

出國報告（出國類別：其他—參加國際會議）

## 國際健康照護品質協會(ISQua) 2010年會之參與

服務機關：行政院衛生署

姓名職稱：石崇良處長

派赴國家：法國(France)

出國期間：民國 99 年 10 月 8 日至 17 日

報告日期：民國 100 年 1 月 16 日

## 出國報告摘要

國際健康照護品質協會成立於 1985 年，並自 2006 年起成爲世界衛生組織之合作單位，本年爲第 27 屆年會，自 2010 年 10 月 10 日至 13 日於巴黎舉行，共有來自 57 個國家、約 1,200 人參加，今年大會之主題訂爲 **Quality Outcomes: Achieving Patient Improvement**，且劃分成十大議題。主要會議 3 天共有專題演講或論壇 6 場次、分場研討或座談 64 場次、分場簡報討論 147 篇、海報講解 115 篇及海報展示 261 幅等活動，其中多項改革建議與具體作爲，可供我國借鏡。除參與會議外，並參訪 **Ilumens Simulation Laboratory** 與拜訪法國醫院評鑑機構 **Haute Autorité de Santé (French National Health Authority)**，除深入了解其主要業務內容與運作方式外，並就醫院評鑑事務與改革方向交換意見。

至會議心得與建議如下：(一) 近來英美之國家醫療品質改革趨勢，均致力於建立適當的品質績效量測指標架構，以利品質政策之擬定並據以管理與支持，此可作爲推動本署醫療品質政策諮詢委員會業務之借鏡並可作爲未來施政之依循。(二) 對高度優先之病人安全議題或解決方案，可仿倣 **EUNetPaS** 推動經驗，建立跨國(組織)或中央與地方之合作平台，在該平台上分享相關工具(如快速反應機制等)，以提升效率、加快成果之達成。(三) 持續掌握或導入世衛組織與其歐盟辦公室(**WHO EURO**)醫療品質與病人安全相關政策執行工具或指標系統，如 **PATH Project for Hospitals**、**Patient Safety Curriculum Guide** 等。(四) 參考 **iFOM(International Foundations of Medicine)**發展之跨國間醫學學歷及醫師執照認定之原則，以研修我國對於外國醫學學歷之採認及推動國際醫療人力政策。(五) 參考國際間醫院評鑑制度之發展趨勢，持續進行我國醫院評鑑制度之改革，如簡化評鑑項目與文書作業、加強委員訓練、著重品質與安全管理系統、導入品質指標系統等。(六) 參考國際經驗，發展並導入模擬技術於醫學教育與技能訓練中，並可結合我國近年積極推動之客觀結構式臨床技能測驗(**OSCE**)以評核受訓醫學生之學習成效，或研議推動模擬訓練中心並結合團隊訓練模式之導入，以提昇人員訓練之品質與成效。

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關鍵詞：健康照護品質，醫院評鑑，醫療品質指標，醫院績效評估，病人安全

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# 「國際健康照護品質協會(ISQua) 2010年會之參與」 出國報告

## 壹、緣起

國際健康照護品質協會(The International Society for Quality in Health Care, ISQua)成立於1985年，為會員超過70國之非營利性獨立組織，並自2006年起成為世界衛生組織(WHO)下之正式NGOs團體，世衛組織並經常性透過其年會與合作關係，宣導其推廣之醫療品質與病人安全相關計畫。本(2010)年大會主題訂為「Quality Outcomes: Achieving Patient Improvement」，於10月10-13日為期4天假法國巴黎舉行，會議期間除舉辦多場演講、小型討論會或工作坊外，大會並安排標竿學習之參訪活動(ISQua Mentorship program)接續於10月14日進行，以提供與會者有機會進一步實地了解法國當地機構推動醫療品質與病人安全之現況與成果，並提供各國交流學習的機會。(註：參訪活動原訂於10月14日至15日舉行，惟因本會期間正逢法國大罷工，大會臨時通知濃縮為1天)。

本屆(27屆)年會之會議議題共可分為十大類包括：1.統御與領導(Governance and Leadership)、2.外部評核體系(External Evaluation Systems)、3.健康資訊科技(Health Information Technology)、4.病人安全(Patient Safety)、5.教育訓練與文化(Education and Culture)、6.病人經驗(Patient Experience)、7.健康科技評估(Health Technology Assessment)、8.品質體系(Quality Systems)、9.品質量測與成果(Measurement and Outcomes)及10.整合式照護及品質成果(Integrated Care and Quality Outcomes)等。其中，多項議題與本署近來推動之醫院評鑑制度改革、病人安全、醫療品質監測、建立品質改善制度與醫療資源管控等施政，相當吻合，亟具參考價值；故基於本國際會議對於本署健全病人安全、醫療品質與提昇健康照護績效等政策，亟具助益，且可落實本署與國際接軌和掌握國際趨勢之一貫政策，爰出席參加。

## 貳、目的

### 一、參與目標

- (一)參加 ISQua 年會。
- (二)參訪 iLumens Simulation Laboratory 臨床模擬訓練中心。
- (三)拜訪法國醫院評鑑機構 Haute Autorité de Santé (French National Health Authority)。
- (四)就醫療品質改善制度之強化、品質指標系統之建立與監測、病人安全之推動以及醫事人員教育模式等議題了解國際之趨勢，並與各國與會人士交換意見。

### 二、出國期間

自民國 99 年 10 月 8 日起至 99 年 10 月 17 日止。

### 三、出國人員

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## 參、過程

本屆共有來自 57 個國家、約 1,200 人參加 ISQua 於法國巴黎舉行之 2010 年會，大會主題訂為 Quality Outcomes: Achieving Patient Improvement，且劃分成十大議題。主要會議 3 天，共有主場(plenary session)專題演講或論壇 6 場次，分場 ( Concurrent Session ) 專題演講或座談或教育課程共 64 場次、簡報討論 ( 15-minute oral presentations ) 147 篇、海報講解 ( 5-minute poster presentations ) 115 篇，以及海報展示 ( poster display presentations ) 261 幅等。本次會議之主場議題，主要聚焦於國家健康照護改革及其對醫療品質與病人安全之衝擊、醫療品質及病人安全量測、健康照護體系之績效評估、全球願景等。而在分場專題活動中，知名國際組織如 EUNetPaS ( European Union Network for Patient Safety，歐盟病人安全網絡)、世界衛生組織 ( World Health Organization )、經濟合作開發組織(OECD; Organization for Economic Co-operation and Development)等，皆闢專題作國際新發展之介紹，如 EUNetPaS 推動經驗及其建立跨國(組織)或中央與地方之合作平台，世衛組織與其歐盟辦公室共同推動執行之 PATH Project for Hospitals、Patient Safety Curriculum Guide、High 5s project 等，經濟合作開發組織辦理之 OECD Health Care Quality Indicators (HCQI) Project、Quality Forum and Ministerial conference 等計畫與活動。此外，值得一提的是本年度共有來自世界各地超過一千多人投稿，最終共錄取了 376 篇海報參展，其中台灣更是熱烈投稿的國家之一，總計錄取了 4 篇口頭發表、9 篇口頭海報發表 ( poster presentation ) 及 46 篇海報發表，成果豐碩也顯示了近年來國內醫療機構對品質改善的重視與投入，同時也獲得國際間的認同。

此次行程中，除參與大會會議之外，亦順道安排兩項參訪拜會活動，簡述如下：

(一)參訪 iLumens Simulation Laboratory 臨床模擬訓練中心：因法國大罷工之故，安排於 2010 年 10 月 12 日 ( 晚間 ) 進行。

近年來，由於資訊科技的進步也改變了傳統醫學教育的方式，許多的侵入性技術的學習不再是以病人為學習對象，透過電腦擬真實境使受訓者免於壓力下，從多次嘗試中熟悉技術操作後再進入臨床之實作，而此種教學模式不僅可提高學習者之興趣也可確保病人之權益與安全。原本想藉此次會議期間實際參訪法國著名的模擬訓練中心，惟因不巧遇上法國大罷工之故，參訪臨時改於離主會場 5 分鐘步行路程的 Hospital Cochin 作簡報說明與示範，雖無法親自參觀其訓練中心，但透過其簡報內容與 3D 體

驗，可了解該國投入之資源甚多亦可見此為全球之趨勢。

(二)拜訪法國醫院評鑑機構 Haute Autorité de Santé (HAS, French National Health Authority)：因法國大罷工之故，改安排於 2010 年 10 月 14 日（整天）進行。

此次行程之另一項標竿學習參訪對象為法國國家健康組織(HAS, French National Health Authority)，其角色類似為我國之醫策會。HAS 為法國公營之獨立組織，於 2005 年 1 月正式成立，係合併現有多個單位成為一個龐大組織，正式員工約 400 人，外聘專家超過 3,000 人，評鑑委員約 800 位，一年預算超過 60 million euros（折合新臺幣約 24 億元），主要任務甚多，包括醫院評鑑、醫療品質及病人安全監測、醫療品質資訊揭露與教育訓練、病人安全通報、運作 EUNetPaS、健康科技評估（含健康保險支付項目之醫療經濟評估）、疾病管理、臨床指引發展等。

當日活動由該會人員分別介紹以下 4 大主題，分別是：1.法國國家指標計畫（The French National Indicator Program）、2.整合式健康品質改善（Integrated quality improvement）、3.評核與改善醫師執業行為（Evaluation and improvement of professional practices）、4.健康照護組織評鑑（The accreditation of health care organisations: the present status and perspectives）。

