

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

Change. Save. Sustain.
In Partnership with Patients.

GO THENBURG

12-15 April 2016 | Sweden
EVENT GUIDE

Organisers



Gold Sponsors



Breakfast and Lunchtime Sessions Sponsors



MOVING TOWARD VALUE-BASED HEALTHCARE TOGETHER

We're committed to helping the healthcare community better align patient care with patient outcomes. But we can't do it alone. That's why we're collaborating with physicians, hospital administrators, payers, and patients across the care continuum to create more sustainable models of care. Our goal? Better patient outcomes for everyone.

VISIT OUR BOOTH # 25

SPONSORED SESSION:
Optimised Value In Healthcare –
Thursday April 14th, from 15h30-16h30

Hallå Welcome to the International Forum

On behalf of the Strategic Advisory Board, the Institute for Healthcare Improvement and BMJ, I wish you a very warm welcome to the International Forum Gothenburg 2016. We have a rich and inspiring programme in store for you, representing the very best of new thinking from the global quality improvement movement.

Over the next few days we will showcase the best in healthcare improvement from across the world and reflect on the solutions for the challenges we face in the future.

Change. Save. Sustain. In Partnership with Patients.

This is the theme of our time together in Gothenburg. This conference is a festival of ideas, innovations and improvements. It is a celebration of transformative initiatives in healthcare.

The time has come when we, as change agents, develop new systems of care focussed around the patient's perspective, using concepts such as resilience, reliability and wholeness. It is in partnership with relatives and patients that we define the platform for change. Our collaboration with relatives and patients empowers those individuals that need our services to work with us to transform our care and enable us to achieve a completely new level of performance.

Take a chance, let yourself go and find new ways of looking at things. Through curiosity and networking we can together acquire new wisdom and find new competencies. Take the opportunity in Gothenburg to further these new competencies and make new friends with whom you can share tomorrow's challenges and solutions.

I hope you enjoy this International Forum and your stay in Gothenburg, and that you leave ready to transform, innovate and inspire.

I also look forward to welcoming you later this year to International Forum Singapore 2016 (26-28 September 2016) and to the International Forum in London next year (26-28 April 2017).



Göran Henriks

Göran Henriks

Chairman of the Forum's Strategic Advisory Board & Chief Executive of Learning & Innovation, Jönköping County Council; Sweden

Table of Contents

| | |
|----|--|
| 03 | Welcome |
| 04 | Practical Information |
| 05 | International Forum App |
| 06 | Gothenburg 2016 Highlights |
| 08 | Keynote Speakers |
| 10 | Tuesday 12 April Programme |
| 12 | Tuesday 12 April List of Speakers |
| 14 | Wednesday 13 April Programme |
| 16 | Wednesday 13 April List of Speakers |
| 18 | Thursday 14 April Programme |
| 20 | Thursday 14 April List of Speakers |
| 22 | Friday 15 April Programme |
| 24 | Friday 15 April List of Speakers |
| 26 | Featured Sessions |
| 27 | Wellbeing and Yoga Programme |
| 28 | Networking Opportunities |
| 30 | Poster Sessions and Video Posters |
| 32 | Students and Junior Healthcare Professionals Programme |
| 34 | Sponsored Special Interest Sessions |
| 38 | Floor Plan |
| 40 | Exhibitors |
| 44 | Strategic Advisory Board |
| 45 | Abstract Reviewers |
| 46 | In Partnership with Patients |

Practical Information



Welcome Reception

Please join us at the International Forum welcome reception on

Wednesday 13 April from 17:30 in the Exhibition Hall.

Hosted by City of Gothenburg and Region Västra Götaland



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.



Registration will take place in Entrance 5, Ground Floor. Registration will be open during the following times:

- **Tuesday 12 April 08:00-09:00** Half day courses attendees only
- **Tuesday 12 April 13:45-18:00** Attendees of Student & Junior Healthcare Professionals Orientation
- **Tuesday 12 April 16:00-18:00** All International Forum attendees
- **Wednesday 13 April 07:30-19:00** All International Forum attendees
- **Thursday 14 April 08:00-17:30** All International Forum attendees
- **Friday 15 April 07:30-16:15** All International Forum attendees



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 **International Forum** and enter password **forum2016**.



International Forum App is available to all attendees. For further information please see page 5.



Poster Viewings have been grouped into themes and can be viewed in the Poster Hall of the venue during registration, refreshments and lunch on the three main event days, Wednesday 13 - Friday 15 April.

In addition there are daily Poster Sessions on the three main event days (see full details on the daily programme pages). These sessions provide a great opportunity to view posters and interact with the authors who took part in the research and design of the work on display.



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



RCP and EACCME Accreditation The 2016 International Forum has been approved for a total of 24 CPD credits by the Royal College of Physicians (RCP) in England (Event code: 101619).

Attendees wishing to claim RCP CPD credits should sign the green register each day.

The 2016 International Forum was also granted 24 European CME credits (ECMEC) by the European Accreditation Council for Continuing Medical Education (EACCME).

Attendees wishing to claim ECMEC credits should sign the blue register each day.

Both registers can be found in the Exhibition Hall.



Handouts/Presentations

Handouts and presentations made available by speakers can be found on internationalforum.bmj.com/handouts-2016 and also in the International Forum App.



Accommodation Agency contact details

If you have booked your accommodation through Sweden MEETX and need any assistance they can be contacted directly on **+46 (0)31 708 86 90**.



The International Forum live stream and YouTube channel

With such a comprehensive programme and so many speakers, it has always been a challenge to get to all the sessions you want to go to.

This year, all the presentations on the main stage will be streamed live via Livestream.

Access the live stream on livestream.com/IFQSH/Gothenburg2016

The stream is publicly available and there is no need to sign in.

These streamed sessions will remain available after the International Forum and will also be published on the International Forum YouTube channel (youtube.com/QualitySafetyForum), where you can also view hundreds of sessions from previous years of the International Forum.

International Forum App

App features

Attendees

Discover who else is attending and connect with them via in-app messaging.

Schedule

View the full programme by day. Know where to be and when to be there. Use 'My Schedule' to view the sessions you have pre-selected.

Speakers

Read biographies of our expert speakers and view which sessions they will be involved in.

Maps

View venue maps and floor plans to find your way around.

Activity feed

Pull down to refresh and stay up to date. Swipe up to browse through important announcements.

Exhibitors

Browse exhibitors and save a list of companies you want to connect with.

Documents

Download session handouts and email them to yourself for use after the conference.

My notes

Add session notes and email them to yourself for future reference.

Surveys

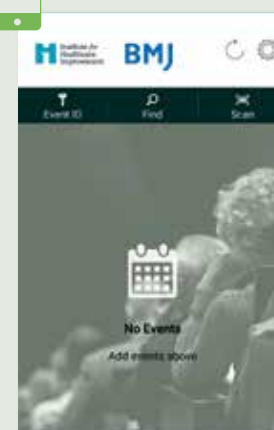
Tell us what you think about individual sessions and the conference as a whole.

How to get the app



Wifi Access Wifi is available in all areas. Please select network **International Forum** and enter password **forum2016**.

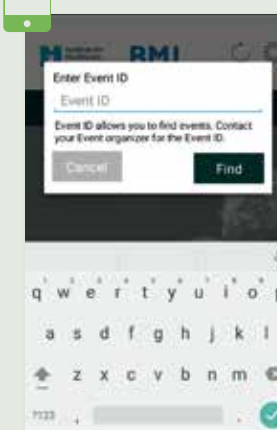
1



Download app

Search for IFQSH in the App store or GooglePlay. Once downloaded, open the app.

2



Find event

With the app open, click on event ID, enter IFQSHGoth and press Download.

3



Log in

Once the Gothenburg event is open, enter log in details as follows:

Username:
your email address
Password:
forum2016

Gothenburg 2016 Highlights



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

Quality, Cost, Value

Person and Family-Centred Care

Population and Public Health

Safety

Patients involved

Patients have been at the heart of designing and reviewing the programme, ensuring a greater focus on the patient and the personal story. 'Person and Family-Centred Care' is our biggest stream this year, with patient speakers and patient representatives continuing to challenge our thinking to keep patients at the core of our mission.

Gothenburg Experience Days

Our Experience Days take place at healthcare sites across and outside Gothenburg as part of our Tuesday programme. They give a detailed and inside view of the best quality and safety initiatives in the Swedish healthcare system.

See page 11

6th annual International Improvement Science and Research Symposium

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

See page 10

Learning and Networking

Visit our dedicated space for networking and shared learning to meet colleagues and to participate in some of our informal sessions held in the Learning and Networking Room.

See page 28-29

Special Interest sessions

A number of sponsored special interest sessions will run on Thursday and Friday. Get a practical view of how to tackle challenges and progress in local settings.

See page 34-35

Poster sessions and videos

Join our interactive, facilitated discussion groups to explore some of the wide range of quality improvement work on display, including initiatives that are still in progress. Send us your video posters to reach a wider audience too.

See page 30-31

The Forum Q-FACTOR LIVE!

Using the opportunities created by globalisation, how would you improve healthcare at a local, regional or national level? Four aspiring leaders will present their ideas in front of our star judges and main audience.

When: Friday, 14:00-15:00, Congress Room, Level 1

The Big Debate

Following the popularity of our first Big Debate in London last year, a cast of global leaders will this time argue for and against the motion that "efficiency is the enemy of innovation and improvement". You, the audience, will decide the ultimate winner by voting.

When: Thursday, 15:30-16:30, Congress Room, Level 1

2017-18 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); 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 the anticipated product of the fellowship. Harkness Fellows have published their findings in top-tier journals, including: *BMJ*, *Health Affairs*, and *New England Journal of Medicine*.

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.

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, 2016:
Australia and New Zealand

November 14, 2016:
Canada, France, Germany,
the Netherlands, Norway, and the U.K.

VISIT

www.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 to
inquire about the program, eligibility, and
proposed projects.

Keynote Speakers

Keynote 1 - Exploring Our Roots: Remembering the Scientific Foundations of Improvement

Wednesday, 13 April
09:30-10:30



Donald M. Berwick
MD, MPP
President Emeritus and Senior Fellow, Institute for

Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services

Donald M. Berwick, MD, MPP, FRCP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement, 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, and on the staffs of Boston's Children's Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first "Independent Member" of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality. He served two terms on the Institute of Medicine's (IOM's) Governing Council, was a member of the IOM's Global Health Board, and served on President Clinton's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry. He is recognized as a leading authority on health care quality and improvement.

Keynote 2 - Providing Best Healthcare During the European Refugee Crisis - Mobilising Health And Care Support Services

Wednesday, 13 April
16:45-17:30



Dr Anders Björkman
President, Médecins du Monde Sweden and Professor of Infectious Diseases and Senior Doctor, Karolinska Institutet; Sweden

Dr Anders Björkman is the President

of MDM Sweden and also medically responsible for the clinic run by the organisation for undocumented migrants in Sweden. He is Professor of Infectious Diseases and Senior Doctor at the Karolinska Institutet (Medical University in Stockholm). His main interest is Global Infections and his main research interest has been Malaria, especially its treatment and control with over 200 scientific publications.



Dr Alexander van Tulleken
Academic Director and Helen Hamlyn Senior Fellow, The Institute of

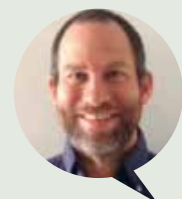
International Humanitarian Affairs, Fordham University

Alexander (Xand) graduated from Oxford University in 2002 and has since combined NHS work with global health and television work. After completing a Diploma in Tropical Medicine in 2005 he worked for Médecins du Monde in Darfur. He later worked with relief agency Merlin and has maintained a keen interest in humanitarian issues. Xand is Academic Director and Helen Hamlyn Senior Fellow at The Institute of International Humanitarian Affairs, Fordham University.



Dr Hanna M. Ingelman-Sundberg
Medical volunteer and board member, MdM Sweden

Dr Hanna M. Ingelman-Sundberg is a junior doctor at Danderyds Hospital, Stockholm. She volunteers with MdM Sweden and is a board member. She has a PhD in immunology.



Dr David Montes Bentura
Paediatrician volunteer, MdM Spain

Dr David Montes Bentura is a Paediatrician and active MdM volunteer both in Spain and internationally. He has a Masters degree in Human medicine and International Cooperation and volunteered at Chios Refugees Camp in Greece in 2015.

Keynote 3 - Sweden: The Birthplace Of Quality Improvement

Thursday, 14 April
09:15-10:30



Olivia Wigzell
Director-General, National Board of Health and Welfare, Sweden

Olivia Wigzell is Director-General at the

National Board of Health and Welfare. From this autumn she is also a member of the WHO executive board. Before taking on her current position she was Director-General at the Swedish Agency for health technology assessment and assessment of Social services.

Previously Olivia has had a number of Director/ executive positions and assignments within government agencies such as the Ministry of Health and Social Affairs and head of the Public Health and Health Care Division, National Board of Health and Welfare etc. She also chaired a committee on gender equality within the healthcare sector. Wigzell has also worked as political advisor in the Ministry of Foreign Affairs and at the Foundation of Alva and Gunnar Myrdal.

For the past few years, Olivia has coordinated an EU process on the topic of Health System Performance Assessment. She is a member of a high level reflection group for OECD, working with assessing healthcare systems. She was also vice Mayor in Stockholm and County Council Commissioner in the Greater Stockholm Area for a ten year period. She was a member of the steering committee for the European Observatory and of the Harkness Selection Committee. Olivia holds a degree in political science and communication.

Keynote 4 - A Personal Story Of Care, Communication, And Compassion

Thursday, 14 April
16:45-17:30



Brian Boyle
Healthcare advocate, public speaker and National Volunteer Spokesman of the American Red Cross

On his way home from swim practice in 2004, eighteen-year old Brian Boyle's future changed in an instant when a dump truck plowed into his vehicle causing catastrophic injuries: he lost sixty percent of his blood, his heart had moved across his chest, and his organs and pelvis were pulverized. He was placed in a medically-induced coma, and when Brian finally emerged from the coma two months later, he had no memory of the accident, but he could see and hear even though he could not move or talk. After three years in recovery, he was fully healed. Brian is currently an international healthcare advocate, public speaker, author, graduate school student at Johns Hopkins and a volunteer patient advocate for the Armstrong Institute. He recently completed his second book, The Patient Experience: The Importance of Care, Communication, and Compassion in the Hospital Room, which is based on the experiences that both he and his parents went through during their time in the hospital.

Keynote 5 - Innovation and Change in the Workplace

Friday, 15 April
09:15-10:15

Lois Kelly



Author, Change Agent and Creative Strategist

Lois Kelly, co-author of the best selling book Rebels at Work: A Handbook for Leading Change from Within,

has been a creative rebel throughout her career, helping some of the most respected companies in the world create new ways to launch products, communicate complicated issues, influence public opinion, deal with crises, go public, adopt innovative business practices, and occasionally try to move mountains.

She co-founded one of the first digital marketing agencies, positioned high-tech companies for IPOs, and led Fortune 500 companies into the strategic potential of digital marketing and social media.

During this journey, Lois has become a student of change, learning what it takes to get people to embrace new ideas, adapt to change and shift perceptions. Her obsession is creating clarity from complexity. She is known for her joyful approach to bringing people together in workshops to ignite new thinking and ways to achieve aspirations.

In addition to Rebels at Work, Lois is the author of Naked-Hearted: How Bullshit, Parkinson's and John Lennon Changed My Life and the award winning Beyond Buzz: The Next Generation Word of Mouth Marketing.



Jaideep Prabhu
Professor of Marketing, Jawaharlal Nehru Professor of Indian Business and Enterprise; Director, Centre for India & Global Business at

Judge Business School, University of Cambridge

Jaideep Prabhu is Professor of Marketing, Jawaharlal Nehru Professor of Indian Business and Enterprise, and Director of the Centre for India & Global Business at Judge Business School, University of Cambridge.

