

	Wednesday 2 May		
On site workshops			
ID	Title	Speakers	Duration
M1	International Science and Research Symposium	Multiple - view programme here: http://internationalforum.bmj.com/amsterdam/view-programme/	0900 - 1700
M2	Continuous Learning in Healthcare Delivery in The Netherlands: Regional oncology networks, outcome data and active learning at the clinical and organizational level	Multiple - view programme here: http://internationalforum.bmj.com/amsterdam/view-programme/	0900 - 1700
M3 (1)	Communicating Quality Improvement	Aidan Fowler, Director of NHS Quality Improvement and Patient Safety/Director of 1000 Lives Improvement Service, Public Health Wales Charlotte Frendved, Journalist, MD, medical writer and editor, Danish Society for Patient Safety Andrew Cooper, Strategic Campaigns Manager, 1000 Lives Improvement, Public Health Wales Frits Bredal, Head of Communications at the Danish Society for Patient Safety Dominique Allwood, Consultant in Public Health and Senior Improvement Fellow, The Health Foundation & Imperial College Healthcare NHS Trust, UK	0900 - 1230
M3 (2)	How to share your work	Cat Chatfield, Quality Improvement Editor, The BMJ Fiona Moss, Dean, Royal Society of Medicine & Founder Editor BMJ Quality and Safety Helen Bevan, Chief Transformation Officer, NHS Horizons Leigh Kendall, Communications Lead, NHS Horizons	1330 - 1700
M4	Facilitating Collaboration, Improving Care: Anesthesia's Role in Safe Obstetrics	Multiple - view programme here: http://internationalforum.bmj.com/amsterdam/view-programme/	0900 - 1700
M5	High-Impact Leadership in the Real World	Jason Leitch, National Clinical Director, Scottish Government Steve Swensen, Medical Director, Mayo Clinic	0900 - 1230
M6	Why Lecture on PDSAs When You Can Experience Them?	Robert Lloyd, Vice President, Institute for Healthcare Improvement; USA David M. Williams, PhD Executive Director & Improvement Advisor, Institute for Healthcare Improvement (IHI); USA	0900 - 1230
M7	Multimodal strategies for evidence-based reliable care	Anthony Staines, Patient Safety Program Director, Fédération des hôpitaux vaudois; Switzerland, Professeur associé, IFROSS, University of Lyon III; France Amelia Brooks, Director, Patient Safety and Europe, Institute for Healthcare Improvement	1330 - 1700
M8	Engaged Physicians Transform Care	Gary Kaplan, Chairman and CEO, Virginia Mason Health System; USA Jack Silversin, Founding Partner, Amicus, Inc; USA	1330 - 1700

Please scroll down for Thursday and Friday programme

	En1	En2	En3	En4	En5	En6	En7	En8	
0815-0845 (30 minutes)	Collaborating for Improvement – thinking differently about improving population health	User-Driven Care in an Outpatient Clinic in Norway	Improving emergency care for aged care residents: the Geriatric Emergency Department Intervention	Pilot Project in Science of Improvement for the National Program of Patient Safety in Brazil: Learning Experiences and Challenges	From Pledge to Action: the Journey to spark a revolution	Protecting patients from harm: The science of safe communication in healthcare	Translating the Evidence Base for Patient and Family Engaged Care into Practice	Introduction to Dutch Healthcare system	
	Bob Klaber, Associate Medical Director (Quality Improvement) & Consultant Paediatrician, Imperial College Healthcare NHS Trust, UK	Kim Fangen, Daily manager - Nye Pluss (National association of people living with HIV), Norway	Marianne Wallis, University of Sunshine Coast, Queensland, Australia	Elenara Ribas, Manager Patient Safety Project, Moinhos de Vento Hospital partnership the Ministry of Health, Brazil	Faisal Saeed, Director Clinical Governance, ADK Hospital, Maldives	Annegret Hannawa, Associate Professor of Health Communication, University of Lugano, Switzerland	Susan Frampton, President, Planetree International, USA	Ate G.J. van der Zee, Vice-president Board of Directors of the University Medical Center Groningen and Chairman of the NfU-consortium Quality of Care	
