

# Bulletin

The International Society for Quality in Health Care



December 2010

## Bidding Farewell to 2010 and welcoming in 2011

**As we bid farewell to 2010 it is appropriate to acknowledge the milestones of the past year - celebration of ISQua's 25th Anniversary, we had a very successful conference in Paris, the Memorandum of Articles and Association of the organisation were revised, work commenced on the development of a Knowledge Portal, a Strategic Alliance Agreement with Health Technology Assessment International was signed and conferences in Jordan, Malaysia and India were supported by ISQua, to list just a few.**

In addition to all this, the activity of the International Accreditation Programme increased by 50% and thanks to you, membership rose by 43%. All in all it was a good year.

For 2011 another eventful year is planned, we will see the first annual ISQua conference to be held in Asia which will take place in September in Hong Kong. Planning is progressing well and the programme will ensure it will be a dynamic, exciting and enjoyable event. Abstracts are currently being accepted, the closing date for submissions is 17th February 2011.

Already there is considerable interest in the conference so if you are planning to submit an abstract make sure you do so in time.

During the course of the first half of the year it is expected that ISQua Knowledge

will go live, this is a major development for ISQua and is intended to be the natural port of call for anyone interested in patient safety and quality in health care seeking to further their knowledge, looking for general information or wishing to network with other like-minded people.

Our commitment to increasing our global focus and meeting the needs of lower income countries will take a step forward by developing our networking with regional societies and collaborating on regional meetings with a particular focus on lower income countries.

Interest in the International Journal for Quality in Health Care continues to grow; a new development will be a special regional focus each year coinciding with the conference. Next year it is East Asia;

### Look inside...

|  |         |
|--|---------|
| Focus on Two Members of the ISQua Board    | Page 2  |
| ISQua Awards                               | Page 3  |
| ISQua Conference - Paris 2010              | Page 3  |
| ISQua's Annual General Meeting             | Page 4  |
| 2010 ISQua - WHO Scholarships              | Page 5  |
| ISQua's 28th International Conference      | Page 5  |
| Call for Papers                            | Page 7  |
| Major Patient Safety Initiative in Ireland | Page 8  |
| IAP Update                                 | Page 9  |
| Notice Board                               | Page 10 |

further information on this is included in this Bulletin. Work is nearing completion on a new look for the cover of the Journal and will be revealed in the coming months.

Your support of ISQua over the past year is very much appreciated, we value your involvement and the contributions that many of you have made to the Bulletin, International Accreditation Programme (IAP), Conference and all other general comments received from you.

2011 is shaping up to be an even better year than last; we look forward to sharing it with you and wish you all a very happy and peaceful festive season.

**Roisin Boland,**  
ISQua CEO



# Focus on Two Members of the ISQua Board



*Dr. Girdhar J. Gyani*

## Dr Girdgar J. Gyani

Dr. Girdhar J. Gyani is Secretary General, of the Quality Council of India, an apex body responsible for establishing and operating a national accreditation structure and promoting quality in all walks of life. Dr Gyani has been instrumental in establishing and institutionalizing the National Accreditation Board for Hospitals and Healthcare Providers (NABH), is currently its CEO and

represents them on the ISQua Board.

Dr. Gyani has nearly 40 years of experience in the areas of Teaching, Research and Quality Management. He is an elected Director on the board of the International Accreditation Forum (IAF) since 2004. Dr Gyani has been promoting NABH accreditation as a framework with equal emphasis on patient safety and quality in care which can benefit all stake holders including healthcare providers, regulators, paying agencies and patients at large.

Quality in healthcare, Dr Gyani says, is aimed at saving billions of lives in healthcare and was initially developed as a philanthropic service. Today, he feels, it is an industry, like the automobile, textile or telecommunication industries. Quality is paramount to industry as it brings competitiveness, efficiency and effectiveness in the delivery process. Yet, quality in healthcare is different. Here effectiveness takes precedence as it amounts to the saving of the life of a patient. Quality in healthcare therefore has to have singular focus on patient safety. Quality Accreditation in healthcare as such is designed as a framework to ensure that a healthcare organization is competent with respect to infrastructure, systems, persons, and processes and finally the outcome, in delivering its scope of services.

