

# LEADING AND MANAGING

*together we  
can provide a  
safe quality  
service for all*

**DATES:** 14th and 15th April, 2008  
**VENUE:** Radisson Hotel, Dublin Airport. Ireland.



## Health Services Quality and Safety Conference 2008



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



Clinical Indemnity Scheme

Irish  
Clinical  
Audit  
Network



Irish  
Society for  
Quality & Safety in Healthcare

**“LEADING AND MANAGING -  
together we can provide a safe quality service for all”**

Monday 14th & Tuesday 15th April 2008

**DAY 1** Monday 14th 2008

- 08.30 – 09.10 hrs Registration with tea and coffee
- 09.10 – 09.15 hrs Welcome. Maria McInerney. Chairperson, Organising Committee
- 09.15 – 11.15 hrs Chairperson. Ms. Edwina Dunne, Head of Quality and Risk, HSE
- 09.15 – 09.45 hrs **Opening Address**, Prof. Anne Scott, Deputy President. Dublin City University.
- 09.45 – 10.15 hrs **Quality and Safety - Leadership and Good Governance Works**
- Keynote Speaker Mr John Campion, Executive Director, Human Resources and Corporate Affairs, ESB.
- 10.15 – 10.45 hrs **How the Aviation Industry Thinks about Safety.**
- Keynote Speaker Mr. Jean Pariés. Chief Executive Officer. DEDALE.
- 10.45 – 11.15 hrs Questions
- 11.15 – 11.45 hrs Tea and coffee

	Session 1	Session 2	Session 3	Session 4
<b>11.45 – 12.35 hrs</b> Parallel Sessions	<b>Quality &amp; Safety</b>	<b>Transformation</b>	<b>Leadership</b>	<b>Innovation</b>
11.45 – 11.50	Chairpersons introduction	Chairpersons introduction	Chairpersons introduction	Chairpersons introduction
11.50 – 12.05	Presentation 1	Presentation 1	Presentation 1	Presentation 1
12.05 -12.20	Presentation 2	Presentation 2	Presentation 2	Presentation 2
12.20 – 12.35	Questions	Questions	Questions	Questions
12.35 – 12.40	Chairperson wrap up	Chairperson wrap up	Chairperson wrap up	Chairperson wrap up

- 12.40 – 13.45 hrs Lunch
- 13.45 – 14.15 hrs Viewing of posters.
- 14.15 – 16.30 hrs Chairperson
- 14.15 – 14.45 hrs **Even When Systems Are In Place Incidents Can Happen and the Learning From This.**
- Keynote Speaker Mr Andrew Kelly. CEO. Irish Blood Transfusion Services.
- 14.45 – 15.15 hrs **When Quality and Safety Fail.....**
- Keynote Speaker Mr Turlough O’Donnell. Senior Counsel.
- 15.15 – 16.00 hrs **Quality Up, Safety Up, Costs Down**
- Keynote Speaker Mr. Jim Easten. Chief Executive, York Hospitals NHS Trust.
- 16.00 – 16.15 hrs Questions
- 16.15 – 16.30 hrs Closing Remarks for the day

# DAY 2

Tuesday 15th April 2008

<b>08.30 – 09.00 hrs</b>	Registration with tea and coffee
<b>09.00 – 11.15 hrs</b>	Chairperson. Alan Connolly, Asst General Manager, Irish Public Bodies Mutual Insurance
<b>09.00 – 09.30 hrs</b>	Expectations and Responses to quality and patient safety in older person services.
<b>Keynote Speaker</b>	Prof. Des O'Neill.
<b>09.30 – 10.00 hrs</b>	Open Disclosure/Open Communication.
<b>Keynote Speaker</b>	Dr Lyn Griffiths. Medico-Legal Advisor. Medical Protection Society.
<b>10.00 – 10.15 hrs</b>	The Role of the Patient Advocate
	Sheila O'Connor, CEO Patient Focus
<b>10.15 – 10.30 hrs</b>	Service User Response
<b>10.30 – 10.45 hrs</b>	Questions and Answers
<b>10.45 – 11.15 hrs</b>	Tea and Coffee

