

NHSScotland Event 2011

QUALITY IN ACTION

Programme & Registration Information

23 & 24 August 2011

Scottish Exhibition and Conference Centre, Glasgow



ABOUT THE EVENT

The annual NHSScotland Event is one of the leading health events in Scotland and this year's event entitled **Quality in Action** is the first gathering of a Quality Alliance – that is everyone who has a stake in delivering consistently high quality healthcare.

The **Healthcare Quality Strategy for NHSScotland** continues to build upon existing foundations to ensure that going forward all work is integrated and aligned to the Quality Ambitions and the Quality Outcomes. In this way the highest quality healthcare services can be delivered to people in Scotland which will provide recognised world-leading quality healthcare services.



The 2011 event also presents a tremendous opportunity to demonstrate the successes NHSScotland has had in improving sustainable quality of healthcare in Scotland and for everyone who has a role to play in implementing the Quality Strategy to come together to showcase and share examples of best practice in quality.

For more information about the Healthcare Quality Strategy, the Quality Ambitions and the Quality Outcomes visit www.scotland.gov.uk/nhsscotlandquality.

ATTENDANCE

The event programme contains a number of relevant sessions and interesting speakers over the two days. We understand that delegates may not wish to, or be able to commit to, attending for the two days. There is no expectation that delegates will attend for the two days unless the programme is of interest to you and your area of work. If this is the case however, and you are only able to come for one of the two days, please book only for the relevant day.

All speaker presentations, videos of the main plenary speakers, the poster abstracts and a range of other information from the event will be available to download from the event website at www.nhsscotlandevent.com.

The event is free and is open to everyone who works in and with NHSScotland, however, a registration fee will be charged to those who belong to a private organisation.

HOW TO BOOK YOUR SESSIONS

Details of the programme sessions can be found on the following pages.

Click on each of the session titles for a more detailed overview about each session. This includes information about the session facilitators.

Please take the time to choose which sessions and which day you would like to attend before registering for the event at www.eventsforce.net/nhsscotland11. At the time of registering you will be asked to select the sessions you would like to attend. You will receive an email confirming your chosen sessions.

Register for the event at www.eventsforce.net/nhsscotland11

For more information about the event visit www.nhsscotlandevent.com or telephone 0141 639 8123.

ABOUT THE PROGRAMME

Each session in the programme has been designed around the three Quality Ambitions and the Quality Outcomes and regardless of your area of speciality, the event will provide you with

information and knowledge about what you can do to help NHSScotland become a world-leader in delivering the highest quality healthcare.

Quality Ambitions

The Quality Ambitions provide the focus for all our activity to support our aim of delivering the best quality healthcare to the people of Scotland.

Person-centred

Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.

Safe

There will be no avoidable injury or harm to people from healthcare they receive, and an appropriate clean and safe environment will be provided for the delivery of healthcare services at all times.

Effective

The most appropriate treatments, interventions, support and services will be provided at the right time to everyone who will benefit and wasteful or harmful variation will be eradicated.

Quality Outcomes

The Quality Alliance Board recently agreed a set of six Quality Outcomes which provide a more comprehensive description of the priority areas for improvement in support of the Quality Ambitions. These provide the context for partnership discussions about local and national priority areas for action and will link to future HEAT target development. The six healthcare Quality Outcomes are:

- Everyone gets the best start in life, and is able to live a longer, healthier life
- People are able to live well at home or in the community
- Healthcare is safe for every person, every time
- Everyone has a positive experience of healthcare
- Staff feel supported and engaged
- The best use is made of available resources

For more information on the HEAT targets visit:

<http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/17273/targets>



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NHSSCOTLAND EVENT 2011

Programme Day 1 – Tuesday 23 August

Click each of the session titles for more information

Time	Activity
09.15 – 10.00	Registration
10.00 – 11.00	Plenary Session I Pennie Taylor, Welcome to Day 1 Nicola Sturgeon, Cabinet Secretary for Health, Wellbeing and Cities Strategy – opening video address Derek Feeley, Acting Director-General Health and Chief Executive NHSScotland Jason Leitch, National Clinical Lead for Quality
11.00 – 11.45	Posters, Exhibition and Networking
11.45 – 13.00	Parallel Session I 1.1 Quality Strategy and Workforce Development 1.2 Scottish Patient Safety Programme – Can We Make It to 15%? 1.3 Giving our Children the Best Start in Life 1.4 Delivering Quality through eHealth and Information Technology 1.5 Sharing the Learning from Innovation in Mental Health Practice 1.6 Safety Improvement in Primary Care 1.7 Older and Better: Living Well at Home or in the Community 1.8 Whole Systems Improvement: A Business Case for Quality
13.00 – 14.00	Lunch
14.00 – 15.15	Parallel Session II 2.1 Shining a Different Light 2.2 Lessons from the SAB 90 Day Project 2.3 So You Think You Can Only Treat Illness? 2.4 Everything You Wanted to Know about the Quality Measurement Framework 2.5 Empathy and Enablement: Conversations and Consultations That Matter 2.6 Medicines Reconciliation Needs You! 2.7 Quality, Innovation, Productivity and Prevention in Primary Care 2.8 Putting the Patient at the Heart of the Pathway
15.15 – 15.45	Posters, Exhibition and Networking
15.45 – 16.30	Plenary Session II The Business Case for Quality Gerry Marr, Chief Executive, NHS Tayside
16.30	Close

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NHSSCOTLAND EVENT 2011

Programme Day 2 – Wednesday 24 August

Click each of the session titles for more information

Time	Activity
08.45 – 9.30	Registration
09.30 – 10.30	Plenary Session III Pennie Taylor, Welcome to Day 2 Michael Matheson MSP, Minister for Public Health Sir Harry Burns, Chief Medical Officer for Scotland
10.30 – 11.00	Posters, Exhibition and Networking
11.00 – 12.15	Parallel Session III 3.1 Self-Management for Life: My Condition, My Life 3.2 The Surgical Checklist and Beyond 3.3 Co-producing Healthier Outcomes 3.4 Transforming Quality Through Leadership 3.5 Doing the Right Thing When No-one is Looking 3.6 Scottish Hub for Quality Improvement 3.7 Talking About Living and Dying Well 3.8 Making the Books Balance – The Challenge and the Opportunity
12.15 – 13.15	Lunch
13.15 – 14.30	Parallel Session IV 4.1 Person-centred Care: Challenging Stories 4.2 Early Rescue 4.3 Decision Support for the 21st Century 4.4 Health Works: Supporting Health in the Working Age 4.5 Healthcare Associated Infections: Challenges, Solutions and Future Priorities 4.6 Transforming Quality Through the Third Sector: Challenging and Influencing Practice 4.7 Enabling Technology to Improve Quality and Efficiency 4.8 Partnership Working in NHSScotland: Does it Have a Future?
14.30 – 15.00	Posters, Exhibition and Networking
15.00 – 16.00	Plenary Session IV Poster Awards Presentation Keith Grint, Professor of Public Leadership & Management, Warwick University
16.00	Closing Speech Derek Feeley, Acting Director-General Health and Chief Executive NHSScotland
16.15	Conference Closes

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NHSSCOTLAND EVENT 2011

Parallel Session I

Tuesday 23 August 2011 11.45 – 13.00

1.1 Quality Strategy and Workforce Development

An opportunity for delegates to hear about the design, content and delivery of the Scottish Quality Improvement Curriculum and help shape its development.

1.2 Scottish Patient Safety Programme – Can We Make It to 15 % ?

The big aim of the Scottish Patient Safety Programme is to reduce all cause inpatient mortality by 15 % by the end of 2012. Find out how we are doing, how you can get involved if you are not already and how you can accelerate change if you are.

1.3 Giving our Children the Best Start in Life

How can we ensure Scotland's children reach their full potential and what interventions can we deliver so that all our children have the best start in life? Listen to the case studies and discuss the challenges associated with the implementation of early years interventions.

1.4 Delivering Quality through eHealth and Information Technology

Using information to improve the quality of care is becoming increasingly important. Find out how the new eHealth Strategy links to the quality agenda and hear the benefits and successes of three innovative eHealth tools.