His research interests are in marketing, innovation, strategy and international business. He has published in and is on the editorial board of leading international journals such as the Journal of Marketing and the International Journal of Research in Marketing. He has appeared on BBC News24, BBC Radio 4 and Bloomberg BusinessWeek, and his work has been profiled in BusinessWeek, BBC World Service, The Economist, The Financial Times, Le Monde, The New York Times and The Times. He has consulted with, taught executives from or given talks at ABN Amro, Bertelsmann AG, Barclays, BP, BRAC, BT, GE, IBM, ING Bank, Marks and Spencer, the NHS, Pearson, Roche, Shell, Siemens, Unilever and Vodafone, among others.

He is the co-author of Jugaad Innovation: Think Frugal, Be Flexible, Generate Breakthrough Growth, described by The Economist as "the most comprehensive book yet" on the subject of frugal innovation. His most recent book is Frugal Innovation: How to do More with Less.

Keynote 6 - Discovery

Friday, 15 April
15:15-16:15



Maureen Bisognano
President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI)

Maureen Bisognano previously served as IHI's President and CEO from 2010 to 2015, and as Executive Vice President and COO from 1995 to 2010. She is a prominent authority on improving health care systems, advises leaders around the world, and is a frequent speaker at major health care conferences. Ms. Bisognano is an elected member of the National Academy of Medicine, an Instructor of Medicine at Harvard Medical School, and a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities. She currently serves on the boards of The Commonwealth Fund, Cincinnati Children's Hospital Medical Center, ThedaCare Center for Healthcare Value, and on the Advisory Board of County Health Rankings and Roadmaps. Prior to joining IHI, she was CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.

14:00-17:00 | Student and Juniors Lounge, Level 1

Student & Junior Healthcare Professionals Orientation & Interactive Learning Experience

All students, junior healthcare professionals and teachers are welcome to join our Student Orientation. Organised by IHI Open School.

M1: 6th Annual International Improvement Science And Research Symposium

Proudly supported by The Health Foundation



The Improvement Science and Research Symposium provides a unique platform for researchers and key scientific stakeholders to unite in the advancement of improvement science in healthcare.

The programme includes presentations of leading research and sessions to highlight key issues to improve quality and patient safety. Topics discussed will include the challenges in identifying improvement interventions, the context in which they are applied, and the methods used to understand how they impact on healthcare.

Keynote speakers

Boel Andersson-Gäre, Director, Futurum, Region Jönköpings län Professor, the Jönköping Academy for Improvement of Health and Welfare, Sweden

Johan Thor, Vinnvård Fellow of Improvement Science, The Jönköping Academy for Improvement of Health and Welfare

Erik Hollnagel, Professor, Institute of Regional Health Research, University of Southern Denmark and Chief Consultant, Centre for Quality, Region of Southern Denmark

See full list of speakers on page 12.

M2: Let's Get Social! Improving CareThrough The Power Of Social Media

Harness the power of social media for improving health care. We'll focus on developing a broad strategy to connect with the public, interact and engage with healthcare professionals and organisations.

See full list of speakers on page 12.

Room 8 Level 1
#qfm2

M3: Leading Improvement Efforts For Global Health Leaders

This session includes facilitated group discussions around 3 case studies, which address critical areas of starting improvement efforts, setting priorities, and transitioning from one priority to the next, while drawing on personal experiences from global health experts.

See full list of speakers on page 12.

Room 10 Level 1
#qfm3

M4: Planning, Organising, Implementing And Sustaining Patient Safety

Patient safety is evolving. This session will draw lessons from the past 15 years, and describe new frameworks, strategies and tools to plan, organise, implement and sustain organisation-wide patient safety.

See full list of speakers on page 12.

Room 7 Level 1
#qfm4

M5: Rocking The Boat But Staying In It: How To Be A Great Change Agent

This inspiring and highly active half day session offers practical methods for surviving and thriving as an agent of change. You'll get tools to help make change happen when other people are resistant and to build your own resilience, so you remain strong, effective and adaptable in your improvement practice.

See full list of speakers on page 12.

Room 9 Level 1
#qfm5

M10: Experience Day 1: Human Rights-Based Health Equality In A Multicultural Community

Proudly supported by Region Västra Götaland



Angered Hospital

Angered Hospital is located in a multicultural area in north-east Gothenburg, covering the two city districts of Angered and East Gothenburg, and serves 95,000 people. This visit is about promoting equal health in a multicultural community.

Once at Angered Hospital, group visits will cover:

- Realizing the right to health through rights-based healthcare
- Comic Health (an intercultural communication aid for reducing barriers to healthcare)
- The Health Guide Project
- Sweden's first COPD mobile care program
- Collaboration platform for research and development.

Learning Objectives

- Understand how a human rights-based approach can aid the improvement of healthcare services.
- Understand information and communications technology (ICT) as an innovative tool for advancing health literacy.
- Understand the role of community-based participation in healthcare.

Your hosts are listed on page 12.

#qfangered

M11: Experience Day 2: National Innovation Through Patient Involvement

Proudly supported by Region Västra Götaland



NU-sjukvården Hospital Group

The NU-sjukvården Hospital Group is one of four within Region Västra Götaland, serving 300,000 people with specialised hospital care. There are two separate locations: the NÄL Hospital focuses on emergency care and has one of Sweden's largest emergency clinics, and the Uddevalla Hospital focuses on specialised care, such as planned surgery and orthopaedics.

Bus transportation will be provided from the conference venue to NÄL Hospital. After a general introduction to how the hospital works, you can participate in one of three visits: breast clinic, dialysis centre, or care for the elderly.

Learning Objectives

- Improving everyday life for dialysis patients with solutions and support for home treatment.
- Working within the national strategy for cancer treatment to create a one-stop clinic for the diagnosis of breast cancer, and a joint project called Co-operative Care for elderly people.

Your hosts are listed on page 12.

#qfnuhospital

M12: Experience Day 3: Integrated Person-Centred Care Through Practice And Research

Proudly supported by Sahlgrenska University Hospital and University of Gothenburg



Sahlgrenska University Hospital

Sahlgrenska University Hospital is one of Europe's largest, with a direct link to Sahlgrenska Academy, part of the University of Gothenburg. Research and medical practice are closely interlinked, symbolized by the walking bridge which provides a direct link between both sites. Here you will explore examples of world leading interdisciplinary research and innovation.

During this day you will:

- Hear a general introduction from the top management of Sahlgrenska University Hospital and Sahlgrenska Academy describing their close collaboration based on interdisciplinary research and medical practice continuously feeding into each other resulting in a multitude of beneficial results and innovations being put directly into practice.
- Gain in-depth knowledge about your chosen subject, learning from health professionals from a wide variety of disciplines, researchers and patients. Visit the Centre for Person-Centred Care, the Centre for Advanced Reconstruction of Extremities or the Centre for Chronic Obstructive Pulmonary Disease.

Your hosts are listed on page 13.

#qfsahlgrenska

M13: Experience Day 4: A Road To Excellence: From Management Systems To Excellent Care

Proudly supported by Region Västra Götaland



Södra Älvsborgs Hospital (SÄS)

Södra Älvsborgs Hospital (SÄS) is a county hospital in Region Västra Götaland which provides specialised health care for about 295,000 people. SÄS has a wide span of operations. Along with providing high-quality health care within all specialties, the hospital also has a research department and provides training for nurses and doctors. We have developed a management system involving the entire organisation, which focuses on shared (and fewer) goals.

The visit to SÄS Hospital will be divided into four sections: the management system; operational development; patient safety; and high-standard of quality in medical care.

Learning Objectives

- Understand advanced improvement training, and how we achieve excellent medical results by digital decision support systems and a structured process system.

Your hosts are listed on page 13.

#qfsas

M14: Experience Day 5: Welcome to Region Jönköping County – learn with a system passionate about healthier lives.

Proudly supported by Region Jönköping County



Region Jönköping County

Get an insight into how system thinking and improvement have raised the bar of performance. Hear how we are working to transform and integrate person-centeredness, values, results and innovation into daily work.

Region Jönköping County serves a population of 340,000 and is one of the leading healthcare organisations in the world. It provides a model for total quality management and transformation, inspiring many systems and international leaders in quality improvement. The system has three hospitals, 47 care centers and over 30 dental practices. The region, in close collaboration with municipalities, governs and supports also other areas such as transportation, infrastructural development, culture and education. This quality improvement includes business strategy, shared values, competence and skills, trust, innovation, working processes, accuracy, integration and person-centeredness. Together, they have been a driving force for the County's results for many years.

Your hosts are listed on page 13.

#qfjonkoping

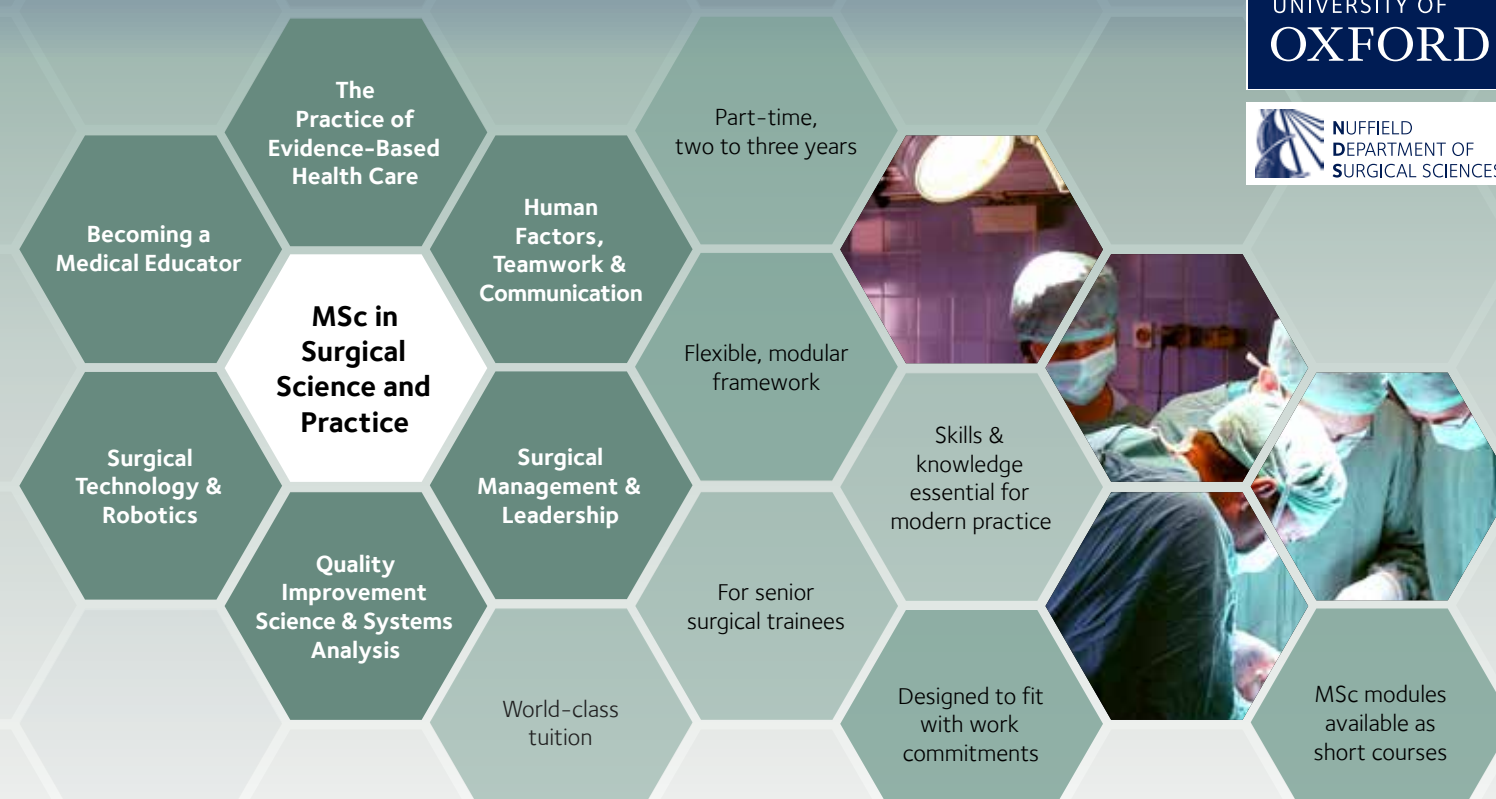
List of Speakers Tuesday, 12 April

- M1** **Adhnan Omar**, Cardiff University; Wales
Bill Lucas, The Health Foundation and Vinnvård
Bo Bergman, Chalmers University of Technology; Sweden
Boel Andersson-Gäre, Futurum, Jönköping Academy for Improvement of Health and Welfare; Sweden
Erik Hollnagel, University of Southern Denmark and Centre for Quality, Region of Southern Denmark; Denmark
Johan Thor, The Jönköping Academy for Improvement of Health and Welfare; Sweden
Julie Reed, NIHR CLAHRC Northwest London, Imperial College; England
Marie-Helene Raymond, Université de Montréal; Canada
Nick Barber, Improvement Consultant; UK
Sharon Williams, Swansea University; Wales
- M2** **Christina Krause**, BC Patient Safety & Quality Council; Canada
Kevin Smith, BC Patient Safety & Quality Council; Canada
- M3** **Amanda Ottosson**, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
M. Rashad Massoud, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
Victor Boguslavsky, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
- M4** **Anthony Staines**, Hospital Federation of Vaud; University of Lyon 3; France
Carol Haraden, Institute for Healthcare Improvement (IHI); USA
Frank Federico, Institute for Healthcare Improvement (IHI); USA
- M5** **Helen Bevan**, NHS Horizons; UK
Lynne Maher, Ko Awatea; The University of Auckland; New Zealand
- M6** **Amar Shah**, East London NHS Foundation Trust; England
Gordon Johnston, VOX (Voices of Experience); Scotland
Johnathan MacLennan, Healthcare Improvement Scotland; Scotland
- M7** **Amanda Ottosson**, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
M. Rashad Massoud, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
Victor Boguslavsky, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
- M8** **Anthony Staines**, Hospital Federation of Vaud; University of Lyon 3, France
Carol Haraden, Institute for Healthcare Improvement (IHI); USA
Frank Federico, Institute for Healthcare Improvement (IHI); USA
- M9** **Helen Bevan**, NHS Horizons; UK
Lynne Maher, Ko Awatea; The University of Auckland; New Zealand
- M10** **Ann-Ekberg Jansson**, Angered Hospital; Sweden
Björn Skog, Angered Hospital; Sweden
Hans Svensson, Angered Hospital; Sweden
Henry Ascher, Angered Hospital / University of Gothenburg; Sweden
Ida Wernerred, Angered Hospital; Sweden
- M11** **Niklas Claesson**, NU-sjukvården Hospital; Sweden
Lars Wiklund, NU Hospital Group; Sweden

- M12** **Barbro Fridén**, Sahlgrenska University Hospital; Sweden
Björn Andersson, Sahlgrenska University Hospital; Sweden
Håkan Hedman, GPCC; Sweden
Inger Ekman, GPCC; Sweden
Jan Fridén, Sahlgrenska University Hospital; Sweden
Jan Hedner, Sahlgrenska University Hospital; Sweden
Karl Swedberg, Sahlgrenska Academy and Imperial College London
Olle Larkö, University of Gothenburg; Sweden
Pia Rydell, Sahlgrenska University Hospital; Sweden
- M13** **Lars Rex**, Södra Älvsborgs Hospital; Sweden
Thomas Wallin, Södra Älvsborgs Hospital; Sweden
- M14** **Agneta Jansmyr**, Region Jönköping County, Sweden
Agneta Ståhl, Region Jönköping County; Sweden
Anna Österström, Region Jönköping County; Sweden
Charlotta Larsdotter, Region Jönköping County; Sweden
Göran Henriks, Region Jönköping County, Sweden
Joacim Stalfors, Region Jönköping County; Sweden
Joakim Edvinsson, Region Jönköping County; Sweden
Johan Carlsson, Region Jönköping County; Sweden
Micael Edblom, Region Jönköping County; Sweden
Pernilla Söderberg, Qulturum; Sweden
Raymond Lenrick, Qulturum; Sweden
Susane Lundblad, Qulturum; Sweden

MSc in Surgical Science and Practice

Developing leadership in the next generation of surgeons



17:30 | Exhibition Hall, Ground Floor
International Forum Welcome Reception
Hosted by City of Gothenburg and Region Västra Götaland
We hope to see you all there.

