



## Monday, 11<sup>th</sup> October 2010

07:45 - 08:45	<b>Breakfast Meeting Sponsored by "The Health Foundation"</b> <b>Support for sustained quality improvement</b> Chair: Helen Crisp; UK
08:00 - 09:00	<b>Coffee with the Trade Exhibitors</b> Foyer Level 0
09:00 - 09:15	<b>Conference Opening</b> Laurent Degos (Chair of the Programme and Planning Committee) Philip Hassen ( ISQua President)
09:15 - 09:30	<b>Making the Most of the Conference</b> Roisin Boland (ISQua CEO)
09:30 - 10:30	<b>National Healthcare Reform and its Impact on Quality</b> Chair: Dr Chen Zhu, Minister of Health; China Lord Ara Darzi; UK
10:30 - 11:00	<b>Morning Break</b>
11:00 - 12:30	<b>10 Concurrent Sessions - Morning</b>

### Track 1 Governance and Leadership

15 Minutes	<b>1062</b> - Have we reached the limits of clinical governance?	<b>Chair:</b> <b>J. Travaglia</b> , H.L. Robertson, J. Braithwaite; AU
15 Minutes	<b>1429</b> - Governance for Quality and Safety in Canadian Healthcare: Evidence from Studies of Effective Practice	<b>G. R. Baker</b> , J.-L. Denis, M.-P. Pomey, A. MacIntosh-Murray; CA
15 Minutes	<b>462</b> - Building the business case for quality and safety	<b>H. Crisp</b> ; UK
15 Minutes	<b>143</b> - Hospital Boards and Quality of Care: Confidence is Not Enough	<b>C.A. Goeschel</b> ; US
15 Minutes	<b>1331</b> - Development and validation of a French organizational culture questionnaire	<b>F. Saillour</b> , P. Michel; FR

### Track 2 External Evaluation Systems

45 Minutes	<b>What does external evaluation contribute to healthcare and how can we optimise this?</b>	<b>Chair:</b> <b>Dan Florizone, Deputy Minister; CA</b>
15 Minutes	<b>1530</b> - To certify or not to certify: improving the quality and consistency of assessing practices	<b>K. Loeffler</b> , J. Roblee, R. Penney; CA
15 Minutes	<b>343</b> -Developing Quality Standards for the NHS in England: the NICE Quality Standards Programme	<b>Fergus Macbeth</b> , T. Stokes N. Bent, V. Moore; UK
15 Minutes	<b>1208</b> - Involving service users in the development and implementation of an accreditation programme in the social sector in Denmark	<b>L.J. Sorensen</b> P. Rhode, J. Mainz, H. Qvist; DK
<b>Track 3</b> <b>Health Information Technology</b>		
90 Minutes	<b>Automatic identification of Adverse Drug Events in the medical records of hospitalized patients: methods, results, performance</b>	<b>Chair:</b> <b>Regis Beuscart; FR</b> <b>Jonas Egebert; DK</b> <b>Marie-Catherine Beuscart-Zephir; FR</b> <b>Stefan Darmoni; FR</b>
<b>Track 4</b> <b>Patient Safety</b>		
15 Minutes	<b>1575</b> - The prevalence and nature of adverse events in developing countries of the Eastern Mediterranean	<b>Chair:</b> <b>S. Siddiqi</b> R. El Asady, R.M. Wilson, I. Laurzigoita; EMRO
15 Minutes	<b>956</b> - Improving patient safety: the divergent views of a healthcare workforce and patient safety advocates	<b>J. Braithwaite</b> , M. Westbrook; AU
15 Minutes	<b>661</b> - Using HSMR as a tool to drive local improvement at the clinical level	<b>C.W. Hayes</b> , M. Freeman, J. Li, P. McKernan; CA
15 Minutes	<b>1176</b> - Patient safety culture, patient safety reporting and patient satisfaction	<b>S.F. Tsaj</b> , S.R. SHIH, J.L. WANG, S.T. Wang; TW
15 Minutes	<b>1311</b> - Turning blaming into learning opportunities – how physicians' error responses impact patient safety	<b>K. Janus</b> , X. Zou; US
<b>Track 5</b> <b>Education and Culture</b>		
90 Minutes	<b>ISQua Education Session</b>	<b>Chair:</b> <b>Tim Shaw; AU</b>
<b>Track 6</b> <b>Patient Experience</b>		
90 Minutes	<b>Patient care experience- a key piece of the quality puzzle</b>	<b>Chair:</b> <b>Karen Luxford; AU</b> <b>Margaret Murphy; IE</b>
<b>Track 7</b> <b>Health Technology Assessment</b>		
90 Minutes	<b>Health technology assessment; What is it? How does it improve patient outcomes?</b>	<b>Chair:</b> <b>Rohan Hammett ; AU</b> <b>Guy J. Maddern; AU</b> <b>Lise Rochaix; FR</b>

