

Time	Room 1	Room 2	Room 3
07:45-08:45	<p>Moderator: Tricia Woodhead</p> <p>A1 - Building Sustainable and Comprehensive Care (10 Minute Orals) Health Service and Social Care Use by Community-dwelling Heart Failure Patients in NW London (Abstract no. 1781) Alex Bottle, Dani Kim, Paul Aylin, Benedict Hayhoe - UK</p> <hr/> <p>Building social capital to effect change in a regional suicide prevention program (Abstract no. 1032) Janet C Long - Australia</p> <hr/> <p>Implementing a Holistic Inpatient Decision Support Service based on Machine Learning (Abstract no. 985) Juang Wang-Chuan - Taiwan</p> <hr/> <p>Analyzing the facilitators for innovation in primary care provision. The case of primary care centers in Austria (Abstract no. 1579) Eva Krczal, Arleta Franczukowska, Alexander Braun - Austria</p> <hr/> <p>Greening the healthcare facilities leading to Climate-Smart, Low-Carbon Healthcare through accreditation (Abstract no. 487) Bhupendra Kumar Rana - India</p>	<p>A2 - Leading for Quality (10 Minute Orals) Egbe Moderator: Louis Ako</p> <p>A case study on the impact of a risk management programme implemented at a tertiary hospital in Malawi over a period of six years (2013 – 2019 (Abstract no. 1968) Leonard Londa, Jacqui Stewart, Petra Sewing, Bongani Chikwapulo - South Africa</p> <hr/> <p>Hospital-wide Evidence-based Practice Change from Dorsogluteal to Ventrogluteal Intramuscular Injection by Nurses in Hong Kong (Abstract no. 719) Man Ling Wai, Hang Au Sek, Ivy Cheng Po Yee, Cecilia Chau Lai Tim - Hong Kong</p> <hr/> <p>Hospital Infection Control (Abstract no. 2446) Kavithas.Abstrack; IN</p> <hr/> <p>Improving pain Assessment in the Emergency Department and Its impact on Overall Patient Experience in their pain Management (Abstract no. 741) Nazia Usmani - India</p> <hr/> <p>Leading and managing healthcare organisations through the use of performance intelligence – a pan-European survey among healthcare managers (Abstract no. 977) Damir Ivankovic, Mircha Poldrugovac, Niek Klazinga, Dionne Kringos - Netherlands</p> <hr/> <p>Providing quality melanoma care in primary practice: Australian general practitioners' knowledge and attitudes towards sentinel lymph node biopsy (SLNB) for patients with invasive melanoma (Abstract no. 757) Andrea Smith, Caroline Watts, Frances Rapport, Anne Cust - Australia</p>	<p>A3-External Evaluation (10 Minute Orals) Moderator: Steve Clark</p> <p>Enhancing appropriate prescribing in primary care with a national financial incentive, based on near real-time electronic health records data (Abstract no. 968) - Netherlands Lotte Ramerman, Karin Hek, Robert Verheij</p> <hr/> <p>Deepening our Understanding of Quality in Australia (DUQuA): findings from a nation-wide, multi-level analysis of relationships between quality management systems and patient factors in 32 hospitals (Abstract no. 1074) Robyn Clay-Williams, Natalie Taylor, Gaston Arnolda, Jeffrey Braithwaite- Australia</p> <hr/> <p>Hospital effect in restraint usage: Inspiration for quality improvement and more patient safety (Abstract no. 325) Silvia Thomann, Sandra Zwakhalen, Sabine Hahn - Switzerland</p> <hr/> <p>Satisfaction Survey on Hospital Accreditation - The Effect of IEEA International Accreditation Programme (IAP) (Abstract no. 1105) Yi Ping, Han-Chi Chung, Pa-Chun Wang, Chung-Liang Shih - Taiwan</p> <hr/> <p>The role of the regulator in promoting a just culture in healthcare organizations (Abstract no. 1840) Jan-Willem Weenink, Laura Hartman, Ian Leistikow, Roland Bal - Netherlands</p>
