

**Sunday 30 September:**

**PRE-CONFERENCE Programs:**

0900 – 1630 hrs: **ISQua's 2007 Summit on Performance Measures/Indicators**  
**ISQua's 2007 Accreditation Symposium**

**CONFERENCE**

1900 – 2100 hrs: **Welcome Reception at the Westin Hotel**  
Entry included for all delegates.  
Brief welcome: Dr John Helfrick, ISQua & Prof David Bates, Harvard

**Monday | October**

0900: **Official Opening – Essex Ballroom**  
Welcome from ISQua's President: John Helfrick, USA

**Making the most of the Conference:**

David Bates, USA, Conference Chair

0930: **AI Picker Plenary Presentation**

Chair: David Bates

**“The Role of Information Technology in Achieving a High Performance Health System:  
The International Experience”**

Karen Davis, USA

Response: Richard Grol, NLD

1030: BREAK

**1100 – 1230 hrs: Concurrent Track Sessions**

**A2 Patients – Invited session**

*Essex North Center*

**Making primary care more patient-centered**

*Leader: Melinda K. Abrams, USA and panel*

Session supported by The Commonwealth Fund

**A3 Health Information Technology – Invited session**

*Essex Center*

**Intersection of Quality/Safety and Informatics/Decision Support**

*Leaders: Janet Corrigan and Don Detmer, USA*

Session supported by Baylor Healthcare Systems

**A4 Measures/Indicators – Brief paper presentations**

*Essex South*

039: **Do patient sociodemographic characteristics affect primary care practice sites' performance on quality measures?**

*Friedberg MW, Safran DG, Singer JA, Coltin KI, Zheng J, Howitt K, Schneider EC*

054: **Experiences in 6 countries and 51 hospitals with pilot testing the W.H.O performance assessment tool for quality improvement**

*Groene O, Kutryba B*

192: **Nationwide performance measurement can improve the quality of care**

*Bartels PD, Mainz J, Hansen A-M, Ingeman A, Bunk A, Nakano A, Kaersvang L*

257: **Performance measurement: Does perception influence reality?**

*Mebane-Sims IL, Williams SC, Schmaltz S, Koss RG, Loeb JM*

**304: Assessment of the feasibility of general practice level analysis for quality monitoring purposes**

*Abi-Ad G, Azima H*

### **A5 Accreditation/Evaluation – Brief paper presentations**

*Essex North West*

**586: Patient safety: Performance measurement**

*Greco P, Russell SJ, Dean C, Peters J*

466: Development of a new national quality program in Denmark: Combining the power of quantitative indicators with qualitative standards

*Mainz J, Crisp H, Krog BR, Eberhard M, Flarup L, Villadsen AM, Ibsen C, Engel C, Schmidt SE, Rasmussen G, Muddimann R, Wright R, Hundborg K*

**553: The Accreditation of Australian general practices – The journey into the electronic age with AccreditationPro**

*Choong R, Aloizos AmJ, Vecchio M, Moody J, Petrakis N, Fahey K*

**291: Developing quality indicators for an acute care accreditation scheme: A new approach**

*Lupton G, Sheil J, Doran J, Boland R*

### **A6 Patient Safety – Invited sessions**

*Staffordshire*

**The anatomy and physiology of the International Classification for Patient Safety: What do the words mean?**

*Leader: Thomas Perneger, Switzerland, and panel  
and*

**A global agenda for patient safety research: First public release from the WHO World Alliance for Patient Safety**

*Leader: David Bates, USA*

### **A7 Systems – Brief paper presentations**

*St George A & B*

**036: Impact of structures and processes of hospital care on hospital mortality rates**

*Tourangeau AE*

**407: Transforming acute care: Potential savings from improving safety in US hospitals**

*Jha AK, Chan DC, Ridgway AR, Franz C, Bates DW*

**543: The way different viewers understand patient process: An interdisciplinary approach in mapping patient process across the community**

*Hayerizadeh BF, Faghili MR, Goudarzi F, Ghorbati M, Hosseinzadeh F, Shahrami A, Haerizadeh M, Ghanbari S, Kheiltash A, Zarghi, A, Hariri A, Sakhavi M, Shadnoush M, Ramezankhani A*

**037: Factors affecting wait time management strategies: Identifying them and building a framework**

*Pomey MP, Forest PG, Sanmartin C, De Coster C, Drew M*

**580: Impact of improving ventilator bundle compliance on intensive care throughput**

*Howell MD, Foley J, Boyd K, Clardy P, Gillis J, Hurst J, Lima L, Phelan C, Russell K, Serrano M, Wright SB, Talmor D*

### **A8 Clinical – Quality Improvement – Invited session**

*Essex North East*

**Clinical performance quality: engaging physicians in assessing and improving clinical practice**

*Leader: Richard Grol, Netherlands*

### **A9 Workforce/Education – Invited session**

*St George C & D*

**A vision for the health and care workforce 2022**

*Leader: Kim Beazor, UK*

followed by:

**Information Technology may help transform healthcare, but do we have a sufficient workforce?**

*Leader: Charles Saffran, USA*

**AIO Track Nine: Measures/Indicators – Brief paper presentations**

*Adams Parliament*

**001: Development and validation of an instrument for appraising indicator quality: The Appraisal of Indicators through Research and Evaluation (AIRE) instrument**

*De Koning JS, Smulders AW, Klazinga NS*

**131: The quantitative measurement of ‘New Leadership’ processes in health care: A review of the available instruments**

*Ravaghi H, Mannion R*

**266: Comparison of mortality predictive models using laboratory data versus ICD-9 code-based comorbidity software by the Agency of Healthcare Quality and Research**

*Tabak YP, Sun XW, Kurtz SG, Derby K, Cox E, Johannes RS*

**333: The application of AHRQ patient safety indicators to routinely collected UK hospital administrative data**

*Aylin P, Bottle A*

**452: AHRQ patient safety indicators are suitable for international application: Results of a German validation study**

*Droesler SE, Stausberg J*

1230 – 1400:

LUNCH

and on 7<sup>th</sup> floor

1230 – 1345:

**Patient Safety Researchers meeting**

WHO World Alliance for Patient Safety and ISQua will lead a lunchtime meeting for delegates with an interest in patient safety research.

