

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

25
YEARS

2-6 November 2020 | Copenhagen

**A virtual conference
Online and on-demand**



Attendee User Guide

The ultimate guide in navigating your attendance at the Virtual Copenhagen 2020



@QualityForum #Quality2020

Contents

- 03 [Welcome](#)
- 04 [International Forum Copenhagen 2020 Partners](#)
- 05 [Logging in](#)
- 06 [Updating your profile](#)
- 07 [Homepage / Activity feed](#)
- 08-09 [Conference Programme](#)
- 10 [Participating in live discussions](#)
- 11 [ePosters](#)
- 12 [Connecting and networking with attendees](#)
- 13 [Connecting and networking with sponsors and exhibitors](#)
- 14 [Bookmarks and notes](#)
- 15 [Technical support](#)
- 16 [FAQs](#)
- 17 [Sponsors and Exhibitors](#)

Welcome



Hello and welcome to this year's International Forum on Quality and Safety in Healthcare.

We have, in every way, a very special International Forum this year. We have a conference in the shadow of a global pandemic, the first fully virtual large scale international conference on quality and safety in healthcare, and last but not least, we are celebrating 25 years of relentless work towards a safer and even better healthcare system worldwide.

On behalf of the Programme Advisory Committee, BMJ and the Institute for Healthcare Improvement (IHI), we wish you the warmest of welcomes to this virtual conference – with a Danish flavour!

Health and healthcare are much more than COVID-19, and they are much more than diagnosis and treatment. Health also has to do with our quality of life during the vast majority of the time when we are not in direct contact with the healthcare system. During these strange and troubling times, it is important to come together, share knowledge that can help us enable health in every way, and to find strength in the powerful community that this International Forum represents.

As Danes, we are very proud of our healthcare system, and the free care and treatment that our healthcare professionals deliver. We know, we certainly are! But we also know we still have a great deal to learn from other countries and the way they organise and deliver their healthcare. We hope your virtual visit to Denmark will give you an understanding of some of the intentions of the Danish system.

This virtual conference will not read like one long fairy tale by Hans Christian Andersen. But we can promise you that the International Forum this year will, once again, be at the cutting edge of healthcare and give you something entirely new. From Denmark. And from the world.

We look forward to seeing you on the screen to talk about equal care, quality care, reliable, coordinated and sustainable care, to learn from the crisis. In short, to talk about health CARE! Join us on 2-6 November to listen, to learn and to share. To develop a 20/20 vision for the major healthcare issues that we face - together. To co-create solutions for the future.

We also look forward to welcoming you in Copenhagen in 2023. Until then, see you on the screen and enjoy the magnificent programme!

With a lot of wishes for hygge and knowledge combined, take care.

Karin Friis Bach

Chairperson of the Danish Society for Patient Safety

Inge Kristensen

CEO of the Danish Society for Patient Safety

International Forum Copenhagen 2020 Partners

Thank you to our partners who have helped us to develop and present International Forum Copenhagen 2020.

Our Danish Strategic and Supporting Partners have provided their insight and energy to produce an exciting programme, sharing with us knowledge and experience from the Danish healthcare system.

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 Partner



Danish Supporting Partners



LÆGEFORENINGEN



International Supporting Partners



Logging in

All registered attendees will receive a unique login link via email one week prior to the International Forum, on Monday 26 October. Any attendees that register between 26 October - 2 November will be emailed this link post-registration.

There will be no login and password requirements - just click the link to access the virtual conference within your internet browser. It really is as simple as that!

It is highly recommended that you log in the platform the week before the 'live' International Forum to build your profile page, add sessions to your Schedule and start connecting to other attendees. You will also be able to test your system to ensure you can join the live sessions with full functionality during the virtual conference.

For the best possible experience we recommend accessing the platform on a desktop or laptop computer.

International Forum on
QUALITY & SAFETY
in HEALTHCARE **25**
YEARS

Hello Pia,

Thank you for registering to attend the first virtual International Forum starting at 0700 (CET) on Monday 2 November - Friday 6 November.

Logging into the platform:

Using the unique login link below you can access the virtual conference via a desktop or laptop computer. We recommend you login in advance to build your profile page, browse the programme, and book sessions to build your custom

Access the virtual conference



The system is optimised for Google Chrome.

To ensure you have the latest version of Google Chrome:

1. On your computer, open Chrome
2. At the top right, click More
3. Click Update Google Chrome. Important: If you can't find this button, you're on the latest version
4. Click Relaunch

You can share anonymized usage statistics with us to improve your experience. Read our [cookie policy](#) or [withdraw your consent](#) at any time.