	Dominique Allwood, Consultant in Public Health and Senior Improvement Fellow, The Health Foundation & Imperial College Healthcare NHS Trust, UK							Sjaak Wijma, Board member, the National Health Care Institute	
0900-0930 (30 minutes)	Opening announcements								
0930-1030 (60 minutes)	Keynote 1- Moving from fixed to growth mindset Ian Leistikow, MD PhD, Senior Inspector, Dutch Health and Youth Care Inspectorate; Professor at Erasmus School of Health Policy & Management, Erasmus University Rotterdam; The Netherlands Manvir Victor, Chairman, Patients for Patient Safety, Malaysia & Patient Advocate Anne P.J. De Pagter, Fellow Pediatric Hematology, Erasmus MC Rotterdam Wim Helbing, Visiting Professor and Division Chief, Pediatric Cardiology, Erasmus MC Ann Batenburg, Clinical Associate Professor, Southern Methodist University, US								
1030-1100 (30 minutes)	Refreshments and networking								
1100-1215 (75 minutes)	Breakout 1	Breakout 2	Breakout 3	Breakout 4	Breakout 5	Breakout 6	Breakout 7	Breakout 8	
	A1	A2	A3	A4	A5	A6	A7	A8	
	Title	Title	Title	Title	Title	Title	Title	Title	
	Choosing Wisely International: from an idea to a movement	Using design thinking with patients in mind	Applied Health Intelligence for Improvement – Science & Art of using data	Can we really learn anything useful from aviation?	How can we use technology to reach patients in the community?	Dealing with complex patients: a playbook and its stories	How norms and guidelines hinder quality in Dutch and German hospitals - Towards parsimony in guideline development and smartness in implementation	Maximizing value of care for patients and providers with same day discharge after percutaneous coronary intervention	
	Wendy Levinson, Choosing Wisely Canada	Liz Lamb, BC Children's Hospital, PHSA, BC, Canada	Doris Behrens, Interim Lead for Mathematical Modelling, ABCi, Aneurin Bevan University Health Board, Wales	Kevin Stewart, Medical Director, Healthcare Safety Investigation Branch	Charlie Sword, Consultant	Don Goldmann, Chief Scientific Officer Emeritus, and Senior Fellow, Institute for Healthcare Improvement; Professor of Immunology and Infectious Diseases, and Epidemiology, Harvard TH Chan School of Public Health; Clinical Professor of Pediatrics, Harvard Medical School	Doris Voit, Officer for quality assurance and quality management for German hospitals, Deutsche Krankenhausgesellschaft, German Hospital Federation, Berlin	Sponsored by Medtronic	
		Ingeborg Griffioen, Owner and innovation manager Panton, Deventer, The Netherlands	Mahmood Adil, Medical Director, Information Services Division, NHS National Services, Scotland	Christian P Subbe, Honorary Senior Clinical Lecturer and Consultant Physician, Bangor University, Bangor, UK. Improvement Science Fellow, The Health Foundation, London, UK	Peter Waiganjo, AMREF	Marit Tanke, Harkness Fellow in Health Care Policy and Practice, The Commonwealth Fund, Harvard School of Public Health, Partners Health Care, USA. Senior researcher, Radboud university Medical Center Nijmegen, the Netherlands	Louise Blume, Policy officer at Dutch Hospital & PhD student		
			Joy Ngai, NHS National Services, Scotland						
1215-1315 (60 minutes)	Lunch, refreshments and networking								
1315-1430 (75 minutes)	Breakout 1	Breakout 2	Breakout 3	Breakout 4	Breakout 5	Breakout 6 (Cabaret)	Breakout 7 (Cabaret)		
	B1	B2	B3	B4	B5	B6	B7		
	Title	Title	Title	Title	Title	Title	Title		
	Not Another Session on Culture	Social movement transforming emergency care from the bottom up	What has inspection ever done for improvement?	Antimicrobial resistance in healthcare? Everyone's business!	How Innovation Can Bring Real Solutions to Intractable Problems in Healthcare Delivery	Optimizing Patient Flow by Reducing Variability and Aligning Capacity with Demand	Designing and Managing Community-Based Scale-up Efforts		