**Regions and national societies meeting**

Open to interested delegates

**1315 – 1350 hrs: Concurrent Poster Presentation Sessions**

**API Patients**

*Essex North Center*

**080: Empowering seldom-heard communities to co-design health services**

*Stafford S*

**278: PIPS Project: Personalized Information Platform for Life and Health Services**

*Sanna A*

**570: The feedback system in an acute care setting**

*Hsieh YS, Chang WC, Hwang CP, Hsieh IR*

**332: “I have a right to know what is wrong with me”: Information and children’s consent to treatment: An experience of paediatric Italian network**

*Visconti P, Vecchi Brumatti L, Danielli E, Peraldo M, Celesti L, Tamburlini G, Morello Marchese P*

**563: Using patient survey information for quality improvement in US dialysis centers**

*Hurtado MP, Frentzel E, Levin A*

**AP2 Measures/Indicators**

*Essex South*

**009: Proof of the pudding – Carrying out a pan-hospital audit**

*Cornally D*

- 042: **An evaluation on DOTS implementation in Indonesian hospitals through clinical audit: Can the Australian clinical governance model make improvement?**  
*Djasri H, Utarini A*
- 053: **Auditing of early medical management of acute stroke: An assessment by COMPAQH**  
*Goubet S, Gardel C, Capuano F, Minvielle E*
- 233: **Undertaking an assurance review within Guy's and St. Thomas' NHS Foundation Trust (GSTFT)**  
*Stoker S, Walsh E, Tarling R, Baker E*
- 423: **The Stockholm Audit – a method for quality management systems improvement. Four years of experience in the Stockholm County Council health services**  
*Blomberg Piene I, Dreber T, Hakansson A, Lennfjord B, Sundberg L*

### **AP3 Measures/Indicators**

*Adams Parliament*

- 005: **Towards a framework for long-term maintenance of quality measures: Results of a survey of leading measures developers**  
*Mattke S*
- 467: **Assessing cancer care quality in hospitals with core measure indicators: A preliminary study on breast and colorectal cancer**  
*Chung KP, Lai MS, Kuo NC, Koong SL*
- 396: **Quality indicators for maternity home care in the Netherlands**  
*De Vos MLG, Graafmans WC*
- 500: **Quality improvements in health care service expressed differentially among different population groups**  
*Poblano-Verastegui O, Lopez-Cervantes M, Hernandez B, Ballard D*

### **AP4 Accreditation/Evaluation**

*Essex North West*

- 602: **Redesign of the Dutch standard for accreditation of hospitals**  
*Beaard HWM, van der Heijden FVMJ, van der, Doets PM, den Adel RJ*
- 292: **Review of quality & safety regulatory organisations. Acting on the Irish acute care services**  
*Doran J, Sweeney J, Boland R*
- 487: **The Brazilian system of accreditation: Differences and similarities between the national accreditation organization and JCI**  
*Castellanos LP, Malik AM*
- 478: **Achieving targeted risk based regulation through an information led approach**  
*Bardsley M, Blunt I, Chitnis X, Kaftez A, Porter A, Spiegelhalter D*

### **AP5 Patient Safety**

*Staffordshire*

- 083: **Extension of medication reconciliation in ambulatory care: Attempts at improvement**  
*Nassaralla CI, Naessens JM, Chaudhry R, Hansen MA, Scheitel SM*
- 281: **Implementation of a simple medication reconciliation process to reduce medication errors in Australian hospitals**  
*Van de Vreede MA, Dooley MJ*
- 148: **The effectiveness of Medication Errors Reporting System (MERS)**  
*Tsai CY, Chan YY, Chen HY, Soong YK*
- 361: **Online reporting system for medication safety events in an acute academic teaching hospital**  
*Relihan EC, O'Grady F, Treacy VM*

- 207: **The evaluation of unintended discontinuation of medication at the time of hospital admission by health smart cards**

*Hsu MH, Li YC, Yen JC, Huang CC, Chiu WT*

### **AP6 Patient Safety**

*Essex Center*

- 236: **Risk factors associated with adverse events during hospitalisations: An insurer perspective**

*Anderreggen VM, Varela I, Boechi L, Montero C, Abatti A, Garcia Elorrio E, Gimenez LA*

- 205: **An integrated clinical risk management project in Italian public hospital**

*Bosio M, Mirandola G, Fumagalli M, Caltagirone P, Zoli A*

- 323: **Effects of hospital-wide antibiotic stewardship program on prescribing practices of parenteral antimicrobial agents**

*Lew HS, Huang CT, Fan CM*

- 415: **The Ottawa Hospital's centre for patient safety – Creating leadership in safety**

*Hunter L, Forster A, Worthington JR*

- 218: **100 K lives – How evidence based can patient safety campaigns be?**

*Krogstad U, Rygh L, Arntzen E, Baalsrud A, Gilbert M, Nilsen ST, Ormstad S*

### **AP7 Systems**

*St George A & B*

- 406: **The relationship between the costs and quality of hospital care in the U.S**

*Jha AK, Orav EJ, Dobson A, Book R, Epstein AM*

- 277: **Quality management in health care organizations in Finland years 1999 and 2004**

*Raikkonen O, Outinen M, Holma T, Sainio S*

- 263: **The role of stakeholders in the instigation of a framework of quality and safety policies and procedures in a residential setting**

*Fagan PA, Sweeney J, Reddy D*

- 294: **In the face of adversity, diversity wins**

*Brooks L, Fairlie S*

### **AP8 Clinical Quality Improvement**

*Essex North East*

- 302: **Methicillin resistant Staphylococcus aureus infection reduction in the Intensive Care Unit**

*Rodriguez VE, Durlach RA, Freuler CB, Ezcurra C, Testón L, Fernandez Canigia L, Laugas S*

- 186: **Effect of the public release of antibiotic prescribing rate on primary care physician's prescribing pattern in South Korea**

*Kim S, CHang JH, Kim KS, Lee S*

- 525: **Improvement of prescription of Deep Vein Thrombosis Prophylaxis (DVTP) in a program of continuous improvement**

*Sousa AG, Lisboa LF, Fernandes Jr CJ, Kashiwagi NM, Cypriano AS, Santos BFC, Bork AMGT, Cendoroglo M*

- 401: **A national research framework for improving clinical handover**

*Jeffcott SA, Evans SM, Chin GSM, Cameron P, Ibrahim JE*

### **AP9 Workforce/Education**

*St George C & D*

- 211: **Delivering clinical governance through E-learning: A study and evaluation of the online training developed by the Royal Pharmaceutical Society of Great Britain**

*Wright HJ, Ashmore SR, Ruthven T, Warner L*

- 535: **Enhancing patient safety and patient satisfaction on a clinical teaching service through geographically-localized inpatient care microsystems**