法國全國性醫院評鑑起步相當晚，於 1999 年才開始逐步擴展到全國約 3000 家醫院，以 4 年為一循環，自 2010 年起才進入第三輪，但納入執行手術之診所(clinics)，該國評鑑之角色定位為著重醫院之管理系統能否確保病人之安全與所提供之照護品質，並不特別強調每一專科服務之品質評估，因此，其 2010 年新修訂之評鑑基準只分為機構管理與病人照護兩章，機構管理章著重在醫院之策略管理、資源管理、品質與安全管理三大部份共 28 項，病人照護章則強調病人權利、病人資料之管理、病人為中心之照護模式、特殊照護如急診、手術、復健與出院追蹤等、以及醫療人員繼續教育共 82 項，雖然僅約 110 項評鑑基準，但實地評鑑時，依醫院規模卻往往需要 4-10 天，由此可見其對評鑑之重視及過程之嚴謹，反觀我國現行評鑑條文多達 508 項，卻於短短二天半的時間內完成，確有檢討改善之必要。

另外一項值得參考的制度是於 2006 年開始推動的醫師認證計畫(Certification Scheme for Doctors)，有鑒於降低醫療照護相關的不良事件或死亡是推動病人安全的最終目標，而通報制度則提供從錯誤中學習改善的機會，因此法國政府規定嚴重的不良事件(severe adverse events)必須向 Health Monitoring Institute 通報，然而前者畢竟是少數且已造成傷害，如能從較經常發生的虛驚事件(near-miss)或警訊事件中確實檢

討、擬定對策，想必更能加快改善的速度。因此，自 2006 年起 HAS 鼓勵醫師加入該認證計畫，主動通報其臨床上發生的虛驚事件(near-miss)或警訊事件，並透過專家的分析與建議回饋，提昇執業品質與安全，甚至據此發展或修訂臨床指引，並納入醫師繼續教育與評估的一環，目前已有 21 類高風險之專科如外科、麻醉、重症加護等加入該計畫，另外亦已納入評鑑項目內。該計畫實施至今已提出 57 項高風險警告、制定 39 項臨床指引、與推動 55 項改善行動，可說成效卓著，跳脫過去一般認為醫師鮮少參與品質改善活動之印象，該做法實有參考之價值。



## 肆、心得

由於大會所安排的會議場次甚多，且有許多場次乃同時舉行，因此，僅能挑選與業務相關或有興趣的場次參加，茲就幾項議題之討論重點與心得整理如下：

### (一) 英國健康照護體系的改革與影響

英國與我國有類似的全民健康保險制度，但長期以來，其醫療資源的運用不彰、漫長的等候名單與無效率的醫療體系為人所詬病。但是，自 2002 年以來英國政府致力於 National Health Service (NHS) 之醫療體系改革，且已逐步獲得成效，據其估計，這些改變若能持續擴大，則可能達到幾項重大的成就，包括 (1) 數以百萬計的病人，可獲得更個人化、適當性、及時性與順暢的醫療照護經驗。(2) 可減少數千個臨床小時、住院天數或門診。(3) 大幅減少等候名單。(4) 提昇臨床品質與結果。(5) 讓醫療專業真正能夠享受工作的樂趣並引以為豪。(6) 讓醫療機構能以更為彈性且穩定的流程來提供有效率且符合需求的照護。

為了達到上述的目標，英國醫療體系所做的重大改革包括：

- 一、將一日手術 (day surgery) 視為選擇性手術 (elective surgery) 的常態，為此醫院的環境設施、流程設計與系統運作模式均應基於這樣的思考模式進行改變。如此不僅可節省醫療費用，同時也可提供額外的住院病人照護，對民眾而言也可減少院內感染的機會。
- 二、改善重要診斷檢驗的可近性、加速病人的處理流程，盡可能減少等候時間並加快獲得報告的時間，如此，不僅可使病人儘快得到必要的後續治療、減少其焦慮，也可減少不必要的住院天數與門診次數，甚至是急診的停留人數。
- 三、管理住院病人的住院變異與儘早辦理出院規劃：病人出院控制的高度變異導致了住院天數的變異，更造成安排住院的困難，NHS 發現，雖然醫院每天均有人住院，但是出院卻集中於週一到週五，特別是在周五是出院的高峰期，這些變異並非來自病人的差異性，而是來自作業流程的缺乏控制所致，例如星期五住院的病人就要比星期四住院者，其住院天數要長 25%，而其所影響的結果不僅使病床的利用率下降，也使急診候床的時間延長。因此，出院的規劃與控管應從病人住院當天開始。另外，若能減少住院天數的變異，同樣可增加病床的利用率並降低

臨時取消住院或手術的機會，同時減少急診的候床名單與因為等不到病床而至急診的人數。

四、 **避免不必要的追蹤**：根據英國 NHS 的統計，門診爽約 (Did not attend : DNA) 的病人中約有 75% 是屬於醫師預約的追蹤病人，顯示醫療體系中存在了一部分不必要的追蹤 (follow up)，若能減少這些追蹤，就可以有更多的空間去加速處理新病人，也可減少許多醫師把時間花在無價值的工作上。執行的策略包括儘可能提供 "one stop" 的服務，以及讓所有治療後的追蹤在適當的時間與地點，換句話說透過建立良好的轉診網路與資訊的流通，則並非所有的追蹤都必需在醫院內的門診進行。

五、 **發展包裹照護模式以增加介入性治療的可靠度**：藉由臨床指引的發展及對照護過程的管理，確實可以保證治療結果的品質並達到一定的效率，例如使用呼吸器照護的治療包裹應同時考慮到深部靜脈血栓的預防、消化性潰瘍的預防、抬高床頭以預防呼吸器相關之肺炎、有效給予鎮靜劑等，透過這種照護模式，一方面可避免遺漏病人必要的治療，確保品質、降低併發症或合併症，另一方面也可加快處理流程、減少住院日數差異。而這種包裹照護模式的發展能否成功則必須依賴醫療團隊間的溝通與實證基礎下發展的臨床依據。

六、 **系統性規劃慢性病人的照護**：根據 NHS 的統計，醫療費用總額的 78% 用於慢性病人的照護，而門診病人中約 80% 屬於慢性疾病，另外，因慢性疾病或其相關併發症而住院的人數亦佔了所有住院人日的 60% 以上，而且通常是由急診住院。因此，如果能透過有系統的規劃，例如自我健康管理、疾病管理與個案管理方式，將可使整個醫療照護過程更具完整性與持續性，並可減少醫療資源的耗用，如急診、門診、住院的減少，提昇醫療品質與效用。其具體執行策略包括將病人依其病況分級管理，一級病人強調自我照護與支持性照護，透過病人教育計畫 (例如 Expert Patient Program) 增加自我照護能力、減少醫療利用率，特別是住院率；二級病人意指風險較高的病人，通常具有一至二項的合併症或併發症，其照護重點在於疾病管理，透過實證基礎發展跨部門的團隊照護計畫，定期追蹤、評估病人的狀況，減緩疾病的進展，降低併發症的發生，必要時則轉為三級照護；三級病人則通常有三種以上複雜的臨床狀況 (包括合併症與併發

症)，透過個案管理模式的介入，減少不必要的住院或降低住院天數，而這些則需要高度個人化的照護服務，通常由所謂的個案管理師 (case manager) 來負責整合其所有的照護。

七、**減少等候、增加病人可近性**：過多的等候線會造成等候時間的延長，也導致治療的延誤，這是傳統醫療體系的缺點，但是等候與延遲並非完全無法避免，若可減少等候線的數目，將可有效提升管理等候的變異、降低等候時間，舉例而言，一天若是有 20 位醫師的門診，其門診來源可能有急診、常規追蹤和一般就診，那麼便有 60 條等候線，若再加上一天有上下午兩診、一週五天，那麼便有 600 條等候線，這不僅是管理上的挑戰，也造成病人的無所適從與不公平，因此，英國嘗試發展所謂的群體照護模式( Personalized Team Referrals )，跳脫傳統以個人為單位的門診預約方式，而改以團隊為單位，團隊中的成員共同分擔照護的責任，不僅簡化等候線的管理，而且可以讓病人接受到最好的照護，如果再加上減少次專科化的門診照護，那又可再減少病人的等候線與等候時間。當然，這些都必須建立在一個良好的溝通平台上，發展不同專科間順暢的合作關係，而個人績效的獎勵方式則成為發展此種模式的障礙。

八、**角色的重新規劃並提昇人力效能**：除了流程的最佳化之外，另透過各類醫療服務人員角色的重新定位，亦可達到有效提升效率、降低醫療浪費的效益。例如讓行政人員不僅限於行政工作，也可主動扮演病人與護理人員間溝通的角色，來降低醫病溝通障礙、加速治療過程的進行；醫療輔助人員(paramedics)的訓練，則可用來取代一部分原先由護理師、醫檢師、藥師所擔負的任務；提升專業護理人員的能力，進而扮演一部分醫師所執行的工作，例如以專科護理師主導出院規劃、病人治療後追蹤、與個案管理等，不僅可提昇醫療效率，並可降低醫師的負擔，讓醫師可以從事更多的專業醫療照護，增加所有工作人員的滿意度、降低離職率。

九、**從臨床指引到論質計酬**：英國自 2004 年起，自基層醫療總費用中提撥 15%，推動基層醫療之論質計酬方案，擬定心血管疾病之初級預防（高血壓）與次級預防（冠心症、腦中風）、心衰竭、糖尿病、呼吸道疾病（氣喘、COPD）、慢性腎病、精神疾病（含憂鬱症、失智症等）、及肥胖、吸煙等公共衛生議題，作為試辦目標，並自 2009 年起，由 NICE(National Institute for Health and Outcome Excellence)