As CEO of an Accreditation Scheme, Dr Gyani feels that quality in accredited hospitals benefits patients directly, in terms of high quality of care through credentialed and privileged medical staff and where education and communication to patients and associates are taken as pre-requisites aimed at curative and preventive support to patients. Quality is continuously monitored, measured and benchmarked. Continuous quality improvement (CQI) is practiced with empowered staff and work becomes synonymous to passion to the extent that CQI is institutionalized. Clinical leadership (doctors, nurses, laboratory), support staff, vendors, all have to work like a team to deliver effective and efficient service.

He advises that quality as we know needs to be driven. Ideally speaking the empowered community/society is the most effective way to drive quality in this sector. Empowering the community in understanding clinical processes is not an easy task even in developed nations, what to speak of in developing nations. As healthcare has direct impact on the well being of citizens, governments are equally duty bound to ensure quality healthcare by way of appropriate regulation. Here again if regulation can be linked to accreditation, by way of appropriate incentives, it can yield compounded benefits to the community. Finally quality in healthcare should be able to motivate staff to deliver healthcare service to save precious lives, and should be a most enjoyable and fulfilling exercise.

Dr Gyani feels ISQua has an important role to play as custodian of global accreditation. It needs to encourage the sharing of best practices on quality in healthcare through regional and annual meetings. These practices could be from managerial processes or clinical processes and perhaps acknowledging achievements by making awards would act as a trigger for healthy competition and globally patients will be the beneficiary.



*Peter Woodruff*

## Peter Woodruff MBBS, ChM, FRCSE, FRACS, FACS

Peter Woodruff is President of the Australian Council on Healthcare Standards (ACHS) and is their representative on the ISQua Board.

Associate Professor Peter Woodruff, is a vascular surgeon based in

Brisbane, Australia. He is a past President of the Australian and New Zealand Society of Vascular Surgery. Professor Woodruff was educated in Melbourne and Adelaide. He completed his medical degree at the University of Adelaide. He trained in Scotland from Senior House Officer to Senior Registrar and spent two years in Boston as a Harvard Surgical Fellow. He returned to Australia and joined the Royal Brisbane Hospital as a general surgeon with a special interest in vascular surgery. At this time, he became involved with the then developing field of renal transplantation – an area of interest which has continued throughout his surgical career. Professor Woodruff later moved to Princess Alexandra Hospital in Brisbane to participate in the newly developed specialised vascular unit and subsequently became the Director of Vascular Surgery. Professor Woodruff served as Chairman of the Queensland State Committee of the Royal Australasian College of Surgeons from 1994-6. He was elected to the Council of RACS in 1967 and was Vice President in 2002-2003. He is a past President of the Australian Association of Surgeons. Professor Woodruff has served on numerous Government committees and is at present a member of the Medical Board of Queensland, a consultant to the Health Rights Commission and is on the Private Practice Committee of the Australian Commission on Safety and Quality in Healthcare.

Peter's interest in quality and safety flowed naturally from his aviation experience; he gained his first pilots licence in 1964 whilst he was 5th year medical student subsequently becoming Wing Commander with the RAAF, a commercial pilot and aircraft owner. Overall Peter feels that there are many lessons to be learnt from the aviation industry particularly their training programmes including simulation, health requirements, check list system, performance measurement, equipment worthiness and investigation processes.

In addition, in 1967-8 Peter was actively involved in the Mount Isa mine accidents which further illustrated to him that other industries placed a much higher stock on safety than did Medicine.

He has a particular interest in accreditation and feels that it is a valuable quality improvement mechanism for organisations and an assurance for the consumer of compliance with standards.

Peter feels that as a result of his membership on the ISQua Board it has expanded his horizons, increased his awareness of other healthcare systems and facilitating relationships with world leaders in Safety and Quality.

# ISQua Awards

During the 2010 Conference, ISQua acknowledged two individuals who have contributed to the continuing improvement of ISQua and quality in health care worldwide.

**Dr John Helfrick (USA)** was awarded **Life Membership** in recognition of the range, significance and the innovative nature of his contributions to ISQua including his interest in education, regional reach and strategic direction culminating in his Presidency of the Society from 2005-2007.

