



International Society for Quality in Health Care



GRC
Centro Regionale
Gestione Rischio Clinico
e Sicurezza del Paziente

ISQua's 37th International Conference

Virtual Conference: 8th - 11th July 2021

#ISQua2021

EMOTION, INSPIRATION AND CREATIVITY:
PATHWAYS TO GLOBAL HEALTH QUALITY

Conference Programme

Thursday, 8th July 2021

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 Zelmmer 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 Rewiring our approach to safety: Building capacity for patient safety in partnership with patients (Abstract no 329) Anne MacLaurin, Maaik 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>	<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>	<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>
	<p>Advancing Diagnostic Safety Research: Results of a Systematic Research Priority Setting Exercise (Abstract no. 1313) Hardeep Singh; USA</p>	<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>	<p>EVENTI SENTINELLA: STANDARD TOOL VS INNOVATION TOOL (Abstract no. 2434) E.Garbarino M. Barisone, F. Bracco, M. Vaira,o - Italy</p>
	<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>	<p>Using off the shelf software for cost-effective quality improvement (Abstract no. 1338) Sihem Majoul, Jan Mackereth Hill - Tunisia</p>	<p>Fast track pronto soccorso: un percorso per la gestione della polipatologia e delle cronicità Anna Santa Guzzo</p>
	<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> <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>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> <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> <p>Effect of Protocol Based Nursing Interventions in the Prevention and Healing of Incontinence- Associated” (Abstract no. 2900) Vevila Braganza</p>	<p>2413</p> <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> <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>

Poster sessions all day



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Conference Programme

Friday, 9th July 2021

Time	Room 1	Room 2	Room 3
07:45-08:45	<p>B1 - Education, Knowledge and Learning (10 Minute Orals) Moderator: Shin Ushiro</p> <p>How is primary care prescribing data used? An explorative study in the Dutch context (Abstract no. 279) Erica Barbazza, Robert Verheij, Lotte Ramerman, Niek Klazinga, Dionne Kringos - Netherlands</p> <p>Relationship Exploration of Design Participation, Perceived values and User Satisfaction of Nursing Staff Regarding Mobile Stations (Abstract no. 1082) Shu-Mei Chen, Li-Chu Wu, Ting-Ting Wu, Cheng-Lung Hung - Taiwan</p> <p>Developing education, knowledge and learning tools to support staff to improve the quality of health and social care by adopting a human rights-based approach. (Abstract no. 1584) Linda Weir, Davina Swan, Sarah Fitzgerald, Rachel Flynn - Ireland</p> <p>STANDING Collaboration: a wiki-based process for developing clinical standards and indicators (Abstract no. 1096) Peter Hibbert, Louise Wile, Chris Maher, William Runciman; Australia</p> <p>Evaluating and exploring of the learning of the person-centred therapeutic relationship skills: Innovating an intensive training with the use of a new learning technology (Abstract no. 2288) Faith Liao, David Murphy; Taiwan</p>	<p>B2- Focus on the Person (10 Minute Orals) Moderator: Cormac Kennedy</p> <p>Private health expenditure in orthopaedic elective surgery. Preliminary findings from PROMs in Tuscany(2384) Sabina De Rosi; Italy</p> <p>A patient-centred approach to identifying patients with familial hypercholesterolemia and improving quality of care to in a lipid clinic setting (Abstract no. 2164) Cormac Kennedy, Orlaith McNulty, Patricia O'Connor; Ireland</p> <p>Labouring Together: Womens' Experiences of "Getting the Care that I Want and Need" in Maternity Care (Abstract no. 909) Vanessa Watkins, Alison Hutchinson, Cate Nagle, Bridie Kent - Australia</p> <p>Identifying vulnerable patients to improve patient care: Testing four vulnerability question (Abstract no. 1628) Karen Roberts, Marnie Graco, Bridget Wall, Bronwyn McFadyen - Australia</p> <p>Patients and Citizens Collaborative Experiences with Professionals in Social and Health Care : a French survey for feedbacks (Abstract no. 294) Joelle Andre Vert, Marie Citrini, Karen Jeuland, Pascal Jarno; France</p>	<p>B3 Building Sustainable and Comprehensive Care (10 Minute Orals) Moderator: Jacqui Stewart</p> <p>Could community-based health insurance schemes be a creative approach to achieving equitable care in Nigeria? – Findings from a baseline survey of existing schemes in Benue State (Abstract no. 731) Ajala Oluwadara, Ugonna Ofonagoro, Chibuikwe Alagboso - Nigeria</p> <p>Implementation of bundle care helps to effectively reduce surgical site infection (Abstract no. 1176) Jun-Yi Li, Hsiang-Ting Chen, Hsiu-Tzy Chiang - Taiwan</p> <p>Interruptions and Multitasking in Clinical Work: - A Summary of the Evidence (Abstract no. 2419) Michela Tanzini, Stefano Guidi, Mirela Prgommet, Neroli Sunderland; Centre for Clinical Risk Management and Patient Safety, Tuscany Region - WHO Collaborating Centre in Human Factors and Communication for the De ry of Safe and Quality Care - Italy</p> <p>Established the sustainability model of quality improvement initiatives (Abstract no. 1089) Hsun-Hsiang Liao, Tsung-Hsien Yu, Weyu Hu, Kuo-Piao Chung - Taiwan</p> <p>Development of hospital standardized readmission ratios (HSSRs) for pneumonia model in Japan using DPC/PDPS claim data (Abstract no. 1446) Ryo Onishi, Yosuke Hatakeyama, Rebeka Amin, Tomonori Hasegawa - Japan</p>
15 Minute Break			
09:00-10:00	Plenary - Pascale Carayon Topic: How to support the work of care teams? Topic: A human factors and systems engineering perspective to address the global quality chasm		Moderator: Jeffrey Braithwaite

