

# Program and Registration

IMPROVING  
HEALTHCARE

THE CHALLENGE OF CONTINUOUS CHANGE

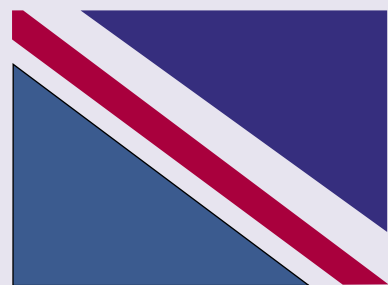


QEII Centre London UK 22 to 25 October 2006

**ISQua**

**Healthcare  
Commission**

The International Society for Quality in Health Care



**23rd International Conference**

**LONDON**

## INVITATION TO LONDON

**We look forward to welcoming you to ISQua in London, and a highly stimulating program.**

Health professionals, policy makers, administrators, researchers, educators and consumers all play critical roles in the health care system. They form and reform as teams, working together to drive innovations forward to bring about lasting improvements to achieve strength and balance.

Through its annual conference program, ISQua, the International Society for Quality in Health Care, is committed to offering opportunities to share discoveries and to learn from each other's efforts and initiatives. In planning the London program, ISQua has welcomed the enthusiasm and strong support of The Healthcare Commission in the UK and also the members of the Conference Planning and Program Committee, all of whom are dedicated to pursuing innovation and bold ideas.

This 23<sup>rd</sup> International Conference of ISQua will be the first ever to be held in London and an exceptional program has been in the melting pot.

It was challenging to finalise selections for the program from the high quality

abstract proposals for brief paper and poster presentations that came from authors in over 50 countries. We are delighted to announce the leaders who have agreed to be plenary speakers. Delegates will be able to meet with them and the many other significant leaders who have generously responded to our invitation to head up workshops, discussions, breakfast seminars and networking meetings.

We would like to thank the ISQua Executive Board and the many ISQua members and friends who have helped us with our plans for London. Their names are listed below and our work has been made much easier by the excellence of their input.

The Conference venue, the QEII Centre, is in the heart of Whitehall with views to Westminster Abbey next door and also to Big Ben. We are looking forward to welcoming you to London, one of the major crossroads of the world and famous for its wealth of history and culture. When planning to be here for the Conference, please also include extra time to enjoy this most remarkable and exciting city.



Sir Ian Kennedy  
Chair 2006 Conference Planning  
and Program Committee



Professor David Haslam, CBE  
Program Chair

## INTERNATIONAL REVIEW TEAM

Al Al-Assaf, USA  
Hugo Arce, Argentina  
Anne-Marie Audet, USA  
Cathy Balding, Australia  
David Ballard, USA  
Leslie Barnette, USA  
Paul Bartels, Denmark  
David Bawden, UK  
Pierre Blaise, Belgium  
Stephen Bolsin, Australia  
Charles Bruneau, France  
John Bullivant, UK  
Stephen Campbell, UK  
Hilary Coates, Ireland  
Brian Collopy, Australia  
Helen Crisp, UK  
Strasimir Cucic, Netherlands  
Virginia D'Addario, USA  
Christine Dennis, Australia  
Nancy Dixon, UK  
Barbara Donaldson, New Zealand  
Anne Frolich, Denmark  
Andrea Gardini, Italy  
Robert Gibberd, Australia  
William Golden, USA  
Elma Heidemann, Canada  
Joseph Ibrahim, Australia  
Danny Keenan, UK  
Edward Kelley, France  
Niek Klazinga, Netherlands  
Sharon Kleefeld, USA  
Austin Leahy, Ireland  
Sheila Leatherman, USA

S I Lee, Korea  
Jerod Loeb, USA  
Kiki Lombarts, Netherlands  
Susana Lorenzo, Spain  
Ana Maria Malik, Brazil  
Russell Mannion, UK  
Lynne Mansell, Canada  
Pat Martin, Australia  
Rashad Massoud, USA  
Helen Mc Elroy, Canada  
Steven Meurer, USA  
Jose Mira, Spain  
Najoua Mlika-Cabanne, France  
Duncan Neuhauser, USA  
Guenter Ollenschlager, Germany  
Ricardo Otero, Argentina  
Markku Pekurinen, Finland  
Piera Poletti, Italy  
Mike Pringle, UK  
Joachim Roski, USA  
Hans-Konrad Selbmann, Germany  
Charles Shaw, UK  
Herman Sixma, Netherlands  
Tracey Steadman, UK  
Andrew Thompson, UK  
Sandy Thomson, Australia  
Karen Timmons, USA  
Lee Tregloan, Australia  
Kris Vanhaecht, Belgium  
Gohar Wajid, UAE  
Val Wass, UK  
Jennifer Zelmer, Canada