*Yang JJ, Tess AV, Sulmonte KK, Reynolds EE*

**521: Healthcare workforce: An experiential route to a quality qualification in health, quality credentials for health professionals**

*Bullivant JRN, Corbett-Nolan A, Steer F*

**1400 – 1530 hrs: Concurrent Track Sessions**

**A11 Patients – Invited session**

*Essex North Center*

**Physician accountability for patient-centered care**

*Leader: Mark Waxman, USA and panel.*

*Picker session*

**A12 Health Information Technology – Invited session**

*Essex Center*

**Care management and technology – Getting to improvements in the small physician practice**

*Leaders: Chuck Parker & LuAnn Kimker, USA*

**A13 Measures/Indicators**

*Essex South*

**Selected Brief Paper Presentations**

**532: Relationship between cost and quality for people with diabetes in managed care organizations in the United States**

*Roski J, Turbyville S, Scholle S*

**366: Health care systems and their performance: An extensive review**

*de Belvis AG, Pelone F, Volpe M, Ricciardi W*

**551: Using existing data and derived indicators to evaluate quality of care and performance of a recently created network of hospitals**

*Burnand B, Scherer F, Arditi C, Luthi JC*

**289: Performance evaluation system in healthcare: A tool for management and policy makers**

*Nuti S, Bonini A, Seghieri C*

**529: Defining a high performance cancer care system: A five-country comparison of Canada, France, Germany, the UK and the USA**

*Sullivan T, Schneider E, Richards M, Borella L, Hallek M, Dobrow M*

**A14 Accreditation/Evaluation – Invited session**

*Essex North West*

**The Dynamics of Accreditation**

**Regulating the regulators**

*Leader: Harry Cayton, UK*

**Dynamic revisionism**

*Brian Johnston, Australia*

**ISQua website for Accreditation research**

*Leader: Wendy Nicklin, CAN*

**A15 Patient Safety – Brief paper presentations**

*Staffordshire*

**Selected Brief Paper Presentations**

**376: The effectiveness of an intervention aimed at improving incident reporting rates and changing staff attitudes towards reporting**

*Evans SM, Smith BJ, Esterman A, Runciman WB, Maddern G, Sellim P, Stead K, O'Shaughnessy J, Muecke S, Jones S*

- 128: **What is the difference in adverse events detected using different methods of identification?**  
*Naessens JM, Campbell CR, Berg B, Lefante J, Williams AR, Culbertson R*
- 099: **Patient safety and consultation time in primary health care - Are they related?**  
*Mira JJ, Nebot C, Lorenzo S*
- 425: **Examining the relationship between patient safety and specialty using the 2006 acute hospital inpatient survey in England**  
*Petruckevitch A, Raleigh V*
- 399: **The West Virginia patient safety project**  
*Hannah KL, Ruddick P, Bellamy G*

**A16 Systems – Invited session**

*St George A & B*

**Performance Measurement and Quality Improvement Activities in U.S. Hospitals**

*Leader: Anthony Shih, USA and panel*

*Session supported by The Commonwealth Fund*

**A17 Clinical – Quality Improvement – Invited session**

*Essex North East*

**MARQuIS: Hospital quality improvement: Preliminary results**

*Leader: Rosa Sunol, Spain*

**A18 Workforce/Education – Brief paper presentations & invited session**

*St George C & D*

- 108: **The ICONAS project on organizational climate: Are we ready to be patients' partners?**

*Wienand U, Cinotti R, Nicoli A, Bisagni M*

- 599: **Variation in caregiver perceptions of teamwork climate and safety climate in a tertiary care hospital in Turkey**

*Kaya S, Barsbay S, Bal E, Yalcin P, Karabulut E*

**Workshop: It's No Joke! The Importance of Humor In Quality Team Effectiveness**

*Leader: Lois Butcher-Poffley, USA*

**A19 Health Information Technology – Brief paper presentations**

*Adams Parliament*

- 126: **Providing virtual mental health care in a rural community hospital**

*Tiessen B, Reaume-Zimmer P*

- 619: **An electronic registry and processes to create actionable information improve results of diabetes management measures**

*Melin JA, Emro S, Sherry P, Cusolito J*

- 436: **Using health smart cards to improve medication safety**

*Huang CY, Li YC, Liu CT, Yen JC, Huang CC, Hsu MH*

- 593: **Closing the loop on test results: Experience with a web based test tracking results system incorporated within an online medical record**

*Sands KE, Markson L, Moody E, Aronson MD*

- 388: **Tag and track: Curbing spread of diseases**

*Ahmad N*

1530:

BREAK

1600 – 1700 hrs: **A20: Afternoon Plenary Session**

*Essex Ballroom*

**Transforming Information Technology at the National Level: A Discussion with Two Leaders**

David Bates, Conference Chair, USA with

Richard Alvarez, Canada and Richard Granger, UK

1700 – 1830 hrs: **Wine and Cheese Reception: Meet the Poster Display Authors**

Evening: Professional visits – ticket only

## Tuesday 2 October

0730 – 0845 hrs: **Breakfast – Leadership for Quality**

*Staffordshire*

Optional: Ticket only

*Chairs: Hilary Coates, IRL & Bruce Barraclough, Aust and Don Berwick, USA*

0900 – 1030 hrs: **B1 Plenary Session:**

**Objective Assessment of Skills in Clinical Practice**

*Lord Ara Darzi, UK*

and

**Bringing Improvement to Full Scale**

*Don Berwick, USA*

1030: BREAK

## 1100 – 1230 hrs: Concurrent Sessions

### **B2 Patients – Brief paper presentations**

*Essex North Center*

**133: Self-management of self-limiting diseases via a web-based communication system for digital triage in primary care**

*Van Gemert-Pijnen J, Cranen K, Verlinden SSF, Boer H, Nijland N, Verhoeven F, Seydel ER*

**139: Tackling health inequalities to improve performance and for empowering patients**

*Lombrail P, Abbey H, Pascal P, Moret L*

**488: Virtual visitation in the neonatal intensive care unit**

*Yeo CL, Chow YH, Tan P, Ho S, Khong KC, Cheong CP*

**280: Empowerment by participation in online support groups for patients with arthritis, fibromyalgia and breast cancer**

