Conference Programme

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


Join over 1,200 international colleagues to explore key issues in quality and improving healthcare. This premier event is brought to you by IHI and BMJ in close partnership with key regional organisations.

We invite you to Singapore to connect with your colleagues and to learn from global leaders who will present key initiatives in improving quality and safety for patients.

internationalforum.bmj.com/Singapore

Book by 13 July for Early Bird savings US$155
Conference Programme: Engage. Energise. Evolve

The two-day main conference features four keynote presentations and over 40 sessions divided across five streams:

- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family Centred Care

Keynote speakers
Get inspiration from our keynotes to drive a lasting change in team culture and organisational practice.

- Donald M. Berwick
  President Emeritus and Senior Fellow, IHI; Former Administrator, Centers for Medicare and Medicaid Services

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

- A/Prof Benjamin Ong
  Director of Medical Services, Ministry of Health; Singapore

- Tan Lai Yong
  Director for Outreach and Community Engagement, College of Alice and Peter Tan, National University of Singapore

Networking with international colleagues
Connecting the likeminded is a key part of the Forum experience, where international relationships are forged. In addition to defined networking areas and chaired discussions, we offer social activities to help delegates connect, share experiences and learn from their peers.

Poster Displays – your next improvement idea
Find the answer to an existing challenge on one of over 300 Posters displayed. Grouped into topic areas, presenters will be on hand to speak about their experiences, offer tips and inspire improvement work back at your organisation.

Pre-Conference Events
Accelerate your quality and safety experience with these special features on the first day of International Forum:

- Singapore Experience Day visits to world-class healthcare sites
- Visit to Universal Studios Singapore
- Quality and Safety Back to Basics full day course
- Quality & Safety for Healthcare Students

“...the world leaders in the message of quality and safety”
Pre-Conference Events:  
26 September 2016
Attend one of these Full Day feature events
09:30-16:30

Experience Day Site Visits

M1 Maximising the potential of technology to ensure medication safety
Get first-hand experience of how two major healthcare institutions around Singapore have effectively utilised cutting edge technological solutions to keep their large numbers of patients safe.  
Tan Tock Seng Hospital is one of Singapore’s largest multi-disciplinary hospitals with 170 years of pioneering medical care and development. National Healthcare Group Pharmacy is a leader in public healthcare in Singapore, promoting the safe and responsible use of medication.
This experience day will include visits and tours at each of these sites, demonstrating how location has embraced technology to help eliminate medication error, as well as interactive activities throughout the day to consolidate the take home messages.

M3 Building quality & safety in: The JurongHealth and Mount Elizabeth Novena Hospital Journey
JurongHealth’s Ng Teng Fong General Hospital and Jurong Community Hospital are the first hospitals in Singapore to be designed and built together from the ground up, as an integrated development to complement each other for better patient care, greater efficiency and convenience. They were designed to ensure patient-centred services are delivered in a seamless and integrated way. This flows from the design of the hospitals to the provision of medical care, as well as the connectivity to the community.
Visit Ng Teng Fong General Hospital and Jurong Community Hospital to learn about their collective experience of building quality and safety into the foundations of these two leading institutions.

M4 Community Care – Meetings the Needs of an Ageing Population
Here you will learn how the Singapore Healthcare Improvement Network (SHINe) has developed and led Singapore’s first large scale initiative, across multiple sites, to reduce harm in patients. Participants will be given an overview of the context and purpose of the initiative, presented by a combination of SHINe faculty, institutions’ programme managers and frontline team leads. This experience day begins with an overview of the Large Scale Initiative followed by a visit to one of the hospitals - KK Women’s and Children’s Hospital, Khoo Teck Puat Hospital or Changi General Hospital. During the hospital visit, participants will interact with front line teams and improvement leaders to understand the institution’s journey in executing improvement initiatives to achieve safe and reliable care.

M5 How to improve quality and safety in mental healthcare – Singapore’s experience
Three of Singapore’s leading healthcare organisations, Institute of Mental Health, Agency for Integrated Care and National Healthcare Group Polyclinics team up to bring you an experience day focussing on the development of mental health services in tertiary care, primary care and the community. They will highlight some of the examples of improved accessibility, effectiveness and safety in the various programmes that their agencies have implemented over the years.

M6 Back to the Basics: Building Essential Skills for Quality and Patient Safety
Even though Deming’s ideas have driven health care improvement initiatives for nearly 20 years, it is important to periodically revisit the theories, tools, and methods that drive quality improvement. Any person who is new to quality improvement must be properly grounded in these principles and tools in order to successfully implement and spread improvement throughout the organization. This session provides an overview of quality models, tools and techniques, and team management essentials, as well as suggestions on how to test, implement and spread strategies to improve quality and patient safety.

M7 Quality & Safety for Healthcare Students
Healthcare students are the future providers of the healthcare service. This pre-conference program will provide a platform for healthcare students from medical, nursing and pharmacy background to come together, to explore safety and quality issues in healthcare. The format of the one-day workshop will be interactive, inter-professional experiential learning, with short presentations, role plays and discussion. The focus will be on Teamwork and Medication safety.