## LONDON PLANNING AND PROGRAM COMMITTEE

Ian Kennedy,  
Conference Chair, HCC, UK  
  
David Haslam,  
Program Chair, HCC, UK  
  
John Helfrick,  
ISQua President, HMI, USA  
  
Bruce Barraclough, CEC, Australia  
  
Charles Bruneau, HAS, FRA  
  
Sheila Leatherman, USC, USA  
  
Janne Lehman Knudsen, DK  
  
Jamie Rentoul, HCC, UK  
  
Rosa Suñol, FAD, ESP  
  
Edmund Waterhouse, HCC, UK  
  
Lee Tregloan, ISQua CEO

With special thanks to:  
Emilie Roberts, HCC, UK and  
Susan Hayden, Concorde Services,  
UK

Plenary sessions have been scheduled for each day for the London Program.

The Planning and Program Committee is delighted to announce the following speakers.



## GREAT PLENARY LEADERS



### The Right Hon Patricia Hewitt

Patricia Hewitt was appointed Secretary of State for Health in Britain in May 2005. She was formerly Minister for Small Business and E-Commerce at the Department of Trade and Industry, Economic Secretary at the Treasury and Secretary of State at the Department of Trade and Industry. A Member of the British Parliament since 1997, she was also Deputy Director of the Institute for Public Policy Research, and Director of Research for Andersen Consulting. Before taking up her Ministerial post, Ms Hewitt was Deputy Chair of the Commission for Social Justice and was a member of the Social Security Select Committee.



### Professor David W Bates

Dr. Bates is Chief, Division of General Medicine, Brigham and Women's Hospital, and is a practicing general internist. He also serves as Medical Director of Clinical and Quality Analysis for Partner's Healthcare Systems. He is a Professor of Medicine at Harvard Medical School and Professor of Health Policy and Management at the Harvard School of Public Health. He has been elected to the Institute of Medicine, the American Society for Clinical Investigation, and the American College of Medical Informatics. Trained as a clinical epidemiologist, his primary interest has been the use of computer systems to improve patient care, especially drug safety.



### Sir Liam Donaldson

In 1998, Professor Sir Liam Donaldson, MSc, MD, FRCS(Ed), FFPHM, FRCP, FRCP(Ed), FmedSci, FRCA, became the fifteenth Chief Medical Officer for England and is chief advisor on all health issues. He is a member of the European Chief Medical Officer's Committee and also leads WHO's Global Patient Safety Alliance. He holds an honorary Chair in Applied Epidemiology at the University of Newcastle upon Tyne. Sir Liam has a prolific publication record including a standard text book of public health and contributing chapters to a further 20 medical texts. He received a knighthood in 2002 in recognition of his achievements in health and health care.



### Sir Brian Jarman

Brian Jarman was the Head of the Department of Primary Health Care and General Practice and Head of the Division of Primary Care and Populations Health Sciences, Imperial College School of Medicine until October 1998 and remains within the Division, as Emeritus Professor, where he heads the Dr Foster Unit. He also works on a part-time basis with Dr Don Berwick at the Institute for Healthcare Improvement in Boston. Brian Jarman has published extensively and his recent work has focused on calculating adjusted hospital death rates in England, Scotland, Canada, the USA, Netherlands and Sweden. He was President of the BMA from 2003-2004.



### Professor Linda H Aiken

Linda H. Aiken, PhD, RN directs the Center for Health Outcomes and Policy Research and is the Claire M. Fagin Leadership Professor of Nursing and Professor of Sociology at the University of Pennsylvania in Philadelphia. Dr. Aiken is a prominent nurse researcher and an authority on the causes, consequences, and solutions for nurse shortages in the United States and around the world. Dr. Aiken has recently been selected as the inaugural recipient of the Baxter International Foundation's William B. Graham Prize for Health Services Research. She was also honored with the 2006 Raymond and Beverly Sackler Award for Sustained National Leadership in Research, by Research America.