Track 8 Quality Systems		
15 Minutes	<b>1251</b> - Do quality improvement systems improve quality? An analysis of the associations between 'maturity' of quality improvement systems and clinical outcomes in 43 hospitals	<b>Chair:</b> <b>O. Groene</b> , R. Suñol; ES
15 Minutes	<b>1021</b> - Acute care hospital nurses' reports of rationing of nursing care and inpatient mortality: Preliminary findings	<b>M. Schubert</b> , S.P. Clarke, S. De Geest; CA
15 Minutes	<b>666</b> - The power of collaborative improvement to increase compliance with standards and health outcomes: Evidence from 12 countries	<b>L.M. Franco</b> , L.R. Marquez, K. Ethier, Z. Balsara; US
15 Minutes	<b>1503</b> - The impact of performance data on provider behaviour and quality of care outcomes in acute health care: A realist review	<b>A.N.P.J. Renz</b> , P. Aylin; UK
15 Minutes	<b>133</b> - Practices and Organizational Characteristics of Consistently High Performing Hospitals	<b>N. Matthes</b> , L. Morlock, J. Marsteller; Elkridge; US
Track 9 Measurement and Outcomes		
45 Minutes	<b>Does improving clinical coordination save money?</b>	<b>Chair:</b> <b>John Ovretveit</b> ; SE
20 Minutes	<b>450</b> - Is safer care cheaper care: the costs of inpatient complications?	<b>R. Lagoe</b> , G. Westert; M. Murphy, C. Noetscher; NL
20 Minutes	<b>344</b> - From clinical guidelines to pay for performance in UK family practice: the NICE quality and outcomes framework indicator programme	<b>N. Bent</b> , T. Stokes, V. Moore; UK
Track 10 Integrated Care and Quality Outcome		
15 Minutes	<b>807</b> - Integrated chronic care: how to achieve it and how to measure its impact	<b>Chair:</b> <b>R. Rosen</b> , B. Vrijheef; NL
15 Minutes	<b>347</b> - Do medical homes exist within European primary care practices? A patient's perspective	<b>M. Faber</b> , G. Voerman, A. Erler, T. Eriksson; DK
15 Minutes	<b>547</b> - Providing high quality and consistent care for patients with heart failure across the continuum	<b>G. Koster RN</b> , K.J. Abrams, K. Nelson RN, D. Green RN; US
15 Minutes	<b>1458</b> -Patient-Centered Medical Homes in the US	<b>M.E. O'Kane</b> , S.H. Scholle, R. Saunders; US
15 Minutes	<b>989</b> - Endeavor to Improving the Rate of Early Reperfusion Therapy in Proper Time for Acute ST elevation Myocardial Infarction Patients	<b>B. Lee</b> , Y. Yoon H. Kwon B. Hong; KR
<b>12:30 - 14:00</b>	<b>Lunch</b>	
<b>13:15-13:50</b>	<b>Poster Presentation Sessions</b>	
<b>13:05 - 13:50</b>	<b>EUNetPas Chair:</b> Jean Bacou, FR Pascal Gare BE, Jorgen Hansen, DK, Zoi Kolitsi, GR	
<b>13:05 - 13:50</b>	<b>WHO: Patient Safety Medical Curriculum</b>	
<b>14:00-15:30</b>	<b>10 Concurrent Sessions - Afternoon</b>	

Track 1 Governance and Leadership		
90 Minutes	WHO: Patient Safety; Where to from here?	Chair: John Helfrick Itziar Larizgoitia; CH Clifford Hughes; AU SF Lui; HK Janne Lehmann Knudson; DK Rosa Sunol; ES Jose Noronha; BR
Track 2: External Evaluation Systems		
15 Minutes	1576 - Survey instruments: a powerful measure of performance to support the accreditation process	Chair: <u>P. Greco</u> , W. Nicklin, J.I. Mitchell; CA
15 Minutes	609 - Quality improvement by accreditation in primary care: participant opinions, a qualitative study	<u>A. van Doorn</u> , M. Bouma, J. Braspenning; NL
15 Minutes	1511 - Developing a patient centred accreditation programme for oncology services	<u>J. Mackereth-Hill</u> , A. al-Dahma; UK
15 Minutes	1459-Quality and patient safety hospital evaluation system: the experience of Lombardy Region (Italy)	<u>F. Azzali</u> , P. Lehnus, L. Merlino, C. Ramponi; IT
15 Minutes	1036 - Analysis of the outcome of accreditation of private hospitals in Malaysia which have undergone the 3rd cycle of the national hospital accreditation programme	<u>S. Kamaruddin</u> M. Wilson S. Salihin, K. Marikar; MY
Track 3 Health Information Technology		
45 Minutes	The Emergency Care Summary in Scotland - an evaluation of four years of sharing patient records in order to improve patient care when the GP surgery is closed	Chair: <b>Libby Morris; SCT</b>
15 Minutes	605 - A breach in patient safety due to breakdown on health information technology	<u>D. Jorgensen</u> , S. Kristensen, P. Bartels, H.B. Honoré; DK
15 Minutes	1295 - National initiatives to implement health information technology: lessons learned from the Canadian experience	<u>E. Zimlichman</u> , R. Rozenblum, R. Tamblyn, D.W. Bates; US
15 Minutes	297 - Implementing eHealth initiatives for quality improvements in Australia	<u>C.M. Hullin</u> , R. Cederberg, A.P. Howard, N. Phipps; AU
Track 4 Patient Safety		
90 Minutes	Design for patient safety - The London approach	Chair: Rajesh Aggarwal; UK Oliver Anderson; UK Jeremy Myerson; UK Charles Vincent; UK
Track 5 Education and Culture		
45 Minutes	Why is Improvement so Hard?	Chair: Martin Marshall; UK
45 Minutes	Initial dissemination and use of the WHO patient safety curriculum guide	Mathew Mak; UK Benjamin Ellis; UK