M8 Universal Studios - Lessons from other industries
Universal Studios Singapore has welcomed millions of visitors through its gates since its opening in 2010.
This tour of the park will give participants an overview of how the park keeps its competitive edge, focussing on ensuring smooth customer flow and giving each visitor a safe and exceptional experience.
The visit will be combined with a debrief from the faculty, to carry out a ‘deep dive’ into how the information and principles gathered throughout the day can be applied in a healthcare setting.
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<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker</th>
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<td>09:00</td>
<td>Welcome And Opening of the International Forum</td>
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<td>09:30</td>
<td>Keynote:</td>
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<td>10:00</td>
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<td>A1: THE BIG DEBATE - THE PATIENT KNOWS BEST</td>
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<td>A2: QUALITY CARE AND QUALITY OF LIFE FOR PALLIATIVE PATIENTS AND FAMILIES</td>
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<td>12:00</td>
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<td>B1: HOW ROBOTS CAN ENHANCE THE HUMAN TOUCH AND CARE EXPERIENCE</td>
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<td>13:30</td>
<td>B2: QUALITY AND SAFETY IN MENTAL HEALTHCARE</td>
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<td>B3: APPROACHES TO IMPROVING CARE FOR OLDER PERSONS IN THE PRIMARY AND RESIDENTIAL CARE SETTINGS</td>
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<td>C2: RESPECTING OURSELVES AND OUR PATIENTS</td>
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Conference Programme
Wednesday | 28 September 2016

9:00 Opening address

9:30 Keynote: Derek Feeley, President and CEO, Institute for Healthcare Improvement
"Radical Redesign"

10:00 Refreshments

10:30 D1: SESSION TBC

11:00 D2: ENHANCEMENTS ACROSS CARE CONTINUUM
Integrating Community Referral Teams (CRT) into Care Planning & Development of the Care Assessment Framework in Singapore
Chong, Ann-Bing, Care Transition Division, AIC, Singapore

D3: MEASURING FOR SUCCESS
Measure what you treasure: Safety culture mixed methods assessment in healthcare
Tita Alissa Listyowardojo, Senior Researcher, DNV GL Strategic Research and Innovation, Healthcare Programme, Norway

D4: MANAGING ADVERSE EVENTS
Supporting our second victim colleagues: the case for peer support programs in healthcare
Hanan Edrees, Quality Manager, Ministry of National Guard Health Affairs, Kingdom of Saudi Arabia

11:30 E1: WHAT SHOULD CARE FOR THE OLDER PERSON LOOK LIKE BY 2026?
In the Asia region the population over 65 years of age is expected to rise from 207 million in 2000 to 857 million in 2050. In this panel session our speakers from across the region will discuss how care for the aging population will need to adapt to meet this challenge.
Speakers TBC

12:00 Lunch

13:00 F1: NEW PEOPLE, NEW PLACES, NEW METHODS
Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI), USA

F2: WHAT SHOULD YOU DO AS THE EXPERT TEAM? - EVIDENCE-BASED TEAM TRAINING: TEAMSTEPPS
Kenichiro Taneda, Chief Senior Researcher National Institute of Public Health, Japan TeamSTEPPS Master Trainer, Japan

F3: STRUCTURING YOUR ORGANISATION FOR SUCCESS IN QUALITY AND SAFETY
Glen Ransom, Director Clinical Governance, Sydney Children’s Hospitals Network, Australia

F4: WHAT HAVE WE MISSED IN ACHIEVING SAFER CARE
Kim Sangal, CEO & Director Indian Confederation for Healthcare Accreditation, India

F5: LEADING IN A CRISIS; THE POWER OF TRANSPARENCY
Kevin Stewart, Clinical Director, Clinical Effectiveness & Evaluation Unit, Royal College of Physicians, London, UK

15:00 Refreshments

15:30 E2: IMPROVING RELIABILITY; RIGHT CARE AT THE RIGHT TIME
Frank Federico, Vice President, Institute for Healthcare Improvement (IHI); USA

E3: MANAGING DETERIORATING PATIENTS
Dr Harvey Lander, Director of Medication Safety, Between the Flags and Sepsis, Clinical Excellence Commission Malcolm Green, Manager, Deteriorating Patient Programs, Clinical Excellence Commission, Australia

E4: A TALE OF TWO SYSTEMS – TRANSFORMATIONAL PRIMARY CARE
Adj A/Prof Chong Phui-Nah, CEO, National Healthcare Group Polyclinics, Singapore

E5: Session TBC

16:00 Movement break

16:30 Keynote: Dr Tan Lai Yong, Lecturer, Director of Outreach and Community Engagement, Singapore

17:00 Streams for 2016:
- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
- Safety
- Person and Family Centred Care
Partner Organisations
Acknowledgements

International Forum is proud to work with our supporters to develop and present Singapore 2016, our second annual event in the region. Our Partner Organisations ensure that the programme is relevant, engaging and timely. Through their networks and influence they help to bring together a broad range of attendees in the region. We are thankful of their generous support.

Strategic Partner:

We would also like to acknowledge and thank our Singapore Experience Day hosts for sharing their time and knowledge with us and especially with our delegates: Agency for Integrated Care, Institute of Mental Health, Jurong Community Hospital, National Healthcare Group Pharmacy, National Healthcare Group Polyclinics, Ng Teng Fong General Hospital, Tan Tock Seng Hospital and Universal Studios Singapore.

Supporting Organisations:

International Forum on Quality and Safety in Healthcare

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