

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

26-28 April 2017
ExCel London

Event Guide

Igniting Collective Excellence



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

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Hello Welcome to the International Forum

On behalf of the Programme Advisory Committee, the Institute for Healthcare Improvement and BMJ, we wish you a very warm welcome to International Forum London 2017. 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 will reflect on the solutions for the challenges we face in the future.

Igniting Collective Excellence

This is the theme of our time together in London. We will focus on how the power of collaboration can inspire all parties, including patients, families, new healthcare professionals and improvement leaders to deliver top quality, person-centred care in a sustainable framework.

It is in partnership with relatives and patients that we define new systems of care built around the patient's perspective, using concepts such as resilience, reliability and wholeness. 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.

The conference is a festival of ideas and a celebration of transformative initiatives in healthcare.

We would like to personally thank everyone involved, including reviewers, speakers, poster presenters, facilitators, sponsors and partners for their knowledge, commitment and dedication in bringing this International Forum to you.

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

We also look forward to welcoming you later this year to International Forum Kuala Lumpur 2017 (24-26 August) and to the International Forum in Amsterdam next year (2-4 May 2018).



Lord Ara Darzi
Co-chair of the London 2017 Programme Advisory Committee
Professor of Surgery, Institute of Cancer Research, Imperial College, London; England



Jason Leitch
Co-chair of the London 2017 Programme Advisory Committee
National Clinical Director, The Scottish Government; Scotland



Helen Bevan
Co-chair of the London 2017 Programme Advisory Committee
Chief Transformation Officer, Horizons team, NHS England; England

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Practical Information



Welcome Reception
Please join us at the International Forum welcome reception.

Thursday 27 April, 17:30-18:30 in the Exhibition Hall.

The Welcome Reception will be followed by The Night Forum, taking place in three venues, all walking distance from ExCel London. For further details, see **page 26-27**.



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



Registration enquiries is located in the Exhibition Hall, Level 0. If you have brought your pre-printed badge with you, you do not need to go to the registration desk on arrival.

Registration will be open during the following times:

- **Wednesday 26 April 08:00-09:00** Pre-day attendees only
- **Wednesday 26 April 13:45-18:00** Attendees of Student & Junior Healthcare Professionals Orientation
- **Wednesday 26 April 16:00-18:00** All International Forum attendees
- **Thursday 27 April 07:30-19:00** All International Forum attendees
- **Friday 28 April 07:30-17:00** 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 is available in all areas. Please select network **ExCeL_London**. On the landing page you'll be directed to, enter username **forum2017** and password **forum2017**.



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 Exhibition Hall, Level 0, during registration, refreshments and lunch on the two main event days, Thursday 27 - Friday 28 April.

In addition there are daily Poster Sessions on the two 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 will be emailed to you two weeks after the event. All attendees will receive a general certificate of attendance.



Accreditation The International Forum in London has been approved for a total of 24 CPD credits by the Royal College of Physicians (RCP) in England (Event code: 109885).

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



Handouts/Presentations

Handouts and presentations made available by speakers can be found on internationalforum.bmj.com/handouts-london-2017 and also in the International Forum App.



Accommodation Agency contact details

If you have booked your accommodation through The Turner Agency (TTA) and need any assistance they can be contacted directly on accommodation@ttaevents.com or call 01233 822 078 between 09:00 and 17:00.



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.

Similarly to previous years, all the presentations on the main stage will be streamed live via Livestream.

Access the live stream on livestream.com/IFQSH/London2017.

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 (<https://www.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. Use 'My Profile' to add as little or as much information about yourself as you wish.

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. Please make sure to save your notes as you go to avoid losing any.

Surveys

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

How to get the app



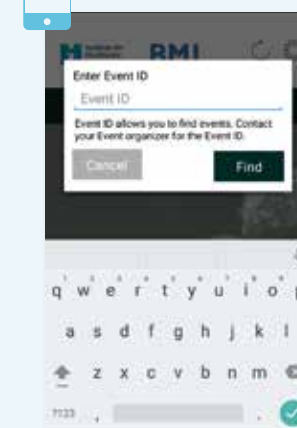
Wifi Access Wifi is available in all areas.

Please select network enter username **forum2017** and password **forum2017** when prompted.



Download app

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



Find event

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



Log in

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

Username:
your email address
Password:
forum2017

London 2017 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

Population and Public Health

Safety

Person and Family-Centred Care

NEW

Breakfast sessions

Make the most out of every day you spend at the International Forum by joining some of the wide range of new breakfast sessions on Thursday 27 April. Taking place before the first keynote of the conference, these include 25-minute rapid fire style updates on exciting quality improvement projects to get you energised before the keynote address.

The Night Forum

New for this year, The Night Forum is a must-attend and fun networking event taking place across three venues on Thursday 27 April. The Night Forum begins with the International Forum Welcome Reception from 17:30 in the Exhibition Hall. We hope to see you all there. **See page 26-27.**

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 again one of our biggest streams this year, with patient speakers and patient representatives continuing to challenge our thinking to keep patients at the core of our mission. Patients can connect with each other on Twitter using **#qfpatients**.

London Experience Days

Our popular Experience Days take place at local healthcare sites as part of our Wednesday programme. They give a detailed and inside view of the best quality and safety initiatives in the UK healthcare system. A visit to the Marriott International Hotel will also give a perspective on achieving excellence in customer care from outside healthcare. **See page 12.**

7th Annual International Improvement Science and Research Symposium

Our seventh 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 13.**

Learning and Networking

Visit the Networking Zone, our dedicated space for networking and shared learning, to meet colleagues and reflect on the programme sessions. **See page 25.**

Special Interest sessions

A number of special interest breakfast sessions will run before the first keynote on Friday 28 April. Get a practical view of how to tackle challenges and progress in local settings. **See page 32-34.**

Poster sessions and videos

Join our interactive, facilitated poster 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 and view them in our new poster theatre in the Exhibition Hall. **See page 28-29.**

Friday morning opening

East London NHS Foundation Trust (ELFT) Quality Improvement works with arts partners who help them develop creativity and joy at work. Your Friday morning warm-up (before the first keynote of the day) involves ELFT staff and service users, Paul Griffiths (Creative Leadership Department at the Guildhall School of Music & Drama) and the amazing London 2012 Olympic Pandemonium Drummers.

Coming soon

BMJ Open Quality

An Open Access journal for healthcare improvement work

BMJ Open Quality will provide resources for quality improvement projects and publish research, QI projects, healthcare improvement initiatives and educational improvement work.



BMJ

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submit your paper
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Keynote Speakers

Keynote 1

International Quality and Safety - where are we now and where are we going to?

Thursday 27 April, 09:15-10:30



Donald M. Berwick MD, MPP

President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services; USA

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.

Recognized as a leading authority on health care quality and improvement, Dr. Berwick has received numerous awards for his contributions. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England in recognition of his work with the British National Health Service.

Dr. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School, and he's an elected member of the American Philosophical Society.



Lord Ara Darzi

Professor of Surgery, Institute of Cancer Research, Imperial College, London; England

Lord Darzi holds the Paul Hamlyn Chair of Surgery at Imperial College London, the Royal Marsden Hospital and the Institute of Cancer Research. He is Director of the Institute of Global Health Innovation at Imperial College London and an Honorary Consultant Surgeon at Imperial College Hospital NHS Trust.

Leading research aimed at achieving best surgical practice through innovation in surgery and enhancing patient safety and the quality of healthcare, Professor Darzi has published over 950 peer-reviewed papers. In recognition of his achievements in the research and development of surgical technologies, Professor Darzi has been elected as an Honorary Fellow of the Royal Academy of Engineering, a Fellow of the Academy of Medical Sciences and a Fellow of the Royal Society.

In 2002 he was knighted for services to medicine and surgery and in 2007 was introduced to the House of Lords as Professor the Lord Darzi of Denham. He has been a member of the Privy Council since June 2009 and awarded the Order of Merit in January 2016.

Keynote 2

Patient Innovators

Thursday 27 April, 16:15-17:15



Sara Riggare

PhD student, Karolinska Institutet and Selfcare Expert; Sweden

Sara Riggare is a "digital patient" who wants to give people coming after her the map she didn't have. She uses what she has learnt from managing her Parkinson's disease for over 30 years in her doctoral studies at the Health Informatics Centre at Karolinska Institutet in Stockholm, Sweden, where she researches models and methods for digital selfcare in chronic disease, self-tracking, patient engagement/participation/empowerment and patient innovation.

Sara had her first symptoms of Parkinson's disease in her early teens and advocates for patients' right to access to their own medical data. She is a highly appreciated speaker, both in Sweden and internationally and has a blog called: "Not patient but im-patient" (www.riggare.se). Sara is an advisor to the Swedish Medical Products Agency, advisor to the Swedish government's coordinator for Life Science, and Medtech Magazine named her the most influential person in Swedish medtech in 2015.



Tim Omer

Diabetes Advocate and Hacker; England

Tim worked in the IT industry specialising in the implementation of business systems and processes that empower staff with the right technology. As a type 1 diabetic for over 22 years, Tim has been passionate about using his diabetes technology and data to help him manage his condition. Working with the #WeAreNotWaiting movement of 'Citizen Health Hackers', who are producing Open Source solutions and hacking existing medical devices to their needs, he is also producing a mobile-based Artificial Panaceas System and prompting discussions about this patient-led movement at talks and conferences.



Yogesh Jain

Public Health Physician and Pediatrician, Jan Swasthya Sahyog (People's Health Support Group), Chhattisgarh; India

Yogesh Jain, a public health physician, has an MD in Paediatrics from the All India Institute of Medical Sciences, New Delhi, where he has also served as a faculty member. He has founded in 1999 and continues to run a community health programme, Jan Swasthya Sahyog (People's health Support group), in rural Bilaspur, Central India, alongside like-minded health professionals. Over 3000 people from the most marginalised villages, home to indigenous people, access these services for their major health care needs.

