

Programme



WHO 1st European Autumn School
Quality of Care and Patient Safety

Lisbon, Portugal, 23–27 October 2023

Monday 23 October 2023

10:00 – 10:30	Registration
10:30 – 11:15	SESSION 1: Opening <i>Natasha Azzopardi Muscat, Director of Division of Country Health Policies Systems, WHO (remote)</i> <i>Sónia Dias, Director, Escola Nacional de Saúde Pública, Universidade NOVA Lisboa (video)</i> <i>João Breda, Head of Office, WHO Athens Office on Quality of Care and Patient Safety</i> <i>Paulo Sousa, Professor of National School of Public Health, Head of WHO Collaborating Centre for Education Research and Evaluation of Safety and Quality in Healthcare</i>
11:15 – 11:45	Coffee break
11:45 – 13:00	SESSION 2: Quality of care and patient safety – global and regional updates Moderator: <i>João Breda, Head of Office, WHO Athens Office on Quality of Care and Patient Safety</i> Panel discussion <ul style="list-style-type: none"> • Reframing quality of care within health-care systems: a global development, advocacy and learning agenda <i>Blerta Maliqi, Unit Head Quality of Care, WHO Headquarters (remote)</i> • Global patient safety action plan 2021–2030 <i>Neelam Dhingra-Kumar, Coordinator, WHO Headquarters (remote)</i> • Quality of care and patient safety in the European region <i>João Breda and Válder Fonseca (remote), WHO Athens Office on Quality of care and patient safety</i>
13:00 – 13:30	Kick-off – Challenge on quality of care dimensions <i>Tino Marti and Nefeli Romanou, WHO Athens WHO Athens Office on Quality of Care and Patient Safety</i>
13:30 – 14:30	Lunch
14:30 – 15:15	SESSION 3: Learnings from Portugal: leadership for health and quality of care Moderator: <i>Fernando Almeida, President of National Health Institute INSA</i> <i>Fernando Araújo, Director of Executive Board, NHS Portugal (TBC)</i> <i>Adalberto Campos Fernandes, Former Minister of Health, Portugal</i>
15:15 – 15:45	Coffee break
15:45 – 17:45	SESSION 4: Leadership and high reliable organizations Moderator: <i>Rui Santana, Professor of Health Policy and Administration, National School of Public Health (NOVA)</i> <i>Peter Lachman, Lead Faculty Quality Improvement, Royal College of Physicians of Ireland</i>
17:45 – 18:45	Challenge on quality of care dimensions: free time for working groups

Tuesday 24 October

09:00 – 10:00	SESSION 1: Global health, equity, and human rights – the role of quality of care Moderator: João Breda Head of Office, WHO Athens Office on Quality of Care and Patient Safety Magda Robalo, Institute for Global Health and Development
10:00 – 11:00	SESSION 2: Learning systems, workforce safety and well-being Moderator: Mafaten Chaouali, Technical Officer of Hospitals, Division of Country Health Policies and Systems, WHO José Mira Solves, Universitas Miguel Hernández
11:00 – 11:30	Coffee break
11:30 – 12:30	SESSION 3: Quality of care – from policies to implementation of national strategies Moderator: Carla Pereira, Directorate-General of Health, Portugal Oriane Bodson, Consultant, WHO Headquarters
12:30 – 13:30	Lunch
13:30 – 14:45	SESSION 4: People-centredness – how to engage patients and families Moderator: Peter Lachman, Lead Faculty Quality Improvement, Royal College of Physicians of Ireland Panel discussion: <ul style="list-style-type: none"> Patient experience to inform quality of care interventions Vita Steina, Patient Experience Expert, The Beryl Institute, Latvia Patient and family engagement in the perioperative journey Ayshe Seyfulayeva, Research Assistant of National School of Public Health (NOVA) WHO Collaborating Centre The people's voice survey Elena Boutsikari, Consultant, WHO Athens Office on Quality of Care and Patient Safety
14:45 – 16:45	SESSION 5: Digital for quality of care Moderator: João Cordeiro, Co-Coordinator of Research Ethics Courses, National School of Public Health (NOVA) Henrique Martins and Tino Marti, Consultants, WHO Athens Office on Quality of Care and Patient Safety
16:45 – 17:00	SESSION 6: Young innovators for quality of care Alessandro Berionni, Consultant, WHO Athens Office on Quality of Care and Patient Safety
17:00 – 18:00	Challenge on quality of care dimensions: free time for working groups
19:00 – 22:00	Social dinner