10:00-11:00	<p>B4 Dr Neelam Dhingra, WHO -</p> <p>(WHO) Towards Eliminating Avoidable Harm in Health Care All WHO Member States (MSs) and partners are striving to progress towards universal health coverage (UHC) and achieve the Sustainable Development Goals. However, the benefits of increased access to and improved coverage of health care services have been undermined by systemic issues, including inefficient service delivery models, lack of human and financial resources, ineffective communication and teamwork, inappropriate cultures and behaviours that lead to significant human suffering and patient harm. In recent years, the global efforts to recognize the urgent need to reduce patient harm in health care systems around the world, have dramatically increased, with the paradigm shift in addressing patient safety within broader health system strengthening context and as a foundation to moving ahead in the journey towards UHC.</p> <p>Following the adoption of the World Health Assembly (WHA) 72.6 resolution on "Global action on patient safety" in 2019, WHO, in collaboration with MSs and key international stakeholders, developed the "Global Patient Safety Action Plan 2021-2030" that provides a strategic direction for concrete actions to be taken by countries, stakeholders, health care facilities and WHO to implement the WHA72.6 resolution. The global action plan was endorsed by WHO Executive Board in January 2021 and was recommended to WHA in May 2021 for adoption, requesting the Director-General to report back on progress in implementation of the action plan to the WHA in 2023 and thereafter every biennium until 2031.</p> <p>Speaker 1: Dr Neelam Dhingra; Speaker 2: Sir Liam Donaldson; Speaker 3: Dr Qamra Al Sariri Speaker 4: Dr Evelyn Wesangula; Speaker 5: Dr. Carsten Engel; Speaker 6; Dr. Anupam Sibal; Speaker 7: Dr. Francesco Venneri; Speaker 8: Ms Sue Sheridan</p>	<p>B5 - Symposium - Lessons from Ireland</p> <p>[1339] Putting governance of quality first at national health system level; Ireland - HSE; Jennifer Martin</p> <p>[468] Creating a quality movement in a national health service, Ireland Health Services Executive, Dublin, Ireland; Philip Crowley</p> <p>[1866] A systems approach - building capacity and capability; Lisa Toland</p> <p>[1717] Co-Production: Working together as experts; HSE; Patient representative, Cairde; Lorraine Murphy</p> <p>[1830] Being person centered to change culture: that starts with me; HSE; Lorraine Murphy</p> <p>[1902] Building QI leaders and positively impacting patients in the Irish Health Service through QI Educational Initiatives – how we can make the next 10 years of QI in Ireland better the last 10; Royal College of Physicians of Ireland, ; ISQua; Victoria Taylor</p> <p>[762] Building QI Teams - one Microsystem at a time; HSE; Lisa Toland</p> <p>[2125] PlayDecide: Patient Safety - a new "serious game" for multidisciplinary healthcare teams to discuss error reporting, patient safety, and medical professionalism UCD Centre for Interdisciplinary Research Education and Innovation in Health Systems (IRIS), School of Nursing, Midwifery, and Health Systems, University College Dublin, Dublin, Ireland; Eilish McAuliffe</p>	<p>B6- Designing for People Safety (10 Minute Orals) Moderator: Jacqui Stewart</p> <p>Reduction of medication errors on a surgical ward: a baseline measurement of the Reduction of medication error rate during preparation and administration (Abstract no. 2293) Barbara Zonderhuis, Esmee Beers - Netherlands</p> <p>Infection Control Nurse Manager Initiative - Reduction of Occupational Injuries at AGGH (Abstract no. 2901) Kavita Reddy, Mervin Leo, Dr.Bheem, Dr.Sukesh Kumar, Prameela, Mercy Isabella - India</p> <p>Exploring the Efficacy and Effectiveness of a Controlled Substance Management System in a Tertiary Medical Center in Southern Taiwan (Abstract no. 1495) Lung Hung Cheng, Li-Chu Wu, Shu-Mei Chen, Ting-Ting Wu - Taiwan</p> <p>Redesigning a direct, public funded, claims compensation system according to a risk management-driven quality improvement program (Abstract no. 1986) Giuseppina Terranova, Annamaria Lupi, Mario D'amico, Tommaso Bellandi - Italy</p> <p>Effective Communication and Team Collaboration in Multicultural Health Care Environment; Challenges and creative solutions (Abstract no. 25) Manasik Hassan, Magda Youssef; Hatim Abdelrhman; Ahmed Alhammadi - Qatar</p>
15 Minute Break (Morning Mindfulness)			