Yogesh has been involved in addressing the technical, operational, economic and political issues that determine the health care for the rural poor through clinical care, careful documentation, observational research studies, developing appropriate health related technology, training, and lobbying - all based on the continual learning from this community health programme. Yogesh has been mostly addressing issues of access, cost and quality in health care, whether it is developing a blueprint for Universal health care in India, or addressing specific control programmes for tuberculosis, malaria, leprosy, chronic diseases that include the NCDs, childhood infections and technical aspects of women's health.

Observing health and illnesses through the lens of hunger and extreme poverty, he believes in the continued role of the state as the primary provider of social services and also that unbridled privatization is not the way forward in the unequal world in which we live. Yogesh shares his experiences at provincial, national and international forums in his mission to highlight the burden and causes of illnesses among the poorest in the world.

Facilitators



Margaret Murphy

External Lead Advisor, WHO Patients for Patient Safety Programme



Anya de Jongh

Self Management Coach and Patient Leader

Facilitator



Cristin Lind

Patient & Family Leader/Patient Partnership Facilitator, QRC Stockholm; Sweden

Keynote Speakers

Keynote 3 Three curves and seven stories

Friday 28 April, 09:15-10:30



Derek Feeley
President and CEO, Institute for Healthcare Improvement; USA

Derek Feeley, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President from 2013 to 2015, during which time he had executive-level responsibility for driving IHI's strategy in five focus areas: Improvement Capability; Person- and Family-Centered Care; Patient Safety; Quality, Cost, and Value; and the Triple Aim.

Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In that role he was the principal advisor to the Scottish Government on health and health care policy and on public service improvement. He also provided leadership to NHS Scotland's 140,000 staff in their delivery of high-quality health and health care. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.



Jason Leitch
National Clinical Director, The Scottish Government; Scotland

Jason Leitch is the National Clinical Director of the Quality Unit in The Scottish Government Health and Social Care Directorate. Jason is an Honorary Professor at the University of Dundee. He was a 2005-06 Quality Improvement Fellow at the Institute for Healthcare Improvement, in Boston, sponsored by The Health Foundation.

Keynote 4 The Sky is not the Limit: Inspiration in Success

Friday 28 April, 16:15-17:00



Chris Hadfield
Former Military Test-Pilot, Astronaut

Chris Hadfield is a former military test pilot-turned-astronaut. He was the first Canadian to command the International Space Station (ISS). He became famous for his use of social media whilst aboard the ISS, sending back videos and images from the mission, including posting his performance of David Bowie's Space Oddity on YouTube.

Joining the Royal Canadian Air Cadets as a teenager, Chris started flying at 15 before leaving the family farm to join the armed forces. He flew fighters for the Canadian Air Force and flight-tested the latest generation of planes, including advanced prototypes, as well as researching and studying aeronautics and aviation systems.

Selected by the Canadian Space Agency, Chris served as a NASA astronaut for 21 years. He crewed the Space Shuttle to dock with and build the Russian space station, Mir. He led communications with astronauts from Mission Control on 25 Space Shuttle missions and went on to be NASA's Director in Russia. On his second space mission he performed two spacewalks, during which he was blinded by contamination.

On Chris' third spaceflight, this time as pilot of the Russian Soyuz, he took command of the ISS. His crew set records for scientific work completed, as well as doing an emergency spacewalk to fix a serious external ammonia leak. He also actively engaged with the public back on Earth via social media; his images of the planet, updates on life on the ISS, and videos became a phenomenon. Along with 1.5 million Twitter followers he became a YouTube star with performances of Jewel in the Night, the first original song ever recorded in space and released on Christmas Eve 2012, and David Bowie's Space Oddity which has received over 30 million views.

After a 35-year military and civilian career, Chris retired from service after he returned to Earth. He has received multiple national and academic honours from Canada and around the world. His best-selling book An Astronaut's Guide to Life on Earth reviewed his life and career and the useful lessons learned in leadership, teamwork and achievement. He also published a best-selling book of Earth images called You Are Here, and a children's book, The Darkest Dark.

2018–19 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 5, 2017:
Australia and New Zealand

November 13, 2017:
Canada, France, Germany, the Netherlands, Norway, and the U.K.

VISIT
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.

List of Speakers Wednesday | 26 April

- M1** **Eugene Nelson**, Professor of Community & Family Medicine and of The Dartmouth Institute, Director, Population Health Measurement Program, TDI and Director, Population Health and Measurement, DHMC; USA
- Josephine Ocloo**, Improvement science fellow, Centre for Implementation Science at King's College
- Julie Reed**, Deputy Director and Academic Lead, The National Institute for Healthcare Research CLAHRC (Collaboration for Leadership in Applied Health Research and Care) for Northwest London; England
- Kaveh Shojania**, Professor and Vice Chair, Quality & Innovation, Department of Medicine, Director, University of Toronto Centre for Quality Improvement and Patient Safety and Editor-in-chief, BMJ Quality & Safety
- Lloyd Provost**, Improvement Advisor, Associates in Process Improvement Senior researcher and implementation expert, Erasmus MC University Medical Center, Rotterdam; The Netherlands
- Mary Dixon-Woods**, RAND Professor of Health Services Research, Cambridge Centre for Health Services Research; England
- Nick Barber**, Improvement Consultant
- Abstract presenters**
- Jay Shaw**, Scientist, Institute for Health System Solutions and Virtual Care, Women's College Research Institute
- Jenna P. Breckenridge**, Research Fellow, University of Edinburgh
- Natalie Armstrong**, Associate Professor in Social Science Applied to Health, SAPHIRE Group, Department of Health Sciences, University of Leicester
- Tim Colbourn**, Ph.D., Lecturer in Global Health Epidemiology and Evaluation, UCL Institute for Global Health
- Tom Woodcock**, Programme Lead for Public Health and Information Intelligence Health Foundation Improvement Science Fellow NIHR CLAHRC for Northwest London
- Interactive session presenters**
- Alan Poots**, Principal Information Analyst; NIHR CLAHRC NWL Imperial College London
- Bill Lucas**, Professor of Learning, Director of the Centre for Real-World Learning at the University of Winchester
- Emma Jones**, Doctoral research Fellow (Health Foundation), The University of Leicester
- Erwin Ista**, Senior researcher and implementation expert, Erasmus MC University Medical Center, Rotterdam, The Netherlands
- Grazia Antonacci**, Research Associate, National Institute of Health Research (NIHR) Collaboration for Leadership for Applied Health Research and Care (CLAHRC) Northwest London, Imperial College, London and Imperial College Business School, London
- Madalina Toma**, Research Fellow, Scottish Improvement Science Collaborating Centre (SISCC), School of Nursing and Health Sciences, University of Dundee, UK
- Laura Lennox**, Associate lead for Improvement Science and Quality Improvement, NIHR CLAHRC North West London
- Naomi Fulop**, Professor of Health Care Organisation and Management, Department of Applied Health Research, UCL
- Peter Lachman**, CEO, ISQua
- Sara Goldhaber-Fiebert**, Clinical Associate Professor, Department of Anesthesiology, Perioperative and Pain Medicine, Stanford University School of Medicine
- Sophie Spitters**, PhD student, CLAHRC Northwest London, Imperial College London
- Tim Stephens**, Quality Improvement Specialist & Nurse Researcher
- M2** **Frank Federico**, Vice President, Institute for Healthcare Improvement; USA
- Anthony Staines**, Patient Safety Program Director, Hospital Federation of Vaud; Switzerland
- M3** **Fiona Moss**, Dean, Royal Society of Medicine; England
- Trish Groves**, Director of academic outreach, BMJ, Editor-in-chief, BMJ Open and Honorary deputy editor, The BMJ; England
- Fiona Godlee**, Editor in chief, The BMJ; England
- M4** **Aidan Fowler**, Director of NHS Quality Improvement and Patient Safety; Director of 1000 Lives Improvement Service
- Frank Atherton**, Chief Medical Officer, Welsh Government
- Mark Bellis**, Director of Policy, Research and International Development for Public Health Wales
- Peter Donnelly**, Interim Postgraduate Dean, Wales Deanery
- M5** **Gary Kaplan**, CEO and Chairman, Virginia Mason Medical Center; USA
- Jack Silversin**, Founding Partner, Amicus, Inc.; USA

- M6** **Jonathon Tomlinson**, NHS family physician, teacher and thought leader
- Alies Maybee**, Canadian independent patient advisor and peer researcher
- David Gilbert**, NHS patient director, poet, patient leader and mental health service user
- Carolyn Canfield**, Canadian independent citizen-patient and University of British Columbia honorary lecturer
- M7** **Adam Sewell-Jones**, Executive Director of Improvement, NHS Improvement
- Frances Healey**, Deputy Director, Patient Safety (Insight), NHS Improvement
- Frances Wood**, Head of Patient Safety, Review and Response, NHS Improvement
- Michael West**, Head of Thought Leadership, The King's Fund
- Phil Duncan**, Head of Programmes, Patient Safety, NHS Improvement
- Sue Burgin**, Development Advisor, NHS Improvement
- Suzie Bailey**, Director of Leadership and Quality Improvement, NHS Improvement



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Plenary speakers:

Ashish Jha - Director of the Harvard Global Health Institute

Brendan McCormack - Head of the Division of Nursing; Head of the Graduate School; Associate Director, Centre for Person-centred Practice Research, Queen Margaret University, Edinburgh. Honorary Nurse Consultant (Gerontology), NHS Fife

Dominique Allwood - Senior Improvement Fellow, the Health Foundation

Geraldine Strathdee - Strategic Mental Health Adviser, NHS Improvement and Clinical Leader of the National Mental Health Intelligence Network at Public Health England

Helen Bevan - Chief Transformation Officer, Horizons Group, NHS England

Jishnu Das - Lead Economist in the Development Research Group, World Bank

John Gaffney - Medical Director, Save the Children International

Jorge Hermida - Director, University Research Corporation's programs in Latin America

