

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

## Conference Programme

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

🌀 Engage. ⚡ Energise. ↻ Evolve.

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

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

[internationalforum.bmj.com/Singapore](http://internationalforum.bmj.com/Singapore)

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July to save  
US\$210**

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# Conference Programme: Engage. Energise. Evolve

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

Quality, Cost, Value

Population and Public Health

Building Capability and Leadership

Safety

Person and Family Centred Care



## Keynote speakers

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



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



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



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



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



Opening Ceremony, International Forum Hong Kong 2015



## Networking with international colleagues

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



## Poster Displays – your next improvement idea

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



## Pre-Conference Events

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

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



"...the world leaders in the message of quality and safety"

# Pre-Conference Events: 26 September 2016

Attend one of these Full Day feature events  
09:30-16:30

## Experience Day Site Visits

### M1 Maximising the potential of technology to ensure medication safety

Get first-hand experience of how two major healthcare institutions around Singapore have effectively utilised cutting edge technological solutions to keep their large numbers of patients safe.

Tan Tock Seng Hospital is one of Singapore's largest multi-disciplinary hospitals with 170 years of pioneering medical care and development.

National Healthcare Group Pharmacy is a leader in public healthcare in Singapore, promoting the safe and responsible use of medication.

This experience day will include visits and tours at each of these sites, demonstrating how each location has embraced technology to help eliminate medication error, as well as interactive activities throughout the day to consolidate the take home messages.

### M2 'Reducing Harm in Patients' – Leading Singapore's 1st large scale initiative

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

### M3 Building quality & safety in: The JurongHealth and Mount Elizabeth Novena Hospital Journey

JurongHealth's Ng Teng Fong General Hospital and Jurong Community Hospital are the first hospitals in Singapore to be designed and built together from the ground up as an integrated development to complement each other for better patient care, greater efficiency and convenience. They were designed to ensure patient-centred services are delivered in a seamless and integrated way. This flows from the design of the hospitals to the provision of medical care, as well as the connectivity to the community.

Visit Ng Teng Fong General Hospital and Jurong Community Hospital to learn about their collective experience of building quality and safety into the foundations of these two leading institutions.

### M4 Community Care – Meetings the Needs of an Ageing Population

The Agency for Integrated Care has as its vision to build a vibrant care community enabling people to live well and age gracefully. As part of this experience, you will hear directly from representatives from the Agency for Integrated Care, who will give you a profile of the elderly population in Singapore, as well as an overview of services and initiatives that have been rolled out to enable the elderly to live and age well in the community. You will also gain insights into the community care sector in Singapore by visiting a local nursing home to see how this is translated into daily practice.

### M5 How to improve quality and safety in mental healthcare – Singapore's experience

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

### M8 Universal Studios - Lessons from other industries

Universal Studios Singapore has welcomed millions of visitors through its gates since its opening in 2010.

This tour of the park will give participants an overview of how the park keeps its competitive edge, focussing on ensuring smooth customer flow and giving each visitor a safe and exceptional experience.

The visit will be combined with a debrief from the faculty, to carry out a 'deep dive' into how the information and principles gathered throughout the day can be applied in a healthcare setting.