主導發展前揭各項照護之績效指標與臨床指引，不僅提昇第一線醫師照護之品質，亦是該項論質計酬方案成功之關鍵因素。

英國 NHS 經過數年的努力已見成效，具體成績除了疾病（心血管疾病、癌症、呼吸道疾病）死亡率下降、等候時間下降外，員工工作滿意度與留職意願亦逐年上升。而本署健保局近日提倡開辦之論人計酬方案，或可借鏡其部份作法。

## （二）醫療人員之專業教育

提供高品質服務的醫療體系，不可或缺的當然是要有高素質的醫療人員，因此，如何將品質與安全的理念納入醫師教育，甚至是證照考試之中，亦是本次會議重要的討論焦點之一。除此之外，越來越多的跨境醫療與跨國執業的現象，也引起對於醫師執業能力評斷之國際標準制定的討論，如積極發展中的杜拜醫療城即廣納其所認可國家的執業中外國醫師至當地執業，另外歐盟國家間之醫師執照多數亦互相認可，但是國際間仍無一套客觀的標準來進行採認，於是，iFOM (International Foundations of Medicine)即著手規劃一套共同的採認標準，包括：該國醫學校院是否辦理符合國際標準的評鑑制度、醫師之養成是否於經評鑑通過之醫院接受畢業後訓練、該國是否建置完整之醫師考照制度、專科醫師認證制度、醫師繼續教育制度，及以操作為基礎的證照展延制度等，甚至該組織正積極發展一套具信效度的國際醫師考題，約 200 題左右，現正於幾個國家進行測試中。而我國之醫師養成與專業證照之管理已相當完備，幾乎已全數符合前揭條件，惟行政院將國際醫療納入六大新興產業之推動計畫中，未來或可參考各國之作法，研擬一套醫師跨國短期執業之管理方式以符國際醫療醫事人力之需。

## （三）世界衛生組織歐盟 Europe PATH 專案：

醫院績效評量(hospital performance assessment)一直是醫療品質改善不可或缺的一環，然而由於各國醫療品質政策與介入策略的不同，在各項評量指標上亦有極大的落差，因此，世衛組織於 2003 年起成立歐盟區域辦公室，結合歐盟 20 國，開始就現有文獻及各國既有資料庫中，整理歸納可用於評量醫院績效並可供跨院、跨國比較之指標，以協助優先推動議題與改善策略之擬定。經 2004-2006 年間歷經五國 66 家醫院參與前驅計畫後，共提出 13 項指標供各國參考，包括剖腹產率、腦中風死亡率、

急性心肌梗塞死亡率、產婦哺乳率、手術管理、預防性抗生素使用、血液製劑使用、術後血管栓塞、急性心肌梗塞患者使用 aspirin、門診手術率、住院天數、禁煙醫院與針扎傷害等。綜觀前揭選取之指標，多項均為我國推動品質改善之重點項目，如剖腹產管理、急性心肌梗塞與腦中風照護、預防性抗生之使用、禁煙與母乳哺育等，或許可參考世衛組織歐盟辦公室之建議，將前揭指標優先考慮選擇納入醫院評鑑持續性監測指標中，一方面可收集具體之執行成效資料進行國際間之比較，另一方面則可更為客觀評估呈現我國之醫療品質優劣。

## 伍、建議事項

參酌國際趨勢並考量國內政策推動之現況與優先性，提出以下之建議事項：

一、近來英美之國家醫療品質改革趨勢，均致力於建立適當的品質績效量測指標架構，以利品質政策之擬定並據以管理與支持，此可作為推動本署醫療品質政策諮詢委員會業務之借鏡及未來施政作為之參考。

二、對高度優先之病人安全議題或解決方案，可仿倣 EUNetPaS 推動經驗，建立跨國(組織)或中央與地方之合作平台，在該平台上分享相關工具(如快速反應機制等)，以提升效率、加快成果之達成。

三、持續掌握或參考導入世衛組織與其歐盟辦公室之醫療品質與病人安全相關政策執行工具或指標系統，如 PATH Project for Hospitals、Patient Safety Curriculum Guide。

四、參考 iFOM(International Foundations of Medicine)發展之跨國間醫學學歷及醫師執照認定之原則，以研修我國對於外國醫學學歷之採認及推動國際醫療人力政策。

五、參考國際間醫院評鑑制度之發展趨勢，持續進行我國醫院評鑑制度之改革，如簡化評鑑項目與文書作業、加強委員訓練、著重品質與安全管理系統、導入品質指標系統等。

六、參考國際趨勢，發展並導入模擬技術於醫學教育與技能訓練中，並可結合我國近年積極推動之客觀結構式臨床技能測驗(OSCE)以評核受訓醫學生之學習成效，或研議推動模擬訓練中心並結合團隊訓練模式之導入，以提昇人員訓練之品質與成效。

# 附錄

## Paris 2010 - Quality Outcomes: Achieving Patient Improvement

### Welcome Reception

Sunday 10th October- Night

18:30-20:30 Welcome Reception Marriott Rive Gauche

### Main Conference

Monday 11th October- Morning

07:45 Support for sustained quality improvement

Speaker: Helen Crisp & Fiona Martin; UK  
Sponsored by; The Health Foundation

11:00 A1-Governance and Leadership

O-001 Have we reached the limits of clinical governance?

J. Travaglia, H.L. Robertson, J. Braithwaite; AU - 15 mins

O-002 Governance for Quality and Safety in Canadian Healthcare: Evidence from Studies of Effective Practice

G. R. Baker, J.-L. Denis, M.-P. Pomey, A. MacIntosh-Murray; CA - 15 min

O-003 Building the business case for quality and safety

H. Crisp; UK - 15 mins

O-004 Hospital Boards and Quality of Care: Confidence is Not Enough

C.A. Goeschel; US - 15 mins

O-005 Development and validation of a French organizational culture questionnaire

F. Saillour, P. Michel; FR - 15 mins

#### A2- External Evaluation Systems

What does external evaluation contribute to healthcare and how can we optimise this?

Dan Florizone, Deputy Minister of Health; CA - 45 mins

O-006 To certify or not to certify: improving the quality and consistency of assessing practices

W. Nicklin, K. loeffler, J. Robblee, R Penny; CA

O-007 Developing Quality Standards for the NHS in England: the NICE Quality Standards Programme - 15 mins

Fergus Macbeth, T. Stokes N. Bent, V. Moore; UK

O-008 Involving service users in the development and implementation of an accreditation programme in the social sector in Denmark - 15 mins

L.J. Sorensen P. Rhode, J. Mainz, H. Qvist; DK

#### A4- Patient Safety

O-009 The prevalence and nature of adverse events in developing countries of the Eastern Mediterranean

S. Siddiqi R. El Asady, R.M. Wilson, I. Laurzigaita; EG - 15 mins

O-010 Improving patient safety: the divergent views of a healthcare workforce and patient safety advocates

J. Braithwaite, M. Westbrook; AU - 15 mins

O-011 Using HSMR as a tool to drive local improvement at the clinical level

C.W. Hayes, M. Freeman, J. Li, P. McKernan; CA - 15 mins



**O-012 Patient safety culture, patient safety reporting and patient satisfaction**  
S.F. Tsai, S.R. Shih, J.L. Wang, S.T. Wang; TW - 15 mins

**A5 Education and Culture**

**Setting the agenda for education and knowledge access in safety and quality**  
Tim Shaw; AU - 90 mins

**A6- Patient Experience**

**Patient care experience a key piece of the quality puzzle**  
Karen Luxford; AU, Margaret Murphy; IE - 90 mins

**A7-Health Technology Assessment**

**Health technology assessment; What is it? How does it improve patient outcomes?**  
Rohan Hammett ; AU, Guy J. Maddern; AU, Lise Rochaix; FR - 90 mins

**A8- Quality Systems**

**O-014** Do quality improvement systems improve quality? An analysis of the associations between ‘maturity’ of quality improvement systems and clinical outcomes in 43 hospitals  
O. Groene, R. Suñol; ES - 15 mins

**O-015** Acute care hospital nurses’ reports of rationing of nursing care and inpatient mortality: Preliminary findings

M. Schubert, S.P. Clarke, S. De Geest; CA - 15 mins

**O-016** The power of collaborative improvement to increase compliance with standards and health outcomes: Evidence from 12 countries

L.M. Franco, L.R. Marquez, K. Ethier, Z. Balsara; US - 15 mins

**O-017** The impact of performance data on provider behaviour and quality of care outcomes in acute health care: A realist review

A.N.P.J. Renz, P. Aylin; UK - 15 mins

**A9- Measurement and Outcomes**

**O-019** Is safer care cheaper care? the costs of inpatient complications

R. Lagoë, G. Westert; M. Murphy, C. Noetscher; NL - 20 mins

**O-020** From clinical guidelines to pay for performance in UK family practice: the NICE quality and outcomes framework indicator programme

N. Bent, T. Stokes, V. Moore; UK - 20 mins

**A10-Integrated Care and Quality Outcomes**

**O-021** Integrated chronic care: how to achieve it and how to measure its impact

R. Rosen, B. Vrijheef; NL - 15 mins

**O-022** Do medical homes exist within European primary care practices? A patient’s perspective

M. Faber, G. Voerman, A. Erler, T. Eriksson; DK - 15 mins

**O-023** Providing high quality and consistent care for patients with heart failure across the continuum

G. Koster RN, K.J. Abrams, K. Nelson RN, D. Green RN; US - 15 mins

**O-024** Patient-Centered Medical Homes in the US

M.E. O’Kane, S.H. Scholle, R. Saunders; US - 15 mins

**O-025** Endeavor to Improving the Rate of Early Reperfusion Therapy in Proper Time for Acute ST elevation Myocardial Infarction Patients

