiative (410) <hr/> Chairman Jan Mainz, Speakers: : Niek Klazinga and Dionne Kringoes, Erica Barbazza, Kendall Gilmore, Damir Ivankovic, Óscar Brito Fernandes, Sophie Wang, Bernardo Meza, Mircha Poldrugovac, Véronique Bos, Søren Paaske Johnsen,	C6 Italian COVID Symposium "The Italian National Health Service during COVID-19" Moderator: Riccardo Tartaglia & Francesco Venneri; Marconi University, Rome The resilience of the Italian regional health services Sabina Nuti - School of Advanced Study Sant'Anna Pisa <hr/> •A comparison between Italian and international health systems initiatives in fighting COVID-19 -Micaela La Regina - Italian Network for Safety in Healthcare •Impacts of the COVID-19 crisis and emerging post-COVID challenges -Walter Ricciardi - Catholic University of Sacred Heart, Rome <hr/> •NHS preparedness and responses through the pandemic phases - Fidelia Cascini - Italy In Health Foundation <hr/> •The primary care reforms following the COVID-19 experience - Claudio Cricelli - Italian Society of Primary Care
		15 Minute Break (Morning Mindfulness)		
11:15-12:15	C7 Focus on the Person Moderator: Peter Lachman <hr/> Values and Kindness- enhancing the psychological safety of people in healthcare Peter Lachman, Kris Vanhaecht & Anupam Sibal	C5 - CONTD	C6 - CONTD	
12:15 - 12:45	Learning Journey - John Brennan, Dal Hothi Trish Greenhalgh and Steve Clark	C17 Midwifery Unit For A Personalized Maternal Path (MUM) (Abstract no. 2387) Dr Cinzia Luzi	Sylvia Mantis and Valerie James Session Outline: As two experts in the field of human interaction, who are now also patients, we will offer clinicians an insight into why being 'curious with kindness' is the point of entry to successful co-production. We will offer a set of rich resources, alongside practical and targeted use.	
12:45 - 13:15	CONTD..	Break	CONTD..	

13:15-14:15	<p>C8- Education, Knowledge and Learning (10 Minute Orals) Moderator: Helen Crisp Let's Talk - Building trust and confidence in the quality of clinical coding (Abstract no. 1355) Jacqui Curley - Ireland</p> <hr/> <p>Comparing the effectiveness and cost-effectiveness of on-line versus in-person training for strengthening the Zika response in Ecuador (Abstract no. 764) Emily Evens, Andres Martinez, Eunice Okumu, Jorge Hermida - US</p> <hr/> <p>Building a Culture of Quality: An Education Programme to Develop Improvement Capability in Decontamination Practice (Abstract no. 1400) Eilis Murphy, Caroline Conneely - Ireland</p> <hr/> <p>Just because it's online, it's not less work: managing the QI e-Learner's expectations (Abstract no. 2176) Doina Schimpf, Svetla Loukanova, Irmgard Marx, Michael Marx; Germany</p> <hr/> <p>The Development of a Simulation Based After Action Review Training Programme in the Irish Health Services (Abstract no. 1707) Siobhan McCarthy, Theresa Keane, Cornelia Stuart; Ireland</p>	<p>C9 - Leading for Quality Moderator: Triona Fortune National strategies for safety and quality improvement: What is the best approach? (Abstract no. 467) Denis Herbaux, Andrew Likaka, Anthony Staines, Charles Vincent; PAQS ASBL; Belgium</p> <hr/> <p>Assessing the nature, use and effectiveness of quality strategies in (European) health systems (Abstract no. 1614) Reinhard Busse, Niek Klazinga, Dimitra Panteli, Wilm Quentin; European Observatory on Health Systems and Policies; Germany</p>	<p>C10- Connecting Person-Centered Care Values, Strategies and Actions To Improve Healthcare Outcomes: Results from Three Continents (Abstract no. 219) Susan Frampton, Lisa Allen, Malek Almoosa; USA</p>
15 Minute Break			
14:30 - 15:30	Plenary - Rene Amelberti, Charles Vincent Topic: Managing risk in hazardous conditions: improvisation is not enough		Moderator: Wendy Nicklin
15:30 - 16:00	Break	Break	Break