Welcome And Opening of the International Forum

K1: Exploring Our Roots: Remembering the Scientific Foundations of Improvement
Donald M. Berwick
MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services
Main Auditorium, Ground Floor
#qfk1

Morning Break

| | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|---|--|--|---|--|--|
| A1: Clinical Improvement: Examples of Excellence in The Netherlands and Sweden Main Auditorium Ground Floor #qfa1 | A2: Empowering Clinical Staff To Drive Improvement Room 6 Level 1 #qfa2 | A3: Co-Production With Patients And Families: Moving From "Caring For" To "Caring With" Room 10 Level 1 #qfa3 | A4: Patient Reported Outcomes To Accelerate Change Room 7 Level 1 #qfa4 | A5: Strengthening Leadership In The Clinical Environment: Global Approaches To Building Capability, Improving Safety And Operating More Effectively Room 5 Ground Floor #qfa5 | A6: Mobile Technology: Keeping Up With Catapulting Change Room 1 Ground Floor #qfa6 | A7: Collaborate To Create And Test A Robust Safety Framework Room 9 Level 1 #qfa7 | A8: Achieving The Highest Patient Satisfaction Through Efficient Care Room 3 Ground Floor #qfa8 | A9: Achieving Results With Accountable Care Room 8 Level 1 #qfa9 | A10: Movie Matinee, Special Double Feature Show: Safety And Resilience Congress Room Level 1 #qfa10 | A11: Transforming Data For Sustainable Global Health Room 4 Ground Floor #qfa11 | A12: Poster Session Poster Hall Ground Floor #qfposter | A13: Poster Session - Collaborate To Accelerate Outcomes Poster Hall Ground Floor #qfposter | N1: Learning and Networking Session: Folkslab - A People's Laboratory Learning and Networking Room Ground Floor #qffolkslab |
|--|--|--|--|--|--|--|--|---|--|--|---|--|--|

N2: Learning And Networking Session: Facilitated Drop-In Networking

Student & Junior Health Care Professionals Lunch Session

Lunch Break

Learning and Networking Room Ground Floor
#quality2016

W1: Forum Wellbeing Programme: Lunchtime Mindfulness Mini-Retreat
Meeting Point in Exhibition Hall Ground Floor

Student and Juniors Lounge Level 1
#quality2016 #IHIOpenSchool

| | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|--|--|---|---|---|--|---|
| B1: Aligning Interdisciplinary Education And Quality Improvement Through The Cycle Of Learning Room 1 Ground Floor #qfb1 | B2: National Strategies To Build Capability For Quality Improvement Room 5 Ground Floor #qfb2 | B3: Innovating Through Co-design And Co-production Room 3 Ground Floor #qfb3 | B4: Outcomes To Measure Effective Improvement Main Auditorium Ground Floor #qfb4 | B5: Setting Up An Organisational Wide Quality Improvement Programme – Everything You Need To Know In 90 Minutes Room 6 Level 1 #qfb5 | B6: Developing National Quality Strategies With Global Governments Room 4 Ground Floor #qfb6 | B7: Building A Measurement System That Works! Room 7 Level 1 #qfb7 | B8: Nurses As Key Integrators Of Patient And Family Care Room 8 Level 1 #qfb8 | B9: Engaging Patients In Their Own Health Congress Room Level 1 #qfb9 | B10: World Health Organization (WHO) Workshop on Patient and Family Engagement Room 9 Level 1 #qfb10 | B11: How Do We Redefine Health? Room 10 Level 1 #qfb11 | B12: Poster Session Poster Hall Ground Floor #qfposter | N3: Learning And Networking Session: How safe is your healthcare? Safety measurement and monitoring in practice Learning and Networking Room Ground Floor #qfsafehealthcare | W2: Forum Wellbeing Programme: Recharge Your Mind Yoga and Wellbeing Room Level 1 |
|---|--|---|---|---|---|---|--|--|---|---|---|--|---|

Afternoon Break

| | | | | | | | | | | | | | |
|--|---|---|--|--|---|---|---|--|--|--|---|--|--|
| C1: Greg Price's Personal Story Room 5 Ground Floor #qfc1 | C2: Improvement Programmes Are Yesterday's News: It's The Era Of The Improvement Platform Room 7 Level 1 #qfc2 | C3: Improving Patient Flow, Experience And Efficiency Main Auditorium Ground Floor #qfc3 | C4: Collaborative Partnerships To Improve Outcomes For Patients Congress Room Level 1 #qfc4 | C5: Nurse Learning On A Massive Scale Room 4 Ground Floor #qfc5 | C6: Lessons From India: Approaches For Large-Scale Spread Room 9 Level 1 #qfc6 | C7: Engaging Employees In Wellness Room 1 Ground Floor #qfc7 | C8: Swedish Register Of Palliative Care Room 8 Level 1 #qfc8 | C9: Meaningful Conversations About Tests and Procedures Room 3 Ground Floor #qfc9 | C10: Nurses Forging A Culture Of Person-Centred Care Room 10 Level 1 #qfc10 | C11: Modern Quality Control: Driving System-Wide Standards With Patient-Centred Designs Room 6 Level 1 #qfc11 | C12: Poster Session Poster Hall Ground Floor #qfposter | N4: Learning And Networking Session: Get Involved In A Ward Round Simulation Learning and Networking Room Ground Floor #qfwardround | W3: Forum Wellbeing Programme: The Relaxation Zone Yoga and Wellbeing Room Level 1 |
|--|---|---|--|--|---|---|---|--|--|--|---|--|--|

K2: Providing Best Healthcare During the European Refugee Crisis - Mobilising Health And Care Support Services
Dr Alexander van Tulleken, Academic Director and Helen Hamlyn Senior Fellow, The Institute of International Humanitarian Affairs, Fordham University
Dr Anders Björkman, President, Médecins du Monde Sweden and Professor of Infectious Diseases and Senior Doctor, Karolinska Institutet; Sweden
Dr David Montes Bentura, Paediatrician volunteer, MdM Spain
Dr Hanna M. Ingelman-Sundberg, Medical volunteer and board member, MdM Sweden
Main Auditorium, Ground Floor #qfk2

List of Speakers Wednesday, 13 April

- K1** **Donald M. Berwick**, Institute for Healthcare Improvement (IHI); USA
- A1** **Jan Maarten van den Berg**, Dutch Healthcare Inspectorate; The Netherlands
Michel Wouters, The Netherlands Cancer Institute; The Netherlands
Nils Wahlgren, Karolinska Institute; Swedish National Stroke Council; Sweden
- A2** **Felix Mukuro**, NHS Improving Quality; England
Rob Bethune, South West Academic Health Science Network; Royal Devon and Exeter NHS Foundation Trust; England
- A3** **Anna Ringheim**, Regional Cancer Center West, Region Västra Götaland; Sweden
Annmargreth Kvarnefors, Region Jönköping; Sweden
Birger Forsberg, Stockholm County Council; Karolinska Institute; Sweden
Cristin Lind, QRC Stockholm; Sweden
Joachim Werr, Health Navigator; Sweden
- A4** **Leanne Wells**, Consumers Health Forum of Australia; Australia
Paresh Dawda, Australian National University ; Australia
Sam Vaillancourt, St. Michael's Hospital; Canada
- A5** **Anna-Marie Edwards**, Nottingham University Hospitals; England
Kerry Taylor, Nottingham University Hospitals; England
- A6** **Nneka Mobisson-Etuk**, Institute for Healthcare Improvement (IHI); USA
- A7** **Charles Vincent**, University of Oxford; UK
Brian Robson, Healthcare Improvement Scotland; Scotland
- A8** **Catarina Wallengren**, University of Gothenburg Centre for Person-Centered Care (GPCC); Sweden
Inger Ekman, University of Gothenburg Centre for Person-Centered Care (GPCC); Sweden
- A9** **Christina Krause**, BC Patient Safety & Quality Council; Canada
Helen Bevan, NHS Horizons; UK

- A10** **Abha Mehndiratta** Director (India), Institute for Healthcare Improvement, India
Anne-Grete Skjellanger, Norwegian Patient Safety Programme - In Safe Hands 24/7; Norway
Ethel Maris Schroder Torelly, Hospital de Clínicas de Porto Alegre; Brazil
Hildur Helgadóttir, Landspítali University Hospital; Iceland
Lars Rex, Södra Älvsborgs Hospital, Region Västra Götaland; Sweden
Louise Rabøl, Danish Society for Patient Safety; Denmark
Matthijs Buikema, PatientVeilig.nl; The Netherlands
Sandi Carman, Sheffield Teaching Hospitals NHS Foundation Trust; England
Vigdís Hallgrímsdóttir, Landspítali University Hospital; Iceland
- A11** **Lucy A. Savitz**, Intermountain Healthcare; USA
- B1** **David Terry**, Aston University / Birmingham Childrens Hospital; England
Matt Aiello, Health Education England – West Midlands; England
Prof Veronica Wilkie, University of Worcester; England
- B2** **Anne-Grete Skjellanger**, Norwegian Patient Safety Programme - In Safe Hands 24/7; Norway
Karen Orsborn, New Zealand Health Quality and Safety Commission; New Zealand
- B3** **Elizabeth Goodyear**, Newham Clinical Commissioning Group; England
Patricia A. Rutherford, Institute for Healthcare Improvement (IHI); USA
- B4** **Kjersti Mevik**, Nordland Hospital Trust; The Arctic University of Norway; Norway
Paul van der Nat, Meetbaar Beter; Netherlands
J.H.E. Dambrink, Isala Hospital; The Netherlands
- B5** **Amar Shah**, East London NHS Foundation Trust; England
Jennifer Perry, BMJ Quality; England
Rob Bethune, South West Academic Health Science Network; Royal Devon and Exeter NHS Foundation Trust; England

- B6** **Bruce Agins**, HEALTHQUAL International; NYSDOH AIDS Institute; USA
Nneka Mobisson-Etuk, Institute for Healthcare Improvement (IHI); USA
Enrique Ruelas, Institute for Healthcare Improvement (IHI); USA
- B7** **Gary Sutton**, Scottish Government Early Years Collaborative; Scotland
Robert C. Lloyd, Institute for Healthcare Improvement (IHI); USA
- B8** **Grete Christensen**, Nordic Nurses Federation; Denmark
Judith Shamian, International Council of Nurses (ICN); Canada
Lisbeth Löpare Johansson, Vårdförbundet; Sweden
Sineva Ribeiro, Vårdförbundet; Sweden
- B9** **David Codyre**, East Tamaki Healthcare; New Zealand
Diana Dowdle, Ko Awatea; New Zealand
Helen Crisp, The Health Foundation; UK
Margaret Hannah, NHS Fife; Scotland
- B10** **Helen Haskell**, Mothers Against Medical Error (MAME); IHI; USA
Thomas Schneider, Bräcke diakoni; Sweden
Truls Neubeck, Famna; Sweden
Margaret Murphy, WHO Patients for Patient Safety; Ireland
Nittita Prasopa-Plaizier, WHO Patients for Patient Safety; Switzerland
- B11** **Machteld Huber**, Louis Bolk Institute; Netherlands
- N3** **Andrea McGuinness**, Advancing Quality Alliance (AQuA); England
Charles Vincent, University of Oxford; UK
Brian Robson, Healthcare Improvement Scotland; Scotland
Victoria Brown, Yorkshire and Humber Improvement Academy; England
Jo Thomson, Healthcare Improvement Scotland; Scotland
- C1** **David G. Moores**, University of Alberta; Canada
- C2** **Helen Bevan**, NHS Horizons; UK
- C3** **Dr John Boulton**, Institute for Healthcare Improvement; Hamad Medical Corporation; QATAR
Professor Tom Downes, Institute for Healthcare Improvement (IHI); Sheffield Teaching Hospitals; UK

- C4** **Abdelrahman Elashaal**, Windsor Regional Hospital; Canada
Helen Johnson, Erie St. Clair Local Health Integration Network; Canada
Jean Paul van Basten, Canisius-Wilhelmina Hospital; The Netherlands
Leonique Niessen, Santeon; The Netherlands
- C5** **Brian James**, University of Stirling; Scotland
Michelle Beattie, University of Stirling; Scotland
- C6** **Nigel Livesley**, University Research Co., LLC (URC); India
Praveen K. Sharma, University Research Co., LLC (URC); India
- C7** **Robert E. Graham**, North Shore Long Island Jewish Health System; Hofstra North Shore-LIJ School Medicine; Farewellness; USA
- C8** **Greger Fransson**, National Registry of Palliative Care; Sweden
- C9** **Wilco Peul**, Leiden University Hospital and Medical Centre; Choosing Wisely; The Netherlands
- C10** **Britt-Mari Banck**, Ryhov County Hospital; Sweden
Grete Christensen, Nordic Nurses Federation; Denmark
Judith Shamian, International Council of Nurses (ICN); Canada
Maureen Bisognano, Institute for Healthcare Improvement (IHI); USA
Sineva Ribeiro, Vårdförbundet; Sweden
- C11** **Jens Winther Jensen**, Institute for Healthcare Improvement (IHI); Denmark
Nirav R Shah, Kaiser Permanente Southern California region; USA
Pierre Barker, Institute for Healthcare Improvement (IHI); USA
- N4** **Gordon Caldwell**, Western Sussex Hospitals; England
Martin Rejler, The Jönköping Academy; Sweden
- K2** **David Montes Bentura**, MdM Spain
Hanna M. Ingelman-Sundberg, MdM Sweden
Alexander van Tulleken, The Institute of International Humanitarian Affairs, Fordham University
Anders Björkman, Médecins du Monde Sweden; Karolinska Institutet; Sweden

| | | | | |
|------|--|---|--|--|
| 8:00 | S1: How To Build An Improvement Platform In Less Than An Hour Sponsored breakfast session - NHS Horizons Room 9 Level 1 🐦 #qfhorizons | S2: Supporting QI Projects, Under-pinning QI Programmes & Sharing Innovation Sponsored breakfast session - BMJ Room 8 Level 1 🐦 #qfbmj | S3: Friends of IHI and Global Initiatives - What's New? Sponsored breakfast session - IHI Room 7 Level 1 🐦 #qfihi | W4: Forum Wellbeing Programme: Yoga To Open Your Mind And Start The Day Yoga and Wellbeing Room Level 1 |
|------|--|---|--|--|

18:00 | Bar Incontro

Special event for students and junior healthcare professionals

Student and Junior Healthcare Professional Social Outing
Organised by IHI Open School

18:00-20:00 | At the Universeum Södra Vägen 50, 400 20 Göteborg, Sverige

Special event for Norwegian delegates

Presented and sponsored by the Norwegian Patient Safety Programme "In Safe Hands 24/7"

| | |
|------|---|
| 9:30 | K3: Sweden: The Birthplace Of Quality Improvement Olivia Wigzell Director-General, National Board of Health and Welfare; Sweden Main Auditorium Ground Floor 🐦 #qfk3 |
|------|---|

Morning Break

| | | | | | | | | | | | | | | | | |
|-------|---|---|---|--|---|---|--|---|--|--|---|--|--|---|--|---|
| 11:00 | D1: Movie Matinee – The Action Sequel: Quality Versus Costs Congress Room Level 1 🐦 #qfd1 | D2: Clinician Leadership Main Auditorium Ground Floor 🐦 #qfd2 | D3: Empowering Nurse Leadership Room 1 Ground Floor 🐦 #qfd3 | D4: Supporting People With Dementia: A Person-Centred Approach Room 4 Ground Floor 🐦 #qfd4 | D5: Collaborating Across Organisational Silos To Improve Patient Care Room 5 Ground Floor 🐦 #qfd5 | D6: Optimising Costs And Outcomes In Healthcare: From Theory To Real Life, With Insights From ICHOM And ERAS Society Sponsored by Medtronic Moderated by Harvard Business Review Room 2 Ground Floor 🐦 #qfmedtronic | D7: Mobilising Improvement And Learning At Scale Across Systems Room 8 Level 1 🐦 #qfd7 | D8: The True Value And Cost Of Achieving High Performing Health Systems Room 10 Level 1 🐦 #qfd8 | D9: Writing For Publication – How To Write An Abstract And Share The Lessons Of Your Work Room 9 Level 1 🐦 #qfd9 | D10: What Makes Your Heart Sing? Room 7 Level 1 🐦 #qfd10 | D11: Managing Innovation, What Health Care Organisations Need To Know Room 6 Level 1 🐦 #qfd11 | D12: Successful Control Of Antibiotic Use In Sweden Room 3 Ground Floor 🐦 #qfd12 | D13: Poster Session Poster Hall Ground Floor 🐦 #qfposter | D14: Poster Session - Collaborate To Accelerate Outcomes Poster Hall Ground Floor 🐦 #qfposter | N5: Learning And Networking Session: Let's Run An Un-Conference! Learning and Networking Room Ground Floor 🐦 #qfunconference | W5: Forum Wellbeing Programme - Mindfulness As A Healthcare Intervention Yoga and Wellbeing Room Level 1 |
|-------|---|---|---|--|---|---|--|---|--|--|---|--|--|---|--|---|