Track 6 Patient Experience		
15 Minutes	<b>149</b> - Patient involvement in medical decisions: experiences and preferences of patients with chronic skin diseases	<b>Chair:</b> <b>C. Renzi</b> , S. Mastroeni, C. Pagliarello, M. Härter; IT
15 Minutes	<b>129</b> - Patient Participation and its Impact on Quality of Care and Patient Safety	<b>S.N. Weingart</b> , J. Zhu, S.O. Stuver, J.S. Weissman; US
15 Minutes	<b>182</b> - What do respondents think about when completing patient satisfaction surveys?	<b>L.A. Tove</b> , H. Dunne, S. O Neil, S. Murphy; IE
15 Minutes	<b>723</b> - Consumer engagement in decision-making: experiences in long term care	<b>M. Brandon</b> , L. Irwin; AU
15 Minutes	<b>849</b> - Little voice: empowering young patients to have their say about hospital care – designing a questionnaire to suit their needs	<b>B.L. Hopwood</b> , A.J. Tallett; UK
Track 7 Measurement and Outcomes		
15 Minutes	<b>558</b> - The surgical scorecard: a tool to improve surgical quality of care	<b>Chair:</b> <b>B. R. Taylor</b> , S. McIntaggart, J. Costello, J. Slack; CA
15 Minutes	<b>131</b> - The relationship between patient safety and hospital volume	<b>T. Hernandez-Boussard</b> , K. McDonald, J.M. Morton; US
15 Minutes	<b>1233</b> - Developing quality of care indicators within the Dutch National project Transparent Care project	<b>D. Schipper</b> , J.P. van Groenestijn, Y. Koense; NL
15 Minutes	<b>1148</b> - Validation of a safety composite indicator on adverse drug events control	<b>M. Izotte</b> , P Michel, S. Tricaud-Vialle, B. Louliere; FR
15 Minutes	<b>1566</b> - Measuring quality and informing patients and practitioners – a German set of inpatient quality indicators	<b>U. Nimptsch</b> , T. Mansky; DE
Track 8 Quality Systems		
90 Minutes	<b>GS1 in Healthcare Reducing Risk Through Certainty</b>	<b>Chair:</b> <b>Speakers TBC</b>
Track 9 Measurement and Outcomes		
15 Minutes	<b>1507</b> - Identification of potentially preventable complications using the new country-wide reported present on admission indicator for secondary diagnoses in Belgium	<b>Chair:</b> <b>M. Berlinguet</b> ; US
15 Minutes	<b>359</b> - Variations in mortality amenable to health care: going beyond demographics to health systems performance	<b>S.C. Schoenbaum</b> ; US
15 Minutes	<b>682</b> - International comparability of patient safety indicators in 13 OECD member countries: adjustment by secondary diagnoses	<b>S.E. Droesler</b> , P.S. Romano, D.J. Tancredi, N.S. Klazinga; DE
15 Minutes	<b>1221</b> - Assessment of indicator usability - a decade of experience from the Danish national indicator project	<b>P.D. Bartels</b> , B.R. Krog, A.M. Hansen, J. Mainz; DK
15 Minutes	<b>550</b> - Are we comparing apples against oranges?	<b>J.A. Grumley</b> , R.B. Sullivan, W. Pang, J. Carragher; AU

**Track 10**  
**Integrated Care and Quality Outcome**

90 Minutes	<b>Improving chronic illness care: Experiences with different approaches Internationally</b>	<b>Chair:</b> Antje Erler; DE Chien Earn Lee; SG Soeren Mattke; US Ellen Nolte; UK Bert Vrijhoef; NL
15:30 - 16:00	Afternoon Break	
16:00 - 16:10	Reizenstein Prize	
16:10 - 17:10	<b>Afternoon Plenary: Measurement for what and clinical improvement</b> <b>Chair:</b> Roger Boyles, UK Christof Veit, DE. Wolf-Dietrich Trenner, DE	
19:00 - 21:00	Conference Networking Reception; Sorbonne University- Tickets available to purchase	

## Tuesday, 12<sup>th</sup> October 2010

08:00-08:45	<b>Coffee with the Trade Exhibitors</b> Foyer Level 0
08:45 - 10:10	<b>Morning Plenary Presentation: Measuring safety</b> <b>Chair:</b> Rene Amalberti; FR Charles Vincent; UK
10:10 - 10:30	<b>Life Time Achievement Awards</b>
10:30 - 11:00	<b>Morning Break</b>
11:00 - 12:30	<b>Concurrent Sessions – Morning</b>

**Track 1**  
**Governance and Leadership**

90 Minutes	<b>Role of governance and leadership in driving quality improvement</b>	<b>Chair:</b> Tracey Cooper; IE Clifford Hughes; AU Bryce Taylor; CA
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**Track 2**  
**External Evaluation Systems**

90 Minutes	<b>Quality improvement and control in cancer services.</b>	<b>Chair:</b> Janne Lehmann Knudsen; DK Karen Luxford; AU Renée Otter; NL Torben Palshof; DK Mahasti Saghatchian; OECD
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**Track 3**  
**Health Information Technology**

