Truly Wonderful Copenhagen!

The 25th Annual ISQua Conference, held in Copenhagen from 19th—22nd October 2008, was enjoyed by over 1000 delegates from 69 countries, a highly successful way of disseminating globally the scholarship and ideas from Healthcare Quality and Safety: Meeting the Next Challenges.

Along with the plenary presenters, other leaders including Karen Davis, Preben Cramon, Doris Ostergaard and Karen Timmons were also involved with the programme.

Delegates were extremely positive with their feedback. Some of the comments received included—“A well planned meeting, a conference that gave me energy and ideas for a life time” and “Plenaries were interesting with very good, charismatic speakers”. Over 280 people were involved as speakers with an additional 180 authors selected to provide posters for display. Under license agreed by many of the Copenhagen presenters, abstracts and slides from the majority of sessions in Copenhagen have been loaded onto ISQua’s Conference website page. Additional links are to be added as they are notified.

Our thanks are extended to the Copenhagen Programme and Planning Committee and the Local Planning Committee, in particular Janne Lehmann Knudsen and Helle Ulrichsen. We would also like to thank our sponsors, whose generosity helped make this years conference such a success.

Another success at this year’s conference was the excellent professional visit programme prepared by some of the local Danish organisations. Delegates were vocal of their enjoyment of their tour of The Danish Institute for Medical Simulation in Herlev Hospital and the tour of Gentofte Hospital.

The social events organised for the conference also went down a treat with the attendees.

The welcome reception in the Tivoli Concert Hall was praised by many for its excellent food and hospitality and the Gala Reception in Copenhagen City Hall was a superb setting for a lively event that was enjoyed by all.

Next year’s conference in Dublin has a lot to live up to!
President’s report for December Bulletin 2008

2008 has been a momentous year for ISQua for a number of reasons. Your society has moved its international office to Dublin with new staff led by a new CEO, Roisin Boland.

This move recognised the generous offer of support from the Irish Government and its Department of Health and Children which replaces contributions from the Australian and Victorian State governments that have sustained our office in Melbourne, Australia for the past twelve years and that approximately 40% of our membership is in the European region. Without the dedicated efforts of our loyal staff in Melbourne, including periods of time in Dublin contributed by Lee Tregloan and Pat Martin, this complex move could not have been achieved.

The largest number ever (1021) of members, colleagues and friends from 69 countries attended the very impressive, 25th International Conference in Copenhagen in October where we were honoured by the presence of HRH Crown Princess Mary of Denmark at the opening. We send our grateful thanks to all who presented or participated in so many ways, especially our Danish colleagues, led by Helle Ulrichsen and Janne Lehmman Knudsen for their marvelous work. Our grateful thanks also go to the Danish Regions and the Capital Region of Denmark for their outstanding support and sponsorship. While thanking our many sponsors, I would like to particularly thank the leaders of the Picker Institute who were again very supportive at a difficult time for the Institute following the recent death of their founder, philanthropist, Dr Harvey Picker whose drive and enthusiasm will be sadly missed.

During the meeting we celebrated the great service to ISQua from two devoted members - Lee Tregloan was awarded Life Membership of the society for her thirteen years of exemplary and committed service as our first CEO from May 1995 to April 2008. Lee established the international office in Melbourne and worked with successive Presidents and Executive Boards since 1995 to put in place all the highly successful programmes that make the organisation what it is today.

Barbara Donaldson received the ISQua Distinguished Service Award in recognition of her outstanding service to the Society through her work with the ISQua accreditation programme since 1995 through the Accreditation Council and as ISQua accreditation manager – great work to build a very successful programme.

Even though the Copenhagen conference was a great success, much was learnt that will be used to improve future conferences. The 26th International Conference will be held in Dublin from 11th to 14th October, 2009 with the 2010 conference to be in Paris and 2011 in Hong Kong. We have great support from colleagues in these cities and anticipate exciting and informative conferences. Plans are also being developed for a series of annual regional workshops.

ISQua is in a sound situation financially and has an active, committed and innovative Executive Board. There is never a shortage of applicants for election to the Board, but during the next 12 months as our Constitution undergoes review the Executive Board hopes to find ways of achieving greater representation from all regions of the world.

Organisations such as ISQua depend on the voluntary and pro-bono service of many supporters. My grateful thanks go to all who have made this year a success.

Bruce Barraclough
ISQua President.

From the Publisher

Paul Kidd from Oxford University Press reports:

The International Journal for Quality in Health Care continues to run extremely smoothly through our production offices. Oxford Journals enjoys a good working relationship with the editorial office in Geneva which is very communicative and ensures that journal copy arrives before deadlines and in very good order. In terms of online publication, we are routinely achieving our target time of 4 weeks from receipt of copy and are often publishing material faster than this.