*van Uden-Kraan CF, Drossaert CHC, Taal E, Seydel ER, van de Laar MAJF*

**471: Empowering people with diabetes: Results of a large, national survey of people with diabetes in England**

*Raleigh VS, Hussey D, Petrukevitch A, Hallt K*

### **B3 Health Information Technology – Invited sessions**

*Essex Center*

**Health Information Technology Connecting Patients, Payers and Providers**

*Leader: John Halamka USA*

**Community-wide Health Information Technology Implementation: The Massachusetts e-Health Collaborative**

*Leader: Micky Tripathi, USA*

### **B4 Measures/Indicators – Brief paper presentations**

*Essex South*

**035: Pediatric emergency department quality indicators monitoring program: A five years experience**

*Tubino B, Villa G, Debbia C, Piccotti E, Sartini M, Di Pietro P*

- 116: **Assuring the quality of care for stable glaucoma patients: a RCT of a glaucoma follow-up unit in the Netherlands. Results after two interim audits**  
*van Sprundel E, Holtzer-Goor KM, Plochg T, Koopmanschap MA, Lemij HG, Klazinga NS*
- 285: **Trauma quality indicators: Linking process with outcome**  
*Willis CD, Evans SM, Stoelwinder JU, Cameron PA*
- 426: **Postsurgical venous thromboembolism indicators**  
*Nesoti MV, Bovo C, Agnoletto M, Saia M, Kusstatcher S, Baldantoni E*
- 523: **Quality indicators for multiple sclerosis medical care: Development and testing**  
*Trisolini M, Constantine R, Greene J, Miller A*

#### **B5 Accreditation/Evaluation – Invited session**

*Essex North West*

##### **Accreditation: Assessing the evidence**

*Leader: Jeffrey Braithwaite, AUS*

#### **B6 Patient Safety – Invited session**

*Staffordshire*

##### **When things go wrong – What do patients, clinicians and their families want?**

*Chair: Tracey Cooper, IRL*

*With Hilary Coates, IRL, Cliff Hughes, AUS, Margaret Murphy, IRL, Phil Hassen, Can, and Lucien Leape USA*

#### **B7 Systems – Invited session**

*St George A & B*

##### **The Hospital of the Future**

*Leader: Dennis O’Leary, USA*

#### **B8 Clinical Quality Improvement – Brief paper presentations**

*Essex North East*

- 065: **Improvements of the clinical care through the clinical pathways and the data-warehouse**  
*Orlandini D, Sologni L, Gambarati G, Ricco D, Martini M*
- 615: **Building safety and proactive clinical risk management into standardised organisational wide and specialty ward care plans**  
*Neilsen J, Barton S*
- 090: **Development and clinical application assessment of the Chinese version of five-level triage computer system in emergency department**  
*Chen LC, Chang WY, Chen JC*
- 647: **Information systems to optimise care, prioritisation, equity of access and resource allocation for people with chronic hip and knee osteoarthritis**  
*Osborne RH, Brand C, Jones C, Hawkins M de Steiger R, Wicks I, Graves SE*

#### **B9 Workforce/Education – Brief paper presentations**

*St George C & D*

- 250: **The impact of an educational intervention on elderly care nursing staff ratings of quality of care: A prospective, controlled intervention study**  
*Hasson H, Arnetz JE*
- 262: **Innovative use of an obstetrical database to support a CQI initiative addressing healthcare workforce concerns and the optimization of patient safety**  
*Natale R, Schmidt G, Foran, S*
- 365: **Accreditation of healthcare management education in the United States and Canada reconceptualized to meet the demands of quality and cost**  
*Lloyd JS, Royer T, Stefl M, Clarke, R*

- 453: **Quality of care education in Dutch (bio)medical schools: An inventory, needs assessment and developmental program**

*Verheggen FWSM, Engels Y, Wollersheim H, Hollands L*

**BIO Track Nine: Measures/Indicators – Brief paper presentations**

*Adams Parliament*

**Selected Brief Paper Presentations**

- 052: **Feasibility of implementing indicators for auditing patient records in France (COMPAQH Project)**

*Calmus S, Elkhammar M, Capuano F, Tanc V, Gardel C, Minvielle E*

- 259: **National Danish audit in patients with perforated peptic ulcer revealed unexpected problems in the pre-and postoperative monitoring**

*Nakano A, Bendix J, Adamsen S, Norgard B, Mainz J*

- 556: **Trend in reliability of comorbidity information derived from administrative data between 1999 and 2003 in three Swiss hospitals**

*Luthi JC, Januel JM, Borst F, Quan H, Ghali WA, Burnand B*

- 243: **Multi-dimensional benchmarking in the health care Sector; New approaches and new developments in the home care sector in The Netherlands**

*Sixma HJ, Poerstamper RJC, Triemstra M*

- 375: **Patients' experience as basis for benchmarking and quality improvement in thee countries: A comparison of variation between hospitals against variation between wards**

*Bruster S, Freil M, Fallberg L, Straw P, Oesterbye T*

1230 – 1400: LUNCH - with the support of Methodist International

**1315 – 1350 hrs: Concurrent Poster Presentation Sessions**

**BPI Patients**

*Essex North Center*

- 245: **Patient participation in myocardial infarction care: results of a national survey**

*Arnetz JE, Winblad U, Höglund AT, Arnetz BB*

- 125: **The influence of social and demographic factors on self-perception of health-related quality of life: A survey among patients with mixed diseases and multiple co-morbidities**

*Coscarelli PC, Miranda ATC*

- 227: **Using patientfeedback for continuous improvement**

*Lobenstein S, Woldendorp CM, Veenendaal H, van Binkhorst T*

- 557: **Planning healthcare in prisons: the professional view and the client view**

*Thornton-Jones H, England P, Spark K*

**BP2 Health Information Technology**

*Essex Center*

- 473: **The electronic problem-oriented medical record (e-POMR) of an internal medicine unit**

*Palmieri VO, Spica A, Salerno Mt, Palasciano G*

- 357: **Do minority-serving physicians have comparable rates of use of electronic health records?**

*Jha AK, Bates DW*

- 201: **A web-based infectious disease communication system to enhance healthcare workers' knowledge, attitude, and risk perception about safe work practices**

*Verhoeven F, Hendrix MGR, Friedrich AW, Daniels-Haardt I, Nijland N, Steehouder MF, Van Gemert-Pijnen JEW*

- 374: **CPOE: Fancy stuff or effective technology to improve patient safety?**

*Allegretti MG, Baldantoni E, Barelli P, Orrico D, Scillieri M*

- 577: **Exploiting it to enhance the safety of patient care - Development of the critical medical information store in Singapore**