15 Minute Break			
09:00-10:00	Francesco Venneri INSH Welcome, Carsten Engel and Jeffrey Braithwaite ISQua Welcome, HAL Award and Plenary Melanie Calvert		
10:00-11:00	<p>Moderator: Tricia Woodhead</p> <p>A4 - External Evaluation Regulating for the future of health and social care in England – a vision for 2021 - onwards (Abstract no. 967) Ian Trenholm; Chief Executive,CQC</p>	<p>A5 - Focus on the Person Facilitator Gro Berntsen Person Centred Care: From Theory to Implementation (Abstract no. 2094) Moderator: Gro Rosvold Berntsen Gro Rosvold Berntsen, Isabela Castro, Louis Ako-Egbe,Morgan Chetty, Sara Yaron, Carolyn Canfield, Phan Thanh Phuc</p>	<p>A6 - Focus on the Person (10 Minute Orals) Moderator: Steve Clark</p> <p>Vulnerability and patient safety: evidence from ISQua (Abstract no. 1079) Joanne Travaglia, Hamish Robertson, Deborah Debono,Clifford Hughes - Australia</p> <hr/> <p>Second victims' support resources: preferences from a cross-sectional study in a large Academic Hospital in Udine (Abstract no. 1787) Enrico Scarpis, Federico Farneti, Rosanna Quattrin, Silvio Brusaferrero - Italy</p> <hr/> <p>Identifying factors which impact health staff speaking up about unprofessional behaviours (Abstract no. 1395) - Australia Ryan McMullan, Neroli Sunderland, Ling Li, Johanna Westbrook - Australia</p> <hr/> <p>Co-designing and evaluating innovations with people with disability: what is best practice? (Abstract 1696) Deborah Debono, Joanne Travaglia, Janice O'Connor, Hamish Robertson - Australia</p> <hr/> <p>Understanding genomic health information. How to meet the needs of the Culturally and Linguistically Diverse Community, a mixed methods study (Abstract no. 1040) Stephanie Best, Eloise Uebergang, Michelle de Silva, Kerri Finlay - Australia</p>
15 Minute Break (Morning Mindfulness)			

11:15-12:15	<p>Moderator: Tricia Woodhead Education, Knowledge & Learning</p> <p>Master's programmes on quality improvement and leadership in healthcare – lessons learned in Sweden and the Netherlands over the past decade (Abstract no. 2059) Ann-Christine Andersson, Jönköping University; Sweden</p> <p>The why, what and how of Learning Health Systems: Complexity, Coproduction and essential themes found in research (Abstract no. 2042) Andreas Gremyr, Jönköping University; Sweden</p>	<p>A7- A8 - (WHO) WASH & IPC as a key driver for quality of care – investing in the basics. Moderator: Dr Maggie Montgomery This session presents an opportunity to walk-through key WHO technical resources at the intersection of IPC, WASH and quality. It will explore how the three communities can strengthen their collaboration to accelerate the necessary health system actions that will further contribute to improvements in outcome at the health facility level Speakers: Dr Maggie Montgomery, Technical Officer, Environment, Climate Change and Health Department, WHO-HQ Ms Melissa Bingham, WHO Consultant Ms Sara Maria Filomena Xavier, Quality and IPC lead, Hospital Nacional Guido Valadares Ms Claire Kilpatrick, WHO consultant to IPC and WASH in HCFs s Claire Kilpatrick</p>	<p>A9 – Good Governance - 'The importance of the arts and healthcare'. The session will explore how the arts could benefit healthcare on an international scale.</p>