### Dr Beth Lilja Pedersen

As Director of the Danish Society for Patient Safety and Head of Department of Patient Safety at the Copenhagen Hospital Corporation Dr. Beth Lilja Pedersen is a recognized opinion leader in Patient Safety. In 1997 Dr. Pedersen achieved recognition as Specialist in Gynecology/Obstetrics. She also serves as a member of the International Steering Committee for the new WHO Collaboration Centre on Patient Safety and the JCI European Regional Advisory Council along with other international activities. Dr. Pedersen has published and edited several popular as well as scientific articles on patient safety and related subjects.



### Professor Richard A Cooper

Richard A. Cooper, M.D. is a Professor of Medicine in the Leonard Davis Institute of Health Economics at the University of Pennsylvania. His career included being Director of Penn's Cancer Centre and as Executive Vice President and Dean of the Medical College of Wisconsin in Milwaukee, and later as Director of the Health Policy Institute. Dr. Cooper has been a scholar in both hematology and health policy. He has published over 50 papers about the health care workforce. His principal focus has been the development of models for projecting the future demand for physicians built around long-term economic and demographic trends. Most major U.S. organizations now recognize the impending physician shortage and call for remedial actions. He also has brought understanding to the interrelationships among physicians and various nonphysician clinical disciplines.



### Sir John Oldham

Sir John Oldham was appointed to create and head the UK National Primary Care Development Team (NPDT) which was launched in February 2000.

The Primary Care Collaborative is now the largest improvement programme in the world covering 32 million patients in 40 months and delivering 72% improvement in access to GPs and substantial reductions in mortality for patients with CHD and improvements in other long term illness.

In 2000 John Oldham received the OBE for services to patients and in 2003 was awarded a knighthood for services to the NHS. He conducts workshops and presentations internationally and as a GP, he still undertake regular clinical sessions in his surgery, usually 2 days a week



### Dr John Braithwaite

Dr John Braithwaite has written and co-authored several books which have won a number of prizes in the US and Europe from sociological, law and criminology associations and societies. He has undertaken empirical work on a wide variety of substantive domains of business regulation and is also interested in applying regulatory theory to crime prevention and peacemaking in international relations. He has been active for 30 years in social movement politics in Australia and internationally, and as a consultant to many regulatory agencies and advisory councils to the Prime Minister and Cabinet in Australia. Dr Braithwaite is currently completing work in the area of health and aged care and has embarked on a large program of research in the area of peace building and responsive governance.

## With additional plenary contributions from:



Professor  
Mike Pringle  
United Kingdom



Professor  
Bruce Barracough  
Australia



Mr Philip Hassen  
Canada



Professor  
Laurent Degos  
France

## PROGRAM OVERVIEW

### SUNDAY 22 OCTOBER

- 0930: Workshops at RCS  
1800: Welcome Reception at QEII

### MONDAY 23 OCTOBER

- 0930: Welcome from ISQua's President: *John Helfrick*  
and Conference Chair, *Sir Ian Kennedy*  
Introduction to the Program:  
*David Haslam*, Program Chair

#### A1: PLENARY PRESENTATION

- The challenge of continuous change  
*Patricia Hewitt*
- 1030: BREAK  
1100 – 1230: Workshops and Brief Papers  
1230 – 1400: LUNCH  
Nurses & Midwives meeting  
1330 – 1400: Track Poster Sessions  
1400 – 1530: Workshops and Brief Papers  
1530: BREAK  
1600 – 1700: PLENARY PRESENTATIONS
- Responsive regulation in health care  
*John Braithwaite*
  - Supporting doctor-patient relationships  
alongside the regulators  
*Sir Liam Donaldson*
- 1715 Poster Presenters Wine and Cheese Reception

### TUESDAY 24 OCTOBER

- 0730: Breakfast – Leadership  
0900: PLENARY PRESENTATIONS
- Global Nursing Shortages: Scope and Potential  
Solutions  
*Linda Aiken*
  - The Influence of Medical Migration on Health  
Care Quality: A Physician's Perspective  
*Richard Cooper*
- 1030: BREAK  
1100 – 1230: Workshops and Brief Papers  
1230 – 1400: LUNCH  
Educators meeting – by invitation  
1330 – 1400: Track Poster Sessions  
1400 – 1530: Workshops and Brief Papers  
1530: BREAK  
1600 – 1700: PLENARY PRESENTATIONS
- Using health information technology to  
measure & improve healthcare quality & safety  
*David Bates, Sir Brian Jarman, with  
Mike Pringle*
- 1715 ISQua Annual General Meeting  
1900 Gala Reception, Hunterian Museum, RCS