11:15-12:15	<p>B7 - Invited Session Pierre Barker, IH Are the fields of improvement and Implementation Science converging Speakers: Sodzi Sodzi-Tettye (IH), Pierre Barker (IH), Ezequiel Garcia Elorrio (to be confirmed)</p>	B5- CONTD...	<p>B8- Facilitating Future Health (10 Minute Orals) Moderator: Jacqui Stewart</p> <p>CareTrack Aged: The world's first indicator set that comprehensively defines evidence-based care for people who reside in aged care facilities (Abstract no. 910) Peter Hibbert, Louise Wiles, Charlotte Molloy, Jeffrey Braithwaite - Australia</p> <p>Building Smart Ventilators Management System to Improve Patient Safety – A case of Taiwan Medical Center Experience (Abstract no. 783) Sheng-Hui Hung, Chieh-Jen Wu, Ming-Huang Chiu, Pa-Chun Wang - Taiwan</p> <p>Introducing an Advance Care Plan (ACP) documentation tool in the Adult Intensive Care Unit (ICU) of an HSE Hospital (Abstract no. 431) Niamh Joyce - Ireland</p> <p>Promotion of proactive wellness and wellbeing in the community (Abstract no. 1070) Anuradha Pichumani, Parthasarathi Pichumani - India</p> <p>Barriers And Enablers To Data Capture For Process Improvement In Operating Theatres In Sub-Saharan Africa (Abstract no. 1908) Siobhan McCarthy - Ireland</p>
12:15-12:45	<p>Telemedicine and COVID-19 Riccardo Tartaglia Marconi University Francesco Venneri INSH Asking the Right Questions: Human Factors Considerations for Telemedicine Design Paul Barach, MD, MPH Thomas Jefferson University, College of Population Health Sigmund Freud University, Vienna, Austria, Politecnico di Milano, Italy Covid patient telemonitoring in a home setting, implementation and system operation Giovanni Sbrana - Arezzo Hospital /Chiara Parretti - Marconi University</p>	Chair:	<p>B9 - Leading for Quality (10 Minute Orals)</p> <p>From Bedside to Boardroom introducing a Board of Directors Quality Dashboard at Temple Street Children's University Hospital (Abstract no. 1417) Ellis Murphy, Mona Baker - Ireland</p> <p>To Improve Patients' Satisfaction In Outpatient Department With Strategic Integrated Quality Control Circle (SIQCC) (Abstract no. 2331) Jiang Qianli, Guangqing Zhang, Wenyuan Li, Junming Yang - China</p> <p>All roads lead to Rome. Many ways for achieving quality (Abstract no. 2219) Camila Sardenberg, Daniela Menezes, Regiane Pereira dos Santos - Brazil</p> <p>How quality indicator monitoring is carried out in the Japan National University Hospital Alliance on Patient Safety (JANUHA-PS)? (Abstract no. 964) Shin Ushiro; Japan</p> <p>Lessons Learnt in Leading Large Scale Change to Deliver Consistent, Safe Quality Care (Abstract no. 1389) Natalie Wilson, David Greenfield, Kathy Eljiz; Australia</p>
12:45- 13:15:00		Sponsored Session University St.Anna (Pisa)	
13:15-14:15	<p>B10 - Designing for People Safety (10 Minute Orals) Moderator: Shin Ushiro</p> <p>Implementation of a national hip and knee arthroplasty-related infections indicator using hospital discharge databases (Abstract no. 1371) Linda Banael-Bouchareb, Agnès Solomiac, Leslie Grammatico-Guillon, Pascal Astagneau - France</p> <p>Being open in Safety Walkrounds: patients' and professionals' involvement to build trust and change the systems (Abstract no. 2376) Tommaso Bellandi, Mario D'Amico, Valentina Gelmi, Giuseppina Terranova - Italy</p> <p>Strengthening Commitment for Improvement Together: Canada Designs a new Policy Framework for Patient Safety (Abstract no. 999) Jan Byrd - Canada</p> <p>From reporting to learning: lessons from a quality improvement study developing personalised medication safety feedback to hospital doctors in the context of electronic prescribing (Abstract no. 1102) Monsey McLeod, Kirsty Macaulay, Sheth Trupti, Bryony Franklin - UK</p> <p>Inspiring new physicians to engage in patient safety: an ACGME national collaborative (Abstract no. 1405) Robin Wagner, Morgan Passiment, Robin Newton, Kevin B Weiss - US</p>	<p>B11- Flow Coaching Academy: discovering great care (Abstract no. 810) Moderator: Anna Edwards Tom Downes; Sheffield Teaching Hospitals; UK</p>	<p>B12- Invited Session - External Evaluation Moderator: Ibrahim H. Kayral</p> <p>The Survey Analysis for Evaluating Risk® (SAFER™) Matrix (Abstract no. 1350) Carrie Mayer, Joint Commission International - USA - 30 Minutes</p> <p>Tuska Surveyors Performance Measurement Model (Abstract no. 1887) Ceren Can, Asiye Gökçe, Umut Beylik, Figen Cizmeci Senel - Turkey - 10 Minutes</p> <p>Accreditation Journey of a Public Hospital: Comparison of Survey, Re-Survey and Annual Survey Results (Abstract no. 1848) Umut Beylik, Asiye Gökçe, Keziban Avci; Turkey - 10 Minutes</p> <p>The Effect of Mission Differentiation on Accreditation Standards in an Accredited Hospital (Abstract no. 888) Umut Beylik, Figen Çizmeci Şenel; Turkey - 10 Minutes</p>
15 Minute Break			
14:30-15:30	Plenary - Glyn Elwyn, Boel Andersson Gare, Sylvie Mantis, Valerie James. Moderator - Eugene Nelson Topic: Making Room for Voice: Coproducing Quality		
15:30 -16:00	Break	Learning Journey - Pascale Carayon, John Brennan and Dal Hothi	Break