Recommended Contacts

No, thanks! Yes, please!

When you first log in, you will see a pop up at the bottom of the page asking you to accept cookies.

To get the most out of your experience, please accept cookies.

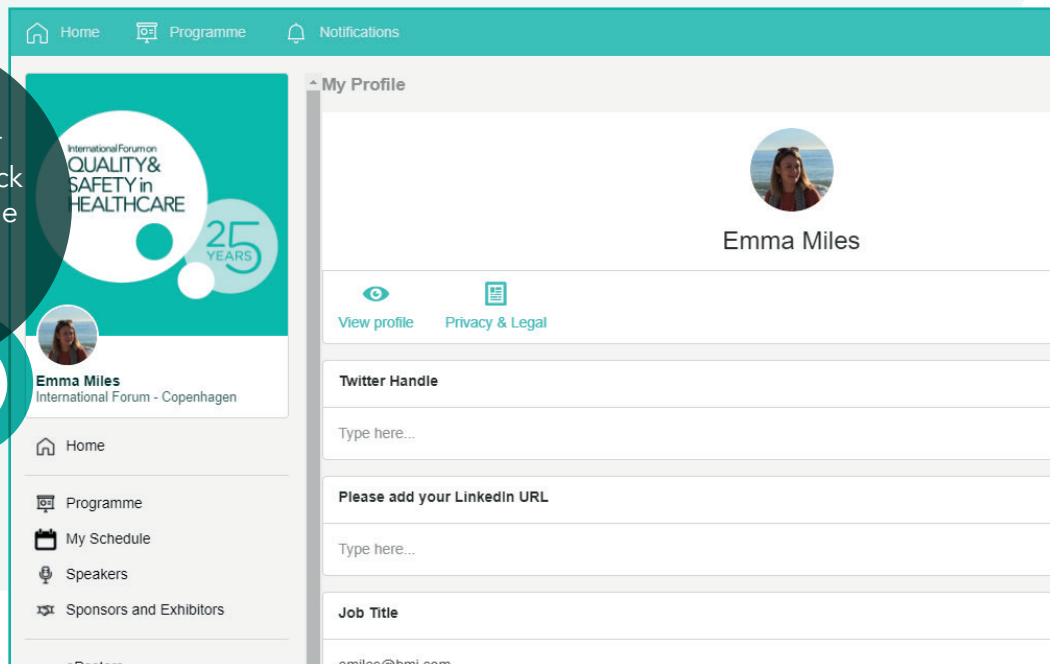
Updating your profile

We recommend that the first thing you do when you log into the platform is make sure your profile is attractive, so you don't miss out on any opportunities to connect to colleagues!

A detailed profile will help you make connections within the virtual conference.

You will notice that important information has been pulled across from your online registration, however we recommend that you check your details and update where necessary.

To access your profile page, click your name at the top left of the screen.



Homepage / Activity feed

Once you have entered the platform, you will arrive on the Homepage / Main Activity Feed. This will be the main hub for the conference, where anyone can post comments, thoughts or highlights from the International Forum, and see what's coming up.

If you want to return to the homepage at any time, simply click on 'Home' on the menu bar on the left or at the top.

On the Homepage, you can begin to explore the various different elements of the conference, such as the programme, speakers, ePosters and exhibitors. Each of these can be accessed via either the menu bar on the top (the top navigation bar) or the full menu bar on the left hand side (the left navigation bar). We refer to each of the headings in the menu bars as tabs, for example, the **Programme** tab.



Conference Programme

To access our range of live and on-demand sessions, simply click the **Programme** tab via the top or left navigation bars. Sessions are listed by day, and can be filtered based on your interests.

Click on a session to find out more information on the content and speakers, take notes, and register, which will add the session to **Your Schedule**.