### WEDNESDAY 25 OCTOBER

- 0730: Breakfast – Simulation  
0900: PLENARY PRESENTATION
- The Danish experience of implementing a  
national reporting system – the challenges and  
the incentives  
*Beth Lilja Pedersen*
  - Panel: Perspectives on reporting with  
*Laurent Degos, Philip Hassen,  
Bruce Barraclough*
- CELEBRATING QUALITY  
1030: BREAK  
1100 – 1230: Workshops and Brief Papers  
1230 – 1400: LUNCH  
1330 – 1400: Track Poster Sessions  
1400 – 1500: Workshops and Brief Papers  
1500: CLOSING PLENARY PRESENTATION  
What if?  
*Sir John Oldham*  
Farewells  
1600: CLOSE

## PRE CONFERENCE PROGRAMS:

### SUNDAY 22 OCTOBER 0930 to 1700 hrs

Venue: Royal College of Surgeons,  
35 – 43 Lincolns Inn Fields, London WC2A 3PE

#### • Controversies in Performance Measures: Are we ready for consensus?

ISQua's 2006 London Indicators/Measures Summit program has been designed to explore a variety of cutting edge, controversial issues associated with the use of Indicators/Measures. Program leaders will focus on the use of performance data in one context or another.

#### • Accreditation for quality improvement: Making it happen!

Across the world, accreditation is the longest established and most widely known formal process for the external evaluation of healthcare services and systems, for community-based through to tertiary-level care. New national accreditation programs are constantly emerging.

ISQua's London Accreditation Symposium program is being compiled around issues such as reproducibility of results, patient safety, setting and assessing standards and will give leaders from both new or emerging accreditation programs and more mature or longer established programs, opportunities to learn from their peers and exchange ideas.

#### • Above programs are being interfaced for a joint session for delegates to come together to exchange on the use of performance data in relation to accreditation.

Check ISQua's website for details of the full day programs and speakers for each workshop.

## MEET THESE EXPERT LEADERS

Go to ISQua's Conference website for the details for these leaders' contributions to the program in workshops, panels, breakfasts, and many more.

Gillian Leng, UK  
*Enhancing  
Clinical Care*



Ara Darzi, UK  
*Simulation*



Rosa Suñol, ESP  
*MARQuIS: Quality  
for Patients Moving  
Across Borders*



Beth Pedersen, DK  
*Leadership*



Karen Davis, USA  
*Performance Health  
System Must Be  
Patient-Centered*



Angela Coulter, UK  
*Translating Patient  
Experience  
Information into  
Better Care*



Gene Nelson, USA  
*Making Health  
Care Work:  
A Microsystem  
Approach*



Richard Grol, NLD  
(inv)  
*Primary Care  
Quality*



Lorraine Foley, UK  
*Informatics and  
Measures*



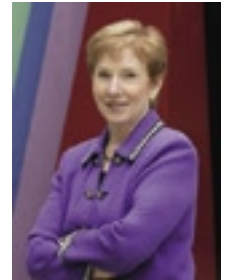
Helen Bevan, UK  
(inv)  
*Leadership*



John Oldhan, UK  
*System Change*



Linda Aiken, USA  
*Nursing Workforce*



Richard Cooper, USA  
with Hugo Mercer,  
WHO CH (inv)  
*Physician Workforce*



Denis O'Leary, JCAHO, USA  
*Transforming  
Education*



Also:

Charles Shaw, UK  
*Accelerating Quality*

Janne Lehman Knudsen, DK  
*Quality in Long Term Care*

Price Waterhouse Coopers sessions:  
*Running for Quality, also How Much is Poor  
Quality Costing You?*