16:00-17:00	<p>B13 -Focus on the Person - (TBC)</p> <p>Psychological Safety - Practical Approaches to Unleashing Improvement Potential (Abstract no. 1311) Uma Kotagal, John Brennan, Gail Nielsen; Royal College of Physicians of Ireland; Ireland</p>	<p>B14 - Symposium on Co-production - Eugene Nelson, Dartmouth Institute -</p> <p>[1396] Coproduction Value Creation: A Simulation Workshop; Dartmouth Institute, Lebanon, United States of America; Brant O r</p> <p>[817] What does coproduction of healthcare services mean for professional development?; 1The Dartmouth Institute, New Hampshire, United States of America; 2Northwestern University, Chicago, United States of America; 3Region Jonkopings lan, Jonkoping, Sweden; 4Region Jonkopings lan, Jonkoping, Sweden; Tina Foster</p> <p>[1343] Improving Health, Healthcare Value and Outcomes Science: A Workshop on Starting a Coproduction Learning Health System 1The Dartmouth Institute for Health Policy & Clinical Practice, Lebanon, NH, United States of America; 2Sahlgrenska University Hospital/Jönköping Academy, Jönköping, Sweden; 3Upstream Dream AB, Stockholm, Sweden; 4Dartmouth-Hitchcock Medical Center, Lebanon, NH, United States of America; 5Geisel School of Medicine at Dartmouth, Lebanon, NH, United States of America; 6Parent of a Child with a Chronic Illness, Stockholm, Sweden; Arica Van Citters</p>	<p>B15 - Education, Knowledge and Learning Moderator: Sara Inter-professional Patient Safety Immersion – Our Journey of 10-years and 1,400 learners (Abstract no. 1938) Kelly Smith, David Mayer; Medstar - US</p> <hr/> <p>Safe project in Operating Room: analysis of safety among surgical team in two clinical settings (Abstract No. 2436) Prevenzione atti di violenza a danno degli operatori sanitari (OS) nel Trauma Center (TC) del Dipartimento Emergenza Accettazione (DEA) della AOU Careggi, Firenze (Abstract No. 2426) Rocchi Federica</p>
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15 Minute Break (Desk Yoga)