## Full Day Mini-courses

### M6 Back to the Basics: Building Essential Skills for Quality and Patient Safety



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

### M7 Quality & Safety for Healthcare Students

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

# Conference Programme

## Tuesday | 27 September 2016

9:00	Welcome And Opening of the International Forum				
9:30	<b>Keynote:</b>  SMARTNATION Associate Professor Benjamin Ong Director of Medical Services, Ministry of Health, Singapore				
10:00	Refreshments				
11:00	<b>A1: THE BIG DEBATE - THE PATIENT KNOWS BEST</b> In this debate session our panel of experts will discuss patient involvement in treatment, featuring speakers from different countries and areas of healthcare (including patient representatives). The audience will get the chance to vote and contribute before and after the argument. Chair: Dr Helen Bevan, Chief Transformation Officer, NHS Improving Quality; UK Panel: Professor Jason Leitch, National Clinical Director, Healthcare Quality and Strategy, Scottish Government Further panel members TBC	<b>A2: IMPROVING OUTCOMES THROUGH COMMUNITY ENGAGEMENT</b> <b>The Role Of Community Participation In Dengue Prevention Activities</b> Elangovan Subbiah, Public Health Specialist, Kinta District Health Department, Malaysia <b>Integrating Multidisciplinary Health Promotion Interventions with Healthcare Education for Community Health Activation.</b> Ankur Sharma, Lecturer, Department of Public Health Dentistry, Manav Rachna Dental College, Faridabad, India	<b>A3: QUALITY CARE AND QUALITY OF LIFE FOR PALLIATIVE PATIENTS AND FAMILIES</b> LO See-kit Raymond, Clinical Professor (Hon), Dept of Medicine and Therapeutics, Chinese University of Hong Kong	<b>A4: THE ART AND SCIENCE OF COMPLIANCE TO CHECKLISTS</b> <b>Way Beyond Checklists – Integration of Aviation Risk Management Techniques into Medicine</b> Simon Knight, O&G Resident, Frankston Hospital, Women's Health Unit, Melbourne, Australia <b>The Art and Science of Achieving Compliance in Doctors – Our experience in Closed Loop Communication of Critical Results and Correct Site Surgery Checklists.</b> A/Prof Sophia Ang Bee Leng, Senior Consultant, Anesthesia, Vice Chairman Medical Board Patient Safety and Operations; Part-time Senior Consultant, Ministry of Health; Singapore	<b>A5: QUALITY IN MEDICAL EDUCATION – IS CONSENSUS THE RIGHT APPROACH?</b> Neel Sharma, Gastroenterology trainee and medical educator, Division of Gastroenterology and Hepatology, National University Hospital Singapore
11:30					
12:00					
12:30	Lunch				
13:00					
13:30	<b>B1: HOW ROBOTICS CAN ENHANCE THE HUMAN TOUCH AND CARE EXPERIENCE</b> Chien Eam Lee, Chief Executive Officer, Changi General Hospital, Singapore Prof. ANG Wei, Founder of i-CREATE, Singapore	<b>B2: QUALITY AND SAFETY IN MENTAL HEALTHCARE</b> <b>International Updates from Singapore, Japan and UK</b> Hong Choon Chua, Chief Executive Officer, Institute of Mental Health (Singapore) Hiroto Ito, Director, Department of Social Psychiatry, National Center of Neurology & Psychiatry, Tokyo David Hall, Consultant Psychiatrist and Clinical Director of Mental Health Services, NHS Dumfries & Galloway	<b>B3: APPROACHES TO IMPROVING CARE FOR OLDER PERSONS IN THE PRIMARY AND RESIDENTIAL CARE SETTINGS</b> <b>Comprehensive screening and assessment in primary care for community-dwelling older people</b> Irene Blackberry, Director, John Richards Initiative, La Trobe University, Australia <b>Improving the Care of Older Persons in Singapore</b> Ms Violet Ng, Assistant Director, Quality Office, Agency for Integrated Care; Singapore	<b>B4: ROLE OF NURSING</b> <b>First Responders Of Sepsis – Saving Lives</b> Faisal Masud, Medical Director, Department of Anesthesiology and Critical Care, USA <b>Ward rounds of the future (WROF) in an acute hospital</b> Ms Sui Huangbo, Nurse Manager, Nursing Service, Tan Tock Seng Hospital, Singapore	<b>B5: QUALITY OF CARE OF MOTHERS AND NEWBORNS: GETTING TO RIGHT CARE, AVOIDING UNDERUSAGE AND OVERUSAGE OF CARE</b> Pierre Barker, Senior Vice President, Institute for Healthcare Improvement; USA
14:00					
14:30	Refreshments				
15:00	<b>C1: TITLE TBC</b> Dr Devi Shetty, Chairman, Narayana Health & Senior Consultant Cardiac Surgeon, Narayana Institute of Cardiac Sciences, India	<b>C2: RESPECTING OURSELVES AND OUR PATIENTS: IMPROVING PATIENT SAFETY BY IMPROVED HANDLING OF VIOLENT PATIENTS</b> Timothy Morgenthaler, Chief Patient Safety Officer, Professor of Medicine, Mayo Clinic, USA	<b>C3: IMPLEMENTING AND SUSTAINING LARGE SCALE CHANGE AS PART OF A LEARNING NETWORK – REDUCING HYPOGLYCAEMIA.</b> Dr Timothy Quek, Associate Consultant, Department of Endocrinology, Tan Tock Seng Hospital, Ms Hoi Shu Yin, Deputy Director, Nursing Services, Tan Tock Seng Hospital, Dr Ian Phoon, Family Physician, Singhealth, Pasir Ris Polyclinic, Singapore	C4: Session TBC	C5: Session TBC
15:30					
16:00	Movement break				
16:30	<b>Keynote:</b>  Donald Berwick, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services				
17:00					

