

International Forum on  
**QUALITY &  
SAFETY** in  
HEALTHCARE

27-29 March 2019  
Glasgow SEC Centre, Scotland

**Event Guide**  
People Make Change

[internationalforum.bmj.com](http://internationalforum.bmj.com)

 @QualityForum #Quality2019

 Institute for  
Healthcare  
Improvement

**BMJ**

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## International Forum App



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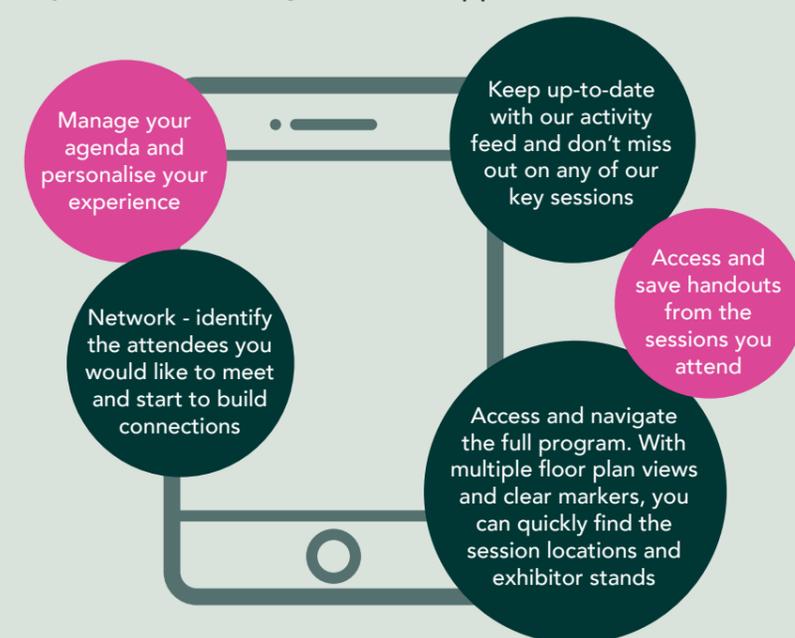
### Step 2: Create an account

- Click **Create an account** at the bottom right of your screen
- Sign up using the **email address you registered with for the International Forum**
- Verify this through your email account

### Step 3: Access the event information

- Tap the **Upcoming Events** tab at the bottom of your screen
- Click **code** at the right of the search bar and enter **Forum2019**

### Key benefits of using the event app:



## Fàilte gu Alba Welcome to Scotland

### Hello and welcome to this year's International Forum.

On behalf of the Programme Advisory Committee, BMJ and the Institute for Healthcare Improvement (IHI), I want to wish you the warmest of welcomes to the International Forum in Glasgow and to Scotland.

The Scottish health and social care system and our partners are proud and excited to be hosting you over the next few days. We are looking forward to showing you innovative examples of excellent practice and to learning from you.



You will see that Scottish delegates are all wearing tartan. Please speak to them about anything and everything to do with Scotland, from our health and care system (you can find an infographic describing this on page 50) to the best places to eat in Glasgow.

Our theme for this year's International Forum is **People Make Change**, and it celebrates the role that empowered individuals have in driving healthcare quality and safety.

This theme is inspired by the host city's slogan: People Make Glasgow. Our city is famous for the warmth, humour and openness of its people. I hope that you will get the chance to experience this while you are here. It is a city that has always been at the forefront of innovation and change so it is fitting that this Forum, which attracts such inspiring innovators and change-makers, is being held here.

We are proud that in delivering public services in Scotland, we strive to put people at the heart of everything we do. That is a theme that we have also brought to this year's International Forum. Every speaker is invited to have a patient presenter alongside them as a partner, and I'm looking forward to hearing directly from patients and carers about how they have been able to influence and effect positive changes in health services which exist to serve them.

Given the challenges that we as health and care professionals all face, there has never been a more important time to share ideas, learning and best practice. I hope you will find the next few days as energising, inspiring and fun as I will.



### Jason Leitch

Co-chair of the Glasgow 2019 Programme Advisory Committee  
National Clinical Director, Scottish Government; Scotland

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# Practical Information



## Welcome Reception

Please join us at the International Forum Welcome Reception

Thursday 28 March | 17:00-18:30 | Hall 4

The Welcome Reception will be followed by The Night Forum, taking place in three venues across the City. See pages 24-25, for further information.

Civic Reception hosted by The Lord Provost and Glasgow City Council



**Assistance** If you have any questions or require any information, please ask a member of the International Forum Team (they will be wearing green shirts) who will be able to assist you.



**On Arrival** please bring your printed e-badge with you and head to Hall 4 where you can collect your badge holder and event guide. Your badge will then be scanned by one of our team.



**Registration** will open at 07:30 each day.



**Badges** will be scanned each day when you enter the conference.

Please be aware that you must wear your badge at all times during the International Forum as it shows the days you are eligible to attend and guarantees you entry to the venue on those days.



**Wifi Access** Wifi is available in all areas. Please select network SEC WIFI to connect.



**International Forum App** is available to all attendees. For further information please see page 2.



**Poster Stage Sessions** will take place in the Exhibition Hall on the two main event days, Thursday 28 - Friday 29 March. These sessions provide an opportunity to hear the poster authors talk about their project during a 5 minute allocated slot on one of our poster stages (see full details on page 30).

In addition, we invite you to meet the poster presenters during registration, refreshments and lunch. Authors will be standing next to their poster, ready to share their work and answer any questions.



**Certificates of Attendance** All attendees will receive a general certificate of attendance. This will be emailed to you two weeks after the event.



**RCP Accreditation** The International Forum in Glasgow has been approved for a total of 18 CPD credits by the Royal College of Physicians (RCP) in England (Event code:123349).

Attendees wishing to claim RCP CPD credits should sign the green register next to the registration enquiries desk each day.



## Handouts and Presentations

Handouts and presentations made available by speakers can be found on [internationalforum.bmj.com/handouts-glasgow-2019](http://internationalforum.bmj.com/handouts-glasgow-2019) and also in the International Forum App.



## Accommodation Agency contact details

If you have booked your accommodation through Glasgow Convention Bureau and need any assistance they can be contacted directly on **+44 (0) 141 566 0821**



## Livestream and YouTube channel

Similarly to previous years, all presentations on the main stage will be streamed live via Livestream, and will be publicly available. Access the live stream on [livestream.com/IFOSH/Glasgow2019](http://livestream.com/IFOSH/Glasgow2019)

Don't forget to visit our YouTube channel to view hundreds of sessions from previous years of the International Forum. [youtube.com/QualitySafetyForum](http://youtube.com/QualitySafetyForum)

# Glasgow 2019 Highlights



## Opening Performance from The Purple Poncho Players

Join us on Wednesday afternoon for a memorable performance which will make you laugh, cry and think differently about the true source of disability.

See page 13.

## International Improvement Research Symposium

Our ninth annual International Improvement Research Symposium will connect researchers and healthcare professionals who are at the frontline of implementing evidence-based improvement interventions.

See page 12.

## The Night Forum

Running for a third year, The Night Forum is a must-attend and fun networking event taking place across three venues on Thursday 28 March. It is preceded by the International Forum Welcome Reception from 17:00 in the Exhibition Hall, Hall 4. We hope to see you all there.

See pages 24-25.

## Poster stages

Get inspired by listening to the vast array of quality improvement projects on show in our poster area, and hear from and meet the presenters on our poster stages.

See page 30.

## Around the World in Quality Improvement

Come along to our Thursday morning energiser sessions (sessions EN1-EN7) for a taster of exciting projects taking place across the globe, from Myanmar to Abu Dhabi, Ireland to India and many more.

See pages 16-17.

NEW

## Virtual Reality Exhibition

A truly immersive experience that cannot be missed! Through the power of immersive technology, see the world through another person's eyes and share in another person's lived experience.

See page 28.

## Wellbeing Room

Sign up for one of our new wellbeing activities - laughter yoga and mindfulness, plus find a space to reflect on what you have learned this week. Join us in the Wellbeing Room in Hall 1 where you can unwind on one of our massage chairs, spend some time adding to our colouring wall, or switch off your mobile phone and just take 5 minutes to breathe.

See page 28.



## Streams

This year our programme is structured with five streams. These streams capture the essence and key priorities of today's quality improvement movement.

Building Capability and Leadership

Population and Public Health

Person and Family-Centred Care

Quality, Cost, Value

Safety

## About Glasgow

Officially the world's friendliest city, you are guaranteed a warm welcome in Glasgow, and there is so much to explore and enjoy in this beautiful, vibrant city.

## GLASGOW CONVENTION BUREAU

Glasgow's West End is on the doorstep of the SEC Centre and easily accessible by subway from the City Centre, making it easy for you to explore Glasgow in your free time.



### Glasgow Science Centre

Just across the bridge from the SEC Centre, Glasgow Science Centre offers fun, excitement and intrigue with free interactive science shows and workshops exploring the fascinating subjects of science and life.

### Finnieston

Voted one of the 'hippest places to live' in the UK by The Times and one of the 'top ten coolest neighbourhoods' in Europe by The Independent, Finnieston has transformed itself into a culinary hub. Some of the city's most exciting bars and restaurants are located here on 'the strip' on Argyle Street, solidifying Glasgow's reputation as a place for fantastic food, drink and entertainment alongside a thriving hub of creative businesses.



### Riverside Museum

Home to Glasgow's wonderful and historic collection of transport, the Zaha Hadid-designed Riverside Museum is also home to three interactive Glasgow streets, with access to modeled shops dating from 1895 right through to the 1980s, including an Edwardian photography studio, a 1930s' Italian Café and more.

### Kelvingrove Art Gallery and Museum

The iconic Kelvingrove Art Gallery & Museum has welcomed over four million visitors through its doors and is one of Scotland's most popular free attractions. It has 22 themed, state-of-the-art galleries displaying an astonishing 8,000 objects to discover including art, archaeology, natural history and more.



**Travel around the city by rail for just £5 for 5 days!**

Just show your International Forum badge and photo ID at any ScotRail station.

## 2020–21 HARKNESS FELLOWSHIPS in HEALTH CARE POLICY and PRACTICE

# Call for Applications

**THE COMMONWEALTH FUND** invites promising mid-career professionals—government policymakers, academic researchers, clinical leaders, hospital and insurance managers, and journalists—from Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, and the United Kingdom—to apply for a unique opportunity to spend up to 12 months in the United States as a Harkness Fellow in Health Care Policy and Practice. Established by The Commonwealth Fund in 1925, the Harkness Fellowships were modeled after the Rhodes Scholarships and aim to produce the next generation of health policy leaders in participating countries.

Fellows are placed with mentors who are leading U.S. experts at organizations such as Harvard University, Stanford University, Kaiser Permanente, and the Institute for Healthcare Improvement to study issues relevant to The Commonwealth Fund's mission to support a high performing health care system—insurance coverage, access, and affordability; health care delivery system reforms (e.g., bundled payments, accountable care organizations, innovative approaches to care for high-need/high-cost patients, better models of primary care for vulnerable populations); cost containment; and other critical issues on the health policy agenda in both the U.S. and their home countries. A peer-reviewed journal article or policy report for Health Ministers and other high-level policy audiences is typically the product of the fellowship. Harkness Fellows have published their findings in top-tier journals, including: *BMJ*, *Health Affairs*, and *New England Journal of Medicine*. Other products, more relevant to frontline delivery system innovation, will also be considered.

The Commonwealth Fund brings together the full class of Fellows throughout the year to participate in a series of high-level policy briefings and leadership seminars with U.S. health care leaders. Building on their fellowship experiences, Harkness Fellows have moved into senior positions within academia, government, and health care delivery organizations, making valuable contributions to health policy and practice at home and in the United States.

The Commonwealth Fund values diversity, equity, and inclusion. We strongly encourage individuals from all communities and backgrounds to apply for a Harkness Fellowship.

**EACH FELLOWSHIP PROVIDES UP TO U.S. \$130,000 IN SUPPORT**, which covers roundtrip airfare to the U.S., living allowance, project-related travel, travel to fellowship seminars, health insurance, and U.S. federal and state taxes. A family supplement (i.e., approximately \$60,000 for a partner and two children up to age 18) is also provided to cover airfare, living allowance, and health insurance.

*The Commonwealth Fund is a private foundation, established in 1918 and based in New York, which aims to promote a high performing health care system that achieves better access, improved quality, and greater efficiency, particularly for society's most vulnerable.*

“

*I know of no comparable experience to widen someone's professional horizons in health care, combined with their ability to meet those new expectations. Harkness Fellows have unparalleled access to thinkers and doers at the highest levels across American health care and health policy. Crucially they also have the time and flexibility to explore their own direction, priorities, and views. More generally, living and working in the United States is a fascinating contrast to life at home—not least for the things it tells us about our own NHS.*

”

### James Mountford

(2005–06 Fellow)  
Director of Clinical Quality and Value  
UCL Partners



The  
Commonwealth  
Fund

## APPLICATION DEADLINES

**September 6, 2019:**  
Australia and New Zealand

**November 11, 2019:**  
Canada, France, Germany,  
the Netherlands, Norway,  
and the U.K.

## VISIT

[commonwealthfund.org/fellowships](http://commonwealthfund.org/fellowships)  
for more details and to apply.

## CONTACT

Robin Osborn, vice president and director,  
International Program in Health Policy and  
Practice Innovations, at [ro@cmwf.org](mailto:ro@cmwf.org) to  
inquire about the program, eligibility, and  
proposed projects.

# Keynote Speakers

This year we have asked our keynote speakers to answer a few questions from what do they look forward to at this year's International Forum to why should people be involved in quality improvement. See their answers below.

## Keynote 1 | Thursday 28 March, 09:30-10:30

### People make... it happen



#### Derek Feeley

President and CEO, IHI; USA

Derek Feeley leads IHI's work to improve health and healthcare worldwide. Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.

#### Derek's Q&A

- 1. What are you most excited about at the International Forum in Glasgow? Coming home to Scotland!**
- 2. What does the conference theme 'People Make Change' mean to you? Improvement is the work of the many, not of the few.**
- 3. What is your best memory from past International Forum events? How strongly we heard the voices of patients in London 2017.**
- 4. What do you think the biggest challenge facing healthcare improvement will be in the next 5 years? Finding joy in our work.**
- 5. Why should people get involved in quality improvement? Because through quality improvement people can find the power and personal agency required to meet the needs of patients and families.**



#### Jason Leitch

National Clinical Director, Scottish Government; Scotland

Jason Leitch is the National Clinical Director in The Scottish Government with responsibility for quality. He is a Senior Fellow at IHI and was a 2005-06 Quality Improvement Fellow at IHI, sponsored by the Health Foundation. Jason is an Honorary Professor at the University of Dundee. Jason is a dentist and oral surgeon, has Fellowships from three UK Royal Colleges, a Doctorate from the University of Glasgow and a MPH from Harvard. He is a Board member of The Nazareth Trust, which runs a hospital and nursing school in Nazareth and of an Indian charity running a large orphanage, school and nursing school.

#### Jason's Q&A

- 1. What are you most excited about at the International Forum in Glasgow? Having spoken at previous International Forums about the great work improvers in Scotland are doing, I am relishing the opportunity for international attendees to see this for themselves first-hand. The experience days are showcasing some of the best examples of quality improvement in our National Health Service and beyond. The keynote speeches and breakout sessions will offer rich learning from Scots and international improvers. I am also looking forward to attendees enjoying the legendary Scots hospitality – particularly at the Night Forum – and hope that many of our delegates will stay on after the International Forum to see some more of what Scotland has to offer in terms of culture, entertainment and tourism.**
- 2. What does the conference theme 'People Make Change' mean to you? For me, this is what healthcare improvement is all about. It allows individuals the opportunity to change things for the better in their own systems. The theme is also a nod to the city's slogan 'People Make Glasgow'. Anyone who has ever visited will tell you that Glaswegians are among the friendliest people in the world. It's that spirit of friendship and openness that the community of improvers attending this International Forum also embodies.**
- 3. What is your best memory from past International Forum events? It's hard to pick out one particular memory, but it is a privilege to be able to see other health systems across the world and take learnings back to Scotland. It's always an opportunity to remind ourselves that no matter how outwardly different our**

health systems seem, the challenges, opportunities and solutions are remarkably similar.

I've learned from care of the elderly in the Netherlands, person-centred self-dialysis in Sweden and further afield I've admired and shared design seen in Singapore. Meeting the medical team from Fukushima, Japan, following the nuclear accident was a particularly powerful memory.

