



Azienda
per l'Assistenza Sanitaria n. 4
Friuli Centrale



Ordine dei Medici Chirurghi
e Odontoiatri
della Provincia di Udine



Programme

8.30am Registration

9.0am Welcome addresses by

Simona Liguori, town councillor to Health and Social Equity, Udine

Mauro Delendi, Extraordinary Commissioner of Udine S.M.M. University Hospital

Giuseppe Napoli, President of Federsanità ANCI FVG
Aldo Gabriele Renzulli, President of ASP "La Quiete", Udine

Franco Rotelli, Regional Council FVG
3rd Commission president

Silvana Cremaschi, FVG Regional Councillor

9.15am Introduction

Andrea Gardini, President of SIQUAS Vrq

9.30am Contributions from

Hannu Vuori "Systematic review of the development of QA in Finland. Lessons for others"

Charles Shaw "Quality mapping as a basis for national policy coordination"

Rosa Sunol "EU projects: what have we learned implementing Quality of Care? What works and what doesn't work?"

Elma Heidemann "Lessons from Canadian Council and International ISQUA Accreditation"

Karen Timmons "Lessons from JCAHC, JCI Accreditation experiences with focus on patient safety"

Agnes Jacquerie "The emergency of the beginning process of accreditation in the French Belgian Hospitals"

Evert Reerink "Education for quality in health care at undergraduate level".

William B. Jessee "Teaching Quality Improvement to Senior Health Care Executives"

Lluís Bobigas Santasusagna "Quality and Sustainability"

Comments from:

Franco Perraro, Silvio Brusaferrero, Carlo Favaretti, Maurizio Rocco, Sabrina Spangaro, Nicola D'Andrea

Questions from the floor

01.00pm Conclusions

Thanks



A.I.O.P. - ASS. ITALIANA OSPEDALITÀ PRIVATA
SEDE REGIONALE PER IL FRIULI - VENEZIA GIULIA

Scientific Coordination Committee

Andrea Gardini, MD
President of SIQUAS Vrq

Professor Silvio Brusaferrero
Director of the Medical and Biological Science Department
of Udine University

Maurizio Rocco, MD
President of the Medical Association of Physicians,
Surgeons and Dentists of the Udine Province

Sabrina Spangaro, MD
President of the IPASVI Board – Udine Province

Nicola D'Andrea, MD
President of the 'Gino Tosolini' Association

Organizational and Communication Coordination

Tiziana Del Fabbro, MD
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The Congress has been accredited (for 2 CME credits)

Enrollment and CME credits for all health care professions

Organizing Secretariat

Training and Education
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Referent: **Ms. Marina Barbo**

International Meeting



Health Care Quality

THE ROOTS OF THE FUTURE

**30 years since the founding meeting
of the International Society for Quality
in Health Care - ISQua**



Saturday 30th May 2015 at 9.00 am
Auditorium of Region
via Sabbadini, 31 - Udine

Access to the Conference is free as long as seats are available

In the 1970's the International movement for public health reached its highest expression in the 'Alma Ata Charter', which was adopted by WHO (1978). The document envisaged the principles underpinning the achievement of the goal of 'Health for All in 2000'. Amongst its objectives, the 31st stated that European states were to develop strategies and policies for quality in health care.

In order to attain this objective, the European Office of WHO convened four expert meetings between 1982 and 1985. In 1982 in Utrecht, the experts focused on general principles; in 1983 in Kiel they outlined the principles for quality organization; in 1984 in Barcelona they discussed quality tools, and in 1985 in Udine they dwelt on quality training and education.

On these various occasions the participants decided to formalize the network that was taking shape between them. They established a number of national scientific societies for Quality in Health Care, i.e. in 1984 in Spain with Rosa Sunol, and in Udine, Italy with Professor Franco Perraro, the Director of Emergency Services at Udine Hospital). They also founded ISQua, the International Society for Quality in Health Care.

The Italian Society for Quality in Health Care (Siquas-VRQ) has contributed to the dissemination of the tools, methods, and techniques for planning, organizing, assessing and improving quality in health care. It did so by adapting to the Italian environment and by disseminating the use of such tools as accreditation, clinical audits, clinical pathways, tools and methods for patient safety and for measuring patient satisfaction, as well as methods for co-planning - with the joint contributions of both care providers and patients - the best and most appropriate patient-focused treatment modalities. This was highly innovative and advanced work, which partly found expression in Italy and was recently reaffirmed by the foundation and development of Slow Medicine, a movement that upholds the principles of simple, respectful and fair patient treatment. This was followed by the Project 'More is Not Better', that is promoted by Siquas-VRQ with the Fnomceo and Ipasvi Federations and Altroconsumo. The Project involves 30 medical and scientific societies. In June 1985, during the workshop hosted by the Gervasutta Hospital, and organized by WHO and Siquas-VRQ, with the convinced support of the Health Care Councillor of those times, Honourable Aldo Gabriele Renzulli, the foundations were laid for the establishment of ISQua, that was to become the most important International network for quality in health care.

Thirty years later the founders of ISQua are now about to meet again in Udine to take stock of their activity and exchange information on the lessons learnt and disseminate them in the course of a public meeting.

Siquas-VRQ is promoting this meeting in collaboration with the Regional Authorities of Friuli-Venezia Giulia, Federsanità ANCI VG, the Municipality of Udine, the Medical Association of Physicians and Dentists of Udine, Udine IPASVI Board, Udine University Hospital and the 'Gino Tosolini' Association, AIOP, the regional association of Private hospitals, in the hope that the lessons learnt from our international guests will be help us tackle the difficult and complex reform process that the regional authorities are embarking on with an eye on quality and public health care sustainability. With an eye - in a nutshell - on a universal health care system focusing on individuals' and communities' health needs, with full integration with social systems. Most of the draft reforms being proposed stem in fact from the thirty years' experience of the guests who will convene in Udine. They are part and parcel of the unrelenting activities carried out by ISQua and the related international organizations to obtain an equitable, fair, appropriate and sustainable health care system focusing on people's needs.



