

Time	Room 1	Room 2	Room 3
07h00-09h00 room 1 07:45-08:45 rooms 2 and 3	<p>D1 - Symposium on Safety Lessons from Australia Peter Hibbert and Jeffrey Braithwaite Leading</p> <p>911 / 1252 / 125 / 639</p> <p>1.What are the latest innovative models being trialled into patient safety investigations? Peter Hibbert Australian Institute of Health Innovation, Macquarie University</p> <p>2.Co-creating the conditions for consumer lead improvement: Facilitating the conversation; Karen Patterson; Clinical Excellence Commission</p> <p>3.Giving voice to minority consumer populations: the hidden consumer experiences; Reema Harrison; University of New South Wales</p> <p>4. Disrupting the culture of a large healthcare organisation: successes, challenges and lessons learnt; Prof Erwin Loh; St Vincent's Health Australia</p> <p>5. In pursuit of healthcare transformation: building system improvement capability through an ecosystems approach - Michael Tresillian</p>	<p>D2 - Facilitating Future Health (10 Minute Orals) Learning from practitioner experiences of delivering rapid genomics in acute paediatrics at a national scale: a qualitative study (Abstract no. 1038) Stephanie Best, Helen Brown, Zornitza Stark - Australia</p> <hr/> <p>Building a Social Marketing Nursing Program against antimicrobial resistance (Abstract no. 1647) Mancini Arianna, Francesca Cargioli, Stefania Sannazzaro, Paola Lorenzani; Italy</p> <hr/> <p>Advance Care Planning for older people who experience clinical deterioration in subacute care (Abstract no. 567) Maryann Street, Trisha Dunning, Helen Rawson, Julie Considine - Australia</p> <hr/> <p>Return presentations to the ED within 30 days in older patients: A sign of frailty? (Abstract no. 463) Babiche Driesen, Hanneke Merten, Cordula Wagner, Prabath Nanayakkara; Netherlands</p> <hr/> <p>Optimizing transitioning to Tenofovir/Lamivudine/Dolutegravir combination as the preferred regimen for HIV treatment in Kogi State, Nigeria (Abstract no. 64) Stephen Balogun, Orogbemi Idowu, Zainab Rufai, Amarachi Nwaogwugwu; Nigeria</p>	<p>D3 External Evaluation (10 Minute Orals) Mackareth-Hill Moderator: Jan</p> <p>Measuring the safety climate in Scottish General Practice (Abstract no. 1215) Paul Bowie, Carl de Wet, Duncan McNab, Gordon MacWalter - Australia</p> <hr/> <p>Comparison of Quality, Efficiency and Accreditation Standards in Health Case of Turkey (Abstract no. 1617) Demet Gökmen Kavak, Ibrahim Halil Kayral, Ayşe Sibel, Canan Öksüzçengiz- Turkey</p> <hr/> <p>How a Peer Exchange Program is helping to improve patient flow in public hospitals in Queensland(abstract no. 1080) Carl de Wet, James Lind, Jennifer Helios, Elizabeth Garrigan - Australia</p> <hr/> <p>International comparisons of pressure ulcers in long-term care facilities: methodological robustness of four point prevalence measurements (Abstract no. 1234) Mircha Poldrugovac, Michael Padget, Niek Klazinga, Dionne Kringos; Netherlands</p> <hr/> <p>Validation Panel in TUSKA Accreditation Process (abstract no. 1249) Ibrahim H. Kayral, Canan Cengiz, Demet Gökmen Kavak, Keziban Avci; Turkey</p>
15 Minute Break			
09:00-10:00	<p>Plenary Sumaia Al-Ariki and Frances Mortimer Topic: The climate crisis and the role of healthcare</p>		
10:00-11:00	<p>D4 -Safety and Quality – Friends, not Foes (Abstract no. 1126) Moderator: Jeffrey Braithwaite Erik Hollnagel, Jeffrey Braithwaite, Axel Ros; University of Jönköping</p>	<p>D5 - Building Sustainability and Comprehensive Care</p> <p>Integrated Care Initiatives, Operation, and Its Effectiveness – Taiwan Experience (Abstract no. 739) Moderator: Chii-Jeng Lin Chii-Jeng Lin, Pa-Chun Wang, Kuan-Mihg Chiu, Shang-Feng Tsai; Taiwan</p> <p>1) Pa-Chun Wang: Integrated Care Initiatives, Operation, and Its Effectiveness – Taiwan Experience. (2) Kuan-Ming Chiu: Experience Sharing from Coronary Artery Disease Care Certification in Taiwan (3) Shang-Feng Tsai: Experience Sharing after Kidney Disease-Specific Care Certification.</p>	<p>D6- Quality in Resource-Challenged Settings Moderator:Sodzi</p> <p>Measuring quality of care for women and newborns: Generating robust evidence from a quality improvement programme for package of interventions including HIV, TB and Malaria in integrated people-centred antenatal and postnatal services in Togo (Abstract no. 1931) Bakusa Dankom, Alexandre Quach; Liverpool School of Tropical Medicine - UK</p> <hr/> <p>Lessons learned from introducing patient safety in low-income countries (Abstract no. 2111) Edwin Lugazia, Paul Barach, Matiur Rahman; Muhimbili University of Health and Allied Sciences-MUHAS - Norway</p>
15 Minute Break (Morning Mindfulness)			