		<b>Session 1</b>	<b>Session 2</b>	<b>Session 3</b>	<b>Session 4</b>
<b>11.15– 11.45hrs</b>		<b>Quality &amp; Safety</b>	<b>Better Place to Work</b>	<b>Evaluation</b>	<b>Quality &amp; Safety</b>
<b>Parallel Sessions</b>					
	11.15 – 11.20	Chairpersons introduction	Chairpersons introduction	Chairpersons introduction	Chairpersons introduction
	11.20 – 11.35	Presentation	Presentation	Presentation	Presentation
	11.35- 11.40	Questions	Questions	Questions	Questions
	11.40 - 11.45	Chairperson wrap up	Chairperson wrap up	Chairperson wrap up	Chairperson wrap up

<b>11.50 – 12.50 hrs</b>	Chairperson
<b>11.50 – 12.20 hrs</b>	Quality Human Resource Management – A Vital Service Delivery Component Speaker to be confirmed
<b>12.20 – 12.35 hrs</b>	HSE Human Resource Response. Ms. Breege Kelly, Head of Employee Wellbeing & Welfare. HSE HR National Directorate.
<b>12.35 – 12.50 hrs</b>	Questions and Answers
<b>12.50 – 14.15 hrs</b>	Lunch
<b>14.15 – 15.45 hrs</b>	Chairperson. Mr Bob Semple. Senior Partner. Price Waterhouse Cooper.
<b>14.15 – 15.05 hrs</b>	Discuss linkages and interactions between agencies regarding policy in Quality and Risk within the Irish health services. Integrating Governance with agencies
	<b>1. DoHC – Mr Dermot Smyth.</b>
	<b>2. Patient Safety Commission - Prof. Deirdre Madden</b>
	<b>3. HIQA - To be confirmed</b>
	<b>4. MHC – Patricia Gilheaney</b>
	<b>5. HSA - Martin O'Halloran</b>
<b>15.05 – 15.40 hrs</b>	Open Forum/Questions
<b>15.40 – 16.00 hrs</b>	Presentation of Poster Prizes. Prof. Brendan Drumm. CEO. HSE
<b>16.00 – 16.15 hrs</b>	Closing Address Prof. Brendan Drumm. CEO. HSE
<b>16.15 – 16.20 hrs</b>	Closing of Conference. Maria McNerney. Chairperson, Organising Committee

# CONFERENCE REGISTRATION

## HOW TO BOOK

You can apply online at [www.qualityandsafetyconference.ie](http://www.qualityandsafetyconference.ie)

Or fill in this form with all your details and send to the address below. This form can be photocopied.

## REGISTRATION FORM

Please complete this form (**print in BLOCK letters in BLACK**) and return together with your payment to:

Quality and Safety Conference 08  
c/o Irish Society for Quality and Safety in Healthcare  
No 12, Block 8,  
Blanchardstown Corporate Park  
Dublin 15

Phone: 01 8855897 • Fax: 01 8208487 • E-mail: [info@isqsh.ie](mailto:info@isqsh.ie)



### YOUR DETAILS

**Attendance:** Both days, €270  Monday only, €190  Tuesday only €190

Title: \_\_\_\_\_

Forename: \_\_\_\_\_

Surname: \_\_\_\_\_

Role: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Billing address (if different from above): \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

e-mail: \_\_\_\_\_

Method of payment (please tick): Cheque  Credit Card  Laser  Invoice

If invoicing then a PO number must be included. PO Number: \_\_\_\_\_

Credit card details: Visa Mastercard  Laser

Name on card: \_\_\_\_\_

Start date: \_\_\_\_\_ Expiry date: \_\_\_\_\_

Credit card number: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Dietary Requirements \_\_\_\_\_