B. Lee, Y. Yoon H. Kwon B. Hong; KR - 15 mins

## Monday 11th October- Lunchtime

### 13:15 AP1 External Evaluation

- PP-001** Health accreditation matters: Results of a Canadian benchmark survey  
W. Nicklin, D. Anderson, F. Graves; CA - 5 mins
- PP-003** Sustainable Healthcare Accreditation: messages from Europe in 2009  
C. Shaw, B. Kutryba, J. Braithwaite, A. Warunek; UK - 5 mins
- PP-004** The assessment of 136 hospitals' clinical risk level in Sicilian Region according to Joint Commission International standards  
F. Favalli, G. Murolo, P. Cantaro, V. Parrinello; IT - 5 mins
- PP-005** Redesign of the auditing strategy and the audit report for hospitals in Flanders (Belgium)  
T. Wylín, A. Oosterlinck; BE - 5 mins

### AP2 Patient Safety

- PP-007** Implementation of medication reconciliation on admission for pediatric inpatients  
Elaine Wong, R. Vaillancourt; CA - 5 mins
- PP-008** The impact of social capital on the overall perception of safety  
H. Pfaff, O. Ommen, N. Ernstmann, A. Hammer; DE - 5 mins
- PP-010** Clinical audit of major adverse events after surgery for rectal and gastric cancer  
A.C.M. van der Togt, B.P. Wijnhoven, R.A.M. Damhuis, J.H.W. de Wilt; NL - 5 mins

### AP3-Education and Culture

- PP-011** From Interdisciplinary to Interprofessional Education for Health Care Quality in the Graduate Program at Gadjah Mada University  
L. Trisnantoro, A. Utarini, T. Kuntjoro; ID - 5 mins
- PP-014** Pharmacists Development with Implementation of Competency Framework  
M.L. Yee, J. Ong, C. Wong; SG - 5 mins
- PP-015** A Study on Worker's Perception of Patient Safety Culture in a General Hospital  
L. Youngah, K. Hae Young, C. Woohyun, K. Jiin; KR - 5 mins

### AP4 Patient Experience

- PP-017** Moving towards patient-centered healthcare for patients with Parkinson's disease in the Netherlands  
M.V.D. Eijk, M. Faber, M. Munneke, B.R. Bloem; NL - 5 mins
- PP-018** Applying Hermeneutics Phenomenological Method to Post-Traumatic Lived Experience of Cases with Spinal Cord Injury  
C.H. Chuang; TW - 5 mins
- PP-020** Patients' experiences of analgesic drug use  
M. Henman; IE - 5 mins

### AP5 Health Technology Assessment

- PP-021** Clinical audit on prescribing high cost antibiotics  
U. Wienand, M. Libanore, M.P. Antonioli, F. Ghinelli; IT - 5 mins
- PP-022** Financial and non-financial costs of Health IT implementation and maintenance  
N.S. Fleming, S. Culler, D.J. Ballard; US - 5 mins
- PP-023** The adverse drug events (ADEs) caused by medications listed on the Beers Criteria and ADE related factors in elderly inpatients: Japan Adverse Drug Events (JADE) Study  
M. Sakuma, K. Matsui, D.W. Bates; JP/US - 5 mins
- PP-024** Evidence-based assessment of the safety of topical corticosteroids in pregnancy  
C.-C. Chi, R. Mayon-White, F. Wojnarowska; TW - 5 mins
- PP-025** Cost-benefit analysis of a computerized Fall Risk Assessment Tool  
S. Iijima; JP - 5 mins

### AP7 Measurement and Outcome

- PP-031** How outcome and process indicators can be used harmoniously and not as alternatives.  
J. Phillips, R. Durack; UK - 5 mins

**PP-032** Strategies to decrease unscheduled returns to the emergency department within 72 hours

J.-C. Chang, H.-C. Wang, J.-H. Chuang; TW - 5 mins

**PP-033** Accelerating quality improvement: 10 year experience of implementing indicators in Mental Health in Catalonia, Spain.

P. Hilarion, E. Jordà, X. Canals, R. López; ES - 5 mins

**PP-034** Differential reporting in relation to prognosis in a national clinical quality database

S. Maartensson, P.D.N. Brown, B. Frederiksen; DK - 5 mins

**PP-035** Tidal Waves and Shifting Sands: Daily Life Events and Patients' Organisational Migration in Appraisal of Chronic Care

J.-F. Lévesque, D.E. Feldman, V. Lemieux; CA - 5 mins

#### **AP8 Integrated Care and Quality Outcomes**

**PP-036** Assessment of quality of pain care after brain injury

H.-Y. Bonnin-Koang, J. Pélissier; FR - 5 mins

**PP-037** Review of the National policy on Quality in Health Care in South Africa? Lessons from the WHO Health Promoting Hospitals strategy

C.C. Jinabhail, P.D. Ramdas; ZA - 5 mins

**PP-038** Interdisciplinary collaboration on transition plan from child to adult infirmary service

S. Leung, S. Lee, C. Ching, J.S.L. Chan; HK - 5 mins

**PP-039** Diabetes services across primary and secondary care settings in Ireland

S. McHugh, M. O'Donnell, S. Dineen, C. Bradley; IE - 5 mins

**PP-040** Comparison of different audit designs to evaluate integrated care

B.R. Lindegaard, P. Qvist; DK - 5 mins

## Monday 11th October- Afternoon

### 14:00 A13-Governance and Leadership

#### **WHO: Patient Safety; Where to from here? Panel Discussion**

Itziar Larizgoitia; WHO, Clifford Hughes; AU, SF Lui; HK, Janne Lehmann Knudson; DK, Jose Noronha; BR, Margaret O’Kane; US - 90 mins

### A14-External Evaluation Systems

**O-026** Survey instruments: a powerful measure of performance to support the accreditation process

P. Greco, W. Nicklin, J.I. Mitchell; CA - 15 mins

**O-027** Quality improvement by accreditation in primary care: participant opinions, a qualitative study

A. van Doorn, M. Bouma, J. Braspenning; NL - 15 mins

**O-028** Developing a patient centred accreditation programme for oncology services

Al-Dahma, J. Mackereth-Hill; UK - 15 mins

**O-030** Analysis of the outcome of accreditation of private hospitals in Malaysia which have undergone the 3rd cycle of the national hospital accreditation programme

S. Kamaruddin, M. Wilson S. Salihin, K. Marikar; MY - 15 mins

### A15- Health Information Technology

**The Emergency Care Summary in Scotland - an evaluation of four years of sharing patient records in order to improve patient care when the GP surgery is closed**

Libby Morris; SCT - 45 mins

**O-031** A breach in patient safety due to breakdown on health information technology

D. Jorgensen, S. Kristensen, P. Bartels, H.B. Honoré; DK - 15 mins

**O-033** Implementing eHealth initiatives for quality improvements in Australia

C.M. Hullin, R. Cederberg, A.P. Howard, N. Phipps; AU - 15 mins

### A17- Education and Culture

**Why is Improvement so Hard?**

Martin Marshall; UK - 45 mins

**Initial dissemination and use of the WHO patient safety curriculum guide**

Mathew Mak; UK, Benjamin Ellis; UK - 45 mins

### A18- Patient Experience

**O-034** Patient involvement in medical decisions: experiences and preferences of patients with chronic skin diseases

C. Renzi, S. Mastroeni, C. Pagliarello, M. Härter; IT - 15 mins

**O-035** Patient Participation and its Impact on Quality of Care and Patient Safety

S.N. Weingart, J. Zhu, S.O. Stuver, J.S. Weissman; US - 15 mins

**O-036** What do respondents think about when completing patient satisfaction surveys?

L.A. Toye, H. Dunne, S. O Neil, S. Murphy; IE - 15 mins

**O-037** Consumer engagement in decision-making: experiences in long term care

M. Brandon, L. Irwin; AU - 15 mins

**O-038** Little voice: empowering young patients to have their say about hospital care - designing a questionnaire to suit their needs

B.L. Hopwood, A.J. Tallett; UK - 15 mins

### A19- Measurement and Outcomes

**O-039** The surgical scorecard: a tool to improve surgical quality of care

B. R. Taylor, S. McIntaggart, J. Costello, J. Slack; CA - 15 mins

**O-041** Developing quality of care indicators within the Dutch National Project Transparent Care project

D. Schipper, J.P. van Groenestijn, Y. Koense; NL - 15 mins

**O-042** Validation of a safety composite indicator on adverse drug events control

M. Izotte, P. Michel, S. Tricaud-Vialle, B. Louliere; FR - 15 mins

**O-043** Measuring quality and informing patients and practitioners - a German set of inpatient quality indicators

U. Nimptsch, T. Mansky; DE - 15 mins

#### A20- Quality Systems

##### **GS1 in Healthcare - Reducing Risk Through Certainty**

Jan Denecker; BE, Georges Nicolaos; FR, Roger Lamb; UK, Feargal McGroarty; IE - 90 Mins

#### A21-Measurement and Outcomes

**O-044** Identification of potentially preventable complications using the new country-wide reported present on admission indicator for secondary diagnoses in Belgium

