<table>
<thead>
<tr>
<th>Time</th>
<th>Room 1</th>
<th>Room 2</th>
<th>Room 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:45-08:45</td>
<td>Moderator: Tricia Woodhead&lt;br&gt; A1 - Building Sustainable and Comprehensive Care (10 Minute Orals)</td>
<td>A2 - Leading for Quality (10 Minute Orals) &lt;br&gt; A2 - 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. 1598)</td>
<td>A3-External Evaluation (10 Minute Orals) &lt;br&gt; A3-Enhancing appropriate prescribing in primary care with a national financial incentive, based on near real-time electronic health records data (Abstract no. 968) - Netherlands</td>
</tr>
<tr>
<td>08:45-09:00</td>
<td>Alex Bottle, Dani Kim, Paul Aylwin, Benedikt Hayhoe - UK &lt;br&gt; Building social capital to effect change in a regional suicide prevention program (Abstract no. 1032)</td>
<td>Hospital-wide Evidence-based Practice Change from Dorsogluteal to Ventrogluteal Intramuscular Injection by Nurses in Hong Kong (Abstract no. 719) &lt;br&gt; Hospital Infection Control (Abstract no. 2446)</td>
<td>Hospital effect in restraint usage: Inspiration for quality improvement and more patient safety (Abstract no. 325) &lt;br&gt; Satisfaction Survey on Hospital Accreditation - The Effect of IEA International Accreditation Programme (IAIP) (Abstract no. 1105)</td>
</tr>
</tbody>
</table>
### A9 - Good Governance - "The importance of the arts and healthcare"

The session will explore how the arts could benefit healthcare on an international scale.

**Moderator:** Tricia Woodhead

- Education, Knowledge & Learning

Master's programmes on quality improvement and leadership in healthcare – lessons learned in Sweden and the Netherlands over the past decade (Abstract no. 2059)
Am-Christine Andersson; Jönköping University; Sweden

The why, what and how of Learning Health Systems: Complexity, Co-production and essential themes found in research (Abstract no. 2042)
Andreas Gremyr, Jönköping University; Sweden

### A7 - [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 outcomes at the health facility level

- 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

---

### ISQua Patient Council Session

**Title:** Getting to know ISQua's PPCAC

**Moderators:** Isabela Castro & Anna Edwards

**Learning Journey** - Melanie Calvert, John Brennan and Dal Hoths

- moderators: John Brennan and Dal Hoths

---

### 12:15 - 12:45

**Continued..**

### 12:45 - 13:15

**Continued..**

**Digitalisation & Quality Improvement: Challenges for Better Health Outcomes**

- Moderator: Michael Mars - Germany

### 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)
  - Monshor Letaef; Triona Fortune - Ireland

- It is for Zero (Abstract no. 1314) - Ireland
  - John Brennan, Richard Brennan, Marina Hennesey, 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 Canat - France

- Organisational learning from patient complaints (Abstract no. 2038)
  - Jackie van Dael, Erik Mayer, Avel Gillespie, Tom Reader - UK

### A12 Education, Knowledge and Learning (10 Minute Orals)

- I at S: 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 Baccus - Canada

- Enhancing Patient Safety in the Pediatric Emergency Department through Simulation (Abstract no. 747)
  - Ulfat Shaikh, JoAnne E. Natalie, Dale A. Tiff, 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-Lickiss, Christos Vasilikos, Anna Burhose - UK

- Learning in quality improvement: not as accessible as you think (Abstract no. 2114)
  - Doina Schimpf, Christian Zange, Michael Mars, Svetla Loukanova - Germany

---

### A10 - Designing for People Safety

**Moderator:** Wafa Al-Oushe

Vulnerability and patient safety: a social epidemiology perspective (Abstract no. 1087)
Joanne Travaglia - Australia

**Continuous Quality Improvement (CQI) project with multidisciplinary approach in enhancing anticoagulant safety in haemodialysis patients in South of China (Abstract no. 794)
**
Pei Bai, 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

---

**12:15 - 13:15**

**Continued..**

**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)**
Yemotope Sakare, Mahdyo Adegbile Osawale, Oyebani Taiwo Olayemi, Afolabi Oyappero - Nigeria