11:15-12:15	<p>D7 - Education, Knowledge and Learning Moderator: Salma Jaouni Health Management - Training Programme-30 Mins for personalized health management - Larisa Fedyk,; Russia</p> <p>Outcome of nurses'- led community-based intensive Multi-Drugs Resistant Tuberculosis (MDR-TB) treatment in Montserrado county, Liberia (Abstract no. 1435) - 10 minutes Louis Ako Egbe, Lydia Mianue, Moses Bolongei; Cameroon</p> <p>Crossing healthcare boundaries and improving AECOPD care on the island of Ireland (Abstract no. 2179) - 10 minutes Rachel MacDonell, Orla Woods, John Brennan, Richard Costello; Ireland</p>	<p>D8 - Building Sustainable and Comprehensive Care</p> <p>Overuse and unnecessary clinical practices: methods for evaluation (Abstract no. 2185) Moderator: Jose Lorenzo Jose Lorenzo Valencia-Martin; Hospital Universitario Ramon y Cajal / IRYCIS - Spain</p>	<p>D9 - Designing for People Safety</p> <p>A human factors approach to incident analysis using the London Protocol (Abstract no. 2402) Moderator: Riccardo Tartaglia Charles Vincent, Tommaso Bellandi, Helen Higham, Riccardo Tartaglia;</p>
12:15 - 12:45	Break	Learning Journey - Isabella Castro, Anna Edwards, Charles Vincent, and Riccardo Tartaglia, John Brennan and Dal Hothi	Sponsored Session - DEDALUS Title: The relation between "Complexity Science and ICT" a Frame for Understanding the Management and Delivery of High Quality and Safer Care"
12:45 - 13:15			
13:15-14:15	<p>D10 Focus on the Person (10 Minute Oral) Moderator: Salma Jaouni Applying short-message-service (SMS) texting in gestational diabetes mellitus (GDM) management in Viet Nam (Abstract no. 2191) Trang Pham, Hieu Huynh, Ha Ngo, Trang Huynh - US</p> <p>Developing a training package to prepare and support parents to care for children with complex medical needs (Abstract no. 1244) Bethan Page, Charles Vincent, Alex Lee, Emily Harrop ; UK</p> <p>What is patient engagement? (Abstract no. 1468) Kelly Smith, Kelley Baker; USA</p> <p>Bridge to home: how to improve the quality and safety of the transition from hospital to primary care in partnership with patients completing cancer treatment (Abstract no. 1357) Marie-Pascale Pomey, Christine Arsenault, Françoise Poirier; Canada</p> <p>The Impacts of Health Literacy and Tea-drinking Habits on Fluid Management in Chinese Hemodialysis Patients: A Structural Equation Modeling Analysis (Abstract no. 1015) Chen Chen, Liming You, Jing Zheng; China</p>	<p>D11 - Leading for Quality (10 Minute Orals)</p> <p>"Grounded Accountability" from the Front-line: Insights from Healthcare Settings (Abstract no. 1782) Maureen Flynn , Niamh Brennan; Ireland</p> <p>PROJECT EXCEL - The Quality for Excellence (Q4E) Program (Abstract no. 1967) Sagar Ganga - India</p> <p>Innovate Multidisciplinary Information System and Case Management System Can Enhance Post-Acute Care and Interdisciplinary Quality of Holistic Care in Patients after Acute Stroke (Abstract no. 1882) Ching-Huang Lin, Cheng-Chang Yen, Wang-Chuan Juang, Yao-Sheng Chen - Taiwan</p> <p>Interventions to prevent or reduce rationing and missed nursing care: a scoping review (Abstract no. 2143) Maria Schubert, Dietmar Ausserhofer, Alvisa Palese - Switzerland</p> <p>The Global Patient Safety Collaborative (GPSC) (Abstract no. 959) Alexandra Shaw, Mike Durkin, Irina Papieva, Neelam Dhingra-Kumar - UK</p>	<p>D12 - Leading for Quality (10 Minute Orals) Moderator: Bruno Lucet</p> <p>Driving quality improvement through language analysis of real-time patient experience feedback (Abstract no. 1754) Mustafa Khanbhai - UK</p> <p>Effectiveness Of Two Methods Of Patient Satisfaction Survey As A Tool For Continuous Quality Improvement (Abstract no. 759) Joseph Lallu,Christopher Manju- India</p> <p>An ISQua Emerging Leader's journey: About Leadership and Quality (Abstract no. 2071) Wafa Allouche, Shams Syed, Katthyana Genevieve Aparicio Reyes, Peter Lachman - Tunisia</p> <p>Prevention of Harm Caused to Patients by Information-Technology-Related Medical Errors (Abstract no. 315) Hsiao-Hsien Rau, Hsun-Hsiang Liao, Chii-Jen Lin, Pa-Chun Wang - Taiwan</p> <p>Understanding relative importance of status quo bias, patient expectations and clinical evidence in antibiotic prescribing decision-making: A discrete choice experiment (Abstract no. 893) Sophie Wang, Nicola Belle, Oliver Gröne - Canada</p>
15 Minute Break			
14:30-15:30	Plenary - Ron Wyatt & Yvonne Coghill Topic: Healthcare inequality and inequity		Moderator: Ezequiel Garcia Elorrio