M. Berlinguet; US - 15 mins

**O-045** Variations in mortality amenable to health care: going beyond demographics to health systems performance

S.C. Schoenbaum; US - 15 mins

**O-046** International comparability of patient safety indicators in 13 OECD member countries: adjustment by secondary diagnoses

S.E. Droesler, P.S. Romano, D.J. Tancredi, N.S. Klazinga; DE - 15 mins

**O-047** Assessment of indicator usability - a decade of experience from the Danish national indicator project

P.D. Bartels, B.R. Krog, A.M. Hansen, J. Mainz; DK - 15 mins

**O-048** Failure Mode Effects Analysis (FMEA) for Morphine Prescribing Practices

H. Writer, E. Pascuet, R. Vaillanco; CA - 15 mins

#### A22- Integrated Care and Quality Outcome

##### **Improving chronic illness care: Experiences with different approaches Internationally**

Antje Erler; DE, Chien Earn Lee; SG, Soeren Mattke; US, Ellen Nolte; UK, Bert Vrijhoef; NL - 90 mins

#### **16:10** Afternoon Plenary

##### **Measurement for What and Clinical Improvement**

Roger Boyle; UK, Christof Veit; DE, Wolf-Dietrich Trenner; DE

## Tuesday 12th October- Morning

### 07:45 Publishing your Research

#### **Publishing Your Research: How to Succeed in the Peer Review Process**

Eric Schneider; US

### 08:45 Morning Plenary

#### **Measuring Safety**

Rene Amalberti; FR Charles Vincent; UK

### 11:00 B1- Governance and Leadership

#### **Role of governance and leadership in driving quality improvement**

Clifford Hughes; AU, Bryce Taylor; CA, Iain Yardley; UK, Margaret Murphy; IE - 90 mins

#### B2- External Evaluation Systems

##### **Quality improvement and control in cancer services**

Karen Luxford; AU, Renée Otter; NL, Torben Palshof; DK, Mahasti Saghatichian; FR - 90 mins

#### B3 Health Information Technology

##### **O-049 10-year trends in hospital admissions for adverse drug reactions in England**

A. Bottle, T.-Y. Wu, M.H. Jen, P. Aylin; UK - 15 mins

##### **O-050 Electronic medical record; influence on patient safety and clinical workflow**

D. Jorgensen, J.M.M. Jorgensen, S. Kristensen, P. Bartels; DK - 15 mins

##### **O-052 Monitoring medication error events through electronic system notification**

C.G. Barros, P.R. Signorelli, C.F.D.P. Nunes, P.B. Andreoli; BR - 15 mins

##### **O-053 Participation in an E-Pharmacovigilance system to monitor ambulatory patients for adverse drug events**

J.S. Haas, E. J. Orav, G.D. Schiff, D.W. Bates; US - 15 mins

#### B4 Patient Safety

##### **Limit the overuse of Neuroleptics in Alzheimer's disease; A global issue**

Sarah Hartley; FR, Armelle Desplanques; FR, Benoit Lavallart; FR, Antoin Piau; FR - 45 mins

##### **O-055 Review of the impact of the medication safety outputs of the UK national patient safety agency**

A.J. Lankshear, S.N. Weingart, K.V. Lowson; UK - 15 mins

##### **O-056 How is a tool developed for the Aerospace Industry being used to prevent a leading cause of ABO incompatible transfusions?**

J. Main, J. Mizen, L. Nolte, D. Westerman; AU - 15 mins

#### B5- Education and Culture

##### **O-057 Surgical Performance - a multisource assessment tool**

P.J. Montgomery; AU - 15 mins

##### **O-058 Patient safety culture and health care workers' job related stress at acute care hospitals in Japan**

S. Ito, M. Kigawa, S. Fujita, T. Hasegawa; JP - 15 mins

##### **O-059 Assessment of Emergency Physicians' Non-technical Skills**

L. Flowerdew, M. Woloshynowych, R. Brown, C. Vincent; UK - 15 mins

##### **O-061 Impact of community pharmacists' educational intervention on patients' asthma control**

L. Laforest, E. Van Ganse, M. Broquet, G. Chamba; FR - 15 mins

#### B6 Patient Experience

##### **Seeing the person: healthcare in hospital for patients and staff**

Jocelyn Cornwell; UK, Joanna Goodrich; UK, Ros Levenson; UK, Jill Maben; UK - 90 mins

#### B7- Health Technology Assessment

##### **Conflict of Interest**

Fergus Macbeth; UK, Didier-Roland Tabuteau; FR - 45 mins

- O-062** Using HTAs to support disinvestment - the case of sleep apnoea (OSAS) in Norway  
Å. Ringard, B. Mørland; NO - 20 mins
- O-063** Evaluation of the use of resources in the national population based cancer screening programmes and associated services  
M. Flattery, J. Billings, T. Cooper, M. Ryan; IE - 20 mins

#### **B8-Quality Systems**

- O-064** Raising the bar pillar by pillar: Canadian Provincial Cancer Agencies collaborate to enhance the safe delivery of cancer care and treatment  
H. Logan; CA - 15 mins
- O-065** Explaining Variation in Readmissions: The Importance of Propensity to Admit to Hospital More Generally  
A.M. Epstein, E.J. Orav, A.K. Jha; US - 15 mins
- O-066** The Impact of Continuity of Care in the Community on Health Outcomes  
J. Dreier, D. Comanshter, H. Bitterman, A.D. Cohen; IL - 15 mins
- O-067** Implementation of complex, transorganisational and multidisciplinary medication clinical guidelines in a 1,200 bed/eight center highly specialised university hospital  
H.S. Jensen, D. Leth-miller, K. Riisberg, A. Sogaard; DK - 15 mins
- O-068** Implementation of Kanban System in Hospital  
L. Lai, S. Lam, W.L. Kwok, C. Chan; HK - 15 mins

#### **B9- Measurement and Outcomes**

##### **Improving Health Outcomes in Low-income Countries**

- Anthony Musisi Kyayse; UG, Gertrude Sika Avortri; GH, Rashad Massoud; US, David Bates; US, Richard Inga; PE - 90 mins

#### **B10-Integrated Care and Quality Outcomes**

- O-069** Country differences in chronic care management: analyses of international patient survey data  
J.S. Burgers, G. Voerman, M. Faber, R. Grol; NL - 15 mins
- O-070** Leadership quality in multidisciplinary teams for urological cancers - Are Uro-oncologists an untapped resource?  
B.W. Lamb, H. Payne, J.S. Green, N. Sevdalis; UK - 15 mins
- O-071** Patient assessment of chronic illness care in various organizational forms of primary health care in Quebec: a multilevel analysis  
J.F. Lévesque, D.E. Feldman, V. Lemieux; CA - 15 mins
- O-072** The Morphée Network: improving care for sleeping disorders in France and effects on sleeping pill consumption  
S. Royant-Parola, S. Hartley, S. Dagneaux, P. Escourrou; FR - 15 mins
- O-073** Implementation of fast track recovery protocol in patients requiring major elective colorectal surgery in Hong Kong  
A. Lai, W.Y. Cheng, J. Lee, P.F. Tang; HK - 15 mins

## Tuesday 12th October-Lunchtime

### 13:15 BP1- Governance and Leadership

**PP-041** Review and survey of the jobs in National Health Service (NHS) healthcare organisations in England to support clinical audit and development of competence statements for these jobs

N. Dixon, M. Pearce, R. Burgess, K. Godfrey; UK - 5 mins

**PP-042** Are Competition and Regulation necessary and sufficient to deliver quality pharmacy services?

M. Henman; IE - 5 mins

**PP-043** Establishing a regional cancer network: The Réseau Cancer Montérégie (RCM) experience

J. Latreille, C. Mimeault, C. Bertrand, A. Plante; CA - 5 mins

**PP-044** IEO Clinical Audit program: a tool to improve quality and Clinical Governance

P.L. Deriu, L. la Pietra, S. Basso; IT - 5 mins

**PP-045** Assisting organisations to achieve an effective governance framework

M. Brandon, L. Irwin; AU - 5 mins

### BP3-Health Information Technology

**PP-052** Analysis of the Diversified Feedback System for Electronic Medical Charts

H.-C. Lin, H.-O. Lin, J.-S. Liu, C.-T. Lee; TW - 5 mins

**PP-053** Implementing a Hospital Admission Prediction System

J. Boyle D. Ireland R. Le Padellec D. Hansen; AU - 5 mins

**PP-054** The improvement of work efficiency through standardization of computerized pathology order entries: the experience of a South Korean teaching hospital

J. Im, G. Choe, H. Kim, D. Hwang; KR - 5 mins

### BP4- Education and Culture

**PP-056** Attitudes toward Mental Illness on Assertive Community Treatment Teams: The Critical Role of the Team

J. Regan, A. Mancini, E. Moody; US - 5 mins

**PP-057** Culture Transformation with My Care Basic

B.H. Low, S. Wong; SG - 5 mins

**PP-058** A model to improve practice: linking in-service learning to patient outcomes

D. Greenfield, P. Nugus, J. Travaglia, J. Braithwaite; AU - 5 mins

**PP-059** Between doctors and nurses: establishing Case management as a new profession at a University hospital - results and effects