**Mr Brian Johnston (Australia)** was awarded **Life Membership** in recognition of the significant role he played in the development and progression of ISQua's International Accreditation Programme and through his leadership it is now the principle global programme for third party healthcare accreditation.

Both presentations were made by the ISQua President, Mr Philip Hassen.



ISQua Life Members Mr Brian Johnston (Australia) and Dr John Helfrick (USA).

## ISQua Conference - Paris 2010



Prof Bruce Barraclough (Australia), Sir John Oldham (UK) and Triona Fortune (ISQua)

**"Thank you very much! I really enjoyed the conference. Congratulations on it being such a success!"**

Rashad Massoud



Ms Heather Sherman, PhD pictured with Dr Richard J. Croteau, Joint Commission International.

**The Peter Reizenstein Prize**, which is awarded to the best paper published in the International Journal for Quality in Health Care (IJQHC) in 2009, was presented to Heather Sherman (USA) by the Journal Editor-in-Chief, Prof Eric Schneider. The winning paper, entitled **'Towards an International Classification for Patient Safety: the conceptual framework'** was originally published in the February edition of the Journal (Volume 21 Number 01). The authors of the paper are; The World Alliance for Patient Safety Drafting Group, Heather Sherman, Gerard Castro, Martin Fletcher on behalf of The World Alliance for Patient Safety, Martin Hatlie, Peter Hibbert, Robert Jakob, Richard Koss, Pierre Lewalle, Jerod Loeb, Thomas Perneger, William Runciman, Richard Thomson, Tjerk Van Der Schaaf and Martti Virtanen.



Dr John Ovretveit (USA) speaking with delegates from Yeman



Ms Pat Martin (WHO), Ms Bonny Adamson (Canada) and Dr Hilary Dunne (Ireland)

The awards for Best Poster were presented to **Chih-Ming Lin**, Department Of Internal Medicine, Chang Gung Memorial Hospital, Taiwan for her paper entitled **'Position and Staff Mobilization System from the U-Care Project for the Aged Satisfy Most Senior Residents of the Chang Gung Health And Culture Village'** and to **Debbie White**, Faculty Of Nursing, University of Calgary, Canada for her paper **'Moving Forward? Voices of Canadian Leaders and Quality Teams'**.

Each author received a free registration to ISQua's 2011 Conference in Hong Kong, China. The awards were presented by the Chair of the Poster Prize Committee, Ms Helen Crisp.

**"Thank you for a good conference – I went home with some ideas for further work we could do, which is an excellent result from a conference."**

Carsten Engel

# ISQua's Annual General Meeting, Paris 2010 - President's Report

The AGM took place on 12th October 2010 at 17:15. The President asked each Board member to report on a number of areas. They reported as follows:

## Education

Prof Bruce Barraclough reported that following consultation with ISQua members and in particular their interest in educational opportunities the education portfolio has been advanced. The Board has identified education as part of ISQua's strategic plan. Education will be a provision for members as well as an income centre for ISQua which, if successful, may take pressure of the cost of the conference and membership rates. The Board has also recognised the need to reach out to the less developed part of the world. It is aimed that some of these objectives will be met by the development of ISQua Knowledge which is a web site portal. The Beta version of ISQua Knowledge is available for delegates to view throughout the conference. The portal links a world of resources in quality and safety for both individual and organisational users. It is hoped that the portal will link to global educational resources, will have an ISQua Fellowship programme that can be completed online, links to global networks and be written in different languages. It is expected that the portal will go live in February 2011. The portal will not contain all the information available but it will include information that is coordinated, aggregated, coherent and necessary and backed by evidence and strong consensus.

## Lower Income Countries

Sheila Leatherman reported that the Board has identified and added a strategic objective to the strategic plan to meet the need of lower income or resource poor countries. The activities identified include:

- Reviewing the conference scholarships to include full scholarships
- Developing new ways to include reports from developing countries in the ISQua journal
- Building in content for lower income countries into the development of ISQua Knowledge.

- To ensure that concurrent sessions focusing on lower income countries in the scientific programme of the conference will be more frequent.
- Holding regional meetings possibly in Africa in late 2011 and Asia in 2012.