Penny Pereira - Deputy Director of Improvement, the Health Foundation

Robert Wears - Department of Emergency Medicine, University of Florida Health Science Center Jacksonville

Sidney Wong - Medical Director, Médecins Sans Frontières

Cliff Hughes - President of ISQua

8:00	R1: Learning from community organizing – involving patients and citizens in improving healthcare Room 7 Level 3 #qfr1		R2: The Wee Wheel and Sepsis Box: large scale change at low cost Room 14 Level 3 #qfr2		R3: Improving Patient Safety in Latin American ICUs: The Goodbye Bacteremias Collaborative Room 1 Level 3 #qfr3		R4: Developing tomorrow's quality and safety champions from today's junior doctors and managers through collaboration, exposure and understanding Room 12 Level 3 #qfr4		R5: A practical tool to balance individual and organizational learning from medication errors and support second victims Room 4 Level 3 #qfr5					
8:30	R6: Curious Leadership: the improvement explorers kit bag Room 4 Level 3 #qfr6		R7: Gender is critical to improving quality of care Room 17 Level 3 #qfr7		R8: Improving Medicines Safety at Transfers of Care: A Quality Improvement Programme Room 13 Level 3 #qfr8		R9: Curling in Leadership versus Alignment Leadership Room 12 Level 3 #qfr9		R10: eHealth and appropriate care Room 14 Level 3 #qfr10		R11: Patient involvement is everyone's responsibility – but how? The Q initiative as an example at scale Room 7 Level 3 #qfr11		R12: Working with parents to improve safety Room 1 Level 3 #qfr12	
9:00														
9:30	<div><div></div><div>K1: Keynote 1: International Quality and Safety - where are we now and where are we going to? Donald M. Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; USA Lord Ara Darzi, Professor of Surgery at Institute of Cancer Research, Imperial College, London; England Facilitators: Margaret Murphy, External Lead Advisor, WHO Patients for Patient Safety Programme Anya de longh, Self Management Coach and Patient Leader ICC Auditorium Level 0 #qfk1</div></div>													
10:00														
10:30														
MORNING BREAK														
11:00	A1: Transferring Innovations Internationally to Address Intractable Problems Room 7 Level 3 #qfa1		A2: Improving care for children and women in the warm heart of Africa Room 1 Level 3 #qfa2		A3: Patients as partners Room 12 Level 3 #qfa3		A4: Creating situational awareness with CRM-principles Room 14 Level 3 #qfa4		A5: Community-level improvement teams address people-centered care in Uganda, Tanzania and Botswana Room 13 Level 3 #qfa5		A6: The patient-centred health care home as an enabler to improving transitions of care Room 4 Level 3 #qfa6		A7: "QI is a journey not a destination" – How leaders navigate the way ICC Auditorium Level 0 #qfa7	
11:30														
12:00														
12:30			<div>Student & Junior Healthcare Professionals Lunch & Networking Session</div>											
LUNCH BREAK														
13:00			<div>Student and Juniors Lounge Level 0 #IHIOpenSchool #quality2017</div>											
13:30	B1: Hearing the patient voice Room 7 Level 3 #qfb1		B2: What is the value of quality? Room 12 Level 3 #qfb2		B3: Restoring joy in work and preventing burnout: an IHI framework for joy ICC Auditorium Level 0 #qfb3		B4: Tackling complex safety issues in mental health Room 1 Level 3 #qfb4		B5: What we've learned from cost-effectiveness studies of improvement interventions Room 4 Level 3 #qfb5		B6: Culture matters Room 14 Level 3 #qfb6		B7: Frontiers of Improvement Science Room 13 Level 3 #qfb7	
14:00														
14:30														
AFTERNOON BREAK														
15:00	C1: 12 years of empowering patients, improving lives, feeling fabulous! #Empowerlution Room 4 Level 3 #qfc1		C2: Whole system approach: a cost effective way to allow patients to self-manage Room 12 Level 3 #qfc2		C3: The future of medication safety in the operating room Room 14 Level 3 #qfc3		C4: Can They Trust Us? Room 7 Level 3 #qfc4		C5: Building capacity and capability: the really BIG challenge! ICC Auditorium Level 0 #qfc5		C6: Developing the next Generation of healthcare leaders in Africa and around the globe Room 1 Level 3 #qfc6		C7: Using Root Cause Analysis findings to establish Special or Common Cause Variation Room 13 Level 3 #qfc7	
15:30														
16:00														
16:30	<div><div></div><div>K2: Keynote 2: Patient innovators Sara Riggare, PhD student, Karolinska Institutet and Selfcare Expert; Sweden Tim Omer, Diabetes Advocate and Hacker; England Yogesh Jain, Public Health Physician and Pediatrician, Jan Swasthya Sahyog (People's Health Support Group), Chhattisgarh; India Facilitator: Cristin Lind, Patient & Family Leader/Patient Partnership Facilitator, QRC Stockholm; Sweden ICC Auditorium Level 0 #qfk2</div></div>													
17:00														
17:30														
<div><div>The Night Forum 17:30 - 23:00 Three venues will simultaneously host informal and fun presentations and activities. Join as many as you wish. See detailed programme on page 26-27. #qfnightforum</div></div>														



List of Speakers Thursday | 27 April

- R1** **Bob Klaber**, Associate Medical Director (Quality Improvement) & Consultant Paediatrician Imperial College Healthcare NHS Trust; England
- R2** **Chris Hancock**, Senior Service Improvement and Development Manager, 1000 Lives Improvement Service, Public Health Wales
- R3** **Pedro Delgado**, Head of Europe and Latin America, Institute for Healthcare Improvement; USA
- R4** **Chris Meadows**, Consultant in Critical Care Medicine, Guy's & St Thomas' NHS Foundation Trust
Joanna Ward, Deputy General Manager, Cardiovascular Services, Guy's and St Thomas' NHS Foundation Trust; England
- R5** **Anita Jayadev**, Respiratory SpR, The Royal Free Hospital; England
Aparna Hoskote, Consultant in Cardiac Intensive Care, Great Ormond Street Hospital for Children NHS Foundation Trust
Lora Espancho, Cardiac Intensive Care Unit, Great Ormond Street Hospital for Children NHS Trust
- R6** **Emma Thomas**, Service Improvement Manager, 1000 Lives Improvement, Public Health Wales
- R7** **Taroub Faramand**, President and Founder, WI-HER, LLC; USA
- R8** **Jane Macdonald**, Director of Nursing and Improvement, Greater Manchester Academic Health Science Network (GM ASHN); England
- R9** **Annette Blok-Olesen**, Infection Control Nurse, Aalborg University Hospital; Denmark
Susanne Sørensen, Head of Department, Facility Services, Aalborg University Hospital, Denmark
- R10** **Hans Ossebaard**, eHealth Advisor, National Health Care Institute; The Netherlands
- R11** **Dominique Allwood**, Senior Improvement Fellow & Consultant in Public Health Medicine, The Health Foundation; England
Sibylle Erdmann, Patient and carer representative & Chair of the London Neonatal Parent Advisory Board; England
- R12** **Peter Lachman**, CEO, ISQua
- K1** **Donald M. Berwick**, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services; USA
Lord Ara Darzi, Professor of Surgery at Institute of Cancer Research, Imperial College, London; England
Margaret Murphy, External Lead Advisor, WHO Patients for Patient Safety Programme
Anya De longh, Self Management Coach and Patient Leader

- A1** **Don Goldmann**, Chief Medical and Scientific Officer, Institute for Healthcare Improvement; USA
Kimberlydawn Wisdom, Senior Vice President of Community Health & Equity and Chief Wellness & Diversity Officer and Chair, Gail and Lois Warden Endowment on Multicultural Health; USA
Tricia Woodhead, Associate Clinical Director for Patient Safety, West of England Academic Health Science Network; England
- A2** **Mercy Jere**, Program Manager for Facility Interventions, MaiKhanda Trust
Tiwonge Moyo, Chief of Party, the USAID ASSIST Project; Malawi
- A3** **Alison Cameron**, Patient Leader and Transformation Fellow, NHS England Horizons Group, Coventry, UK
Cristin Lind, Facilitator, Patient Leader and Patient-Professional Partnership Facilitator, Quality Register Centre, Stockholm County Council and Karolinska Institutet, Stockholm, Sweden
Helena Hvitfeldt Forsberg, Dept. of Learning, Informatics, Management and Ethics, Medical Management Centre, Karolinska Institutet, Stockholm, Sweden
- A4** **Cynthia van der Starre**, Pediatrician-neonatologist, Patient Safety Officer Erasmus MC Sophia, Rotterdam; The Netherlands
Ada van den Bos-Boon, Patient Safety Officer, Pediatric ICU, Erasmus MC Sophia, Rotterdam; The Netherlands
- A5** **Kesaobaka Dikgole**, Quality Improvement Advisor, USAID ASSIST, University Research Co., LLC; Botswana
Kim Ethier Stover, Senior Improvement Advisor, USAID ASSIST, University Research Co., LLC; USA
Mabel Namwabira, Senior Quality Improvement Advisor, USAID ASSIST, University Research Co., LLC, Uganda
Ram Shrestha, Senior Improvement Advisor, USAID ASSIST, University Research Co., LLC; USA
Stephen Hobokela, Senior Quality Improvement Advisor, USAID ASSIST, University Research Co., LLC; Tanzania
- A6** **Andrew Knight**, Chair, Nepean Blue Mountains Primary Health Network; Australia
Leanne Wells, CEO, Consumers Health Forum of Australia; Australia
Paresh Dawda, Adjunct Associate Professor and Medical Director, University of Canberra and Ochre Health; Australia
- A7** **Hugh McCaughey**, Chief Executive, South Eastern Health and Social Care Trust, Northern Ireland
Jocelyn Harpur, Clinical Specialist, Speech and Language Therapist, Adult Services South Eastern HSC Trust, Northern Ireland