15 Minutes	<b>1255 - 10-year trends in hospital admissions for adverse drug reactions in England</b>	<b>A. Bottle</b> , T.-Y. Wu, M.H. Jen, P. Aylin; UK
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15 Minutes	<b>610</b> -Electronic medical record; influence on patient safety and clinical workflow	<b>D. Jorgensen</b> , J.M.M. Jorgensen, S. Kristensen, P. Bartels; DK
15 Minutes	<b>353</b> - Does the use of CPOE/CDS-Systems lead to more safety in drug prescription? A Health Technology Assessment	<b>P.J. Traurig</b> , U.J. Holzer, E. Baume; AT
15 Minutes	<b>1463</b> - Monitoring medication error events through electronic system notification	<b>C.G. Barros</b> , P.R. Signorelli, C.F.D.P. Nunes, P.B. Andreoli; BR
15 Minutes	<b>385</b> - Participation in an E-Pharmacovigilance system to monitor ambulatory patients for adverse drug events	<b>J.S. Haas</b> , E. J. Orav, G.D. Schiff, D.W. Bates; US
<b>Track 4 Patient Safety</b>		
45 Minutes	<b>Limit the overuse of Neuroleptics in Alzheimer's disease; A global issue</b>	<b>Chair: Goran Hendricks Sarah Hartley; FR Armelle Desplanques; FR Benoit Lavallart; FR</b>
15 Minutes	<b>1158</b> - Medication reconciliation for medical inpatients: experience in an acute hospital in Hong Kong	<b>S.Y. Leung</b> , S.Y. Fan, T.H. Tsoi, L. Yam; HK
15 Minutes	<b>101</b> - Review of the impact of the medication safety outputs of the UK national patient safety agency	<b>A.J. Lankshear</b> , S.N. Weingart, K.V. Lowson; UK
15 Minutes	<b>631</b> -How is a tool developed for the Aerospace Industry being used to prevent a leading cause of ABO incompatible transfusions?	<b>J. Main</b> , J. Mizen, L. Nolte, D. Westerman; AU
<b>Track 5 Education and Culture</b>		
15 Minutes	<b>589</b> - Surgical Performance - a multisource assessment tool	<b>Chair: Tim Shaw P.J. Montgomery; AU</b>
15 Minutes	<b>319</b> - Patient safety culture and health care workers' job related stress at acute care hospitals in Japan	<b>S. Ito</b> , M. Kigawa, S. Fujita, T. Hasegawa; JP
15 Minutes	<b>1389</b> - Assessment of Emergency Physicians' Non-technical Skills	<b>L. Flowerdew</b> , M. Woloshynowych, R. Brown, C. Vincent; UK
15 Minutes	<b>663</b> - Enhancing inter professional education using simulation – Realizing a state-of-the-art facility	<b>J. Robertson</b> , K. Bandali; CA
15 Minutes	<b>1145</b> -Impact of community pharmacists' educational intervention on patients' asthma control	<b>L. Laforest</b> , E. Van Ganse, M. Broquet, G. Chamba; FR
<b>Track 6 Patient Experience</b>		
90 Minutes	<b>Seeing the person: healthcare in hospital for patients and staff</b>	<b>Chair: Jocelyn Cornwell; UK Joanna Goodrich; UK Ros Levenson; UK Jill Maben; UK</b>
<b>Track 7 Health Technology Assessment</b>		
45 Minutes	<b>Conflict of Interest</b>	<b>Chair: Fergus Macbeth; UK Didier Talbateau; FR</b>

20 Minutes	<b>789</b> - Using HTAs to support disinvestment – the case of sleep apnoea (OSAS) in Norway	<b>Å. Ringard</b> , B. Mørland; NO
20 Minutes	<b>1301</b> - Evaluation of the use of resources in the national population based cancer screening programmes and associated services	<b>M. Flattery</b> , J. Billings, T. Cooper, M. Ryan; IE
<b>Track 8 Quality Systems</b>		
15 Minutes	<b>675</b> - Raising the bar pillar by pillar: Canadian Provincial Cancer Agencies collaborate to enhance the safe delivery of cancer care and treatment	<b>Chair:</b> <b>H. Logan</b> ; CA
15 Minutes	<b>946</b> - Explaining Variation in Readmissions: The Importance of Propensity to Admit to Hospital More Generally	<b>A.M. Epstein</b> , E.J. Orav, A.K. Jha; US
15 Minutes	<b>843</b> - The Impact of Continuity of Care in the Community on Health Outcomes	<b>J. Dreier</b> , D. Comanshter, H. Bitterman, A.D. Cohen; IL
15 Minutes	<b>1185</b> - Implementation of complex, transorganisational and multidisciplinary medication clinical guidelines in a 1200 bed/eight center highly specialised university hospital	<b>H.S. Jensen</b> , D. Leth-miller, K. Riisberg, A. Søggaard; DK
15 Minutes	<b>887</b> -Implementation of Kanban System in Hospital	<b>L. Lai</b> , S. Lam, W.L. Kwok, C. Chan; HK
<b>Track 9 Measurement and Outcomes</b>		
90 Minutes	<b>Improving Health Outcomes in Low-income countries</b>	<b>Chair: Sheila Leatherman; US</b> <b>Charles Makwen; MW</b> <b>Anthony Musisi Kyayse; UG</b> <b>Gertrude Sika Avortri; GH</b> <b>Panellists: Rashad Massoud</b> <b>David Bates</b>
<b>Track 10 Integrated Care and Quality Outcome</b>		
15 Minutes	<b>330</b> - Country differences in chronic care management: analyses of international patient survey data	<b>Chair:</b> <b>J.S. Burgers</b> , G. Voerman, M. Faber, R. Grol; NL
15 Minutes	<b>914</b> - Leadership quality in multidisciplinary teams for urological cancers - Are Uro-oncologists an untapped resource?	<b>B.W. Lamb</b> , H. Payne, J.S. Green, N. Sevdalis; UK
15 Minutes	<b>1369</b> - Patient assessment of chronic illness care in various organizational forms of primary health care in Quebec: a multilevel analysis	<b>J.F. Lévesque</b> , D.E. Feldman, V. Lemieux; CA
15 Minutes	<b>824</b> -The Morphée Network: improving care for sleeping disorders in France and effects on sleeping pill consumption	<b>S. Royant-Parola</b> , S. Hartley, S. Dagneaux, P. Escourrou; FR
15 Minutes	<b>371</b> - Implementation of fast track recovery protocol in patients requiring major elective colorectal surgery in Hong Kong	<b>A. Lai</b> , W.Y. Cheng, J. Lee, P.F. Tang; HK
<b>12:30-14:00</b>	<b>Lunch</b>	
<b>13:15-13:50</b>	<b>Poster Presentation Sessions</b>	
<b>13:05-13:50</b>	<b>Dilemmas and conflicts in designing systems for quality and safety- ISQua &amp; ESQH - Paul Bartels; DK</b>	
<b>13:05-13:45</b>	<b>WHO - High 5s: Improving patient safety</b>	