## International Journal for Quality in Health Care

Eric Schneider advised that the journal is thriving and submissions are steadily increasing. The activities for the forthcoming year include:

- A plan to publish a special edition in association with regional meetings and conferences
- Continue to publish papers in Spanish from different relevant countries. It is hoped that other languages will also be included
- Supporting colleagues in lower income countries publishing papers

## Accreditation

Wendy Nicklin advised that the Accreditation Council has held four formal meetings throughout the past year. Activity in accreditation has increased by 40% since last year and 57% since 2008. Since October 2009, 4 organisations, 12 sets of standards and 2 surveyor training programmes have been accredited. ISQua has acquired 8 new surveyors; the total number is now 52. There is an annual mandatory training update for surveyors. A formal review is being undertaken of the International Accreditation Programme. There has been an increase in popularity attending the pre-conference symposium on accreditation. It is expected that there will be a small deficit with regards to the programme for 2010 but the financial situation is stronger than it has been in previous years. The ISQua staff were thanked for their work.



Mr. Philip Hassen ,  
ISQua President

## President Update

The President welcomed the 25th Anniversary of ISQua. The work of the society and its members continues to grow in strength. The new Memorandum of Articles and Association needed to be revised for a number of reasons including Irish Company Law. A survey of membership was completed which has helped to improve the conference. The Accreditation Programme is very important to ISQua's activities and the people involved in the programme are invaluable to supporting its development. Wendy Nicklin was re-elected as Chair of the Council with Dr B K Rana and Mr Mark Brandon as Vice-chairs.

The President has been involved as a speaker at a number of events throughout the past year. 2011 will see an election of board members. ISQua will continue to work hard and continue connecting and working with colleagues throughout the world. ISQua continues to work with the regional societies. A Memorandum of Understandings has been developed with Health Technology Assessment International. The conference in 2011 will be held in Hong Kong, China with the 2012 conference being held in Geneva. The Board is currently looking at locations for 2013, 2014 and 2015.

The board is considering including a patient representative to its membership. ISQua will continue to work with WHO and OECD. The Department of Health and Children, Ireland and the Health Service Executive, Ireland are extremely supportive of continuing to host the ISQua office in Ireland. The President thanked the board and staff of ISQua for their dedication and hard work. The President also thanked ISQua members and colleagues for their continued support and commitment.

**Philip Hassen**  
12th October 2010

# 2010 ISQua – WHO Scholarships

**2010 was another great year for the ISQua-WHO Conference Scholarship Programme.**



ISQua - WHO Scholars 2010

Twelve professionals, from 12 different low and middle income countries across six WHO regions, attended the Conference. For many of the recipients this was their first ISQua Conference and visit to Paris. One of our scholarship recipients, Dr Vesna Vujic-Aleksic from the RS Agency for Accreditation and Quality Improvement in Health Care RS-BIH has kindly reported back on her experience.

## PARIS IS ALWAYS A GOOD IDEA...

*...said Audrey Hepburn as Sabrina in the movie with the same title. Indeed. Especially when you have an important reason...*

As one of WHO/ISQua scholarship recipient, I got the chance to attend the ISQua 27th International Conference in Paris this October. It was my very first ISQua event, so I was very excited.

The Conference was held in a wonderful, yet dynamic atmosphere. The ambience itself was spectacular; everything was well organized with everyone being very helpful. During the three Conference days, great speakers, all experts in their fields, addressed important messages about how to improve the quality and safety in health care. The audience of more than 1000 people from 50 countries was more than eager to hear their presentations.



Ms Roisin Boland (ISQua CEO) and Dr Vesna Vujic-Aleksic (Bosnia & Herzegovina)

Every day opened and closed with interactive plenary session on various themes. Concurrent sessions were organized in 10 thematic tracks, all of them interesting in their own way, so it was very hard for me to choose what to attend. Eventually, I ended up visiting at least one session of each thematic track and it was a hit. Also, more than 350 posters were available for participants of the Conference. Some of them I found especially interesting, so I discussed the methods and results of their studies with the authors.

