



International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**

27-29 March 2019  
Glasgow SEC Centre, Scotland

**Programme Brochure**  
People Make Change

**Save with  
our Early Bird  
rates**

*(Book before 29 January 2019)*



[internationalforum.bmj.com/glasgow](http://internationalforum.bmj.com/glasgow)

 Institute for  
Healthcare  
Improvement

**BMJ**

# Welcome

The International Forum on Quality and Safety in Healthcare has spent 24 years supporting and energising the movement for health and healthcare improvement by presenting the best of new thinking and work from around the world.

In March 2019 the International Forum travels to Glasgow, Scotland, for the first time to provide an inspirational setting to meet, learn and share knowledge in our common mission to improve the quality and safety of care for patients and communities across the world.

### Our 2019 theme is **People Make Change.**

Inspired by the city slogan 'People make Glasgow', this year's programme will show how transforming healthcare is only possible when everyone comes together to create change. From patients, families and communities through to frontline workers, management and executive, we'll learn how to involve, inspire and innovate across borders and organisations.

We'll look beyond the healthcare system to how the movement for quality and safety links in with education, environment and social care, and how through collaboration we can create meaningful and lasting improvement in patients' lives.

We are looking forward to hearing from industry leaders, discovering new innovating pioneers, recognising many individual accomplishments and continuing to build global networks collaborating towards improving healthcare and patient safety worldwide.

We invite you to join us in Glasgow to connect with colleagues, to learn from global healthcare leaders and to continue to support and energise the movement for healthcare improvement.



3 days of innovation



75+ countries



150+ international speakers



3,000 attendees



Evening networking



750+ poster displays

"If people want to make healthcare better and they would like to know about the latest and greatest that is happening around the world, this is the place to be."

### Why attend?

Three days packed with insight, inspiration and networking opportunities.

The International Forum is jointly organised by the Institute for Healthcare Improvement (IHI) and BMJ. The ambition of both organisations is to improve healthcare and outcomes for patients and communities. Don't miss the chance to be part of this dynamic gathering of healthcare improvers from around the world.

- Receive the latest updates on achieving organisational and cultural transformation for the delivery of sustainable and better patient care
- Gather the evidence needed to support improvement in your local area
- Connect with like-minded colleagues and inspiring leaders from all over the world
- Translate your concerns into effective action
- Feel empowered to drive improvement
- Enhance your professional knowledge and make a real difference to your organisation
- Recharge your batteries - get motivated to implement the ideas you have acquired
- Be inspired to act as a quality leader
- Hear from international industry leaders and learn from their experiences, ideas, solutions and vision
- Take home lessons for delivering high quality healthcare with limited resources
- Keep up-to-date with the latest innovations from the global healthcare community and embrace fresh ideas
- Discuss and share solutions to improve care for patients in your organisation



### Book your place online

Register before 29 January 2019 and save with early bird rates. With our special fees for groups of five and more, you and your colleagues can make even more savings when booking as a group. You can book to attend three days (Wednesday - Friday) or the two main conference days only (Thursday - Friday). Scholarships are available for students and teachers and there are also special rates for low and middle income countries.

To book online visit: [internationalforum.bmj.com/glasgow/fees](http://internationalforum.bmj.com/glasgow/fees)

Save with our Early Bird rates  
(Book before 29 January 2019)

## Programme Overview

In Glasgow, our focus will be on uniting people across organisations, professions and borders to creating lasting improvement in the lives of patients and their communities.