**Evaluating the Impact of Integrating Technology in the Healthcare Environment on Nursing Practice: Results from Seven Qualitative and Quantitative Studies (Abstract no. 486)**
Vanessa Burkosi, 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 Gaborzy, Marie-Pascale Pomey, Veronique Noël de Tilly - Canada

**A Strategic Organizational Learning Model for Improving Compliance of Safety Operation Procedures (PSO) in 10 Brazilian Public Hospitals (Abstract no. 2209)**
Maria Magalhães, Mansur Nazem, Barreto Paloma - Brazil
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Moderator</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:30-16:00</td>
<td>NAHQ Stephanie Mercardo - Sponsored Sessions</td>
<td>Moderator: Stephanie Mercardo</td>
<td>Title: We can only improve what we measure; it's time to measure workforce competencies for quality.</td>
<td>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. NAHQ's CEO Stephanie Mercardo 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!</td>
</tr>
<tr>
<td>16:00-17:00</td>
<td>A14 - Quality in Resource-Challenged Settings</td>
<td>Moderator: Peter Lachman</td>
<td>Governance of Quality in Long-Term Care (Abstract no. 1877)</td>
<td>Gail Nielson; Luther Park Community; USA</td>
</tr>
<tr>
<td></td>
<td>A15 - Designing for People Safety</td>
<td>Moderator: Wendy Nicklin</td>
<td>Rewiring our approach to safety: Building capacity for patient safety in partnership with patients (Abstract no 329)</td>
<td>Anne MacLaurin, Maahe Auxelberg; Canadian Patient Safety Institute (Canada) Just and Trusting ... When Things Go Horribly Wrong (and Learning from Failure) (Abstract no. 2020) Deborah Provex; Canadian Patient Safety Institute (Canada)</td>
</tr>
<tr>
<td></td>
<td>A16 - Building Sustainable and Comprehensive Care</td>
<td>Moderator: Ezequiel Garcia</td>
<td>Human-centered design for value creation in healthcare</td>
<td>Martine de Bruyne, Marijke Melles</td>
</tr>
<tr>
<td></td>
<td>A17 - Facilitating Future Health</td>
<td>Moderator: Ezio Cerinic</td>
<td>Health Data Management for AI-based P4 Medicine: Interdisciplinary Insights (Abstract no. 1347)</td>
<td>Gastone Ciuti, Pietro Rubegi and Andrea Costaglioli, Dirpolis Institute, Scuola Superiore Sant'Anna; Italy Improving population health; where, when and how? (Abstract no. 1554) Dominique Allwood, Suzanne Wood, Guddi Singh, Clare Cable; The Health Foundation; UK</td>
</tr>
<tr>
<td></td>
<td>A18 - Implementation Science</td>
<td>Moderator: David Vaughan</td>
<td>Integrating Quality Improvement and Implementation Science to Enhance Coproduction of Patient Care (Abstract no. 1470)</td>
<td>Julie Johnson; Rohit Ramaswamy; Northwestern University; US Innovate Implement Improve: Implementation Science 101 (Abstract no. 1026) Lisa Zubkoff, Eugene Nelson; White River Junction VA Medical Center; US</td>
</tr>
<tr>
<td></td>
<td>A19 - Invited Session (IHI)</td>
<td>Moderator: Pierre Barkar</td>
<td>Not just another fad – improvement is our business</td>
<td>Speakers: Pierre Barkar (IHI), Amar Shah (ELFT), Pedro Delgado (IHI)</td>
</tr>
<tr>
<td>Session</td>
<td>Title</td>
<td>Speaker(s)</td>
<td>Abstract/Poster No.</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>A21</td>
<td>Designing for Safety (5 Minute Lightning Talks)</td>
<td>Torn Otchi</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Test Results from an Anti Flu Vaccination Indicator for Healthcare Personnel (Abstract no. 981)</td>
<td>Meriem Bejouzi, Zineb Messarat-Haddouche, Karen Asmann, Raphael Vel; France</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Advancing Diagnostic Safety Research: Results of a Systematic Research Priority Setting Exercise (Abstract no. 1103)</td>
<td>Rana Singhal, USA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Investigation into the Cleaning Methods of Smartphones and Wearables from Infectious Contamination in a Patient Care Environment (I-SWIP) (Abstract no. 268)</td>
<td>Sarita Korukonda, Dennis Torretti, USA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18:15 - 19:15

Poster sessions all day