

Thursday 30th April – Friday 1st May 2009  
The ICC, Birmingham, B1 2EA, UK

Full  
speaker  
line up  
now  
confirmed

# Patient Safety Congress 2009

Everyone's responsibility, your chance to act

Confirmed speakers include:

**Ann Keen, MP**  
Parliamentary Under Secretary  
for Health Services

**Sir Liam Donaldson**  
Chief Medical Officer  
NHS

**Dame Christine Beasley**  
Chief Nursing Officer  
Department of Health

**Lucian Leape**  
Adjunct Professor of Health Policy  
Harvard School of Public Health

**Peter Pronovost, MD**  
Professor  
The Johns Hopkins University School  
of Medicine & Medical Director  
The Center for Innovations in Quality  
Patient Care

**David Westfall Bates, MD**  
Chief, Division of General Medicine  
Brigham and Women's Hospital and  
Medical Director of Clinical and  
Quality Analysis  
Partner's Healthcare System

**Göran Henriks**  
Chief of Learning and Innovation -  
Qulturum  
Jönköping County Council - Sweden

**Mr John Black**  
President  
Royal College of Surgeons

**Stephen Ramsden**  
Core Team Chairman  
Patient Safety First Campaign  
for England & Chief Executive  
Luton & Dunstable NHS Foundation  
Trust

## 5 reasons to attend the Patient Safety Congress

- 1 To meet the world's leading experts in patient safety
- 2 To explore the most exciting practical examples of patient safety involvement from across the globe
- 3 To network with 800+ delegates already registered
- 4 To participate in any of the eight dedicated streams. Whatever your role, the Congress has content designed especially for you
- 5 To hear the best clinical evidence for interventions in patient safety

[www.patientsafetycongress.co.uk](http://www.patientsafetycongress.co.uk)

Produced by:



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# Patient Safety Congress 2009

Everyone's responsibility, your chance to act

At a glance

90+  
Speakers

8  
Streams

50+  
Exhibitors

1000+  
Attendees

Last year's inaugural Patient Safety Congress successfully made the case for the improvement of patient safety to become the NHS's highest priority. This year it's time to get down to work. The programme has been designed to provide you with the evidence and practical guidance needed to ensure that avoidable deaths and harm become a thing of the past.

We have assembled the best examples of patient safety improvement from across the globe, and brought together many of the world's leading experts for your benefit. Come and share their experiences and learn how to replicate their success.

Whatever your role, from ward to Board, you will have a part to play in improving the safety of your patients. Across 8 streams, the Patient Safety Congress has an area with content designed specifically for you. Everyone has a responsibility to make a difference and this is your chance to act. Book your place today.

## Exhibition and sponsorship opportunities

To discuss exhibiting and other sponsorship opportunities at the Patient Safety Congress contact Ethan, Michael or Ceyda on 020 7728 3742

## Meet the Patient Safety Congress Partners

No organisation can tackle patient safety by itself, nor is it likely that one body has all the answers. The only solution is to work in partnership and learn from each other. That is why Nursing Times and Health Service Journal are pleased to be again working in partnership with the NPSA, the Health Foundation and the NHS Institute for Innovation and Improvement. We are also delighted to welcome the Department of Health and NHS Connecting for Health as new partners on the Patient Safety Congress in 2009.



The National Patient Safety Agency aims to put patient safety at the top of the NHS agenda in all healthcare settings. It has a number of roles including:

- Management of the National Reporting & Learning System
- Identifying risks – linked with the NRLS – and developing recommendations for best practice
- Management of the cleanyourhands campaign
- The National Clinical Assessment Service which provides advice and support on making doctors' and dentists' work safer for patients
- The National Research Ethics Service

Through its Patient Safety Division, the NPSA aims to make patient safety a priority in the NHS and is actively working to update its safety advice and recommendations that have not been fully implemented. NPSA Chief Executive Martin Fletcher says 'we must improve our communication and dissemination strategies to ensure the learning from the NRLS is clear and actionable.'