1.5 Sharing the Learning from Innovation in Mental Health Practice

Mental health practice has a long history of person-centred care approaches and recent initiatives and material have further developed this focus. Find out what impact these initiatives have had and learn how you could shape the material to whatever environment you work in.

1.6 Safety Improvement in Primary Care

The development of a Patient Safety Programme for Primary Care is being informed by the learning from two ongoing primary care safety projects. Find out the approaches used, the early findings and get involved in a dialogue about how to sustain and spread the success of this work.

1.7 Older and Better: Living Well at Home or in the Community

The Reshaping Care Programme and Change Fund will transform care and support for older people in Scotland. Hear examples of integrated working across health and social care with housing, the third sector and independent partners.

1.8 Whole Systems Improvement: A Business Case for Quality

NHS Tayside and the Atos Origin Alliance have developed a robust and successful culture of Continuous Improvement (CI) and change through a programme of organic development – Steps to Better Healthcare (StBH). The session will share experience from the StBH programme with particular focus on how we can learn from and accelerate positive quality outcomes in a person-centred and sustainable manner.

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NHSSCOTLAND EVENT 2011

Parallel Session II

Tuesday 23 August 2011 14.00 – 15.15

2.1 Shining a Different Light

Gain an understanding of the practical application of relationship-based care and what it takes to change our mindsets as healthcare professionals to enable people to take charge of their own wellbeing. Hear how NHS Fife has begun to adapt this idea within their own healthcare setting.

2.2 Lessons from the SAB 90-Day Project

Find out more about the 90-day rapid improvement cycle which was used to bring about changes in clinical practice and which it is intended will have a significant impact on Staphylococcus Aureus Bacteraemia (SAB) rates.

2.3 So You Think You Can Only Treat Illness?

Every healthcare contact is a health improvement opportunity but how well do we embed lifestyle advice in our day-to-day encounters? Gain a greater awareness and understanding of the Health Promoting Health Service and how we can implement this activity in your workplace.

2.4 Everything You Wanted to Know about the Quality Measurement Framework

The Quality Measurement Framework provides a structure for us to think about how everything aligns to the Quality Ambitions. This session will help delegates understand the three levels of the framework and help them understand how their work fits into this.

2.5 Empathy and Enablement: Conversations and Consultations That Matter

There is widespread interest in the concept of person-centred care and in spreading the use of the CARE Measure (Consultation and Relational Empathy) beyond our medical community. This session is an ideal opportunity to hear about current work underway as well as the work that is being progressed to support practitioners from a wide range of professions and organisations to have enabling conversations that matter.

2.6 Medicines Reconciliation Needs You!

Delegates will be introduced to medicines reconciliation and its role in reducing the opportunity for error and harm to patients by making sure they are given the right medicines at every stage of their care.

2.7 Quality, Innovation, Productivity and Prevention in Primary Care

What do the Quality Ambitions mean for Primary Care? Find out more about the ongoing innovative local improvements and national work with NHS Boards and Primary Care contractors to improve quality, efficiency and outcomes as well as the future plans for Primary Care.

2.8 Putting the Patient at the Heart of the Pathway

This is an opportunity to hear how service redesign positively impacts on the patient experience and improves outcomes for both the patient and NHSScotland. Our speakers will share their experience of introducing changes to pathways of care in orthopaedics and community support for people with complex and chronic conditions.

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Parallel Session III

Wednesday 24 August 2011 11.00 – 12.15

3.1 Self-Management for Life: My Condition, My Life

Explore how self-management empowers people of all ages to live well with a long-term condition. Improving how our systems, services and communities connect can make a real difference to living well at all stages of life. But the shift to demystifying health, sharing knowledge and responsibilities needs innovation. We need to spark ideas and make them work together so come along to hear some examples of how we've done so far and join in to create some more.

3.2 The Surgical Checklist and Beyond

Learn about the principles behind the surgical checklist and the evidence for adopting the checklist. Hear how one NHS Board has applied the checklist to their surgical theatres and how another has expanded the checklist principle to other areas. Is this the future of care delivery?

3.3 Co-producing Healthier Outcomes

An assets approach to health builds on the strengths of individuals and local communities and views them as co-producers of health and wellbeing. This session describes how assets and co-production approaches are already building healthier communities and explores how this will change the way we tackle the big health challenges for Scotland.