	Frank Federico, Vice President and Senior Safety Expert, IHI	Deborah Thompson, Director – NHS Elect	Rami Okasha, Executive Director of Strategy and Improvement, Care Inspectorate, Scotland	Garance F. Upham, Vice-President, World Alliance Against Antibiotic Resistance (WAAAR), France	Melissa Knihtila, IHI, USA	Sandeep Green Vaswani, Senior Vice President, Institute for Healthcare Optimization, USA	Anette Nilsson, Development Strategist, Region Jönköping, Kulturum		
	Amelia Brooks, Director, Patient Safety and Europe, IHI	Vincent Connolly, Acute Physician, James Cook University Hospital, Middlesbrough, England, TS4 3BW. Medical Director, North Region, NHS Improvement (15596)	Brian Robson, Medical Director, Healthcare Improvement Scotland, IHI / Health Foundation Fellow	Mark Jarrett, Senior Vice President, Chief Quality Officer, Associate Chief Medical Officer, Northwell Health, USA	Felix Kreier, MD, PhD, Chief Medical Information Officer, Pediatrician, board member of the Dutch CMIO society	Andrea Jamieson, National Improvement Advisor, The 6 Essential Actions for Improving Unscheduled Care National Programme, The Scottish Government	Tina Lynge, Program Director, Senior Consultant, Danish Society for Patient Safety		
			Alastair Delaney, Director of Quality Assurance, Healthcare Improvement Scotland		Fenna Heyning, MD, PhD, Director STZ, Internist, Netherlands		Susan Hannah, Head of Improvement Programme – Children and Young People, Collaborative Scottish Government		
1430-1500 (30 minutes)	Refreshments and networking								
1500-1600 (60 minutes)	Breakout 1	Breakout 2	Breakout 3	Breakout 4	Breakout 5	Breakout 6	Breakout 7	Breakout 8	
	C1	C2	C3	C4	C5	C6	C7	C8	
	Title	Title	Title	Title	Title	Title	Title	Title	
	High Intensity Network: Developing a network of global solutions for MH crises	Breaking the Rules for Better Care	From transparency to collaboration – taking patient accessible records to the next level	Smile! Our behaviour affects patient care.	An Alternative Improvement Method to 'IHI Breakthrough Series', making use of data science, applied to PAOD.	How can sustainable, resilient and scalable improvements in patient care be created?	Quality cost and value – the business case for QI	Nation wide quality improvement in low and low-middle income countries: two African perspectives	
	Paul Jennings, Police Sergeant – Hampshire Constabulary Mental Health Team, UK	Saranya Loehrer, Head of North America Region, Institute for Healthcare Improvement (IHI)	Maria Häglund, Senior Researcher in Health Informatics at Karolinska Institutet, Stockholm, Sweden	Joy Whitlock, Quality and Safety Improvement Manager, Cardiff and Vale University Health Board	Pieter ten Have, MD, data scientist at Dutch National Health Care Institute	Khawla Athamneh, Head of Education – Hamad Healthcare Quality Institute - Hamad Medical Corporation – Qatar	Amar Shah, Associate Medical Director for QI & Consultant Forensic Psychiatrist, East London NHS Foundation Trust	Yibeltal Mekonnen, Acting Director, Primary Health Care Clinical Guideline National Coordinator, Clinical Service Directorate, Addis Ababa, Ethiopia	
	Bauke Koekkoek, Associate Professor of Social Psychiatry & Mental Health Nursing, Hogeschool van Arnhem en Nijmegen, Netherlands	Amelia Brooks, Director, Patient Safety and Europe, Institute for Healthcare Improvement	Jan Walker, RN, MBA, Assistant Professor of Medicine, Harvard Medical School in Boston	Ruth Walker, Executive Director of Nursing, Cardiff and Vale University Health Board	Lotte Hermens, Epidemiologist, project leader, PhD		James Innes, Associate Director of Quality Improvement, East London Foundation Trust, UK	Joseph Ana, Lead Senior Fellow, Africa Center for Clinical Gov Research & Patient Safety	
1600-1615 (15 minutes)	Movement break								