15:30 - 16:00	The COVID-19 Pandemic and Global Inequity - Don Goldmann & Andrea Taylor	Break	Break
16:00-17:00	<p>D13 - Facilitating Future Health</p> <p>Creating a Global Community for Health Equity through Stories in an Online Literary Journal for Healthcare Narratives (Abstract no. 164) - Tracy Granzky; MedStar Institute for Quality & Safety; USA</p>	<p>D14 - Education, Knowledge and Learning)</p> <p>Breakthrough Collaborative to Improve Quality in Healthcare: lessons to share from real examples (Abstract no. 2903)</p> <p>Moderator: Paulo Sousa</p> <p>Paulo Sousa, Claudia Garcia; Portugal</p>	<p>D15- The Future of Accreditation Leslee Thompson; CEO HSO & AC Canada - A panel of experts and thought leaders will guide this 2.5 hour session. There will be mix of presentation and dialogue with participants to foster engagement and inspire people to make change in their own jurisdictions.</p>
15 Minute Break (Desk Yoga)			
17:15-18:15	<p>D16 - Designing for People Safety</p> <p>Moderator: Rohit</p> <p>Session A: NEWS2 – A common language in managing patient deterioration. Lessons from implementing across a country and across care settings (Abstract no. 927)</p> <p>John Dean, Matt Inada Kim, Alison Tavare; UK</p> <hr/> <p>Session B: Health Care Quality after COVID19: Preparing your Workforce for our Changed World (Abstract no. 70)</p> <p>Kathryn Leonhardt</p>	<p>D17 WHO briefing session: WHO briefing session: action and learning for quality health services.Inadequate quality of care results in between 5.7 and 8.4 million deaths in low- and middle-income countries annually, a situation likely exacerbated by disruption to services during the COVID-19 pandemic and one that requires a comprehensive, system-wide response. To support countries to meet this challenge, WHO has recently released key technical products that will be presented in this briefing session. The first, Quality health services: a planning guide, focuses on actions required at the national, district and facility levels to enhance quality of health services, providing guidance on implementing key activities. The second, WHO's technical package on quality of care in fragile, conflict-affected and vulnerable (FCV) settings, has been developed to provide a starting point for multi-actor efforts to address quality of care in FCV settings, where nearly a quarter of the global population lives. The technical package proposes practical approaches to action planning and implementation of a set of quality interventions that take account of the needs of FCV settings. The session will also introduce the WHO COVID-19 Health Services Learning Hub, a platform to gather and share important knowledge on how quality essential health services are being maintained in the COVID-19 context across the world.</p> <p>Speaker 1: Shams Syed; Speaker 2: Nana Mensah Abrampah; Speaker 3: Matthew Neilson; Spaker 4: Sunny Khan</p>	<p>D 15 - External Evaluation Symposium CONTD</p>