- 4. What do you think the biggest challenge facing healthcare improvement will be in the next 5 years? I believe the challenge of increasing pressure on health systems, combined with an ageing population and pressure on resources, will mean that those of us working in healthcare improvement will have to demonstrate even more clearly that quality isn't a 'nice to do' add-on to health systems, but is the fundamental way we will achieve consistently excellent, person-centred healthcare in these uncertain times. The improvement community will have to move beyond traditional healthcare boundaries to tackle health challenges with those we serve.**

- 5. Why should people get involved in quality improvement? Quality Improvement is an art as well as a science. It allows for local, individualised solutions using tried and tested methodologies.**

People involved in Quality Improvement are passionate and excited, and make tangible differences to people's lives - a rare opportunity. Healthcare improvers are a community - it allows people from all over the world to find a common language, regardless of location or background.

## Keynote 2 | Thursday 28 March, 16:15-17:00

### New Power: how power works in our hyperconnected world



#### Henry Timms

President and CEO of 92nd Street Y; USA

Henry Timms is President and CEO of 92nd Street Y, a cultural and community center that creates programs and movements that foster learning and civic engagement. Under his leadership, the 144-year-old institution was named on Fast Company's 'Most Innovative Companies' list. With Jeremy Heimans, Henry co-authored the book *New Power: How Power Works In Our Hyperconnected World – and How to Make it Work for You*, described by David Brooks in the *New York Times* as 'the best window I've seen into this new world'.

#### Henry's Q&A

- 1. What are you most excited about at the International Forum in Glasgow? There is no sector more promising for New Power than Healthcare. Experimentation and innovation are driving ideas forward and affecting real change among Nurses, Patients, Doctors and Administrators now more than ever.**
- 2. What does the conference theme 'People Make Change' mean to you? Change starts with the individual, and through the process of connecting and exchanging ideas with others the power of innovation will have a strong effect.**



Keynote 3 | Friday 29 March, 09:30-10:30

I have changed my mind



Donald M. Berwick

President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA

Donald M. Berwick, MD, MPP, FRCP, President Emeritus and Senior Fellow, IHI, is also former Administrator of the Centers for Medicare and Medicaid Services. A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health. Recognized as a leading authority on health care quality and improvement, Dr. Berwick is the author or co-author of over 160 scientific articles and five books. In 2005 he was appointed 'Honorary Knight Commander of the British Empire' by the Queen of England in recognition of his work with the UK National Health Service.

Donald's Q&A

**1. What are you most excited about at the International Forum in Glasgow?** I love the 'all-teach-all-learn' culture of the Forum. Everyone comes bearing gifts from their knowledge and experience, and everyone leaves with a treasure-chest of new ideas to try at home.

**2. What does the conference theme 'People Make Change' mean to you?** The Forum empowers people to feel agency - effectiveness - a chance to make a difference. So much of the world's signals today are about feeling helpless and buffeted. The Forum is the opposite. It's about possibility, not passivity.

**3. What is your best memory from past International Forum events?** I recall standing at the back of the vast plenary hall at one of the recent International Forums as a medley of phrases from the national anthems of all the participating nations was played. I saw the promise and possibility of One World. It brought me to tears.

**4. What do you think the biggest challenge facing healthcare improvement will be in the next 5 years?** Overcoming the effects of vast income inequality and wealth inequality. We cannot achieve health without engaging social determinants of health, and that means addressing inequity and exclusion head-on. The health care improvement movement will need to embrace that challenge, and lead vast changes to get us on track to the Triple Aim.

**5. Why should people get involved in quality improvement?** For the joy of it. Growth and development are central to human spirit, and growing and developing together is best of all.



Maureen Bisognano

President Emerita and Senior Fellow, IHI; USA

Maureen Bisognano previously served as IHI's President and CEO for five years, after serving as Executive Vice President and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise has been recognized by her elected membership to the National Academy of Medicine (IOM), among other distinctions. Ms. Bisognano advises health care leaders around the world, is a frequent speaker at major healthcare conferences on quality improvement, and is a tireless advocate for change. She is also an Instructor of Medicine at Harvard Medical School, a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities. Additionally, she chairs the Advisory Board of the Well Being Trust, co-chairs the Massachusetts Coalition for Serious Illness Care with Dr. Atul Gawande, and serves on the boards of the Commonwealth Fund, Cincinnati Children's Hospital Medical Center, Indiana University Health and Nursing Now.

Maureen's Q&A

**1. What are you most excited about at the International Forum in Glasgow?** The International Forum is a place of energy and passion for a better health system. Each year at the Forum, I meet new people and harvest ideas from many countries and systems. It's a joy to share and learn, and to visit health care providers in local settings, and to see how innovative models are making such a difference in health and care. And Glasgow's health innovations will inspire us all to adopt and adapt these ideas to benefit people worldwide.

**2. What does the conference theme 'People Make Change' mean to you?** This year's theme, 'People Make Change' really resonates with me. We have so much to do to get to the Triple Aim of better health, improved care and lower costs. And we, as health care leaders, are best positioned to make these changes. We need the energy, skills and ideas from the International Forum, but together, we can make the improvements we need and that our patients and populations deserve.

**3. What is your best memory from past International Forum events?** A favorite memory from the International Forum in Paris was sharing my enthusiasm for an idea from an article by Susan Edgman-Levitan and Michael Barry. I challenged the thousands there to ask their patients not only 'What's the matter?' but also, 'What matters to you?' and am grateful to the leaders who not only made a difference in their patient's lives, but started a global movement to share this amazing new way to collaborate with patients, now spread to 31 countries and thousands of organisations, all because of the passion of the Forum attendees.

**4. Why should people get involved in quality improvement?** There are two key reasons that everyone in health care should learn and use quality improvement in daily work: first, we have a professional obligation to make care safer, more efficient and patient-centered every day. And the second reason is that improving our work is what brings joy to all of us. With the tools of improvement and innovation, the rewards come to us as well.

Keynote 4 | Friday 29 March, 16:15-17:00

People make change



Amal Azzudin

Human Rights and Equalities Officer (refugees), Mental Health Foundation; Scotland

Amal Azzudin is a campaigner for human rights and social justice in Scotland. She is the Human Rights and Equalities officer (refugees) at the Mental Health Foundation. She is well known as one of the Glasgow Girls, a group of seven school girls from Drumchapel High School who campaigned to stand up against dawn raids, detention and deportation of asylum seekers in Glasgow. The Glasgow Girls story has since been turned into two BBC documentaries, a stage musical and a television musical drama. Amal continues to campaign and has visited refugees in Greece and Calais, and in 2018 won the University of Glasgow's World Changing Alumni award. Amal is also an Ambassador for the Scottish Refugee Council.

Amal's Q&A

**1. What are you most excited about at the International Forum in Glasgow?** I am excited to meet everyone and to hear from the amazing presenters. I am also looking forward to networking and learning about new and innovative work from the other parts of the world. This is a great opportunity for quality improvement and making a positive difference in the world.

**2. What does the conference theme 'People Make Change' mean to you?** To me the conference theme 'People Make Change' means that everyone has a duty and responsibility to make a positive difference and to stand for what is right. Everyone has resources which if used appropriately, can really change people's lives for the better and can be an inspiration for others all over the world.



Mel Young

President of the Homeless World Cup and Chairman of Sportscotland; Scotland

Mel Young is a leading social entrepreneur and passionate change-maker who has spent his career fighting exclusion and inequality. With a background in journalism, he has founded several initiatives, including The Big Issue in Scotland and International Network of Street Papers. He is best known, however, for establishing the Homeless World Cup. Under his leadership, it has grown into a globally recognised brand that has changed the lives of over a million homeless people around the world. This year he established his latest venture, the New Ism which is a discussion forum with a huge ambition – to create a new, more inclusive economic system that brings together the efforts of social innovators across the world. He is currently Chairman of Sportscotland in the UK.

Mel's Q&A

**1. What are you most excited about at the International Forum in Glasgow?** A healthy society means a happy society. The theme of this year's International Forum means that delegates can focus on what needs to happen in terms of innovation and creative thinking in the health sector globally in order to make the world a better place.

**2. What does the conference theme 'People Make Change' mean to you?** People are smart and innovative. Give people a chance to tackle even the most difficult challenges and they will come up with answers. Rather than focus on experts all the time, involve others in a solution-based and enterprising environment and watch the energy levels rise and new solutions emerge. People really can bring about significant change.



# Programme Wednesday | 27 March

Streams for 2019: [Quality, Cost, Value](#) | [Population and Public Health](#) | [Building Capability and Leadership](#) | [Safety](#) | [Person and Family - Centred Care](#)

## Full day interactive sessions 09:00-17:00

### M1 International Improvement Research Symposium

Carron | #qfm1

The International Improvement Research Symposium aims to connect researchers and healthcare professionals who are at the frontline of coproducing and implementing evidence-based improvement interventions. The programme includes presentations of leading research and interactive sessions to highlight key issues to improve quality and patient safety.

## Half day interactive sessions 09:00-12:30

### M2 How to be a brilliant change agent

Hall 2 | #qfm2

This is a workshop to build your change agency ... the power, individually and collectively, to make a difference. It is about pushing the boundaries of what is possible, mobilising others, and making improvements happen more quickly. If you have been frustrated in navigating stifling bureaucracy to get the improvements you know are needed, or criticised for challenging the status quo, this is the session for you. It may change your improvement practice ... and your life.

### M3 Design and improvement: insights from the Q initiative

Hall 1 | #qfm3

Design offers a structured creative approach to shape ideas so they are workable in practice. How might design methods strengthen your work?

This session provides insights based on the experience of Q: a large-scale community of thousands of people doing improvement in the UK and the innovative 'Q Improvement Lab' which pools expertise to enable progress on complex challenges. This interactive session offers plenty of collaborative design tools to use in your own work.

### M4 Transitioning from quality improvement to quality management: a system to to continuously reduce healthcare system costs

M1 | #qfm4

Want to move from quality improvement to quality management? Does your approach to quality planning, quality improvement and quality control feel out-of-balance?

This session will outline what a quality management system can look like at scale. It will outline NHS Scotland's framework for quality management and discuss in depth regional deployment of the system in one of NHS Scotland's boards. This will include discussion of an 18-month pilot program that resulted in significantly reduced costs, improved productivity, and improved quality, as published recently in Harvard Business Review. The work includes innovative approaches to visual management and standard

work, forming the foundations of a system to drive continuous improvement across all teams at the front line. Participants will consider how they can apply the lessons from NHS Scotland's pilot work to their own clinical management approaches.

### M5 How to design and manage large scale, collaborative quality improvement based on real world global maternity projects: An interactive session to build confidence in improving at scale

Lomond Auditorium | #qfm5

This session will examine national collaboratives for quality improvement in maternity services, using data to develop safe systems to improve impact of measurable patient outcomes. Programmes to be discussed will include:

- OBS Cymru/MCQIC- a programme for reducing harm from Postpartum haemorrhage in Wales shared as a collaboration with Scotland.
- Saving Babies Lives- reducing stillbirth rates in England
- Maternal Mortality in Malawi
- PROMPT Australia
- Collaborative design and methodology
- Developing capacity and capability

### M6 Food, fluid and nutritional care as key drivers to improve healthcare outcomes: The Nutrition Education policy for Healthcare Practice Training Package

Alsh | #qfm6

We face a complex healthcare challenge from under-nutrition, over-nutrition and micronutrient deficiencies alongside inadequate hydration. These can complicate illnesses, lengthen hospital stay and worsen clinical outcomes. Individuals experience one or more of these problems during their life course (e.g. an obese patient in hospital with acute illness losing weight rapidly goes undetected due to baseline body mass). We seek to create awareness around nutrition screening and assessment for rapid management of malnutrition in healthcare.

## Half day interactive sessions 13:30-17:00

### M7 Beyond the converted: making QI mainstream

Lomond Auditorium | #qfm7

In this pre-day we will share lessons learned from creating a ground-breaking series of articles to discuss the evidence for systematic quality improvement, provide knowledge and support to clinicians and help improve care for patients. Expert series authors will summarise cutting-edge thinking on the challenges of engaging clinicians in QI that you can take home and apply to your work, covering diverse topics from working within complex systems, to QI and culture, to co-production of improvement.

### M8 Using research evidence and lived experience for better publications

Alsh | #qfm8

In this interactive workshop you will have the opportunity to learn from leading editors how to carry out an effective improvement project and write it up for publication in a peer reviewed journal.

Using a step by step approach, the workshop will focus on how to plan and carry out better improvement work by effectively utilising the published evidence together with the lived experience of service users and carers to inform what to improve and how to better implement improvement.

We will explore how to capture the learning as you go and write-up a compelling improvement report, including the perspective of the lived experience, sharing the lessons learned to enable effective adoption and adaptation by other improvers. Leading journal editors with experience in programme design, service user involvement and publication will guide you through an instructive and experiential session to help you to plan, co-produce and write up interventions to improve care for patients.

### M9 'What matters to you' – 6 countries' experience toward deployment in your system

M1 | #qfm9

An interactive session sharing the story of the rapidly growing 'What matters to you?' (#WMTY) movement. This approach has become an international movement for improvement with thousands of participants around the world creating significant change in individual lives and playing an important role in re-orientating the work of health and social care systems. Participants will spend time reflecting on this powerful approach, on their own experience, and applying learning from #WMTY movement to their work.

### M10 Not just a few projects: system wide improvement for results

Hall 2 | #qfm10

'It's just another fad'; 'we'll do a few QI projects'; 'we'll just train a few people'. These are common flaws from organisations that aspire to embed continuous improvement into every day work. Come and learn from four organisations that are embedding clinical and non-clinical continuous improvement from board to ward in partnership with patients, and in service of results - better health and care, at sustainable costs. Furthermore, in a manner that is complementary to quality planning, control and assurance activities, whilst prioritising joy in work.

### M11 Safer workplaces using simulation based interventions

Hall 1 | #qfm11

The session will provide delegates with an understanding of the role of simulation methodology in improving patient care through identifying latent errors in the workplace and interventions to tackle them thereby improving patient safety. Real life examples and interactive exercises will teach delegates how to make their teams stronger and safer. This is an exciting workshop as it will introduce delegates to the simulation way of quality improvement to enhance patient care.

## Opening of the International Forum 17:30-18:30 | Hall 5

### Welcome to Glasgow

Address from Nicola Sturgeon, First Minister of Scotland

### Opening Performance

The Purple Poncho Players

#purpleponchoplayers

Join us for a memorable performance from the Purple Poncho Players featuring poetry, sketches and music which will make you laugh, cry and think differently about the true source of disability and ultimately which shows that people really do make change.

In October 2011 over 100 disabled Glasgow Disability Alliance members wore purple rain ponchos to protect themselves from heavy rain and help identify each other in the crowd at a rally to defend public services in Glasgow.

This experience inspired the formation of the Purple Poncho Players (PPPs) who are disabled people. Supported by Glasgow Disability Alliance and their Professional Creative Team, the goal of their performance is to raise awareness, challenge assumptions and persuade decision makers and practitioners to improve policies and services that affect the lives of disabled people.