The online journal continues to see growing usage with the mean number of downloaded articles per month increasing from 36,800 in 2007 to over 44,000 so far in 2008. We are also seeing an increase in the number of people registered to receive the email table of contents for the journal (5,440 to date) and the number of people requesting a free online sample copy.

Circulation of the journal continues to be strong with the main area of growth being academic consortia. These are groups of libraries and institutions that group together to buy online content to collections of journals. We expect to see continuing growth in this area, which, allied with traditional library subscribers, ISQua members and our access programmes for the developing world, will ensure that the journal continues to be disseminated to the widest possible audience around the globe.
I am CEO of ISQua in an acting capacity while the CEO, Roisin Boland, completes her recovery and gains her strength so she can take back the reins. We all wish Roisin well.

The President, Bruce Barraclough, asked me to take on this task at short notice and I was pleased to do so. I worked closely with Professor Barraclough when he was President and I was CEO of the Royal Australasian College of Surgeons. I have worked and taught in management for many years, particularly healthcare management, and have great admiration for the work done by not for profit healthcare quality, safety, education and research organisations. So I am pleased to be working with ISQua and again with world leaders in safety and quality in healthcare, particularly your President.

I must acknowledge the warm welcome I have received from Board members, from others of you with whom I have come in contact, notably at the Conference in Copenhagen, and from Staff. The absolute commitment of Board members to the ideals of ISQua is apparent. The enthusiasm of staff to achieve the goals set by the Board is to be admired.

ISQua Company Registration

The October AGM was the last meeting of ISQua Incorporated, registered in Melbourne, and ISQua Limited is in the process of being registered in Ireland. The ISQua Inc. constitution has been transferred to ISQua as Memorandum and Articles of Association which members will be asked to approve at the 2009 AGM.

Membership

Subscription notices are in preparation. Current members are to be invited to "continue their membership" as opposed to being asked to "join again de novo" as in the past.

The Board is to consider inviting representatives of continents not represented on the Board by elected members, to sit on the Board as non voting members at face to face meetings. Voting member representation from continents not represented by elected members is to be addressed later in the year.

Summer Schools

At the request of the President I have initiated discussions with Dr Gerardine Doyle, Academic Director, Health Care Management Program, University College Dublin to discuss an ISQua/UCD collaboration in running Summer Schools on topics of interest and of importance in the field of quality and safety in healthcare.

Webpage

The ISQua website is being redesigned and you will note that in this Bulletin we are seeking your input on content and format for our website. Please email your suggestions to me or to Sinead (see addresses above). We are particularly keen to cater for people working in developing and transitional countries.

Scientific Meetings and Workshops

Copenhagen -

This 2008 Conference was highly successful with over 1000 registrants from 69 countries attending. The science was excellent and the bon homie wonderful.

Dublin -

Planning for this 2009 Conference is well advanced. Much more is said about this Conference elsewhere in this Bulletin and elsewhere. I would add that we are to offer organised pre and post conference tours and an Accompanying Persons Program; and Ireland is the perfect place for these activities.

Paris: Hong Kong: Latin America -

Planning is underway to hold our 2010, 2011 and 2012 Conferences in Paris, Hong Kong and Latin America (probably Mexico) respectively. We will be working closely with local quality and safety authorities and with our good friends in those countries in the organisation and running of these Conferences.

Workshops -

ISQua will be participating in and/or planning and running workshops in Dublin (2009), Berlin (2009), Malaysia (2009) and Africa (2010), again in collaboration with local and other groups.

Offices

The Dublin Parnell Square Offices are spacious and functional and are soon to be enhanced as they are to be painted; cupboard doors will be closed on those unsightly files we cannot banish; and we plan to hang uplifting prints on the walls.

Accreditation

Among the issues being addressed are:

Surveyor recruitment;
and Surveyor Training Standards.

New staff email addresses are as follows:

Peter Carter, Acting CEO
petercarter@isqua.org

Triona Fortune, Director of Programmes
ftfortune@isqua.org

Deirdre Burke, Assisting the Acting CEO
dburke@isqua.org

Sinead McArdle, Assisting the Director of Programmes; and Membership
smcardle@isqua.org

Catherine Hallinan (part time) for all accounting matters
accounts@isqua.org

Emails sent to an old address will be redirected to the relevant new address.
ISQua Scholarship and Mentoring

This was a very successful year for programmes which ISQua affiliate to the conference.