For further information about the NPSA go to: [www.npsa.nhs.uk](http://www.npsa.nhs.uk)



The Health Foundation is an independent charitable foundation working to improve the quality of healthcare across the UK and beyond. It has now assumed a major role in improving patient safety by working directly with clinicians, managers and service providers to develop innovative projects with local NHS organisations. It is now working with 24 hospitals on a Safer Patients Initiative, which aims to reduce adverse events by 50 per cent, run in partnership with the US Institute for Healthcare Improvement. The Congress will be used extensively as a forum to disseminate practical learning from the SPI sites. [www.health.org.uk](http://www.health.org.uk)



The aim of the NHS Institute's Safer Care programme is to build an NHS where every member of staff has the passion, confidence and skills to eliminate harm to patients. The programme's brief from the Department of Health directly relates to some of the recommendations from Safety First (Dec 2006) and involves:

- Developing the skills staff need to improve patient safety
- With partners, running a national campaign on patient safety

The Safer Care Programme will be developing senior leaders and clinical staff to deliver organisation-wide change and creating a strong network leading improvement in patient safety. Members of the programme will be able to share experiences that have enabled organisations to create an environment where it is easier to do the right thing and do no harm. [www.institute.nhs.uk](http://www.institute.nhs.uk)



The Department of Health HCAI and Cleanliness Division provides support and aims to improve knowledge, skills and practice in infection prevention and control. Improving cleanliness and reducing healthcare associated infections is one of the top priorities of the NHS. The Division works with trusts, healthcare organisations and patient groups to raise awareness, embed sustainable systems to reduce HCAIs, and deliver clean, safe care to patients. For more information visit: [www.clean-safe-care.nhs.uk](http://www.clean-safe-care.nhs.uk)



NHS Connecting for Health is the Department of Health agency tasked with delivering new, integrated IT systems and services to help modernise the NHS and ensure care is centred around the patient. The creation of integrated IT systems will mean that all those involved in the care of a patient will have secure access to up-to-date, accurate information for diagnosis and treatment, providing safer, higher quality, patient-led care. It will also enable patients to have easier access to their own health and care information.

More details on NHS Connecting for Health can be found at: [www.connectingforhealth.nhs.uk](http://www.connectingforhealth.nhs.uk)

Join us and become a partner in patient safety

## Morning sessions

09.30 Opening remarks from the Chair  
Jon Snow, Broadcaster and Journalist

## Plenary sessions

09.40 **Panel interview:**  
**Are we really putting patient safety first?**  
Ann Keen MP  
Parliamentary Under Secretary for Health Services  
Sir Liam Donaldson  
Chief Medical Officer, NHS  
Margaret Murphy  
Steering Group Member - Patients for Patient Safety  
World Alliance for Patient Safety, World Health Organisation

10.20 **Patient safety and the golden rule**

- Relating to patients, especially when things go wrong
- Relating to each other: Teamwork and a non-punitive environment
- Relationships within the system

Lucian Leape  
Adjunct Professor of Health Policy  
Department of Health Policy and Management  
Harvard School of Public Health

10.50 Question and answer session

11.00 Morning refreshments

11.30 Stream sessions



## Afternoon sessions

15.30 Afternoon refreshments

15.50 **International and European developments in patient safety: What can we learn from the rest of the world?**

- Ensuring that there is exchange of ideas between countries and that lessons learned in one country are shared internationally
- Putting policy into practice: Making a real difference at the front line
- Improving collaboration between EU member states on patient safety: The European Union Network for Patient Safety

Sir Liam Donaldson, Chief Medical Officer  
NHS  
Jean Bacou, MD, Coordinator  
EUNetPaS & Head of International Affairs  
National Authority for Health

16.30 **Case study: Understanding the approach to safety used by the Jönköping health economy in Sweden**  
Göran Henriks, Chief of Learning and Innovation - Qulturum  
Jönköping County Council  
Berit Axelsson, Development Leader - Qulturum  
Jönköping County Council

17.00 **Inspiring safety**

- How does an organisation recover after a major safety event?
- How does an organisation build long term resilience?
- Where are the learning points for other organisations?