14:00-15:30	<b>Concurrent Sessions – Afternoon</b>	
<b>Track 1 Governance and Leadership</b>		
15 Minutes	<b>290</b> - Annual Reviews for Corporate Health Boards	<b>Chair:</b> <b>J.R. Bullivant</b> , A. Corbett-Nolan, J. Smith; UK
15 Minutes	<b>1306</b> - Appreciative Inquiry and Value Chain to Improve Clinician Involvement in Hospital Strategic Plan Development	<b>H. Djasri</b> , A. Sutiyoso, L.G. Partakusuma; ID
15 Minutes	<b>677</b> - Personalizing management and demystifying performance: the Planetree model dedicated to human resources	<b>L. Dumas</b> , S.B. Frampton; US
15 Minutes	<b>1039</b> - Mitigating risks and improving outcomes for residents with innovative approaches to clinical governance in health services	<b>M. Cameron</b> , C.E. Lavars; AU
15 Minutes	<b>1358</b> - From Bedside to Boardroom: The Board Quality Journey at North York General Hospital	<b>B. Adamson</b> , T. Bigda-Peyton; CA
<b>Track 2 External Evaluation Systems</b>		
90 Minutes	<b>Debate ; Does Accreditation make a difference</b>	<b>Chair:</b> <b>Jeffrey Braithwaite</b> ; AU
<b>Track 3 Health Information Technology</b>		
90 Minutes	<b>Health information technology policy: The U.S. approach and international opportunities</b>	<b>Chair:</b> <b>David Bates</b> ; US <b>Jennifer Haas</b> ; US <b>Aziz Sheikh</b> ; UK
<b>Track 4 Patient Safety</b>		
45 Minutes	<b>Improving the transfer of patient care through identification and implementation of novel processes in Europe (The EU HANDOVER Collaborative)</b>	<b>Chair: Paul Barach</b> ; NL <b>Basia Kutryba</b> ; PL <b>Rosa Sonol</b> ; ES <b>Francesco Venneri</b> ; IT <b>Hub Wollersheim</b> ; NL
15 Minutes	<b>871</b> - How identifying the elements of failure to rescue can ensure consistent and effective intervention for patients at risk	<b>B.I. Eather</b> , M. Chiarella; AU
15 Minutes	<b>288</b> - Does emergency physician disposition decision making have an impact on adverse events?	<b>L. Calder</b> , C. Vaillancourt, I.G. Stiell, A. Forster; CA
15 Minutes	<b>640</b> - Assessing the feasibility of sharing learning from international reporting systems	<b>I.E. Yardley</b> , S. Gianci, B. Paula, E. Kelley; UK
<b>Track 5 Education and Culture</b>		
45 Minutes	<b>Putting quality and safety into the heart of health professional licensure - building a national scheme for regulation of health professions in Australia: challenges and benefits</b>	<b>Chair:</b> <b>M.M. Walton</b> ; AU <b>Martin Fletcher</b> ; AU

45 Minutes	<b>Assuring Professional Competency Across Borders in a Globalized World : The Critical Elements</b>	<b>John Helfrick; US</b> <b>Bob Crone; US</b>
<b>Track 6</b> <b>Patient Experience</b>		
15 Minutes	<b>1436</b> - Clinicians' attitudes and self perceptions towards managing patient expectations and patient satisfaction: An international survey	<b>Chair:</b> <b>R. Rozenblum</b> , M. Lisby, P.M. Hockey, D.W. Bates; DK
15 Minutes	<b>1142</b> - Impact of staff absenteeism on patient satisfaction : a study realized in 25 French hospitals participated to the WHO-PATH project in 2008	<b>L. Moret</b> , E. Anthoine, C. Paille, P. Lombrail; FR
15 Minutes	<b>765</b> - The Nordic Patient Experiences Questionnaire (NORPEQ): cross-national comparison of data quality, internal consistency, and validity in three Nordic countries	K.E. Skudal, <b>Øyvind.A. Bjertnaes</b> , A. Garratt; NO
15 Minutes	<b>669</b> - Collaborative Patient Assessment: A Teamwork Tool to Improve Patient and Staff Satisfaction in the Emergency Room	<b>N.E. Schiebel</b> , R. Rao, L.N. Scanlan-Hanson, A. Alonso; US
15 Minutes	<b>103</b> - The use of social cognition models in predicting patients' intentions to participate in safety-related behaviour	<b>R. Davis</b> , N. Sevdalis, C. Vincent; UK
<b>Track 7</b> <b>Measurement and outcomes</b>		
15 Minutes	<b>360</b> - Readmissions: How do Related and Unrelated Readmissions Compare?	<b>Chair:</b> <b>J.M. Naessens</b> , J.T. Liesinger, C.A. Grafft, D.L. Klocke; US
15 Minutes	<b>538</b> - Development of a starter set of ambulatory quality indicators, national quality indicator project, Germany	<b>F. Burgdorf</b> , S. Kleudgen, W. de Cruppé, M. Geraedts; DE
15 Minutes	<b>483</b> - Learning from a quality indicator system - Ten years Experience in Taiwan	<b>T.Y. Wu</b> , Y.L. You, H.H. Liao, C.H.Y. Wung; TW
15 Minutes	Indicators sets balancing between policy, practice and science	<b>José Braspenning</b> ; NL
15 Minutes	<b>1483</b> -Content Development for the International Classification for Patient Safety	<b>N. Hannaford</b> , T. Schultz, W. Runciman; AU
<b>Track 8</b> <b>Quality Systems</b>		
90 Minutes	<b>Effective strategies when implementing communication change in health organisations</b>	<b>Chair:</b> <b>Angie Andreoil; CA</b> <b>Carol Fancott; CA</b> <b>Monica Finnigan; AU</b> <b>Stuart Marshall; AU</b>
<b>Track 9</b> <b>Measurement and Outcomes</b>		
45 Minutes	<b>Safe Practices Indicators Project: background, summary of methods and main empirical applications</b>	<b>Chair:</b> <b>Pedro J. Saturno; ES</b>
15 Minutes	<b>437</b> - Estimation of optimal chemotherapy and radiotherapy utilisation rates for cancer	<b>M. Barton</b> , G. Delaney, S. Jacob, W. Ng; AU
15 Minutes	<b>1407</b> - Performance measurement in primary diabetes care: what quality indicators should we use?	<b>H. Calsbeek</b> , N. Ketelaar, M. Wensing, J. Braspenning; NL