- A8** **Anouk Vermeer**, Director, Catharina Hospital, Eindhoven
Frédéric Noel, Vice President, Integrated Health Solutions, Medtronic
- A9** **Bo Chapman**, Salmagundi films
Trystan Hawkins, Chelsea and Westminster Hospital NHS Foundation Trust
Carol Rogers, National Museums Liverpool
Dawn Carroll, National Museums Liverpool
- B1** **Carmel Crock**, Director Emergency Department, Royal Victorian Eye and Ear Hospital; Australia
Katrine Kragbak, Quality Consultant, Zealand University Hospital; Denmark
- B2** **Richard Hamblin**, Director, Health Quality Evaluation, Health Quality & Safety Commission; New Zealand
Lukas Dekker, Cardiologist, Catharina Heart Center, Eindhoven; The Netherlands
- B3** **Derek Feeley**, President and CEO, Institute for Healthcare Improvement; USA
Jessica Perlo, Network Director, IHI Open School; USA
Stephen Swensen, Medical Director, Leadership and Organization Development Mayo Clinic; USA
- B4** **Amar Shah**, Associate Medical Director for Quality improvement, East London NHS Foundation Trust; England
Andy Cruickshank, Associate Director of Nursing for Quality Improvement East London NHS Foundation Trust; England
James Innes, Associate Director of Quality Improvement, East London Foundation Trust; England
Michael Holland, Deputy Medical Director and Chief Clinical Information Officer at South London and Maudsley NHS Foundation Trust; England
- B5** **Edward Broughton**, Director, Research and Evaluation, USAID-ASSIST Project, University Research Co, USA
- B6** **Angela Muriuki**, Head of Child Survival, Save the Children International, Nairobi; Kenya
Jessica Currier, Portland State University/Oregon Health & Science University School of Public Health; USA
- B7** **Julie Reed**, Deputy Director and Academic Lead, National Institute of Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Northwest London (NWL), Imperial College, Chelsea and Westminster Hospital, London, UK
Lloyd Provost, Improvement Advisor, Associates in Process Improvement Senior researcher and implementation expert, Erasmus MC University Medical Center, Rotterdam; The Netherlands

- B8** **Leighann Kimble**, Healthcare Improvement Fellow, USAID ASSIST Project, Quality & Performance Institute, University Research Co., LLC
M. Rashad Massoud, Director, USAID ASSIST Project
- B9** **Gavin Clayton**, Executive Director, 'Arts & Minds'
Jane Davis, Founder & Director, The Reader
- C1** **Amir Hannan**, General Practitioner, Haughton Thornley Medical Centres & Chairman of the World Health Innovation Summit; England
Ingrid Brindle, Chair, Haughton Thornley Patient Participation Group; England
- C2** **Phil O'Connell**, Chair and Global Lead, Simple UK
- C3** **Ronald Litman**, Medical Director, Institute for Safe Medication Practices, Pediatric Anesthesiologist, The Children's Hospital of Philadelphia, Professor of Anesthesiology and Pediatrics, Perelman School of Medicine at the University of Pennsylvania; USA
- C4** **Robert Winston**, Professor of Science and Society and Emeritus Professor of Fertility Studies at Imperial College London
- C5** **Amar Shah**, Associate Medical Director, East London NHS Foundation Trust; England
Dave Williams, Executive Director and Improvement Advisor, Institute for Healthcare Improvement; USA
- C6** **Alero Ajayi**, Co-ordinator, Healthcare Leadership Academy; Nigeria
Carly Strang, Executive Director, Institute for Healthcare Improvement; USA
Hala Daggash, Executive Director, Healthcare Leadership Academy; Nigeria
Jessica Perlo, Network Director, IHI Open School; USA
- C7** **Carol Haraden**, Vice President, Institute for Healthcare Improvement (IHI)
Amelia Brooks, Director, Patient Safety & Europe, Institute for Healthcare (IHI)
- C8** **Kieran Walsh**, Clinical Director, BMJ Learning and BMJ Best Practice, BMJ
Nikki Curtis, Head of BMJ Learning, BMJ
- K2** **Sara Riggare**, PhD student, Karolinska Institutet and Selfcare Expert; Sweden
Tim Omer, Diabetes Advocate and Hacker; England
Yogesh Jain, Public Health Physician and Pediatrician, Jan Swasthya Sahyog (People's Health Support Group), Chhattisgarh, India
Cristin Lind, Patient & Family Leader/Patient Partnership Facilitator, QRC Stockholm; Sweden

8:30	BR1: Friends of IHI and Global Initiatives - What's new? Sponsored breakfast session - Institute for Healthcare Improvement Room 14 Level 3 🐦 #qfihi		BR2: General Practice Development Programme - Beyond measurement for improvement to the impact story Sponsored breakfast session - Sustainable Improvement (SI) team, NHS England Room 13 Level 3 🐦 #qfSiteam		BR3: "How to shape a social movement" in an hour Sponsored breakfast session - Horizons team, NHS England Room 7 Level 3 🐦 #qfhorizons		BR4: EY and Johns Hopkins University High Reliability Organising Programme - can it save lives? Sponsored breakfast session - EY Room 17 Level 3 🐦 #qfey																				
9:30	<div><div></div><div>K3: Keynote 3: Three curves and seven stories Derek Feeley, President and CEO, Institute for Healthcare Improvement; USA Jason Leitch, National Clinical Director, The Scottish Government; Scotland ICC Auditorium Level 0 🐦 #qfk3</div></div>																										
10:30	MORNING BREAK																										
11:00	D1: Improving the lives of patients through engagement Room 7 Level 3 🐦 #qfd1		D2: Health and service outcomes for older people - mobile emergency teams address needs Room 4 Level 3 🐦 #qfd2		D3: Why we must take burnout seriously if we want to improve the quality and safety of patient care Room 14 Level 3 🐦 #qfd3		D4: Primary care transformation: using diabetes as an example Room 13 Level 3 🐦 #qfd4		D5: Improving maternity care through engaging communities Room 17 Level 3 🐦 #qfd5				D6: Leading and supporting quality improvement. What can junior doctors do? Room 12 Level 3 🐦 #qfd6		D7: Right care at the right time: appropriate use of cesarean section Room 1 Level 3 🐦 #qfd7		D8: Living dangerously: Lessons from Sir Ranulph Fiennes' life at the edge ICC Auditorium Level 0 🐦 #qfd8		D9: Arts and Health collaborations to improve patient care London Suite 2 and 3 Level 0 🐦 #qfd9		D10: Poster Session - Safety Exhibition Hall (Poster Desk) Level 0 🐦 #qfposter						
12:30	<div><div>Student and Junior Health Care Professionals Lunchtime Cable Car Challenge</div><div>Meet at the Student and Juniors Lounge Level 0 🐦 #IHIOpenSchool #quality2017</div></div>																										
13:30	E1: Power to the people - who needs pills? Room 13 Level 3 🐦 #qfe1		E2: Passion, patients and performance – how obsession with the patients' experience delivers high quality care at lower cost Room 7 Level 3 🐦 #qfe2		E3: Patient-focused clinical care Room 4 Level 3 🐦 #qfe3		E4: Bridging the gap - reducing inequalities between physical and mental health care Room 14 Level 3 🐦 #qfe4		E5: Developing leaders through the lens of patient experience Room 12 Level 3 🐦 #qfe5				E6: Designing a system of safety ICC Auditorium Level 0 🐦 #qfe6		E7: From matrix to personalised care Room 1 Level 3 🐦 #qfe7		E8: Data, learning and improvement: two approaches to national leadership for system change in safety – the Development of the Patient Safety Incident Management (DPSIMS) project and Reducing the risk of Antimicrobial Resistance Room 17 Level 3 🐦 #qfe8		E9: Poster Session - Population and Public Health Exhibition Hall (Poster Desk) Level 0 🐦 #qfposter		E10: Poster Session - Improvement Science and Research Exhibition Hall (Poster Desk) Level 0 🐦 #qfposter						
14:30	AFTERNOON BREAK																										
15:00	F1: Perfectly designed. Building Capability and Leadership for a sustainable future ICC Auditorium Level 0 🐦 #qff1			F2: Experiential Learning in Quality Improvement (QI): Mr. Potato Head as the basis for a two day introductory QI curriculum Room 12 Level 3 🐦 #qff2			F3: 10,000 Voices: listening to, learning from, improving and influencing patient experience in Northern Ireland Room 4 Level 3 🐦 #qff3			F4: Environmental sustainability and healthcare sustainability: two sides of the same coin Room 13 Level 3 🐦 #qff4						F5: Can we really learn from the past? Room 14 Level 3 🐦 #qff5			F6: Where social movements meet co-design - participation in healthcare improvement Room 7 Level 3 🐦 #qff6			F7: An Effective Method for Providing Complex Care: Southcentral Foundation's Patient-Centered Approach Room 1 Level 3 🐦 #qff7			F8: PACK – Improving Primary Health Care to meet the Sustainability Development Goals Room 17 Level 3 🐦 #qff8		
16:30	<div><div></div><div>K4: Keynote 4: The Sky is not the limit: inspiration in success Chris Hadfield, Former Military Test-Pilot, Astronaut ICC Auditorium Level 0 🐦 #qfk4</div></div>																										
17:30																											