Lunch Break

| | | | |
|-------|--|--|--|
| 13:00 | N6: Learning And Networking Session: Facilitated Drop-In Networking Learning and Networking Room Ground Floor 🐦 #quality2016 | W6: Forum Wellbeing Programme: Lunchtime Mindfulness Mini-Retreat Meeting Point in Exhibition Hall Ground Floor | Student & Junior Healthcare Professionals Lunch Session: A Conversation with Maureen Bisognano Student and Juniors Lounge Level 1 🐦 #quality2016 #IHIOpenSchool |
|-------|--|--|--|

| | | | | | | | | | | | | | | |
|-------|---|--|--|---|--|--|--|---|--|--|--|--|---|--|
| 13:30 | E1: Effective And Efficient Lifelong Learning For Quality Improvement Room 4 Ground Floor 🐦 #qfe1 | E2: Reducing Medication Errors Congress Room Level 1 🐦 #qfe2 | E3: Making "What Matters To You" Happen Room 6 Level 1 🐦 #qfe3 | E4: Achieving Integrated Care Room 1 Ground Floor 🐦 #qfe4 | E5: Engaging Clinicians For Transformational Change: Lessons From Virginia Mason Medical Center Main Auditorium Ground Floor 🐦 #qfe5 | E6: Conquering PDSA Cycles To Create Sustained Change Room 8 Level 1 🐦 #qfe6 | E7: High-Impact Leadership: The Newest Thinking For Sustained Improvement In A Changing World Room 7 Level 1 🐦 #qfe7 | E8: 100 Million Healthier Lives: Global Collaboration For Population Health Room 2 Ground Floor 🐦 #qfe8 | E9: Listening To And Hearing Patients' Stories Room 5 Ground Floor 🐦 #qfe9 | E10: Creating Value For Those Who Need Us! Person-Centred Care Provided By Foundations, Associations and Patient Organisations In Nordic Countries Room 9 Level 1 🐦 #qfe10 | E11: Sweden: Leading The Way In Integrated Care Room 10 Level 1 🐦 #qfe11 | E12: Poster Session Poster Hall Ground Floor 🐦 #qfposter | N7: Learning And Networking Session: Folkslab, A People's Laboratory Learning and Networking Room, Ground Floor 🐦 #qffolkslab | W7: Forum Wellbeing Programme: Recharge Your Mind Yoga and Wellbeing Room Level 1 |
|-------|---|--|--|---|--|--|--|---|--|--|--|--|---|--|

Afternoon Break

| | | | | | | | | | | | | | | |
|-------|--|--|--|--|--|---|---|---|--|--|--|--|--|--|
| 15:30 | F1: Transformation With Confidence Room 1 Ground Floor 🐦 #qff1 | F2: Hello Family: A Patient And Family Partnership Tool Kit Room 8 Level 1 🐦 #qff2 | F3: Adaptive Design: The Key To Successful Large-Scale Improvement Room 10 Level 1 🐦 #qff3 | F4: Allied Healthcare Professionals: Cultivating The Next Generation Room 3 Ground Floor 🐦 #qff4 | F5: Integrating Health And Social Care: Lessons From Scotland Room 7 Level 1 🐦 #qff5 | F6: The Big Debate: Efficiency is the Enemy Of Innovation and Improvement Congress Room Level 1 🐦 #qff6 | F7: Dance For Parkinson's Disease Room 4 Ground Floor 🐦 #qff7 | F8: We Count Our Successes In Lives! Room 6 Level 1 🐦 #qff8 | F9: Engaging Staff And Service Users To Partner In Quality Improvement Room 5 Ground Floor 🐦 #qff9 | F10: Optimised Value In Healthcare Sponsored by Medtronic Room 9 Level 1 🐦 #qfmedtronic | F11: Aligning Management And Doctors To Transform Care Delivery: A New Model Main Auditorium Ground Floor 🐦 #qff11 | F12: Poster Session Poster Hall Ground Floor 🐦 #qfposter | N8: Learning and Networking Session: Folkslab - A People's Laboratory Learning and Networking Room Ground Floor 🐦 #ffolkslab | W8: Forum Wellbeing Programme: The Relaxation Zone Yoga and Wellbeing Room, Level 1 |
|-------|--|--|--|--|--|---|---|---|--|--|--|--|--|--|

| | |
|-------|--|
| 17:00 | K4: A Personal Story Of Care, Communication, And Compassion Brian Boyle Healthcare and Patient Advocate, National Volunteer Spokesman of the American Red Cross; USA Main Auditorium Ground Floor 🐦 #qfk4 |
|-------|--|

List of Speakers Thursday, 14 April

- S1** **Carol Read**, NHS Horizons; UK
Helen Bevan, NHS Horizons; UK
Jodi Brown, NHS Horizons; UK
- S2** **Jennifer Perry**, BMJ; UK
Scott Hogan, BMJ; UK
- S3** **Pierre M. Barker**, Institute for Healthcare Improvement (IHI); USA
Yaël Gill, Institute for Healthcare Improvement (IHI); USA
- K3** **Olivia Wigzell**, National Board of Health and Welfare; Sweden
- D1** **Anupam Sibal**, Apollo Hospitals Group; Indraprastha Apollo Hospitals; India
Debbie Leach, Box Hill Hospital, Eastern Health; Australia
Deborah Thompson, NHS Elect; England
Iain Smith, Gateshead Health NHS Foundation Trust; England
Johan Stålberg, Sahlgrenska University Hospital; Sweden
Peteris Darzins, Monash University; Australia
Valérie Buthion, Lyon 2 University; France
- D2** **Gayle Smith**, Eastern Health; Australia
Stephen Swensen, Mayo Clinic; Mayo Medical; USA
- D3** **Ami Hommel**, HSC Lund University; Dept. Orthopaedics, SUS; Swedish Society of Nursing; Sweden
Jonathan Warren, East London NHS Foundation Trust; England
- D4** **Michelle Miller**, Scottish Government; Scotland
Rebecca Lambert, South London and Maudsley NHS Foundation Trust; England
- D5** **Jane Evans**, Organisational Redesign and Performance Excellence, Eastern Health; Australia
Libby Keck, The Health Foundation; England
Will Warburton, The Health Foundation; England
- D6** **Christina Rångemark Åkerman**, ICHOM
Joshua Macht, Harvard Business Review
Olle Ljungqvist, ERAS Society
Rob Ten Hoedt, Medtronic EMEA

- D7** **Penny Pereira**, The Health Foundation; England
Tom Ling, RAND Europe; England
- D8** **Brenda Reiss-Brennan**, Intermountain Healthcare; USA
Chris Naylor, The Kings Fund; UK
- D9** **Fiona Moss**, Royal Society of Medicine; England
Jennifer Perry, BMJ; England
- D10** **Göran Henriks**, Jönköping County Council; Sweden
Jo-Inge Myhre, Akershus University Hospital; Norway
Mats Bojestig, Region Jönköping County; Sweden
- D11** **Lindsay A. Martin**, Institute for Healthcare Improvement (IHI); USA
Marian Bihle Johnson, Institute for Healthcare Improvement (IHI); USA
- D12** **Christina Åhrén**, Region Västra Götaland; Sweden
Lars Blad, Västernorrland County Council; Sweden
- N5** **Ajay Puri**, Changemakers Vancouver; Canada
Marlies van Dijk, Alberta Health Services; Canada
- E1** **Jessamy Bagenal**, BMJ; England
Kieran Walsh, BMJ; England
Klara Brunnhuber, BMJ; England
- E2** **Simon Maxwell**, UK Prescribing Safety Assessment; University of Edinburgh; UK
Timothy Reilly, Rutgers; Princeton HealthCare System; USA
- E3** **Peter Lachman**, RCPCH; England
Sarah Clayton, PFCC Innovation Center of UPMC; USA
- E4** **Saskia M. Peerdeman**, VU University Medical Center; The Netherlands
Steve Boam, KM&T; England

- E5** **Gary S. Kaplan**, Virginia Mason Medical Center; USA
Jack Silversin, Amicus, Inc; USA
- E6** **Julie Reed**, NIHR CLAHRC Northwest London, Imperial College; England
- E7** **Derek Feeley**, Institute for Healthcare Improvement (IHI); USA
Jason Leitch, The Scottish Government; Scotland
Stephen Swensen, Mayo Clinic; Mayo Medical; USA
- E8** **Somava Stout**, Health Improvement and 100 Million Healthier Lives; Institute for Healthcare Improvement; USA
- E9** **Helen Morant**, BMJ; England
- E10** **Beatrix Algurén**, Jönköping Academy for Improvement of Health and Welfare; Sweden
Christina Ragnö, Bräcke diakoni; Sweden
Katharina Verheijen, Bräcke diakoni; Sweden
Kira Exell-Paakki, Folkhälsan Syd Ab; Finland
Line Lindenskov, Diakonhjemmet University College; Norway
Marie Wikström, Bräcke diakoni; Sweden
Thomas Schneider, Bräcke diakoni; Sweden
Truls Neubeck, Famna; Sweden
- E11** **Agneta Jansmyr**, Region Jönköping; Sweden
Ann Söderström, Region Västra Götaland; Sweden
Hans Karlsson, SALAR; Sweden
- F1** **His Excellency Dr Bandar Al Knawy**, Health Affairs; Saudi Arabia
- F2** **Beth Lilja**, Chief Medical Officer Executive Board of Directors, University Hospital Sjaelland; Denmark
Ove Gaardboe, Danish Society for Patient Safety; Denmark
Randi Nordahl, Psychotherapist; Denmark

- F3** **Salomey Dery Akparibo**, Ubora Institute; Ghana
Sodzi Sodzi-Tetty, Institute for Healthcare Improvement (IHI), Accra; Ghana
- F4** **Agatha Nortley-Meshe**, DAPS Global; England
Imran Qureshi, DAPS Global, England
- F5** **Cllr David Alston**, NHS Highland; Scotland
Elaine Mead, NHS Highland; Scotland
- F6** Host: **Helen Bevan**, NHS Horizons; England
Team Captain: **Don Goldmann**, The Institute for Healthcare Improvement (IHI); USA
Team Captain: **Jason Leitch**, The Scottish Government; Scotland
- F7** **Ida-Klara Johansson**, Dance for Parkinson's Disease; Public Health Department, Region Jönköpings län; Sweden
Katarzyna Filipowicz, Dance for Parkinson's Disease; Public Health Department, Region Jönköpings län; Sweden
- F8** **Brent James**, Intermountain Healthcare; USA
Mats Bojestig, Region Jönköping County; Sweden
- F9** **Amar Shah**, East London NHS Foundation Trust; England
Paul Binfield, East London NHS Foundation Trust; England
- F10** **Michael JHM Jacobs**, Heart+Vascular Center Maastricht; Germany
- F11** **Gary S. Kaplan**, Virginia Mason Medical Center; USA
Jack Silversin, Amicus, Inc, USA
- K4** **Brian Boyle**, American Red Cross; USA