15 Minutes	1309 - Hospital volume and bleeding complications in benign elective hysterectomy	<b>S.B. Daugbjerg</b> , S.P. Johnsen, M. Osler, B. Ottesen; DK
<b>Track 10</b> Integrated Care and Quality Outcome		
90 Minutes	<b>WHO; Patient Safety in Developing and Transitional Countries: Approaches for Integrated Action</b>	<b>Chair: Itziar Larizgoitia</b> Shams Syed; CH Pierre Chopard; CH Sameen Siddiqi; EG Carmen Audera; CH
15:30 - 16:00	Afternoon Break	
16:00 - 16:15	International Accreditation Programme Award – Wendy Nicklin; Chair of the ISQua Accreditation Council	
16:15 - 17:10	<b>Afternoon Plenary Presentation: Avoidable Hospitalisation</b> <b>Chair:</b> Victor Rodwin; US Shane Solomon; HK	
17:15 - 18:00	ISQua AGM	
18:00 - 19:00	Meet the Poster Presenters Reception- Level 3, Marriott Rive Gauche	
18:30	Professional Visits - TBC	

## Wednesday, 13<sup>th</sup> October 2010

07:45 - 08:30	<b>Breakfast Meeting “Healthcare Quality Quest”</b> <b>Chair:</b> Getting Clinical Audit Right to Benefit Patients - Nancy Dixon, UK	
08:00 – 08:45	<b>Coffee with the Trade Exhibitors</b> Foyer Level 0	
08:45 - 09:00	<b>Welcome to ISQua’s 28<sup>th</sup> International Conference Hong Kong 2011</b>	
09:00 – 10:15	<b>Morning Plenary Presentation; Health Systems Effectiveness: An important dimension of health system performance</b> <b>Chair:</b> Jean Marie Robine; FR Martin McKee; UK	
10:15 - 10:30	<b>Quality at the core of health economics; statement from OECD’s Quality Forum and Ministerial Conference – Paris 8<sup>th</sup> October.</b> Mark Pearson; OECD	
10:30 - 11:00	Morning Break	
11:00 - 12:30	<b>Concurrent Session – Morning</b>	

### Track 1

#### Governance and Leadership

90 Minutes	<b>Providing board leadership in improving patient outcomes</b>	<b>Chair:</b> Philip Hassen, ISQua President; CA Hugh McLeod; CA Jim Nininger; CA
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Track 2 External Evaluation Systems		
15 Minutes	<b>1238</b> - Quality review of symptomatic breast disease services in Ireland	<b>Chair:</b> <b>M.E. Dunnion</b> , J. Billings, H. Coates; IE
15 Minutes	<b>1217</b> - The breast cancer hormone receptor retesting controversy in Newfoundland and Labrador, Canada: lessons for the health system	<b>D.M. Gregory</b> , P. Parfrey; CA
15 Minutes	<b>896</b> - National accreditation for assuring quality in Iranian hospitals: the structure, standard, current procedure, development and implementation of hospital accreditation & licensing system in Iran	<b>A. Aghaei Hashjin</b> , J. Manoochehri, N.S. Klazinga; IR
15 Minutes	<b>1378</b> - A designation schedule for cancer institute's complemented with the OECI accreditation programme for increasing quality in cancer care	<b>F. Boomsma</b> , I. van Gessel, W. van Harten, H. Hummel; NL
15 Minutes	<b>178</b> - Accreditation and ISO certification: do they explain differences in quality management in European hospitals?	<b>C. Shaw</b> , O. Groene, N. Mora, R. Suñol; UK
Track 3 Health Information Technology		
45 Minutes	<b>Quality-labelling and certification of Electronic Health Record's</b>	<b>Chair:</b> <b>John O'Brien</b> ; IE
15 Minutes	<b>389</b> - The impact of an electronic health record on diabetes care and outcomes	D.J. Ballard, J. Herrin, P. Aponte, <b>C. Fullerton</b> ; US
15 Minutes	<b>1343</b> - Data quality initiatives for health information and variation in hospital practice	<b>C. O'Donovan</b> ; IE
15 Minutes	<b>1506</b> - Can electronic personal health records influence the quality of health care?	P. Kellermann-Mühlhoff, <b>H. Kirchner</b> ; DE
Track 4 Patient Safety		
90 Minutes	<b>WHO Patient Safety: The next frontier: Global Pulse Oximetry, Health Care Checklists and International Classification for Patient Safety</b>	<b>Chair:</b> <b>Gerald Dziekan</b> ; CH <b>William Runciman</b> ; AU
Track 5 Education and Culture		
15 Minutes	<b>128</b> - Incenting for Quality Improvement: Improved Methods for Setting Meaningful Targets	<b>Chair:</b> D.F. Dreis, <b>J.G. Mansfield</b> ; US
15 Minutes	<b>482</b> - Creating an evaluation program for physician behaviour and implementing it as part of a 'privileging' system	<b>H.-T. Chang</b> , A.R. Talbot; TW
15 Minutes	<b>154</b> - MOREOB: Real improvements in Patient Safety	<b>P.J. Ruiter</b> , K. Milne; CA
15 Minutes	<b>273</b> - Continuous Professional Education in Health Care: Sit or Stand and Act?	<b>E. Baldantoni</b> , A. Marzano, M.G. Allegretti, F. Refatti; IT
15 Minutes	<b>984</b> - The characteristics of doctors who generate multiple patient complaints to a regulatory agency	<b>M. Ward</b> , K. Pulsford, P. Johnstone; AU
Track 6 Patient Experience		