List of Speakers Friday | 28 April

- BR1** **Amelia Brooks**, Director, Patient Safety & Europe, Institute for Healthcare Improvement
- Pierre M. Barker**, MD, MBChB, Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement
- Yaël Gill**, Executive Director, Strategic Partners, Institute for Healthcare Improvement
- BR2** **Alison Tongue**, Programme Lead, Sustainable Improvement Team, NHS England
- Jo Willett**, Research and Evaluation Facilitator, Sustainable Improvement Team, NHS England
- BR3** **Helen Bevan**, Chief Transformation Officer, Horizons Team, NHS England
- Kathryn Perera**, Head of Transformation, Horizons Team, NHS England
- Sasha Karakusevic**, Project Director, Horizons Team, NHS England
- BR4** **Albert W. Wu**, Professor, Johns Hopkins Bloomberg School of Public Health
- Alex Lewis**, Director, EY
- Stan Silverman**, Director, EY
- K3** **Derek Feeley**, President and CEO, Institute for Healthcare Improvement; USA
- Jason Leitch**, National Clinical Director, The Scottish Government; Scotland
- D1** **Fenna Heyning**, Director, STZ; Netherlands
- Solrun Elvik**, Advisor, Norwegian Patient Safety Programme In Safe Hands 24-7
- Tove Hovland**, Municipal Director of Health and Care, Tønsberg Municipality
- D2** **Asangaedem Akpan**, Consultant Geriatrician, Aintree University Hospital NHS FT; England
- Robert Kristiansson**, Chief Medical Officer, Health and Habilitation, Uppsala County; Sweden
- D3** **Anthony Montgomery**, Associate Professor of Work and Organizational Psychology, University of Macedonia, Thessaloniki; Greece
- Efharis Panagopoulou**, Assistant Professor in Health Psychology, Aristotle Medical School of Thessaloniki; Greece
- Jocelyn Cornwell**, Chief Executive, Point of Care Foundation; England
- Kaisa Immonen-Charalambous**, Director of Policy, The European Patients' Forum (EPF)
- D4** **Emily Symington**, GP & Governing Body Member - Croydon CCG; England
- Robert Gabbay**, Chief Medical Officer, Joslin Diabetes Center, Harvard Medical School; USA

- D5** **Gill Phillips**, Creator of Whose Shoes?, Nutshell Communications; England
- Zeluwa Maikori**, Program Lead: Quality Initiatives, Health Strategy and Delivery Foundation; Nigeria
- D6** **Karthickkumar Selvakumar**, Foundation Year 1 Doctor, East Lancashire NHS Trust; England
- Kirstin McGregor**, Foundation Year 2 Doctor in General Practice, Weston Area Health Trust; England
- D7** **Ana Pilar Betran Lazaga**, Medical Officer, Department of Reproductive and Health Research, World Health Organization
- Pedro Delgado**, Head of Europe and Latin America, Institute for Healthcare Improvement; USA
- Rita Sanchez**, Patient Consultant, Hospitalsenheden Horsens; Denmark
- D8** **Sir Ranulph Fiennes**, 'World's Greatest Living Explorer'
- D9** **Douglas Hunter**, Co-Director, Equal Arts
- Sheila Grandison**, Art Therapist and Training & Development Lead for Arts Therapies, East London NHS Foundation Trust
- Suzy Willson**, Co-founder, Clod Ensemble
- Gail Babb**, Producer- Participation and Learning, Talawa
- E1** **Christine Roach**, Asst NHS Wales Self Care Programme Manager - 1000 Lives; Wales
- Tanya Strange**, Divisional Nurse, Primary Care and Networks, Aneurin Bevan University Health Board; Wales
- E2** **Charlotte Christine Hecht Lindegaard**, Patient Consultant
- Clare Rees**, Consultant Paediatric Surgeon, Great Ormond Street Hospital; England
- Neil Bacon**, CEO & Founder, iWantGreatCare; England
- Rene Buch Nielsen**, Special Consultant, Corporate Quality, Central Denmark Region; Denmark
- E3** **Neil Sinclair**, Consultant Paramedic Scottish Ambulance Service; Scotland
- Thorsten Langer**, MD, Medical Center University of Freiburg, Center for Pediatrics, Department for Neuropediatrics and Muscular Disorders; Germany

- E4** **Amar Shah**, Associate Medical Director for Quality Improvement, East London NHS Foundation Trust; England
- James Innes**, Associate Director of Quality Improvement, East London Foundation Trust
- Johnathan MacIennan**, Improvement Advisor & Programme Lead Scottish Patient Safety Programme-Mental Health, Healthcare Improvement Scotland; Scotland
- E5** **Alan Nobbs**, Senior Programme Lead, Programme Delivery & Frameworks, NHS Leadership Academy
- Carol Munt**, Patient Partner and Advocate, Honorary Lecturer & Doubleday Affiliate Manchester Medical School
- Chris Lake**, Head of Professional Development, NHS Leadership Academy; England
- Clare Price-Dowd**, Senior programme Lead, Evaluation and Patient Experience, NHS Leadership Academy; England
- E6** **Anthony Staines**, Patient Safety Program Director, Hospital Federation of Vaud; Switzerland
- Frank Federico**, Vice President, Institute for Healthcare Improvement; USA
- E7** **Göran Henriks**, Chair Emeritus, International Forum Programme Advisory Committee and Chief Executive of Learning and Innovation, Jönköping County Council; Sweden
- E8** **Elizabeth Beech**, Pharmacist, NHS Bath and North East Somerset CCG and National Project Lead Healthcare Acquired Infection and Antimicrobial Resistance, NHS Improvement
- Lucie Mussett**, Patient Safety Lead, the Development of the Patient Safety Incident Management System (DPSIMS), Patient Safety
- F1** **Joy Whitlock**, Quality and Safety Improvement Manager, Cardiff and Vale University Health Board; Wales
- Ruth Walker**, Executive Director of Nursing, Cardiff and Vale University Health Board; Wales

- F2** **Kim Sears**, Associate Director/Instructor, Masters of Healthcare Quality, Associate Professor, School of Nursing, Queen's University; Canada
- Rylan Egan**, Director, Office of Health Sciences Education, Associate Professor, School of Nursing, Instructor, Masters of Healthcare Quality, Queen's University; Canada
- F3** **Christine Armstrong**, Regional Lead , 10,000 Voices: South Eastern Health and Social Care Trust/Public Health Agency, Northern Ireland
- Linda Kelly**, Assistant Director of Safe and Effective Care, Northern Ireland
- F4** **Frances Mortimer**, Medical Director, Centre for Sustainable Healthcare; England
- Muir Gray**, Honorary Professor in Value Based Healthcare, Nuffield Department of Primary Care Health Sciences, University of Oxford; England
- F5** **Brian Robson**, Executive Clinical Director, Healthcare Improvement Scotland; Scotland
- Craig White**, Divisional Clinical Lead, Healthcare Quality and Strategy Directorate, Scottish Government; Scotland
- F6** **Helen Bevan**, Chief Transformation Officer, Horizons team, NHS England
- F7** **Katherine Gottlieb**, President/CEO, Southcentral Foundation
- F8** **Jorge Zepeda**, Director, Primary Health Care, Florianopolis Municipality; Brazil
- Lara Fairall**, Head of the Knowledge Translation Unit, University of Cape Town Lung Institute; South Africa
- Tracy Eastman**, Director PACK Global Development, Knowledge Translation Unit, University of Cape Town Lung Institute; South Africa
- K4** **Chris Hadfield**, Former Military Test-Pilot, Astronaut

Featured Sessions

We have an exciting schedule of speakers, sessions and activities planned, with our most popular sessions listed below. All sessions in the Main Auditorium will be streamed live via Livestream (livestream.com/IFQSH/London2017) and will be available there and on our YouTube channel (youtube.com/QualitySafetyForum) after the conference.

- A3

Patients as partners
When: Thursday 27 April, 11:00-12:15
Location: Room 12, Level 3
- A7

"QI is a journey not a destination" – How Leaders Navigate the Way
When: Thursday 27 April, 11:00-12:15
Location: ICC Auditorium, Level 0
- B1

Hearing the patient voice
When: Thursday 27 April, 13:15-14:30
Location: Room 7, Level 3
- B2

What is the value of quality?
When: Thursday 27 April, 13:15-14:30
Location: Room 12, Level 3
- B3

Restoring Joy in Work and Preventing Burnout: An IHI Framework for Joy
When: Thursday 27 April, 13:15-14:30
Location: ICC Auditorium, Level 0
- C4

Can They Trust Us?
When: Thursday 27 April, 15:00-16:00
Location: Room 7, Level 3
- C5

Building Capacity and Capability: The Really BIG Challenge!
When: Thursday 27 April, 15:00-16:00
Location: ICC Auditorium, Level 0
- D6

Leading and supporting quality improvement. What can junior doctors do?
When: Friday 28 April, 11:00-12:15
Location: Room 12, Level 3
- D8

Living dangerously: Lessons from Sir Ranulph Fiennes' life at the edge
When: Friday 28 April, 11:00-12:15
Location: ICC Auditorium, Level 0
- E2


Passion, patients and performance – how obsession with the patients' experience delivers high quality care at lower cost
When: Friday 28 April, 13:15-14:30
Location: Room 7, Level 3
- E5


Developing leaders through the lens of patient experience
When: Friday 28 April, 13:15-14:30
Location: Room 12, Level 3
- F1


Perfectly designed. Building Capability and Leadership for a sustainable future
When: Friday 28 April, 15:00-16:00
Location: ICC Auditorium, Level 0
- F6

Where social movements meet co-design - participation in healthcare improvement
When: Friday 28 April 15:00-16:00
Location: Room 7, Level 3

The Arts in Health Fringe is the result of a unique collaboration between East London NHS Foundation Trust (ELFT) Quality Improvement and London Arts in Health Forum (LAHF).

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Workshop 1
A9: Digital technology, creativity and health innovation
When: Thursday 11:00-12:15
Location: London Suite 2 and 3, Level 0 (limited places only)
- 

Workshop 2
B9: Creativity, social prescribing and health economics
When: Thursday 13:15-14:30
Location: London Suite 2 and 3, Level 0
- 

Workshop 3
D9: Arts & Health collaborations to improve patient care
When: Friday 11:00 - 12:15
Location: London Suite 2 and 3, Level 0

"Developing arts in health input into International Forum 2017 links to our respective organisations commitment to the arts as health outcome enablers across the lifespan."