The screenshot displays the 'Programme' tab of a conference website. The top navigation bar includes 'Home', 'Programme', and 'Notifications'. The left sidebar contains a navigation menu with 'Home', 'Programme', 'My Schedule', 'Speakers', 'Sponsors and Exhibitors', 'ePosters', 'Notifications', 'Chats', 'People', 'My Notes', and 'Bookmarks'. A large red arrow points to the 'Programme' menu item. The main content area shows a calendar view for the 'Programme' section, with dates from NOV 2 to NOV 8. Sessions are listed for NOV 2:

- 7:00 AM **Increasing value, decreasing cost**
On Demand | Quality, Cost, Value
- 7:00 AM **Our oxygen mask comes first: workforce safety**
On Demand | Safety
- 7:00 AM **The essentials of Quality Improvement: integrating science and art**
On Demand | Improvement Methods
- 9:15 AM **Welcome and introductions**
- 9:45 AM **Breaking down barriers in light of COVID-19**
Live Lecture | Building Capability and Leadership
- 1:00 PM **Keynote 1: Donald M. Berwick and Kedar Mate**
Live Lecture

The right sidebar features a search bar, registration options (Sessions I'm registered to), bookmarks (Bookmarked sessions), tags (Live Lecture, Live Workshop, Networking, On Demand), and stream filters (Building Capability and L..., Improvement Methods). An 'Apply filters' button is located at the bottom of the sidebar.

Conference Programme continued...

For **live sessions**, the live stream will appear on the specific session page. Just enter your name when prompted and you will enter the online session room where you can view the speaker, their slides and ask questions via the chat box.

On-demand sessions will be available to view throughout the conference, and can be accessed by clicking the video on the relevant session page.

All live content will be recorded and it will be available to view alongside all on-demand content until 10 May 2021.

What makes 'quality improvement' an 'improvement science?' The 'science' matters.

Association and Causation in Improvement Science

Be careful **attributing** improved outcomes to your interventions without formally considering how the improvements you are claiming may not be **causal** and could be **misleading** or even **wrong**.

Whenever we infer cause from association, we can be **wrong** - in **three** ways

MORE VIDEOS

17:17 / 59:37

NOV 2 1:00 PM - 2:00 PM

Bookmark Note Save

What makes 'quality improvement' an 'improvement science?' The 'science' matters. Don Goldmann, Chief Scientific Officer, Emeritus, and Senior Fellow, IHI; USA and Sara Riggare, Advisor to the Swedish Medical Products Agency; Advisor to the Swedish government's coordinator for Life Science; Sweden.

Swedish government's coordinator for Life Science; Sweden

What's required to turn "quality improvement" into "improvement science"? Rigorous application of improvement methods and tools for sure. But the term "science" has weight and invites scrutiny. We will review and integrate key, practical elements of scientific improvement, including: precise theory and prediction; evaluation (respecting the influence of bias, confounding and other epidemiological factors on attribution and causal inference); information and network sciences; and geographic methods.

Speakers

Don Goldmann

Read more about the speakers delivering the session.

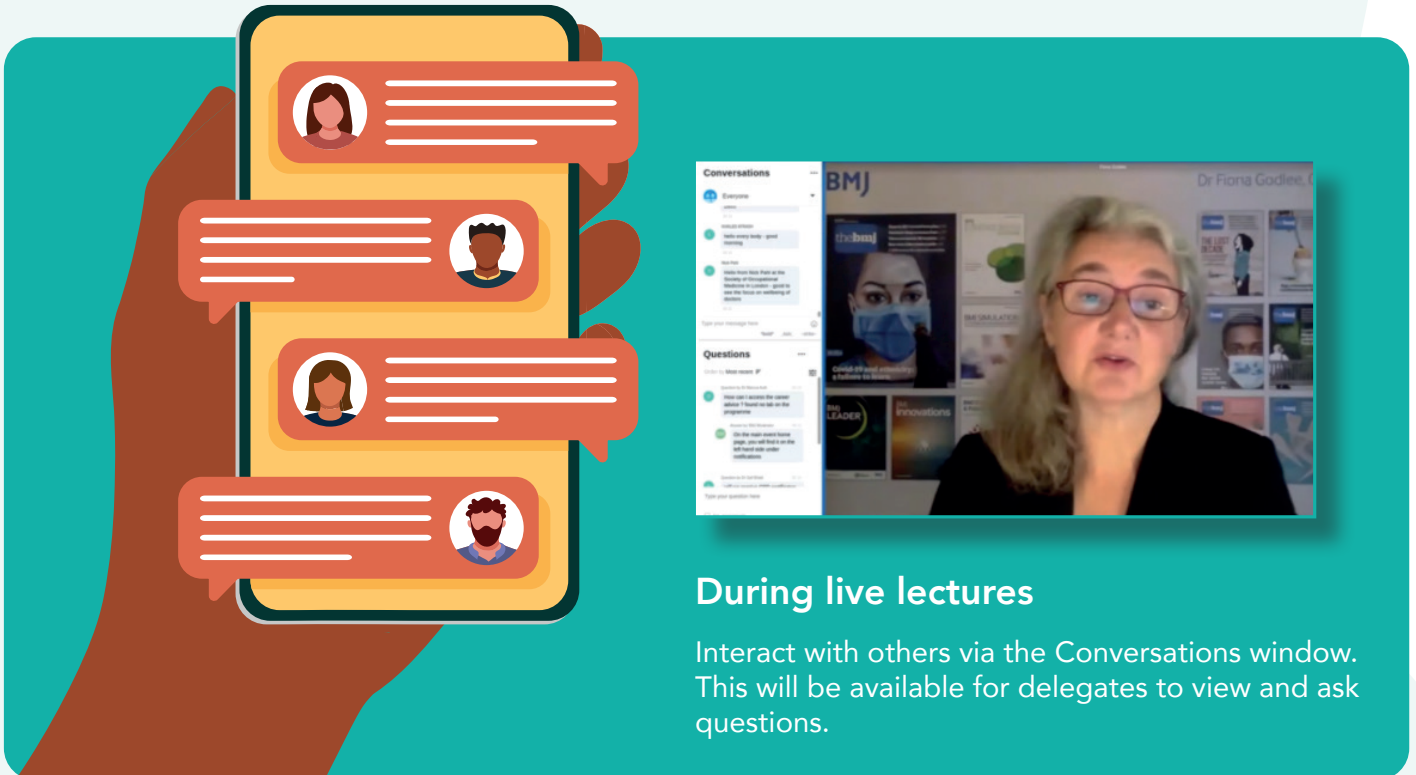
You can also see all speakers at the conference via the **Speakers** tab in the left navigation bar.