| | | | | | | | | | | | | | | | | | | | |
|-------|--|--|--|--|---|--|--|--|--|--|---|---|--|--|---|---|---|---|--|
| 8:30 | <div>W9: Forum Wellbeing Programme: Yoga To Open Your Mind And Start The Day</div> | | | | | | | | | | | | | | | | | | |
| 9:00 | | | | | | | | | | | | | | | | | | | |
| 9:30 | <div>K5: Innovation and Change in the Workplace Lois Kelly Author, Change Agent and Creative Strategist; USA Jaideep Prabhu Jawaharlal Nehru Professor of Indian Business and Enterprise and Director, Judge Business School, University of Cambridge; England</div> | | | | | | | | | | | | | | | | | | |
| 10:00 | <div>Main Auditorium Ground Floor 🐦 #qfk5</div> | | | | | | | | | | | | | | | | | | |
| 10:30 | Morning Break | | | | | | | | | | | | | | | | | | |
| 11:00 | <div>G1: Around The World In Mental Health QI</div> | <div>G2: The Swedish National Quality Registries And Their Contribution To The Best Possible Care For Patients</div> | <div>G3: Generating Financial Efficiency From Cost Improvement: Countries, Systems And Clinics</div> | <div>G4: Mobilising Rising Leaders To Improve Care</div> | <div>G5: Perfect Care In Diabetes: Improvement Through Redesign</div> | <div>G6: Improving Maternal And Newborn Referral Processes In Ghana, Ethiopia And Nigeria</div> | <div>G7: Involving Patients In Root Cause Analysis</div> | <div>G8: Simultaneously Improving Quality And Cost Across Health Systems</div> | | | | | <div>G9: Scaling Up Clinical Guidance For Health Teams In Low And Middle Income Countries</div> | <div>G10: Participatory Health – The Future of Parkinson’s Care</div> | <div>G11: Policy In The Real World Of Delivery – Part 1: National Priorities For Health And Social Care Policy</div> | <div>G12: Poster Session</div> | <div>G13: Poster Session - Collaborate To Accelerate Outcomes</div> | <div>N9: Learning and Networking Session: Game on! Using Games To Maximise Motivation For Improvement</div> | <div>W10: Forum Wellbeing Programme - Mindfulness As A Healthcare Intervention</div> |
| 11:30 | <div>Main Auditorium Ground Floor 🐦 #qfg1</div> | <div>Room 9 Level 1 🐦 #qfg2</div> | <div>Room 8 Level 1 🐦 #qfg3</div> | <div>Room 10 Level 1 🐦 #qfg4</div> | <div>Room 5 Ground Floor 🐦 #qfg5</div> | <div>Room 4 Ground Floor 🐦 #qfg6</div> | <div>Room 7 Level 1 🐦 #qfg7</div> | <div>Room 6 Level 1 🐦 #qfg8</div> | | | | | <div>Room 3 Ground Floor 🐦 #qfg9</div> | <div>Room 2 Ground Floor 🐦 #qfg10</div> | <div>Room 1 Ground Floor 🐦 #qfg11</div> | <div>Poster Hall Ground Floor 🐦 #qfposter</div> | <div>Poster Hall Ground Floor 🐦 #qfposter</div> | <div>Learning and Networking Room Ground Floor 🐦 #qfgameon</div> | <div>Yoga and Wellbeing Room Level 1</div> |
| 12:00 | <div>H1: Quality Improvement: A Policy Strategy</div> | <div>H2: Professors To Plumbers: Engaging All To Lead Quality Improvement</div> | <div>H3: Leveraging Clinical Pathways To Improve Quality Of Care And Resource Utilisation</div> | <div>H4: Factors Influencing Large-Scale Implementation Of Complex Interventions</div> | <div>H5: Culture On Prescription – Rehabilitation Through Culture</div> | <div>H6: Patients As Educators Of Executives</div> | <div>H7: Millennial Healthcare: The Journey From Public To Population Health</div> | | | | | <div>H8: Transferring Learning Between Countries - But How?</div> | <div>H9: Tackling Brazil’s C-Section Problem: Overcoming Myths And Barriers Using National QI Scale-Up</div> | <div>H10: Networked Mobile And Complex Care For Elderly Patients</div> | <div>H11: Policy In The Real World Of Delivery – Part 2: Creating The Conditions For And Implementing Change At National And Regional Level</div> | <div>H12: Poster Session</div> | <div>N10: Learning and Networking Session: Folkslab - A People’s Laboratory</div> | | |
| 12:30 | <div>Room 7 Level 1 🐦 #qfh1</div> | <div>Room 10 Level 1 🐦 #qfh2</div> | <div>Main Auditorium Ground Floor 🐦 #qfh3</div> | <div>Room 5 Ground Floor 🐦 #qfh4</div> | <div>Room 1 Ground Floor 🐦 #qfh5</div> | <div>Room 6 Level 1 🐦 #qfh6</div> | <div>Room 9 Level 1 🐦 #qfh7</div> | | | | | <div>Room 2 Ground Floor 🐦 #qfh8</div> | <div>Room 3 Ground Floor 🐦 #qfh9</div> | <div>Congress Room Level 1 🐦 #qfh10</div> | <div>Room 4 Ground Floor 🐦 #qfh11</div> | <div>Poster Hall Ground Floor 🐦 #qfposter</div> | <div>Learning and Networking Room Ground Floor 🐦 #qffolkslab</div> | | |
| 13:00 | | | | | | | | | | | | | | | | | | | |
| 13:30 | Lunch Break | | | | | | | | | | | | | | | | | | |
| 14:00 | <div>S4: The Harkness Fellowship Sponsored lunchtime session - The Commonwealth Fund</div> | | <div>Student & Junior Health Care Professionals Lunch Session</div> | | | <div>N11: Learning And Networking Session: How Can We Support Children As Next Of Kin Or Young Carers In The Best Way?</div> | | | <div>W11: Forum Wellbeing Programme:Lunchtime Mindfulness Mini-Retreat</div> | | | | | | | | | | |
| 14:30 | <div>Room 6 Level 1 🐦 #qfcwf</div> | | <div>Student and Juniors Lounge Level 1 🐦 #quality2016, #IHIOpenSchool</div> | | | <div>Learning and Networking Room Ground Floor 🐦 #qfchildren</div> | | | <div>Meeting Point in Exhibition Hall Ground Floor</div> | | | | | | | | | | |
| 15:00 | <div>I1: THE FORUM Q-FACTOR LIVE!</div> | <div>I2: Improving The Quality Of Care For High-Risk Surgical Patients</div> | <div>I3: Improving Experience Through Regular Shadowing Events</div> | <div>I4: Meeting The Needs Of Populations: Practical Advice From 7 Years of Learning From The IHI Triple Aim</div> | <div>I5: Value-Based Steering On A Multiregional Level In Sweden</div> | <div>I6: HIV-Free Survival: Reducing Transmission To 5% From Mother To Baby</div> | | | | | <div>I7: Learning From Patients To Improve Communication, Safety, And Quality</div> | <div>I8: Masterclass: Improve The Success Of Your Quality Improvement Program</div> | <div>I9: Patient Panel: How Do I Build My Support System?</div> | <div>I10: Back To The Future? Developing A Quality Strategy In The English NHS</div> | <div>N12: Learning and Networking Session: Better Lives For Older People With Complex Health Conditions</div> | | | | |
| 15:30 | <div>Congress Room Level 1 🐦 #qfi1</div> | <div>Room 5 Ground Floor 🐦 #qfi2</div> | <div>Room 3 Ground Floor 🐦 #qfi3</div> | <div>Room 1 Ground Floor 🐦 #qfi4</div> | <div>Main Auditorium Ground Floor 🐦 #qfi5</div> | <div>Room 4 Ground Floor 🐦 #qfi6</div> | | | | | <div>Room 6 Level 1 🐦 #qfi7</div> | <div>Room 7 Level 1 🐦 #qfi8</div> | <div>Room 10 Level 1 🐦 #qfi9</div> | <div>Room 8 Level 1 🐦 #qfi10</div> | <div>Learning and Networking Room Ground Floor 🐦 #qfbetterlives</div> | | | | |
| 16:00 | <div>K6: Discovery Maureen Bisognano President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI)</div> | | | | | | | | | | | | | | | | | | |
| 16:30 | <div>Main Auditorium Ground Floor 🐦 #qfk6</div> | | | | | | | | | | | | | | | | | | |
| 17:00 | | | | | | | | | | | | | | | | | | | |
| 17:30 | | | | | | | | | | | | | | | | | | | |

List of Speakers Friday, 15 April

- K5** **Jaideep Prabhu**, University of Cambridge; UK
Lois Kelly, Change Agent and Creative Strategist; USA
- G1** **Amar Shah**, East London NHS Foundation Trust; England
Chua Hong Choon, Institute for Mental Health; Singapore
Gordon Johnston, VOX (Voices of Experience); Scotland
Helen Smith, Devon Partnership NHS Trust; England
Johnathan MacLennan, Healthcare Improvement Scotland; Scotland
Pedro Delgado, Institute for Healthcare Improvement (IHI); USA
Vibeke Rischel, Danish Society for Patient Safety; Denmark
- G2** **Johan Thor**, The Jönköping Academy for Improvement of Health and Welfare; Sweden
Kristina Lidén Mascher, Office of National Quality Registries; Sweden
Staffan Lindblad, Karolinska Institutet; Sweden
- G3** **Jim Easton**, Care UK; England
- G4** **Andrew Carson-Stevens**, Cardiff University; Wales
Carly Strang, IHI Open School, Institute for Healthcare Improvement (IHI); USA
Jessica Perlo, IHI Open School, Institute for Healthcare Improvement (IHI); USA
- G5** **Andrea Gushken**, Unimed Guarulhos (UG); Brazil
Fernando Faraco, Unimed Guarulhos (UG); Brazil
- G6** **Abare Galadima**, Maternal and Neonatal Health Care Project in Northeastern Nigeria; Nigeria
Magdalene Okolo, MNHC project North East Nigeria, Society for Family Health, Abuja; Nigeria
Nebreed Fesseha, JSI-Last L10K, Addis Ababa; Ethiopia
Patty D Webster, Institute for Healthcare Improvement (IHI); USA
Sodzi Sodzi-Tetty, Institute for Healthcare Improvement (IHI), Accra; Ghana
- G7** **Carla Veldkamp**, Canisius Wilhelmina Hospital, Santeon; The Netherlands
Sandra Mulder, Dutch Health Care Inspectorate; The Netherlands
- G8** **James Mountford**, UCL Partners; England
John Moxham, King's Health Partners, Academic Health Sciences Centre; England
- G9** **Nigel Crisp**, House of Lords; England
Yvonne Coghill, Workforce Race Equality Standard (WRES) Implementation Team; England
- G10** **Lara Fairall**, UCT Lung Institute, University of Cape Town; South Africa
Tracy Eastman, University of Cape Town Lung Institute in support of the BMJ-UCT partnership; UK
- G11** **Bastiaan R. Bloem**, Radboudumc, Nijmegen; The Netherlands
- G12** **Anthony Costello**, World Health Organization; UK
Jason Leitch, The Scottish Government; Scotland
Pierre Barker, Institute for Healthcare Improvement (IHI); USA
- N9** **Christina Krause**, BC Patient Safety & Quality Council; Canada
Shari McKeown, Clinical Improvement, BC Patient Safety & Quality Council; Canada
- H1** **Britt Wendelboe**, Danish Society for Patient Safety; Denmark
Jens Winther Jensen, The North Denmark Region; Institute for Healthcare Improvement; Denmark
- H2** **Joy Whitlock**, Cardiff and Vale University Health Board; Wales
Ruth Walker, Cardiff and Vale University Health Board; Wales
- H3** **Sandhya Mujumdar**, National University Hospital (NUH); Yong Loo Lin School of Medicine (YLL SOM); Singapore
Sophia Ang Bee Leng, Ministry of Health; Singapore
- H4** **Elisabeth Björk Brämberg**, Karolinska Institute; Sweden
- H5** **Birgitta Ekeberg**, Region Jönköping County; Sweden
Inger Jansson, Jönköping University; Sweden
- H6** **Clare Price-Dowd**, NHS Leadership Academy; England
Mark Doughty, Centre for Patient Leadership; England
- H7** **Antony Sheehan**, Church Health Center of Memphis, Inc; USA
Jenny Bartlett-Prescott, Church Health Center; USA
- H8** **Arne Poulstrup**, Center for Quality; Denmark
Diane Miller, Virginia Mason Medical Organization; Virginia Mason Institute; USA
- H9** **Pedro Delgado**, Institute for Healthcare Improvement (IHI); USA
Rita Sanchez, Hospital Israelita Albert Einstein; Brazil
- H10** **Svante Lifvergren**, Skaraborg Hospital Group, Region Västra Götaland; Sweden
Ulla Andin, Skaraborg Hospital, Region Västra Götaland; Sweden
- H11** **Enrique Ruelas**, Institute for Healthcare Improvement (IHI); USA
Jesper Olsson, Vardanals (Swedish Agency for Health and Care Services Analysis); Sweden
M. Rashad Massoud, USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project, URC; USA
Pierre Barker, Institute for Healthcare Improvement (IHI); USA
Richard Taunt, The Health Foundation; UK
Sheila Leatherman, University of North Carolina at Chapel Hill; Institute for Healthcare Improvement; USA; London School of Economics; UK
- N11** **Anette Nilsson**, Region Jönköping County; Sweden
Eva Werner, Qulturum, Jönköping Region; Sweden
Linda Frank, Swedish Family Care Competence Centre; Sweden
- S4** **Robin Osborn**, Harkness Fellowships; USA
- I1** Judges:
Donald M. Berwick, Institute for Healthcare Improvement (IHI); USA
Fiona Godlee, BMJ; UK
Fiona Moss, Royal Society of Medicine; England
Gordon Johnston, VOX (Voices of Experience); Scotland
- I2** **Carol Peden**, Royal United Hospital Bath; Bath University; Centre for Healthcare Innovation and Improvement; England
Geeta Aggarwal, Royal Surrey County Hospital; England
Nial Quiney, Royal Surrey County Hospital; England
- I3** **Joanne Minford**, Alder Hey Children's NHS Foundation Trust; England
William John Calvert, Alder Hey Children's NHS Foundation Trust; England
- I4** **John Whittington**, Institute for Healthcare Improvement (IHI); USA
Niñon Lewis, Institute for Healthcare Improvement (IHI); USA
- I5** **Jonas Wohlin**, IVBAR; Karolinska Institute; Sweden
- I6** **Amy F. Stern**, University Research Co., USAID ASSIST Project; USA
Patty D Webster, Institute for Healthcare Improvement (IHI); USA
Stella Kasindi Mwita, University Research Co., USAID ASSIST Project; Tanzania
Tamara Nsubuga-Nyombi, University Research Co., USAID ASSIST Project; Uganda
- I7** **Helen Haskell**, Mothers Against Medical Error (MAME); Institute for Healthcare Improvement (IHI); USA
- I8** **Robbert Huijsman**, Erasmus University Rotterdam; The Netherlands
Samuel Smits, Gupta Strategists; The Netherlands
- I9** **Anette Nilsson**, Region Jönköping County; Sweden
Åsa Steinsaphir, Norra Stockholms Psykiatri; Sweden
Emma Spak, Swedish Junior Doctors Association; Sweden
Sara Riggare, Karolinska Institutet; Sweden
- I10** **Richard Taunt**, The Health Foundation; England
Tim Gardner, The Health Foundation; England
- N12** **Anette Nilsson**, Region Jönköping County; Sweden
Maj Rom, Swedish Association of Local Authorities and Regions (SALAR); Sweden
- K6** **Maureen Bisognano**, Institute for Healthcare Improvement (IHI); USA

Featured Sessions

We have an exciting schedule of speakers, sessions and activities planned for the next few days, and the below is a selection of some of our most popular sessions. All sessions in the Main Auditorium will be streamed live via Livestream (livestream.com/IFQSH/Gothenburg2016) and recorded for the International Forum YouTube channel (youtube.com/QualitySafetyForum).

- A1

Clinical Improvement: Examples of Excellence in The Netherlands and Sweden
When: Wednesday, 13 April, 11:00-12:30
Main Auditorium, Ground Floor
- A10

Movie Matinee, Special Double Feature Show: Safety And Resilience
When: Wednesday, 13 April, 11:00-12:30
Congress Room, Level 1
- B4

Outcomes To Measure Effective Improvement
When: Wednesday, 13 April, 13:30-15:00
Main Auditorium, Ground Floor
- B9

Engaging Patients In Their Own Health
When: Wednesday, 13 April, 13:30-15:00
Congress Room, Level 1
- B10

World Health Organization (WHO) Workshop on Patient and Family Engagement
When: Wednesday, 13 April, 13:30-15:00
Room 9, Level 1
- B11

How do we redefine health?
When: Wednesday, 13 April, 13:30-15:00
Room 9, Level 1
- C3

Improving Patient Flow, Experience And Efficiency
When: Wednesday, 13 April, 15:30-16:30
Main Auditorium, Ground Floor
- C4

Collaborative Partnerships To Improve Outcomes For Patients
When: Wednesday, 13 April, 15:30-16:30
Congress Room, Level 1
- D1

Movie Matinee – The Action Sequel: Quality Versus Costs
When: Thursday, 14 April, 11:00-12:00
Congress Room, Level 1
- D2

Clinician Leadership
When: Thursday, 14 April, 11:00-12:00
Main Auditorium, Ground Floor
- E2

Reducing Medication Errors
When: Thursday, 14 April, 13:30-15:00
Congress Room, Level 1
- E5

Engaging Clinicians for Transformational Change: Lessons from Virginia Mason Medical Center
When: Thursday, 14 April, 13:30-15:00
Main Auditorium, Ground Floor
- F6

The Big Debate: Efficiency is the Enemy of Innovation and Improvement
When: Thursday, 14 April, 15:30-16:30
Congress Room, Level 1
- F11

Aligning Management And Doctors To Transform Care Delivery: A New Model
When: Thursday, 14 April, 15:30-16:30
Main Auditorium, Ground Floor
- G1

Around the world in mental health QI
When: Friday, 15 April, 10:45-11:45
Main Auditorium, Ground Floor
- G11

Policy in the real world of delivery – Part 1: National priorities for health and social care policy
When: Friday, 15 April, 10:45-11:45
Room 2, Ground Floor
- H3

Leveraging Clinical Pathways To Improve Quality Of Care And Resource Utilisation
When: Friday, 15 April, 12:00-13:00
Main Auditorium, Ground Floor
- H10

Networked Mobile And Complex Care For Elderly Patients
When: Friday, 15 April, 12:00-13:00
Congress Room, Level 1
- I5

Value-Based Steering On A Multiregional Level In Sweden
When: Friday, 15 April, 14:00-15:00
Main Auditorium, Ground Floor
- I9

Patient Panel: How Do I Build My Support System?
When: Friday, 15 April, 14:00-15:00
Room 10, Level 1
- I11

THE FORUM Q-FACTOR LIVE!
When: Friday, 15 April, 14:00-15:00
Congress Room, Level 1

Wellbeing and Yoga Programme

Be sure to drop into our Yoga and Wellbeing Space in the Yoga and Wellbeing Room on Level 1 to unwind and get re-energised.



**Carol Stuart,
Yoga Teacher**

Carol practices Hatha Yoga, meditation and Ayurveda in Sydney, Australia, where she presents classes, workshops and retreats. She is qualified in yoga practice and philosophy, and Ayurvedic therapy and massage. Carol is a member of the International Yoga Teacher's Association and Australian Yoga Master's Therapist Association and also a qualified nurse. Carol believes that through yoga, health, happiness, and inner peace can be improved.

About the sessions

The Hatha style of yoga is suitable for all fitness levels and ages. Sessions will present a variety of easy physical exercises including gentle limbering and stretching, breathing techniques and relaxation and meditation techniques.

Classes will involve techniques that can be done by most conference delegates throughout the day. No special change in clothes is required and yoga mats will be provided. Some people may feel more comfortable in loose fitting clothes and may wish to bring a small towel.

As with any exercise, people with any physical or medical conditions (including pregnancy or post natal) should have their health professional's approval before participation and must advise the instructor of these conditions and any limitations and medications before doing the class.



