

HASA 2015 CONFERENCE HARMONISING HEALTHCARE

Shift. Synchronise. Symphony.

QUALITY IMPROVEMENT SUMMIT AGENDA

21 – 23 September, CAPE TOWN INTERNATIONAL CONVENTION CENTRE

Programme Outline - Day 1: Monday, 21 September 2015

	Quality Improvement Summit A	Quality Improvement Summit B (Workshop Series)
07:30-09:00	Registration/tea/coffee/refreshments	
09:00-09:15	Welcome by Dr Dumisani Bomela Setting the scene by Melanie Da Costa, Chairperson, HASA Master of Ceremonies, Chris Gibbons	
09:15-11:00 Session 1: Universal Access	09:15–09:55 Richard Cock	
	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 cont: Improving Care	11:30–11:50 Welcome Dr Gary Kantor, co-founder of The Best Care...Always! Campaign and Senior Clinical Consultant, Discovery Health	
	11:50–12:40 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	
	12:40–13:00 Twitter for Quality Improvement – how to use social media to connect to advances in quality improvement Dr Dena Van Den Berg, co-founder of The Best Care...Always! Campaign and Director: Quality Leadership (Netcare) and Mrs Yolanda Walsh, Chairperson of the BCA organising committee and Patient Safety Officer (Mediclinic Southern Africa)	

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13:00-13:40	Lunch break in exhibition area	
13:50-15:30 Session 2: Quality Leadership	13:50-14:30 4 X 8 min podium presentations based on best abstracts submitted Speakers TBC	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: Quality Improvement and Training, Aurum Institute
	14:30-15:30 Adverse events: A promise to learn, a commitment to act Dr Lloyd Kaseke , Clinical Adviser, (Life Healthcare Clinical Directorate), Ms Dirkie Theunissen , Nursing Services Manager (Arwyp Medical Centre), Speaker TBC (Mediclinic)	
15:30 – 15:45	Tea break in exhibition area	
15:50-16:45 Session 2 cont. Quality Leadership	15:50-16:30 Leadership on quality care Dr Dena Van Den Berg , co-founder of The Best Care...Always! 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	

Programme Outline - Day 2: Tuesday, 22 September 2015

07:30-08:30	Tea and coffee in exhibition area	
08:30-10:30 Session 3: Deming's profound knowledge	08:40-09:20 <i>"It is not enough to do your best; you must know what to do, and then do your best."</i> 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 Pediatrician at Royal Free Hospital	09:20-10:30 Essentials of Quality Improvement Workshop: Understanding systems and using Driver Diagrams and process maps to design change ideas Aurum Institute
	09:20-10:30 Poster walkabout: poster presentations and finding examples of Deming's Profound knowledge	
10:30-10:50	Tea break in exhibition area	

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11:00-12:40 Session 3 cont. Deming's 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 Pediatrician at Royal Free Hospital	11:00-12:40 Essentials of Quality Improvement Workshop: How to use the Model for Improvement for successful quality improvement Aurum Institute
	11:30-12:00 Turning around quality in a public sector hospital Speaker TBC	
	12:00-12:40 Insights into medical schemes' member quality improvement initiatives – Speakers TBC	
12:40-13:40	Lunch break	
13:50-15:30 Session 4: Quality Improvement in Action	13:50-15:30 Project Clinic – Coaching of Quality Improvement Projects 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	13:50-14:40 Essentials of Quality Improvement Workshop: A workshop to explore creativity and idea generation in quality improvement Aurum Institute
		14:40-15:30 Essentials of Quality Improvement Workshop: Using run charts to monitor if a change is an improvement Aurum Institute
15:30-16:00	Tea break in exhibition area	
16:00-17:10 Session 4 cont. Quality Improvement in Action	16:00-16:40 Leading quality improvement Speakers TBC	16:00-16:40 Workshop: Videos for teaching quality improvement Dr Michéle Youngleson , Healthcare Systems Improvement Advisor
	16:40-17:10 Why every health professional and healthcare manager should be a LeadSA champion – Speaker TBC	
19:00	Evening dinner at The Lookout, V&A Waterfront Buses depart from outside the CTICC from 7:00pm and return from 10:30pm	

Programme Outline - Day 3: Wednesday, 23 September 2015

08:00-11:00 Session 5: Learning from what works well	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 Paediatrician at Royal Free Hospital	
	8:45-09:30 Using positive deviance to improve the patient experience Hospital CEOs (names TBC)	
	09:30-10:20 4 X 8 min podium presentations based on best abstracts submitted – Speakers TBC (winning abstracts)	09:35-10:20 Workshop: Night in the ER Dr Peter Lachman
	10:20-11:00 Twitter Reflections Dr Gary Kantor , co-founder of The Best Care...Always! Campaign and Senior Clinical Consultant, Discovery Health	10:20-11:00 Workshop: A quality improvement game to ignite quality improvement Facilitator TBC
11:00-11:20	Tea Break in exhibition area	
11:30-12:10	Topic & Speaker TBC 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 Paediatrician at Royal Free Hospital	