16:00-17:00	<p>C11 - External Evaluation Moderator: BK Rana Session A: Accrediting for Procedures Yields Big Rewards (Abstract no. 2035) - Bonnie Weine and Peggy McElgunn r; Accreditation for Cardiovascular Excellence; USA</p> <hr/> <p>Session B: Improving the patient experience of Medical Travel Patients through standards and accreditation (Abstract no. 2047) -Record Karen Timmons; Global Healthcare Accreditation for Medical Travel Services; USA, Heitham Hussein Heitham Hussein MD, Vice-President and Medical Director for Cedars Sinai International in Los Angeles He previously served as Global Medical director for Johns Hopkins University Amr Fahmy, MD Prince Sultan Cardiac Center Al Hassa Director of Quality management, Patient safety and Risk management Administration. Ariel Ortiz Lagardere MD, FACS, FASMBS Medical Director & Founder, Obesity Control Center, Mexico</p>	<p>C12- QI SESSION - Quality Improvement and Safety Symposium 120 min 4 presentations</p> <p>1. Raising the Bar with a New Definition of Quality (Abstract no. 2014) Christina Krause, Ben Ridout, Chelsea Hochfilzer; BC Patient Safety & Quality Council; CA</p> <p>2. Creating Renaissance Clinicians in Quality Improvement – Developing timely improvement skills for evolving healthcare environments (Abstract no. 746) Ulfat Shaikh, Peter Lachman, Sara Albolino, Daljit K. Hothi;</p> <p>3. 2442 Variation in procedures and outcomes among hospitals is a form of inequality. The example of Neonatal Intensive Care Units in Italy - Luigi Gagliardi</p> <p>4. Utilising the creative arts for health and wellbeing of service users and staff in a large NHS organisation (Abstract no. 1817) Paul Gilluley, Stephen Sandford, Frank Rohricht; East London NHS Foundation Trust; UK</p>	<p>C13- QI SESSION ED Symposium - People powered health: from concept to practice 2008 Quality Reporting that matters - How to choose relevant quality indicators with patients and get stakeholders on board; Coordinator NFI-consortium Quality of Care; Nico van Weert, Karin Kaasjager</p> <p>2150 Bridging differences in international knowledge exchange for quality management; UMCeXpert; Jan Driessen Harm</p> <p>725 Person-centred care and the inclusion of care users' voices for quality improvement; Anne Margriet Pot, Sorien Kleefstra</p> <p>1646 People-powered quality improvement: a structured approach to engage patients as partners; NIAZ; Patricia Lahana</p> <p>From Clinical Pathway development to Medical Metroline Mapping for optimizing shared decision making in co-creation. Marion van der Kolk, Ingeborg Griffioen; The Netherlandsmarion.vanderkolk@radboudumc.nl Philosophical-ethical approach to person-empowerment in the patient-physician relationship Ilke Montag, Belgium</p>
Break (Desk Yoga)			

17:15-18:15	<p>C14 - Symposium (Covid-19) Session Title: Lessons from Around the World from the COVID Pandemic for the Healthcare System Moderator: David Bates, IAQS lead B.K. Rana Jeffrey Braithwaite David Bates Odet Sarabia Andrew Likaka Salma Jaouni Shin Ushiro Yuichi Imanaka Emma Sacks</p>	C12- CONTD	<p>C13 A19 - Symposium - Lessons from The Netherlands</p> <p>CONTD</p>
18:15 -19:15	C14 - CONTD	<p>C15 - External Evaluation Honouring the Voices of Vascular Access Patients: A call to action for the development of international standards for vascular access (834) Moderator: Lena Cuthbertson Lena Cuthbertson, Jocelyn Hill, Louise Clément</p>	<p>C16 - Focus on the Person (15 mins each)</p> <p>Moderator: Michela Tanzini Second victims' coping after adverse events: what are the positive and negative effects on patients, providers, and the healthcare system?; Michela Rimondini; Section of Clinical Psychology, Department of Neurosciences, Biomedicine and Movement Sciences, University of Verona 861</p> <hr/> <p>Patient Safety Walkrounds for improving patient safety and quality of care in the penitentiary system of the Tuscany Region - Giulia Dagliana 2421</p> <hr/> <p>How Nursing Organizational Models impact patient experience (Abstract no. 2427) Sabina De Rosis, Milena Vainieri, Nicola Bellè, Chiara Barchielli</p>
Poster sessions all day			