Find the schedules for all wellbeing and yoga sessions (session codes W1-W11) in our daily programme pages (page 14-23).



Improving systems. Empowering communities.

Since 1965, University Research Co., LLC (URC) has been dedicated to improving the quality of health care, social services, and education worldwide. Our work spans over 45 countries.



UNIVERSITY RESEARCH CO., LLC

www.urc-chs.com

Networking Opportunities

At the International Forum we have a designated space for networking and shared learning - you can find our Learning and Networking Room on the Ground Floor. Visit this space during breaks and lunchtime to meet new friends and to contribute to global thinking to improve healthcare.

Facilitated activities in the Learning and Networking Room

There are scheduled interactive and dynamic sessions throughout the programme taking place at the Learning and Networking Room. These sessions are given session codes from N1 to N12 in the programme - see pages 14-23 for the full schedule during each day.

Drop in these fun and informal sessions to start conversations with fellow colleagues and get involved in a range of discussions.

Folkslab - A People's Laboratory

Participants at the Folkslab are encouraged to work together to produce new solutions and innovative ideas for healthcare challenges. In this design workshop, participants will pair up to interview each other, identify real needs, and develop solutions to existing problems. It is a creative opportunity to share knowledge and learn from others, but also to learn the basic principles of design thinking which can be adapted at the participants' own organisations and systems.

When: Wednesday, 13 April, 11:00-12:30;
Thursday, 14 April, 13:30-15:00 and 15:30-16:30;
Friday, 15 April, 12:00-13:00



Our Welcome Reception
Please join us at the International Forum Welcome Reception on Wednesday, 13 April, from 17:30 in the Exhibition Hall.

Continue your conversations in the venue bar

Bar Incontro in the Swedish Exhibition & Congress Centre will be open to all International Forum attendees from 11:30am until late every day. Enjoy this convenient and relaxed place for drinks, meetings and connecting with colleagues.

How safe is your healthcare? Safety measurement and monitoring in practice

Building on session 'A7: Collaborate to create and test a robust safety framework' on Wednesday, 11:00-12:30, this session will outline what the measurement and monitoring of safety framework means in practice. Delegates will hear examples of how the framework has been tested in different settings across the UK and at different levels of the system (micro, meso, macro). This interactive and informal session will allow delegates to consider the use of the framework in their area and to ask questions of the teams involved in the Health Foundation funded testing.

When: Wednesday, 13 April, 13:30-15:00

Get Involved In A Ward Round Simulation

Across the world, ward rounds are central components of inpatient hospital care influencing clinical decision making, patient safety, inter-professional interaction and the relationship between patients and clinicians.

In this highly interactive session, we will provide up-to-date evidence for best practice and facilitate participants to develop strategies to improve ward rounds in their own setting.

When: Wednesday, 13 April, 15:30-16:30

Let's Run An Un-Conference!

Tired of agendas and conferences that are unengaging and pre-planned? Looking for new ways to organise your gatherings? The un-conference movement uses the power of participants to create the content of meetings. This format fosters inclusion and ownership of issues, and is effective in gatherings that focus on big-picture thinking and bold outcomes. Are you ready to shift control to the participants? Join us to learn more in this fun and interactive session!

When: Thursday, 14 April, 11:00-12:30

Game on! Using Games To Maximise Motivation For Improvement

This workshop provides an understanding of how motivational theory and game design can engage patients, families and those working within the health care system to improve care. Gamification is the use of game elements and design in non-gaming contexts, and is rapidly spreading internationally as an exciting way to change behaviour patterns. This workshop explores how gamification can be used in your own improvement initiatives.

When: Friday, 15 April, 10:45-11:45

How can we support children as next of kin or young carers in the best way?

The Swedish healthcare system has a legal duty to adequately support children with parents that have a serious illness or injury, are abusive or who unexpectedly die.

New research shows that, combined with information, advice and support for young people in these difficult circumstances have a significant impact on the health of a child, as well as later in life.

This issue has grown into an area for both national and international improvement. Organisation, collaboration across organisational borders, working procedures and documentation are all important aspects in order to achieve a system-wide goal to help children stay healthy. Learning seminars have proven to be an excellent form of sharing new knowledge and experience when trying to translate research results into practice.

In this 'lunch and learn' session, we will share our experiences and learn from your experience in this area.

When: Friday, 15 April, 13:00-14:00

Better Lives For Older People With Complex Health Conditions

This was the aim of a nationwide effort of large-scale change to healthcare for the elderly. After introducing evidence-based care through quality registers, as well as finding new ways of working systemically, we have seen changes. 20,000 older people are no longer treated with inappropriate drugs, the risk of malnutrition is detected and corrected, anxiety and aggression are being effectively reduced and preventative care methods are becoming common practice.

This is the story of improving integrated care for sick elderly people in Sweden. It is the story of how to support municipalities and counties in developing a common, long-term and systematic change management process. A story of major improvement over a short time.

When: Friday, 15 April, 14:00-15:00

Facilitated lunchtime networking

When: Wednesday, 13 April, 12:30-13:30;
Thursday, 14 April, 12:30-13:30

Don't forget to also leave your messages for all to read on our 'Big Wall of Inspiration' located on the Ground Floor.



Stay connected with the International Forum and your fellow International Forum attendees!

Every session has a designated Twitter hashtag, listed in the daily programme pages (pages 10-23). Use these to join a conversation in real-time with your fellow participants. You can share opinions and your questions will be captured and wherever possible presented to the session speaker to discuss during the session.

Use the hashtag #quality2016 when tweeting about the International Forum in general.



Connect with colleagues via our new International Forum app. Just download the app and complete your profile - see page 5.

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 interactive, facilitated discussion poster sessions, 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 themed Poster Hall, with an opportunity for participants to engage with the presenters, ask their questions and share their experiences.



Take your poster from Gothenburg to Singapore

If you have a poster in Gothenburg, your work can also be displayed at the second International Forum in Singapore this September!

Find out more at:

internationalforumasia.bmj.com/gothenburg-posters

Wednesday, 13 April

A12: Poster Session

Themes covered in this session are:

- Cancer Care
- Coronary Care
- Diabetes
- End of life care
- Handover and Ward Rounds
- Indicators
- Long Term Impact of Previously Presented Projects
- Maternity Care
- Mental health
- Medication Errors
- Sustainability

When: Wednesday, 11:00-12:30
Poster Hall

A13: Poster Session - Collaborate to accelerate outcomes

This session will focus on posters by people or teams currently working on improvement projects who have not fully completed the project, and so final results may not be available yet.

Themes covered in this session are:

- Improvement Works in Progress

When: Wednesday, 11:00-12:30
Poster Hall

B12: Poster Session

Themes covered in this session are:

- Patient Safety

When: Wednesday, 13:30-15:00
Poster Hall

C12: Poster Session

Themes covered in this session are:

- Training and Education

When: Wednesday, 15:30-16:30
Poster Hall

Thursday, 14 April

D13: Poster Session

Themes covered in this session are:

- Access
- Discharge
- HIV and Aids
- Infection
- Intensive Care
- Quality Improvement Reports
- Paediatrics
- Primary and Community Care
- Record Keeping
- Surgery
- Workforce Engagement

When: Thursday, 11:00-12:30
Poster Hall

D14: Poster Session - Collaborate to accelerate outcomes

This session will focus on posters by people or teams currently working on improvement projects who have not fully completed the project, and so final results may not be available yet.

Themes covered in this session are:

- Improvement Works in Progress

When: Thursday, 11:00-12:30
Poster Hall

E12: Poster Session

Themes covered in this session are:

- Process and System Improvement

When: Thursday, 13:30-15:00
Poster Hall

F12: Poster Session

Themes covered in this session are:

- Improvement Science and Research

When: Thursday, 15:30-16:30
Poster Hall

Friday, 15 April

G12: Poster Session

Themes covered in this session are:

- Audit
- Culture
- Emergency Care
- Patient Engagement and Partnerships

When: Friday, 10:45-11:45
Poster Hall

G13: Poster Session - Collaborate to accelerate outcomes

This session will focus on posters by people or teams currently working on improvement projects who have not fully completed the project, and so final results may not be available yet.

Themes covered in this session are:

- Improvement Works in Progress

When: Friday, 10:45-11:45
Poster Hall

H12: Poster Session

Themes covered in this session are:

- Clinical Improvement

When: Friday, 12:00-13:00
Poster Hall



Video posters

In addition to displaying a poster, you are invited to produce a short video explaining your ideas and work in improving quality of healthcare. We call these video posters.

Why do we think these are a good idea?

Your video posters will feature on the International Forum YouTube channel and will be pushed out through our social media channels. This will allow you to present your project to a wider global audience in a personal, engaging way.

We think that video posters will enhance the understanding and appreciation of your poster through your concise presentation of the main results and reported conclusions. This could prove really helpful in increasing the reach of your project.

How do I do it?

A perfectly good video can be made with a smartphone or tablet!

Film yourself or ask a colleague to help you - stand in front of your poster or any other place around the conference that inspires you. Try to film during quiet times so you get the best sound possible.

Present directly to the camera or mix it up by showing relevant parts of your poster. You can also ask a colleague to interview you so you can record a discussion about your work. Be creative!

The main aim is to summarise the main experience/lessons/achievements that would be of interest to others, plus the impact of your project on clients/patients and on the healthcare system as a whole.

Remember, this is a new way for you to communicate the lessons of your work to a wider audience, so the focus of the video should be on the work you have displayed.

Some tips:

- Aim for a maximum of two minutes video
- Set the video format to the highest available quality
- Present yourself/your organisation briefly
- Talk about your poster
- Be concise and clear
- Use language accessible to others outside the immediate field of the project/research
- Feel free to mention how you could be contacted (if you're happy to be contacted)
- It is better to film horizontally not vertically
- Film in airplane mode to avoid interruptions and notifications
- Try not to use the camera zoom as it reduces image quality
- Well-lit, quiet spaces are always better for filming

Email Dan Fox on dfox@bmj.com to book a slot with our multimedia team who can film your video poster and submit it to us. If you are filming yourself, please send us your video via www.hightail.com/u/bmj.

By sending your video you are agreeing to it being used by the International Forum for promotional purposes including the International Forum YouTube channel, website and social media.

Students and Junior Healthcare Professionals Programme

Throughout the International Forum, the IHI Open School and BMJ are hosting a number of dynamic and unique sessions for students, junior healthcare professionals, trainee doctors, and educators in the Student and Juniors Lounge on Level 1.

We look forward to seeing you there!



Tuesday 12 April
1400-1700

Student & Junior Healthcare Professionals Orientation & Interactive Learning Experience

Join faculty from the Chinese University of Hong Kong, Tan Tock Seng Hospital in Singapore and IHI Open School European Regional Leaders for an experiential session to connect with colleagues from around the world. Here, you'll find guidance on how to get the most out of your International Forum experience and have an opportunity to learn and practice quality and safety skills with friends and colleagues.



Wednesday 13 April
1230-1330

Student & Junior Health Care Professionals Lunch Session

Grab your lunch and join the IHI Open School, faculty from Göteborg University, Sahlgrenska Academy, Jönköping University, and others to hear about "Using Quality Improvement Registries in Medicine and Caring Programmes for the Benefit of Improvement".



Thursday 14 April
1230-1330

Student & Junior Healthcare Professionals Lunch Session: A Conversation with Maureen Bisognano

Grab your lunch and join the IHI Open School and Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement for leadership lessons for all: learning how to build your 'Curiosity Quotient' and other vital skills to thrive in a rapidly changing world.



1800
Student and Junior Healthcare Professional Social
Outing at Bar Incontro



Friday 15 April
1300-1400

Student & Junior Health Care Professionals Lunch Session

Grab your lunch and spend some time reflecting on your learning, sharing your experiences, networking with colleagues, and developing an action plan to take home with you.

Don't forget to visit the IHI stand, Stand #10, to meet the IHI Open School team and learn more about the Open School Chapter Network and the Open School's growing catalogue of asynchronous online courses that teach the foundations of improvement, safety, system design, and leadership.



#IHIOpenSchool
#quality2016

The International Leadership Development Program for Physicians

IHI in collaboration with the Harvard School of Public Health

16–27 May 2016, Boston, MA

Develop the management knowledge and leadership skills you need to drive your health care organisation forward.



Open School

Spreading safety and improvement through online courses!

- Build a common language among staff and earn more than 30 continuing education credits.
- Use the tracking feature to stay updated on staff progress along with provided tools to facilitate team discussions.

Improvement Advisor

Professional Development Program

27 June 2016
Europe

Organisations that achieve multiple and sustained improvements usually have the invaluable leadership of an Improvement Advisor (IA). IAs are trained to identify, plan, and execute improvement projects, deliver successful results, and spread changes across the entire system.

Customised Services

For ten 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.

Sponsored Special Interest Sessions

Special Interest Breakfast Sessions

Session sponsor



How to build an improvement platform in less than an hour

Thursday, 14 April, 08:00-09:00
Room 9, Level 1

#qfhorizons

Across the globe, as the velocity of change accelerates, organisations are replacing change programmes with change platforms for speedier, more disruptive change.

Join us for a fast paced workshop where we will harness our collective power to build a platform to help solve the improvement challenges of a local healthcare leader.

Learn how shared purpose can be the greatest motivation for the community. With the clock ticking, we will involve you in crowdsourcing, decision making and collating big data.

The session is chaired by **Helen Bevan**, NHS Horizons; UK

Carol Read, Transformation Fellow, NHS Horizons; UK

Jodi Brown, Senior Improvement Manager, NHS Horizons; UK

Session sponsor



Supporting QI projects, under-pinning QI programmes & sharing innovation

Thursday, 14 April, 08:00-09:00
Room 8, Level 1

#qfbmj

At BMJ Quality we're passionate about supporting healthcare improvement and sharing your experiences with the world. In this session we introduce our award-winning online programme which gives you valuable tools, learning resources and a high-credibility output for your work, all in one place:

- See how our innovative online workbooks guide you step-by-step through an improvement project
- Understand how you can collaborate online with your team through the Quality platform and access our expert mentors to support your work
- Hear about BMJ Quality Improvement Reports - a PubMed indexed journal of front-line quality improvement evidence - which allows you to submit your work with a single click
- Find out how BMJ Quality can support organisations running QI programmes.

Jennifer Perry, Clinical Lead, BMJ Quality; England

Scott Hogan, Product Manager, BMJ Quality Improvement & BMJ Outcomes, BMJ; England

Session sponsor



Friends of IHI and Global Initiatives - What's New?

Thursday, 14 April, 08:00-09:00
Room 7, Level 1

#qfihi

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.

Facilitators:

Pierre M. Barker, MD, Senior Vice, President, Institute for Healthcare Improvement (IHI)

Yaël Gill, Director, European Operations and Strategic Partners, Institute for Healthcare Improvement (IHI)

Other Sponsored Special Interest Sessions

Session sponsor

INTEGRATED HEALTH SOLUTIONSSM



Session moderated by



Optimising Costs And Outcomes In Healthcare: From Theory To Real Life, With Insights From ICHOM And ERAS Society

Thursday, 14 April, 11:00-12:30
Room 2, Ground Floor

#qfmedtronic

Acutely aware of the need to balance access and cost of treatment with high quality care, Medtronic is committed to develop new solutions.

Our goal is to support the shift toward value based healthcare in collaboration with the global health community.

Join us to learn about the current status and initiatives to optimize costs and outcomes

– with insights from ICHOM and the ERAS Society.

The session is chaired by **Joshua Macht** from Harvard Business Review.

Dr Christina Akerman, President, ICHOM

Professor Olle Ljungqvist, Chairman and founding member, ERAS Society

Rob Ten Hoedt, President, Medtronic EMEA

Session sponsor

INTEGRATED HEALTH SOLUTIONSSM



Optimised Value In Healthcare

Thursday, 14 April, 15:30-16:30
Room 9, Level 1

#qfmedtronic

We will present a case study on the impact of sustainable improvements at Maastricht Heart + Vascular Centre (NL).

Highlights/ Main topics:

- Lean Six Sigma methodology, tools and Knowledge transfer
- Clinical pathways optimisation
- Operational processes improvement
- Efficiency gains
- Cost reduction
- Enhanced patient and staff experience

This session is designed for senior clinicians, Medical Directors, CEO's, CFO's and board level personnel.