Martin Fletcher, Chief Executive  
NPSA  
Lyn Hill-Tout, Chief Executive  
Great Western Hospital NHS Trust  
Sue Rowley, Director of Nursing  
Great Western Hospital NHS Trust

17.30 Question and answer session

17.45 Chair's closing remarks

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## Streamed sessions

A Leadership			
11.30	Delivering safe care for all	13.00	Lunch
12.00	Chief Executive's break out discussion forum followed by Chief Executive's lunch	14.00	<b>Workshop:</b> Delivering, the Patient Safety First Campaigns leadership interventions
12.00	Developing reporting mechanisms to enable the delivery of Quality Accounts	14.45	Learning from the NHS Institute's Leading Improvement in Patient Safety (LIPS) Programme
B Delivering Safety Improvement			
11.30	Overview of improvement methodologies	14.30	<b>Case study:</b> Learning from the Safer Patients Initiative Wave 2
12.30	<b>Case study:</b> Morality matters - Using data to improve patient safety	15.00	<b>Case study:</b> Demonstrating organisational learning and improvement following a serious untoward incident
13.00	Lunch		
14.00	Delivering improvements in mental health		
C Risk Management, assurance and governance			
11.30	How does an organisation assure itself around safety	14.00	Improving patient safety in blood tracking
12.00	Improvement science for risk managers	14.30	<b>Workshop:</b> Best practice in managing NPSA alerts
13.00	Lunch		
D Winning the fight against infections			
11.30	International perspectives on infection control and HCAI reduction	13.00	Lunch
12.00	MRSA screening – a national picture	14.00	Designing innovative new technologies to help reduce HCAI
12.30	Tools of our Trade: Measuring quality in Infection Control	14.30	Board Assurance for reducing HCAI
		15.00	Aspiring to No Avoidable Infections
E Changing cultures			
11.30	What does a safe culture look like?	14.30	<b>Case study:</b> Delivering culture change in mental health
12.30	<b>Case study:</b> Embedding a culture of safety on the shop floor	15.00	<b>Safety by Design:</b> The pre-implementation of a non-luer spinal connector
13.00	Lunch		
14.00	Exploring the human factors influencing team working in theatres		
F Working with patients			
11.30	Using patient stories within the 1000 Lives Campaign in Wales	12.30	How my own hospital almost killed me!
12.00	<b>Case study:</b> Empowering patients to challenge staff around safety Campaign lead - Clean your hands initiative NPSA	13.00	Lunch
G Safety in Primary Care			
14.00	Addressing the black hole of information about safety in primary care	15.00	Commissioning patient safety
14.30	Developing a Global Trigger Tool for use in primary care		

Morning sessions

09.00 Opening remarks from the Chair  
Dr Phil Hammond GP, Broadcaster and Journalist

Plenary sessions

09.10 **Capturing the power of technology to ensure the safety of patients**

- Exploring the capacity of technology and information technology to deliver innovative solutions which make patients safer – what is on the horizon?
- Saving lives with technology – developing systems to improve the safety of medicines
- Developing international standards on safety in health IT
- Ensuring the safety of patients when introducing new technologies  
David Westfall Bates, MD,  
Chief, Division of General Medicine  
Brigham and Women's Hospital and  
Medical Director of Clinical and Quality Analysis  
Partner's Healthcare System

09.40 **Saving lives worldwide with safer surgery**

- Developing a global approach to patient safety – the work of the WHO World Alliance for Patient Safety
- Ten essential objectives for safe surgery: Review of the evidence and recommendations
- Using surgical safety checklists to ensure that a systematic approach to safety is taken which reduces errors
- Establishing routine surveillance of surgical capacity, volumes and outcomes  
Mr John Black, President  
The Royal College of Surgeons of England

10.10 **Achieving the MRSA target - what is required to achieve major behavioural change?**

- Reflections from the National Programme; a health economy perspective
- Key features of organisations that have had major success and radical reductions in HCAI
- Applying learning to improving overall patient quality and safety  
Janice Stevens  
Associate Director HCAI and Cleanliness Division  
Department of Health

10.40 Question and answer session

11.00 Morning refreshments

11.30 Stream sessions

Afternoon sessions

14.00 **The power of measurement to drive improvements in patient safety**

- Are you getting safer? How do you know?
- Understanding the power of the data to drive change – using measurement evidence to convince people
- The science of safety – developing persuasive evidence
- Reducing and eliminating catheter related blood stream infections – Matching Michigan in the UK  
Peter Pronovost, MD  
Professor – Departments of Anaesthesiology and Critical Care,  
The Johns Hopkins University School of Medicine & Medical  
Director, The Center for Innovations in Quality Patient Care