3.4 Transforming Quality Through Leadership

Leadership has never been more important in the NHS. Leaders at all levels inspire and achieve quality through effective dialogue with staff, colleagues and service users. In this session, delegates will be introduced to a framework for understanding effective dialogue and conversational patterns and will be provided with practical approaches and tools that will enable them to have more productive quality conversations.

3.5 Doing the Right Thing When No-one is Looking

The session presents an opportunity for delegates to explore the contribution of professionalism and self-regulation as a driver for quality and for person-centred care. Join in the discussion on what we need to do to achieve this and how we can do it together.

3.6 Scottish Hub for Quality Improvement

Hear about the progress on the design and development of NHSScotland's Quality Improvement Hub and how it will support a culture of continuous quality improvement across NHSScotland. Get involved and help to shape the further development and implementation of the Hub.

3.7 Talking About Living and Dying Well

Improve your understanding of the Anticipatory Care Planning process and the national communication systems that are available to ensure that people with palliative care and support needs receive the care they need.

3.8 Making the Books Balance – The Challenge and the Opportunity

NHSScotland has an excellent track record in delivering and exceeding efficiency savings targets. In 2011-12 we will continue to eliminate waste and drive modernisation programmes to achieve productivity and efficiency gains without compromising quality. This session will provide an overview of the challenges that lie ahead for NHSScotland but also the opportunity to ensure we make the best use of the resources that we have.

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Parallel Session IV

Wednesday 24 August 2011 13.15 – 14.30

4.1 Person-centred Care: Challenging Stories

This session will use stories to get in and around the challenges of delivering person-centred care. Gain an understanding of some of the ways in which story can be used in a very direct and honest way to support learning, practice and service improvement in everyday caring situations. Hear nursing students' reflections on their experiences and observations of compassionate and person-centred care.

4.2 Early Rescue

Deterioration of a patient can occur at any time in the patient's journey and eventually they may need critical care intervention or worse. Hear about NHS Ayrshire & Arran's rescue system and how the model for improvement was used to design, implement and sustain reliable care processes that facilitated a reduction in mortality rates.

4.3 Decision Support for the 21st Century

Join the Scottish Ambulance Service, NHS 24 and the Scottish Centre for Telehealth to hear about their joint developments in telephone triage and how they are using technology for remote clinical information-sharing and decision support.

4.4 Health Works: Supporting Health in the Working Age

Hear about the innovative practice being developed in Scotland to allow people rapid access to case managed support to help them back to work, using a person-centred, biopsychosocial model.

4.5 Healthcare Associated Infections: Challenges, Solutions and Future Priorities

A valuable opportunity for delegates to talk freely about some of the difficulties they face in tackling HAI and to learn and share positive initiatives that have been undertaken across NHSScotland.

4.6 Transforming Quality Through the Third Sector: Challenging and Influencing Practice

The third sector is a vital partner in delivering high quality healthcare in Scotland. Hear case studies from the Long Term Conditions Alliance Scotland which demonstrate effective partnership working between the third sector, NHSScotland and local authorities.

4.7 Enabling Technology to Improve Quality and Efficiency

In many areas of our lives we are living in a digital age - we shop online, bank online and use social networking tools. The possibilities for digital healthcare are exciting, innovative but for some reason slow to implement. The session will provide current and future examples of the use of technology as an enabler to deliver quality services more efficiently and discuss what is stopping us embracing the opportunities available.

4.8 Partnership Working in NHSScotland: Does it Have a Future?

This is an opportunity to hear more about the findings of the two-year research work into the NHSScotland system of employee relations. The unique role of Employee Directors in NHSScotland will be explained and you are invited to participate in a panel discussion on the future of the Partnership model.




