

2nd European Forum on Quality improvement in Health Care



24-26 April 1997, Palais des Congrès, Paris

KEY SPEAKERS INCLUDE:

Rosabeth Moss Kanter, *Professor of Business Administration, Harvard Business School, USA*

Donald Berwick, MD, *President and Chief Executive Officer, Institute for Healthcare Improvement, USA*

Maria Garavaglia, *President, Red Cross, Italy*

Brent James, MD Mstat, *Executive Director, Institute for Health Care Delivery Research, Intermountain Health Care, USA*

Jean-Louis Portos, *Professor, Sou-Médical, France*

AIMS OF THE FORUM

- To provide a setting for the exchange of sound, practical ideas on how to improve health care
- To provide education on approaches to improving health care
- To provide support for health professionals working to improve health care
- To build the scientific base of methods to improve health care
- To accelerate the improvement of health care

THEMES OF THE FORUM

- Quality in health care reform
- The informed patient
- The economics of quality: using improvement to reduce costs
- Evidence based care as a basis for improvement
- Changing organisations and rescuing morale
- Can accreditation and benchmarking help to improve the quality of care?
- Integrating the chain of care
- Clinical and organisational leadership
- Interdisciplinary and professional education

CME Approval has been granted (5 credits per day)

PRINCIPLES OF THE FORUM

- Emphasis on what works
- Learning through experience
- Concentrating on improvement rather than inspection
- Patient orientation
- Multidisciplinary
- Basing change on measurement
- Team orientation
- Cost consciousness
- Encouraging efficiency
- Offering help rather than preaching
- Bringing people and systems together

INVITED GUESTS

Open to all, the Forum is aimed at doctors, nurses, managers, other health professionals, health care leaders, policy makers, researchers, patients and patients' representatives. It will benefit both beginners and those experienced in quality improvement.

LANGUAGE

The language of the conference will be English with translation into French during the plenary sessions only.

For further information contact Marchella Mitchell. Tel: 0171 383 6478. Fax: 0171 383 6869. Email: 106005.2356@compuserve.com or complete the following and send to: BMA BMJ Conference Unit, BMA House, Tavistock Square, FREEPOST, London, WC1H 9BR.

Name

Job/Position

Address

Postcode

Country

Daytime Telephone No