18:15 -19:15

D18 Quality in Resource-Challenged Settings (10 Minute Orals)
Moderator: Stephen Balogun
Improving The Processes of The Emergency Department Of A Training And Research Hospital (Abstract no. 1666)
Keziban Avci, Mustafa Yildiz, Mehmet Okumuş - Turkey

Patient safety
baseline survey: Implications for patient safety policy and infection prevention and control (IPC) in Liberia (Abstract no. 1424)
Louis Ako Egbe, Moses Bolongei, Garrison Kerwilain, Lekilay Tehmeh - Cameroon

Participatory
Action Research: Holistic Leadership for Quality in the Public Health Sector in Cambodia aiming to Strengthen the Psychological Internal Locus of Control (Abstract no. 140)
Huong Vuthy - Cambodia

Creating
Quality One Step at a Time- H.O.P.E for Resource Challenged Settings (Abstract no. 1714)
Mohan Kochhar Atul - India

A Mixed-
Methods Analysis of International Standards Implementation in Kamuzu Central Hospital, Lilongwe, Malawi (Abstract no. 2088)
Omar Khan, Seleman Kondwe, Bongani Chikwapulo, Andrew Likaka; Malawi

D19 Building Sustainable and Comprehensive Care/Quality in Resource-Challenged Settings (10 Minute Orals) Moderator: David Crosby

A framework for interventions targeting potentially avoidable hospital admissions (Abstract no. 1278)
Cecilie Nørby Thisted, Marianne Johansson Jørgensen - Denmark

Building Sustainable Palliative Care Services for Advanced Cancer Patients and their Caregivers: Comparing Two Implementation Strategies among Community Oncology Practices (Abstract no. 1028)
Lisa Zubkoff, Marie Bakitas, Kathleen Lyons, Supriya Mohile - US

Home palliative care program: preliminary results (Abstract no. 1893)
Heloisa Amaral Gaspar Goncalves, Ana Carolina Capuano, Stephanie Santin, Flavia Canutto; Brazil

An Analysis of
Geographical Maldistribution of Physicians in Japan From 1996 to 2016 (Abstract no. 191)
Shimpei Hanaoka, Kunichika Matsumoto, Shouhei Hanaoka, Tomonori Hasegawa; Japan

D20 - Focus on the Person (10 Minute Orals)

Able to Improve? The hard part is the SOFFT skills (Abstract no. 1601)
John Gabbay, Andrée le May, David Wright - UK

Implementation and scaling-up of a tailored patient-centred care intervention using Quality Improvement Collaboratives in paediatric care in Spain: The "Miremos" program (Abstract no. 1570)
Carola Orrego, Pilar Hilarion, Maria José Bueno, Rosa Sunol - Spain

Coproducing healthcare with immigrants and refugees ? (Abstract no. 1641)
Christina Radl-Karimi, Anne Nicolaisen, Paul Batalden, Christian von Plessen - Denmark

Safe spaces for patient concern about patient safety (Abstract no. 1443)
Marie-Pascale Pomey, Christine Arseneault, Jean-Luc Gendron - Canada

Laws
that apply to patients recording clinical encounters: a scoping review (Abstract no. 2085)
Jaclyn Engel, Peter Scalia, Carmel Shachar, Glyn Elwyn; USA

Poster sessions all day