Speakers

- Donald M. Berwick**
Institute for Healthcare Improvement (IHI)
President Emeritus and Senior Fellow
- Jeffrey Boord**
Parkview Advanced Medical Simulation Lab, Parkview Health
Chief Quality and Safety Officer
- Gracy Chacko**
Hamad Medical Corporation
Head Nurse, High Dependency Unit B
- Alvin Chang**
Singapore Healthcare Improvement Network (SHINe)
Clinical Director, Quality, Safety and Risk Management (QSIRM) and Senior Consultant, Department of Neonatology.
- Don Goldmann**
Institute for Healthcare Improvement (IHI)
Chief Scientific Officer, Emeritus
- Chien Earn Lee**
Changi General Hospital, Singapore Healthcare Improvement Network (SHINe)
CEO
- Saranya Loehrer**
Institute for Healthcare Improvement (IHI)
Head of Innovation
- Kedar Mate**
Institute for Healthcare Improvement (IHI)
President and CEO

Participating in live discussions

We encourage participation during all live sessions to increase your learning and exchange views on what you hear, plus connect to others who may be able to share further insight or share their experience with what's been discussed.



During live lectures

Interact with others via the Conversations window. This will be available for delegates to view and ask questions.



During live workshops

These interactive sessions naturally invite discussions. There will be activities in separate breakout rooms for all attendees to get involved in. In the breakout rooms, use your camera and audio. The Chat box will also be available at any time.