*Lee P, Voo YO*

### **BP3 Measures/Indicators**

*Essex South*

- 329: **Validity of 30D mortality as a quality indicator for Norwegian hospitals**

*Helgeland J, Clench-Aas J, Kristoffersen, DT*

- 377: **A quality indicator database for monitoring the care of Saskatchewan adult intensive care patients**

*Gander LD, Welch P, Reilly-Bruce P, Treppel DM*

- 026: **Impact of International Quality Indicator Project (IQIP) on medical quality performance in a medical center in Taiwan**

*Hsu MH, Huang CT, Soong YK*

- 522: **The influence of member characteristics on medicaid H.E.D.I.S quality measurement results for asthma and diabetes care**

*Clark R, Ouellette R, Weir S, Zhang Y*

- 418: **Health care quality indicators in Veneto region, Northern Italy**

*Gnesotto R, Gennaro N, Turra R, Bellocco R, Tramarin A, Bon C, Compostella A*

### **BP4 Measures/Indicators**

*Adams Parliament*

- 536: **Introducing clinical audits to the primary care system of a local healthcare unit**

*Ranocchia D, Matteucci V, Goletti M, Greco M, Seppoloni D, Wienand U*

- 579: **Monitoring the quality improvement of HIV/AIDS care and treatment through chart audits in the regions of Russian Federation**

*Kubataev A, Rith-Nadjarian S, Vovc E, Perehinets I*

- 288: **Are hospital performance measurement systems transparent and based on clear methods?**

*Rygh LH, Saunes IS*

- 594: **The Quality of inpatient care provided for patients with pneumonia: Findings from the US Agency for Healthcare Research and Quality**

*Gray DT*

### **BP5 Accreditation/Evaluation**

*Essex North West*

- 509: **The implementation of the EFQM model in a large teaching hospital: preliminary results**

*Schiesari L, Griesser AC, Heliot C, Chopard P, Andries S, Raë AC, Alvarez R*

- 293: **Quality evaluation in Lombardy Region (Italy) hospitals**

*Azzali F, Zangrandi A, Merlino L, Luzzi L, Ramponi C*

- 209: **Devising a framework for the involvement of young people in the assessment of acute healthcare services**

*Kelly M, Fortune T, O' Connor E, Boland R*

### **BP6 Patient Safety**

*Staffordshire*

- 531: **Implementation of a fall prevention protocol for inpatients**

*Silva LMG, Bork AMGT, Denser CPAC, Santos RPS, Costa MLM, Laselva CR, Minatel VF, Garcia CB*

- 573: **Medical disputes study in NTUH**

*Lin TH, Wang MJ, Huang SJ, Lin FY*

- 618: **Inappropriate sharp waste disposal at first level health care facilities in Pakistan**

*Janjua NZ, Hutin Y, Akhtar S*

- 129: **Effect of illness severity and co-morbidity on patient safety adverse events**  
*Naessens JM, Campbell CR, Berg B, Lefante J, Williams AR, Culbertson R*
- 616: **Enhancing clinical communication: Characterising the role of communication in clinical incidents and complaints**  
*Hill K, Aldrich R, Lawson D, Easton T*

**BP8 Clinical**

*Essex North East*

- 225: **Evaluating the implementation of an evidence based stroke guideline, a strategy for performance assessment**  
*Lemmens J, Friesen-Storms JHHM, Bours GJJW*
- 297: **A clinical evaluation unit's role in improving integration of intra- and extra-hospital services through evidence-based health care training and clinical data warehousing in cardiovascular secondary prevention**  
*Marchetta F, Bassein L, Buda S, Di Martino M, Degli Esposti L, Degli Esposti E*
- 246: **Towards comprehensiveness and excellence: Results of the self evaluation pilot of the Organisation of European Cancer Institutes (OECI)**  
*Hummel H, Saghatchian M, Otter R, van Harten W, Ringborg U, de Valeriola D, Tursz T*
- 417: **Clinical governance: The Princess Alexandra hospital approach**  
*Harris KL, Ashby R, Winning MI*

**BP9 Workforce/Education**

*St George C & D*

- 448: **Full-time attending physician coverage in pediatric emergency department improves quality of medical care: Experience in a children's hospital**  
*Huang LA, Hsia SH, Wu CT, Wang HHI*
- 063: **Professional accreditation standards promote health care interventions integration and quality of care**  
*Orlandini D, de Bigontina G, Fava D, Cimino N, Meloncelli I*
- 390: **Incorporating a sustainable focus on patient safety into new employee and physician/resident orientation**  
*Guillory P, Tran TH*
- 421: **Role of quality days in institutionalizing quality improvement and culture of change**  
*Kus H, Zaim S*
- 163: **The annual activity volume and manpower cost for incident reporting systems in eight Japanese acute care teaching hospitals**  
*Hayashida K, Imanaka Y, Fukuda H*

**1400 – 1530 hrs: Concurrent Track Sessions**

**B I I Patients – Invited session**

*Essex North Center*

**Patient-Centered chronic care and resident-centered long-term Care**

*Leader: Stephen Schoenbaum, USA and International panel*

*Session supported by the Picker Institute*

**B I 2 Health Information Technology – Brief paper presentations**

*Essex Center*

- 264: **Quality management systems software – A catalyst for quality management processes**  
*Sweeney J, Fagan PA, Breen S, Sheehan K*
- 507: **National star rating system – League tables on hospital performances in Denmark**  
*Schioler T, Hjulsgaard MA*

**238: Electronic platform for good practices exchange among professionals, training and patient safety culture building promoted by the Health and Consumer Affairs Ministry of Spain**

*Recio M, Novillo D, Aibar C, Fernandez M, Aranz J, Agra Y, Terol E, Martin A, Gonzalez A, Martinez-Campos E, Garcia J, Infante A*

**328: The implementation of integrated and severity stratified alert system for patient safety management: Allergy and infection information**

*Kim EO, Lee JH, Kim YK, Choi HL, Min SW, Lim KS, Woo JH*

**356: Use of features in electronic health records and health care quality: How are they related?**

*Poon EG, Simon SR, Jenter C, Kaushal R, Volk L, Cleary PD, Tumolo AZ, Bates DW*

#### **BI4 Accreditation/Evaluation – Brief paper presentations**

*Essex North West*

**265: Quality and health promotion; where do they marry?**

*O' Riordan A, Sweeney J, Fagan PA*

**130: Organisational failure and turnaround in NHS hospital trusts**

*Ravaghi H, Mannion R*

**584: Aboriginal health services: Accreditation readiness**

*Russell SJ, Dorchner D, Gillis D*

**369: Five-year survey of professional accreditation in Italian vaccination services**

*Brusaferro S, Londero C, Panariti M, Calligaris L, Coppola N, Gallo T, Osquino I, Rocco G*