17:15-18:15	<p>B16- Leading for Quality Moderator: Fabio Gastal How to Fit Diagnostic Error Reduction In Your Safety Improvement Strategies: Pragmatic Approaches For Progress (Abstract no. 1735) Christine Goeschel, Kelly Smith, Hardeep Singh; Medstar; US</p> <hr/> <p>International collaboration and data sharing accelerates improvement (Abstract no. 1722) Nina Janda; Global Health Data @Work, Jouke Tammsma; Medical Director – Leiden University Hospitals</p>	<p>B14 CONTD</p>	<p>B17- Invited Session - Building Sustainable and Comprehensive Care Moderator: James Robblee A surveillance program for patients implanted with Metal-on-Metal (MoM) hip prosthesis: preliminary results from an Italian public health system; Tommaso Belland Mario Manca; Northwest Trust, Regional Health Service of Tuscany 2385</p> <hr/> <p>A Salutogenic Approach Towards Physical Healthcare Environments that Reduces Harm, Lowers Costs and Improves Satisfaction Scores (Abstract no. 2297) Paul Barach, James Barlow; Imperial College Business School; US</p>
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18:15 -19:15	<p>B18- Focus on the Person (10 Minute Orals) Moderator: Fabio Gastal Improving person-centeredness and safety of hospital care through a national participatory assessment based on partnership between citizens and healthcare professionals (Abstract no. 1910) Flavia Cardinali, Barbara Labela, Sara Carzaniga, Micaela Cerilli, Giorgia Duranti, Alessandro Lamanna - Italy</p> <hr/> <p>Diagnosing Diagnostic Error: The Patient (Abstract no. 1466) Kelly Smith, Jamison Tate, Kelley Baker - US</p> <hr/> <p>Developing, implementing and responding to a survey of women's experiences of maternity care in Ireland: The National Maternity Experience Survey (Abstract no. 848) Conor Foley, Linda Drummond, Claire Beecher, Declan Devane; Ireland</p> <hr/> <p>Shared Decision Making: Developing a peer-support strategy to help Inuit in their cancer care journey – A knowledge translation study (Abstract no. 1822) Danielle Dorschner, Janet Julle, Alex Hizaka, Gwen Barton; Canada</p> <hr/> <p>The role of mixed sex wards in women's experiences of acute hospital care: A secondary analysis of the Irish National Inpatient Experience Survey (Abstract no. 863) Tracy O'Carroll, Daniela Rohde, Conor Foley, Rachel Flynn; Ireland</p>	<p>B19- Facilitating Future Health - RECORD</p> <p>Inspiring Positive Change: Real-World Examples of Bringing Integrated Care to Life (Abstract no. 2000) Leslee Thompson, Karen Luxford, Guy Behet, Asmita Gillani; CEO, Health Standards Organization; Canada</p>	<p>B20 - Symposium (Covid-19) COVID Lessons from the Frontlines: the pandemic's impact on people (Laura Botwinick - Lead), Gail Neilsen, Ron Wyatt, Judy Fleishman, John Dean, Tom Downes, Carol Peden, -</p>
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Poster sessions all day



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Virtual Conference: 8th - 11th July 2021

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EMOTION, INSPIRATION AND CREATIVITY:
PATHWAYS TO GLOBAL HEALTH QUALITY

Conference Programme

Saturday, 10th July 2021

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			



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Conference Programme

Sunday, 11th July 2021

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