During the breaks, I met people from all over the world and made new connections, exchanged experiences with them, learned about how they solved specific problems and what the challenges in their way were.

To conclude, I enjoyed every moment of the Conference. As a junior in my career, I feel that attendance at the Conference truly gave me the expected insight needed for my professional improvement. The sole contact and exchange of experiences with other health care professionals provided me with a new vision of ways to improve healthcare quality and healthcare in general.

With the sounds of “La Vie en Rose” in my mind, I say: Au revoir Paris, hope to see you in Hong Kong!

## Knowledge Portal

**The ISQua Knowledge Portal booth was one of the busiest during the Conference. Everyone who came to the desk was given a preview of the Beta version of the Portal and asked to complete a survey to provide feedback.**

The overall response to the Knowledge Portal from the surveys and numerous discussions was positive and enthusiastic. People from many different backgrounds and countries felt the portal would be useful in various ways. There were many suggestions for resources people would like to be included on the site, which have been discussed with the Project

Team and will be included in the continuing development of the site. While most people were interested in access to resources, networking was also a favoured aspect of the site, with people listing many different ways in which they would find this useful.

Everyone who completed a survey form was entered into a draw for an iPod and the draw was held before the final plenary on Wednesday. The winner was Mr Seyed Mohammad Sadatkachodie from Iran.

The portal is due to go live in May 2011 and further information on this will be available in the next editions of the Bulletin. If you would like to become a registered user of the site and receive notification when the site is launched and monthly updates thereafter please email Jackie Ross (jackie.ross@sydney.edu.au).



Jackie Ross (Project Team), Peter Carter (Project Team), Eadin Murphy (ISQua), Sinead McArdle (ISQua) and Tim Shaw (Project Team).



# ISQua's 28<sup>th</sup> International Conference

14<sup>th</sup> – 17<sup>th</sup> September 2011,  
Hong Kong, China

On 13<sup>th</sup> October 2010 an agreement was signed by Ms Roisin Boland and Mr Philip Hassen on behalf of ISQua and Dr P. Y. Lam, Director of Health, on behalf of the Government of the Hong Kong Special Administrative Region, China setting out the principal responsibilities for the planning and organising of ISQua's 28<sup>th</sup> International Conference in Hong Kong.

The signing was followed by a presentation by Dr Lam on Hong Kong.



Hong Kong Delegates and ISQua Board Members



Dr P. Y. Lam and Mr Philip Hassen signing the Hong Kong agreement

## Programme and Planning Committee for ISQua's 28<sup>th</sup> International Conference, Hong Kong 2011

**Mr Philip Hassen**  
Canada  
*ISQua President*

**Ms Roisin Boland**  
Ireland  
*ISQua CEO*

**Dr Tracey Cooper**  
Ireland  
*ISQua President-elect*

**Prof Bruce Barraclough**  
Australia  
*ISQua Past President*

**Prof Laurent Degos**  
France  
*Haute Autorite de Sante (HAS)*

**Dr Stephen Pang Fei-Chau**  
Hong Kong  
*Hong Kong Hospital Authority*

**Dr Lam Ping-Yan**  
Hong Kong  
*Director of Health, Department of Health*

**Dr Cindy Lai,**  
Hong Kong  
*Assistant Director (Health Administration and Planning), Department of Health*

**Dr Alan Lau**  
Hong Kong  
*Hong Kong Private Hospital Association*

**Dr. Pierre Chopard**  
Switzerland  
*Hopitaux Universitaires de Geneve*

## ISQua's 28<sup>th</sup> International Conference

HONG KONG, CHINA - CITY OF LIFE



**Patient Safety: Sustaining the Global Momentum**  
*using e-health, health technology, education, research and policy*

**14<sup>th</sup> - 17<sup>th</sup> September 2011**  
Hong Kong Convention  
and Exhibition Centre

# The International Journal for Quality in Health Care issues a Call for Papers on the Quality of Health Care in the countries of East Asia

**Dramatic changes are under way in the health systems of countries comprising East Asia. These health system changes are likely to have major impacts on the quality of health care in these countries, affecting billions of people.**

We are delighted to announce a call for papers for a special issue of the International Journal for Quality in Health Care. The issue will be published in August 2011 to coincide with ISQua's Annual Conference in Hong Kong from 14th – 17th September 2011.