### Streams for 2016:

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

# Conference Programme

## Wednesday | 28 September 2016

9:00	Opening address				
9:30	<b>Keynote:</b> Derek Feeley President and CEO, Institute for Healthcare Improvement "Radical Redesign"				
10:00	Refreshments				
11:00	<b>D1: SESSION TBC</b>	<b>D2: ENHANCEMENTS ACROSS CARE CONTINUUM</b> <b>Integrating Community Referral Teams (CRTs) into Care Planning &amp; Development of the Care Assessment Framework in Singapore</b> Chong Jian Bing, Care Transition Division, AIC, Singapore  <b>ValuedCare: Heart Failure and Hip Fracture</b> Dr Siau Chuin, Senior Consultant, Respiratory and Critical Care Medicine and Director Centre for Performance Excellence, Singapore	<b>D3: MEASURING FOR SUCCESS</b> <b>Measure what you treasure: Safety culture mixed methods assessment in healthcare</b> Tita Alissa Listyowardjo, Senior Researcher, DNV GL Strategic Research and Innovation, Healthcare Programme, Norway  <b>Measuring and Benchmarking Key Performance Indicators: A Paediatric International Nursing Study (PINS)</b> Val Wilson, Director of Nursing Research & Practice Development, The Sydney Children's Hospitals Network and Professor of Nursing Research & Practice Development, The University of Technology Sydney, Australia	<b>D4: MANAGING ADVERSE EVENTS</b> <b>Supporting our second victim colleagues: the case for peer support programs in healthcare</b> Hanan Edrees, Quality Manager, Ministry of National Guard-Health Affairs, Kingdom of Saudi  <b>Restore patient relations – conflict resolution and applying mediation for better patient and staff relations</b> S F Lui, Clinical Professional Consultant, Division of Health System, Policy and Management, The Jockey Club, School of Public Health and Primary Care, The Chinese University of Hong Kong	<b>D5: VALUE-BASED MEDICINE AND MEDICAL PROFESSIONALISM: CAN HIGH QUALITY AND SAFE CARE BE ACHIEVED AT LOW COST?</b> Hao Lu, Pharmacy Manager, Qingdao United Family Hospital, China  A/Prof Quek Swee Chye, Deputy Chairman, Medical Board, National University Hospital, Singapore  Shunzo Koizumi, Board Member, Japanese Society for Quality and Safety in Healthcare, Editor-in-Chief, Japanese Journal of Quality and Safety in Healthcare, Professor Emeritus, Saga University, Japan
11:30					
12:00					
12:30	Lunch				
13:00					
13:30	<b>E1: WHAT SHOULD CARE FOR THE OLDER PERSON LOOK LIKE BY 2026?</b> In the Asia region the population over 65 years of age is expected to rise from 207 million in 2000 to 857 million in 2050  In this panel session our speakers from across the region will discuss how Care for the Aging population will need to adapt to meet this challenge.  Speakers TBC	<b>E2: IMPROVING RELIABILITY: RIGHT CARE AT THE RIGHT TIME</b> Frank Federico, Vice President, Institute for Healthcare Improvement (IHI), USA	<b>E3: MANAGING DETERIORATING PATIENTS</b> <b>Large scale health systems improvement to recognise and manage deteriorating patients</b> Dr Harvey Lander, Director of Medication Safety, Between the Flags and Sepsis, Clinical Excellence Commission  Malcolm Green, Manager, Deteriorating Patient Programs, Clinical Excellence Commission, Australia	<b>E4: A TALE OF TWO SYSTEMS – TRANSFORMATIONAL PRIMARY CARE</b> <b>Primary Care Transformation Journey - Nhgp's experience</b> Adj A/Prof Chong Phui-Nah, Adj A/Prof Chong Phui-Nah, CEO, National Healthcare Group Polyclinics, Singapore  <b>Primary Care Transformation at Canterbury District Health Board</b> Stella Ward, Executive Director Allied Health, West Coast and Canterbury DHB, New Zealand	<b>E5: Session TBC</b>
14:00					
14:30	Refreshments				
15:00	<b>F1: NEW PEOPLE, NEW PLACES, NEW METHODS</b> Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI), USA	<b>F2: WHAT SHOULD YOU DO AS THE EXPERT TEAM? - EVIDENCE-BASED TEAM TRAINING: TEAMSTEPS</b> Kenichiro Taneda, Chief Senior Researcher National Institute of Public Health, Japan TeamSTEPS Master Trainer, Japan	<b>F3: STRUCTURING YOUR ORGANISATION FOR SUCCESS IN QUALITY AND SAFETY</b> Glen Farrow, Director Clinical Governance, Sydney Children's Hospital's Network, Australia	<b>F4: WHAT HAVE WE MISSED IN ACHIEVING SAFER CARE</b> Akhil Sangal, CEO & Director Indian Confederation for Healthcare Accreditation, India	<b>F5: LEADING IN A CRISIS; THE POWER OF TRANSPARENCY</b> Kevin Stewart, Clinical Director, Clinical Effectiveness & Evaluation Unit, Royal College of Physicians, London, UK  Blair Sadler, Lecturer, Rady School of Management, University of California, San Diego, USA
15:30					
16:00	Movement break				
16:30	<b>Keynote:</b> Dr Tan Lai Yong Lecturer, Director of Outreach and Community Engagement, Singapore				
17:00					

### Streams for 2016:

- Quality, Cost, Value
- Population and Public Health
- Building Capability and Leadership
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## Partner Organisations Acknowledgements

International Forum is proud to work with our supporters to develop and present Singapore 2016, our second annual event in the region.

Our Partner Organisations ensure that the programme is relevant, engaging and timely. Through their networks and influence they help to bring together a broad range of attendees in the region. We are thankful of their generous support.

### Strategic Partner:



We would also like to acknowledge and thank our Singapore Experience Day hosts for sharing their time and knowledge with us and especially with our delegates:

*Agency for Integrated Care, Institute of Mental Health, Jurong Community Hospital, National Healthcare Group Pharmacy, National Healthcare Group Polyclinics, Ng Teng Fong General Hospital, Tan Tock Seng Hospital and Universal Studios Singapore.*

### Supporting Organisations:



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