Our scholarship programme enabled 18 people to attend the conference in Copenhagen. They came from all over the world including Nigeria, Argentina, Serbia and India. Thanks to a grant form the Irish Department of Foreign Affairs, ISQua and the WHO, plan to expand this programme in 2009 to include patients.

The authors were Chandrika Divi, Richard G Koss, Stephen P Schmaltz and Jerod M Loeb. The prize honours the first editor of the journal and founding President of ISQua.

In announcing the winning paper and presenting the Prize to Jerod M Loeb who represented the authors, Journal Editor, Professor Thomas Perneger, commented on the value of this research in identifying language barriers as a potential risk for patients. Professor Perneger added that this paper had also received the highest number of online hits in 2007.

A copy of the winning paper has been republished on the ISQua website for anyone interested in viewing it.

ISQua Awards

The ISQua Awards recognise excellence in the Quality and Safety Health Care industry. The 2008 conference recognised two former ISQua employees for the tremendous contribution to the Society. Ms. Lee Tregloan was awarded a Life Time Achievement Award and Ms. Barbara Donaldson with a Distinguished Service Award.

Prof. Bruce Barraclough commented on the presentations of the awards that “Lee has devoted a lifetime of dedicated service to ISQua. Her work has been fundamental to ISQua’s success” and “Barbara’s organising ability and commitment to the concept of accreditation has underpinned the whole program”.

Mentorship Delegates, Left to Right: Sun Ju You PhD, delegate; Triona Fortune, ISQua Director of Programmes; Dr Mirjan Nasic, delegate; Rasa Terbetiene MD, Delegate.

2008 Picker Awards announced in Copenhagen

For the fourth year, the Picker Institute generously supported the ISQua Conference.

The Picker Institute have been supporting Patient Centred Care for a number of years. They acknowledged three innovative products aimed at improving patient care in Copenhagen this year.

For more information about the Institute and the Awards go to: www-pickerinstitute.org/pickeraward.htm

AGM Minutes

A copy of the minutes of the Annual General Meeting of members held in Copenhagen on 21st October 2008 will be shortly emailed to all members.

What did you think of this years Conference?

This was one of ISQua’s most successful years and we got many things right, however we know there is still room for improvement. If you have any comments or suggestions please feel free to contact us at: isqua@isqua.org
ISQua Members 2008

The following members have renewed their links with or joined ISQua, and their names are added to the list published earlier in the year.

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<th>Institutional Members</th>
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<td>Pharmacy Guild of Australia</td>
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<td>Mrs Cath Blunt</td>
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<td>Dr Maria Manuela Pinto Carneiro Alves dos Santos</td>
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<td>DENMARK</td>
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<td>The Capital Region of Denmark</td>
<td>Mr Leonard Cserhat</td>
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<td>Mrs Inge Kristensen</td>
<td>Mrs Annette Ingemann</td>
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<td>Psykiatrien i Region Syddanmark</td>
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<td>National Board of Health</td>
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<td>Mr Morten Andreas Hjulsager</td>
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<td>Ms Carolin Grampp</td>
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<td>Dr Eyal Zimlichman</td>
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<td>Sonnenhof Swisshealth</td>
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<td>(on behalf of SLH - The Swiss Leading Hospitals)</td>
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<td>Mr Hobi Markus</td>
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<td>MALTA</td>
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<td>Ms Claire Farrugia</td>
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<td>Trent Accreditation Scheme</td>
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<td>Miss Elizabeth A Brownhill</td>
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<td>MEXICO</td>
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<td>Mr Manuel Ramirez Sandez</td>
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<td>Mrs Chantal Holtkamp</td>
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<td>Mrs Marjan Gort MSc</td>
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<td>Dr Sun-Ju You</td>
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<td>Prof Thomas Perneger</td>
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<td>Dr Somporn Kumphong</td>
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<td>Dr Carlos Hiran Goes de Souza</td>
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<td>Darren Ashcroft</td>
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<td>Mr Rajesh Aggarwal</td>
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<td>UNITED ARAB EMIRATES</td>
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<td>Ms Elisabeth Harding</td>
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<td>USA</td>
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<td>Dr John Hsu</td>
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<td>Dr Margaret Van Amringe</td>
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<td>Ms Patricia Kurtz</td>
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Plan now for ISQua 2009
Dublin
It is with pleasure that I present my second report as Chair of the Council. The following summarises the activities undertaken over the last twelve months. It has been again a very busy and productive period.

The Council met on four occasions and two of these meetings were face to face in Boston and London. On behalf of the Council I wish to acknowledge the Joint Commission International and CHKS, Healthcare Accreditation and Quality Unit, for generously hosting those meetings.