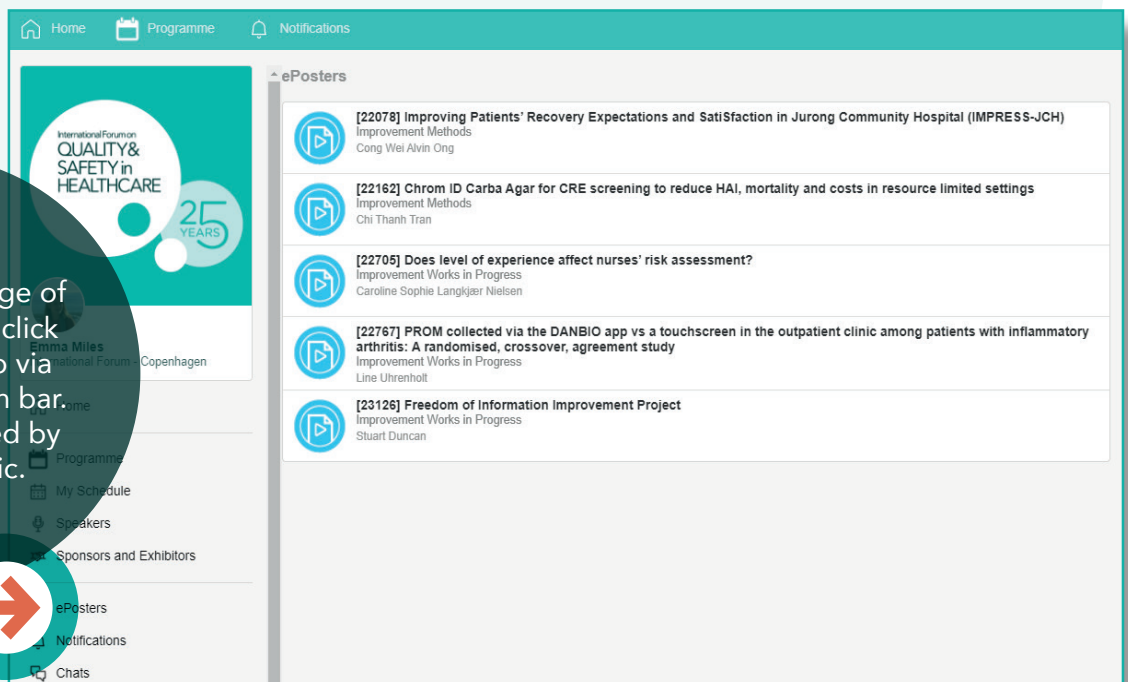
During networking sessions

When you take part in our networking sessions, use your camera and audio to converse just as in a live event.

ePosters

The ePosters give individuals and teams an opportunity to share and discuss improvement strategies and achievements.

To access the range of ePosters, simply click the ePosters tab via the left navigation bar. ePosters are listed by name and topic.



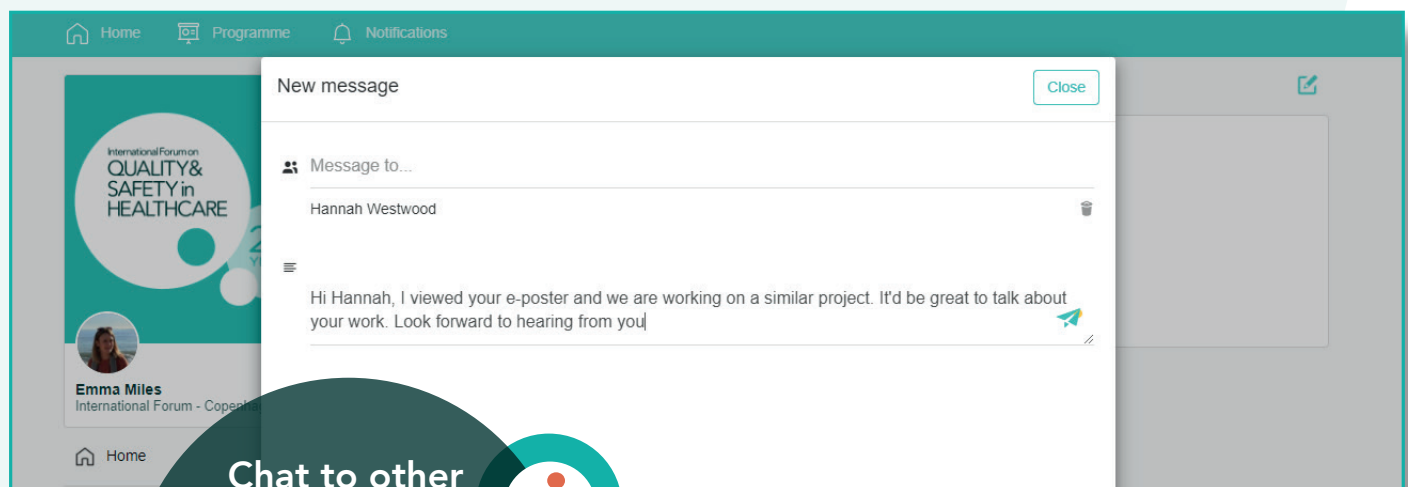
Click on an ePoster to view it in full.

You will be able to add the ePoster to your **Bookmarks** for a quick and easy access to it at any time. You can also connect to the presenting author/s and ask questions about their project, and take notes which will be automatically saved in **My Notes**.

Connecting and networking with attendees

Just like our live conference, our virtual one will offer just as many opportunities to connect to other attendees, speakers and ePoster authors.

This is your chance to make those important connections, discuss projects or what you've heard at the conference, ask questions or check if others have any tips for overcoming common challenges.