**393: The impact of the national standards – “The standards for better health” for improving quality in health care**

*Scrivens E*

#### **BI5 Patient Safety – Brief paper presentations**

*Staffordshire*

**625: Improving hand hygiene compliance through system changes and performance feedback**

*Fitzpatrick KR, Pantle AC, Hughes CF*

**428: Design and implementation of a pro-active global risk assessment tool for reduction of adverse events in an acute tertiary hospital**

*Gupta U, Sibal A, Preetindra, Rawat R, Banerjee U, Khan R, Bansal P, Gupta J, Jose M, Saxena G*

**296: An evidence-based approach to reducing falls at a comprehensive cancer center**

*Kline NE, Thom B*

**429: Consensus-based recommendations for measuring adherence with hand hygiene guidelines: A field survey for effective practices**

*Braun BJ, Kusek L, Larson EL*

**363: Automatic evaluation of contents of incident/accident reports using semantic structure**

*Takemura T, Hirose M, Kim H, Okamoto K, Kuroda T, Yoshihara H*

#### **BI6 Systems – Brief paper presentations**

*St George A & B*

**167: Wide open disclosure – Communicating with and caring for patients and a community affected by a large-scale pathology “lookback”**

*Aldrich R, Finlayson P, Sullivan M, Clout T, Hill K, Maxwell A*

**480: Assessment of patient safety research from an organizational ergonomics and structural perspective**

*Schutz AL, Counte M, Meurer S*

**Invited session t.b.a.**

## **B17 Clinical Quality Improvement – Brief paper presentations**

*Essex North East*

### **427: Is an acute pain service effective in the control of postsurgical pain?**

*Bovo C, Padovan L, Nesoti MV, Kusstatscher S, Avanzi S, Graiff A, Agnoletto M, Pilati G*

### **002: Pain control decreases unplanned extubation in Intensive care units via continuous quality improvement**

*Huang WC, Lin TW, Hsu CW, Lin CH, Chang R, Wei CH, Au WY, Chen HL, Her SS, Cheng HM, Lee KC, Mai MH, Liu CP, Lin CH*

### **014: An evaluation of a diabetes specialist nurse prescriber on In-patient service delivery**

*Courtenay M, Carey N, James, J, Hills M, Roland J*

### **237: Improving care on diabetic patients: Results from a four year experience**

*Cazenave P, Garcia Elorrio E, Abatti A, Gimenez LA*

### **410: Lessons from improvement collaboratives in developing countries: Findings of field evaluations of Quality Assurance Project-supported collaboratives**

*Hermida J, Franco LM, Lin YS, Catsambas TT, Gutmann M, Webb L, Marquez L*

## **B18 Workforce/Education – Forum**

*Essex South*

### **ISQua Education Forum: Medical student and post-graduate education in quality and safety**

*Chair: Austin Leahy IRL with John Helfrick, USA, Bruce Barraclough, AUS, Pedro Saturno, Spain, Greg Mayer, USA and Cathal Kelly, IRL*

## **B19 Track Nine: Patient Safety – Brief paper presentations**

*Adams Parliament*

### **631: Quality systems assessment: A new initiative of the Clinical Excellence Commission for the New South Wales health system**

*Harrison B, Hughes C, Barraclough B, King B*

### **079: Outcomes associated with a Canadian collaborative to Improve patient care and safety in the ICU**

*Zelmer J, Walker JD, Sandham JD*

### **160: Collaborative assessment of patient safety in hospitals: A case study**

*Nadzam DM, Finis NM, Boan DM*

### **583: National sentinel event reporting and learning system in Mexico: Two years results in two general hospitals**

*Sarabia O, Tovar W, Ruelas E, Ortiz M*

### **019: A multilevel approach to surgical wound infections: Experience from the field**

*Baldantoni E, Monterosso M, Allegretti MG, Mon E, Barelli P, Dallapè P, Eccel C, Scartezzini L, Scillieri M*

1530

BREAK

1600 – 1700 hrs:

## **B20 Plenary Session**

*Essex Ballroom*

### **Is Pay for Performance the answer to quality improvement? Experience from the UK**

*Martin Roland, UK*

*Chair: Jerod Loeb, USA*

### **Followed by: Picker Awards 2007**

1700 – 1745 hrs:

## **ISQua Annual General Meeting**

*Essex Ballroom*

1900 – 2100 hrs:

**Gala Reception: Harvard Club, Commonwealth Avenue – Optional: ticket only**

## Wednesday 3 October

0730 – 0845 hrs: **Breakfast: Use of simulation for education and assessment**  
*Staffordshire*  
Optional: Ticket entry  
*Chair:* John Helfrick, USA with Helen M. MacRae, Can, and Daniel Jones, USA

0900 – 1030 hrs: **C1 Plenary Session**  
*Essex Ballroom*

**Supporting Healthcare Professionals Where They Are Most Needed: Telemedicine Improving The Quality and Efficiency of Healthcare in Developing Countries**

Antoine Geissbuhler, Switzerland

**“Clinical Information systems as tools to improve quality of care in developing countries: examples from HIV and TB treatment programs”**

Hamish Fraser, USA

*Chair:* Sheila Leatherman, USA

**Invitation to Copenhagen**

1030 BREAK

## 1100 – 1230 hrs: Concurrent Track Sessions

### **C2 Patients – Brief paper presentations**

*Essex North Center*

514: **Quality in mental health - Your views**

*Gilheaney P*

578: **The relationship of patient views on quality and performance management components of quality improvement in Jigawa, Nigeria**

*Haran D, Ibrahim K, Abdulkadr F, Usman A, Sokpo E, Ochiba J, Lortsuum IJ*

023: **Medical information delivered to patients: Discrepancy concerning physicians' and nurses' perceived roles compared to patient satisfaction**

*Moret L, Rochedreux A, Chevalier S, Gasquet I, Lombrail P*

177: **Systematic national communication with consumers: The impact & value of a national evaluation system for chronic disease self-management programs**

*Osborne RH, Nolte S, Jordan J, Davidson NJ*

479: **The willingness of surgical patients to ask health care staff questions related to the quality and safety of their health care**

