### Day 1 - Tuesday 18th October - Morning

#### Short Orals (15 Minutes each)

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Authors</th>
<th>Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Quality and Safety in Resource-Challenged Settings</td>
<td>1FHI360, Kampala, Uganda; 2USAID's Maternal Child Health and Nutrition Activity, Unisante, Lausanne, Switzerland</td>
<td>1USAID Maternal Child Health and Nutrition Activity, Family Health International (FHI360), Kampala, Uganda; 2USAID Maternal Child Health and Nutrition Activity, Family Health International (FHI360), Kampala, Uganda</td>
</tr>
<tr>
<td>A2</td>
<td>External Evaluation</td>
<td>1Accreditation for Cardiovascular Excellence, Midlothian, United States</td>
<td>1Accreditation for Cardiovascular Excellence, Midlothian, United States</td>
</tr>
<tr>
<td>A3</td>
<td>Primary, Community, and Integrated Care</td>
<td>1Health Standards Organization, Ottawa, Canada</td>
<td>1Health Standards Organization, Ottawa, Canada</td>
</tr>
<tr>
<td>A4</td>
<td>Patient Safety and Quality Improvement</td>
<td>1Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979); 2National Yang Ming Chiao Tung University, University of Manchester, United Kingdom; 3Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979)</td>
<td>1Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979); 2National Yang Ming Chiao Tung University, University of Manchester, United Kingdom; 3Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979)</td>
</tr>
<tr>
<td>A5</td>
<td>Co-production with service users</td>
<td>1University of Limerick, Limerick, Ireland; 2University of Limerick, Limerick, Ireland</td>
<td>1University of Limerick, Limerick, Ireland; 2University of Limerick, Limerick, Ireland</td>
</tr>
</tbody>
</table>

#### Concurrent Sessions

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Authors</th>
<th>Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Quality and Safety in Resource-Challenged Settings</td>
<td>1FHI360, Kampala, Uganda; 2USAID's Maternal Child Health and Nutrition Activity, Unisante, Lausanne, Switzerland</td>
<td>1USAID Maternal Child Health and Nutrition Activity, Family Health International (FHI360), Kampala, Uganda; 2USAID Maternal Child Health and Nutrition Activity, Family Health International (FHI360), Kampala, Uganda</td>
</tr>
<tr>
<td>A2</td>
<td>External Evaluation</td>
<td>1Accreditation for Cardiovascular Excellence, Midlothian, United States</td>
<td>1Accreditation for Cardiovascular Excellence, Midlothian, United States</td>
</tr>
<tr>
<td>A3</td>
<td>Primary, Community, and Integrated Care</td>
<td>1Health Standards Organization, Ottawa, Canada</td>
<td>1Health Standards Organization, Ottawa, Canada</td>
</tr>
<tr>
<td>A4</td>
<td>Patient Safety and Quality Improvement</td>
<td>1Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979); 2National Yang Ming Chiao Tung University, University of Manchester, United Kingdom; 3Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979)</td>
<td>1Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979); 2National Yang Ming Chiao Tung University, University of Manchester, United Kingdom; 3Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979)</td>
</tr>
<tr>
<td>A5</td>
<td>Co-production with service users</td>
<td>1University of Limerick, Limerick, Ireland; 2University of Limerick, Limerick, Ireland</td>
<td>1University of Limerick, Limerick, Ireland; 2University of Limerick, Limerick, Ireland</td>
</tr>
</tbody>
</table>

#### Plenary

**Morning Break**

**Concurrent Sessions**

<table>
<thead>
<tr>
<th>Session</th>
<th>Title</th>
<th>Authors</th>
<th>Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Quality and Safety in Resource-Challenged Settings</td>
<td>1FHI360, Kampala, Uganda; 2USAID's Maternal Child Health and Nutrition Activity, Unisante, Lausanne, Switzerland</td>
<td>1USAID Maternal Child Health and Nutrition Activity, Family Health International (FHI360), Kampala, Uganda; 2USAID Maternal Child Health and Nutrition Activity, Family Health International (FHI360), Kampala, Uganda</td>
</tr>
<tr>
<td>A2</td>
<td>External Evaluation</td>
<td>1Accreditation for Cardiovascular Excellence, Midlothian, United States</td>
<td>1Accreditation for Cardiovascular Excellence, Midlothian, United States</td>
</tr>
<tr>
<td>A3</td>
<td>Primary, Community, and Integrated Care</td>
<td>1Health Standards Organization, Ottawa, Canada</td>
<td>1Health Standards Organization, Ottawa, Canada</td>
</tr>
<tr>
<td>A4</td>
<td>Patient Safety and Quality Improvement</td>
<td>1Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979); 2National Yang Ming Chiao Tung University, University of Manchester, United Kingdom; 3Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979)</td>
<td>1Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979); 2National Yang Ming Chiao Tung University, University of Manchester, United Kingdom; 3Department of Hospital Administration, LADNAN HOSPITAL, LADNAN HOSPITAL (1979)</td>
</tr>
<tr>
<td>A5</td>
<td>Co-production with service users</td>
<td>1University of Limerick, Limerick, Ireland; 2University of Limerick, Limerick, Ireland</td>
<td>1University of Limerick, Limerick, Ireland; 2University of Limerick, Limerick, Ireland</td>
</tr>
</tbody>
</table>