14.40 Question and answer session

14.45 Closing plenary session  
Chaired by: Professor Dame Carol Black  
National Director for Health and Work and Chairman  
Academy of Medical Royal Colleges & Non-Executive Director  
NHS Institute for Innovation and Improvement

**The power of clinicians to reduce harm**

- Learning and sharing
- Culture and leadership
- Evidence and innovation
- Adoption and spread  
Bernard Crump, Chief Executive  
NHS Institute for Innovation and Improvement

15.00 Close of conference

Streamed sessions

A Clinical evidence			
11.30	Is improvement science?	12.50	Patientrack: Using electronic patient alert logic to get doctors to "save" the deteriorating general ward patient - a clinical trial
11.40	A guide to implementing the Matching Michigan Initiative		
12.05	Best practice in the management of venous thrombo-embolism	13.10	Raising the Bar: Improving mental health patient safety within the emergency department
12.30	Reducing the risks of prehospital intravenous cannulation	13.30	Lunch
B Delivering safety improvement			
11.30	Safety campaign's interventions workshop	12.30	Developing the next generation of safe practitioners
	<ul style="list-style-type: none"> <li>● The National Patient Safety First Campaign for England</li> <li>● The 1000 Lives campaign's in Wales</li> <li>● The Scottish Patient Safety Programme</li> </ul>	13.00	Lunch
C Risk Management, assurance and governance			
11.30	Using an electronic risk assessment tool for venous thrombo-embolism	12.00	Workshop session: Meet the experts - Implementing NPSA guidance
		13.00	Lunch
D Winning the fight against infections			
11.30	Root Cause Analysis (RCA) - for HCAI	12.30	Tackling HCAs Out of Hospital
12.00	Prudent antibiotic prescribing to reduce HCAI	13.00	Lunch
E Changing cultures			
11.30	Healthcare power dynamics and their impact on safety	13.00	Lunch
12.00	Practical mechanisms for understanding and assessing culture		
F Safety in Primary Care			
11.00	Ensuring patient safety throughout the whole care journey rather than just the acute episode	11.30	Case study: Using the Significant Event Audit Toolkit in general practice
		13.00	Lunch
G Working with patients			
12.30	Exploring progress in the Patients for Patient Safety Programme	13.00	Lunch

# UK & International Patient Safety Experts confirmed

The stellar line up at the first Patient Safety Congress will be a hard act to follow. However, we have again assembled a similarly impressive list of leading names. The speakers, feature a broad mix of clinical and policy leaders along with international patient safety gurus. However, this year many of the speakers will be here specifically to tell us about the exciting improvements they are making to the safety of patients.



**Ann Keen MP**  
Parliamentary Under Secretary  
for Health Services



**Jon Snow**  
Broadcaster and Journalist



**Stephen Ramsden**, Core Team  
Chairman, **Patient Safety First  
Campaign for England &  
Chief Executive Luton &  
Dunstable NHS Foundation Trust**



**Sir Liam Donaldson**  
Chief Medical Officer  
NHS



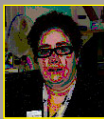
**Phil Hammond**  
GP, Broadcaster and  
Journalist



**Aneez Esmail**  
Associate Vice-President &  
Professor of General Practice  
**University of Manchester**



**Dame Christine Beasley**  
Chief Nursing Officer  
Department of Health



**Sharon Beamish**  
Chief Executive  
**George Eliot NHS  
Hospital Trust**



**Iain Tulley**  
Chief Executive  
**Devon Partnership NHS Trust**



**Lucian Leape**  
Adjunct Professor of Health  
Policy, Department of Health  
Policy and Management  
**Harvard School of Public Health**



**Dr Roopen Arya**, Director,  
**King's Thrombosis Centre, Kings  
College Hospital NHS Foundation  
Trust & Lead for the national  
exemplar centre initiative group**



**Professor Brian Duerden**  
Inspector of Microbiology  
and Infection Control  
**Department of Health**



**David Westfall Bates, MD**  
Professor in the Department of  
Health Policy and Management  
**Harvard School of Public Health**  
Professor of Medicine  
**Harvard Medical School**



**Dr Nizam Damani**  
Clinical Director: Infection  
Control & Prevention, **Southern  
Health & Social Care Trust &  
Member WHO First Global Patient  
Safety Challenge Core Steering**