## Speakers Wednesday | 27 March

### M1 Keynote presenters

**Rohit Ramaswamy**, Professor, Public Health Leadership Programme, Gillings School of Global Public Health; USA

**Trish Greenhalgh**, Professor of Primary Care Sciences, Nuffield Department of Primary Care Health Sciences, University of Oxford; England

### Abstract Presenters

**Arvid Steinar Haugen**, Haukeland University Hospital; Norway

**Rob Bethune**, Royal Devon and Exeter Hospital; England

**Tim Stephens**, Critical Care and Perioperative Medicine Research Group, Queen Mary University of London; England

### Poster presenters

**Anna-Karin Ringqvist**, Sahlgrenska University Hospital; Sweden

**Christian Rochefort**, University of Sherbrooke; Canada

**Helena Ogink**, Sahlgrenska University Hospital; Sweden

**Philip Hoyle**, Royal North Shore Hospital; Australia

**Julie Cowie**, University of Stirling; Scotland

**Julia Keizer**, University of Twente; Netherlands

**Liselotte Bergqvist**, Sahlgrenska University Hospital; Sweden

**Laurel Mimmo**, Sydney Children's Hospital/University of New South Wales; Australia

**Madalina Toma**, University of Dundee; Scotland

**M2 Helen Bevan**, Chief Transformation Officer, NHS Horizons; England

**Kate Pound**, Collaborative Manager, NHS Horizons; England

**M3 Penny Pereira**, Q Programme Director and Deputy Director of Improvement, The Health Foundation; England

**Tracy Webb**, Head of Q Lab, The Health Foundation; England

**M4 Jeff Rakover**, Senior Research Associate, IH; USA

**Joanne Matthews**, Head of Improvement and Safety, Improvement Hub (ihub), Healthcare Improvement Scotland; Scotland

**Kay Cordiner**, Value Management Lead, NHS Highland; Scotland

**Ruth Glassborrow**, Director of Improvement, Healthcare Improvement Scotland; Scotland

**M5 Bernadette McCulloch**, Improvement Advisor, Healthcare Improvement Scotland; Scotland

**Elinore Macgillivray**, Senior Improvement Manager, 1000 Lives Improvement Service; Wales

**Kathryn Greaves**, Senior Improvement Manager, 1000 Lives Improvement Service; Wales

**Pedro Delgado**, Head of Europe and Latin America, IHI; USA

**Neil Muchatuta**, Improvement Advisor, Healthcare Improvement Scotland; Scotland

**Tony Kelly**, Improvement Advisor, Healthcare Improvement Scotland; Scotland

**M6 Elaine MacAninch**, Executive Member, NNEdPro Global Innovation Panel; England

**Emily Fallon**, Non-Executive Member, NNEdPro Global Innovation Panel; England

**Luke Buckner**, Executive Member, NNEdPro Global Innovation Panel; England

**Matheus Abrantes**, NNEdPro Chair's Assistant; Brazil

**Sumantra Ray**, Founding Chair and Executive Director, NNEdPro Global Centre for Nutrition and Health in Cambridge; Co-Founder of BMJ Nutrition, Prevention and Health; England

**M7 Cat Chatfield**, Quality Improvement Editor, The BMJ; England

**Sibylle Erdmann**, Chair, London Neonatal Parent Advisory Board and founding member of Q; England

**Will Warburton**, Director of Improvement, The Health Foundation; England

**M8 Amy Price**, Patient Editor for Research and Evaluation, The BMJ; USA

**Helen Crisp**, Editor-in-Chief, BMJ Open Quality; England

**M9 Anders Vege**, Head of Section for Quality Improvement, Norwegian Institute of Public Health; Norway

**James Mountford**, Director of Quality at Royal Free London FT; England

**Shaun Maher**, National Clinical Lead for Person-Centred Care, The Scottish Government, Health and Wellbeing Directorates; Scotland

**Thomas Whitelaw**, ALLIANCE UK Project Engagement Lead; Scotland

**Vibeke Rischel**, Head of Healthcare Improvement, Danish Society for Patient Safety; Denmark

**M10 Amar Shah**, Consultant forensic psychiatrist & Chief Quality Officer at East London NHS Foundation Trust (ELFT); England

**James Mountford**, Director of Quality at Royal Free London FT; England

**Michael Holland**, Medical Director, South London and Maudsley NHS Foundation Trust; England

**Pedro Delgado**, Head of Europe and Latin America, IHI; USA

**Simon Edwards**, Clinical Lead for Improvement, Central and North West London Foundation Trust; England

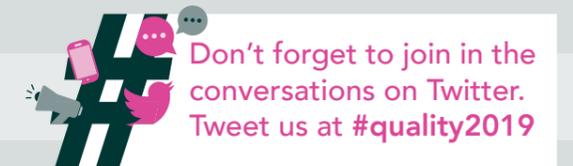
**M11 Dave Wright**, Deputy Director of Simulation, Hull and East Yorkshire Hospitals NHS Trust; England

**Makani Purva**, President, Association of Simulated Practice in Healthcare; England



# Programme Thursday | 28 March

|       |  |   |   |   |   |  |   |  |
|-------|--|---|---|---|---|--|---|--|
| 8:00  | Welcome for new delegates<br><b>Poster stage 1, Hall 4</b>   |   |   |   |   |  |   |  |
| 8:30  | <b>EN1:</b> Patient as assessor of safe practices: challenges and benefits<br>Carron #qfen1  | <b>EN2:</b> Family centered care - India scale up case study<br>M2+M3+M4 #qfen2                                   | <b>EN3:</b> Unlocking the challenges to patient safety through digitization<br>Alsh #qfen3                | <b>EN4:</b> Activating local leadership potential to improve infection control in Myanmar<br>Lomond Auditorium #qfen4 | <b>EN5:</b> Chronic conditions between hospital and primary care in Regione Lombardia's reform<br>M1 #qfen5                       | <b>EN6:</b> Values in action, shaping the culture in a health service using a social movement<br>Hall 2 #qfen6       | <b>EN7:</b> Safety reviews: developing something extraordinary using something quite ordinary to improve quality of care, patient experience and staff wellbeing<br>Hall 3 #qfen7 |  |
| 9:00  | Welcome and introductions<br><b>Hall 5</b>   |   |   |   |   |  |   |  |
| 9:30  | <b>Keynote 1:</b> People make... it happen<br>Jason Leitch, National Clinical Director, Scottish Government; Scotland<br>Derek Feeley, CEO, President, IHI; USA<br>Hall 5 #qfk1  |   |   |   |   |  |   |  |
| 10:00 | <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p><b>New to the International Forum?</b> Join us for a quick orientation where we'll provide some top tips for navigating the content on offer, as well as the opportunity to meet with other delegates who are also attending for the first time.</p> <p>Thursday 28 March   08:00-08:15   Poster Stage 1, Hall 4</p> </div> |   |   |   |   |  |   |  |
| 10:30 |  |   |   |   |   |  |   |  |
| 11:00 | <b>A1:</b> Leadership models for co-producing a joyful workforce<br>Hall 5 #qfa1   | <b>A2:</b> Building a safer tomorrow - using measurement and predictive analytics to prevent harm<br>Hall 3 #qfa2 | <b>A3:</b> Building effective care in the community - examples from rural populations<br>M2+M3+M4 #qfa3   | <b>A4:</b> How to move to a value based healthcare system<br>Hall 2 #qfa4   | <b>A5:</b> Leading change: how to move from patient partnership to patient directorship<br>Carron #qfa5                           | <b>A6:</b> Creative problem solving: how design can help<br>M1 #qfa6   | <b>A7:</b> A growth mindset for quality of care<br>Lomond Auditorium #qfa7  |  |
| 12:00 | Lunch Break  |   |   |   |   |  |   |  |
| 12:30 | <b>L1:</b> The Global Healthcare Workforce Crisis<br>Sponsored by: <b>ALLOCATE</b><br>M1 #qfallocate   |   | <b>L2:</b> Safe to start?<br>Carron #qfl2   |   | <b>Student and Junior Health Care Professional Lunch Session: Building your QI Skills</b><br><br>Lomond Auditorium #ihiopenschool |  |   |  |
| 13:00 | <b>B1:</b> Empowering primary care to lead Quality Improvement<br>Hall 2 #qfb1   | <b>B2:</b> Overcoming the challenge of medication error<br>Hall 3 #qfb2   | <b>B3:</b> Getting your ideas out there: three perspectives on supporting effective scale<br>Hall 5 #qfb3 | <b>B4:</b> Living well with dementia - coproducing care for vulnerable patients<br>M2+M3+M4 #qfb4                     | <b>B5:</b> Achieving equity in healthcare<br>Carron #qfb5   | <b>B6:</b> The Flow Coaching Academy programme: developing improvement coaching capability across the UK<br>M1 #qfb6 | <b>B7:</b> Young People: helping to improve health and wellbeing in Scotland<br>Lomond Auditorium #qfb7   |  |
| 14:00 | Afternoon Break  |   |   |   |   |  |   |  |
| 15:00 | <b>C1:</b> Using virtual collaboration methods to ignite the collective brilliance of people in healthcare<br>Hall 3 #qfc1   | <b>C2:</b> Building a national patient safety programme<br>Hall 2 #qfc2   | <b>C3:</b> Caring for older populations in the community through ceding power<br>M2+M3+M4 #qfc3           | <b>C4:</b> What makes 'quality improvement' an 'improvement science?' The 'science' matters<br>Hall 5 #qfc4           | <b>C5:</b> Building conversations in leadership... with Lego!<br>M1 #qfc5   | <b>C6:</b> Brexit: what happens next?<br>Carron #qfc6  | <b>C7:</b> Patients, staff, citizens, institutions, communities, populations - improving health and care together<br>Lomond Auditorium #qfc7                                      | <b>C8:</b> Resilient healthcare: how to improve quality using insights from resilience and Safety II<br>Alsh #qfc8 |
| 15:30 | <b>Keynote 2:</b> New Power: how power works in our hyperconnected world<br>Henry Timms, President and CEO of 92nd Street Y; USA<br>Hall 5 #qfk2   |   |   |   |   |  |   |  |
| 17:00 | Welcome Reception 17:00-18:00 followed by The Night Forum 18:00-21:00<br>Three venues will host an evening of exciting content and entertainment. Join as many as you wish. See pages 24-25 for further details.   |   |   |   |   |  |   |  |



## Speakers Thursday | 28 March

**EN1 Isabel Rodrigo**, Phd MD. Complejo Hospitalario de Navarra (Navarra Complex Hospital); Spain

**EN2 Harish Kumar**, Senior Program Director, Jhpiego; India

**EN3 Bandar Al Knawy**, Chief Executive Officer of Ministry of National Guard Health Affairs (MNGHA) and President of King Saud bin Abdulaziz University for Health Sciences; Saudi Arabia

**EN4 Will Duffin**, General Practitioner, Wellspring Surgery, Bristol; England

**EN5 Giulio Gallera**, Ministry of Welfare – Regione Lombardia; Italy

**EN6 Kahlil Coyle**, Deputy Head, Values in Action, Health Service Executive (HSE); Ireland

**EN7 Brian Robson**, Medical Director, Healthcare Improvement Scotland, IHI / Health Foundation Fellow; Scotland  
**Manoj Kumar**, National Clinical Lead, Scottish Mortality and Morbidity Program, Healthcare Improvement Scotland; Scotland

**K1 Derek Feeley**, President and CEO, IHI; USA  
**Jason Leitch**, National Clinical Director, The Scottish Government; Scotland

**A1 Amar Shah**, Consultant forensic psychiatrist & Chief Quality Officer, East London NHS Foundation Trust; England  
**Derek Feeley**, CEO, President, IHI; USA  
**Jessica Perlo**, Director, Joy in Work, IHI; USA  
**Stephen Swensen**, Senior Fellow, IHI, Professor Emeritus, Mayo Clinic College of Medicine; USA

**A2 Bernadette Eather**, National Manager, Clinical Quality and Patient Safety Ramsay Health Care; Australia  
**Carrie Marr**, Chief Executive, Clinical Excellence Commission, NSW Health; Australia

**A3 Carol Atmore**, General Practitioner Researcher, Department of General Practice and Rural Health, University of Otago, Dunedin; New Zealand  
**Clare Morrison**, Senior Clinical Quality Lead, NHS Highland; Scotland  
**Gill McVicar**, Director of Transformation and Quality Improvement, NHS Highland; Scotland

**A4 Dennis van Veghel**, Managing Director at NHR (Netherlands Heart Registrations); Netherlands  
**Niels Reichstein Larsen**, Hospital Director, Bornholms Hospital; Denmark

**A5 Joanne Hughes**, PPV representative, National Patient Safety Response Advisory Panel; England  
**Louise Patmore**, Patient Lead: SPFT Clinical Strategy; England  
**Sandra Dudych**, Patient Advisor, Health Standards Organization (HSO); Canada

**A6 Chris Howroyd**, Director of Service Development, SH:24; England  
**Mollie Courtenay**, Service Designer specialising in healthcare; England

**A7 Erik Heineman**, MD PhD FRACS, Professor of Surgery, University of Groningen, University Medical Centre Groningen, Department of Surgery; Netherlands

**Gepke Veenstra**, MSc, University of Groningen, University Medical Centre Groningen, Centre of Expertise on Quality and Safety; Netherlands  
**Ian Leistikow**, MD PhD, Inspector at the Dutch Health & Youth Care Inspectorate and professor at the Erasmus University Rotterdam; Netherlands

**Kirsten Dabekaussen**, BSc, University of Groningen, University Medical Centre Groningen, Department of Surgery; Netherlands

**L1 Andy Haynes**, Medical Director, Sherwood Forest Hospitals NHS Foundation Trust; England  
**Lyn McIntyre**, UK Director of Healthcare, Allocate Software; England  
**Michael Brown**, Staff Bank Manager, NHS Ayrshire & Arran Health Board; Scotland  
**Mike Wright**, Chief nurse, Hull & East Yorkshire Hospitals NHS Trust; England

**L2 Eileen McKenna**, Associate Director, Professional Practice, RCN; England

**B1 Nigel Hart**, Senior Lecturer, Queen's University Belfast & Associate Director (Quality Improvement) Northern Ireland Medical and Dental Training Agency; Northern Ireland  
**Sean Manning**, PGP Quick Start Programme Lead, 'Time for Care' General Practice Development Programme, Sustainable Improvement Team, NHS England; England  
**Simon Bricknell**, Improvement Consultant, Qualitas Consortium; England

**B2 Aravindan Veiraiiah**, National Clinical Lead, Improvement Hub, Healthcare Improvement Scotland; Scotland  
**Frank Federico**, Vice President Senior Safety Expert, IHI; USA  
**Liv Finne Nybø**, Department Manager, Health care sector in Voss municipality; Norway

**B3 Andrew Cooper**, Director of Communications, Life Sciences Hub; Wales  
**Medina Johnson**, Chief Executive, IRISI; Wales  
**Sarah Henderson**, Assistant Director, Improvement Programmes, The Health Foundation; England  
**Tina Lyng Lyngbye**, Director, Senior Advisor, Danish Society for Patient Safety; Denmark

**B4 Danielle Wilde**, Group Lead Dementia, Royal Free London NHS Foundation Trust; England  
**Lynn Flannigan**, Associate Improvement Advisor, Healthcare Improvement Scotland; Scotland

**B5 Joel Mubiligi**, Executive Director for Partners In Health, Rwanda; Rwanda  
**Marie Lawrence**, National Coordinator, National Board of Knowledge Management in Healthcare, Swedish Association of Local Authorities and Regions, SALAR; Sweden  
**Mats Bojestig**, Chairman of National board for knowledge management in healthcare, Sweden; Director of Health care, Region of Jönköping County; Sweden

**B6 Candida Perera**, Head of Improvement Programmes, Health Foundation; England  
**Tom Downes**, Clinical Lead for Quality Improvement, Sheffield Teaching Hospitals and Health Foundation IHI Quality Improvement Fellow (2009-10); England

**B7 Speakers from Young Scot**

**C1 Bev Matthews**, Transforming Perceptions Lead, NHS Horizons; England  
**Helen Bevan**, Chief Transformation Officer, NHS Horizons; England

**C2 Aidan Fowler**, NHS National Director of Patient safety; England  
**Cheryl Crocker**, Academic Health Science Network Cahair for the Patient Safety Leads; England  
**Joanne Matthews**, Head of Improvement Support and Scottish Patient Safety Programme (SPSP), Healthcare Improvement Scotland; Scotland  
**Vibeke Rischel**, Head of Healthcare Improvement, Danish Society for Patient Safety; Denmark

**C3 Annelene Hoejvang Larsen**, Communications consultant, Danish Society for Patient Safety; Denmark  
**Graham Ellis**, National Clinical Lead for Older People and Frailty, Healthcare Improvement Scotland; Scotland

**C4 Don Goldman**, Chief Scientific Officer, Emeritus, and Senior Fellow, IHI; USA  
**Sara Riggare**, Advisor to the Swedish Medical Products Agency, advisor to the Swedish government's coordinator for Life Science; Sweden

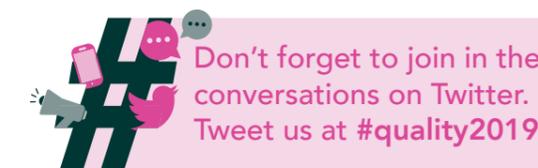
**C5 John Boulton**, Executive Director of Continuous Improvement, Aneurin Bevan University Health Board; Wales  
**Sara Long**, Clinical Fellow, Aneurin Bevan Continuous Improvement; Wales

**C6 Ben Morrin**, Director of Workforce, UCLH; England  
**Mark Dayan**, Policy Analyst and Head of Public Affairs, Nuffield Trust; England