Chat to other attendees



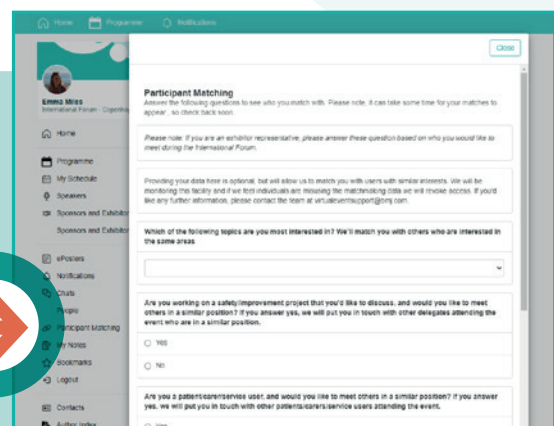
You can connect to other attendees, ePoster authors, exhibitors and speakers via the **Chats** tab.

To initiate a conversation, click the icon at the top right of the Chats page and search for an individual's name. You can also create group chats by adding additional recipients.

Alternatively, you can search the attendee list within the **People** tab, and message people directly via their profile.

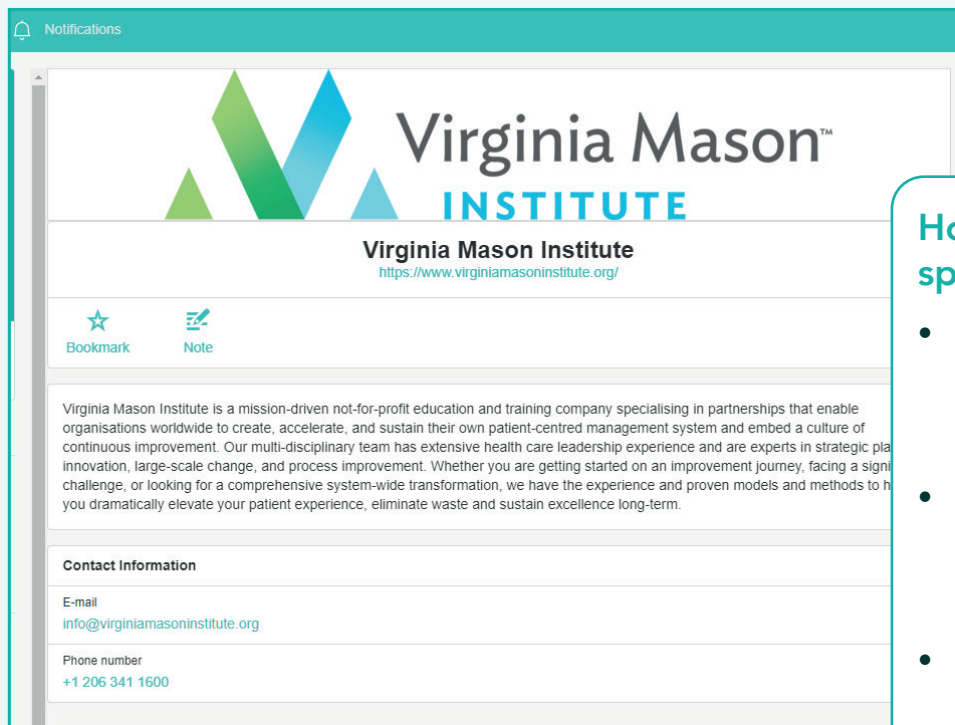
Finding recommended contacts

Our smart matchmaking tool will help unlock new opportunities by connecting you with like-minded individuals and experts who share the same interests. Look for the **Participant Matching** tab in the left hand navigation bar. Fill out our participant matching form and the platform will generate a personalised list showing your top matches based on similarities.



Connecting and networking with sponsors and exhibitors

Our virtual conference will also offer opportunities to connect to sponsors and exhibitors who can share resources and discuss services designed to help you drive improvement in your own organisation.



How do I connect with sponsors and exhibitors?

- Choose the organisation that you'd like to connect with by clicking on their logo to view their virtual stand
- You can chat to them in their live video room by clicking on their video room link under "Chat to us live" section
- You can have 1:1 video chats with a representative by clicking on the representative's picture to view their profile and then clicking on the representative's 1:1 video room
- The representative will connect with you in the video rooms if they are available and online. If they are not online or not available, you can send them a chat message by clicking on "Message" on their profile page and ask them to book a 1:1 appointment with you

Don't forget, you can also leave your details for them to contact you after the event by clicking the link under the "Let us contact you" section on the virtual stand.

