

HASA 2015 CONFERENCE HARMONISING HEALTHCARE

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POLICY AGENDA

21-23 September 2015, Cape Town International Convention Centre

QUALITY IMPROVEMENT SUMMIT

Day 3: Wed, 23 September

	Quality Improvement Summit A: Room 2.60	Quality Improvement Summit B (Workshop Series): Roof Terrace, Room 2.80
08:00-11:00 Session 5: Learning from what works well	Room 2.60 08:00-08:45 From negativity to positivity - How to use Positive Deviance for quality improvement - Dr Peter Lachman, Deputy Medical Director at Great Ormond Street Hospital, RCPCH National Clinical Lead for S.A.F.E Closing the Gap Program, International Lead Faculty for RCPI Dublin, and Consultant Pediatrician at Royal Free Hospital 08:45-09:30 The use of positive deviance and engaged leadership to improve patient experience outcomes - Mr Sandile Mbele, Regional Director, Netcare Gauteng South West Region, Dr Augusta Dorning, Hospital General Manager, Netcare St Augustine's Hospital, Glynis Herselman, Nursing Services Manager, Netcare Unitas Hospital, Mrs Ansie Zietsman, Quality Leadership Manager, Netcare	09:30-10:30 6 x 8 min podium presentations based on innovative abstracts to improve quality 09:35- 11:00 Workshop: A quality improvement game to ignite quality improvement - Ms Farzaneh Behroozi & Dr Heather Tuffin
	61: Bundles of joy - Neonatal CLABSI - Elizabeth Hudson , Netcare Christiaan Barnard Memorial Hospital 38: A new approach to measuring peripheral line-associated harm in neonatal critical care units - Yolanda Walsh , Mediclinic Southern Africa 9: A risk management approach to improving compliance with the National Core Standards in a rural district in KZN - Dr Thameshree Naidu , Centre for Rural Health, University of KwaZulu Natal 46: Innovation hubs are an effective spread strategy - Bonolo Pitse , Aurum Institute 64: Environmental hygiene – improvement by positive feedback - Lesley Devenish , Netcare 10: Rational Medicine Use: Improving the usage of colistin at Life Flora Clinic - Ruth Lancaster , Life Healthcare 10:30-11:00 Wellness and Twitter Reflections Mrs Yolanda Walsh, Chairperson of the BCA organising committee and Patient Safety Officer (Mediclinic Southern Africa)	
11:00-11:20	Tea break in exhibition area	
11:30-12:10	11:30-12:10 From patient to person - how to respond in the new age of care Dr Peter Lachman, Deputy Medical Director at Great Ormond Street Hospital, RCPCH National Clinical Lead for S.A.F.E Closing the Gap Program, International Lead Faculty for RCPI Dublin, and Consultant Pediatrician at Royal Free Hospital	
12:10-12:30	Closing Dr Lloyd Kaseke, Clinical Adviser, (Life Healthcare Clinical Directorate), member of the BCA organising committee	
12:30-13:30	Lunch break in exhibition area	

Day 1: Monday, 21 September

	Quality Improvement Summit A: Room 2.60	Quality Improvement Summit B (Workshop Series): Roof Terrace, Room 2.80
07:30-09:00	Registration/tea/coffee/refreshments	
09:00-09:15	*Venue - main HASA conference in Auditorium 2 Welcome by Dr Dumisani Bomela Setting the scene by Melanie Da Costa, Chairperson, HASA Master of Ceremonies, Chris Gibbons	
09:15-11:00	*Venue - main HASA conference in Auditorium 2 09:15-09:55 Richard Cock, Chairman, Apollo Music Trust 10:00-10:40 Honourable Minister of Health, Dr Aaron Motsoaledi	
10:45-11:00	Q&A session	
11:00-11:20	Tea break in exhibition area	
11:30-13:00 Session 1: Improving Care	*Venue - Room 2.60 11:30-11:50 Official welcome to the Quality Improvement Summit Dr Gary Kantor, co-founder of The Best Care... <i>Always!</i> Campaign and Senior Clinical Consultant, Discovery Health 11:50-12:30 Key note address: Innovating for quality - what does it take to improve care? Dr Peter Lachman, Deputy Medical Director at Great Ormond Street Hospital, RCPCH National Clinical Lead for S.A.F.E Closing the Gap Program, International Lead Faculty for RCPI Dublin, and Consultant Pediatrician at Royal Free Hospital 12:30-12:45 Introducing wellness into quality improvement - Speaker TBC 12:45 -13:00 Twitter for Quality Improvement - How to use social media to connect to advances in quality improvement Dr Dena van den Bergh, co-founder of The Best Care... <i>Always!</i> Campaign and Director: Quality Leadership, Netcare	