Stephen Sandford ELFT Arts Therapies Lead & Damian Hebron LAHF Director
Quality Forum 2017 Arts Programme Curators - @ELFTArts @ELFT_QI @LAHFArtsHealth

Igniting collaboration

Networking opportunities

The theme of the International Forum this year is Igniting Collective Excellence, and we have lots of opportunities for you to meet our experts, catch up with your colleagues, meet new connections and begin collaborations.



Networking zone

Visit our networking zone in the Exhibition Hall to meet with colleagues, speakers and influential figures from the quality improvement movement.

Poster theatre

Check out some of our video posters in our brand new poster theatre, and make sure to speak to the authors about their work displayed in the poster area.

A message to my team...

Be sure to write up your postcards with key messages for your team back home and check out everyone else's ideas in the Exhibition Hall for further inspiration. Find your postcard on **page 43**.



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

Don't forget to leave your postcard with your message for your team on our Postcards board located in the Exhibition Hall on Level 0.



Our Welcome Reception

Please join us at the International Forum Welcome Reception on Thursday, 27 April, from 17:30 in the Exhibition Hall.

The Night Forum

Don't forget to join one of the three Forum Zones from 18:15. Switch between zones and join us for further drinks and networking from 21:00 at The Fox@ Excel. See pages 26-27.

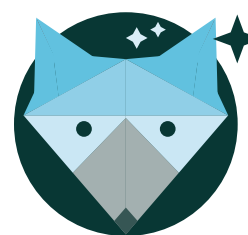
Stay connected with the International Forum and your fellow International Forum attendees!

Every session has a designated Twitter hashtag, listed in the daily programme pages (pages 12-21). 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 **#quality2017** when tweeting about the International Forum in general.



The Night Forum



Informal. Fun.
Networking
and Learning

Thursday 27 April | 17:30-23:00

This year we are delighted to present our new Night Forum, which contains great opportunities for further learning, networking and a chance to relax and have fun with your peers.

We have lined up a diverse programme for you, including informal presentations, country-hosted spaces, entertainment, movie screenings and much more.

The Night Forum begins with the Welcome Reception from 17:30 in the Exhibition Hall, followed by the activities in each zone.

There will be further networking in the Fox@ Excel from 21:00 - join us there!

 Colour coded guides will walk you to your chosen zone | 18:00 - 18:30

 #qfnightforum



The Night Forum Zones



Future innovations zone

The Crystal London

Royal Victoria Docks, Siemens Brothers Way, London E16 1GB

Held at The Crystal, a sustainable cities initiative, our Future Innovations zone will look at the technology of tomorrow and how it can be applied to healthcare. Activities will include an exciting interactive debate, access to 'The future of cities' exhibition and our Quality Improvement cinema.

Programme

18:30 - 21:00 (drop in)

Sustainable cities exhibition showcasing global trends and challenges, alongside existing technological solutions to build environmentally sustainable, liveable and prosperous cities. Guided tours available.

18:30 - 21:00 (drop in)

Quality Improvement Cinema featuring inspiring projects from innovative organisations

19:30 - 20:30

Interactive debate. A cast of well-known healthcare leaders will argue for and against a motion crowdsourced with the participants of the International Forum. Speakers include Helen Bevan, Joanne Watson, Jason Leitch, Don Goldmann and Christina Krause.

Directions from ExCel | 20 min walk

Guided walk leaves ExCel to The Fox and The Crystal between 18:00 - 18:30.

Alternatively, take DLR from Prince Regent to Royal Victoria (5 min walk from Royal Victoria).



Global connections zone

The Fox@ Excel

ExCel London, Warehouse K, ExCel Centre, 2 Western Gateway, London E16 1DR

The International Forum will welcome delegates from over 70 countries, and our international connections zone gives you a fun opportunity to meet new people, hear new ideas and test your knowledge of the quality improvement movement globally.

We will be hosting the "Great Forum Improvement Quiz" featuring rounds from some of the key countries represented on the programme, and there will be a prize for the winning team.

Programme

18:30 - 19:30

Registration for teams entering Great Forum Improvement Quiz (limited spaces available - teams must be 4 people minimum - 6 people maximum)

19:30 - 21:00

Great Forum Improvement Quiz

19:30 - 23:00 (drop in)

The Dutch Zone, looking forward to 2018 and in celebration of King's Day

21:00 - 23:00 (drop in)

Networking, music and comedy with Paul Kerensa

Directions from ExCel | 10 min walk

Guided walk leaves ExCel to The Fox and The Crystal between 18:00 - 18:30.



Humans in health zone

Capital Suite, ExCel London

Level 3

These interactive and thought provoking sessions will look at how we keep the person at the heart of healthcare, from patients to healthcare professionals. You will have a chance to debate this topic with our keynote speakers, hear talks about how the arts can make a difference to treatment and global health, and participate in an exciting improvisation workshop focused around patient interaction.

Programme

18:15 - 21:00 (drop in)

Humans of the NHS exhibition - an independent project operated and run by four final-year medical students which aims to show the public a more personal view of the people who work in the NHS

19:00 - 19:45

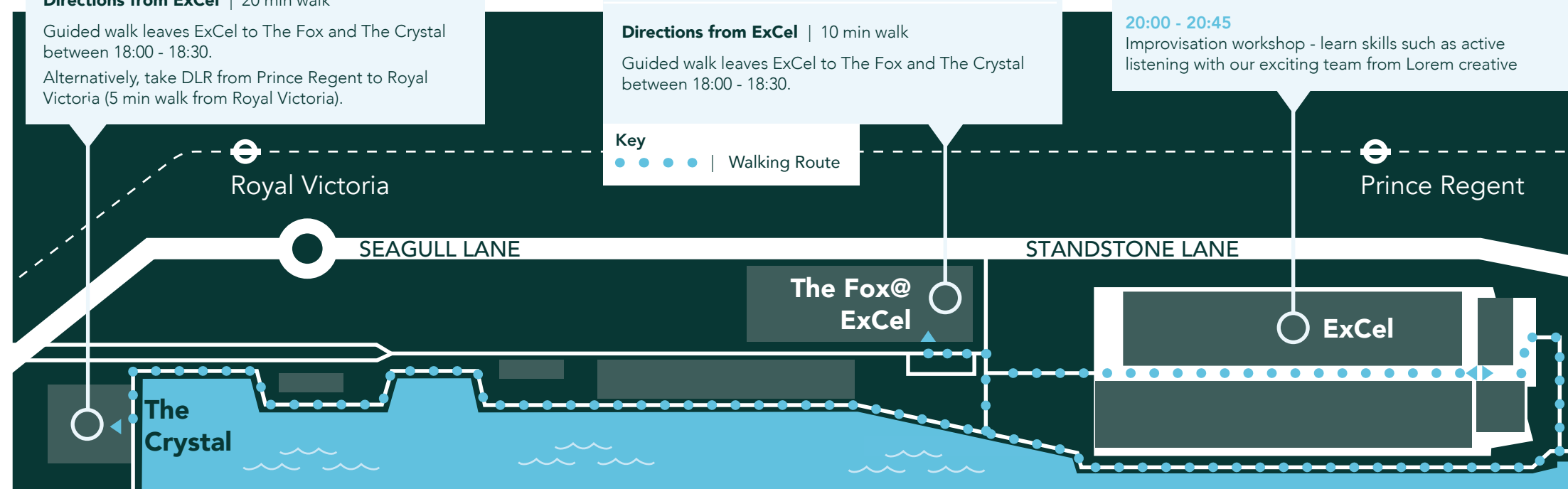
'The Quality Forum Show' - a patient led audience with some of our key speakers from the programme, including Donald M. Berwick, Fiona Godlee and Derek Feeley, chaired by Joe Fraser

20:00 - 20:45

Short talks and discussion around how arts and culture can make an impact on patient care from Arts in East London Foundation Trust and London Arts in Health Forum

20:00 - 20:45

Improvisation workshop - learn skills such as active listening with our exciting team from Lorem creative



Poster sessions

The poster displays are an integral part of the International Forum, providing an opportunity for teams to share and discuss their improvement strategies and achievements. We have organised a number of poster sessions - interactive, facilitated discussion groups, which explore some of the wide range of quality improvement work on display.

These sessions will involve a rapid-fire presentation by selected poster presenters in the poster area in the Exhibition Hall, with an opportunity for participants to engage with the presenters, ask their questions and share their experiences.



Thursday

B10: Poster Session

Themes covered in this session are:

Building Capability and Leadership

When: Thursday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0

B11: Poster Session

Themes covered in this session are:

Person and Family Centred Care

When: Thursday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0

C9: Poster Session

Themes covered in this session are:

Quality, Cost, Value

When: Thursday, 15:00-16:00
Exhibition Hall (Poster Desk)
Level 0

C10: Poster Session

Themes covered in this session are:

Works in Progress

When: Thursday, 15:00-16:00
Exhibition Hall (Poster Desk)
Level 0

Friday

D10: Poster Session

Themes covered in this session are:

Safety

When: Friday, 11:00-12:15
Exhibition Hall (Poster Desk)
Level 0

E9: Poster Session

Themes covered in this session are:

Population and Public Health

When: Friday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0

E10: Poster Session

Themes covered in this session are:

Improvement Science and Research

When: Friday, 13:15-14:30
Exhibition Hall (Poster Desk)
Level 0



We have over 750 posters showcasing improvement projects from around the world. We hope you will take the time to visit and meet the contributors.

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 spaces.hightail.com/uplink/BMJEvents.

By sending your video you are agreeing to it being used by the International Forum for promotional purposes including the International Forum YouTube site, 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. Join us in the Student and Juniors Lounge (London Suite 2 and 3, Level 0) for all sessions.

We look forward to seeing you there!