Franco Perraro, founder and Honorary President of the Italian Society for Quality in Health Care (Siquas-VRQ) and former Director of the Emergency Department at Udine Hospital. He was a Member of ISQua Board from 1988 to 1993 and was one of the Founders of the Italian Society of Emergency Medicine (SIMEU), for which he now serves as the Honorary President. He was awarded the Gold Medal of the Health Care Ministry in 2013. He has authored and co-authored more than 300 publications.



Andrea Gardini, Founding Member and President of Siquas-VRQ, Founding and Board Member of ISQua from 2003 to 2007, founder and Board Member of Slow Medicine. He worked as a Hospital Pediatrician for 15 years. Later on he served in managerial positions in the Medical Directorates of hospitals in Friuli-Venezia Giulia and Ferrara, as well as for the Regional Health Care Agency of the Marche Region. He has authored and co-authored about one-hundred publications and 4 books.



Lluís Bohigas Santasusagna: a Health Care Economist, a former General Manager for the Health Care Ministry of the Spanish Government, he served as a general manager for Planning at the Generalidad of Catalonia and as Director of the National Quality Agency for the Spanish Government. He has authored about one hundred publications and some books. He is now working as the manager responsible for institutional relations with a major manufacturer of diagnostic devices.



Agnès Jacquerye, Ph D, works in the field of quality and patient safety at both the national and international levels. She wrote two books on quality assessment in health care (1982, 1989). She is a Professor at the Public Health School and a Quality Consultant at The Erasmus Free University of Brussels (ULB), Belgium, where she teaches courses in quality and safety. Since 2008 she has been serving as an expert consultant to the Federal Service for Public Health Care, Safety in the Food Chain and the Environment of the Belgian Government.

The Founders of the International Society for Quality in Health Care – ISQua will meet in Udine on 30th May 2015, thirty years after the Founding Meeting



Willian B. Jessee, MD, is the Medical Director and a Senior Consultant at Integrated Healthcare Strategies, an International group of consultants on healthcare system integration strategies. He served as President and CEO of the Medical Group Management Association (MGMA) He also holds an academic appointment as Clinical Professor of Health Systems, Policy and Management at the University of Colorado School of Public Management. In addition, he served in managerial positions at the National Patient Safety Foundation, for a chain of American Hospitals, at Exempla healthcare, for the American Medical Association, and the Joint Commission on Accreditation of Healthcare Organisations.



Evert Reerink, MD, the Director of the first National Agency for Quality in Health Care in Europe, and of the Dutch Institute for Healthcare Improvement CBO, as well as the first Professor of Quality Assurance in Health Care in the world, teaching in Maastricht. He is a member of the American Academy of Medicine and serves as a consultant to international organizations (the World Bank, WHO) on quality in the manufacturing and distribution of food and drugs.



Charles Shaw, MD, served as the CEO of Hospitals in Bermuda and the UK. He currently serves as an independent advisor to Health Ministries on behalf of WHO, on projects for the development of hospital healthcare standards in Moldova and Indonesia. He contributed to the dissemination of such notions as accreditation, healthcare standards, clinical audits, training and education in Public Health Care in the UK and Europe. He has worked on these issues for the Kings' Fund, the NHS, the CHKS, WHO, the World Bank, and the European Union. He is currently technically responsible for the European Project SANITAS, focusing on the accreditation of European Hospitals relating to safety standards, in compliance with the recommendations of the Council of Europe.



Rosa Sunol, MD, is the Director of the Avedis Donabedian Istitute at Barcelona University, which has been offering support - as a non-profit organization - to groups aiming to improve the quality of health care and social services in Spain since 1989. Since 1991 she has been serving as the Deputy Editor of the International Journal for Quality in Health Care. During her career, spanning over 25

years, she has lent support to more than 230 programmes focusing on the quality of health care and has taken part in the assessment of the management of more than 600 organizations offering health care and social services. She has taken part in many European Projects, including Marquis, which marked the start of the European Schengen process of cross-border access to health care in the EU. She is currently acting as the coordinator of the Project EMPATHIE, aiming to improve patient empowerment in the management of chronic disease.



Karen Timmons is the Director of Healthcare Activities at the International Consulting Centre DNV Healthcare, which offers services for building sustainable skills for patient -centeredness, for the provision of safe and sustainable healthcare through external quality assessment, training, education and proactive risk assessment methods in 100 countries. She has more than thirty years of working experience within the healthcare sector, incorporating ten years as President and CEO of Joint Commission International. During that time she collaborated with the WHO's World Alliance on Patient Safety. She chaired ISQua's ALPHA Council related to programmes of international accreditation and collaborated with other national and international organizations with a view to improving the quality of health care.



Hannu Vuori, MD, is an independent expert on health care and related policies. He serves as a government consultant in analyzing health care needs for post-war healthcare service reconstruction policies. He worked for the UNO in Kosovo, for WHO in Turkey and in the former Yugoslavia. He served as the Director of the Public Health Care Department at Kuopio University and of the Quality Policy Development Office at the WHO European Office in Copenhagen.

Other national and international experts on the quality of health-care will take part in the two-day meeting devoted to the thirtieth anniversary of the foundation of ISQua in Udine, including



Elma Heidemann, an expert on the International accreditation of healthcare services, quality improvement, planning and quality assessment. She is the co-president of the Canadian Health Leadership Network. She also served as the Director of Accreditation Canada (1993-2004).