**Dr John Bibby**  
Clinical Advisor  
**Improvement Foundation**



**Peter Pronovost, MD**  
Professor – Departments of  
Anaesthesiology and Critical Care  
**The Johns Hopkins University  
School of Medicine & Medical  
Director The Center for Innovations  
in Quality Patient Care**



**Professor Mike Pringle**  
Division of Primary Care  
**University of Nottingham**



**Jane Reid**  
Immediate Past President  
**Association for Perioperative Practice  
& President Elect International  
Federation of Perioperative Nurses**



**Göran Henriks**  
Chief of Learning and  
Innovation - Kultorum  
**Jönköping County Council**



**Jean Bacou, MD**, Coordinator  
**The European Network for  
Patient Safety & Head of  
International Affairs, National  
Authority for Health - France**



**Professor Naomi Fulop**  
Director  
**NIHR King's Patient Safety and  
Service Quality Research Centre**

## Other speakers include:

**Berit Axelsson**  
Development Leader –  
Qulturum  
Jönköping County Council

**Dr Pete Cavanagh**  
Consultant Advisor on Patient  
Safety  
Somerset PCT

**Chris Burke**  
Chief Executive  
Stockport NHS Foundation Trust

**Lyn Hill-Tout**  
Chief Executive  
Great Western Hospital NHS  
Trust

**Gordon Wood**  
Associate Medical Director  
George Eliot NHS Hospital  
Trust

**Elizabeth Robb**  
Director of Nursing  
North West London Hospitals  
NHS Trust

**Anna Allford**  
Project Manager  
Patients for Patient Safety

**Anne Carvalho**  
Patient Safety Champion

**Bev Hurst**  
Patient Safety Champion

**Professor Lynne Liebowitz**  
Consultant Microbiologist  
The Queen Elizabeth Hospital  
King's Lynn NHS Trust

**Rebecca Lawton**  
Senior Lecturer in Health  
Psychology  
University of Leeds

**Robina Shah**  
Chair  
Stockport NHS Foundation Trust

**Dr Kesh Sidhu**  
Deputy Medical Director  
NHS West Midlands

**Alistair Flowerdew**  
Medical Director  
Salisbury NHS Foundation Trust

**Martin McShane**  
Director of Strategic Planning and  
Health Outcomes NHS Lincolnshire

**Mary Dixon-Woods**  
Professor of Medical Sociology  
University of Leicester

**Professor Diane Parker**  
Director  
Safety Culture Associates Ltd

**Professor Michael Buist**  
Director of Intensive Care  
Dandenong Hospital  
Melbourne

**Martin Hensher**  
Deputy Director -  
Senior Economic Adviser  
Clinical Quality  
Information & Analysis  
Team (CQIAT)  
Department of Health

**Sandra Barrow**  
HCAI Technology  
Project Manager  
NHS Purchasing  
and Supply Agency

**Peter Walsh**  
Chief Executive  
AVMA

**5 EASY WAYS TO REGISTER**

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**Tel:** 0845 056 8299

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Department/Ward \_\_\_\_\_  
Organisation \_\_\_\_\_  
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Town \_\_\_\_\_ County \_\_\_\_\_  
Postcode \_\_\_\_\_ Country \_\_\_\_\_  
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No of employees (please tick) 0-49  50-249  250-499  500-999  1000+

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Rates	30th April 2009 1 day rate	1st May 2009 1 day rate	30th & 1st 2009 2 day rate
Public & voluntary sector rate	<input type="checkbox"/> £325 + VAT	<input type="checkbox"/> £325 + VAT	<input type="checkbox"/> £475 + VAT
Private sector rate	<input type="checkbox"/> £425 + VAT	<input type="checkbox"/> £425 + VAT	<input type="checkbox"/> £650 + VAT

For group bookings of 10 or more delegates contact Stuart Thomas on 0207 728 3937. stuart.thomas@emap.com

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Cancellations made before 2nd April 2009 will be charged at 10% of the invoice total. Cancellations made between this date and the 16th April 2009 will be charged at 50% of the invoice total. Cancellations made after this date will be charged the full invoice total. However you can send a substitute delegate at any time. Bookings received less than two weeks before the conference date can only be paid by credit card. Cancellations and substitutions must be made in writing.

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**CONFERENCE LANGUAGE:** English.

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