*Davis RE, Koutantji M, Vincent C*

### **C3 Health Information Technology – Invited session**

*Essex Center*

**The Map of Medicine: Introducing a global and localizable benchmark of clinical processes**

*Michael Stein, UK*

### **C4 Measures/Indicators – Brief paper presentations and Invited session**

*Essex South*

258: **Developing a national framework for comparative evaluation of hospital performance: A quest for a balance between the needs and expectations of key stakeholders**

*Oren K, Goldberg A, Pliskin JS*

151: **E-health is more than optimising individual patient records**

*Brown CR, Moola S*

**Invited session**

**Querying and reporting performance measure data from electronic health record systems (EHRS)**

*Karen Kmetik USA*

## **C5 Accreditation/Evaluation – Brief paper presentations and Invited session**

*Essex North West*

**555: A quality and safety awards initiative to identify, reward, promote and share excellence in quality and safety in the Irish health service**

*Braden K, Brickley K, Dooley B, Kehoe JP, McCaughan C, Reddy W*

**490: Business excellence: Going beyond the compliance journey**

*Given L*

### **Invited session**

#### **You get what you measure**

*Leader: Lynn Schroth, USA*

## **C6 Patient Safety – Invited session**

*Staffordshire*

### **Using reporting systems to make change**

*Chair: Cliff Hughes with Carolyn Hoffman, CAN, Helen Glenister, UK, Philippe Michel, France and Peter Lee, Singapore*

## **C7 Systems – Invited session**

*St George A & B*

### **Clinical Quality Improvement Collaborations for Translating Evidence into Practice**

*Bill Runciman, Australia*

## **C8 Clinical – Brief paper presentations**

*Essex North East*

**414: The greater metropolitan clinical taskforce: An Australian model for clinician governance**

*Needham KA, Castaldi PA*

**270: Clinical governance and peer review in a Queensland acute private hospital post - Bundaberg inquiry**

*Foley CM*

**213: Assessing organisational culture for quality improvement: A national survey**

*Mannion R, Konteh H, Davies HTO*

**197: Delivering real-time data: How quality management web-based technology can change clinical behavior and practice at the bedside**

*Dlugacz YD, De Geronimo M*

## **C9 Workforce/Education – Invited session**

*St George C & D*

### **Workshop Demonstration of the Patient Safety Education Project, an international Collaborative Project**

*Martin Hatlie, USA, Tim Shaw, AUS, Linda Emanuel, USA and Merrilyn Walton, AUS*

## **C10 Health Information Technology – Brief paper presentations**

*Adams Parliament*

**193: Electronic oncological communication and documentation: New software combining different intrahospital and general practitioners' systems for medical decision-making**

*Klinkhammer-Schalke M, Hofstädter F, Mohr MTJ*

**271: Transforming the local health care environment in Southern Italy: A team based initiative to manage CVD patients using a decision support tool**

*Aquilino A, Mola E, Rollo R, Musilli A, Ito D, Oda K, Procaccini M*

**386: Good services integration with poor decision support systems: A case of arrested hospital information system development in a transitioning country**

*Insua JT*

- 290: **Using medical registries to improve quality of care: A review on methods of data feedback**  
*van der Veer SN, Tenkink ES, de Keizer NF, Ravelli AC, Jager KJ*
- 314: **Relationship between the system design of incident reporting and the number of reports**  
*Fukuda H, Imanaka Y, Hirose M, Hayashida K*

1230 – 1400:

LUNCH

**1315 – 1350 hrs: Concurrent Poster Presentation Sessions**

**CPI Patients**

*Northstar*

- 061: **Perceived, unperceived, and unnoticed quality in surgical procedures**  
*Mira JJ, Tomás O, Lorenzo S, Pérez-Jover V, Galan A*
- 434: **A project to improve the CPR knowledge and skills of patients' parents in an Infant Intensive Care Unit**  
*Chu HL, Lin FR*
- 621: **Recommendations for consumers about patient safety: Too much of a good thing?**  
*Weingart SN, Morway LM*
- 229: **Patients' experiences with quality of care after a cataract operation: The consumer quality index cataract questionnaire (CQI Cataract)**  
*Stubbe JH, Brouwer W, Delnoij DMJ*

**CP2 Health Information Technology**

*Courier*

- 362: **Patient care experience enhanced by use of online journals: Preliminary results**  
*Buckel LM, Businger A, Volk LA, Wald JS, Poon EG, Grant R, Ghandi TK, Schnipper JI, Middleton B*
- 252: **Health technology assessment in Trentino (Italy): An integrated governance approach**  
*Torri E, Guarrera GM, Fontana F, De Pieri P, Baldantoni E, Favaretti C*
- 508: **WWW decision-support tool for Crohn's disease: Getting evidence into practice**  
*Pittet V, Väder JP, Juillerat P, Mottet C, Froehlich F, Felley C, Gonvers JJ, Michetti P, Burnand B*
- 136: **Contribution of videoconferencing and teleconsultation to quality of diabetes care: A systematic review**  
*Van Gemert-Pijnen JEW, Verhoeven F, Nijland N, Seydel ER*
- 581: **Monitoring and adjusting a rapid response team implementation using a novel informatics tool**  
*Howell MD, Zullo N, Folcarelli P, Aronson M, Moorman D, Mottley L, Yang J, Sands K*

**CP3 Measures/Indicators**

*Essex South*

- 240: **Pay for performance in Argentina: A nine year experience**  
*Gimenez LA, Garcia Elorrio E*
- 544: **An innovative approach in introducing and selection of indicators to evaluate quality of health care services covered by national health insurance system**  
*Hayerizadeh BF, Hajmahmoudi H, Naeli JB, Haerizadeh BM, Mashayekhi, Shojaei Omran, Hatami. Vaez Mahdavi MR, Mousavi A*
- 154: **The balanced scorecard ten years later: Lessons learned in improving quality**  
*Dunham SL, Wölfersteig JL*
- 016: **The clinical scorecard: A performance indicator board**  
*Patrini E, Folli F*

## **CP4 Measures/Indicators**

*Adams Parliament*

- 341: **How good are administrative data compared with clinical databases for case-mix adjustment?**  
*Aylin P, Bottle A, Majeed A*
- 411: **Administrative data use: Exercise caution for decubitus ulcer reporting**  
*Polancich S, Restrepo E, Prosser J*
- 613: **Improving PMTCT systems in Russian Federation through the implementation of a comprehensive monitoring data base and appropriate professional training**  
*Kubataev A, Shumilova I, Yovc E, Bivol S, Filipova T, Lazutkina I, Tyapukhin A*
- 398: **Logistic and hierarchical logistic models for profiling hospital performance: A study of patients hospitalized for hemorrhagic stroke in Pennsylvania**  
*Liu Y, Sun XV, Kurtz S, Tabak YP*