12:15 -12:45	<p>ISQua Patient Council Session Title: Getting to know ISQua's PFCAC Moderators: Isabela Castro & Anna Edwards</p>	<p>Learning Journey - Melanie Calvert, John Brennan and Dal Hothi Moderators: John Brennan and Dal Hothi</p>	<p>A10 - Designing for People Safety Moderator: Wafa Allouche Vulnerability and patient safety: a social epidemiology perspective (Abstract no. 1087) Joanne Travaglia - Australia A Continuous Quality Improvement (CQI) project with multidisciplinary approach in enhancing anticoagulant safety in haemodialysis patients in South of China (Abstract no. 794) Pearl Pai, Qiu-Zhen Tan, Helen Chan, Li Lin - China Evaluating parent preferences for preventing and managing medication errors in paediatric acute care: Designing a discrete choice experiment (Abstract no. 1401) Virginia Mumford, Magdalena Z Raban, Peter Gates, Johanna Westbrook - Australia</p>
12:45 -13:15	<p>CONTD..</p>	<p>CONTD..</p>	<p>Digitalisation & Quality Improvement: Challenges for Better Health Outcomes - Michael Marx - Germany</p>
13:15-14:15	<p>A11 Designing for People Safety (10 Minute Orals) Developing a patient safety framework for primary care in an era of Covid-19 (Abstract no.2443) Mondher Letaeif ,Triona Fortune- Ireland Zzz is for Zero (Abstract no. 1314) - Ireland John Brennan, Richard Brennan, Marina Hennessy, Janine English - Ireland "Medical Accident Investigation System / Japan". It's fundamental structure, the difference from the "Reporting System", and the preventive measures made from 1,200 cases (Abstract no. 1613) Sosuke Kimura - Japan Elaboration of patient safety solutions to improve patient safety (Abstract no. 608) Marie Coniel - France Organisational learning from patient complaints (Abstract no. 2038) Jackie van Dael, Erik Mayer, Alex Gillespie, Tom Reader - UK</p>	<p>A12 - Education, Knowledge and Learning (10 Minute Orals) Moderator: Louis Ako Egbe Q at 5: Learning from the developmental and summative evaluation of a large network of improvers in UK health and social care (Abstract no. 1974) Matthew Hill, Tom Ling - UK Educational Support for Mandatory Reporting of Serious Adverse Drug Reactions and Medical Device Incidents (Abstract no. 2301) Sylvia Hyland, Ambika Sharma, Maryanne D'Arpino, FERIA Bacchus - Canada Enhancing Patient Safety in the Pediatric Emergency Department through Simulation (Abstract no. 747) Ulfat Shaikh, JoAnne E. Natale, Dale A. Till, Ian M. Julie - US A Methodology to Evaluate Mass Open On Line Courses for Impact and the Improvement of Patient Care (Abstract no. 1358) Tricia Woodhead, Sian Smith-Lickless, Christos Vasilakis, Anna Burhouse - UK eLearning in quality improvement: not as accessible as you think (Abstract no. 2114) Doina Schimpf, Christian Zange, Michael Marx, Svetla Loukanova; Germany</p>	<p>A13 - Facilitating Future Health (10 Minute Orals) Moderator:Jennifer Zelmer Hepatitis B Vaccination Uptake Among Healthcare Workers: An Occupational Health and Safety Project in a Nigerian Hospital (Abstract no. 2131) Temitope Bakare, Mahadiyu Adegbite Olawale, Oyebanke Taiwo Oluyemi, Afolabi Oyapero - Nigeria Evaluating the Impact of Integrating Technology in the Healthcare Environment on Nursing Practice: Results from Seven Qualitative and Quantitative Studies (Abstract no. 484) Vanessa Burkoski, Jennifer Yoon, Shirley Solomon, Barbara E. Collins - Canada Improving COPD management in primary care: findings gaps and causes of quality problems in the province of Quebec, Canada (Abstract no. 1326) Brigitte Vachon, Isabelle Gaboury, Marie-Pascale Pomey,Véronique Noël de Tilly - Canada Impact of the Electronic Health Record on Quality in Clinical Practice (Abstract no. 97) Jennifer Clark - Canada A Strategic Organizational Learning Model for Improving Compliance of Safety Operation Procedures (PSO), in 10 Brazilian Public Hospitals (Abstract no. 2209) Maria Magalhaes, Mansur Nacime, Barreto Paloma; Brazil</p>