15 Minutes	<b>68</b> - An Implementation Pathway for Matching Education Material with the Literacy Level (LL) of Dialysis Patients	<b>Chair: Karen Luxford (AU)</b> <b>J. Owen</b> , J. Kohne, L. Douglas, R. Baldwin; AU
15 Minutes	<b>1296</b> - Health literacy barriers and facilitators: an assessment of 10 hospitals in Catalonia, Spain	<b>O.R. Groene</b> , M. Santifà, C. Iniesta; ES
15 Minutes	<b>136</b> - Impact of Sharing Medical Records and Care Plans with Patients During Treatment	<b>S.B. Frampton</b> ; US
15 Minutes	<b>662</b> - Patient Satisfaction with Primary Care: An analysis of the 2007-08 GP patient survey data	<b>E Kontopantelis</b> , M. Roland, D. Reeves; UK
15 Minutes	<b>225</b> - Power to the patients? Facts and figures about the patient associations in the Netherlands 2006-2009	<b>H. Kamphuis</b> , M.C. van Dongen, T. Kool; NL
<b>Track 7</b> <b>Health Technology Assessment</b>		
90 Minutes	<b>How health technology assessment is used in the hospital setting to improve patient outcomes</b>	<b>Chair:</b> <b>Mairin Ryan; IE</b>
<b>Track 8</b> <b>Quality Systems</b>		
15 Minutes	<b>402</b> - Expanding access to specialized Health Care for poor and excluded populations in the Ancash Region – Peru	<b>Chair: Sheila Leatherman (US)</b> <b>R. Inga</b> , A. Nino, I. Vigo; PE
15 Minutes	<b>603</b> - The Design and Implementation of the Balanced Scorecard for Hospitals in Lebanon with Implications for National Health Systems and Policy in the East Mediterranean Region	<b>F. El-Jardali</b> , S. Saleh, N. Ataya, D. Jamal; LB
15 Minutes	<b>292</b> - Determinants of Quality of Care for Children Under Five Years Attending Hospital Outpatient Clinics in Afghanistan	<b>A. Edward</b> , A. Lind, G.M. Burnham, D.H. Peters; US
15 Minutes	<b>1333</b> - Community based surveillance model for reviewing access, quality, and utilization of primary care services among community medical insurance card holders for the poor in Indonesia	H. Djasri, <b>T. Kuntjoro</b> ; ID
15 Minutes	<b>671</b> - Process Management in the Iranian Hospitals: A survey on the patterns being used	<b>A.A. Nasiripour</b> , P. Raeissi, S. Hessam; IR
<b>Track 9</b> <b>Measurement and Outcomes</b>		
90 Minutes	<b>Improving patient outcomes through integrated care pathways for stroke and myocardial infarction - International experiences</b>	<b>Chair: Niek Klazinga; NL</b> Turgut Tatlisumak; FI Nicolas Danchin; FR Armelle Desplanques; FR Carlos El Khoury; FR Yicheng ZHU; CN David Ballard; US Brett Stauffer; US
<b>Track 10</b> <b>Integrated Care and Quality Outcome</b>		
15 Minutes	<b>1427</b> - Does initiation and engagement in substance abuse treatment decrease the likelihood of arrest and incarceration?	<b>Chair:</b> <b>C.M. Horgan</b> , D.W. Garnick; US

15 Minutes	<b>714</b> -The Impact of Pay For Performance Demonstration Project for AMI care in Korea	<b>Y.H. Cho</b> , S.M. Kim, H.A. Ahn, S.H. Ko; KR
15 Minutes	<b>1328</b> - Balance of Care: Community Services as an Alternative to Long Term Care Placement	<b>C. Szabo</b> ; CA
15 Minutes	<b>926</b> -Non-technical skills, team-working and quality in urological multidisciplinary cancer teams: a multi-method investigation	<b>B.W. Lamb</b> , H. Mostafid, J.S. Green, N. Sevdalis; UK
15 Minutes	<b>422</b> - Measure of the impact of the implementation of organized stroke care in the region "Ile de France"	<b>F. Woimant</b> , R. Simon-Prel, M.L. Neveux, M. Degrave; FR
<b>12:30 – 13:45</b>	<b>Lunch</b>	
<b>13:05-13:40</b>	<b>Poster Presentation Sessions</b>	

<b>13:45-14:45</b>	<b>Concurrent Sessions – Afternoon</b>	
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<b>Track 1 Governance and Leadership</b>		
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15 Minutes	<b>430</b> - Governance Quality Composite Performance System in an Academic Healthcare Facility in Toronto, Canada	<b>Chair:</b> <b>P. McKernan</b> , J. Li, E. Ferris; CA
15 Minutes	<b>86</b> - The art of NHS induction: Generation Y style	<b>C. Lemer</b> , E. Stanton; UK
15 Minutes	<b>523</b> - NTWC Lean Journey – achieving continuous healthcare improvement through Lean management	<b>C.W. Cheng</b> , A. Lo, L. Wong, K.L. Chung; HK
15 Minutes	<b>994</b> - A method of illuminating a positive workplace culture: staff defining and enacting their organisational culture	<b>D. Greenfield</b> , J. Travaglia, P. Nugus, J. Braithwaite; AU

<b>Track 2 External Evaluation Systems</b>		
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30 Minutes	<b>Headlines from the second global survey of healthcare accreditation organisations</b>	<b>Chair:</b> <b>Charles Shaw</b> ; UK
15 Minutes	<b>472</b> - Development and pilot testing of a national and mandatory set of accreditation standards across sectors	<b>U.B. Knudsen</b> , H.M. Christiansen, H. Kristiansen, C. Engel; DK
15 Minutes	<b>1113</b> - The system of accreditation of healthcare organizations in Kyrgyzstan and its application within the framework of regional cooperation in Central Asia.	S. Orozaliev, G. Hodjamurodov, E. Toteva, <b>Y. Azamatov</b> ; Kyrg

