

20th International Conference

The International Society for Quality in Health Care

Wyndham Anatole Hotel, Dallas, Texas. 2-5 November 2003



Program Leaders

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

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



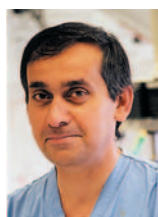
Professor Don E. Detmer

Professor Don E. Detmer is Dennis Gillings Professor of Health Management at Cambridge University, UK, and Professor Emeritus and Professor of Medical Education at the University of Virginia. He is a fellow of the AAAS, Academy Health, and of the American Colleges of Medical Informatics, Surgeons, and Sports Medicine. Dr. Detmer is a lifetime associate of the National Academy of Sciences and is on the boards of Quality and Safety in Health Care, the Nuffield Trust of London, and the China Medical Board of New York, Inc.



Dr Barbara Paul

Dr Barbara Paul is the Director of the Quality Measurement and Health Assessment Group in the Center for Beneficiary Choices at the Centers for Medicare & Medicaid Services (CMS) in the USA. This Group is responsible for leading the Agency's performance measurement activities both in fee-for-service and managed care. Dr Paul, who continues as a practicing physician, came to CMS in February 1999, after 12 years in full time Internal Medicine practice in Napa, California.



Professor Sir Ara Darzi

Professor Sir Ara Darzi holds the Chair of Surgery Imperial College, Science, Technology and Medicine and is an Honorary Consultant Surgeon at St. Mary's Hospital NHS Trust in London. His main clinical and academic interest is in minimal invasive therapy, including imaging and biological research together with investigating methods to measure core competencies of surgery. Under his leadership, the Department is renowned for its achievements in developing new technologies and applying them for advanced clinical training of surgeons and surgical teams.



Dr Mary K. Wakefield

Dr. Mary Wakefield is Director and Professor of the Center for Rural Health at the University of North Dakota, School of Medicine and Health Sciences, also Adjunct Professor at the University of North Dakota, College of Nursing. She serves on the National Advisory Council to the US federal Agency for Healthcare Research and Quality, and also the National Commission on Veteran's Affairs. From 2002-2003, she co-chaired the IOM's Committee on the Health Professions Education Summit which produced the report "Health Professions Education: A Bridge to Quality".



Professor Bill Runciman

Professor Bill Runciman has been an intensive care physician for 28 years and since 1988 has been Head of the Department of Anaesthesia and Intensive Care of the Royal Adelaide Hospital and the University of Adelaide in Australia. He is Founder and President of the Australian Patient Safety Foundation, a non-profit organisation dedicated to advancing the cause of patient safety.



Dr Julio Frenk

Dr Julio Frenk was Executive Director of Research and Information for the Policies of the World Health Organization, and was one of the main architects for the 2000 World Health Report on Improving Performance. In late 2000, he was appointed Secretary for Health for the then new Government of Mexico. Julio Frenk has also been President of the Mexican Society for Quality in Health Care and prior to joining WHO, he was the Executive Vice President of the Mexican Health Foundation, and Director of its Center for Health and the Economy.



Dr Kenneth W. Kizer

Dr. Kenneth W. Kizer is the President and CEO of the National Quality Forum (NQF) in Washington. Established in 1999, the NQF is a unique public-private partnership having broad participation from all parts of the healthcare industry, with a mission to improve American health care. Prior to taking his current position, he served for five years as the Under Secretary for Health in the U.S. Department of Veterans Affairs. Dr. Kizer is widely credited as being the chief architect and driving force behind the greatest transformation of VA healthcare since the system was created in 1946.



Dr Dennis S. O'Leary

Dr Dennis S. O'Leary is President of the Joint Commission on Accreditation of Healthcare Organizations in the USA. Under his leadership, the Joint Commission has successfully modernized its accreditation process to focus on the actual performance of individual health care organizations and to emphasize the use of measurement to drive continuous improvement in organization performance. In recent years, he has led the introduction of cutting-edge standards relating to patient safety, pain management, use of patient restraints, emergency preparedness and management. Dr O'Leary was recently identified by *Modern Healthcare* as "one of the 25 most influential leaders in health care" during the past quarter century.



Dr Carlo Favaretti

Dr Carlo Favaretti is Director General, Azienda Provinciale per i Servizi Sanitari, Provincia Autonoma di Trento (Health Care Service Trust, Autonomous Province of Trento), Italy. He is also Honorary Senior Lecturer of Health Care Services Planning and Evaluation, Post-graduate Schools of Hygiene and Preventive Medicine, University of Verona and National Co-ordinator of a WHO initiative for Health Promoting Hospitals. His research is focused on health promotion, technology assessment and continuous quality improvement.



Dr Ward Flemons

Dr. Ward Flemons is a respirologist at the Foothills Medical Centre and the Tom Baker Cancer Centre, and a Clinical Professor of Medicine at the University of Calgary, Faculty of Medicine, Canada. As the Medical Director of Quality Improvement and Health Information for the Calgary Health Region, the largest integrated health region in Canada, he has experience teaching quality improvement to healthcare workers including physicians and medical residents and leading quality improvement teams.



Professor Linda H. Aiken

Dr. Linda Aiken is Director of the Center for Health Outcomes & Policy Research & The Claire M. Fagin Leadership Professor of Nursing and Professor of Sociology at the University of Pennsylvania, USA. She is a member of the Institute of Medicine, where she is a member of the Board on Health Care Services. Her research agenda is based on improving health care outcomes by building an evidence base for health services management and providing direction for national policymakers in the United States and abroad.

JOIN IN AND REGISTER NOW!