Wednesday 26 April

14:00-17:00

Student & Juniors Pre-Conference Program

Join Dr. Donald Berwick, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement, and members of the IHI Open School Chapter network for this interactive, interprofessional networking and learning session. This pre-conference program will provide a platform for healthcare students and juniors from all disciplines to come together to explore safety and quality issues in healthcare. This free program is intended for students, juniors, and faculty delegates who are registered to attend the two conference days on Thursday, 27 April and Friday, 28 April.



Thursday 27 April

12:15-13:15

Student & Junior Healthcare Professionals Lunch & Networking Session

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



Friday 28 April

12:15-13:15

Student & Junior Health Care Professionals Lunchtime Cable Car Challenge

Grab your lunch and meet at the Student and Juniors Lounge.

Is there any resemblance between health care and a cable car? And how can we as emerging leaders truly partner with patients? Prepare for an interactive lunch time session which will start with a 10 minute walk to the Emirates Air Line Cable Car, where you will be given an exclusive cable car cabin to undertake the challenge. Prior to the flight and during the walk to the station, some warm-up and icebreaker activities will be facilitated, to enable you to get to know each other and prepare for the challenge.

Don't forget to visit the IHI booth, Booth #21, to meet the IHI Open School team and learn more about the Open School Chapter Network and the Open School's growing catalog of asynchronous online courses that teach the foundations of improvement, safety, system design, and leadership.



#IHIOpenSchool
#quality2017



How can IHI help your organisation improve?

In-Person and Virtual Training

Improvement Advisor

Professional Development Programme

ihi.org/ImprovementCapability

- Begins 30 May 2017, London, UK

Improvement Coach

Professional Development Programme

ihi.org/ImprovementCapability

- Begins 30 May 2017, West Sussex, UK

The International Leadership Development Program for Physicians

ecpe.sph.harvard.edu/ILD

IHI in collaboration with the T.H. Chan Harvard School of Public Health

- 12 – 22 February 2018, Boston, MA

Open School

ihi.org/OpenSchool

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

Passport to IHI Training

ihi.org/Passport

Passport to IHI Training offers every member of your health care facility free or discounted enrollment in IHI trainings, special access to publications and events, and added support on your improvement journey.

Customised Services

ihi.org/Custom

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.

Visit IHI at booth #21

Sponsored Special Interest Sessions

Wednesday Sponsored Special Interest Sessions Come and hear about the best in UK healthcare

Session sponsor - NHS Wales



M4: NHS Wales: keeping patients at the heart of our national mission to improve healthcare outcomes and experiences

Wednesday, 26 April | 09:00-12:30
Location: Room 13, Level 3
#qfwales

This session is delivered by 1000 Lives Improvement, the Wales Deanery and supported by Welsh Government including the Chief Medical Officer.

We'll introduce you to the NHS Wales approach to improving patient care. Together, healthcare professionals, policy leaders and patients will share our integrated networks and programmes for:

- Improving health and reducing inequalities
- Offering a unique system for delivering quality improvement in medical and dental education
- Improving health and wellbeing for patients through co-production and self management
- Reducing harm and improving safety
- Developing clinical leaders for the future

This is an opportunity to network with improvement leaders and experts, and share ideas from individual healthcare systems.

Leave with a clear understanding of Wales' contribution to the quality improvement movement.

We are proud to be NHS Wales – join us on our journey.

Aidan Fowler, Director of NHS Quality Improvement and Patient Safety; Director of 1000 Lives Improvement Service

Frank Atherton, Chief Medical Officer, Welsh Government

Mark Bellis, Director of Policy, Research and International Development for Public Health Wales

Peter Donnelly, Interim Postgraduate Dean, Wales Deanery

Session sponsor - NHS Improvement



M7: Developing cultures to improve patient safety and quality improvement in the English NHS

Wednesday, 26 April | 13:30-17:00
Location: Room 4, Level 3
#qfimprovement

In this interactive session, NHS Improvement share how we are helping providers to deliver continuously improving, safe, high quality and compassionate care.

Changing demands on health services mean changing development needs for staff in NHS-funded services across England. Through our national framework for improvement and leadership development – Developing People – Improving Care – we will equip and encourage staff to deliver continuous improvement in local health and care systems and gain pride and joy from their work. You'll hear about:

- Our culture and leadership programme – supporting trusts to foster cultures of inclusive leadership
- The National Reporting and Learning System
- The National Maternal and Neonatal Health
- Safety Collaborative

In this session, participants will:

- Discover practical resources to help develop cultures that enable and sustain continuously improving, safe, high quality and compassionate care.
- Learn how to triage incidents with potential for national action, and decide how they should be best addressed.
- Learn about the national patient safety, and maternal and neonatal health safety programmes, and discuss common challenges and potential approaches.

Adam Sewell-Jones, Executive Director of Improvement, NHS Improvement

Frances Healey, Deputy Director, Patient Safety (Insight), NHS Improvement

Frances Wood, Head of Patient Safety, Review and Response, NHS Improvement

Michael West, Head of Thought Leadership, The King's Fund

Phil Duncan, Head of Programmes, Patient Safety, NHS Improvement

Sue Burgin, Development Advisor, NHS Improvement

Suzie Bailey, Director of Leadership and Quality Improvement, NHS Improvement

Thursday Sponsored Special Interest Sessions

Session sponsor - Medtronic

INTEGRATED HEALTH SOLUTIONSSM



Session moderated by



A8: Optimizing costs and outcomes in healthcare: from theory to real life, with insights from Catharina Hospital, Eindhoven

Thursday 27 April | 11:00-12:15
Room 17, Level 3
#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 on current status and initiatives to optimize costs and outcomes – with insights from Catharina Hospital in their journey towards Value Based Health Care.

Anouk Vermeer, Director, Catharina Hospital, Eindhoven

Frédéric Noel, Vice President, Integrated Health Solutions, Medtronic

Session sponsor - BMJ



C8: Healthcare professional education and quality improvement: achieving value at low cost

Thursday, 27 April | 15:00-16:00
Room 17, Level 3
#qfbmj

Healthcare professional education is expensive. So it is vital that any investment in healthcare education achieves maximum value in terms of quality improvement and that it does so at the lowest possible cost. In this session we will discuss the issue of cost and value in healthcare professional education. We will look at how to achieve maximum value from investments in e-learning and clinical decision support.

After this session you will:

- Understand the principles of measuring cost and value in healthcare professional education
- Know how to put these principles into practice to ensure maximum returns from investments in e-learning

Kieran Walsh, Clinical Director, BMJ Learning and BMJ Best Practice, BMJ

Nikki Curtis, Head of BMJ Learning, BMJ

Sponsored Special Interest Sessions

Friday Special Interest Breakfast Sessions

Session sponsor - Institute for Healthcare Improvement



BR1: Friends of IHI and Global Initiatives - What's New?

Friday, 28 April | 08:00-09:00
Location: Room 14, Level 3

#qfih

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

This session will be facilitated by:

Pierre M. Barker, MD, MBChB, Chief Global Partnerships and Programs Officer, Institute for Healthcare Improvement

Amelia Brooks, Director, Patient Safety & Europe, Institute for Healthcare Improvement

Yaël Gill, Executive Director, Strategic Partners, Institute for Healthcare Improvement

Session sponsor - NHS England – Horizons team



BR3: "How to shape a social movement" in an hour

Friday, 28 April | 08:00-09:00
Location: Room 7, Level 3

#qfhorizons

Explore the key themes of Helen's Bevan's session: "Where social movements meet co-design – participation in healthcare improvement" through an interactive workshop focused on practical ways to build effective social movements that turbo-charge transformation in your health and care environment. We will showcase practical examples of social movement practice, guide you through top-tips for getting started and trouble-shoot common challenges to developing a social movement approach.

Sasha Karakusevic, Project Director, Horizons Team, NHS England

Kathryn Perera, Head of Transformaton, Horizons Team, NHS England

Helen Bevan, Chief Transformation Officer, Horizons Team, NHS England

Session sponsor - Sustainable Improvement (SI) team, NHS England



BR2: General Practice Development Programme-Beyond Measurement for Improvement to The Impact Story

Friday, 28 April | 08:00-09:00
Location: Room 13, Level 3

#qfSIteam

The General Practice Development Programme is a three-year programme to support practices across England to 'feel like a better place', by releasing time and building improvement capability. Since July 2016, over 2000 practices from 107 areas have already taken up the offer of support.

The SI Impact Story approach is a practical approach based around an outcomes framework and a toolkit of methods and aims to tell the compelling story of a programme's impact. This workshop will set out the GDPD Impact Story and will tell you how you could use a similar approach in relation to your own work.

Alison Tongue, Programme Lead, Sustainable Improvement Team, NHS England

Jo Willett, Research and Evaluation Facilitator, Sustainable Improvement Team, NHS England

Session sponsor - EY



BR4: EY and Johns Hopkins University High Reliability Organising programme – can it save lives?

Friday, 28 April | 08:00-09:00
Location: Room 17, Level 3

#qfey

EY and Johns Hopkins University have a strategic partnership focussed on delivering the High Reliability Organisations programme in Healthcare. This is a ground-breaking multifaceted programme to improve the safety, quality, reliability in a variety of settings. The programme covers service design, delivery, governance and culture.

Our keynote speaker will be Professor Albert Wu from Johns Hopkins University who is one of the pioneers and leaders of the programme.