15 Minute Break			

14:30-15:30	Plenary: Walter Ricciardi; Italy Moderator: TBC		
15:30 - 16:00	<p>NAHQ Stephanie Mercado - Sponsored Sessions Moderator: Stephanie Mercado Title: We can only improve what we measure; it's time to measure workforce competencies for quality. Description: Clinical disciplines benefit from a well-worn path for education, training, and life-long learning. The same is not true for the discipline of Quality. Decades of effort to advance quality and safety have led to improvements, but they are largely realized on the fly at a local level, without the benefit of a common standard. Reducing variability is core to advancing quality and safety and reducing variability in healthcare quality competencies requires equal effort.</p> <p>NAHQ's CEO Stephanie Mercado will discuss how NAHQ's twice-validated Healthcare Quality Competency Framework is supporting individuals and organizations as they standardize quality competencies. We can only improve what we measure, and for the first time, NAHQ is measuring the expressed competencies of the quality workforce at local and national levels. The improvement journey for quality professionals has begun! Join us to learn more!</p>	Sponsored Session - Rina	Break
16:00-17:00	<p>A14- Quality in Resource-Challenged Settings - Moderator: Peter Lachman Governance of Quality in Long-Term Care (Abstract no. 1877) Gail Nielsen; Luther Park Community; USA</p>	<p>A15 - Designing for People Safety Moderator: Wendy Nicklin</p> <p>Rewiring our approach to safety: Building capacity for patient safety in partnership with patients (Abstract no 329) Anne MacLaurin, Maaïke Asselbergs; Canadian Patient Safety Institute (Canada)</p> <hr/> <p>Just and Trusting ... When Things Go Horribly Wrong (and Learning from Failure) (Abstract no. 2020) Deborah Prowse; Canadian Patient Safety Institute (Canada)</p>	<p>A16 - Building Sustainable and Comprehensive Care</p> <p>Human-centered design for value creation in healthcare Martine de Bruijne, Marijke Melles</p>
15 Minute Break (Desk Yoga)			
17:15-18:15	<p>A17 - Facilitating Future Health Moderator: Ezequiel Garcia</p> <p>Health Data Management for AI-based P4 Medicine: Interdisciplinary Insights (Abstract no. 1347) Gastone Ciuti, Pietro Rubegni and Andrea Costaglioli, Dirpolis Institute, Scuola Superiore Sant'Anna; Italy</p> <hr/> <p>Improving population health; where, when and how? (Abstract no. 1554) Dominique Allwood, Suzanne Wood, Guddi Singh, Clare Cable; The Health Foundation; UK</p>	<p>A18 - Implementation Moderator: David Vaughan</p> <p>Integrating Quality Improvement and Implementation Science to Enhance Coproduction of Patient Care (Abstract no. 1470) Julie Johnson, Rohit Ramaswamy; Northwestern University; US</p> <hr/> <p>Innovate Implement Improve: Implementation Science 101 (Abstract no. 1026) Lisa Zubkoff, Eugene Nelson; White River Junction VA Medical Center; US</p>	<p>A19 - Invited Session (IHI)</p> <p>Not just another fad – improvement is our business Speakers: Pierre Barker (IHI), Amar Shah (ELFT), Pedro Delgado (IHI)</p>