Prof. Michael JHM Jacobs, MD, PhD, Dept. of Surgery University Hospital Maastricht; Professor and Chief of Surgery, Chairman of the department; Director of Cardiovascular Center, Maastricht University Medical Center, NL.; Professor and Chief of Vascular Surgery University Hospital Aachen; Germany

Special Interest Lunchtime Sessions

Session sponsor



The Harkness Fellowship

Friday, 15 April, 13:15-13:45
Room 6, Level 1
#qfcwf

The Harkness Fellowships in Health Care Policy and Practice provide a unique opportunity for promising mid-career professionals – from Australia, Canada, France, Germany, the Netherlands, New Zealand, Norway, and the U.K. – to spend 12 months in the United States working with leading U.S. experts to study innovative healthcare delivery system reforms and critical issues on the health policy agenda in both the U.S. and their home countries. Each

fellowship provides up to U.S. \$130,000 plus family supplement of approximately \$60,000.

Please join Robin Osborn, Vice President and Director of the Harkness Fellowships, and Harkness alumni to learn more about the Harkness Fellowship experience, who should apply, and the impact of the Fellowship on Fellows' career paths.

Robin Osborn, Vice President and Director, Harkness Fellowships



Postgraduate Diploma 2016 Intake

The MPH is a broadly based graduate training programme designed to prepare physicians, dentists, nurses, other health professionals, medical and health researchers and policy analysts to identify and analyze contemporary health and healthcare issues in Hong Kong, China and the Asia Pacific.

Application Deadline:
30 Apr 2016

Learn more:
<http://mph.sph.hku.hk>



Public

Public Health Practice

Epidemiology and Biostatistics

Infectious Diseases

Health Economics, Policy and Management


**MPH and PDipPH
CME/CPD Points awarded**

Internationally recognised qualification

Enquiry

 (+852) 3917 9140

 <http://mph.sph.hku.hk>

 5/F William MW Mong Block,
Faculty of Medicine Building,
21 Sassoon Road, Pokfulam,
Hong Kong

 (+852) 2855 9528

 mphsph@hku.hk

Get your improvements heard

We support individuals and organisations to undertake Quality Improvement projects and **get published** in our PubMed indexed journal

Visit us at stand 1 to get our
10 top tips for running a quality
improvement programme

**Already
completed
a project?**
Fastrack for quick
publication



Our workbooks guide you through a project

Collaborate with other
users and expert
mentors

Exclusive access to
BMJ Learning
resources and tools

Get published in the BMJ
Quality Improvement
Reports journal

Get involved! quality.bmj.com

For a demo or to set up a free trial for your organisation contact consortiasales@bmj.com

BMJ Quality



BMJ Integrated Healthcare

Applications invited for Editor – BMJ Integrated Healthcare

It will cover issues around integrated, multidisciplinary and patient-centred approaches to healthcare through topics such as prevention, management, education, cost-effectiveness and safety.

The journal will be truly multidisciplinary and appeal to allied healthcare professionals, nurses, pharmacists and doctors. There will be a strong focus on co-design and delivery of healthcare with patients; the editorial team will have a significant patient representation.

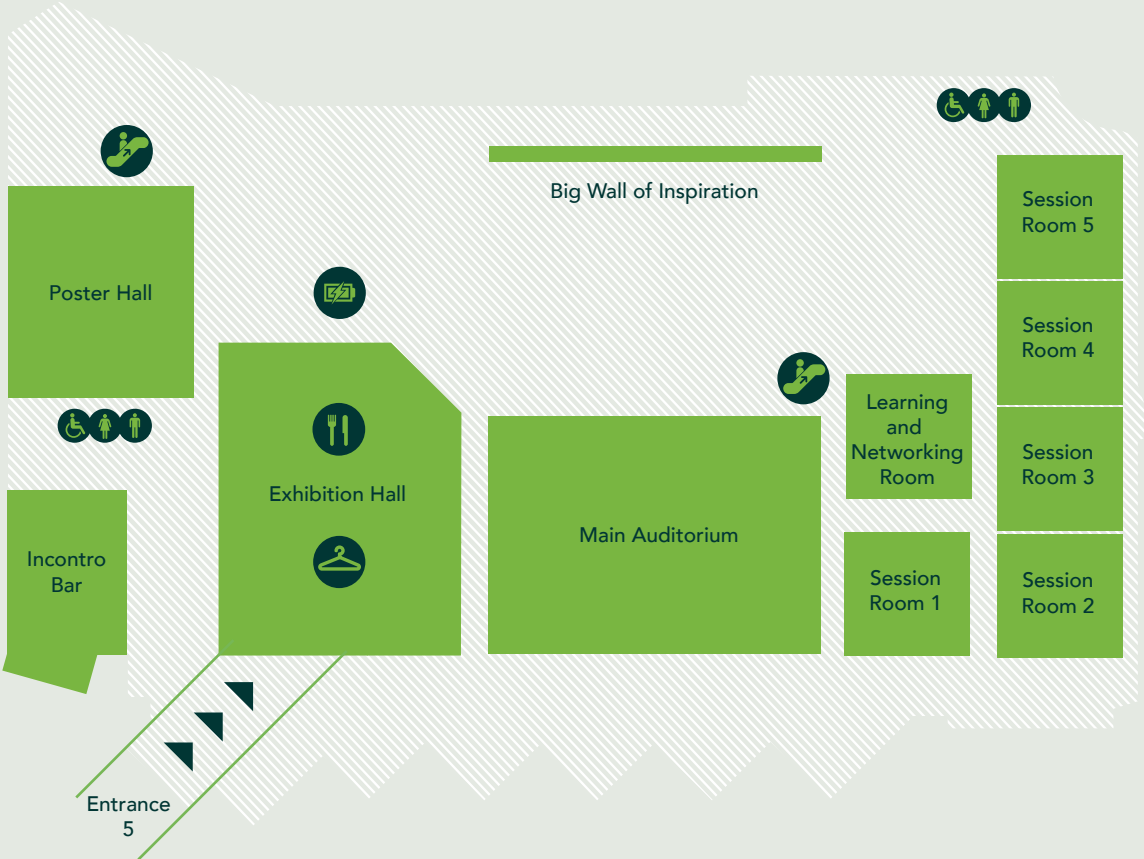
Further details of the post can be discussed with Mark Stuart,
BMJ Clinical Lead for Pharmacy, Nursing and Allied Health mstuart@bmj.com

Floor Plan

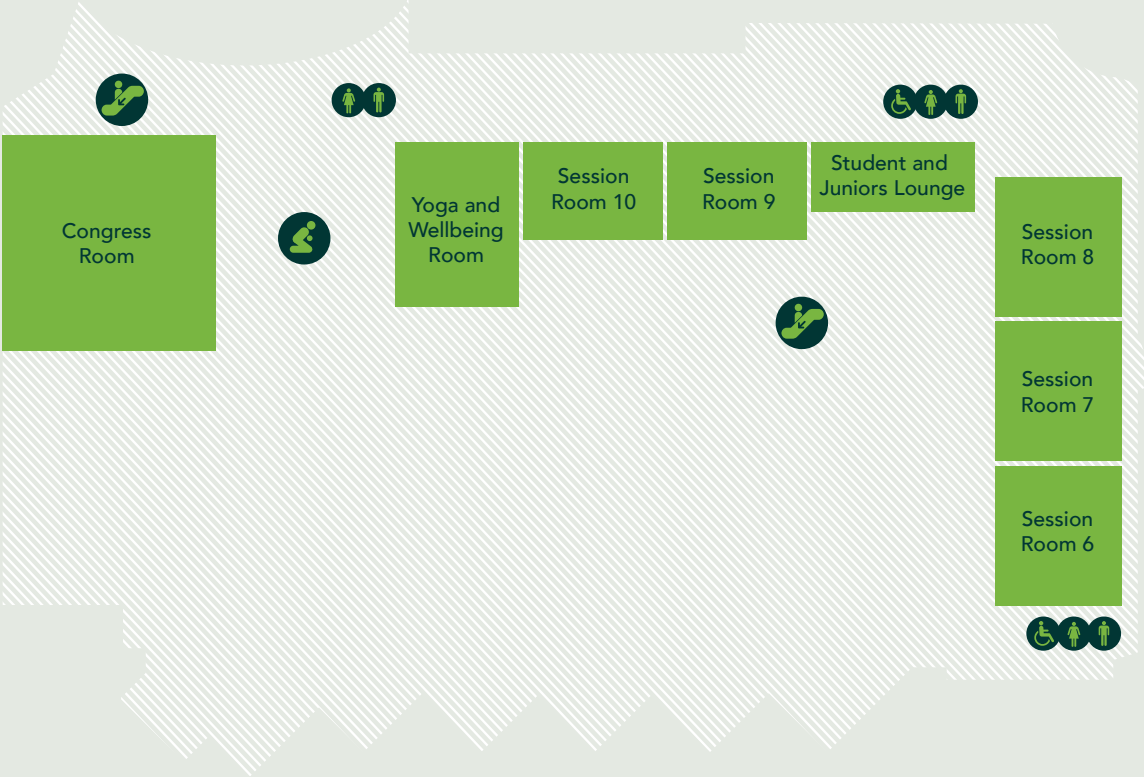
 | Cloakroom  | Charging Station

 | Catering  | Toilets  | Escalator  | Prayer Room

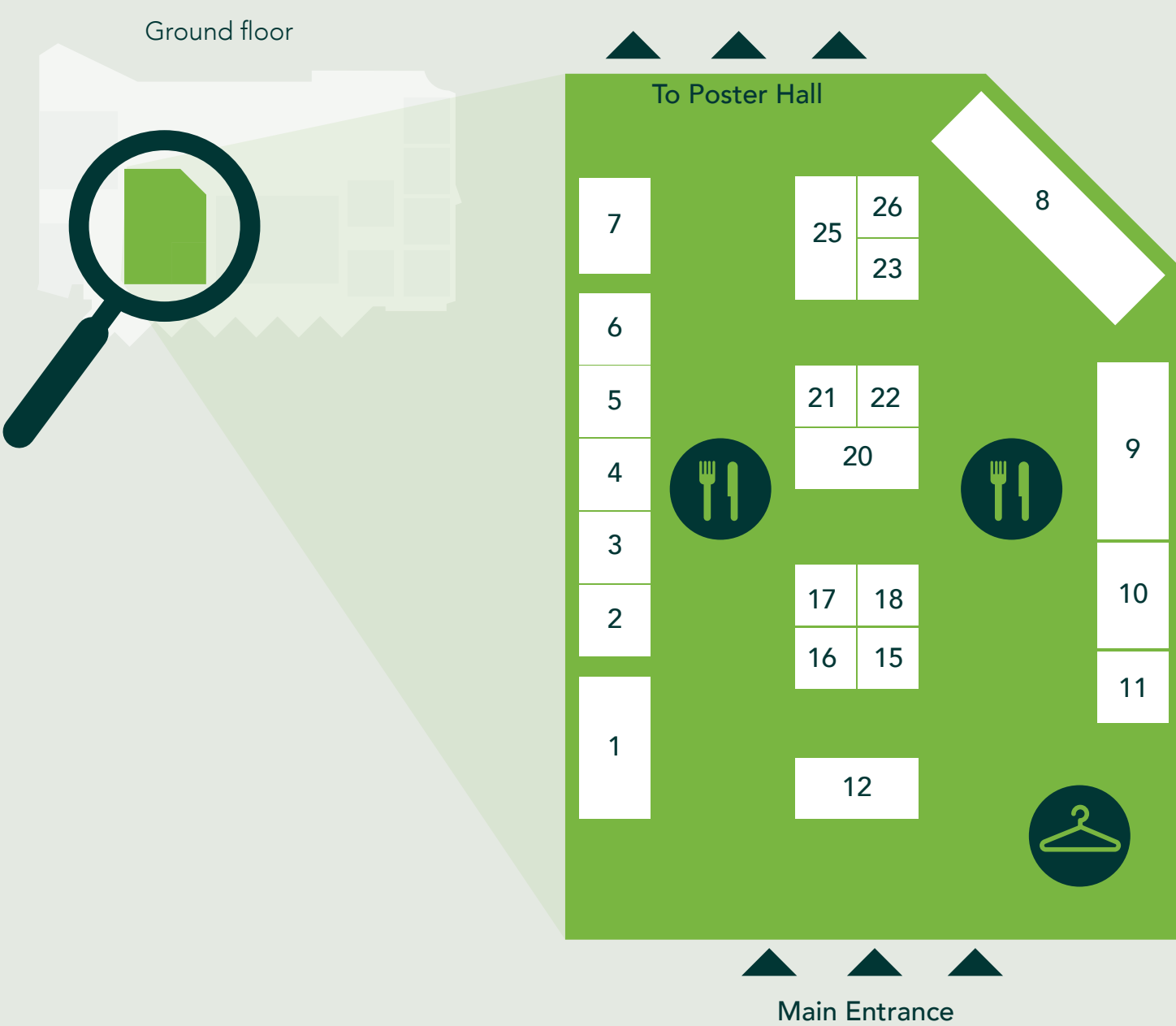
Ground floor



Level 1



Exhibition Hall



Exhibitors (by stand number)

- 1. BMJ
- 2. RCNi
- 3. NHS Improvement
- 4. Joint Commission International (JCI)
- 5. Outcome Engenuity
- 6. Virginia Mason Institute
- 7. Hotboard by Ward-Hendry
- 8. The Swedish Way
- 9. NHSScotland
- 10. Institute for Healthcare Improvement (IHI)
- 11. Exhibition Enquiries

- 12. The Health Foundation
- 15. DataFlow Group
- 16. GPCC - CENTRE FOR PERSON-CENTRED CARE
- 17. Royal College of Physicians (RCP)
- 18. Patientrack
- 20. DNV GL
- 21. NHS Wales
- 22. International Forum
- 23. Mayo Clinic/ Mayo Medical Laboratories
- 25. Medtronic
- 26. Bräcke diakoni

Exhibitors

Organisers



BMJ

Stand #1

BMJ advances healthcare worldwide by sharing knowledge and expertise to improve experiences, outcomes and value. Along with our world renowned flagship title, The BMJ, we also offer nearly fifty specialty journals and a world-leading collection of digital professional development resources. Our unique digital tools help healthcare professionals support their decisions, interpret clinical data and improve the quality of healthcare delivery.

W: bmj.com

E: support@bmj.com

T: +44 (0)20 7387 4410

TW: @BMJ_company, @BMJQuality, @BMJ_Qual_Saf



Institute for Healthcare Improvement (IHI)

Stand #10

Institute for Healthcare Improvement (IHI) is a leading innovator in health and health care improvement worldwide. An independent not-for-profit organization, IHI partners with visionaries, leaders, and front-line practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. Recognized as an innovator, convener, trustworthy partner, and driver of results, IHI is the first place to turn for expertise, help, and encouragement for anyone, anywhere who wants to change health and health care profoundly for the better.

W: ihi.org

E: info@ihi.org

T: 001 (617) 301-4800

TW: @TheIHI



Bräcke diakoni

Stand #26

Bräcke diakoni is one of Sweden's largest not-for-profit providers of health care and social services. In our primary care clinics, caring homes for disabled and elderly, rehabilitation centres, social work units and support teams and housing for refugees, we serve thousands of people on their way to better health and well-being.

W: www.brackediakoni.se

E: info@brackediakoni.se



DataFlow Group

Stand #15

The DataFlow Group is a leading global provider of specialised Primary Source Verification (PSV) solutions, and background screening and immigration compliance services. The DataFlow Group partners with clients across the public and private sectors to assist them in mitigating potential risk by exposing fraudulent Education Degrees, Employment Certificates, Practice Licenses, Work Permits and Passports.

W: dataflowgroup.com

E: sales@dataflowgroup.com

TW: @dataflowgroup



DNV GL

Stand #20

DNV GL is a world-leading accreditation and certification body that helps businesses assure the performance of their organizations, products, people, facilities, and supply chains. In the healthcare sector, we support over 2400 healthcare providers worldwide to apply systems thinking to address their risks and ensure that the care they provide is quality focused and person centred. We do this through healthcare accreditation, managing infection risk certification as well as other management system certifications and training.