Register your interest now! ISQua's conferences are widely valued as great brainstorming events and part of a week long 'festival' of quality in health care meetings. **Full program and form at www.isqua.org**

Rewarding results: Two decades of continuous improvement is the main theme for the Dallas program with strong emphasis on delegate involvement. Opportunities for interaction will be part of plenary presentation sessions, workshops and oral and poster presentation sessions, also pre-conference events. Stimulating social activities will be included together with a Fun Run – or walk if you prefer.

The Conference is planned to be of value to all health professionals, policy makers, planners, providers, patients and their representatives. Plan now to join with delegates from around the world to make the most of a great opportunity for professional input in a great location!

GREAT PROGRAM LEADERS

Plenary speakers confirmed for Dallas:

- Implications of E-health on quality of care
Don Detmer, USA
- Impact of technology in improving the quality of surgical services
Ara Darzi, UK
- Motivating improvement: the do's and don'ts from Trento (Italy)
Carlo Favaretti, Italy
- Recent IOM efforts related to quality & health professions education
Mary Wakefield, USA
- Safety, risk management and reduction of errors
Ken Kizer, USA
- Strategies today – for higher quality tomorrow
Barbara Paul, USA
- How to find out about things that go wrong in healthcare
Bill Runciman, Australia
- Educating healthcare professionals about quality improvement – Trials and tribulations
Ward Flemons, Canada
- Health care work environments, patient safety and quality – Evidence to action
Linda Aiken, USA
- Promising opportunities for improving patient safety
Dennis O'Leary, USA
- Challenges in introducing national initiatives, and global perspectives
Julio Frenk, Mexico

Plenary session chairs will include Carolyn Clancy, William Golden, Norman Weissman, Austin Leahy and Stephen Schoenbaum.

WORKSHOP PROGRAM

Forty workshop sessions are scheduled as tracks across the three days of the scientific program. For details and full outlines, go to ISQua's website. See www.isqua@isqua.org

Topics will include:

- Improving quality through effective use of technology
- Involving and working with consumers on improved care
- Empowering consumers – USA and European experience
- Equity and quality in health care
- Patient Safety & Centers for Education & Research in Therapeutics
- Process management to patient-focused approaches
- Evidenced-based management in quality in health care
- Breakthrough strategies/results
- Quality monitoring of disaster preparation
- Accreditation – strategic tools
- Accreditation in developing countries
- Effectiveness of accreditation: paradigm to evidence, closing the gap
- Application of ISO 9001/2000
- Patient safety – national/international agendas
- Rewarding results
- Value-based purchasing related to safety measures

Workshops– continued

- Matching demands/capacity and micro/macrosystem collaboration
- Developing leadership with rewards and incentives
- Models for healthcare quality improvement
- TQM in home care
- National quality improvement in different healthcare sectors
- Developing and implementing guidelines
- Policy implications & strategies for improvement in nursing care
- Quality improvement in allied health professions
- Quality indicators, safety and performance measures
- Quality improvement through outcome-based assessment
- Education and training in quality management – where to start
- G.I.N. – Guidelines International Network
- and from ISQua, Accrediting the accreditors.

MEET OTHER EXPERTS

Authors from over 40 countries submitted abstract proposals which have been selected for presentations in concurrent oral and poster networking sessions with a focus on streams relating to improving quality and safety of care.

PRE-CONFERENCE EVENTS

Add value to your conference experience. Pre-Conference events being finalised include:

- Training workshop on quality health care methodologies, 2 November
- Regional workshops for interested delegates from Latin and Southern American, Asia-Pacific and Eastern Mediterranean regions
- ISQua Accreditation Symposium, 2 November
- ISQua's 3rd International Forum for National Policy Leaders & Decision-Makers, 2 November
- ISQua's 6th International Summit on Indicators and Performance Measures, 1&2 November
- Options for local professional tours are also being explored.

THE ONE AND ONLY DALLAS

The Conference will be held at the Wyndham Anatole Hotel near downtown Dallas. The Anatole is based in a 16 acre park and displays an extraordinary personal collection of rare and unusual treasures that date back as far as the 5th century BC. Busts of ancient gods, numerous bronze statues, jewel encrusted urns and rich mosaics of malachite, jade, lapis and other semi-precious stones adorn the public spaces of the hotel. Unique works of art, many of which once graced the royal palaces of kings, emperors and czars, and now coveted by museums across the world, are in the permanent collection.

Take time to take a tour!

For conference accommodation, see the special conference delegate package available at the Wyndham Anatole Hotel: <http://www.wyndhamevents.com/anatole/isqua36.htm>

Dallas-Fort Worth is a thriving metroplex on the edge of the Great Plains and is the ninth largest city in the USA. Supported by a large international airport, Dallas provides a rich mix of Texas history, Southwestern culture and terrific Southern hospitality.

See ISQua's website for updates on events. **Enjoy!**

MAIN ANNOUNCEMENT

The Main Announcement also registration details for the Dallas program are now available. Go to ISQua's website at : www.isqua.org for full details and to access online or download registration forms, or contact ISQua for your own copy.

Also, check ISQua's website for regular program updates.

Special registration rates apply for ISQua members.

A reduced delegate fee is just one of the benefits of ISQua membership and the annual package also includes a subscription to the International Journal for Quality in Health Care. Membership details can be found on ISQua's website.

REGISTER YOUR INTEREST IN RECEIVING THE MAIN PROGRAM BY CONTACTING ISQua
isqua@isqua.org, or fax +61 9417 6851. See also www.isqua.org

Note: Program development may be subject to change