## **CP5 Patient Safety**

*Staffordshire*

- 422: **Development and validation of the hospital safety culture questionnaire**  
*Kobuse H, Imanaka Y, Murakami G, Ishizaki T, Sekimoto M, Hirose M, Hayashida K*
- 220: **Building a surgical patient safety system (SPSS) to prevent wrong site, wrong procedure and wrong patient surgery**  
*Chiu WT, Li YC, Yen JC, Huang CC, Hsu MH, Chen CI, Chang YJ, Yeh MI*
- 624: **Results of the internal auditors work at I E O; retrospectively self-evaluated results correlating with education, training received, personal experience and seniority**  
*Renne G, Dozzo D, Greco S, La Pietra L*
- 389: **Frontline staff's perception of risk associated with maternity care technology**  
*Jeffcott SA, Johnson CW, Hillan EM*

## **CP6 Systems**

*St George A & B*

- 612: **Safety and quality in small rural birthing units: Innovations, quality outcomes in rural Australia**  
*Hammond BM*
- 066: **Bed-days utilization in general surgical wards of Ismailia hospitals, Egypt**  
*Bassiouni HA, El-Zayat E, Wahed A, Elias H*
- 609: **Polish quality assurance tool for local health promotion programs**  
*Krajewski-Siuda K*
- 060: **Initiatives for improving healthcare quality in Brazil**  
*Röttsch JMP, Dias RDM, Scatena MA*

## **CP7 Clinical Quality Improvement**

*Great Republic*

- 485: **Improving the quality of the patient records in the central military hospital Prague, Czech Republic**  
*Vlcek F, Maskova M, Marx D, Gutova L*
- 312: **Community Acquired Pneumonia Early Alert (CAPNEA) system using electronic medical records based-on prediction rules at emergency department**  
*Lee JH, Oh BJ, Lee SO, Lee YH, Min SW, Lim KS*
- 313: **Comparison of hospital volume and outcome of total knee replacement in Korea**  
*Kwak EK, Ma SH, Lee JB, Kim KS, Kim SM*
- 081: **Implementation of rapid response teams in a multi-hospital health system**  
*Conte J, Smith L, El-Sayegh S, Stier L, Rosof B, Dlugacz Y, White M, Jarrett M*

## **CP8 Clinical Quality Improvement**

*Empire*

- 300: The American Heart Association's 'Get with the Guidelines SM program': Improving clinical quality and optimizing ROI through technology and collaboration**  
*Ellrodt A, Hickman B, Skea W, Albian J*
- 603: Improvement on quality Indicators in severe sepsis/septic shock (SS/SSHOCK) after a managed protocol in a private hospital**  
*Santos GDP, Sousa AG, Silva E, Lisboa LF, Laube G, Almeida FP, Fernandes Jr. CJ, Akamine N, Bork AMGT, Cendoroglo M*
- 447: Monitoring physician's adherence to periodic health examination-guidelines through statistical process control**  
*De Luca M, Lebersztein G, Morend I, Kritz P, Pereira Araujo F, Desimone S, Miyai C*
- 364: Identifying strategies for implementing clinical guidelines and improving health care quality in the Unified Health System in Brazil**  
*Portela MC, Escosteguy CC, Lima SML, Ferreira VMB, Brasil A, Brito C, Koster I, Guimaraes A*
- 527: Evaluation of a health IT application for AMI and pneumonia in US rural hospitals**  
*Hurtado MP, Maurer M, Evensen C, Garfinkel S, Huck J*

## **CP9 Workforce/Education**

*St George C & D*

- 378: Predictors of perceived health care quality for registered nurses**  
*Gregory DM, Way CY, Barrett B, Parfrey PS*
- 476: Analysis of patient outcomes and direct nursing care activity related to nurse-to-patient ratio**  
*Park SH, You SJ, Park BH, Choi YK, Chang HS*
- 412: Nursing quality performance assessment**  
*Gratrix FRJ, Yaseen T*
- 239: The nurse staffing and patient safety knowledge network: A vehicle to drive evidence-informed decisions**  
*Freeman N, Helmer J, Hoffman C*

## **1400 – 1500 hrs: Concurrent Track Sessions**

### **CI1 Policy – Invited session**

*Northstar*

#### **International aid: Increasing impact**

*Leader: Charles Shaw, UK*

### **CI2 Health Information technology – Invited session**

*Great Republic*

#### **Health Information Technology Developing a Benefits, Performance and Payment Model for Computerized Provider Order Entry (CPOE) in Community Hospitals**

*Leader: Mitchell Adams, USA*

### **CI4 Accreditation/Evaluation – Invited session**

*Empire*

#### **European Practice Assessment (EPA): Practice assessment and quality management in primary care supported by outreach visitors and online benchmarking**

*Leader: Joachim Szecsenyi, GDR*

### **CI5 Patient Safety – Invited session**

*Staffordshire*

#### **Patient Safety Solutions, including the High 5's initiative**

*Leader: Karen Timmons, USA*

**C16 Systems - Invited session**

*Adams Parliament*

**Quality worklife in health settings: A unique collaborative approach in Canada**

*Leader: Norma Freeman, CAN*

**C17 Clinical Quality Improvement – Invited session**

*St George A & B*

**Pharmacovigilance**

*Jennifer Haas, USA*

**C18 Workforce/Education – Invited session**

*St George C & D*

**Compassion, caring, and commitment: The role of intuition in leadership and decision-making**

*Leader: Bonnie Adamson, CAN, with Jeff Brown, USA and Tom Bigda-Peyton, USA*

1500 – 1600 hrs: **C19 Closing Plenary Session**

*Essex Ballroom*

**New Frontiers in Quality and Safety in Health Care**

*Mark Chassin, USA*

*Chair: John Helfrick, USA*

**FAREWELLS**

*David Bates, Conference Chair and*

*Bruce Barraclough, ISQua Incoming President*

**DISCLAIMER:**

The Boston program is correct  
at date of preparation shown below.  
However, ISQua reserves the right to alter  
or amend the program as may be required due  
to unforeseen changes in circumstances.