We are seeking papers that focus on the quality of care, safety, and the health systems of one or more countries in the region of East Asia. We will consider the following types of papers:

- **Original Research:** Scientific research papers on the broad range of topics related to health care quality and safety and specific to the region of East Asia.
- **Literature Reviews:** Rigorously-conducted literature reviews on topics in health care quality that may be of special interest to the countries of East Asia.

- **Country Reports:** Summaries of the current status of quality and safety in health care in a specific East Asian country, including discussion of policies that promote or impede high quality health care.
- **Commentaries:** Discussion of a topic relevant to health care quality in East Asia and of interest to the international community of policymakers, managers, and researchers who are working to assess and improve health care quality.

The deadline for submission is 1st February 2011. To submit your paper on-line, go to [http://www.oxfordjournals.org/our\\_journals/intqhc/for\\_authors/submission\\_online.html](http://www.oxfordjournals.org/our_journals/intqhc/for_authors/submission_online.html).

Please note in the cover letter that you would like your paper to be considered for the Special Issue on Quality of Health Care in East Asia.



If you have questions about the theme issue please contact Shirley Letts [ijqhc.editorialoffice@oup.com](mailto:ijqhc.editorialoffice@oup.com) or Dr Eric Schneider, Editor-in-Chief [eschneid@rand.org](mailto:eschneid@rand.org)

## ISQua Membership 2011

Membership rates for 2011 will continue as they were for 2010. Members will receive six editions of the ISQua Bulletin and the International Journal for Quality in Health Care (IJQHC) as well as free online access to the Journal.

This peer-reviewed Journal makes activities and research relating to quality and safety in health care available to a worldwide readership.

Members can also avail of our discounted rates for next year's conference, which will be held in the 'City of Life' – Hong Kong, China.

## ISQua Membership 2010

ISQua would like to welcome the following 2010 members who joined after the publication of our Member List in the last edition of the Bulletin.

### Individual Members

**Bahrain** - Hala Sulaibeekh

**Greece** - Vassiliki Papanikolaou

**Italy** - Andrea Gardini

**Latvia** - Igors Trofimovs

**Thailand** - Kamonsak Reungjarearnrung

**United Kingdom** - Alex Bottle,  
Camille Parsons, Kerry Tinkler

ISQua wishes to apologise for misprints in the 2010 Membership List published in our October/November Edition. The correct member details are reprinted below.

### Foundational Member

**USA** - Quality and Performance Institute, University Research LLC.  
M. Rashad Massoud

### Individual Member

**Sudan** - Dr Malik Abdo Ali Ibrahim



# The International Accreditation Programme (IAP)

## Congratulations to:

To **Ms Sharmen Vigouret Lee and the Diagnostic Accreditation Program of British Columbia, Canada** on the successful accreditation of their Diagnostic Imaging Standards and Laboratory Medicine Standards.

To **Ms Lyne Pelletier and Conseil québécois d'agrément** on the successful accreditation of their Consolidating and Integrating Quality Management (CIQM) Standards.

To **Mr Steve Einfeld and the Quality Improvement Council (QIC), Australia**, on the successful accreditation of their 6th Edition Health and Community Services Standards.



## Congratulations to:

To **Dr Cathy Wung and Taiwan Joint Commission** on Hospital Accreditation on the successful accreditation of their organisation.

To **Prof Laurent Degos and DAQSS (Improvement of Quality and Care Security Department) of Haute Autorite de Sante** on the successful accreditation of their organisation.



*These awards are granted for a four year period from October 2010 to September 2014, with the exception of the QIC Standards which have been granted from December 2010 to November 2014.*

ISQua's International Accreditation Programme (IAP) is now eleven years in existence and has developed into the leading third party accreditation programme for health and social care external assessment and accreditation schemes worldwide. The Board now feels that a strategic assessment of the IAP is timely and to this end an Accreditation Strategic Development Group has been established. You may receive a survey in the coming months and we welcome all feedback.