**Learning to Cod produce Health Care Service: Current Approaches, Experiences, and Future Directions**

Christian van den Berg, Department of University, Lusanne, Switzerland; Julie Johnson-Heber, School of Medicine, Northwestern University, Chicago, IL; Tina Foster, The Dartmouth Institute, Dartmouth College, Dartmouth, NH, USA (10 Mins)
A11 - Workforce, Policy and Governance

IMPACT OF A SHADOWING PROGRAMME ON IN-HOSPITAL MORTALITY FOLLOWING TRAINEE DOCTORS' CHANGEOVER (1698)

V. Balinskaite 1, A. Bottle 1, P. Aylin 1*
1School of Public Health, IMPERIAL COLLEGE, London, United Kingdom

UNDERSTANDING THE EXPERIENCES AND IMPACT OF IMPLEMENTING AN ELECTRONIC MEDICAL RECORD SYSTEM ON NURSES: IMPLICATIONS FOR NURSING WORKFORCE RETENTION (1912)

R. M. Jedwab 1, 2,*, A. Hutchinson 1, 2, E. Manias 1, B. Redley 1
1Deakin University, 2Monash Health, Melbourne, Australia

IMPROVING PRIVATE HEALTH CARE REGULATION AND QUALITY: A CROSS-SECTIONAL SURVEY OF PRIVATE SECTOR HEALTH FACILITIES IN 13 DISTRICTS OF CAMBODIA (2052)

V. Lebrun 1,*, E. Evens 1, D. Long 2, D. Nhim 2
1Global Health, Population, and Nutrition Department, FHI 360, Durham, United States, 2Cambodia Office, FHI 360, Phnom Penh, Cambodia

PATIENT EXPERIENCE AND NURSE STAFFING LEVEL IN SOUTH KOREA (2047)

Y. Song 1, 2,*, Y. K. Do 1, 2
1Department of Health Policy and Management, Seoul National University College of Medicine, 2Institute of Health Policy and Management, Seoul National University Medical Research Center, Seoul, Korea, Republic Of

A12 - Patient Safety & Quality Improvement

AN INTEGRATIVE REVIEW OF INNOVATIVE MODELS OF CARE FOR THE HOSPITALS OF THE FUTURE (1552)

N. Roberts 1,*, A. Carrigan 1, I. Meulenbroeks 1, J. Braithwaite 1
1Australian Institute of Health Innovation, Macquarie University, Sydney, Australia

SAFETY WALKAROUND, AN INTERESTING TOOL TO OBSERVE VACCINATION PROCESS (1192)

M. Tanzini 1,*, F. Ranzani 1, E. Beleffi 1, E. Flore 1
1Centre for Clinical Risk Management and Patient Safety, Florence, Italy

EVALUATION OF HEALTH SERVICE EMPLOYEES’ COMPETENCY LEVELS FOR CLINICAL LEADERSHIP CHARACTERISTICS (1865)

E. Özyurt 1,*, K. AVCI 1, D. İNCEGİL 1, G. YAZICI 1
1Turkey Health Care Quality and Accreditation Institute, ANKARA, Turkey

THE WORK OF TC304 IN DEVELOPING ISO7101 (1889)

J. Mackereth-Hill 1,*, A. Layland 1, A. McCaskill 2
1British Standards Institute, London, United Kingdom, 2Healthcare Standards Institute, Grapevine, United States

EFFECTIVENESS OF THE INCENTIVE SYSTEM FOR NURSING CLINICAL CARE INNOVATION PROGRAM (1568)

Y.-J. Tsou 1,*, H.-L. Wu 1, S.-H. Hung 1, T.-F. Shiung 1
1Nursing Department, Taipei Veterans General Hospital, Taipei City, Taiwan

A13 - WHO -Session

WHO briefing session: taking action for quality of care Chair: Shams Syed (90 Minutes)

A14 - External Evaluation

External Evaluation Debate TBC

A15 - Primary, Community, and Integrated Care - Public Health Nurses projects

TBC

A16 - Patient Safety & Quality Improvement

CONSUMER VOICES FOR QUALITY IMPROVEMENT - WHAT 5100 AUSTRALIAN HEALTH CONSUMERS TOLD US AND WHY WE SHOULD LISTEN (1933)

Yvonne Zurynski: NHMRC Centre for Health System Sustainability, Australian Institute of Health Innovation, Macquarie University, Sydney, Australia; Jeffrey Braithwaite: Australian Institute of Health Innovation, Macquarie University, Sydney, Australia; Louise Sklenska: NHMRC Centre for Health System Sustainability, Australian Institute of Health Innovation, Macquarie University, Sydney, Australia; Louise Wells: Consumers Health Forum of Australia, Canberra, Australia. (45 Mins)

DEVELOPING THE FIRST PAN-CANADIAN SURVEY ON PATIENT ENGAGEMENT IN PATIENT SAFETY (1157)

Ursulla Aho-Glele: Department of management, evaluation and health policy, School of Public Health, UNIVERSITY OF MONTREAL, Montreal, Canada; Marie-Pascale Pomey: Department of management, evaluation and health policy, School of Public Health, UNIVERSITY OF MONTREAL, Montreal, Canada. (45 Mins)

15:15 - 15:45
15:45 - 16:45
17:00 - 17:15
17:15 - 18:30
Afternoon Break
18:45 - 19:15
19:30 - 19:30
Poster Reception