**C7 Bob Klaber**, Consultant General Paediatrician and Deputy Medical Director, Imperial College Healthcare NHS Trust; England  
**Dominique Allwood**, Associate Medical Director (QI), Imperial College Healthcare NHS Trust; England  
**Sibylle Erdmann**, Chair, London Neonatal Parent Advisory Board and founding member of Q, a healthcare improvement initiative led by the Health Foundation; England

**C8 Al Ross**, Lecturer in Behavioural Science, University of Glasgow; Scotland  
**Janet Anderson**, Reader of Healthcare Improvement, King's College London; England

**K2 Henry Timms**, President and CEO of 92nd Street Y; USA



# Programme Friday | 29 March

Streams for 2019: ■ Quality, Cost, Value ■ Population and Public Health ■ Building Capability and Leadership ■ Safety ■ Person and Family - Centred Care

|       |  |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
|-------|--|--|---|--|--|--|--|--|--|--|---|--|--|--|--|--|
| 8:00  | <b>BR1:</b> Friends of IHI and Global Initiatives - What's New?<br>Sponsored by: <br>Carron <span style="float: right;">#qfihi</span>   |  | <b>BR2:</b> Getting your QI work published<br>Sponsored by: <br>M2+M3+M4 <span style="float: right;">#qfbmj</span> |  | <b>BR3:</b> The 10 minute day start - boost your patient safety and patient experience in 10 minutes per day!<br>M1 <span style="float: right;">#qfbr3</span>                |  | <b>BR4:</b> How to create a virtual collaborative for wider, faster, more sustainable change<br>Sponsored by: <br>Alsh <span style="float: right;">#qfhorizons</span> |  | <b>BR5:</b> Building conversations in leadership... with Lego!<br>Lomond Auditorium <span style="float: right;">#qfbr5</span>  |  |   |  |  |  |  |  |
| 9:00  | Opening Remarks<br><b>Hall 5</b>   |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 9:30  | <b>Keynote 3:</b> I have changed my mind<br>Donald M Berwick, MD, MPP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centres for Medicare and Medicaid Services; USA<br>Maureen Bisognano, President Emerita and Senior Fellow, IHI; USA<br>Hall 5 <span style="float: right;">#qfk3</span>   |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 10:00 | Join us in helping forcibly displaced people arriving in Glasgow<br>Visit the International Forum stand (stand 40) and purchase a water bottle or a coffee cup, or just donate unused toiletries, pens and notebooks to support Refuweege - a local charity supporting forcibly displaced people arriving in Glasgow. <b>Read more on page 49.</b>  |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 10:30 | Morning Break  |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 11:00 | <b>D1:</b> Leadership behaviours that change culture<br>Hall 5 <span style="float: right;">#qfd1</span>  |  | <b>D2:</b> Co-production in mental health - giving patients back their power<br>Carron <span style="float: right;">#qfd2</span>   |  | <b>D3:</b> Three different methods to identify and rescue deteriorating patients<br>Hall 3 <span style="float: right;">#qfd3</span>  |  | <b>D4:</b> Optimising primary care in low and middle income countries<br>M2+M3+M4 <span style="float: right;">#qfd4</span>   |  | <b>D5:</b> Organisation wide Quality Improvement - two international perspectives<br>Hall 2 <span style="float: right;">#qfd5</span>                                     |  | <b>D6:</b> Country showcase: Ireland and Portugal<br>Lomond Auditorium <span style="float: right;">#qfd6</span>   |  | <b>D7:</b> People at the heart of health and well being<br>Alsh <span style="float: right;">#qfd7</span>   |  | <b>D8:</b> Engaged physicians transform care<br>M1 <span style="float: right;">#qfd8</span>                                |  |
| 12:30 | Lunch Break<br><b>L3:</b> 2020-21 Harkness Fellowships in Health Care Policy and Practice, Information Session<br>Sponsored by:  <span style="float: right;">#qfcommonwealth</span><br>M1   |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 13:00 | Student and Junior Health Care Professional Lunch Session: Building your QI Skills<br> <b>Open School</b><br>Lomond Auditorium <span style="float: right;">#ihiopenschool</span>   |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 13:30 | <b>E1:</b> Learning from error and adverse events using human factors training<br>Hall 5 <span style="float: right;">#qfe1</span>  |  | <b>E2:</b> Inspiring tomorrow's leaders - engaging junior doctors in quality improvement<br>Hall 2 <span style="float: right;">#qfe2</span>   |  | <b>E3:</b> How to create healthcare that revolves around the patient, rather than the patient revolving around the system<br>Hall 3 <span style="float: right;">#qfe3</span> |  | <b>E4:</b> Integrating health and social care in drug recovery and getting people back in work<br>M2+M3+M4 <span style="float: right;">#qfe4</span>  |  | <b>E5:</b> How to create a better value healthcare system at national level<br>Carron <span style="float: right;">#qfe5</span>   |  | <b>E6:</b> Using patient feedback to lead improvement<br>M1 <span style="float: right;">#qfe6</span>  |  | <b>E7:</b> Taking complex interventions to full scale: learnings from across the globe<br>Lomond Auditorium <span style="float: right;">#qfe7</span>   |  | <b>E8:</b> Using a management system to drive and sustain quality results<br>Alsh <span style="float: right;">#qfe8</span> |  |
| 14:30 | Afternoon Break  |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 15:00 | <b>F1:</b> PACK - enabling population and public health - to achieve the principles of Alma Ata<br>M2+M3+M4 <span style="float: right;">#qff1</span>   |  | <b>F2:</b> Safety improvement in mental health<br>Hall 2 <span style="float: right;">#qff2</span>   |  | <b>F3:</b> Whose improvement is it anyway? Putting the person into person-centred care<br>Hall 3 <span style="float: right;">#qff3</span>                                    |  | <b>F4:</b> The 'F' Word! - learning from failure<br>Hall 5 <span style="float: right;">#qff4</span>  |  | <b>F5:</b> National approaches to sustain improvement North and South of the Irish Border - under threat from Brexit?<br>Carron <span style="float: right;">#qff5</span> |  | <b>F6:</b> Organising learning networks for leadership development and continued integration of quality improvement and innovation in a welfare system<br>M1 <span style="float: right;">#qff6</span> |  | <b>F7:</b> The Parental Advisory Project: gathering explicit advice from parents in our children's hospital through video interviews<br>Lomond Auditorium <span style="float: right;">#qff7</span> |  | <b>F8:</b> Reflection Zone<br>Alsh <span style="float: right;">#qff8</span>  |  |
| 16:30 | <b>Keynote 4:</b> People Make Change<br>Amal Azzudin, Human Rights and Equalities Officer (refugees), Mental Health Foundation; Scotland<br>Mel Young, President of the Homeless World Cup and Chairman of SportsScotland; Scotland<br>Hall 5 <span style="float: right;">#qfk4</span>   |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |
| 17:00 | Don't forget to join in the conversations on Twitter. Tweet us at #quality2019<br>  |  |   |  |  |  |  |  |  |  |   |  |  |  |  |  |

## Speakers Friday | 29 March

**BR1 Pierre M. Barker**, MD, Chief Global Partnerships and Programs Officer, IHI; USA  
**Yael Gill**, Executive Director, Strategic Partners, IHI; USA

**BR2 Cat Chatfield**, Quality Improvement Editor, The BMJ; England  
**Helen Crisp**, Editor-in-Chief, BMJ Open Quality; England  
**Sophie Cook**, UK research editor, The BMJ; England

**BR3 Roel van der Heijde**, Trainer in Fear Reduction and Vulnerable Leadership at RoelRotterdam Partner at N3Wstrategy; Netherlands

**BR4 Helen Bevan**, Chief Transformation Officer, NHS Horizons; England  
**Kathryn Perera**, Deputy Director, NHS Horizons; England

**BR5 John Boulton**, Executive Director of Continuous Improvement, Aneurin Bevan University Health Board; Wales  
**Sara Long**, Clinical Fellow, Aneurin Bevan Continuous Improvement; Wales

**K3 Donald M. Berwick**, MD, MPP, President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services; USA  
**Maureen Bisognano**, President Emerita and Senior Fellow, IHI; USA

**D1 Amelia Brooks**, Senior Director for Patient Safety Europe, IHI; USA  
**Frank Federico**, Vice President Senior Safety Expert, IHI; USA  
**Göran Henriks**, Chief Executive of Learning & Innovation, Jönköping County Council; Sweden

**D2 Alexander Rozental**, Licensed Psychologist and Researcher, Centre for Psychiatry Research, Karolinska Institutet; Sweden  
**Andrea Marshall**, Director, Communications and Public Affairs, organisation Ontario Shores Centre for Mental Health Sciences; Canada

**Maria Smitmanis Lyle**, Project Coordinator and Operations Developer, Centre for Psychiatry Research, Department of Clinical Neuroscience, Karolinska Institutet; Sweden

**D3 Andrea Doric**, Clinical Lead – Clinical Deterioration & Resuscitation, Eastern Health; Australia

**Calum McGregor**, Clinical Lead Acute Care Portfolio, Health Care Improvement Scotland; Scotland

**Christopher Parshuram**, Physician and Senior Scientist, Department of Critical Care Medicine, Hospital for Sick Children; Canada

**D4 Elaine Thumé**, Professor at Federal University of Pelotas; Brazil

**Jafet Arrieta**, Project Director, IHI; USA

**D5 Jane Evans**, Director, Quality, Planning and Innovation, Eastern Health; Australia

**Peter Van der Meer**, CEO, Albert Schweitzer hospital, Dordrecht; Netherlands

**D6 Paulo Sousa**, Professor at the National School of Public Health, Universidade Nova de Lisboa (NSPH-UNL); Portugal

**Philip Crowley**, National Director Quality Improvement Division, Health Services Executive; Ireland

**D7 Irene Oldfather**, ALLIANCE Director; Scotland

**Thomas Whitelaw**, ALLIANCE UK Project Engagement Lead; Scotland

**D8 Gary Kaplan**, Chairman and CEO, Virginia Mason Health System; USA

**Jack Silversin**, Founding Partner, Amicus, Inc; USA

**L3 Molly FitzGerald**, Program Associate for Fellowships and Research, The Commonwealth Fund; USA

**E1 Alison Gale**, Consultant Obstetrician and Gynaecologist/ Director of Medical Education, Lancashire Teaching Hospitals; England

**Dave Dongelmans**, Intensivist, Amsterdam University Medical Centers; Netherlands

**Jacky Hanson**, Clinical Director of Simulation and Human Factors and an Associate Undergraduate Dean at Lancashire Teaching Hospitals; England

**Kelly Bos**, MD PhD-candidate, Amsterdam University Medical Centers; Netherlands

**E2 Aimee Protheroe**, Programme Manager, RCP Quality Improvement (RCPQI), Royal College of Physicians; England

**Peter Lachman**, CEO, ISQua; Ireland

**Rikke von Benzon Hollesen**, Improvement advisor and programme director, Danish Society for Patient Safety; Denmark

**E3 Anette Nilsson**, Development Strategist, Region Jönköping County; Sweden

**Uriëll Malanda**, Senior Advisor, National Healthcare Institute; Netherlands

**E4 Kathryn Paterson**, Improvement Lead, Health & Work Support, Scottish Government; Scotland

**Lee Middleton**, Medical officer, Glasgow Alcohol and Drug Recovery Service; Scotland

**E5 Celine McStravick**, Director, National Children's Bureau (NCB); England

**Gregor Smith**, Deputy Chief Medical Officer for Scotland; Scotland

**Hugh McCaughey**, Chief Executive, South Eastern Health and Social Care Trust; Northern Ireland

**Muir Gray**, Director Better Value Health Care; England

**E6 Diane Graham**, Improvement Advisor for Person-centred Care, Healthcare Improvement Scotland; Scotland

**Maria Adele Bond**, Trained Pedagogue, Peer co-worker at the Information Centre of Aalborg University Hospital, Psychiatry; Denmark

**Sandro Luna**, Medical Student, Columbia University Vagelos College of Physicians and Organisation Surgeons; USA

**Solvejg Kristensen**, Post Doc, Aalborg University Hospital – Psychiatry & Aalborg University; Denmark

**E7 Amelia Brooks**, Senior Director for Patient Safety Europe, IHI; USA

**Hema Magge**, Country Director, Ethiopia, IHI; Ethiopia

**Pedro Delgado**, Head of Europe and Latin America, IHI; USA

**Pierre M. Barker**, MD, Chief Global Partnerships and Programs Officer, IHI; USA

**E8 Gary Kaplan**, Chairman and CEO of Virginia Mason Health System; USA

**F1 Lara Fairall**, Head of the Knowledge Translation Unit, University of Cape Town Lung Institute; South Africa

**Tracy Eastman**, Director, PACK Global delivery, Knowledge Translation Unit, University of Cape Town / BMJ; South Africa

**F2 Amar Shah**, Chief Quality Officer, East London NHS Foundation Trust; England

**David Hall**, Consultant psychiatrist, Clinical lead, Scottish Patient Safety Programme; Scotland

**F3 Anna Severwright**, Citizen leader and Co-chair – Coalition for Collaborative Care; England

**Catherine Wilton**, Transformation Associate, NHS Horizons; England

**F4 Barbara Grey**, Director of Quality Improvement and Slam Partners, South London and Maudsley NHS Foundation Trust; England

**John Boulton**, Executive Director of Continuous Improvement, Aneurin Bevan University Health Board; Wales

**F5 Mark Roberts**, Clinical Director, Health and Social Care Safety Forum, Public Health Agency; Northern Ireland

**Philip Crowley**, National Director Quality Improvement Division, Health Services Executive; Ireland

**F6 Agneta Jansmyr**, CEO, Region Jönköping County; Sweden

**Anna Fabisch**, Improvement leader, Qulturum, Region Jönköping County; Sweden

**F7 Alex de Groot**, Patient representative; Netherlands

**Bas de Vries**, Senior advisor and trainer at the Department of Quality & Patient Safety, University Medical Centre in Utrecht; Netherlands

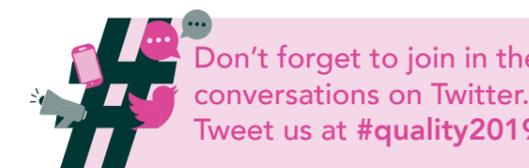
**Joost Frenkel**, Consultant Paediatric Rheumatologist and Professor of the Paediatrics at the University Medical Centre in Utrecht; Netherlands

**Marieke Könings-Stulp**, Resident in Paediatrics at the Wilhelmina Children's Hospital in Utrecht; Netherlands

**F8 Fiona Moss**, Editor, The Postgraduate Medical Journal; England

**K4 Amal Azzudin**, Human Rights and Equalities Officer (refugees), Mental Health Foundation; Scotland

**Mel Young**, President of the Homeless World Cup and Chairman of SportScotland; Scotland



Don't forget to join in the conversations on Twitter. Tweet us at #quality2019

# The Night Forum Informal. Fun. Networking and Learning

For a third year running, we are delighted to offer a Night Forum programme of exciting content, entertainment and a chance to relax and have fun with your fellow delegates. Set in locations across Glasgow, our evening social event is free to attend - join any of the experiences and have fun!

#qfnightforum



## 'Pitch Perfect' Three minute Thesis Competition

Students and juniors will participate in a competition judged by Donald M. Berwick, President Emeritus and Senior Fellow at IHI.

**The challenge:** To present quality and safety research in the most engaging way in 3 minutes or less using only one static slide. Join the audience of local and international thought leaders in quality and safety to get inspired. It's sure to be an entertaining session for all!

### Where and when:

Poster Stage 1, Hall 4 | 17:15-18:00



## Comedy and Ceilidh

Join us for an exciting evening of comedy and ceilidh dance!

**Jeannie Jones** is a GP in the Scottish Borders and your host for the evening. Jeannie has a reputation as a fine compere, upbeat, quick off the mark and makes the crowd feel like they've picked the best night out. As well as running a busy rural GP practice, she runs 'Over The Lyne Comedy' which brings comedy to local communities.

**Scott Gibson** - The Big, Bald, Bearded Glaswegian. A naturally skillful and riveting raconteur, Scott Gibson mixes a conversational style with his own unique brand of dark humour and shrewd observations. His brush with mortality galvanised him into becoming a stand-up and inspired the show Life After Death, which won the then 32-year-old the Edinburgh Comedy Best Newcomer Award at the 2016 Edinburgh Fringe making him the first Scottish comic in history to do so.

