

ISMETT *Istituto di Ricovero
e Cura a Carattere
Scientifico*

UPMC **LIFE
CHANGING
MEDICINE**

International Quality Symposium

September 28, 2018

Circolo Ufficiali - Palermo

ismettquality.it



SCIENTIFIC COMMITTEE

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*Senior Vice President, Quality and Operations,
UPMC International, Pittsburgh*

Bruno Gridelli

*Executive Vice President, UPMC International;
Director, UPMC Italy*

Angelo Luca

*Chief Executive Officer
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OFFICIAL WEBSITE

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International Quality Symposium

Palermo - **September 28, 2018**

Dear Colleagues,

Performance quality and treatment safety are challenging goals for health care organizations. They actively involve several professional figures, including managers and directors, who are responsible for defining and implementing efficient methods and organizational processes for risk prevention.

The International Quality Symposium is aimed at sharing state-of-the-art quality and national and international clinical risk programs. Some institutions and most advanced health care centers, including the University of Pittsburgh Medical Center, will present their most virtuous efforts to improve the quality of treatments and care.

The Symposium is an opportunity for key figures who play a decisive role in the quality of services and performance to discuss patient safety management and share their opinions.

These professional figures include directors general, directors of health care activities, directors of quality, and chief nursing officers and risk managers.

Experiences, results, challenges, and opportunities of these individuals, key to quality improvement, will be addressed throughout the three main subjects of the Symposium:

- State-of-the-art and results of clinical risk and patient safety management programs;
- Impact of the Joint Commission International certification system on the quality of care;
- Involvement of the staff as driving force for quality improvement.

The objective of this event is to identify the most efficient organizational and management methods, as well as share tools and modalities used by the most advanced health care organizations to favor quality improvement and patient safety.

We look forward to welcoming you to the conference.

Angelo Luca

*Chief Executive Officer,
IRCCS ISMETT*

Barbara Ragonese

*Director of Quality and Patient Safety,
IRCCS ISMETT - UPMC Italy*



SCIENTIFIC PROGRAM

09:00 **Registration of participants**

09:30 **Greetings from invited Authorities:**

Leoluca Orlando - *Mayor of Palermo City*

Ruggero Razza - *Head Councilor - Regional Ministry of Health*

Welcome and opening remarks

Angelo Luca

Bruno Gridelli

10:00 **Lecture - Patient Safety 2018: Striving for Zero**

Tami Minnier

Session 1

Risk Management and Patient Safety: state of the art and results

Moderators: **Alberto Firenze**, **Giuseppe Murolo**, **Domenico Fugazzotto**

10:30 **The Italian Observatory on good practices for patient safety**

Barbara Labella

10:50 **Risk Management and Patient Safety with or without the clinical governance framework**

Luigi Bertinato

11:10 **Clinical Risk Management: A Proactive Approach to Errors in Medicine**

Francesco Venneri

11:30 **Q&A**

Session 2

Staff involvement as a leverage to improve quality

Moderators: **Giuseppe Arena, Leonardo De Meo, Federico Zangrandi**

11:40 **The Magnet Model: A Road Map for Quality**

Susan Hoolahan

12:00 **Leveraging A Magnet Culture to Engage Staff in Improving Quality**

Robin Melvin

12:20 **One step back, two steps forward**

Walter Gomarasca

12:40 **How to involve IRCCS hospital staff in the accreditation process in accordance with the sixth edition of the Joint Commission International Hospital Standards**

Giorgio Magon

13:00 **Q&A**

13:10 Lunch

14:15 **Lecture: Accreditation Cost & Value Research evidence**

John Øvreiteit



Session 3

Certification Systems: what is the impact on the quality of care?

Moderators: **Filippo Azzali, Giovanni Vizzini, Vincenzo Parrinello**

- 14:45 **Healthcare in China: Using JCI Standards to Transform Care Delivery and Facility Management – a Case Study**
Cheryl Brill
- 15:05 **Quality improvement programs: staff involvement and benefits for health care organizations**
Massimo Raponi
- 15:25 **Certification system: an important tool to support managerial choices**
Ubaldo Rosati
- 15:45 **Q&A**

Session 4

ISMETT Quality Award

- 15:55 **Introduction to the session**
Barbara Ragonese
- 16:10 **Presentation of the best three projects**
- 16:30 **Prize award ceremony**
- 16:45 **Closing remarks**
Barbara Ragonese, Angelo Luca



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FACULTY

Giuseppe Arena

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