## Accreditation Council Members

The results of the election for the Accreditation Council for 2010 to 2014 and Chairperson and Vice-Chairs for 2010 to 2012 were announced at the Annual General Meeting held on Saturday, 10<sup>th</sup> October 2010.

### INCOMING ACCREDITATION COUNCIL MEMBERS (2010 – 2014)

Brian Johnston (ACHS)

Stephen Clark (AGPAL)

Cathy Wung (TJCHA)

Carsten Engel (IKAS)

Paula Wilson (JCI)

Stuart Whittaker (COHSASA)

Jon Billings (HIQA)

Carlos de Souza (CHKS)

### The following Accreditation Council members will remain until 2012:

Charles Bruneau (HAS)

Helene Beaud (NIAZ)

Kadar Marikar (MSQH)

B.K. Rana (NABH)

Mark Brandon (ACSAA)

Wendy Nicklin (Accreditation Canada)

Ed Chappy (HCAC)

### CHAIR and VICE-CHAIRS for 2010 – 2012

Chair 2010- 2012

Wendy Nicklin  
(Accreditation Canada)

Vice Chairs 2010-2012

Mark Brandon (ACSAA)  
BK Rana (NABH)

Wendy Nicklin thanked the outgoing members of the Council, Rosa Sunol (FAD) and Yuichi Imanaka (JCQHC) for their support and dedication to ISQua and the Accreditation Council.



## Bulletin Noticeboard

### Dates to Remember!

#### 20th January 2011

*A Practical Guide to delivering Quality and Productivity through developing and using CARE PATHWAYS  
Implementing the NHS White Paper: Liberating the NHS*

**Location:** Manchester Conference Centre, Manchester

**For further information:** visit [www.healthcare-events.co.uk](http://www.healthcare-events.co.uk) or contact Hanisha Mohammad [hanisha@healthcare-events.co.uk](mailto:hanisha@healthcare-events.co.uk)

#### 31st January – 2nd February 2011

*Sultan Qaboos University Hospital's First International Conference on Patient Safety*

**Location:** Sultan Qaboos University Hospital, Muscat, Sultanate of Oman

**For further information:** visit <http://web.squ.edu.om/ps2010/> or contact [ps2011@squ.edu.om](mailto:ps2011@squ.edu.om)

#### 30th March – 1st April 2011

*European Association of Hospital Pharmacist (EAHP) Annual Congress*

*'Hospital pharmacists in a changing world – opportunities and challenges'*

**Location:** Austria Center Vienna, IAKW – AG, Bruno-Kreisky-Platz 1, A-1220 Vienna, Austria.

**For further information:** visit <http://www.eahp.eu/Congresses> or contact Annalisa Gardella on 0032 (0)2 741 24 36 or [ea@eahp.eu](mailto:ea@eahp.eu)

#### 22nd – 24th June 2011

*Healthcare Systems Ergonomics and Patient Safety (HEPS) 2011*

*'An alliance between professional and citizens for patient safety and quality of life'*

**Location:** Príncipe Felipe Congress Center, Oviedo, Spain

**For further information:** visit <http://heps2011.org/index.html> or contact Sara Albolino at [heps2011@gmail.com](mailto:heps2011@gmail.com)

#### 14th – 17th September 2011

*Patient Safety: Sustaining the Global Momentum*

*28th International Conference of the International Society for Quality in Health Care (ISQua)*

**Location:** Hong Kong Convention and Exhibition Centre, Hong Kong, China

**For further information:** visit <http://www.isqua.org/current-conference.htm>



If you would like to advertise a forthcoming event please send us the details for inclusion in the next ISQua bulletin.



International Society for Quality in Health Care  
2 Parnell Square East  
Dublin 1  
Ireland.  
Ph: +353 1 8717049  
Fax: +353 1 8783845  
Web: [www.isqua.org](http://www.isqua.org)

**The ISQua Bulletin is published and distributed to members six times a year.**

News and information items are very welcome and should be sent to the Editor, Ms Róisín Boland, CEO.

*Disclaimer: Neither ISQua, its officers or Board Members will be held responsible for news or advertising published in good faith on behalf of other organisations, and opinions expressed in such items may not be interpreted as directly reflecting ISQua opinion.*