**Elaine Miller** is a physiotherapist, comedian and recovered incontinent. Her first show 'Gusset Grippers' is about pelvic floors and enjoyed a sell out run and 5\* reviews in 2018. Elaine has spoken at UKCS, on Women's Hour and This Morning; written for Evidently Cochrane, Urology Times, Net doctor, Mumsnet and Babycentre. Elaine is working with Holyrood, Westminster, the CSP, the RCM, the RCOG and the DoH to improve delivery of pelvic health education in postnatal services.

### Where and when:

Drygate Brewing Co, G4 OUT

Buses will leave from the SEC at 18:00 to take you to the venue.

Finish the evening by taking part in a traditional Scottish ceilidh dance (no experience required!). The Torsa Ceilidh band will talk you through the steps and demonstrate them and for those of you who know your way round a Gay Gordons - well, hold on to your kilts!



## Glasgow Science Centre

Watch live science demonstrations of the hottest (and coolest) experiments or get a 'hands-on', 'minds-on' experience of fundamental biology as you explore the 8 interactive exhibit zones that make up BodyWorks.

There is so much to explore - from testing your physical and physiological ability in the **About you zone**, through to performing keyhole surgery and seeing how alcohol affects you in the **Digestive and Urinary zone**, to putting your brain to the test with our fully interactive exhibits like mindball, multitasking brain and memory challenge in the **Nervous and Endocrine zone**.

### Where and when:

Glasgow Science Centre, G51 1EA

Meet on the SEC Concourse at 18:00 and our team will walk you to the Science Centre (5-10 minute walk)



## Royal College of Physicians and Surgeons of Glasgow

Take a 'Behind the scenes Tour' of the Royal College of Physicians and Surgeons of Glasgow, showcasing the hidden histories of medicine and surgery in the city.

Designed exclusively for this event, the tour will take you on a journey around the College's beautiful 19th century building, revealing the people and the purpose of this historic and vibrant institution. The College's history helps us understand how medicine and surgery have evolved over centuries. The Heritage team will uncover some rarely-seen collections, telling the stories that contribute to our unique identity.

**Then join us for a screening of 3 short films, followed by Q&A and discussion with the filmmakers, hosted by Global Health Film.**

**The Tyranny of Distance:** Fifteen years of civil war in Liberia has resulted in one of the world's worst doctor shortages and cut off the country's rural poor from basic healthcare. Community health workers trained and equipped by the non-profit Last Mile Health are working to deliver lifesaving health services to the 1.2 million Liberians living in the most remote reaches of the country.

**Waiting Patient:** More people in the world now die from a lack of access to basic surgery than from all infectious diseases combined. But a hospital in rural Haiti is showing that access to surgical care can be provided in even the most remote corners of the planet.

**Holding Space:** An intimate observational documentary about death told through the eyes of an emerging and little-known role: the end-of-life doula. The role mirrors that of a birth doula - only instead of supporting the arrival of new life, they are present as someone is actively dying.

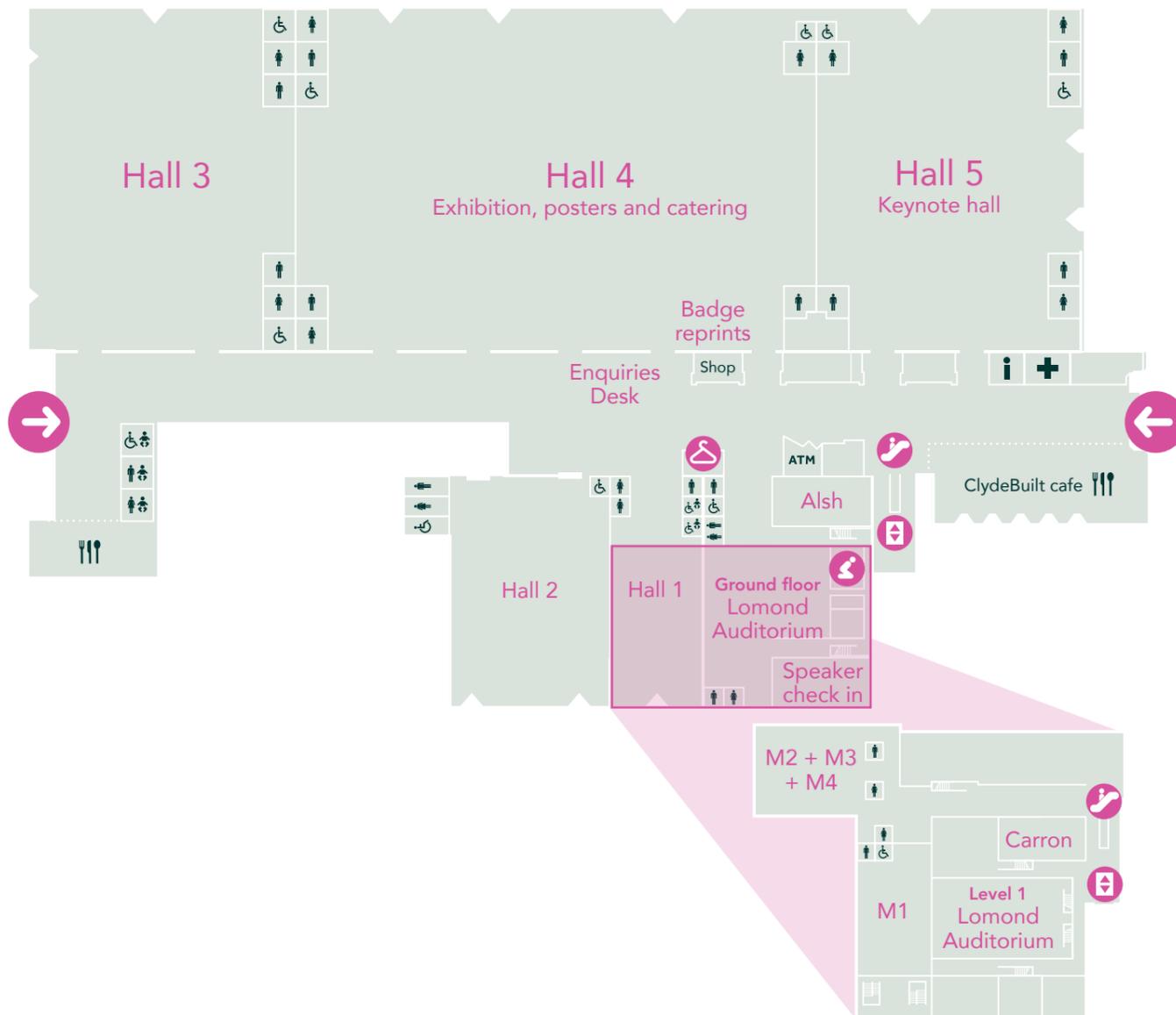
### Where and when:

Royal College of Physicians and Surgeons of Glasgow, G2 5RJ

Buses will leave from the SEC at 18:00 to take you to the venue

# Floor Plan

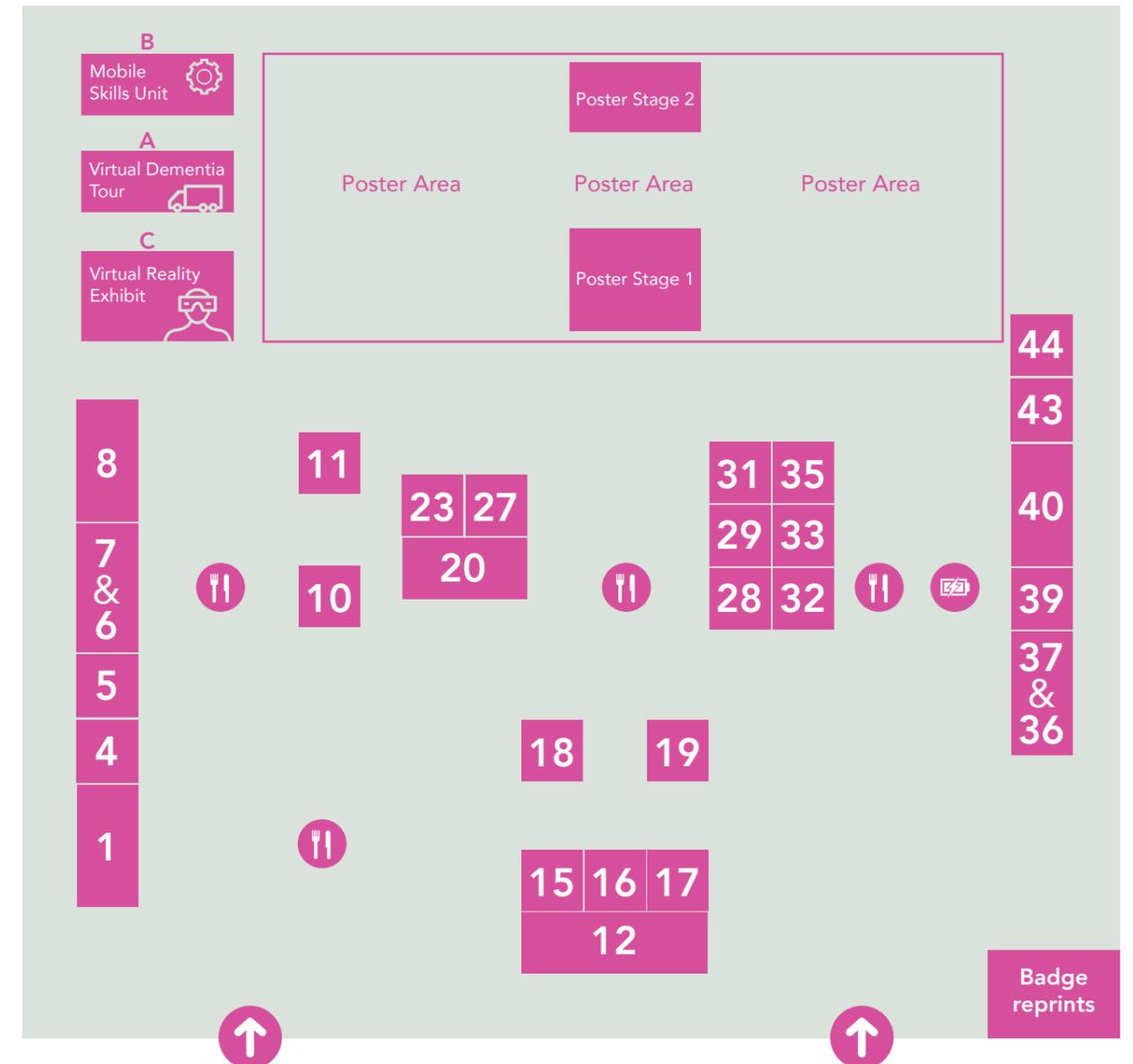
## Ground floor



## Level 1

- Entrance
- Prayer room
- Cloakroom
- Escalator
- Lift

## Hall 4



### Exhibitors (by stand number)

|                    |   |                             |  |
|--------------------|---|-----------------------------|--|
| 1 IHI              | 15 The Royal College of Surgeons of Edinburgh | 23 ImproveWell Ltd          | 35 Lightfoot Solutions                                     |
| 4 Allocate         | 16 Care Opinion                               | 27 Defence Medical Services | 36-37 NHS Improvement                                      |
| 5 COHESION Medical | 17 Joint Commission International             | 28 NHS Wales                | 39 Wonderful Copenhagen                                    |
| 6-7 Datix          | 18 The Health Foundation                      | 29 EIDO Healthcare          | 40 International Forum on Quality and Safety in Healthcare |
| 8 BMJ              | 19 Life QI                                    | 31 University of Edinburgh  | 43 Royal College of Physicians and Surgeons of Glasgow     |
| 10 Cerner          | 20 HSC Northern Ireland                       | 32 The King's Fund          | 44 Save a Life for Scotland                                |
| 11 Virginia Mason  |   | 33 Scotland is Now          |  |
| 12 NHS Scotland    |   |                             |  |

## Discover more at the International Forum



### Virtual Reality Exhibition A truly immersive experience

Global Health Film and their expert collaborators at Crossover Labs are delighted to curate a virtual reality exhibition for this Spring's International Forum on Quality and Safety in Healthcare.

Immersive technology has the ability to connect people in a powerful and visceral way; the selection we offer you features **five projects** that allow us to see the world through another person's eyes and to share in another person's lived experience.

You are put in the position of someone who is living with autism (The Party) or cerebral palsy (Simon), providing you with a deep, lasting, embodied appreciation of these conditions.

*Is Anna OK?* considers the loss of someone still alive as it centres on the experiences of two sisters, one of whom suffers from traumatic brain injury following a traffic accident and the other who must come to terms with her sister's new personality.

As a means to combat gender-based violence, particularly in India, the *Priya's Shakti* comic book series combines traditional print with augmented reality in order to engage younger readers. *Priya's Mirror* is the second instalment and focuses on empowering acid attack survivors.

#### Where and when:

Exhibition Hall, Hall 4

Thursday 09:00-18:00 & Friday 09:00-15:00



### Virtual Dementia Tour Bus

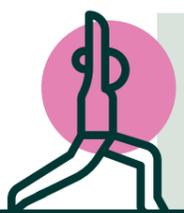
The Virtual Dementia Tour was invented 20 years ago in America by PK Beville and aims to demonstrate that by walking in the shoes of an individual with dementia, we can start to understand the issues that they experience everyday and make positive steps to improve their care.

**Sign up** at the Virtual Dementia Tour Bus in the Exhibition Hall for a short session on Thursday 28 or Friday 29 March to experience what it is like to live with Dementia and how small changes can make a big difference.

#### Where and when:

Exhibition Hall, Hall 4

All day on Thursday and Friday



### Wellbeing Room

Need some time to reflect on what you've learned?  
Want to learn more about techniques you can use to manage stress?

Join us in the Wellbeing Room in Hall 1 where you can unwind on one of our massage chairs, spend some time adding to our colouring wall, or switch off your mobile phone and just take 5 minutes to breathe.

**Sign up** for one of our laughter yoga or mindfulness sessions at the enquiries desk (spaces are limited).

#### Laughter Yoga

Research shows that our bodies can't really tell the difference between a real laugh and a fake one, so it responds in the same way, it relieves tension and releases endorphins.

Learn how at these sessions hosted by Elspeth Kerr, Freelance Laughter Yoga Instructor

#### Where and when:

Wellbeing Room, Hall 1

Thursday 15:00-16:00 & Friday 15:00-16:00

#### Mindfulness - a brief introduction

Hear an overview of the work of Jon Kabat Zinn on Mindfulness based stress reduction. Experience Mindful breathing and listen to ideas for bringing Mindfulness into every day. You will receive a CD containing details of a Mindfulness practice session and a Mindfulness tips sheet to take away.

#### Where and when:

Wellbeing Room, Hall 1

Thursday 13:15-14:30 & Friday 11:00-12:15



### Daily Mile

Prepare yourself for a busy day of learning by joining us for a Daily Mile each morning.

The Daily Mile was founded in 2012 by Elaine Wyllie, a former head teacher in Stirling, Scotland. Elaine had become increasingly concerned about the lack of fitness in her students. Within just four weeks, fitness levels had dramatically increased, attention levels and behaviour in class were improved and parents commented that their children were more active and alert, and were sleeping much better.

See the impact for yourself by taking part in our very own daily mile and meet some new colleagues while you walk.

#### Where and when:

Meet at meeting point A

08:00 each morning

Please remember to wear comfortable shoes and wrap up warm!

### International Forum 'Stammtisch' table

In Germany, the stammtisch table is a space reserved in a bar or restaurants for regular customers to get together, share stories and meet new friends.

You can find the Forum 'Stammtisch Table' on the Mezzanine. Please use this space to catch up with colleagues or meet new connections from the International Forum family!

#### Stammtisch table etiquette:

Please use this space for face to face conversations only - no laptops or phones!

Feel free to use as a meeting point for colleagues, but be willing to welcome others into your conversation.

If you see anyone sitting alone, say hello!

#### Where and when:

Mezzanine, Level 1

During breaks and lunch times



## Poster Sessions

The poster displays are integral part of the International Forum, providing an opportunity for teams to share and discuss their improvement strategies and achievements.

We have organised a number of poster sessions - interactive, facilitated discussion groups, which explore some of the wide range of quality improvement work on display. These sessions will involve a rapid-fire presentation by selected poster presenters in the Exhibition Hall, with an opportunity for participants to engage with the presenters, ask their questions and share their experiences.

For the second year running, we have Poster Stages in the Exhibition Hall, Hall 4. Drop into any of our facilitated poster sessions taking place at the Poster Stages, and hear authors deliver short presentations about their project and answer questions from the audience.