Connect in real time

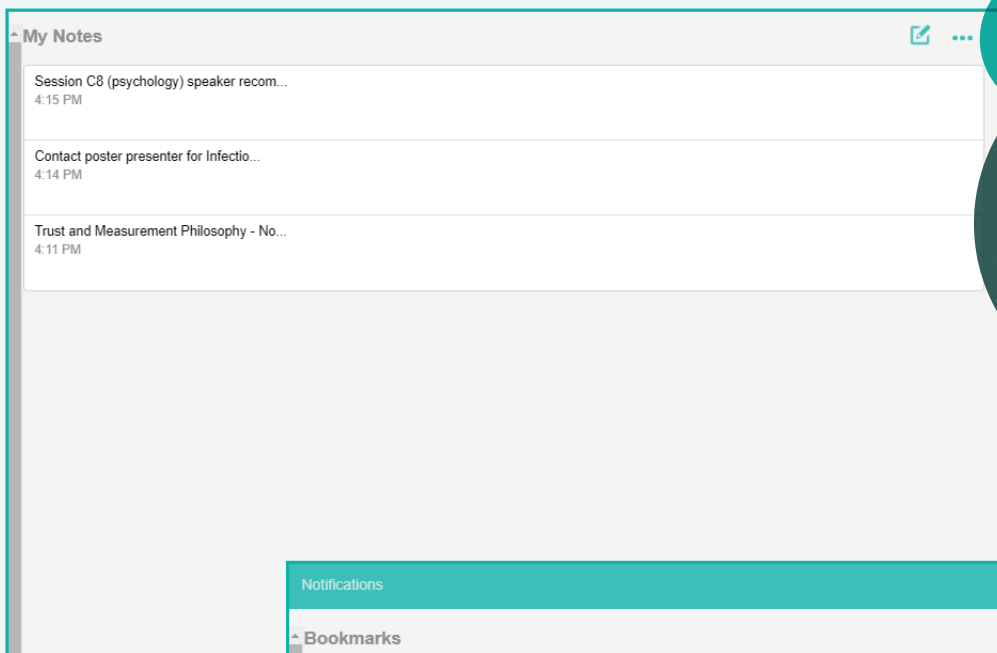
Representatives from different organisations will be available to talk to you in real time about how they can help you to plan for the future in our daily Exhibition Live sessions. Go to the **Programme** page via the top or left navigation bars to check when these take place. A number of these sessions are available each day to allow you to drop in at a time that suits you best.

Alternatively, you can connect to our sponsors and exhibitors via the **Sponsors and Exhibitors** tab on the left navigation bar.

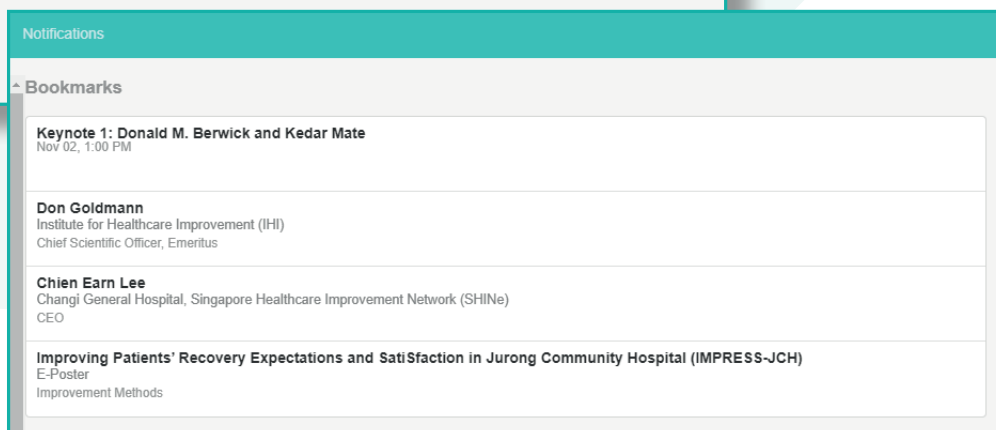
You will be able to read about what they do, access resources they have made available, add them to your **Bookmarks** for quick and easy access, and connect to representatives to arrange a time to talk or to simply ask a question. You will also be able to participate in polls, quizzes or other activities organised by an exhibitor.

Bookmarks and notes

Across the platform, you will be able to bookmark and take notes on sessions, attendees, ePosters, exhibitors and sponsors. They will be saved in the **Bookmarks** and **My Notes** tabs respectively for your reference at any time.