1615-1715 (60 minutes)	Keynote 2 - Creating moments that matter Dan Heath, Author, Entrepreneur and Senior Fellow at Duke University's CASE Center; USA Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA								
	Population and public health	Person and family centred care	Safety	Quality cost value	Building capability and leadership				

0800-0900 (60 mins)	Br 1							
	Integrating Innovation and Systems Thinking into the Continuum of Health Care Education and Training							
	Sponsored by School for the Science of Health Care Delivery, Arizona State University							
0900-0930 (30 minutes)	Opening announcements							
0930-1030 (60 minutes)	Keynote 3 - Caitlyn Jenner Former Olympic Athlete, Transgender Activist and author of New York Times bestselling memoir, The Secrets of My Life; USA							
1030-1100 (30 minutes)	Refreshments and networking							
	Breakout 1	Breakout 2	Breakout 3	Breakout 4	Breakout 5	Breakout 6	Breakout 7	Breakout 8
	D1	D2	D3	D4	D5	D6	D7	D8
	Title	Title	Title	Title	Title	Title	Title	Title
	Improvement Collaboratives Led by Ministries of Health to achieve PEPFAR 90-90-90 targets: examples from Namibia and Zimbabwe	How leaders and health care professionals can transform health care culture together	Collaborating to improve value: better outcomes at optimum cost	Not another pill, please	Engaging Junior Doctors and Emerging Leaders to Innovate and Improve Care	An impact framework to show the full value of quality improvement	Everyday Science in the One-Person Laboratory: A Quantified Self Perspective on Citizen Science	Lessons in transforming patient safety at a national level
	Bruce Agins, Director, HEALTHQUAL International	Henry Otero, Executive and Transformation Sensei, Virginia Mason Institute	Samyra Keus, Project lead Value Based Healthcare, Organisation: OLVG hospital (Santeon group)	Frank Federico, Vice President and Senior Safety Expert, IHI, USA	Jessica Perlo, Director, IHI, USA	Grace Sweeney, Senior Manager Impact Research and Evaluation, Sustainable Improvement Team, NHS England	Sara Riggare, PhD student, Karolinska Institutet and selfcare expert, Sweden	Fiona Godlee, Editor-in-Chief, The BMJ and panel of experts
	Apollo Basenero, Chief Medical Officer, Namibia Ministry of Health and Social Services	Anita Pedersen, Risk Manager, Zealand University hospital, Denmark	Mu Tian, Quality Assurance Manager, Jiahui International Hospital, Shanghai, China	Alpana Mair, Deputy Pharmaceutical Officer, Scottish Government, Head Prescribing & Therapeutics @ScotGov-4 safe appropriate meds: Improve patient outcomes. EU & WHO polypharmacy lead	Carly Strang, Executive Director, IHI, USA	Helen Bevan, Chief Transformation Officer, NHS Horizons, UK	Thomas Blomseth Christiansen, Self-Tracker, Technologist and Co-Founder, TOTTI Labs	
				Kirsten Wisborg, Medical director, Head & Heart Center, Aarhus University Hospital, Denmark				
1100-1215 (75 minutes)								
1215-1315 (60 minutes)	Lunch, refreshments and networking							
1230 - 1300	L1	L2						
	2019-20 Harkness Fellowships in Health Care Policy and Practice	Lunchtime student meet up						
	Sponsored by Commonwealth fund							
1315-1430 (75 minutes)	Breakout 1	Breakout 2	Breakout 3	Breakout 4	Breakout 5	Breakout 6	Breakout 7	
	E1	E2	E3	E4	E5	E6	E7	
	Title	Title	Title	Title	Title	Title	Title	
	Energy for change: a critical force for quality improvement	Infection control - two international perspectives	Quality Improvement at national level - two Scandinavian models for better health	Improving Care for Specific Populations: Older Adults, Individuals with Intellectual Disabilities and Individuals with Mental Health Needs	How to organize patient and family member involvement after complications or serious incidents	You cannot create experience. About a hospital transforming by undergoing patient experience.	Passion and ambition don't retire; emancipation of the elderly	