J. Maschmann, B. Gesche, J. Luntz, M. Holderried; DE - 5 mins

**PP-060** From User-centred Participatory Design to Context-specific Design in the Operating Theatre

C. Dekker - van Doorn, L.S. Wauben, J. Lange, R.H. Goossens; NL - 5 min

### BP5- Patient Experience

**PP-061** Quality of care from the cancer patient's perspective

M.M. Vinter, M. Sandager, J. Lehmann Knudsen; DK - 5 mins

**PP-063** Why do patients take legal action: An Irish exploratory study

E. O' Connor, H. Coates, J. Billings; IE - 5 mins

**PP-064** Patient Safety Initiative: Introduction of an Outpatient Suprapubic Catheter Insertion Clinic

F. McMeekin, A. MacCormick, O. Kalejaiye, R. MacDonagh; UK - 5 mins

**PP-065** The Emergence of Adverse Events Evaluated With a Questionnaire - Patients View

T. Leinonen, K. Peltomaa, S. Sainio; FI - 5 mins

### BP6- Quality Systems

**PP-067** How industrial project implementation frameworks can be successfully adapted and applied in an acute pediatric setting

R. Durack, J. Phillips, P. Lachman, Y. Fernandes; UK - 5 mins



**PP-069** A Critical Assessment of Quality and Safety Primary Care Initiatives: Good, Better, and Best

D. Armstrong, D.G. Moores; CA - 5 mins

**BP7 Measurement and Outcomes**

**PP-072** Adverse events in English general practice: analysis using administrative data

C. Tsang, P. Aylin, A. Majeed; UK - 5 mins

**PP-073** Referral Bias on Quality Measures for Subspecialty Practices

J.M. Naessens, M. Nyman, R. Cabanela; US - 5 mins

**PP-074** Levels of empowerment among psoriatic patients: the psoriasis empowerment enquiry in the routine practice (PEER) questionnaire

C. Pagliarello, C. Di Pietro, A. Calza, S. Tabolli, C. Renzi; IT - 5 mins

**PP-075** Quality indicators for primary health care physical therapy: Development and recommendations for nationwide implementation

K. Neeleman-van der Steen, H. Calsbeek, R. Nijhuis-van der Sanden, J. Braspenning; NL - 5 mins

**BP8-Integrated Care and Quality Outcomes**

**PP-076** Building a Multi-Dimensional Approach to Quality Improvement

D. Gillis, L. Keith; CA - 5 mins

**PP-077** A Study of Rate and Predictors of Fall Among Elderly Patients in a University Hospital

M. Al Tehewy, G.E. Amin, N.W. Nassar; EG - 5 mins

**PP-078** Research analysis plan for evaluation of the rehabilitation programs for chronic conditions in Denmark

R. Jacobsen, A. Frølich; DK - 5 mins

**PP-079** Parent Information Record: providing carers with key information on their child's illness and its management following hospitalization

B. Fonseca, S. Jung, H. Giles, P. Best; AU - 5 mins

## Tuesday 12th October - Afternoon

### B13- Governance and Leadership

- O-074** Annual Reviews for Corporate Health Boards  
J.R. Bullivant, A. Corbett-Nolan, J. Smith; UK - 15 mins
- O-075** Appreciative Inquiry and Value Chain to Improve Clinician Involvement in Hospital Strategic Plan Development  
H. Djasri, A. Sutyoso, L.G. Partakusuma; ID - 15 mins
- O-076** Personalizing management and demystifying performance: the Planetree model dedicated to human resources  
L. Dumas, S.B. Frampton; US - 15 mins
- O-078** From Bedside to Boardroom: The Board Quality Journey at North York General Hospital  
B. Adamson, T. Bigda-Peyton; CA - 15 mins

### B14- External Evaluation Systems

- Debate: Does accreditation make a difference - 90 mins**  
Stuart Whittaker; ZA, Janne Lehmann Knudsen; DK, Milton Lum; MY, Cathy Wung; TW, Paul van Ostenberg; US, Brian Johnston; AU

### B15-Health Information Technology

- Health information technology policy: The US approach and international opportunities**  
Jennifer Haas; US, Aziz Sheikh; UK, David Bates; US - 90 min

### B16- Patient Safety

- Improving the transfer of patient care through identification and implementation of novel processes in Europe (The EU HANDOVER Collaborative)**  
Basia Kutryba; PL, Rosa Sunol; ES, Francesco Venneri; IT, Hub Wollersheim; NL - 45 mins
- O-079** How identifying the elements of failure to rescue can ensure consistent and effective intervention for patients at risk  
B.I. Eather, M. Chiarella; AU - 15 mins
- O-080** Does emergency physician disposition decision making have an impact on adverse events?  
L. Calder, C. Vaillancourt, I.G. Stiell, A. Forster; CA - 15 mins
- O-081** Assessing the feasibility of sharing learning from international reporting systems  
I.E. Yardley, S. Gianci, B. Paula, E. Kelley; UK - 15 mins

### B17-Education and Cultures

- Putting quality and safety into the heart of health professional licensure - building a national scheme for regulation of health professions in Australia: challenges and benefits**  
M.M. Walton; AU - 45 mins

### B18- Patient Experience

- O-082** Clinicians' attitudes and self perceptions towards managing patient expectations and patient satisfaction: An international survey  
R. Rozenblum, M. Lisby, P.M. Hockey, D.W. Bates; DK - 15 mins
- O-083** Impact of staff absenteeism on patient satisfaction: a study realized in 25 French hospitals participated to the WHO-PATH project in 2008  
L. Moret, E. Anthoine, C. Paille, P. Lombrail; FR - 15 mins
- O-085** Collaborative Patient Assessment: A Teamwork Tool to Improve Patient and Staff Satisfaction in the Emergency Room  
N.E. Schiebel, R. Rao, L.N. Scanlan-Hanson, A. Alonso; US - 15 mins

**O-086** The use of social cognition models in predicting patients' intentions to participate in safety-related behaviour

R. Davis, N. Sevdalis, C. Vincent; UK - 15 mins

#### **B19- Measurement and Outcomes**

**O-087** Readmissions: How do Related and Unrelated Readmissions Compare?

J.M. Naessens, J.T. Liesinger, C.A. Grafft, D.L. Klocke; US - 15 mins

**O-088** Development of a starter set of ambulatory quality indicators, national quality indicator project, Germany

F. Burgdorf, S. Kleudgen, W. de Cruppé, M. Geraedts; DE - 15 mins

**O-089** Learning from a quality indicator system - Ten years Experience in Taiwan

T.Y. Wu, Y.L. You, H.H. Liao, C.H.Y. Wung; TW - 15 mins

**O-090** Content Development for the International Classification for Patient Safety

N. Hannaford, T. Schultz, W. Runciman; AU - 15 mins

**Indicators sets balancing between policy, practice and science**

José Braspenning; NL - 15 mins

#### **B20- Quality Systems**

**Effective strategies for implementing structured communication in different healthcare settings**

Angie Andreoil; CA, Carol Fancott; CA, Monica Finnigan; AU, Stuart Marshall; AU - 90 mins

#### **B21 Measurement and Outcomes**

**Safe Practices Indicators Project: background, summary of methods and main empirical applications**

Pedro J. Saturno; ES - 45 mins

**O-091** Estimation of optimal chemotherapy and radiotherapy utilisation rates for cancer

M. Barton, G. Delaney, S. Jacob, W. Ng; AU - 15 mins

**O-092** Performance measurement in primary diabetes care: what quality indicators should we use?

H. Calsbeek, N. Ketelaar, M. Wensing, J. Braspenning; NL - 15 mins

**O-093** Hospital volume and bleeding complications in benign elective hysterectomy

S.B. Daugbjerg, S.P. Johnsen, M. Osler, B. Ottesen; DK - 15 mins

#### **B22- Integrated Care and Quality Outcome**

**WHO; Patient Safety in Developing and Transitional Countries: Approaches for Integrated Action**

Shams Syed; WHO, Pierre Chopard; CH, Sameen Siddiqi; WHO, Carmen Audera; WHO - 90 mins

#### **Afternoon Plenary**

**Avoidable Hospitalisation**

Victor Rodwin; US, Shane Solomon; HK

## Wednesday 13th October-Morning

### 07:45 Getting Clinical Audit Right to Benefit Patients

**Breakfast Seminar Sponsored by Healthcare Quality Quest**  
Getting Clinical Audit Right to Benefit Patients - Nancy Dixon; UK

### 09:00 Morning Plenary

**Health Systems Effectiveness: An Important Dimension of Health System Performance**  
Jean Marie Robine; FR, Martin McKee; UK

#### C1 Governance and Leadership

**Providing board leadership in improving patient outcomes**  
Bonnie Adamson; CA, Jim Nininger; CA, Philip Hassen; CA - 90 mins

#### C2 - External Evaluation Systems

**O-094** Quality review of symptomatic breast disease services in Ireland  
M.E. Dunnion, J. Billings, H. Coates; IE - 15 mins

**O-096** National accreditation for assuring quality in Iranian hospitals: the structure, standard, current procedure, development and implementation of hospital accreditation and licensing system in Iran

A. Aghaei Hashjin, J. Manoochchri, N.S. Klazinga; IR - 15 mins

**O-097** A designation schedule for cancer institute's complemented with the OEI accreditation programme for increasing quality in cancer care

F. Boomsma, I. van Gessel, W. van Harten, H. Hummel; NL - 15 mins

**O-098** Accreditation and ISO certification: do they explain differences in quality management in European hospitals?

C. Shaw, O. Groene, N. Mora, R. Suñol; UK - 15 mins

#### C3- Health Information Technology

##### **eHR Health informatics and Quality Improvement**

**Speakers: SF Lui; HK**

**O-099** The impact of an electronic health record on diabetes care and outcomes  
D.J. Ballard, J. Herrin, P. Aponte, C. Fullerton; US - 15 mins