Notes can be downloaded to your device by clicking the 3 dots at the top left of the page.



Technical support

Our team will be on hand to answer any questions you may have during the live conference on 2-6 November.

The screenshot shows a web interface for the 'International Forum on QUALITY & SAFETY in HEALTHCARE' celebrating 25 years. The user is logged in as Emma Miles. The main content area is titled 'Information Helpdesk' and contains a message from the support team. The message states: 'Hi Emma, you have reached technical support. We are anticipating high demand on support so if you could try the tips below before contacting us, that would be much appreciated.' A tip is provided: '• The system is optimised for Google Chrome so please make sure you are using this browser.' Below the message is an information icon and a section for 'Support enquiries' with the email address virtualeventsupport@bmj.com and a list of support hours for the event days (Monday 2 November 0845-1800 to Friday 6 November 0900-1815).

Simply navigate to the **Helpdesk** page on the platform where you will find multiple options for technical support, including contact details for the conference organisers.

If you are contacting us via email please send a screenshot of any error message(s) you have received as this will help us answer your query more quickly.

FAQs

When can I access the virtual event?

You will be granted access to the platform from 26 October. Look out for an email containing your unique access link.

When are the 'live' event times?

The virtual event will be running over five days. The timings below are in CET (Central European Time):

Monday 2 November: 07:00 - 18:00

Tuesday 3 November: 09:00 - 18:00

Wednesday 4 November: 08:30 - 18:00

Thursday 5 November: 09:00 - 18:00

Friday 6 November: 09:00 - 18:15

You are free to re-join at any point if you need to drop off for any reason.

Do I need to install any software?

No, the conference can be accessed via your internet browser. The system is optimised for Google Chrome. Please ensure you have the latest version of Google Chrome - see a step to step guide on how to install the latest version on [page 5 of this guide](#).

Can I access the virtual conference on a mobile device or tablet?

We recommend using a desktop or laptop PC for the best experience, live sessions can be difficult to view on a mobile device.

Do I need to prepare to attend the virtual conference?

We advise that you log in and activate your profile one week prior to the live conference via the device you are planning to use.

Once you have access to the platform, you can customise your personal schedule by booking sessions, browse exhibitors and complete participant matching questions to find recommended contacts.

For the best possible experience we recommend accessing the platform on a desktop or laptop computer.

Will I receive a certificate of attendance?

Yes, all attendees will receive a general certificate of attendance, this will be emailed to you by Tuesday 17 November.

I missed a live session, when will the recording be made available?

Session recordings will be added the day after the live session took place.

Will I need to turn on my video?

There is no requirement to be on camera, however we recommend you have it on during the live workshop breakout sessions and networking activities, or when you'd like to have a video call with exhibitors or other attendees. If you would like to use video chat, please consider in advance which device you will be logging in on and ensure you have a camera available. You do not need to have your camera and audio enabled to join live lectures, watch on-demand content or browse the ePosters.

Can I ask a question during the live lectures?

During the live sessions, you will be able to submit questions via the chat function within the livestream session room.

Will there be any session handouts or slides available?

Where we have permission from speakers to share these, the slides or other handouts will be available for download from the individual session pages.

Will I be able to access the conference, content, ePosters and exhibitors after it ends?

Yes, the conference will be accessible for 6 months after it ends, until 10 May 2021. All live sessions will be recorded and will also be available to view at your leisure, and you will be able to contact ePoster presenters, other attendees and exhibitors.

Is the virtual conference accredited?

Yes, the International Forum in Copenhagen has been approved for a total of 40 CPD credits by the Royal College of Physicians (RCP) in England (Event Code 130801).

How can I tell my friend/colleague/family member about the conference?

The easiest way to share information about the virtual International Forum is by sending them to our website at internationalforum.bmj.com/copenhagen.

All attendees must register by midnight Sunday 1 November.

What do I do if I have a question about the conference?

If you have any questions, our team will be happy to help. Please email us at events@bmj.com.

Sponsors and Exhibitors

Headline Sponsor



Sponsors and Exhibitors



With special support from



We look forward to welcoming you to the International Forum on 2-6 November 2020

Online and on-demand

Join the conversation on social media

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.

Share updates and join the discussions, just add **#Quality2020** to your posts.

 [@QualityForum](https://twitter.com/QualityForum) [#Quality2020](https://twitter.com/Quality2020)