Anna Coote, UK (inv)  
*Patients and Public Involvement*

Lars Heslett, DK (inv)  
*Envisioning Clinical Care*

Kris van Haercht, BEL  
*Clinical Pathways*

Lois Butcher-Poffley, Can  
*Improvisational Acting for Quality Teams*

...and from The Healthcare Commission: A program within the program

### Driving system-wide improvement in healthcare

Within the program, The Healthcare Commission, the health watchdog in England and Wales is hosting a series of workshops to bring together international experts, the latest evidence and case studies to explore the role of performance assessment. All regulatory systems come with tensions, for example, centralised standards and targets versus local innovation and autonomy; the burden of regulation versus the need for public reassurance. Overall, the track will provide an opportunity for exploring these issues with individual workshops focusing on new and existing methods of assessing performance; the new national quality strategy for health in England; critical factors for success in inspection and review; the pros and cons of public disclosure of performance data; and how regulators are harnessing new technologies and working in partnership to drive improvement. The track aims to bring delegates together from policy, regulatory, clinical and patient perspectives to debate the challenges, highlight real impacts on patient care and learn from the best of international experience

## ISQua BREAKFAST SEMINARS AND INVITATION MEETINGS

**07:30 – 08:45 hrs:**

### **Continental Breakfasts:**

Entry by pre-purchased ticket for each day

#### • **Tuesday 24 October:**

**Leadership for Quality:** Dr Beth Lilja Pedersen, Denmark, Dr Helen Bevan, UK, (invited) Sir Ian Kennedy, UK. All three are leaders in the areas of quality, patient safety and innovation and have made key leadership contributions in their countries.

#### • **Wednesday 25 October:**

**E-Health:** Harnessing technologies to improve surgical skills through the use of simulation, with world leader, Professor Sir Ara Darzi, Imperial College London. “The trick is to find the models and ideas that offer natural incentives for doctors, nurses, managers and others to provide the quality and efficiency of services that we all strive for.”

**12:30 – 13:30 hrs:**

### **Invitation Meetings:**

Contact ISQua to register your interest:  
[isqua@isqua.org](mailto:isqua@isqua.org)

#### • **Monday 23 October:**

### **Nurses and Midwives advancing the patient safety agenda**

ISQua and WHO are hosting a lunchtime meeting to discuss opportunities for nurses and midwives to lead and advance the patient safety agenda. All nurses and midwives registered for the Conference are invited to contact ISQua to attend. Leaders: Ms Hilary Coates WHO, Professor Linda Aiken, USA.

#### • **Tuesday 24 October:**

### **Education for capacity building for safety and quality**

Meeting by invitation only to educators interested in developing Safety & Quality educational opportunities and tools. Leaders: Dr Martin Hatlie, USA & Dr. Tim Shaw, Australia.

## SOCIAL PROGRAM

### **Sunday 22 October:**

#### **Welcome Reception 18:00 – 20:00 hrs**

Open to all delegates with full Conference registration. Extra tickets available. Connect with friends and colleagues and enjoy being in the heart of London.

### **Monday 23 October:**

#### **Poster Authors Wine and Cheese Reception at 17:15 hrs**

Meet and network with poster authors. Open to all delegates with full Conference registration.

### **Tuesday 24 October:**

#### **Conference Gala Reception from 19:00 hrs.**

Tickets available for a reception in the extraordinary and wonderful Hunterian Museum and the Library at the Royal College of Surgeons in Lincoln's Inn Fields.

**This event is being generously sponsored by the Picker Institute.**

## GENERAL INFORMATION

### **Welcome to wonderful London**

London is one of the world's most remarkable and exciting cities. Its vibrant metropolis embraces the diverse cultures of its population alongside its famous history.

#### **QEII Conference Centre**

across from Westminster Abbey and in the shadow of Big Ben.

Go to ISQua's website and check the link to:

- London and QEII General Information

## Hotel Accommodation

**Go to ISQua's website for hotel options and the link to reserve hotel accommodation.**

Concorde Services Ltd has been assigned as the Official Housing Bureau for ISQua in London in October.

Hotel reservations will not be accepted by ISQua.

## Conference Registration Desk

**The Conference registration desk will be open:**

- Sunday 22 October 16:00 hrs to 18:00 hrs
- Monday 23 October 08:00 hrs to 17:30 hrs
- Tuesday 24 October 08:30 hrs to 17:30 hrs\*
- Wednesday 25 October 08:30 hrs to 17:30 hrs\*

\*Breakfast Delegates (paid) to arrive at QEII at 07:15 hrs.