	Helen Bevan, Chief Transformation Officer, NHS Horizons, UK	Paulo Borem, Project Director (Institute for Healthcare Improvement)	Robert S Kristiansson, Chief Medical Officer, Hoh , Region Uppsala Sweden	Mara Laderman, Director, Innovation, Institute for Healthcare Improvement	Petra Zusterzeel, Gynaecological oncologist	Anne-Miek Vroom, Founder & Director IKONE Foundation, Medical Sociologist, Patient	Hedy D'Ancona, Former Dutch Minister for Health, Netherlands	
		Marjolein Damen, Medical Microbiologist and Head of the Department of Infection Control, Maasstadziekenhuis Rotterdam, the Netherlands	Ulrika Elmroth, Region Uppsala Sweden	Catherine Mather, IHI, USA	Josje Kok, PhD Candidate Health Care Governance, Institute of Health Policy & Management, Erasmus University Rotterdam	Mariëtte Bartholomeus, Medical Director and Neurologist at Bernhoven Hospital, Uden		
			Stina Arvidsson Gäre, Region Uppsala Sweden	Sharon Williams, Learning (Intellectual) Disabilities Service Improvement Manager, Public Health Wales 1000 Lives	David de Kam, PhD Candidate Health Care Governance, Erasmus School of Health Policy and Management, Erasmus University Rotterdam	Marie Wikstrom, Ex Center, Sweden Christina Ragno, Ex Center, Sweden		
			Anders Vege, Head of section for Quality Improvement, Norwegian Institute of Public Health	Michaela Morris, 1000 Lives Improvement				
1430-1500 (30 minutes)	Refreshments and networking							
	Breakout 1	Breakout 2	Breakout 3	Breakout 4	Breakout 5	Breakout 6	Breakout 7	Breakout 8
	F1	F2	F3	F4	F5	F6	F7	F8
	Title	Title	Title	Title	Title	Title	Title	Title
	Leadership Lessons from the Field: From Sports to Healthcare	Clinical Leadership and Health Systems improvement as a Manpower resource development intervention	Patient Safety in the Home: Issues, Challenges, and Opportunities	Patient Council: How to rock the power balance	Steering on Quality across hospitals: from the patient's bedside to the boardroom.	Restoring Joy in Work and Preventing Burnout: An IHI Framework for Joy	Patient-Centeredness Lessons from Around the World	The Participation Clinic: how nurses and caretakers can develop leadership and professionalism by looking through the eyes of the patient
	Pedro Delgado, Head of Latin America and Europe, IHI	Jamiu Busari, Assoc Professor, Educational research and development dept. Faculty of Health, medicine and Life sciences, Maastricht University	Tejal Gandhi, Chief Officer, Institute for Healthcare Improvement	Beth Lilja, CMO, Zealand University Hospital, Denmark	Erica De Loos, Project coordinator, Netherlands Federation of University Medical Centres – Consortium Quality of Care	Derek Feeley, CEO, President, IHI	Sodzi Sodzi-Tettey, Executive Director, Africa Region, Institute for Healthcare Improvement	Arjella van Scheppingen
	Goran Henriks, Chief Executive of Learning and Innovation, Region Jonkoping County	Ashley J Duits, Director, Red Cross Blood Bank Foundation, Curacao	Deborah Carpenter, Senior Study Director, Westat	Mette Storm Ellner, Patient and chairman of Patient Council, Zealand University Hospital, Denmark	Roos Trooster, Programme manager, Netherlands Federation of University Medical Centres	Amar Shah, Associate Medical Director for QI & Consultant Forensic Psychiatrist; East London NHS Foundation Trust	Jorge Zepeda, former head of primary health care for the municipality of Florianopolis, Brazil	
	Hugh McCaughey, Chief Executive at South Eastern Health and Social Care Trust					Jessica Perlo, Director, IHI		
1500-1600 (60 minutes)	Movement break							
1600-1615 (15 minutes)	Keynote 4 - Quality Goes Global at Last: Three Guiding Reports Soon to Arrive Donald M Berwick							
1615-1715 (60 minutes)	MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement; Former Administrator, Centers for Medicare and Medicaid Services; USA							
	Population and public health	Person and family centred care	Safety	Quality cost value	Building capability and leadership			