Wednesday 25 October

09:00 – 10:00	SESSION 1: Working towards environmental sustainability in hospitals Moderator: Ana Paula Beck Etges, Associate Researcher of Federal University of Rio Grande do Sul, Brazil Oliver Groene, Professor of Universität Witten/Herdecke, Germany
10:00 – 10:30	Coffee break
10:30 – 12:30	SESSION 2: Whole system quality and safety Moderator: José Fragata, Professor of Medical School, National School of Public Health (NOVA) Pedro Delgado, Vice-President of Institute for Healthcare Improvement
12:30 – 13:45	Lunch
13:45 – 15:00	SESSION 3: Measurements towards performance and outcomes Moderator: Dafni Kaitelidou, National Agency for Quality Assurance in Health (ODIPY) <ul style="list-style-type: none"> Accreditation programmes using a person-centred lens Carsten Engel, CEO of International Society for Quality in Health Care (ISQUA) Patient-reported outcomes and experiences Neo Tapela, Chief Scientific Officer of International Consortium for Health Outcomes Measurement, (ICHOM) (remote) Patient safety in the “care without an address” era Ana Paula Beck Etges, Associate Researcher of Federal University of Rio Grande do Sul, Brazil
15:00 – 15:30	Coffee break
15:30 – 16:45	SESSION 4: Cross-border health care to strengthen quality of care at the global level Moderator: André-Peralta dos Santos, Directorate-general of Health Panel discussion <ul style="list-style-type: none"> Cross-border health care in the European region Klára Jiráková, Coordinator of IT Department, Vysočina, Region Regional Authority, Czech Republic Health data management at the global level Alexander Berler, Director of Consulting Services, IHE-Catalyst, Greece
16:45 – 18:00	Challenge on quality of care dimensions: free time for working groups

Thursday 26 October

09:00 – 09:30	Mindfulness session (Konstantina Vasileiou, WHO Athens quality of care office)
09:30 – 10:30	Challenge on quality of care dimensions: free time for working groups
10:30 – 11:00	Coffee break
11:00 – 12:15	SESSION 1: Innovative health-care delivery models Panel discussion Moderator: Tino Marti, Consultant, WHO Athens Office on Quality of Care and Patient Safety <ul style="list-style-type: none"> • Strengthening systems' quality through primary care Indrajit Hazarika, Senior Public Health Officer, WHO Headquarters • Organizing hospital care around value, focusing on patients Stefan Larsson, Chairman and Co-founder of International Consortium for Health Outcomes Measurement (ICHOM) • Translating quality indicators to policies Damir Ivankovic, Researcher and Consultant of Health Care Systems and Services, European Public Health Association, Amsterdam UMC
	Lunch
	Study visit: Cascais Hospital, Portugal

Friday 27 October – Day at ENSP-NOVA

09:00 – 10:00	Assessment test
11:00 – 12:00	SESSION 1: 46th World hospital congress, international hospital federation session: "Better quality for better hospitals: building hospital resilience through quality of care" Stefan Larsson, ICHOM
12:30 – 13:30	Lunch
13:30 – 14:30	SESSION 2: Exchanging of experiences and twinning session Chair and Facilitator: João Breda, Head of Office, WHO Athens Office on Quality of Care and Patient Safety, and Paulo Sousa, Professor of National School of Public Health, Head of WHO Collaborating Centre for Education Research and Evaluation of Safety and Quality in Healthcare <ul style="list-style-type: none"> • Quality and safety improvements in hospitals – Mozambique Peter Lachman, Lead Faculty of Quality Improvement, Royal College of Physicians of Ireland • Patient safety – North Macedonia Elizabeta Zisovska, Chief of Department of Neonatology, University Clinic for Gynaecology and Obstetrics, WHO Country Office North Macedonia • Hospital-associated infections (STOP 2.0) – Portugal Cristina Nunes, Directorate-General of Health, Portugal • Youth participation in mental health quality – Greece Jennifer Hall, Technical Officer of WHO Athens Office for Quality of Care and Patient Safety
14:30 – 15:30	SESSION 3: Challenge on quality of care dimensions: presentation by groups João Breda, Head of Office, WHO Athens Office on Quality of Care and Patient Safety & Tino Martin, Consultant, WHO Athens Office on Quality of Care and Patient Safety Paulo Sousa, Professor of National School of Public Health, Head of WHO Collaborating Centre for Education Research and Evaluation of Safety and Quality in Healthcare
15:30 – 16:00	SESSION 4: Meeting close and farewell Manuel Pizarro, Minister of Health, Portugal (TBC) Sónia Dias, Director, National School of Public Health (NOVA) João Breda, Head of Office, WHO Athens Office on Quality of Care and Patient Safety Paulo Sousa, Professor of National School of Public Health, Head of WHO Collaborating Centre for Education Research and Evaluation of Safety and Quality in Healthcare
16:00	Departure