Over 850 posters onsite

These sessions are open to all attendees and we invite you to take the time to start conversations with colleagues worldwide.

All sessions are presented in specific themes listed below:

### Thursday 28 March 2019

| Time              | Poster Stage 1<br>Themes covered:   | Poster Stage 2<br>Themes covered: |
|-------------------|---|-----------------------------------|
| A.<br>11:00-12:15 | Building Capability and Leadership<br><small>Sponsored by: ROYAL COLLEGE OF EDINBURGH</small> | Safety                            |
| B.<br>13:15-14:30 | Work in Progress  | Quality, Cost, Value              |
| C.<br>15:00-16:00 | Quality, Cost, Value  | Population and Public Health      |

### Friday 29 March 2019

| Time              | Poster Stage 1<br>Themes covered: | Poster Stage 2<br>Themes covered: |
|-------------------|-----------------------------------|-----------------------------------|
| D.<br>11:00-12:15 | Work in Progress                  | Safety                            |
| B.<br>13:15-14:30 | Person and Family Centred Care    | Quality, Cost, Value              |
| C.<br>15:00-16:00 | Safety                            | Improvement Science Research      |



### Take your poster from Glasgow to Taipei

If you have a poster in Glasgow, it can also be displayed at the International Forum in Taipei (18-20 September 2019)

Find out more at:  
[internationalforum.bmj.com/taipei](http://internationalforum.bmj.com/taipei)  
Submission deadline: 1 May 2019



International Forum on  
**QUALITY & SAFETY**  
in HEALTHCARE

18-20 September 2019 | Taipei

## Registration now open

Join us at our 5th International Forum in the Asia Pacific region to learn from the best of international and regional thinking and practice in healthcare quality and improvement.



1,200+ attendees



35+ countries



350+ posters



40+ sessions over 3 days

Register now with Early Bird rates:  
[internationalforum.bmj.com](http://internationalforum.bmj.com)

Call for Posters is also open until 1 May

# Student and Junior Doctor Events at the International Forum

Join the IHI Open School and connect with an interprofessional, global group of likeminded students, junior doctors, and faculty onsite to network and build your quality and safety skills.



## Wednesday 27 March

### Welcome Reception for Students and Juniors

18:30-19:30 | Rotunda Bar and Diner

Join your peers and fellow attendees for a casual reception after the Opening Keynote to debrief your first day, build relationships, and get excited about the main conference programme! Light refreshments and drinks will be offered in the first hour.

## Thursday 28 March

### Student and Junior Health Care Professional Lunch Session: Building your QI Skills

12:15-13:15 | Lomond Auditorium

Attendees are invited to grab their lunch and join the IHI Open School and Dr. Donald M. Berwick, President Emeritus and Senior Fellow at IHI, and local faculty to explore the fundamentals of improvement science. Attendees will participate in a fun, interactive lunch session to practice their quality improvement (QI) skills and discuss how to apply them when returning home.

### 'Pitch Perfect' Competition

17:15-18:00 | Poster Stage 1

Students and juniors can participate or support their colleagues in a competition judged by Dr. Donald M. Berwick, President Emeritus and Senior Fellow at IHI, and Fiona Godlee, Editor-in-Chief of The BMJ. The challenge: To present quality and safety research in the most engaging way in 3 minutes or less using only one static slide.

### Night Forum: Glasgow Science Centre

18:00-19:30 | Glasgow Science Centre

Explore the science behind health and wellbeing at the Glasgow Science Centre, where you can burn energy in the giant hamster wheel, perform a virtual autopsy, or throw some shapes at the DNA disco. You'll also have the chance to join a team of students and juniors from around the world for a friendly competition.

## Friday 29 March

### Student and Junior Health Care Professional Lunch Session: Building your QI Community

12:15-13:15 | Lomond Auditorium

Students and juniors are encouraged to grab their lunch and join IHI's Head of the Europe Region, Pedro Delgado, and fellow attendees to discuss the vital role of students and juniors in developing and leading quality and safety in health and health care. This session offers an opportunity to learn from successful initiatives across the region, connect with peers, and gather best practices to help you in your efforts to lead meaningful improvement in health care.

## Recommended Sessions for Students and Juniors

### Thursday 28 March

**A1:** Leadership models for co-producing a joyful workforce

**A6:** Creative problem solving: how design can help

**B1:** Empowering primary care to lead quality improvement

**B7:** Young people: helping to improve health and wellbeing in Scotland

**C4:** What makes 'quality improvement' an 'improvement science?' – the 'science' matters

**C5:** Building conversations in leadership... with Lego!

### Friday 29 March

**D1:** Leadership behaviors that change culture

**D4:** Optimising primary care in low- and middle-income countries

**E2:** Inspiring tomorrow's leaders – engaging junior doctors in quality improvement

**E6:** Using patient feedback to lead improvement

**F4:** The 'F' word! – learning from failure

**F6:** Organising learning networks for leadership development and continued integration of quality improvement and innovation in a welfare system

Explore the basics of QI with 30+ IHI Open School Courses. Learn more: [ihi.org/OSCourses](http://ihi.org/OSCourses)

## In-Person and Virtual Training

### Hospital Flow

Professional Development Programme

[ihi.org/HospitalFlow](http://ihi.org/HospitalFlow)

• Begins May 2019, Boston, MA, USA

### Fellowship Programme

[ihi.org/Fellowship](http://ihi.org/Fellowship)

• Applications due 24 May 2019

### Improvement Advisor

Professional Development Programme

[ihi.org/IA](http://ihi.org/IA)

• Begins June 2019, London, England

### Improvement Coach

Professional Development Programme

[ihi.org/Coach](http://ihi.org/Coach)

• Begins October 2019, Birmingham, England

### Open School

[ihi.org/OpenSchool](http://ihi.org/OpenSchool)

The IHI Open School can help you learn and spread safety and improvement knowledge through online courses. Join more than 500,000 learners from universities, organisations, and health systems around the world in building core skills using these essential trainings and tools.

How can IHI help your organisation improve?

## Health Improvement Alliance Europe

[ihi.org/HIAE](http://ihi.org/HIAE)

The Health Improvement Alliance Europe is a coalition of progressive leaders who are united for change, driven by collaboration, and focused on achieving health and health care results.

## Customised Services

[ihi.org/Custom](http://ihi.org/Custom)

For 10 years, IHI has worked intensively with organisations and government entities to drive transformational change throughout a system or country. Learn how IHI can help you achieve bold aims in quality and safety, and build long-term sustainability.

Visit IHI at booth #1

# Sponsored Special Interest Sessions

## Sponsored Lunchtime Sessions

### ALLOCATE



**L3** 2020-21 Harkness Fellowships in Health Care Policy and Practice, Information Session

**When:** Friday 29 March | 12:30-13:00

**Where:** M1

**#qfcommonwealth**

The Commonwealth Fund invites promising mid-career professionals – academic researchers, clinicians, managers, government policymakers, and journalists – from Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, and the United Kingdom to apply for a unique opportunity to spend up to 12 months in the United States as a Harkness Fellow in Health Care Policy and Practice. Fellows work with leading US experts to study a critical issue on the health policy agenda in both the U.S. and their home country.

In this informational lunch session, learn more about the Fellowship, how to apply, and hear from Harkness Alumni about their experience as a Harkness Fellow.

**Molly FitzGerald**, Program Associate for Fellowships and Research, The Commonwealth Fund; USA

**L1** The Global Healthcare Workforce Crisis

**When:** Thursday 28 March | 12:30-13:00

**Where:** M1

**#qfallocate**

Our panel will explore lessons on how staff experience and agile care centred scheduling of staff can help ensure safer care for patients.

- Hear from organisations that are using technology to help them improve experience and introduce agile, flexible work patterns
- Discuss how staff engagement makes a difference to retention and attracting staff
- Explore models for workforce planning and how to make them work in practice
- Learn how organisations are working together to solve shortages and fill gaps
- Share how new roles are changing the way care is delivered in different settings
- Consider risk management and assurance in a world with workforce vacancies

**Chair: Rupert Clarke**, Head of Solutions Delivery, Allocate Software; England

**Lyn McIntyre**, UK Director of Healthcare, Allocate Software; England

**Andy Haynes**, Medical Director, Sherwood Forest Hospitals NHS Foundation Trust; England

**Mike Wright**, Chief nurse, Hull & East Yorkshire Hospitals NHS Trust; England

**Michael Brown**, Staff Bank Manager, NHS Ayrshire & Arran Health Board; Scotland



## Sponsored Breakfast Sessions



**BR1** Friends of IHI and Global Initiatives – What's New?

**When:** Friday 29 March | 08:00-09:00

**Where:** Carron

**#qfih**

This session offers you the opportunity to join IHI's partners on a walking tour of leadership and capability-building initiatives from around the world. Presenters will share stories of who they are, what they will be focussing on in the next year and how they plan to get there.

**Pierre M. Barker**, MD, Chief Global Partnerships and Programs Officer, IHI; USA

**Yael Gill**, Executive Director, Strategic Partners, IHI; USA

### BMJ

**BR2** Getting your QI work published

**When:** Friday 29 March | 08:00-09:00

**Where:** M2+M3+M4

**#qfbmj**

Join this session to hear from three BMJ journal editors about how to write up and publish your QI work. We'll be discussing where to publish, involving patients in your writing up and tips for writing clearly and effectively. There will be plenty of chance to ask the editors your questions and to understand the publication process.

**Cat Chatfield**, Quality Improvement Editor, The BMJ; England

**Helen Crisp**, Editor-in-Chief, BMJ Open Quality; England

**Sophie Cook**, UK research editor, The BMJ; England

### HORIZONS

**BR4** How to create a virtual collaborative for wider, faster, more sustainable change

**When:** Friday 29 March | 08:00-09:00

**Where:** Alsh

**#qfhorizons**

This session showcases the massive opportunities for healthcare improvers to switch to virtual collaboration methods.

Virtual collaboration is a key way we will do healthcare improvement in future. It enables us to involve many more people in our improvement efforts, engage clinical colleagues without taking them away from their jobs, increase diversity and get better outcomes. It works with numbers from five to a thousand people.

It's much more about relationships, engagement and design than digital platforms. We'll show you how to establish a collaborative programme that's up to 90% virtual and how to combine virtual methods with face to face for accelerated results.

By the end of our session, you will be able to:

- See the potential of virtual collaboratives to enhance and accelerate healthcare improvement
- Learn about the competencies of two key roles in virtual collaboration: the virtual facilitator and the virtual host/producer
- Reflect on the potential of virtual collaboratives for your own improvement efforts

**Helen Bevan**, Chief Transformation Officer, NHS Horizons; England

**Kathryn Perera**, Deputy Director, NHS Horizons; England



# Sponsors and Exhibitors

## Organisers



### BMJ | Stand 8

BMJ shares knowledge and expertise to improve healthcare outcomes. We publish one of the world's most cited general medical journals, The BMJ, alongside over 70 specialty journals.

We also produce e-learning modules, events and clinical decision support tools that help healthcare professionals improve the quality of healthcare delivery.

**W:** [bmj.com/company](http://bmj.com/company)

**E:** [support@bmj.com](mailto:support@bmj.com)

**T:** +44 (0)20 7387 4410

**TW:** [@bmj\\_company](https://twitter.com/bmj_company)



### Institute for Healthcare Improvement (IHI) | Stand 1

IHI is an independent not-for-profit organisation based in Boston, Massachusetts, USA. For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI works in collaboration with the growing IHI community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better. Learn more at [ihi.org](http://ihi.org).

**W:** [ihi.org](http://ihi.org)

**E:** [info@ihi.org](mailto:info@ihi.org)

**T:** +001 (617) 301 4800

**TW:** [@TheIHI](https://twitter.com/TheIHI)

## Sponsors



### Allocate Software | Stand 4

Allocate solutions are used by hundreds of healthcare organisations globally to help them make the most of their workforce resources so that services are safe for patients, working conditions are good for staff and inefficiency is avoided. We are doing this by helping them to:

- Get the basics right on rostering, job planning and rotas for nurses, doctors, AHPs and others
- Innovate with new roles, teams and ways of working
- Create engaging experiences for staff with apps and flexible working
- Share staff across health economies
- Have total workforce visibility linked to dynamic patient demand.

Join our session on the global healthcare workforce crisis (session L1 on Thursday, 28 March, 12:30-13:30) to explore lessons on how staff experience and agile care centred scheduling of staff can help ensure safer care for patients.

Please visit our website or email us to find out more.

**W:** [allocatesoftware.co.uk](http://allocatesoftware.co.uk)

**E:** [info@allocatesoftware.com](mailto:info@allocatesoftware.com)

**T:** +44 (0)20 7355 5555

**TW:** [@AllocateS](https://twitter.com/AllocateS)



### The Commonwealth Fund

The Commonwealth Fund was established in 1918 with the broad charge to enhance the common good.

Today, the mission of The Commonwealth Fund is to promote a high-performing health care system that achieves better access, improved quality, and greater efficiency, particularly for society's most vulnerable, including low-income people, the uninsured, and people of color.

The Fund carries out this mandate by supporting independent research on health care issues and making grants to improve health care practice and policy. An international program in health policy is designed to stimulate innovative policies and practices in the United States and other industrialised countries.

**W:** [commonwealthfund.org](http://commonwealthfund.org)

**E:** [info@cmwf.org](mailto:info@cmwf.org)

**T:** 212.606.3800

**TW:** [@commonwealthfnd](https://twitter.com/commonwealthfnd)



### NHS Horizons

The Horizons team is a small, specialist team in NHS England. Horizons supports leaders of change, teams, organisations and systems to think differently about large-scale change, improve collaboration, and accelerate change. We work with the health and care system, the wider public sector and publicly-funded healthcare systems globally.

**W:** [horizonsnhs.com](http://horizonsnhs.com)

**E:** [england.si-horizons@nhs.net](mailto:england.si-horizons@nhs.net)

**T:** +44 2476 627548

**TW:** [@HorizonsNHS](https://twitter.com/HorizonsNHS)



### Royal College of Physicians of Edinburgh

The Royal College of Physicians of Edinburgh is a professional membership organisation, supporting over 13,000 physicians worldwide. Founded in 1681, the College aims to improve and maintain the quality of patient care by developing standards of medical care and training and influencing health policy throughout the UK.

The College created the Quality Governance Collaborative in 2018 as an independent, neutral, non-governmental body committed to developing a new, integrated approach to quality governance in healthcare. The QGC's goal is to be an exemplar by helping shape UK and international quality governance practice, ensuring that health systems continue to deliver for patients.

**W:** [rcpe.ac.uk](http://rcpe.ac.uk)

**TW:** [@RCPEdin](https://twitter.com/RCPEdin)



## Supported by



Glasgow's experienced conventions team continuously develops its city wide strategic partnerships, world leading Conference Ambassador Programme and bespoke public engagement activities to support UK, European and international clients with hosting a successful and memorable meeting in Glasgow.

Glasgow is delighted to be host city for the International Forum on Quality and Safety in Healthcare 2019 and we look forward to welcoming delegates to the city!

**W:** [glasgowconventionbureau.com](http://glasgowconventionbureau.com)

**E:** [conventions@glasgowconventionbureau.com](mailto:conventions@glasgowconventionbureau.com)

**T:** +44 (0) 141 566 0807

## Exhibitors



### Care Opinion | Stand 16

Care Opinion run an innovative and globally unique website where people can share their experiences of health and care services, safely, simply and in ways that lead to learning and change. Care Opinion operate across the UK, in Ireland and in Australia and are seeing increasing interest from health and care systems across the world. Care Opinion are delighted to be showcasing their work at the BMJ/IHI event in Glasgow 2019.

Care Opinion are an independent, not for profit, UK based community interest company.

W: [careopinion.org.uk](http://careopinion.org.uk) T: +44 (0) 1786 235984

Twitter: @careopinion



### Cerner | Stand 10

At Cerner, we believe in building positive, long-term partnerships that support quality and safety, as well as driving value across the health and care landscape. Together with our clients and partners, we're innovating for the future - enabling smarter care, better outcomes and healthier communities.

Through our industry leading clinical, data intelligence, and population health solutions, we're integrating entire health and care systems around the world. We help thousands of organisations to deliver the best possible patient and clinician experience, reduce costs and improve their populations' health.