Albert W. Wu, MD, MPH Professor, Johns Hopkins Bloomberg School of Public Health

Alex Lewis, Director, EY

Stan Silverman, Director, EY



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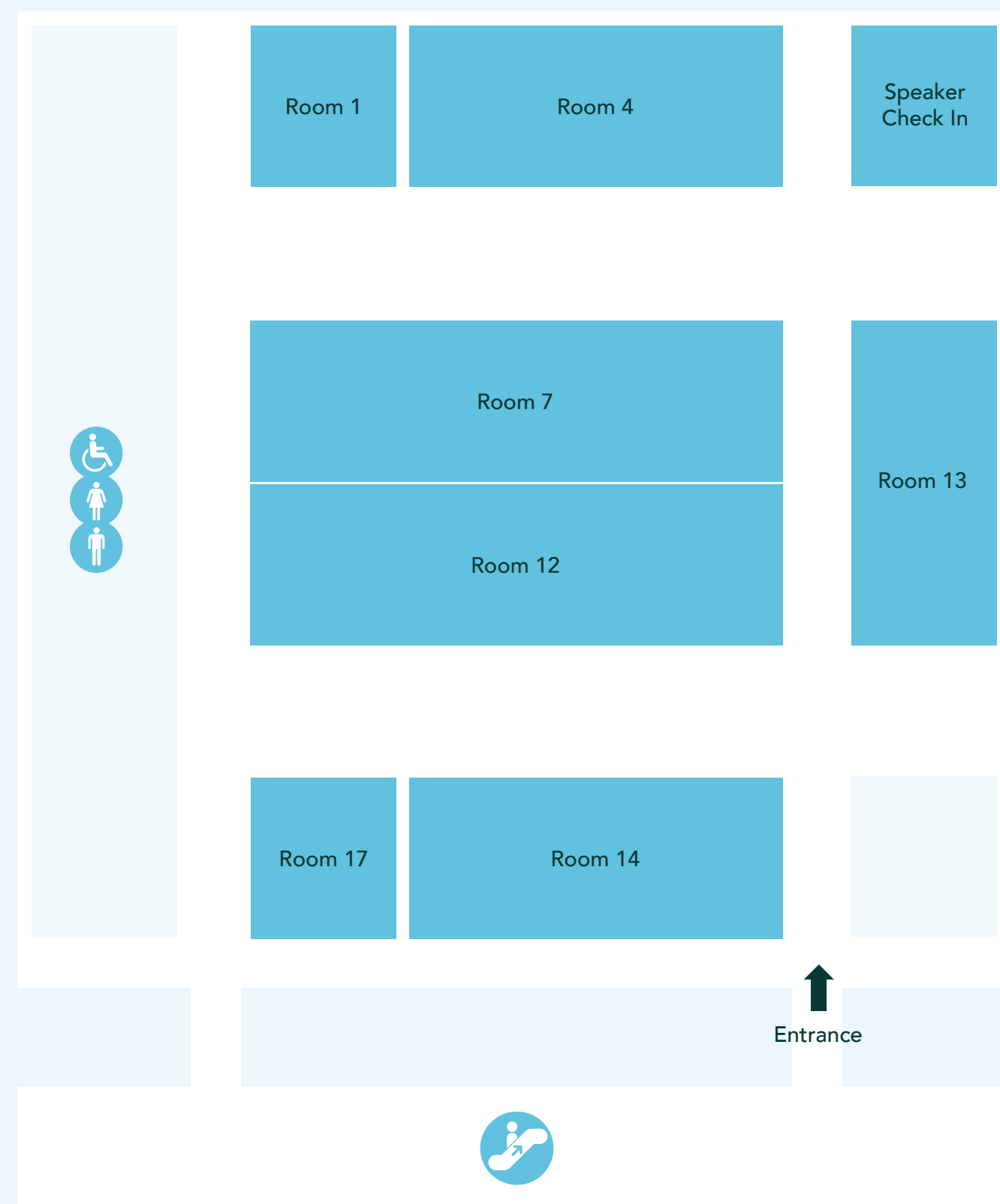


Floor Plan

Level 0 | Exhibition Hall & London Suite



Level 3 | ICC Capital Suite Rooms



Sponsors and 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.

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E: support@bmj.com

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Institute for Healthcare Improvement (IHI)

Stand 21

The 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.

W: ihi.org

E: info@ihi.org

T: 001 (617) 301-4800

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W: ey.com/health

E: aloha.mcbride@ey.com

T: +1703-747-0547

@EY_Healthcare



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 that can be equitably accessed. We learn what works to make people's lives healthier and improve the health care system. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen.

W: health.org.uk

E: info@health.org.uk

T: +44 (0) 207 257 8000

@HealthFdn

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

W: medtronic.com

@Medtronic



NHS England

Stand 19

NHS England's Sustainable Improvement team supports the health and care system to deliver its priorities through improvement expertise, knowledge and resources. Through building improvement capability and acting as a catalyst for large scale change, we help to provide high quality care for all, now and for future generations.

W: england.nhs.uk/ourwork/qual-clin-lead/nhsiq

E: england.si-enquiries@nhs.net

T: +44(0)24 7662 7525

@NHSEnglandSI



NHS Improvement

Stand 23

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: improvement.nhs.uk

E: nhsi.comms@nhs.net

T: +44(0)20 3747 0000

@NHSImprovement



NHS Wales

Stand 5

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

W: 1000livesplus.wales.nhs.uk

E: 1000livesimprovement@wales.nhs.uk

@1000LivesWales



Virginia Mason Institute

Stand 3

At Virginia Mason Institute, we work with health care leaders and providers worldwide to build organizational capability to create and sustain a culture of continuous improvement. Through education, coaching and facilitation, we inspire, engage and motivate individuals to improve patient safety, patient experience, and the quality, cost and delivery of health care.

W: virginiamasoninstitute.org

E: info@virginiamasoninstitute.org

T: 00-1-206-341-1600

@VM_Institute



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Would you like to exhibit, sponsor or advertise at one of the forthcoming International Forums?

Visit stand 4 to talk to us about the opportunities you are looking for.

Alternatively email dbell@bmj.com.



Exhibitors



A Mile in My Shoes

Stand 11

A Mile in My Shoes is a giant shoebox, a display of shoes, and a series of unique audio stories from people working within health and social care.

We invite you to (literally) step into someone else's shoes and embark on a mile-long physical, emotional and imaginative journey to see the world through their eyes.

W: health.org.uk/mims

E: info@health.org.uk



Cerner

Stand 7

Cerner solutions connect over 88 million people across 25,000+ facilities worldwide. Our clients are working together to share advancements and innovations across the globe to lead the industry. We're committed to complete interoperability and are driving collaboration efforts to deliver clinical excellence and enable true population health management for today and tomorrow.

W: cerner.co.uk

E: CernerUK@Cerner.com

T: +44 (0) 207 1073 330

@CernerUK



DataFlow Group

Stand 22

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

@dataflowgroup



International Forum on Quality and Safety in Healthcare

Stand 15

Now in its 22nd 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 various locations.

W: internationalforum.bmj.com

E: events@bmj.com

@QualityForum



Life QI

Stand 16

The health and social care quality improvement platform.

Life QI provides teams with a single, easy-to-use platform to collaborate and report on quality improvement projects. It also offers visibility of the improvement work taking place across your country and the ability to connect with the improvement community.

W: lifeqisystem.com

T: 0845 8681276

E: help@lifeqisystem.com

@LifeQIsystem



Q

Stand 12

Q is an initiative connecting people with improvement expertise across the UK.

Led by the Health Foundation and supported and co-funded by NHS Improvement, Q is being created for the long term to support individuals to share ideas, enhance their skills and make changes that bring improvements to health and care. Visit our exhibition stand to find out about the activities and opportunities available through Q and how people can join the community.

W: q.health.org.uk

T: +44(0)20 7257 8000

E: q@health.org.uk

@theQCommunity



Datix

Stand 17

Datix has been a global pioneer in the field of patient safety for thirty years and today is the leading provider of patient safety software.

Datix aims to build a culture of safety within healthcare organisations, continually investing in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

W: datix.co.uk

E: info@datix.co.uk

T: +44(0)20 8971 1971

@DatixUK



DNV GL

Stand 25

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: dnvgl.com/care

E: business.assurance@dnvgl.com

@DNVGL



Hotboard by Ward-Hendry

Stand 2

Hotboard by Ward-Hendry has a long standing reputation in the healthcare sector and their innovative design allows staff members to update any information easily. We continually strive to design and manufacture products that not only look professional, but aid in providing working solutions to problems occurring daily within healthcare environments.

W: hotboard.co.uk

E: hotboard@ward-hendry.com

T: +44 (0)12 9581 4444

@thehotboardHC



QualiWare

Stand 14

QualiWare enables positive change by providing tools, methods and services that ensure coherency, consensus and consistency, and we support the agile and innovative company in handling complex knowledge, maintained by multiple persons with different backgrounds, in a continuous process.

W: qualiware.com/healthcare

E: sales@qualiware.com

T: +45454 70700

@QualiWareApS



NHS Scotland

Stand 20

NHS Scotland aims to be a recognised world leader in quality healthcare. The Healthcare Quality Strategy for Scotland centres around three Quality Ambitions for Person-Centred, Safe and Effective healthcare. Visit Stand 20 to find out how NHS Scotland, Healthcare Improvement Scotland and NHS Education for Scotland, are supporting this strategy.

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

@scotgovhealth
@online_his
@NHS_Education



Royal College of Physicians

Stand 6

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 32,000 fellows and members worldwide, it advises and works with government, patients, allied healthcare professionals and the public to improve health and healthcare.

W: rcplondon.ac.uk

T: +44 (0) 203 075 1649

E: CEEU@RCPLondon.ac.uk

@RCPLondon

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Editor, Postgraduate Medical Journal; England



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Director, Quality Improvement and Patient Safety, and Director, 1000 Lives Improvement Service, NHS Wales



Suzie Bailey
Director of Leadership and Quality Improvement, NHS Improvement



Pedro Delgado
Head of Europe and Latin America, Institute for Healthcare Improvement; USA

Send a postcard to your team

Our theme for the conference this year is **Igniting Collective Excellence**, and we want to make sure your experiences at the International Forum are shared far and wide, in particular with your teams back home.

Peel off your International Forum postcard below and follow these steps to make sure your message gets through!

1. Write one key message on the postcard that you want to send your team.
2. Take a picture of yourself holding the postcard (or make a short video explaining why your message is so important) and tweet it to the hashtags #myqualitymessage #quality2017.
3. Stick it on our postcard wall in the Exhibition Hall and check out everyone else's ideas.



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