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ADDITIONAL LEARNING OPPORTUNITIES AT THE NHSSCOTLAND EVENT 2011

Tuesday 23 August

LUNCHTIME SESSIONS 13.10 – 13.50

Code	Activity	Room
A 	<p>NHS Inform and Beyond: Delivering Health Information Services for Scotland</p> <p>This session will provide delegates with an overview of the health information services currently being developed/delivered nationally by NHS 24, including NHS Inform.</p> <p>See a demonstration of some of the current and emerging channels of delivery for health information including online, digital TV, social media etc.</p>	Dochart
B 	<p>How to Address Scotland's Five Strategic eHealth Goals: An Orion Health Perspective</p> <p>Orion Health sponsor session.</p>	Leven
C 	<p>Nearly The Holy Grail – Clinical Portals For Faster, Better and Borderless Care</p> <p>This session explores the piloting of a clinical portal giving clinicians across southern Scotland instant electronic access to patient data in order to deliver better, faster care. The session examines what the portal provided, how it was assessed, how the system was set up across four NHS Boards and how it is being rolled-out.</p>	Morar & Ness

SATELLITE SESSIONS

A 11.45 – 13.00	<p>Leading Change – Why Bother?</p> <p>Hear a personal perspective on leading change and improvement based on Brian's Marshall's experience of working at Unipart Logistics and of developing and teaching a leadership programme for healthcare professionals.</p>	Katrine
B 14.00 – 15.15	<p>Disney Enterprise – Learning the Lessons from Leaders in Service Excellence</p> <p>Disney's unique philosophy and their approach to "guests" has often been written about as a "gold standard" approach to service delivery, but can this philosophy work in other sectors? Some health systems in the USA have adopted many of the "Disney principles" within healthcare. Yet the question remains, would this be transferrable to NHSScotland? Hear how NHS Lanarkshire is implementing these service models and principles.</p>	Katrine

FRINGE SESSION 17.00 – 19.00

A	<p>Delivering Quality in Primary Care</p> <p>This session will highlight the progress being made in taking forward the national actions set out in the Delivering Quality in Primary Care Action Plan.</p>	Various
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ADDITIONAL LEARNING OPPORTUNITIES AT THE NHSSCOTLAND EVENT 2011

Wednesday 24 August

EARLY MORNING SESSIONS 08.40 – 09.20

Code	Activity	Room
A	 Managing Long Term Conditions Through Technology-Enabled Multi-Disciplinary Teams Orion Health sponsor session.	Leven

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SATELLITE SESSIONS

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A 11.00 – 12.15	Disney Enterprise – Learning the Lessons from Leaders in Service Excellence Disney’s unique philosophy and their approach to “guests” has often been written about as a “gold standard” approach to service delivery, but can this philosophy work in other sectors? Some health systems in the USA have adopted many of the “Disney principles” within healthcare. Yet the question remains, would this be transferrable to NHSScotland? Hear how NHS Lanarkshire is implementing these service models and principles.	Katrine
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B 13.15 – 14.30	Leadership in the NHS Keith Grint, Professor of Public Leadership & Management, Warwick University	Katrine
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LUNCHTIME SESSIONS 12.25 – 13.05

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A	 eHealth: Enabling High Quality and Coordinated Care for People Living with Long Term Conditions The Atos Origin Alliance will provide overview of how eHealth can support the delivery of high value, coordinated and personalised care for people living with Long Term Conditions. There will be particular focus on how we can support the Reshaping of Older People’s Care pathway from a whole systems perspective.	Dochart
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B	 Knowledge into Action NHS Education for Scotland is sponsoring a national review of the way knowledge is used in NHSScotland to improve healthcare quality. NHS NES and Healthcare Improvement Scotland are jointly supporting a process to define a coherent national knowledge management model which supports practitioners to get knowledge into action at the frontline. This interactive session will use creative knowledge management techniques to challenge the way participants think about knowledge and how they apply it in practice.	Leven
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C	 Openness and Transparency to Support Quality Improvements in Healthcare Systems NHS Ayrshire and Arran have been more active in involving patients and families in the review of significant adverse healthcare events. This session will focus on the ways in which they have increased the levels of openness and transparency in the management of avoidable harm and will talk about how this has improved the quality and safety of healthcare in their NHS Board area.	Morar & Ness
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PLANNING YOUR VISIT

Venue

The event will be held at the Scottish Exhibition and Conference Centre, Glasgow.