W: www.dnvgl.com/care

E: business.assurance@dnvgl.com

TW: @DNVGL

Gold Sponsor

INTEGRATED HEALTH SOLUTIONSSM



Medtronic

Stand #25

As a global leader in medical technology, services and solutions, Medtronic improves the lives and health of millions of people each year.

We use our deep clinical, therapeutic and economic expertise to address the complex challenges faced by healthcare systems today.

Let's take healthcare Further, Together. Learn more at Medtronic.com

W: medtronic.com

TW: @Medtronic



The Health Foundation

Stand #12

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.

W: health.org.uk

E: info@health.org.uk

TW: @HealthFdn



UNIVERSITY OF GOTHENBURG

GPCC CENTRE FOR PERSON-CENTRED CARE

Stand #16

GPCC is a multidisciplinary research centre, performing interventional and explorative studies on personcentred care in a wide variety of health care settings. Effects show significantly improved quality health care with increased patient satisfaction and reduced costs. In addition we take our findings and apply them to implementation, innovation and educational courses & workshops in healthcare settings.

W: gpcc.gu.se

E: administrator.gpcc@gu.se

T: +46-31-7866929

TW: @TDJeanette



Hotboard by Ward-Hendry

Stand #7

Improving patient safety and the delivery of reliable care is deservedly high on the agenda for patients, nurses and decision makers. Hotboard by Ward-Hendry has a long standing reputation in the healthcare sector. Our Hotboards innovative and practical design allows staff members to update any information quickly and easily.

W: www.hotboard.co.uk

E: hotboard@ward-hendry.com

T: +44 (0)12 9581 4444

TW: @thehotboardHC



International Forum on Quality and Safety in Healthcare

Stand #22

Now in its 21st year the International Forum on Quality and Safety in Healthcare is one of the world's largest gatherings of 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. The International Forum takes place twice a year, in April and in September in various locations.

W: internationalforum.bmj.com

E: events@bmj.com

TW: @QualityForum



Joint Commission International (JCI)

Stand #4

Joint Commission International (JCI) works to continuously improve the safety and quality of patient care by providing accreditation and certification, consultation, education and publications. JCI has worked with health care organizations and local governments in over 100 countries.

W: jointcommissioninternational.org

E: info@jointcommissioninternational.org

T: +1 630-268-7400

@JCI_GoldSeal



Mayo Clinic/Mayo Medical Laboratories

Stand #23

Mayo Medical Laboratories is a global reference laboratory operating within Mayo Clinic's Department of Laboratory Medicine and Pathology.

Mayo Medical Laboratories has supported community-based laboratory medicine for more than 40 years, providing both complex testing and pathology consultation to more than 4,000 hospital, clinics and laboratories in the United States and around the world.

W: mayomedicallaboratories.com

E: mmlglobal@mayo.edu

@mayocliniclabs



NHS Improvement

Stand #3

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer support to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for an organisation that brings together Monitor, NHS TDA, Patient Safety team, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

W: www.improvement.nhs.uk

E: nhsi.comms@nhs.net

@NHSImprovement



Patienttrack

Stand #18

Patienttrack - An award winning system

- Vital signs capture, charts, early warning scores, alerting & escalation
- Assessments including Sepsis, VTE, Dementia, Diabetes and many more
- Handover
- Task management
- Team communication
- AKI
- Ward to board information

Patienttrack - Meeting the safety and quality ambitions of the digital healthcare agenda

W: patienttrack.com

E: dkennedy@patienttrack.com

@Patienttrack



RCNi

Stand #2

RCNi provides support to health professionals throughout their career with a range of products including RCNi.com and our range of journals, including Nursing Standard, the UK's leading nursing weekly.

At the exhibition we will be launching RCNi Learning, our new, interactive, online learning resource. Visit our stand to find out more.

W: www.rcni.com

E: customerservice@rcni.com

@rcni



The Royal College of Physicians (RCP)

Stand #17

The Royal College of Physicians (RCP) plays a leading role in the delivery of high-quality patient care by setting standards of medical practice and promoting clinical excellence. It provides physicians in over 30 medical specialities with education, training and support throughout their careers. As an independent charity representing more than 29,000 fellows and members worldwide, it advises and works with government, patients, allied healthcare professionals and the public to improve health and healthcare.

W: www.rcplondon.ac.uk

E: CEEU@RCPlondon.ac.uk

T: +44 (0) 203 075 1649

@RCPLondon



NHSScotland

Stand #9

NHSScotland has set out its aim to be a recognised world leader in the quality of healthcare services it delivers to the people of Scotland. Launched by the Scottish Government in May 2010, the Healthcare Quality Strategy for Scotland sets the overall approach for achieving this aim and is centred around realising three Quality Ambitions for PersonCentred, Safe and Effective healthcare. Find out how NHSScotland, with Healthcare Improvement Scotland and NHS Education for Scotland, are taking forward priority areas for action to achieve Scotland's quality aim by visiting Stand 9 in the exhibition area.

W: scotland.gov.uk/Topics/Health
www.healthcareimprovementscotland.org
nes.scot.nhs.uk

@scotgovhealth
@online_his
@NHS_Education



NHS Wales

Stand #21

1000 Lives Improvement is the national improvement service for NHS Wales delivered by Public Health Wales. Our Improving Quality Together methodology and programme areas including co-production are supporting NHS Wales to improve healthcare outcomes for and with patients, and to deliver the highest quality and safest healthcare for the people of Wales. Every health board and trust in Wales, together with Universities, voluntary organisations, charities and public sector organisations are involved in our work.

W: www.1000livesplus.wales.nhs.uk

E: 1000LivesImprovement@wales.nhs.uk

T: +44 (0) 29 2082 7653

@1000LivesPlus



Outcome Engenuity

Stand #5

Outcome Engenuity helps high-consequence industries improve safety and produce better outcomes. We equip our clients to increase HRO performance, build strategic operating systems, create a workplace culture of justice and employee accountability. We offer successful tools, training and support to help you fulfill your goals in safety, outcomes, and performance.

W: www.justculture.org

E: dvanrycke@outcome-eng.com

@JustCultureOrg



Swedish National Quality Registries

Stand #8

A system of about 100 National Quality Registries provide the Swedish health care system with a unique opportunity to follow the results and quality within all healthcare. It contains individualized data concerning patient problems, medical interventions, and outcomes after treatment. The aim is to make all parts of Quality Registries open and transparent, to spurs a learning process between care units.

Meet a Swedish Quality Registry in our stand and talk about how care professionals, researchers and patients together can improve healthcare.

Meet us at stand 'The Swedish Way', stand #8.

W: www.kvalitetsregister.se

@kvalitetsregist



The Swedish Way

Stand #8

The Swedish Way – improving care nationwide in a decentralized system. Sweden's internationally renowned health care system reflects a long history of public funding together with a strong tradition of self-government at a local level. National initiative must therefore build on consensus and close cooperation between SALAR, Swedish Association of Local Authorities and Regions, and local county councils. Visit us on our stand and talk about how we tackle especially challenging areas including care of elderly patients, cancer care, psychiatry, patient safety, national eHealth and care of the chronically ill.

Meet us at stand 'The Swedish Way', stand #8.

W: www.skl.se/theswedishway

E: info@skl.se



Virginia Mason Institute

Stand #6

Virginia Mason Institute provides coaching and education to organizations in order to transform health care worldwide. Using the philosophy that is fundamental to Virginia Mason's successes, the institute's approach is not to solve one-off problems, but to guide health care leaders in culture change using lean methods that empower organizations.

W: virginiamasoninstitute.org

E: info@virginiamason.org

T: 00-1-206-341-1600

@VM_Institute

Strategic Advisory Board

We would like to thank our Strategic Advisory Board for their knowledge, commitment and dedication in bringing this International Forum to you.



Mark Stuart
Forum Director, BMJ, UK



Göran Henriks
Chairman of the Forum's
Strategic Advisory Board &
Chief Executive of Learning &
Innovation, Jönköping County
Council, Sweden



Ashley McKimm
Head of Innovation and Improvement,
BMJ, UK



Anette Nilsson
Development Strategist Region
Jönköping County, Sweden



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



Fiona Moss
Dean, Royal Society of Medicine, UK



Helen Bevan
Chief Transformation Officer, NHS
Horizons team, NHS Improving
Quality, UK



Ian Leistikow
MD PhD, Senior Inspector, Dutch
Healthcare Inspectorate, The
Netherlands



Jason Leitch
National Clinical Director,
Healthcare Quality and Strategy,
Scottish Government, UK



Jo-Inge Myhre
Head of Department, Department of
Patient Safety and Quality, Akershus
University Hospital, Norway



Joanne Healy
Senior Vice President, Institute for
Healthcare Improvement, USA



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



Mats Bojestig
CMO, Health Care Department,
Jönköping County Council, Sweden



Pedro Delgado
Executive Director, Institute for
Healthcare Improvement, USA

Abstract Reviewers

We would like to thank our colleagues for their time spent reviewing poster and improvement science and research abstract submissions.

Ad De Gooijer

Ada Van den Bos-Boon

Ademir Peteate

Adrian Clarke

Aidan Fowler

Aled Jones

Alex Twigg

Alison Howitt

Amir Ghaferi

Amy Grove

Andrew Carson-Stevens

Andrew Longmate

Angela Williams

Ankush Bansal

Anne Kilgallen

Annemie Vlayen

Anupam Khungar Pathni

Asiya Yunus

Audrey Lyndon

Ayako Okuyama

Ayrton Goddard

Berkin Hack

Beth Shaw

Beverley McClelland

Bilal Wahid

Branislava Jovanovic

Brant Oliver

Bridie Kent

Christin Henein

Claire Lemer

Corona Freitag

Cule Cucic

Cynthia van der Starre

Daisy Goodman

Daljit Hothi

Darshan Patel

Deborah Ward

Diana Dowdle

Diana Hamilton-Fairley

Dominic Madell

Dominique Allwood

Donna Buxton

Duncan Neuhauser

Ehsan Saima

Elizabeth Manis

Elizabeth Pryor

Elizabeth Smith

Elizabeth Van Rensen

Emma Donaldson

Emma Vaux

Erica De Loos

Ernest Asiedu

Etsuko Nakagami-Yamaguchi

Gail Nielsen

Gareth Parry

Geneviève Digby

Geoffrey Lamb

Hannah O'malley

Hannah Zhu

Helen Baxter

Helen Crisp

Helen Haskell

Helen Smits

Hester Lingsma

Huw Williams

Iain Moppett

Iain Yardley

Irene Chiwele

Jaap van Barneveld

James Naessens

Jane Runnacles

Jenni Falconer

Jens Winther Jensen

Johan Thor

John Dean

John Krueger

Joke Vermeeren

Jonny Taitz

Joris Arends

Jos Latour

Josephine Agyeman-Duah

Karen Cosby

Kate Shaw

Katherine Jones

Khurram Khan

Kieran McIntyre

Kieran Walsh

Kim Wiseman

Kristina Wolff

Laura Botwinick

Laura Jackson

Linda Olson

Louise Davies

Lucy Goulding

Lucy Pereira-Argenziano

Lynne Armstrong

Lynne Maher

Malcolm Daniel

Manuel Velez Diaz-Pallares

Mareeni Raymond

Marianne Lisby

Mark Stuart

Michael Buist

Michael Money Penny

Michelle Barclay

Mike Davidge

Monique Davies

Nada Shibl

Nana Twum-Danso

Nancy Spector

Nicholas Leydon

Nicholas Moore

Nicola Power

Olavo Fernandes

Øyvind Andresen Bjertnaes

Patricia van den Bernt

Paul Sullivan

Perla Marang

Peter Dodek

Peter Hibbert

Peter Thomson

Piera Poletti

Polly Pascoe

Rahul Kashyap

Ralph K.L. So

Raymond Lenrick

Rebecca Dyar

Rebecca Rosenberg

Sarah Puntoni

Saskia Gischler

Savithiri Ratnapalan

Shaun Leamon

Sheila Douthwright

Sheila Feit

Sherril Gelmon

Sherry Espin

Simon Morgan

Sofi Fristedt

Stephen Lawless

Susan Fairlie

Susan Went

Sylvia Sax

Tina Sar yeddine

Trevor Jamieson

Tricia Woodhead

Ugochi Nwulu

Ulrica von Thiele Schwarz

William Andrews

William Calvert

Yogini Jani

Working In Partnership with Patients

The International Forum on Quality and Safety in Healthcare has a number of initiatives in place to ensure that the patient voice is heard before, during and after the conference. We want to ensure that we uphold our theme of ‘In Partnership With Patients’.

Outline of Initiatives

- Our Strategic Advisory Board has been integral in putting the Gothenburg programme together. In 2015, Margaret Murphy joined this group as our patient representative. Margaret has years of experience as a patient advocate and a steering committee member for the World Health Organization (WHO) World Alliance for Patient Safety.
- The ‘Person and Family-Centred Care’ stream is the largest it has ever been, comprising of over 25 sessions (around 25% of the overall content).
- The Gothenburg 2016 programme includes a number of patient speakers, including Thursday afternoon keynote speaker **Brian Boyle**. Some of these speakers are:
 - **Sara Riggare**, Patient and Doctoral Student at Karolinska Institutet in Sweden, joins a patient panel session entitled ‘How do I build my support system?’ on Friday, 15 April.
 - **Mark Doughty**, Co-founder of Centre for Patient Leadership in England, co-presents ‘Patients as educators of executives’. The session takes place on Friday, 15 April.
 - **Gordon Johnston**, Director of VOX (Voices of Experience), co-presents ‘Quality and Safety Improvement in Mental Health - Patient and Professional Partnerships’ on Tuesday, 12 April, and ‘Around the world in mental health QI’ on Friday, 15 April. Gordon will also be on the judging panel at ‘The Forum Q-Factor Live’ taking place on Friday too.
- Swedish speakers on the programme have been invited to bring a patient speaker to their session, free of charge, to contribute their perspective on the issues that are being discussed.
- Every speaker that submits a proposal is asked for a declaration stating how patients were included in the work that will be discussed. These declarations were all considered as part of the session selection by our Strategic Advisory Board.
- We have asked all of our local partner experience day organisers to co-design their events with patients and where possible to include patients on their excursions and visits.
- Groups that attend the conference and bring over 20 delegates are encouraged to bring a patient with them, free of charge, to contribute to the group discussions and reflections.



In Memoriam

Johan Calltorp, MD, PhD, devoted his career to studying and improving the Swedish health care system. Over the years, he worked as a researcher and a teacher at a variety of Swedish institutions. Johan vigorously promoted the idea that knowledge improves the potential to make better decisions within care delivery.

Johan Calltorp did not consider research an end in itself. For him, it was a contribution to society and a means to improve people’s health.

Many young colleagues and researchers testify of Johan being a constant source of inspiration and curiosity. His legacy lives on through 4 currently-funded Johan Calltorp Fellows, doing comparative analyses to identify opportunities for improvement and innovation in Swedish care delivery services.

International Forum on Quality and Safety in Healthcare

26-28 September 2016 | Singapore
Suntec Singapore Convention and Exhibition Centre

BMJ and IHI are pleased to announce International Forum Singapore 2016, our second event in the APAC region. At last year’s successful launch in Hong Kong, 1250 colleagues from over 40 countries learned and explored key issues in quality and improving healthcare.

This event is developed in close partnership with key regional partners with a full programme which includes Keynote speakers, Singapore Experience Days, Full day courses, special networking events and Poster displays.

If you have presented a Poster here in Gothenburg, your Poster is automatically approved for presentation in Singapore.

For more information, visit:
internationalforumasia.bmj.com/gothenburg-posters

Remember to visit Stand 22 for the chance to win a free delegate place in Singapore on us!
internationalforumasia.bmj.com



Supported by Partner Organisations:





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

Join us next April in
London for 3 days of
ideas, innovation and
inspiration.

26-28 April 2017
ExCel London

 Institute for
Healthcare
Improvement

 **BMJ**