Day 1: Monday, 21 September

	Quality Improvement Summit A: Room 2.60	Quality Improvement Summit B (Workshop Series): Roof Terrace, Room 2.80
13:00-13:40	Lunch break in exhibition area	
13:50-15:30 Session 2: Quality Leadership Putting the patient at the centre of care	*Venue - Room 2.60 13:50-14:30 4 x 8 min podium presentations of abstracts on patient centered care 53: Pain Management - Soekie Grant, Netcare 49: Small adaptations to the Western Cape's Client Satisfaction Survey leads to enhanced Quality Improvement outcomes for a psychiatric hospital - Mariam Marlie, Siikland Hospital 19: Undercover Patients! A Novel Approach to Measuring Patient Experience - Michele de Kock, Life Healthcare Quality Department 80: Using an ongoing Program of Parent Feedback to Develop a Practical and Sustainable Model of Family Centred Care in Neonatal Intensive Care Unit - Tanya Pitt, Netcare Waterfall City Hospital 14:30-15:30 Facilitator: Yolanda Walsh, Mediclinic Southern Africa Adverse events: A promise to learn, a commitment to act - Dr Lloyd Kaseke, Clinical Adviser, Life Healthcare Clinical Directorate, Ellen Le Roux, Clinical Risk Manager, Mediclinic	*Venue - Room 2.80 13:50-15:30 Essentials of Quality Improvement: An overview of the science of Quality Improvement - An introduction to the key elements of the science of quality improvement that enable front-line teams - Ms Lauren De Kock, Deputy Director and Head of Quality Improvement, Training and mentoring, Aurum Institute
15:30 - 15:45	Tea break in exhibition area	
15:50-16:45 Session 2 cont....: Quality Leadership	*Venue - main HASA conference in Auditorium 2 15:50-16:30 Leadership in quality care - Dr Dena van den Bergh, co-founder of The Best Care... <i>Always!</i> Campaign and Director: Quality Leadership, Netcare	
16:30-16:45	Q&A Session	
16:50-17:30	BCA Quality Awards	
17:30-19:00	Cocktails in exhibition area	

Day 2: Tuesday, 22 September

	Quality Improvement Summit A: 2.60	Quality Improvement Summit B (Workshop Series): Roof Terrace, Room 2.80
07:30-08:30	Tea and coffee in exhibition area	
08:30-10:30 Session 3: Deming's profound knowledge	*Venue - Room 2.60 08:30-08.40 Antimicrobial Resistance in South Africa - a brief update on the data - Dr Kim Faure, South African coordinator, CDDEP 08:40-09:20 "It is not enough to do your best; you must know what to do, and then do your best." Insights into Deming's system of Profound Knowledge Dr Peter Lachman, Deputy Medical Director at Great Ormond Street Hospital, RCPCH National Clinical Lead for S.A.F.E Closing the Gap Program, International Lead Faculty for RCPI Dublin, and Consultant Paediatrician at Royal Free Hospital 09:20-10:30 Poster walkabout: Finding examples of Deming's System of Profound knowledge	*Venue - Room 2.80 09:20-10:30 Workshop: Systems thinking - Understanding systems and using Driver Diagrams and process maps to design change ideas - Aurum Institute
10:30-10:50	Tea break in exhibition area	

Day 2: Tuesday, 22 September

10:30-10:50	Tea break in exhibition area	
11:00-12:40 Session 3 cont....: Deming's System of Profound Knowledge	11:00-11:30 Poster feedback (Key Learning's on Deming's System of Profound Knowledge) - Dr Peter Lachman, Deputy Medical Director at Great Ormond Street Hospital, RCPCH National Clinical Lead for S.A.F.E Closing the Gap Program, International Lead Faculty for RCPI Dublin, and Consultant Paediatrician at Royal Free Hospital 11:30-12:10 Insights into medical schemes' member quality Improvement initiatives - Dr Belinda Richards, Metropolitan Health, Dr Nkuli Mxenge, Discovery Health, Dr Jenni Noble, Medscheme 12:10-12:40 Turning around quality in a public sector hospital - Dr Rolene Wagner, CEO, Frere Hospital	11:00-12:40 Essentials of Quality Improvement Workshop: How to use the Model for Improvement for successful quality improvement - Aurum Institute
12:40-13:40	Lunch break in exhibition area	
13:50-15:30 Session 4: Increasing Efficiencies	13:50-14:20 Using limited resources efficiently - Prof Norman Faull , Emeritus Professor of Business Administration, Graduate School of Business, University of Cape Town and Founder and Chairman of Lean Institute Africa 14:20 - 15:00 4 x 8 min podium presentations of abstracts that best depict increasing efficiencies 37: Primary Health Care Clinics Patient Waiting time survey: Applying a different approach to data collection, analysis and presentation - Dr Bon Egbujie , Kheth'impilo 32: Comprehensive focus on a surgical unit in a private hospital to improve quality care by efficient staffing - Janneke Steyn , Mediclinic Midstream 39: Sweating the Asset: Making Your Theatres Work For You by Improving Utilisation - Dieter Hartmann , University of the Witwatersrand 65: Corporate responsibility and how we can make a difference - Richard Speares , Netcare Alberlito Hospital 15:00-15:30 Patients and lay healthcare workers as a healthcare resource. Panel discussion on two models of care in which patients and lay healthcare workers are an essential resource. Patients and lay health care workers contributing to the programmes will be on the panel. ART Clubs - Lynne Wilkinson, Médecins Sans Frontières and GSH Adolescent Renal Clinic, Katusha de Villiers, Bertha Centre for Social Innovation and Entrepreneurship, UCT GSB	13:50-14:40 Workshop: Creativity, a means to generating change ideas - a workshop to explore creativity and idea generation in quality improvement - Aurum Institute 14:40-15:30 Workshop: Run charts Using run charts to monitor if a change is an improvement - Aurum Institute
15:30-16:00	Tea break in exhibition area	
16:00-17:30 Session 4 cont....: Quality Improvement in Action	16:00-16:40 Theatre of errors - An innovative approach to teaching and learning patient safety in the surgical environment - Dr Gary Kantor, co-founder of The Best Care... <i>Always!</i> Campaign and Senior Clinical Consultant, Discovery Health and Enhanced Recovery After Surgery (ERAS) Project - Fiona Pieterse, Integrated Clinical Solutions. 16:45-17:30 Introduction to Mindfulness - Speaker TBC, Mindfulness Institute	16:00-16:40 Workshop: Videos for teaching quality improvement Dr Michéle Youngleson, Healthcare Systems Improvement Advisor
19:00	Evening dinner at The Lookout, V&A Waterfront Buses depart from outside the CTICC from 7:00pm and return from 10:30pm	