18:15 -19:15	<p>A20- Designing for People Safety (5 Minute Lightning Talks) Moderator: Elom Ottchi</p> <p>Test Results from an Anti Flu Vaccination Indicator for Healthcare Personnel (Abstract no. 981) Meriem Bejaoui, Zineb Messarat-Haddouche, Karen Assmann, Raphael Veil; France</p> <hr/> <p>Advancing Diagnostic Safety Research: Results of a Systematic Research Priority Setting Exercise (Abstract no. 1313) Hardeep Singh; USA</p> <hr/> <p>Investigation into the Cleaning Methods of Smartphones and Wearables from Infectious Contamination in a Patient Care Environment (I-SWIPE) (Abstract no. 268) Sean Spina, Stephanie Huffman, Carly Webb; Canada</p> <hr/> <p>Multicentre study for the reduction of adverse events in Argentine Pediatric Intensive Care Units using a program to improve handoffs: a stepped wedge trial (Abstract no. 768) Ezequiel Garcia Elorrio, Jorro Baron Facundo, Luis Landry, Ines Suarez Ansorena; Argentina</p> <hr/> <p>Implementation of e-Triggers for Measurement of Diagnostic Errors in a Large Health Care System (Abstract no. 1027) Hardeep Singh, Divvy Upadhyay, Saritha Korukonda, Dennis Torretti; USA</p>	<p>A21 - Quality in Resource-Challenged Settings (10 Minute Orals) Moderator: Odet</p> <p>Evaluating Supply-side Readiness To Provide Quality Healthcare In A Resource-challenged Setting – PharmAccess Experience in Adamawa State, Nigeria (Abstract no. 2115) Dadalbironke, Njide Ndili, Attahiru Bello - Nigeria</p> <hr/> <p>Reaching the first 90: Improving HIV Testing Yield from Community-Led Outreach Services in Kogi State, Nigeria (Abstract no. 103) Stephen Balogun, Aminat Adewole, Zainab Rufai, Patrick Adah - Nigeria</p> <hr/> <p>Using off the shelf software for cost-effective quality improvement (Abstract no. 1338) Sihem Majoul, Jan Mackereth Hill - Tunisia</p> <hr/> <p>Examining doctors’ clinical and interpersonal skills; a feasibility study in a hospital outpatient clinic in Ibadan, Oyo State, Nigeria (Abstract no. 859) Navneet Auja, Temitope Illori, Abimbola Obimakinde, Akinyinka Omigbodun - UK</p> <hr/> <p>Effectiveness of Instructional Training Videos in Enhancing the Quality of Adult Patient Screening and Management for Hypertension in Tanzania (Abstract no. 1850) Anbrasi Edward, Frank Manese, Kunihiro Matsushita, Lawrence Appel; USA</p> <hr/> <p>Effect of Protocol Based Nursing Interventions in the Prevention and Healing of Incontinence- Associated” (Abstract no. 2900) Vevila Braganza</p>	<p>A22 - Italian Session (15 Minute Oral) - Italian</p> <p>Progetto Handover – progetto di miglioramento del Dipartimento Emergenza Accettazione della AOU Careggi – Firenze volto a migliorare la continuità assistenziale del paziente in trasferimento dal Pronto Soccorso verso un reparto di degenza dell’area medica (Abstract no. 2425) F. Rocchi, M. Fratini, S. Bausi, C. Nozzoli</p> <hr/> <p>EVENTI SENTINELLA: STANDARD TOOL VS INNOVATION TOOL (Abstract no. 2434) E.Garbarino M. Barisone, F. Bracco, M. Vaira,o - Italy</p> <p style="text-align: right;">2413</p> <hr/> <p>Fast track pronto soccorso: un percorso per la gestione della polipatologia e delle cronicità Anna Santa Guzzo</p> <hr/> <p>L’handover infermieristico e la sicurezza del paziente: uno studio osservazionale presso le Degenze di un Dipartimento Cardiotoracico (Abstract no. 2399) Maria Filomena Speltri, Marco Vaselli, Stefania Baratta, Tommaso Bellandi</p> <hr/> <p>La informatizzazione della cartella clinica come strumento per il miglioramento della qualità e della sicurezza del paziente (Abstract no. 2400) Benedetta Valli, Sara Marsupini, Giulia Tenti</p>
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Poster sessions all day