**O-100** Data quality initiatives for health information and variation in hospital practice  
C. O'Donovan; IE - 15 mins

**O-101** Can electronic personal health records influence the quality of health care?  
P. Kellermann-Mühlhoff, H. Kirchner; DE - 15 mins

#### C4- Patient Safety

##### **WHO Patient Safety: The next frontier: Global Pulse Oximetry, Health Care Checklists and International Classification for Patient Safety**

Gerald Dziekan; WHO, William Runciman; AU, Caroline Hoffman; CA, Philippe Michel; FR, Jorge Martinez; AR - 90 mins

#### C5- Education and Culture

**O-102** Incenting for Quality Improvement: Improved Methods for Setting Meaningful Targets  
D.F. Dreis, J.G. Mansfield; US - 15 mins

**O-104** MOREOB: Real improvements in Patient Safety  
P.J. Ruiter, K. Milne; CA - 15 mins

**O-106** The characteristics of doctors who generate multiple patient complaints to a regulatory agency

M. Ward, K. Pulsford, P. Johnstone; AU - 15 mins

#### C6- Patient Experience

**O-107** An Implementation Pathway for Matching Education Material with the Literacy Level (LL) of Dialysis Patients

J. Owen, J. Kohne, L. Douglas, R. Baldwin; AU - 15 mins

**O-108** Health literacy barriers and facilitators: an assessment of 10 hospitals in Catalonia, Spain

O.R. Groene, M. Santiñà, C. Iniesta; ES - 15 mins

**O-109** Impact of Sharing Medical Records and Care Plans with Patients During Treatment

S.B. Frampton; US - 15 mins

**O-110** Evidence from the UK GP patient survey: predictors of patient satisfaction and positive experience with access to Primary Care

E Kontopantelis, M. Roland, D. Reeves; UK - 15 mins

**O-111** Power to the patients? Facts and figures about the patient associations in the Netherlands 2006-2009

H. Kamphuis, M.C. van Dongen, T. Kool; NL - 15 mins

### **C7- Health Technology Assessment**

**Health technology assessment maximizing health gain from fixed budgets**

Fergus McBeth; UK, Laura Sampietro-Colom; ES, Francois Meyer; FR, Mairin Ryan; IE- 90 mins

### **C8- Quality Systems**

**O-112** Expanding access to specialized Health Care for poor and excluded populations in the Ancash Region - Peru

R. Inga, A. Nino, I. Vigo; PE - 15 mins

**O-114** Determinants of Quality of Care for Children Under Five Years Attending Hospital Outpatient Clinics in Afghanistan

A. Edward, A. Lind, G.M. Burnham, D.H. Peters; US - 15 mins

**O-115** Community based surveillance model for reviewing access, quality, and utilization of primary care services among community medical insurance card holders for the poor in Indonesia

H. Djasri, T. Kuntjoro; ID - 15 mins

**O-116** Process Management in the Iranian Hospitals: A survey on the patterns being used

A.A. Nasiripour, P. Raeissi, S. Hessam; IR - 15 mins

### **C9- Measurement and Outcomes**

**Improving patient outcomes through integrated care pathways for stroke and myocardial infarction - International experiences**

Turgut Tatlisumak; FL, Nicolas Danchin; FR, Armelle Desplanques; FR, Carlos El Khoury; FR, Yicheng ZHU; CN, David Ballard; US, Brett Stauffer; US - 90 mins

### **C10- Integrated Care and Quality Outcome**

**O-117** Does initiation and engagement in substance abuse treatment decrease the likelihood of arrest and incarceration?

C.M. Horgan, D.W. Garnick; US - 15 mins

**O-118** The Impact of Pay For Performance Demonstration Project for AMI care in Korea

Y.H. Cho, S.M. Kim, H.A. Ahn, S.H. Ko; KR - 15 mins

**O-119** Balance of Care: Community Services as an Alternative to Long Term Care Placement

C. Szabo; CA - 15 mins

**O-120** Non-technical skills, team-working and quality in urological multidisciplinary cancer teams: a multi-method investigation

B.W. Lamb, H. Mostafid, J.S. Green, N. Sevdalis; UK - 15 mins

## Wednesday 13th October- Lunchtime

### 13:05 CP2- External Evaluation Systems

**PP-086** Value and Impact of Implementing Selected International Hospital Accreditation Standards Study

K. Timmons, P. VanOstenberg, D. Shepard, Y. Halasa; US - 5 mins

**PP-087** How Accreditation Can Enhance Quality and Strengthen Patient Safety: National Learning's from Required Organizational Practices and Patient Safety Culture Survey Results

W. Nicklin, J.I. Mitchell, C. Dean, P. Greco, M. Huynh; CA - 5 mins

**PP-088** Engaging Staff in the Hospital Accreditation Journey

C.N. Tang, M. Chan, M. Wan, L.Y. Yam; HK - 5 mins

**PP-089** Improving performance through iterative feedback

M. Brandon, L. Irwin; AU - 5 mins

**PP-090** A Journey towards Quality - From Zero to Hero!

E. Murphy; IE - 5 mins

### CP3- Health Information Technology

**PP-091** Lessons Learned from a CPOE Implementation

C.M. Cornue; US - 5 mins

**PP-092** Development and implementation of an information technology-based organizational performance and outcome assessment program: lessons learned

E. Zimlichman, E. Kahn-Revivi, A. Grinberg, A. Afek; US - 5 mins

**PP-093** Development of a system for hospitals to run standardised checks locally on coded data

J.M. Curley; IE - 5 mins

**PP-094** Process Optimization with IT-supported Team Learning in Medical Centers

M. Holderried, M. Pfister, B. Gesche, J. Maschmann; DE - 5 mins

**PP-095** Developing a Point of Occurrence Entry Electronic Incident Reporting System

K. Reynolds, J. Mc Elhinney, P. Fagan, J. Sweeney; IE - 5 mins

### CP4- Patient Safety

**PP-096** Failure of Sealed Lead Acid Batteries used to Power Heart Mate Ventricular Assist Devices

J.A. Robblee, M. Cleland, T. Zakutney; CA - 5 mins

**PP-097** Research a key action area to document patient harm in the University Hospital of Monastir, Tunisia

I. Bouanene, S. Elmhamdi, M.S. Soltani, M. Letaief; TN - 5 mins

**PP-098** How Best to Measure Surgical Quality: Differences between Agency for Healthcare Research and Quality (AHRQ) Patient Safety Indicators (PSI) and the American College of Surgeons National Surgical Quality Improvement Program (ACS-ACS-NSQIP) Post-operative Adverse Events

M. Naessens, R.R. Cima, K.A. Lackore, S.A. Nehring; US - 5 mins

**PP-099** Impact of Organizational Conditions on the surgical safety checklist' use: The case of oncology

A. Fourcade, C. Grenier, J.-L. Bourgain, E. Minvielle; FR - 5 mins

### CP5-Patient Experience

**PP-103** Ways to improved patient journeys - a qualitative analysis of cancer patients' written comments

T. Oesterbye K.W. Villadsen, M. Fuglsang; DK - 5 mins

**PP-104** Modified Iowa Satisfaction in Anesthesia Scale "ISAS" as an instrument to measure patient satisfaction in anesthesia

D. Baroudi, W. Nofal; SA - 5 mins

### CP6- Quality Systems

**PP-106** Quality-of-Care Indicators in Patients with Acute Myocardial Infarction can be Improved by a Continuous Quality Improvement Programme

F.Y. Kuo, W.C. Huang, C.P. Liu; TW - 5 mins

**PP-108** Impact of an outcome-driven quality management system on in-hospital mortality for acute myocardial infarction

T. Mansky, U. Nimptsch, H. Lapp, W. Krahwinkel; DE - 5 mins

**PP-109** Hospital Standardized Mortality Ratios: A Tale of Two Sites, Lessons Learned in Canada from the UK

J. Zaborowski, J. Popowich, M. Bellows; CA - 5 mins

**CP7- Measurement and Outcome**

**PP-111** Updating and recalibrating the Charlson comorbidity index for use in the UK A. Bottle, P. Aylin; UK - 5 mins

**PP-112** Hospital Readmission Rates: The Role of Care Inside and Outside of the Hospital

J. Hsu, J. Huang, R. Brand; US - 5 mins

**PP-114** Monitoring and developing the social sector services using indicators - Experience from The Social Indicator Programmes

P. Rhode, J. Mainz, H. Qvist, L.J. Soerensen; DK - 5 mins

**PP-115** Practice improvement by practice analysis and sharing between peers at the College of General Practitioners of East Paris (CGEP)

R. Atlan, D. Dupagne, J.-L. Guy, P. Wohrer; FR - 5 mins

## Wednesday 13th October- Afternoon

### 13:45 C11- Governance and Leadership

**O-122** Governance Quality Composite Performance System in an Academic Healthcare Facility in Toronto, Canada

P. McKernan, J. Li, E. Ferris; CA - 15 mins

**O-123** The art of NHS induction: Generation Y style

C. Lemer, E. Stanton; UK - 15 mins

**O-124** NTWC Lean Journey - achieving continuous healthcare improvement through Lean management

C.W. Cheng, A. Lo, L. Wong, K.L. Chung; HK - 15 mins

**O-125** A method of illuminating a positive workplace culture: staff defining and enacting their organisational culture