New Members
The Federation continues to grow and membership is now 23. It was pleasing to welcome the Health Care Accreditation Council, Jordan, during the year.

Council Membership
IKAS, The Danish Institute for Quality and Accreditation in Healthcare (Mr. Karsten Hundborg) filled a casual vacancy on the Council. The Council is very grateful for the continuing support of the World Health Organisation, the International Hospitals Federation and WONCA (the International Association of General Practitioners). Their advice and counsel is freely given and often provides an important stimulus to improving the Federation’s activities and influencing future directions.

I wish to acknowledge the contribution of the recently retired Chief Executive of the International Hospitals Federation Per-Gunnar Hundborg and his successor, Eric de Roozenbeke, will continue that involvement. The nomination of a delegate from the World Health Organisation, the International Hospitals Federation and WONCA (the International Association of General Practitioners). Their advice and counsel is freely given and often provides an important stimulus to improving the Federation’s activities and influencing future directions.

I wish to acknowledge the contribution of the recently retired Chief Executive of the International Hospitals Federation Per-Gunnar Sundqvist and trust his successor, Eric de Roozenbeke, will continue that involvement. The nomination of a delegate from the World Health Organisation, the International Hospitals Federation and WONCA (the International Association of General Practitioners). Their advice and counsel is freely given and often provides an important stimulus to improving the Federation’s activities and influencing future directions.

Future directions
Despite the restrictions imposed by distance and different time zones, the Council continues to be very productive. However, the future holds new challenges and we must continue to evolve. Particular attention is to be paid to the nature and extent of support for member and participating organisations. In addition, the continuing professional development of surveyors/assessors will be of importance.

The ISQua Accreditation Research website, developed in partnership with Accreditation Canada, was launched in Boston last year. It is designed to provide ready access to a growing database of research projects in accreditation being implemented across the world. The energetic and effective leadership of Wendy Nicklin is gratefully acknowledged.

The Council has been very pleased to be invited to work with the World Health Organisation (WHO) through its Global Patient Safety Alliance on the development of a proposed framework for patient safety in developing countries. Also, Council is now represented on the JCI Patient Safety Solutions Steering Committee.

The Council is also focused on strengthening its governance arrangements. The minutes of Council meetings are now submitted to the ISQua Executive Board. A discussion is currently underway to develop a position on the relationship between national and regional accreditation programs and those offered by international providers. This is a difficult issue, but it is intended to develop a positive statement that promotes partnerships between such organisations.

Appreciation
The relocation of the Secretariat to Dublin, not unexpectedly, brought many challenges. The Council gratefully acknowledges the wonderful support and commitment over many years of Lee Tregloan, Barbara Donaldson and Pat Martin. Also, the Council has appreciated very much the support of the new Secretariat, Roisin Boland, Triona Fortune and their staff, in the management of the transition process. Special mention must also be made of the interim assistance provided by CHKS in supporting the accreditation programs, Helen Crisp, Tracey Steadman and particularly Jan Mackereth-Hill.

We are delighted to welcome Toni Stoneham to the position of Accreditation Manager.

Finally, I wish to record my sincere thanks for the work of my colleagues on Council, both past and present. They have enthusiastically given their time and considerable expertise, both of which are central to our continuing success.

Brian Johnston, Chair.
17 November 2008
The International Society for Quality in Health Care invites abstract proposals for brief paper and poster presentations for ISQua’s 26th International Conference on Quality in Health Cares being planned for in Dublin from the 11th to 14th of October 2009.

With the theme of “Designing for Quality”, this multidisciplinary quality healthcare quality programme will be of value to a wide range of professionals, and not exclusively within healthcare. ISQua has built a reputation for identifying and bringing together experts in quality and safety in health care from all corners of the globe and providing opportunities for networking and sharing of ideas. ISQua offers an exclusive opportunity for both institutions and individuals to share expertise via its international multidisciplinary forum.

ISQua’s 26th International Conference topics will be applicable to countries all over the world. A truly “Global” program is being planned.

Ireland’s capital city will host ISQua 2009 and promises to live up to its friendly reputation, while providing an opportunity to steep yourself in Celtic culture. The venue for the conference, the Burlington Hotel, is one of Dublin’s leading hotels with state of the art conference facilities.

We look forward to bringing you an excellent ISQua Conference programme and welcoming you to Dublin.

There are many facets to designing for quality and safety in healthcare.

Be part of ISQua’s 26th International Conference by providing answers to some of the many questions below.

Designing for a positive patient experience.
This is about designing the ‘human’ dimension back into the increasingly complex healthcare environment. Irrespective of whether this be focused on facilities, processes of care, access to information, governance, workforce, education or evaluation, it is all about the patient experience while receiving the care they really need and want.