<b>Track 3 Health Information Technology</b>		
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15 Minutes	<b>973</b> - An assessment process to achieve safe adoption of CPOE and EMR technology	<b>Chair:</b> <b>K. Timmons</b> , J. Mansur, N. Finis; US
15 Minutes	<b>1153</b> - A method to develop quality indicators when electronic health record is lacking: elements of confirmation by national results	<b>M. Couralet</b> , F. Capuano, P. Loirat, E. Minvielle; FR

15 Minutes	<b>1442</b> - Using geoprocessing to ensure healthcare access at a Brazilian healthcare plan	R. Guimarães de Vieira Souza Pimentel, J.F. Campos Villar, M. Silva Monteiro de Castro, <b><u>F.L. Gasta</u></b> ; BR
15 Minutes	<b>1147</b> - Improving communication and coordination among medical centers, practitioners and patients based on a web2.0 platform	<b><u>M. Holderried</u></b> , A. Alscher; DE
<b>Track 4 Patient Safety</b>		
15 Minutes	<b>716</b> -Fighting the Superbug War – Antimicrobial Stewardship in Singapore General Hospital	<b>Chair:</b> <b><u>J.Q.M. Teo</u></b> , W.H.L. Lee, M.P. Chlebicki, A.L.H. Kwa; SG
15 Minutes	<b>398</b> - An evaluation of a state-wide collaborative to reduce central line associated bacteremia in ICUs in Australia	<b><u>J.K. Johnson</u></b> , D. Debono, J. Travaglia, C. Hanson; AU
15 Minutes	<b>951</b> - Bacteremia Zero, A Challenge For Catalanian ICUs	<b><u>J.M. Ferrer</u></b> , F. Alvarez, A. Riera, M. Palomar; ES
15 Minutes	<b>314</b> - Sustained Hand Hygiene With the Use of Real-Time Remote Video Monitoring With Feedback and Health Care Acquired Infections	<b><u>D.M. Armellino</u></b> , B.F. Farber, E. Hussain, Y. Dlugacz; US
<b>Track 5 Education and Culture</b>		
30 Minutes	<b>1253</b> - Early involvement of PS in the medical curriculum: the impact of an introductory PS lecture on spontaneous incident reporting by undergraduate medical students.	<b>Chair:</b> M. Vandersteen, <b><u>J. Van Mierlo</u></b> , T. Van der Schaaf; BE
30 Minutes	<b>683</b> - Developing a simulated scenario to test behaviours associated with the Joint Commission National Patient Safety Goals	<b><u>T.J. Shaw</u></b> , L. Pernar, S. Peyre, E. Graydon-Baker; AU
<b>Track 6 Patient Experience</b>		
60 Minutes	<b>Patient Satisfaction Survey – Hong Kong Experience</b>	<b>Chair:</b> <b>Pauline Wong; HK</b> <b>Eliza Wong; HK</b>
<b>Track 7 Health Information Technology</b>		
15 Minutes	<b>386</b> - The use of telemedicine technology for preanesthetic assessment of cardiac surgical patients	<b><u>J.A. Robblee</u></b> ; CA
15 Minutes	<b>750</b> - Successful nurse-led dermatological outpatient clinic, using telemedical communication	<b><u>M. Toppenberg</u></b> , L. Würtz; DK
15 Minutes	<b>1464</b> - Clinical benefits of co-implementation of an Integrated Care Coordination Information System, quality improvement, and intensive care management	D.A. Dorr, <b><u>G.S. Olsen</u></b> ; US
15 Minutes	<b>415</b> - Reengineering of an In-patient Handover System to Improve Patient Safety	<b><u>C.C.-H. Liu</u></b> , P.-C. Wang, W.-T. Wu, L.-T. Huang; TW
<b>Track 8 Quality Systems</b>		

30 Minutes	Europe PATH Project –ESQH	Chair: Ann Lise Guisset; DK Basia Kutryba; PL
15 Minutes	1444 - Systematical Quality Assurance and Patient Safety in North Rhine Hospitals - What We Do and How We Do It	<u>H.-G. Huber</u> ; DE
15 Minutes	1587 - Combining Energy, Expertise and Resources to Implement Quality Systems in the Royal Children’s Hospital, Melbourne	P. Fagan, D. Tucker, <u>J. Sweeney</u> ; IE
<b>Track 9 Measurement and Outcomes</b>		
15 Minutes	267 - Process outcome assessment to implement a QI program targeting hypertension at the PHC	Chair: <u>S. Elmhamdi</u> , A. Sriha, M. Letaief, I. Bouanene; TN
15 Minutes	1365 - Transitional Care Program to Improve Heart Failure Outcomes	B. Stauffer, C. Fullerton, P. Stauffer, <u>D.J. Ballard</u> ; US
15 Minutes	903-Quality of care in Stroke Unit of Korea	Y.A. Do, <u>K.A. Mun</u> ; KR
15 Minutes	543 - Quality improvement in hospitals due to implementation of outcome quality registries using the example of the Austrian Stroke Unit Registry	<u>S. Gleichweit</u> , M. Lerchner, C. Hofer, P.J. Traurig; AT
<b>Track 10 Integrated Care and Quality Outcome</b>		
60 Minutes	Make or Break; the challenge of managing long term conditions.	Chair: Sir John Oldham; UK
14:45 - 15:00	Presentation of Poster Awards	
15:00 - 15:50	Closing Plenary; Global Vision; past, present and future Chair: Sir Liam Donaldson; UK	
15:50 - 16:00	Presidents Farewell Philip Hassen	