W: [cerner.co.uk](http://cerner.co.uk) E: [cerneruk@cerner.com](mailto:cerneruk@cerner.com)

T: +44(0)207 432 8100 Twitter: @CernerUK



### COHESION Medical | Stand 5

COHESION® brings all your care needs together, in one place. Our Innovate-UK award-winning Digital Health Solutions facilitate frictionless, connected exchange of information between citizens, health services and care providers. Our mobile Personal Health Wallet works seamlessly with our cloud-based Integrated Care platform for primary, secondary and community care enabling personalised care while giving the power to connect, share and make real-world healthcare change happen. COHESION® solutions offer real-world insights to support safer patient journeys, service efficiency and intervention efficacy while driving research understanding and continual service quality improvements. COHESION® is based in Glasgow, Scotland. Visit us at Stand 5.

W: [cohesionmedical.com](http://cohesionmedical.com) E: [info@cohesionmedical.com](mailto:info@cohesionmedical.com)

T: +44 (0)141 611 9686 Twitter: @CohesionMedical



### Datix | Stands 6 and 7

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety and risk management for the healthcare sector. Our products are the result of our continued drive for innovation. Advances in software and cutting-edge data analytics have enabled us to produce a range of tools that help our customers create opportunities to learn from things that go wrong. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

W: [www.datix.co.uk](http://www.datix.co.uk) E: [info@datix.co.uk](mailto:info@datix.co.uk)

T: +44 (0)208 971 1971 Twitter: @DatixUK



### Defence Medical Services | Stand 27

DMS encompasses: primary healthcare, dental care, rehabilitation, community mental healthcare and specialist occupational healthcare. Our clinical staff, both Military and Civilian deliver safe, effective and efficient high-quality healthcare to personnel in the UK, and abroad. Our patients are military personnel, their dependants and other entitled civilian staff. As a civilian employee, you will bring your clinical expertise to join us in caring for our people without you having to be in the military itself. How long you choose to work with us is your choice. Serving with DMS offers a unique experience which will broaden your clinical portfolio.

W: [gov.uk/government/groups/defence-medical-services](http://gov.uk/government/groups/defence-medical-services)

Twitter: @DMS\_MilMed



### EIDO Healthcare | Stand 29

For nearly 20 years, EIDO Healthcare has been providing resources and support to help health professionals reduce the risk of litigation. Our products are designed to support health professionals in both obtaining and recording informed consent from patients.

Our products and services are currently used in nearly 50% of acute NHS hospitals and over 80% of private hospitals. Building on this strong foundation in the UK, EIDO's international reach extends to hundreds of organisations and clinicians in Australia, South Africa and Cyprus, with more new territories in the pipeline.

EIDO Healthcare is committed to enriching the clinician-patient relationship.

W: [eidohealthcare.com](http://eidohealthcare.com) E: [info@eidohealthcare.com](mailto:info@eidohealthcare.com)

T: +44 (0)115 878 1000 Twitter: @EIDOhealthcare



### The Health Foundation | Stand 18

The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK.

Our aim is a healthier population, supported by high quality health care that can be equitably accessed. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen. We use what we know works on the ground to inform effective policy making and vice versa.

We believe good health and health care are key to a flourishing society. Through sharing what we learn, collaborating with others and building people's skills and knowledge, we aim to make a difference and contribute to a healthier population.

W: [health.org.uk](http://health.org.uk) E: [info@health.org.uk](mailto:info@health.org.uk)

T: +44 (0)207 257 8000 Twitter: @HealthFdn



### HSCQI and HSE | Stand 20

HSCQI is Northern Ireland's new Quality Improvement and Innovation movement for Health and Social Care (HSC), formally launching on the 3rd April 2019. The vision is of a regionalised network of improvers and innovators across Northern Ireland facilitating and supporting improvement activity across the HSC and expanding on the successes of its predecessor organisation the HSC Safety Forum. Connect with us at <http://qi.hscni.net>.

The Republic of Ireland's National Quality Improvement (QI) Team 'works in partnership with staff and people who use our health and social care services to lead innovation and sustainable QI to achieve measurably better and safer care'. Improving quality of care is a valued responsibility of staff and organisations within the Irish Healthcare System and this is reflected in the many improvement activities undertaken by different local and national teams. Continually committing to and delivering on this responsibility can be an everyday challenge for frontline teams. The purpose of the national quality improvement team is to support and enable sustainable improvements to embed across our health system through a coordinated and prioritised approach to improvement work within the office of the HSE Chief Clinical Officer.

W: [qi.hscni.net](http://qi.hscni.net) Twitter: @HSCQI @HSELive @HSEQI



### ImproveWell Ltd | Stand 23

A more engaged workforce leads to better patient outcomes and improved performance. ImproveWell is a digital solution focused on Quality Improvement (QI) which empowers frontline staff to drive change. ImproveWell has three core feedback systems: staff can share theme-based improvement ideas; staff can share how their day at work is going, helping organisations track workforce sentiment; and staff can complete bespoke pulse surveys. An intelligent data dashboard allows programme leads to capture real-time data, prioritise QI efforts, measure change and publish reports, completing the feedback loop. From the ward to the board, everyone can make suggestions to improve their workplace.

W: [improwell.com](http://improwell.com) T: +44 203 475 0670

Twitter: @ImproveWellUK



### International Forum on Quality and Safety in Healthcare Stand 40

Now in its 24th year the International Forum on Quality and Safety in Healthcare is one of the world's largest meetings for healthcare professionals in quality improvement and patient safety. The International Forum supports and energises the movement for healthcare improvement and connects healthcare leaders and practitioners worldwide to improve outcomes for patients and communities.

Visit us on stand 40 to find out more about the upcoming International Forums in Taipei in 2019 and Copenhagen, and Sydney, in 2020.

W: [internationalforum.bmj.com](http://internationalforum.bmj.com) E: [events@bmj.com](mailto:events@bmj.com)

Twitter: @QualityForum

Join us in helping forcibly displaced people arriving in Glasgow

Visit the International Forum stand (stand 40) and purchase a water bottle or a coffee cup, or just donate unused toiletries, pens and notebooks to support Refuweegee - a local charity supporting forcibly displaced people arriving in Glasgow.

Read more on page 49.



## Exhibitors



### Joint Commission International | Stand 17

Joint Commission International (JCI) strives to improve patient safety and health care quality through the provision of accreditation and certification and advisory services intended to help organizations implement practical, sustainable solutions. JCI works with international health care organizations, public health agencies, ministries of health, and others in more than 100 countries.

Over 1,000+ public and private health care organizations in 70+ countries have earned the prestigious Gold Seal of Approval® as proof of JCI accreditation. JCI's accreditation program was developed by international experts and sets uniform and rigorous though achievable expectations for structures, processes, and outcomes for health care organizations.

Visit our website for details.

**W:** jointcommissioninternational.org **E:** jciinfo@jcrinc.com

**T:** +1 630.268.7400 **@JCI\_GoldSeal**

## The King's Fund

### The King's Fund | Stand 32

The King's Fund is an independent charity working to improve health and care in England. We help to shape policy and practice through research and analysis; support individuals, teams and organisations to lead change in order to improve care; promote understanding of the health and social care system; and bring people together to learn, share knowledge and debate. Our vision is that the best possible health and care is available to all.

**W:** kingsfund.org.uk **E:** enquiry@kingsfund.org.uk

**T:** +44 (0)20 7307 2400 **@thekingsfund**



### Life QI | Stand 19

#### Where people improve healthcare, together.

Life QI is the global web platform where tools, people and data come together to make improvement happen. QI tools are seamlessly integrated, providing an easy to use platform tailored to running QI projects. Bring your people together to share ideas, accelerate learning and drive change – anytime, anywhere. Track outcomes, analyse progress across your team, organisation and beyond with secure analytics tools.

**W:** lifeqisystem.com **E:** info@lifeqisystem.com

**T:** +44 (0)845 868 1276 **@LifeQIsystem**



### Lightfoot Solutions | Stand 35

At Lightfoot Solutions we believe in placing the patient at the centre of the health system and that an evidence led, flow-based approach is critical to improving patient outcomes. We aim to build learning systems and learning organisations for our clients; systems and organisations that believe:

- Continuous improvement is a business as usual activity as well as a fundamental skill set for all staff.
- Evidence is key with data and information being open, transparent and critical to improved decision-making, both from an operational and improvement point-of-view.
- The engagement and empowerment of clinicians and front line staff is vital to success.

**W:** lightfootsolutions.com **E:** enquiries@lightfootsolutions.com

**T:** +44 (0) 1344 350400 **@LightfootSoln**



### NHS Improvement | Stands 36 and 37

NHS Improvement supports foundation trusts and NHS trusts to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. Our priority is to offer support to providers and local health systems to improve.

By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

**W:** improvement.nhs.uk **E:** enquiries@improvement.nhs.uk

**T:** +44(0)300 123 2257 **@NHSImprovement**



### NHS Scotland | Stand 12

NHS Scotland and the Scottish Government would like to welcome you to Glasgow. We hope you enjoy your time at this year's International Forum and that you have some time out with the conference to experience some of what our beautiful country has to offer.

NHS Scotland celebrated its 70th birthday last year. We are proud to continue today to provide universal health and care for the 5.5 million people who live in Scotland.

Our approach to improving quality of care centres around three ambitions for person-centred, safe and effective care.

As in many other countries, people in Scotland are living longer. That is to be celebrated but also brings with it more complex health challenges. We have been responding to those challenges through innovative, sustained approaches to reform, with a focus on better care, better health and better value. Priorities include health and social care integration, the national clinical strategy, public health improvement, reforming the way NHS delivery works, reducing waiting times and improving mental health services.

Visit Stand 12 to find out how the Scottish Government, Healthcare Improvement Scotland and NHS Education for Scotland are supporting NHS Scotland and its partners to meet the challenges and deliver the highest quality care.

We look forward to showcasing some of the work we are most proud of and to learning from you.

**W:** healthcareimprovementscotland.org

**@online\_his @nhsscotcorpcomm @nhs\_education**



### NHS Wales | Stand 28

NHS Wales serves the people of Wales by co-designing and delivering health and care services to meet diverse population needs, including rural areas and large urban centres. Patients are at the heart of our national mission. We collaborate with public services, voluntary organisations and academia to ensure a multi-agency approach. We are committed to clinical excellence and developing future leaders. We are on a continuous journey of quality improvement, patient safety and research to achieve a healthier, happier and fairer Wales.

**W:** wales.nhs.uk/ **E:** 1000livesimprovement@wales.nhs.uk

**T:** +44 (0)292 022 7744 **@1000LivesWales**



### Royal College of Surgeons of Edinburgh | Stand 15

Today we are a modern, thriving, global network of medical professionals with memberships approaching 25,000 professionals who live and work in more than 100 countries around the world. 15,000 of these live and work in the UK and 80% of that figure are based in England and Wales. Our membership includes people at every stage of their career, from medical students through to trainees, consultants and those who have retired from practice.

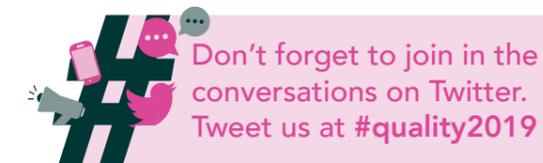
With our interest in professional standards, the College's primary role – and the main concern of our Fellows and Members – is to ensure the safety of our patients and provide them with the best possible care. We do this by championing the highest standards of surgical and dental practice; through our provision of courses and educational programmes, training, examinations and Continuous Professional Development; our liaison with external medical bodies; and by influencing healthcare policy across the UK.

The RCSEd Patient Safety Board was established in 2008 following the development of the NOTSS (Non-Technical Skills for Surgeons) taxonomy. Under the successive stewardship of Professor George Youngson and Mr Simon Paterson Brown, the Board worked to promote understanding of human factors in surgery. Today, NOTSS programmes are an integral part of the RCSEd education portfolio and an established part of surgical training in the UK, US, Australia, Denmark, Japan and beyond with over 40 NOTSS courses running in the UK alone each year.

To build on the hugely successful work of this Board, a new RCSEd Patient Safety Group has been launched. Chaired by Miss Anna Paisley, this multidisciplinary group is drawn from all faculties of the College and includes representatives from both the wider surgical team and patients. It will support and coordinate existing patient safety initiatives, set a proactive safety agenda for the College and facilitate collaboration with external organisations on patient safety issues.

**W:** rcsed.ac.uk **E:** mail@rcsed.ac.uk

**T:** +44 (0)131 527 1600 **@RCSEd**



# Exhibitors



## Royal College of Physicians and Surgeons of Glasgow Stand 43

The Royal College of Physicians and Surgeons of Glasgow was founded in 1599 to improve quality and practice of Medicine. Based in Glasgow, we have 14,000 Fellows and Members who work as senior clinicians throughout the United Kingdom and across the world. Unlike other Royal Colleges, we have a multidisciplinary membership, which we believe gives us a more complete viewpoint of the health environment and the needs of patients and medical professionals.

**W:** rcpsg.ac.uk **T:** +44 (0)141 221 6072

@rcpsglasgow



## Save A Life For Scotland | Stand 44

Save a Life for Scotland is a national campaign launched in 2015 with the aim of equipping an additional 500,000 people living in Scotland with CPR skills to help increase the rate of Bystander CPR and save more lives from out of hospital cardiac arrest (OHCA). The campaign is the cornerstone of Scotland's Strategy for OHCA and formed from a collaboration of partners who work to increase CPR skills amongst the population. The partnership includes a wide range of organisations from the public, voluntary, government and academic sectors and a range of affiliated supporters. Save a Life for Scotland aims to encourage activities that raise awareness of cardiac arrest and provide CPR education and skills via our partner organisations.

**W:** savealife.scot @SaveALifeScot

## #SCOTLAND|SNOW

### Scotland Is Now | Stand 33

Scotland. For a small country, we've made a very big impact and we continue to progress. Our warmth and generosity is renowned around the world, as well as our determination. If you're looking to change where you live and work, Scotland and NHS Scotland could be the destination.

**W:** scotlandisnow.com/healthcare @Scotland



## University of Edinburgh | Stand 31

MSc in Patient Safety and Clinical Human Factors is a three-year part-time online programme that aims to support any graduate health care professionals (ranging from nurses to surgeons and anaesthetists) in using evidence-based tools and techniques to improve the reliability and safety of everyday health care systems and processes.

Due to the unique completely online nature of the pedagogy, the programme would be an attractive option for those professionals wishing to secure academic credit or a higher degree in patient safety and who are unable to commit to attend on-campus teaching.

**W:** edinburghsurgeryonline.com/courses/msc-patient-safety-and-clinical-human-factors

**E:** chm.info@ed.ac.uk **T:** +44 (0) 131 651 4932

@edinsurg\_online



## Virginia Mason Institute | Stand 11

At Virginia Mason Institute our best-in-class team of experts provide training, rigorous coaching, and solutions-based services to healthcare professionals, executive leaders and organisations worldwide. We build strategic partnerships that guide and equip healthcare organisations to enable their teams, and create a culture of respect and continuous improvement. We also support healthcare leaders to optimise their performance potential and to start making lasting improvements, right away.

Enrich and build your skills alongside professionals that are working to solve some of the most complex healthcare challenges through Virginia Mason Institute's continuous improvement methodology. With classes now being offered in London, UK, register for one today at: <https://www.virginiamasoninstitute.org/calendar/>

To learn more about our custom solutions and organisational transformation services, please contact Gordon Sansaver, Senior Director, at [Gordon.sansaver@virginiamason.org](mailto:Gordon.sansaver@virginiamason.org)

**W:** [virginiamasoninstitute.org](http://virginiamasoninstitute.org) **E:** [info@virginiamasoninstitute.org](mailto:info@virginiamasoninstitute.org)

**T:** (206) 341-1600 @VM\_Institute



## Wonderful Copenhagen | Stand 39

Wonderful Copenhagen is the official tourism organisation of Copenhagen. We work with the city's partners to attract both business and leisure tourism to Copenhagen. We have many years of experience advising on eg. hotels, public transport, attractions, gastronomy. Experiences that ensure that you get the best possible experience in Copenhagen. We look forward to welcoming you.

**W:** [visitcopenhagen.com/copenhagen-tourist](http://visitcopenhagen.com/copenhagen-tourist)

**E:** [ker@woco.dk](mailto:ker@woco.dk) **T:** +45 214 988 58

@VisitCopenhagen

'This event is a great opportunity for us to talk to a wide range of stakeholders that are here - from clinicians, hospital directors to policy makers. In a very short time we get to talk to a range of people - this is the real value in being here.'