Designing Organisations for Quality.
How do we design our facilities (for example Hospital, Community Centers) to achieve better quality experiences and outcomes for our patients and users, and simultaneously improve safety?

Designing Governance for Quality.
How is the quality and safety function best designed in the organisation construct of our Health Systems at National, Regional and Local levels?

Designing Information for Quality.
What are the outcomes to date from the use of Electronic Patient Records and Unique Patient Identifier systems?

Designing of External Evaluation Systems for Quality.
How should the external evaluation system in areas such as standards setting and assurance, accreditation, licensing etc be best designed and how should it relate to the delivery system to promote and progress CQI and best service to our patients?

What are the latest methods of managing critical incidents for both the patient and the caregiver?

Designing Education Programmes.
Quality and safety as an integral part of the u/g curriculum; as part of internship; as part of specialist training; as part of professional development.

Designing Workforce Systems for Quality.
Is there a system that works? Credentialing across boarders

Designing the Positive Patient experience.
How do we design facilities, systems and processes to give the experience of health care that patients really want and need?

Designing quality and safety systems for isolated or minority groups.
Is Q and S compromised in remote communities and in groups isolated economically, politically, socially, linguistically etc. Do Q and A issues differ. Does accreditation have to be approached differently?

So many Questions, so little time. We are looking for the very best answers. Abstracts for brief paper and poster presentations will be selected by the Dublin Planning and Programme Committee in consultation with an international reference panel. Wherever possible, each abstract will be evaluated by reviewers in different countries. Criteria for selection for brief paper or poster presentations will include innovation and relevance, scientific rigour and results. Presentations will be expected to provide participants with proven practical approaches to the delivery of quality and cost effective services across the continuum of the health care system. General ‘report cards’ summarising activities, or abstracts which simply indicate that ‘results will be presented’, will not be selected.

Preference will be given to selecting abstracts which will stimulate discussion and advance the knowledge and debate about quality and safety in health care. Presentation material must be relevant to an international meeting.

Abstracts focusing on marketing a product will be considered only when scientific, independent reviews about the product and comparative data are provided with the abstract.

The Planning and Programme Committee intends to schedule 15 minute brief paper presentations including speaker introduction plus up to five minutes for questions and discussion for each selected brief paper presentation. Audiovisual support will be in PowerPoint format.

The Conference language will be English and all abstracts for papers are to be provided and presented in English.

Abstracts must be submitted online. Closing date for submissions: 16 February 2009.

For full Call For Papers details and for online submission instructions, go to www.isqua.org/Dublin 09/callforpapers
Email: isqua@isqua.org and check regular updates on ISQua’s website: www.isqua.org
Dates to Remember!

Tuesday 9th December 2008
“Enhancing the Quality of Social Care Services”
HIQA European Conference
Location: Farmleigh, Dublin, Ireland.
For further information:
www.hiqa.ie/news_conference.asp
Email: conference@hiqa.ie

17 ~ 20 March 2009
International Forum on Quality and Safety in Health Care
IHI – BMJ International Forum
Location: ICC, Berlin, Germany
For further information:
www.internationalforum.bmj.com

21 ~ 23 July 2009
Applying Best Practices in Healthcare Delivery
APHM International Healthcare Conference & Exhibition 2009
Website:
www.aphmconferences.org/4_exh.htm

11 ~ 14 October 2009
‘Designing for Quality’
ISQua 26th International Conference
Burlington Hotel, Dublin, Ireland
ISQua Pre-Conference events scheduled 11 October
Call for Papers closing 13 February 2009
Details and updates: www.isqua.org

Obituary
Professor Ellie Scrivens, Professor of Health Policy and Director of the Health Standards Unit Keele University, tragically passed away in the early hours of Sunday morning 19th October aged 54.

Ellie was very well known to many ISQua members who were her colleagues and friends over many years and she had intended to speak at the ISQua international Conference starting in Copenhagen that weekend. Her expertise was in regulation and accreditation and she was recognised internationally for the enormous contribution she had made to the intellectual development of these fields of endeavour, to health policy and to the quality of care.

Ellie is survived by her children and by her long term partner and husband, David Rogers, who was a tower of strength during the difficult times in recent months, following the onset of her brain tumour. She is sorely missed.

The ISQua Bulletin is published and distributed to members six times a year.
News and information items are very welcome and should be sent to the Editor, Mr. Peter Carter, Acting CEO.

Disclaimer: Neither ISQua, its officers or Board Members will be held responsible for news or advertising published in good faith on behalf of other organisations, and opinions expressed in such items may not be interpreted as directly reflecting ISQua option.