### **Full London Conference registration package includes:**

- (A) Admission to all scientific sessions (subject to available space), badge and program for Sunday Workshop Program, 22 October plus (B) Conference only package
- Admission to all scientific sessions (subject to available space), badge and conference pack, exhibition and program book, 23 –25 October
- Admission to the Welcome Reception on 22 October
- Morning and afternoon breaks & lunches for 23–25 October

#### **Conference-only registration:**

See part (B) of Full Package above

#### **Day registration:**

Attendance on specified date/s on registration form.

- Admission on selected day/s to scientific sessions (subject to available space), badge, breaks and lunch, program book.

## Accompanying people and tours

... including Breakfast at Harrod's!

Cost per person including specified tours is £80. Go to ISQua's London website for details of package. See also the additional programme of full and part day tours available for partners and tickets may be viewed and purchased via the online booking form available on the website [www.isqua.org](http://www.isqua.org)

NOTE: Payments for delegate registration and social events are to go to ISQua. All registration enquiries to ISQua: [isqua@isqua.org](mailto:isqua@isqua.org).

Go to [www.isqua.org](http://www.isqua.org) for on-line registration with credit card facilities or for a downloadable form. Registration does not include cost of personal travel or accommodation.

## Name badges

Each delegate will be given a name badge when they register. This is required at all times for entry to all sessions, lunches, and to the Welcome Reception.

## Certificates of attendance

Certificates of attendance will be available on request at the registration desk during Conference hours in the afternoon from 14.00 hrs.

## Continuing education credits

Information on available continuing education credits for delegates will be posted on ISQua's website

## Insurance and liability

Neither ISQua, or Concorde Services or the conference sponsors will accept liability for personal injury/ies or medical expenses, or for loss/damage to property belonging to delegates or accompanying persons, cancellations or industrial disputes etc either during or as a result of the Conference or during all or any tours and events, or their travel and stay in London.

Participants are strongly recommended to arrange their own insurance coverage for health care and accident cover, lost luggage and any travel cancellations.

## Disclaimer

The Conference program is accurate at the time of printing. However, Conference organisers reserve the right to change the program as circumstances may require.

### **More details and regular updates:**

[www.isqua.org](http://www.isqua.org)

# ISQua LONDON CONFERENCE 2006: REGISTRATION FORM

Please print and use one form per delegate – see also ISQua website for secure on-line registration. All fees are listed in £ English Pounds

## SECTION A: DELEGATE DETAILS

Prof/Dr/Mr/Mrs/Ms: \_\_\_\_\_ Given Name: \_\_\_\_\_ Family Name: \_\_\_\_\_

Occupation/Job Title: \_\_\_\_\_

Name and Address of Organization: \_\_\_\_\_

Town: \_\_\_\_\_ Postcode Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Please also advise ISQua if you have any special needs/dietary requirements

## SECTION B: REGISTRATION PACKAGES

### ORDER HERE

Please select preferred registration package from the following options. All fees include VAT.

**FULL PACKAGE:** Workshop and Reception (22 October) and Conference Scientific Program (23-25 October)

	Payment <i>BEFORE</i> 13 September 2006	Payment <i>AFTER</i> 13 September 2006	Select and Insert TOTAL
ISQua Members	£ 575	£ 605	£ _____
Non Members	£ 700	£ 730	£ _____

Specify one workshop: Indicators  or Accreditation

**CONFERENCE ONLY:** Reception (22 October), Conference Scientific Program (23-25 October)

	Payment <i>BEFORE</i> 13 September 2006	Payment <i>AFTER</i> 13 September 2006	Select and Insert TOTAL
ISQua Members	£ 490	£ 520	£ _____
Non Members	£ 585	£ 615	£ _____

**WORKSHOP ONLY:** (Sunday 22 October)

		Select and Insert TOTAL
ISQua Members	£ 150	£ _____
Non Members	£ 200	£ _____

Specify one workshop: Indicators  or Accreditation

**DAY REGISTRATION:** Main Conference (If not registering for three-day Conference Program as above)

Select and Insert  
TOTAL

Number of days @ £275 per day £ \_\_\_\_\_

INDICATE DAY/S Monday 23 October  Tuesday 24 October  Wednesday 25 October

**BREAKFAST SEMINARS:** Conference delegates only @ £15 per day.

		Select and Insert TOTAL
Tuesday 24	<input type="checkbox"/> Leadership	£ _____
Wednesday 25	<input type="checkbox"/> Simulation	£ _____

**TOTAL SECTION B FEES**

£ \_\_\_\_\_

Registration Continues