Steve McAdam,  
Global Healthcare Director, DNV GL



**Andy Josephides**  
Sales Manager  
**E:** [ajosephides@bmj.com](mailto:ajosephides@bmj.com)  
**T:** +44 (0) 7733 312813



**Jamie Solomon**  
Exhibition Sales Executive  
**E:** [jsolomon@bmj.com](mailto:jsolomon@bmj.com)  
**T:** +44 (0)203 655 5806

## Interested in exhibition or sponsorship?

If you are looking to meet influential healthcare leaders from across the globe, live events are a great way to network and make new connections.

- Meet the decision makers - 79% of attendees influence purchase decisions
- Tangible ROI - 100+ leads gained on average
- Choice of options - from exhibition space to sponsored speaking sessions

Our experienced sales team can help you achieve your marketing objectives. We have a range of flexible tailored packages to available to suit all marketing budgets.

## Virtual Dementia Tour

### Stand A

Training2care is a national training provider offering high quality training courses cost effectively across the health and social care sector.

In June 2013, Training 2 CARE were proud to become the UK partners for the amazing Virtual Dementia Tour owned by Second Wind Dreams in America and invented by world renowned Dementia specialist PK Beville.

The Virtual Dementia Tour is medically and scientifically proven to be the closest that we can give a person with a healthy brain an experience of what dementia might be like.

To book simply visit our website or call us.

**W:** [training2care.co.uk](http://training2care.co.uk)

**T:** 01376 573 999

## Clinical Skills Managed Educational Network – Mobile Skills Unit

### Stand B

The Clinical Skills Managed Educational Network is part of NHS Education for Scotland (NES). We support excellence in clinical skills education by supporting multi-professional access to high quality skills training and clinical simulation across all geographical areas of Scotland. The Network manages a Mobile Skills Unit which provides; a safe learning environment for all areas of Scotland, mid-fidelity simulation equipment (including SimMan, SimJunior, SimBaby and SimNewB) and part-task trainers. Allowing a broad range of simulation education to be delivered.

**W:** [csmen.scot.nhs.uk](http://csmen.scot.nhs.uk)

**E:** [csmen@nes.scot.nhs.uk](mailto:csmen@nes.scot.nhs.uk)

**T:** +44 (0)1382 425735

@CSMEN1

## Virtual Reality Exhibit by Global Health Film

### Stand C

Global Health Film is a registered charity that uses storytelling through film, animation and immersive technologies to spark discussion, debate and change. We run an annual two-day Global Health Film Festival in London every December and a calendar of film and discussions across the UK and overseas throughout the year.

**W:** [globalhealthfilm.org](http://globalhealthfilm.org)

**E:** [info@globalhealthfilm.org](mailto:info@globalhealthfilm.org)

@GHFilm

## Partner Organisations

Thank you to our partners who have helped us to develop and present Glasgow 2019.

Our Scottish Strategic and Supporting Partners have provided their insight and energy to produce an exciting programme, sharing with us the best of Scottish healthcare.

We would also like to acknowledge and thank our Experience Day hosts for sharing their time and knowledge with us and especially with our delegates - Healthcare Improvement Scotland, NHS Education for Scotland, Golden Jubilee National Hospital, NHS Lanarkshire, Clyde Gateway Urban Regeneration Company, Centrestage, NHS Greater Glasgow and Clyde, NHS Ayrshire and Arran, and NHS Lothian.

We have also received tremendous support from our international Supporting Partners who have been instrumental in engaging colleagues in their wide ranging networks - thank you.

**We are appreciative of our partners and thankful for their generous support.**

### Strategic Partners



### Supporting Partners



Interested in being a partner, getting special rates, or perhaps hosting International Forum in your city?

Visit the International Forum stand 40 to find out about partner benefits.

Improving quality with our partners

**Warren Lee**  
Manager, Strategic Partnerships & Alliances  
E: wlee@bmj.com  
T: +44 (0)203 655 5713

# Registration open

Join the UK's foremost healthcare leadership conference

Brought to you by FMLM and BMJ, this three day conference will showcase the latest ideas and solutions to support the future of medical and healthcare leadership and management.

Leaders in Healthcare will bring together everyone with an interest in leadership, from aspiring leaders to senior level managers and directors.



40+ sessions



100+ inspirational speakers



170+ posters on display



700+ attendees

# Programme Advisory Committee

## Chair Emeritus



Göran Henriks  
Chief Executive of Learning & Innovation, Jönköping County Council; Sweden

## Co-chairs of the Glasgow 2019 Programme Advisory Committee



Jason Leitch  
National Clinical Director, The Scottish Government; Scotland



Brian Robson  
Chief Executive, Healthcare Improvement Scotland; Scotland



Helen Bevan  
Chief Transformation Officer, NHS Horizons team; England

## International Programme Advisory Committee



Aidan Fowler  
NHS National Director of Patient Safety; England



Beth Lilja  
Chief Medical Officer Executive Board of Directors, University Hospital Sjaelland; Denmark



Cat Chatfield  
Quality Improvement Editor, The BMJ; England



Cristin Lind  
Patient & Family Leader/ Patient Partnership Facilitator QRC Stockholm; Sweden



Emma Cartwright  
PhD student, Nanyang Technological University in Singapore; Singapore



Fiona Moss  
Editor, Postgraduate Medical Journal; England



Hugh McCaughey  
Chief Executive, The South Eastern Health and Social Care Trust; Northern Ireland



Ian Leistikow  
MD PhD, Senior Inspector, Dutch Healthcare Inspectorate; the Netherlands



Margaret Murphy  
External Lead Advisor, WHO Patients for Patient Safety Programme; Ireland



Pedro Delgado  
Head of Europe and Latin America, IHI; USA

## Host Country Programme Advisory Committee



Irene Oldfather  
Director, The Health and Social Care Alliance Scotland



Liz Sadler  
Head of Planning and Quality Division, Scottish Government



Ruth Glassborow  
Director of Improvement, Healthcare Improvement Scotland



Susan Hannah  
Head of Improvement Programmes – Early Years & Raising Attainment, Scottish Government



John Harden  
National Clinical Lead for Quality and Safety, Scottish Government



Jennifer Graham  
Programme Manager, Clinical Engagement Strategy, Healthcare Improvement Scotland



Gregory Hill-O'Connor  
Our Voice Coordinator, Health and Social Care Alliance Scotland (the ALLIANCE)



Louise Watson  
Policy Manager, Person Centred and Quality Unit, Scottish Government



Ruth Jays  
Team Leader, Person Centred and Quality Unit, Scottish Government



Sandie Dickson  
Person Centred Improvement Lead, The State Hospital



Laura Allison  
Head of Quality Improvement, NHS Education for Scotland



Jennifer Armstrong  
Medical Director, NHS Greater Glasgow and Clyde



Louise MacDonald  
Chief Executive, Young Scot



Selina Stephen  
Improvement Advisor, Healthcare Quality & Improvement, DG Health and Social Care, Scottish Government



Lea Mann  
Improvement Adviser, Scottish Government



Eileen Clarke  
Events Officer, International Forum on Quality and Safety in Healthcare, Scottish Government



Thomas Lamont  
Scottish Clinical Leadership Fellow at Scottish Government



Fiona Montgomery  
Deputy Director, Leading Improvement Team, Scottish Government

# BMJ Open Quality

## Call for peer reviewers

**BMJ Open Quality** is looking for peer reviewers. You should be active in healthcare improvement research or practice and come from any clinical or non-clinical background.

### The benefits on offer include:

- Visibility of the latest quality research
- CME credits
- Certificates for completed reviews (available upon request)

**To register your interest, please visit BMJ booth #8**



## Patient Partnership

At the International Forum we are passionate about working with patients on the design and delivery of our conference.

Here are a few ways you can connect with some of the inspirational advocates who will be attending the event:

### Beyond the Room

Join the conversation on Twitter led by our passionate group of patient experts from Beyond the Room, and look out for their interviews and podcasts with key speakers throughout the event.

### Patient presented content

This year, all of our speakers have had the opportunity to include a service user in their presentations.

Make sure to check out our patient led panel session and hear different perspectives from patients who are actively involved in designing services and leading care provision:

#### A5: Leading change: How to move from patient partnership to patient directorship

##### Where and when:

 Carron  
Thursday 11:00 - 12:15 | Carron

### Patient/family advisor attendees

Patients and family advisors, please come along to our special meet up sessions where you can share your experiences.

##### Where and when:

Poster Stage 2, Hall 4  
Thursday 08:00-08:15

M2+M3+M4  
Thursday 12:30-13:00

Alsh  
Friday 12:30-13:00

## Social Commitment

### The Glasgow SEC Centre:

- Only uses electricity generated by renewable sources
- Reduces the amount of waste sent to landfill by facilitating and encouraging recycling
- Introduces water saving measures in all campus toilets
- Actively encourages the use of public transport
- Is the first venue in the world to be accredited under the World Obesity Federation's Healthy Venue Awards programme, achieving silver status under its challenging criteria.

### The International Forum team:

- We have reduced our printing and use recycled paper for all office supplies and promotional materials
- We reuse badge holders and lanyards. Don't forget to hand yours in before you leave on Friday!
- We use local suppliers where possible
- We will select a local charity to support at each of our events. The charity we will be supporting while in Glasgow is Refuweegee.

### How can you help?

**REDUCE** - try to avoid overly packaged items and decline a carrier bag if you don't need it.

**RECYCLE** - recycle any waste you have at the designated recycling points across the SEC.

**CONSERVE ENERGY** - while lifts and escalators are essential for some visitors, many visitors could use the stairs. This is not only good exercise, but also reduces the amount of energy needed to power our lifts and escalators.

**REDUCE POLLUTION** - use public transport or walk.

### Support our chosen charity

## Refuweegee

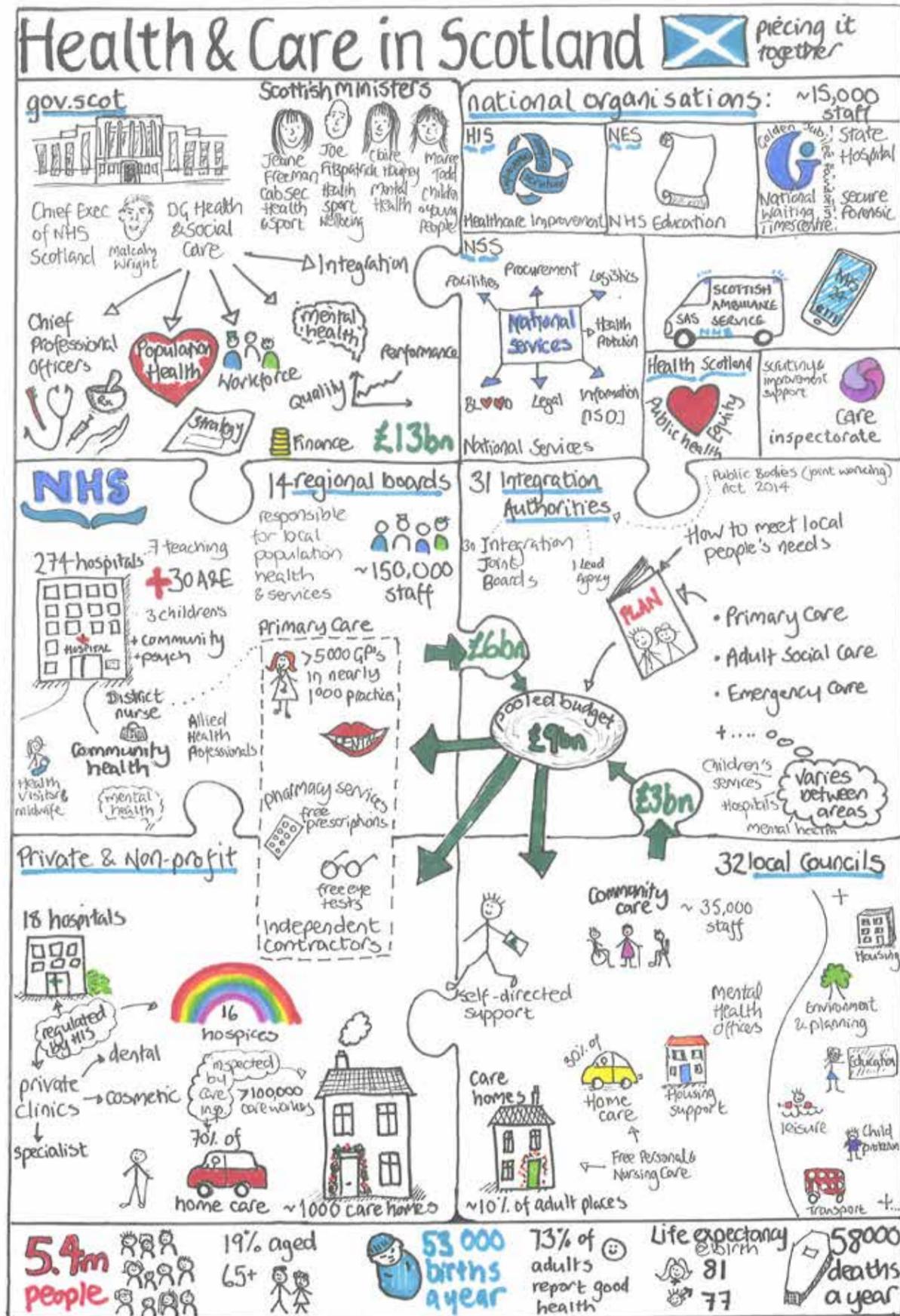
(ref-u-wee-gee)

Refuweegee was set up by Selina Hales in December 2015 to provide a warm welcome to forcibly displaced people arriving in Glasgow. Their aim is to enable the existing community in extending the friendly welcome that Glasgow is world renowned for. As a result of the amazing response from people in Glasgow and beyond, they have provided over 2000 community-built, personal welcome packs and gained charitable status in September 2016.

 **Reuse** - purchase an International Forum water bottle or a coffee cup from the International Forum stand (stand 40) and refill through the event. All profits from sales will be donated to Refuweegee.

 **Charitable donations** - for Refuweegee welcome packs - If you have any unused toiletries (shampoo, shower gel, soap, toothbrush and toothpaste, deodorant and sanitary or shaving items), pens, notebooks or tote bags please give these to a member of the green shirt team at the International Forum stand and we will arrange for these to be delivered to Refuweegee.

# How the Health and Care System works in Scotland



## Transforming health care is possible

At Virginia Mason Institute our best-in-class team of experts provide training, rigorous coaching, and solutions-based services to health care professionals, executive leaders and organisations worldwide. We build strategic partnerships that guide and equip health care organisations to enable their teams, and create a culture of respect and continuous improvement. We also support health care leaders to optimise their performance potential and to start making lasting improvements, right away.



### Featured London, UK Events

Enrich and build your skills alongside professionals that are working to solve some of the most complex health care challenges though Virginia Mason Institute's continuous improvement methodology. With classes now being offered in London, UK, register for one today at:

[virginiamasoninstitute.org/calendar](http://virginiamasoninstitute.org/calendar)

#### Sustaining Quality Improvement in Health Care

April 29, 2019

This one-day seminar will provide you with an introduction to Virginia Mason's approach to creating and sustaining a culture of continuous improvement.

#### Respect for People: Creating a Culture of Safety

June 14, 2019

Learn the critical components of creating respect in the workplace for staff and thereby reinforcing a culture of safety.

#### Improving Flow in the General Practice

May 16-17, 2019

Learn the foundations of a systems approach to running and managing your practice to help reduce the burden of work, improve patient access and satisfaction.

#### The Role of the Executive in Health Care Improvement

July 15, 2019

Hosted by our expert executive coaches and trainers, leaders will learn about their role in creating a culture of continuous improvement while networking with peers facing similar challenges.

### Symposium 2019: Creating Greater Value and Reliability in Health Care

Join us for this exclusive two-day event where participants get to learn the value of the continuous improvement model from Virginia Mason's team of experts through the lens of complex spinal surgery.

To learn more about our custom solutions and organisational transformation services, please contact:

**Gordon Sansaver, Senior Director, [gordon.sansaver@virginiamason.org](mailto:gordon.sansaver@virginiamason.org)**



International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**

**28-30 April 2020**

Bella Center  
Copenhagen

# SAVE THE DATE

**Join us in Copenhagen to celebrate  
25 years of the International Forum.**

We invite you to connect with colleagues, learn from global healthcare leaders and be inspired to drive improvements in your local area.

Registration opens September 2019



[internationalforum.bmj.com](http://internationalforum.bmj.com)

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Healthcare  
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