D. Greenfield, J. Travaglia, P. Nugus, J. Braithwaite; AU - 15 mins

### C12- External Evaluation Systems

**Headlines from the second global survey of healthcare accreditation organisations**

Charles Shaw; UK - 30 mins

**O-126** Development and pilot testing of a national and mandatory set of accreditation standards across sectors

U.B. Knudsen, H.M. Christiansen, H. Kristiansen, C. Engel; DK - 15 mins

**O-127** The system of accreditation of healthcare organizations in Kyrgyzstan and its application within the framework of regional cooperation in Central Asia

S. Orozaliev, G. Hodjamurodov, E. Toteva, Y. Azamatov; Kyrg - 15 mins

### C13- Health Information Technology

**O-128** An assessment process to achieve safe adoption of CPOE and EMR technology

Paul VanOstenberg; K. Timmons, J. Mansur, N. Finis; US - 15 mins

**O-129** A method to develop quality indicators when electronic health record is lacking: elements of confirmation by national results

M. Couralet, F. Capuano, P. Loirat, E. Minvielle; FR - 15 mins

**O-130** Using geoprocessing to ensure healthcare access at a Brazilian healthcare plan

F.L. Gastal, R. Guimarães de Vieira Souza Pimentel, J.F. Campos Villar, M. Silva Monteiro de Castro; BR - 15 mins

**O-131** Improving communication and coordination among medical centers, practitioners and patients based on a web2.0 platform

M. Holderried, A. Alscher; DE - 15 mins

### C14- Patient Safety

**O-132** Fighting the Superbug War - Antimicrobial Stewardship in Singapore General Hospital

J.Q.M. Teo, W.H.L. Lee, M.P. Chlebicki, A.L.H. Kwa; SG - 15 mins

**O-133** An evaluation of a state-wide collaborative to reduce central line associated bacteremia in ICUs in Australia

J.K. Johnson, D. Debono, J. Travaglia, C. Hanson; AU - 15 mins

**O-134** Bacteremia Zero, A Challenge For Catalanian ICUs

J.M. Ferrer, F. Alvarez, A. Riera, M. Palomar; ES - 15 mins

**O-135** Sustained Hand Hygiene with the Use of Real-Time Remote Video Monitoring with Feedback and Health Care Acquired Infections

D.M. Armellino, B.F. Farber, E. Hussain, Y. Dlugacz; US - 15 mins

### C15-Education and Culture

**O-136** Early involvement of Patient Safety (PS) in the medical curriculum: the impact of an introductory PS lecture on spontaneous incident reporting by undergraduate medical students

M. Vandersteen, J. Van Mierlo, T. Van der Schaaf; BE - 30 mins

**O-137** Developing a simulated scenario to test behaviours associated with the Joint Commission National Patient Safety Goals

T.J. Shaw, L. Pernar, S. Peyre, E. Graydon-Baker; AU - 30 mins



### C16- Patient Experience

#### **Patient Satisfaction Survey - Hong Kong Experience**

Pauline Wong; HK, Eliza Wong; HK - 60 mins

### C17- Health Technology Assessment

**O-138** The use of telemedicine technology for preanesthetic assessment of cardiac surgical patients

J.A. Robblee; CA - 15 mins

**O-139** Successful nurse-led dermatological outpatient clinic, using telemedical communication

M. Toppenberg, L. Würtz; DK - 15 mins

**O-140** Clinical benefits of co-implementation of an Integrated Care Coordination Information System, quality improvement, and intensive care management

D.A. Dorr, G.S. Olsen; US - 15 mins

**O-141** Reengineering of an In-patient Handover System to Improve Patient Safety

C.C.-H. Liu, P.-C. Wang, W.-T. Wu, L.-T. Huang; TW - 15 mins

### C18- Quality Systems

#### **WHO Europe PATH Project for Hospitals**

Ann Lise Guisset; DK, Basia Kutryba; PL - 30 mins

**O-142** Systematical Quality Assurance and Patient Safety in North Rhine Hospitals - What We Do and How We Do It

H.-G. Huber; DE - 15 mins

**O-143** Combining Energy, Expertise and Resources to Implement Quality Systems in the Royal Children's Hospital, Melbourne

P. Fagan, D. Tucker, J. Sweeney; IE - 15 mins

### C19- Measurement and Outcomes

**O-144** Process outcome assessment to implement a QI program targeting hypertension at the PHC

S. Elmhamdi, I. Bouanene, A. Sriha, M. Letaief; TN - 15 mins

**O-146** Quality of care in Stroke Unit of Korea

Y.A. Do, K.A. Mun; KR - 15 mins

**O-147** Quality improvement in hospitals due to implementation of outcome quality registries using the example of the Austrian Stroke Unit Registry

S. Gleichweit, M. Lerchner, C. Hofer, P.J. Traurig; AT - 15 mins

### C20- Integrated Care and Quality Outcome

#### **Make or Break; the challenge of managing long term conditions**

Sir John Oldham; UK - 60 mins

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**From:** Eadin Murphy [mailto:emurphy@isqua.org]  
**Sent:** Thursday, September 16, 2010 5:20 PM  
**Subject:** RE: Professional Visit to iLUMENS on 12th October

Dear Chung Liang,

Thank you I will add you to the list of attendees for the Ilunens visit.

Best Wishes  
Eadin

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**From:** Eadin Murphy [mailto:emurphy@isqua.org]  
**Sent:** Monday, October 04, 2010 5:24 PM  
**To:** Eadin Murphy  
**Subject:** ISQua Professional Visit Ilumens Simulation Laboratory

Dear All,

Thank you for your interest in the Ilumens Simulation Laboratory. I can confirm your place for this Visit. Please collect your ticket from the ISQua desk, Level 0 on Tuesday 12<sup>th</sup> October .

If you have any queries, please contact me.

Best Wishes  
Eadin

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

**MARK YOUR CALENDAR FOR ISQua 2010 OCTOBER 10th - 13th, PARIS**  
**Quality Outcomes: Achieving Patient Improvement**

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**From:** Eadin Murphy [mailto:emurphy@isqua.org]  
**Sent:** Wednesday, October 06, 2010 9:53 PM  
**To:** Eadin Murphy  
**Subject:** Ilumens Visit

Dear All,

Due to strikes in Paris on 12<sup>th</sup> . The visit has been changed to Hospital Cochin, which is closer to the Marriott than the initial location (5 min walking distance).The visit will consist of presentations and a simulation demonstration in the hospital ward.

We will have directions at the ISQua desk when you collect you ticket.

Best Wishes  
Eadin

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**MARK YOUR CALENDAR FOR ISQua 2010 OCTOBER 10th - 13th, PARIS  
Quality Outcomes: Achieving Patient Improvement**

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**From:** Eadin Murphy [mailto:[emurphy@isqua.org](mailto:emurphy@isqua.org)]  
**Sent:** Wednesday, September 29, 2010 6:23 PM  
**To:** Eadin Murphy  
**Cc:** Charles BRUNEAU; Triona Fortune  
**Subject:** HAS Mrntorship programme

Dear All,

I am delighted to confirm you have been accepted to participate in the Haute Autorite de Sante (HAS) Mentorship Programme which takes place after the ISQua conference on 14<sup>th</sup> and 15<sup>th</sup> of October.

Charles Bruneau from HAS will contact you with an outline of the programme.

Best Wishes  
Eadin

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**Quality Outcomes: Achieving Patient Improvement**

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**From:** Charles BRUNEAU [mailto:c.bruneau@has-sante.fr]  
**Sent:** Wednesday, October 06, 2010 9:32 PM  
**Subject:** ISQua Mentorship at HAS

Dear Colleagues,

As a follow-up to the ISQua conference, the Haute Autorité de Santé is delighted to have the opportunity to present its objectives and programs to those of you who wished to join the mentorship program.

The missions of HAS are manyfold as you will see. In your applications, the topics of interest that stand out most prominently are those of the evaluation of Health care organisations and of professional practices and competence and the issue of management of patients with chronic diseases. We have adjusted our program to insist on our activities in those fields.

We have concentrated the program into one day October 14. We frankly believe that with one full day plus documentation you will have a good appreciation of our activities and that little will be gained by coming back the following day. We also fully appreciate that there will probably be transportation problems as strikes are planned seriously affecting access to HAS which is in the suburbs of Paris

You find attached the program and the instructions on how to get to HAS by public transportation.

Do not hesitate to ask for complimentary information by mail or again during the conference, preferably at the HAS stand in the sponsors' area;

We are delighted to have you visit us and will try to make this day profitable to you and to ourselves through interactive exchanges.

Best regards,

Charles Bruneau

Scientific Advisor  
Direction de la Qualité et de la Sécurité en Santé  
Haute Autorité de Santé  
Tel : 01 55 93 72 50



HAUTE AUTORITÉ DE SANTÉ

**MENTORSHIP PROGRAM**

**HAUTE AUTORITE DE SANTE**

**October 14, 2010**

**(Room 326 – Stade de France)**

**9 : 15 to 9 : 30 - Reception**

**9 : 30 to 10 : 30 – The French National Indicator Program  
Marie H  l  ne Toupin**

**10: 30 to 12 : 30 – Integrated quality improvement: application to the management of  
cerebro-vascular accidents and acute myocardial infarction and to  
the reduction of iatrogenicity, notably in Alzheimer’s disease  
Armelle Desplanques**

**12 : 45 to 14 : 00 - Luncheon**

**14 : 00 to 15 : 30 – Evaluation and improvement of professional practices  
Pierre Trudelle**

**16 : 00 to 17 : 30 – The accreditation of health care organisations: the present status  
and perspectives  
Mounir El Mhamdi et Charles Bruneau**