SECC, Exhibition Way, Glasgow G3 8YW

Tel: 0141 248 3000

Fax: 0141 226 3423

Email: info@secc.co.uk

www.secc.co.uk



Travelling to the SECC

BY ROAD

The SECC is just off Junction 19 of the M8 motorway. From the M8 take the westbound Clydeside Expressway (A814) Exit at 'SECC West' slip to access our car parking facilities, with space for over 2,500 cars. Parking is £6.00 per car, per visit. Payment is taken on exit, on a cash only basis. Insert the postcode of the venue (G3 8YW) into www.multimap.com for directions.

As part of the SECC Green Policy the SECC do not issue receipts as standard practise but VAT receipts are available on request at the time of payment. The SECC has a number of priority spaces for blue badge holders within 30m of the main entrance. These spaces are available on a first come, first served basis and normal parking rates apply. Blue badge holders should use car park 1 for events in the main SECC and the Clyde Auditorium, unless otherwise directed by a parking steward. Please call for further enquires Tel: **0141 248 3000**.

BY TRAIN

Trains run to the SECC from the city centre with a journey time of just 3 minutes. The Exhibition Centre station is SECC's own dedicated railway station allowing easy access from the city centre and the suburbs. Six trains an hour (around every 10 minutes) from Central Station (Platform 17 is on the lower level) will bring you to Exhibition Centre station in a journey time of just 3 minutes. Call National Rail Enquiries on **08457 48 49 50** for timetable and price details.

BY BUS

First Bus 62 service and Arriva 26 service operate each day, approximately every 10 and 20 minutes respectively, adjacent to the SECC site. These services run from Argyle Street (62) and Finnieston Street, at the Clyde Arc Bridge (26). Both services travel to Glasgow City Centre and return, as follows: First bus 62 via St Vincent Street, West George Street and Union Street; Arriva 26 via Broomielaw, Oswald Street and Glasgow Central train station.

BY TAXI

There is a Glasgow Taxis rank (Hackney) pick-up and drop-off point at the East entrance adjacent to the Clyde Auditorium. There are taxi ranks throughout the city. Main pick-up points include Buchanan Bus Station, Queen Street and Central Stations and most large hotels. An average journey from the city centre will cost around £5.00.

BY PLANE

Glasgow is easily reached by three international airports, Glasgow International, Glasgow Prestwick and Edinburgh International. Glasgow's International Airport is less than 15 minutes drive by direct motorway link from the city centre.

Accommodation

We have negotiated special rates with the Mint Hotel (beside the SECC). To book accommodation, call the hotel direct, speak to Group Reservations and quote 'NHSScotland Event delegate' rate. Single Occupancy: £79 to include breakfast. Mint Hotel Glasgow, Finnieston Quay, Glasgow G3 8HN. Tel: 0141 227 1026. Fax: 0141 227 1036.

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OTHER INFORMATION

Accessibility

The SECC is fully accessible, however, should you have any concerns or additional needs please contact info@nhsscotlandevent.com or call 0141 639 8123 to speak to one of our events team.

Photography and Filming

There will be photography and filming of the event. These images will be used on the website and for publicising the event. Should you have any issues with being filmed or photographed please be sure to advise a member of our events team on the day.

A Sustainable Event

Bringing people together for meetings, often for multiple days, can create a host of environmental impacts. In order to address some of these impacts we are:

- Using an on-line registration process
- Utilising an on-line poster submission and judging process
- Poster abstracts will be distributed on discs instead of being printed
- Using recycled paper for all print materials
- Using on-line media, wherever possible to market this event
- Using signage that is reusable whenever possible
- Utilising webcasting services

EVENT SPONSORSHIP AND EXHIBITION

Sponsoring or exhibiting at the NHSScotland Event is an effective way to engage with the stakeholders who significantly impact health and healthcare delivery in Scotland.

Your involvement in the 2011 event can take many forms and we aim to build packages that support your organisation's objectives. For those interested in sponsoring or exhibiting at the 2011 NHSScotland Event the supporters pack is available at www.nhsscotlandevent.com or contact Christine Lawson on 0141 639 8123.



The NHSScotland Event 2011 is pleased to welcome the Atos Origin Alliance and Orion Health as key sponsors of the event.