### Wednesday 27 March 2019

During our popular pre-day we offer a range of special half and full day interactive activities and workshops so you can get to the heart of core issues in quality improvement. Options include:

- Experience day visits to local organisations
- A choice of half day interactive workshops led by experts in the field
- The International Improvement Research Symposium
- Opening Keynote Address

**Find out more about the full range of Wednesday activities on pages 8-9 or visit: [internationalforum.bmj.com/glasgow/view-programme](http://internationalforum.bmj.com/glasgow/view-programme)**

### Thursday 28 and Friday 29 March

During the main conference programme you will have the opportunity to explore an exciting range of sessions, speakers and activities and to customise your experience based on what's most important to you. Options include:

- Four keynote presentations
- Over 150 international speakers delivering more than 50 sessions
- Over 750 poster displays showcasing a wide range of quality and improvement projects
- Breakfast and lunchtime sessions
- A virtual Dementia Bus providing an understanding of what it is like to live with Dementia
- Virtual reality exhibits
- A well-being (reflection) zone
- The Night Forum
- Welcome Drinks Reception for all attendees on Thursday 28 March at 17:15

**View the full programme on pages 10-13 or visit: [internationalforum.bmj.com/glasgow/view-programme](http://internationalforum.bmj.com/glasgow/view-programme)**

**Tailor your learning by using our session streams:**

- | **Safety** | **Quality, Cost, Value** | **Person and Family-Centred Care**
- | **Population and Public Health** | **Building Capability and Leadership**

### View over 750 poster displays and hear more about their projects in our live poster sessions

In Glasgow we will have over 750 poster displays showcasing improvement projects from around the world. The poster displays are an integral part of the International Forum, providing an opportunity for teams to share and discuss their improvement strategies and achievements. Grouped into topic areas, presenters will be on hand to speak about their experiences, offer tips and inspire improvement work back at your organisation.



### Key learning points

There are plenty of interactive learning opportunities and space to discuss pressing issues at the International Forum.

We expect that every delegate will take something different out of their experience, and some of the key questions we will be asking this year will be:

- How can we improve care for patients by looking beyond the healthcare setting?
- How do we engage teams across an organisation to work together on quality improvement?
- How do we ensure equity of healthcare for people living in the most remote and rural locations?
- What can design methodology teach us about creating a successful project?
- What does it mean to experience joy in work, and how can we support our staff to feel supported in their roles?
- What can we learn from young people about co-designing services that best suit their needs?
- How do we ensure processes and procedures are as safe as possible, and what do we do when an adverse event occurs?
- How can we harness the power of big data to improve care for patients?

### The Night Forum - Thursday 28 March

Now in its third year, the Night Forum will offer opportunities to combine exciting content, entertainment and opportunities to relax and have fun with your fellow delegates in locations across the city.

- **Comedy and Ceilidh**  
Join us for an exciting evening of comedy, catching up with colleagues and making new connections. Finish the evening by taking part in a traditional Scottish ceilidh dance (no experience required!).
- **Glasgow Science Centre**  
Take a new look at the science behind health and well-being at the Glasgow Science Centre, where you can burn some energy in the giant hamster wheel, perform a virtual autopsy or throw some shapes at the DNA disco. There will also be the chance to get your team together or make new friends in our fun quiz.
- **Royal College of Physicians and Surgeons of Glasgow**  
Take a tour of The College's heritage collections – including thousands of medical and surgical instruments, rare books, archives, and pictures. Afterwards, join us for a film screening and discussion, hosted by Global Health Film.

These evening social events across three locations give you the opportunity to unwind with colleagues and make new connections whilst exploring the unique venues in Glasgow. Full details to be announced soon.

## Key Speakers

At the International Forum, we have built up a strong reputation for bringing together the leading quality improvement experts from across the globe. The International Forum in Glasgow promises to see an equally impressive line up of inspirational speakers, from both the healthcare industry and wider afield.



### Amal Azzudin

Human Rights and Equalities Officer (refugees), Mental Health Foundation; UK

Amal Azzudin is a campaigner for human rights and social justice in Scotland. She is the Human Rights and Equalities officer (refugees) at the Mental Health Foundation.

Amal has a BA in Community Development and an MSc in Human Rights and International Politics from the University of Glasgow. Amal is well known as one of the Glasgow Girls, a group of seven school girls from Drumchapel High School who campaigned to stand up against dawn raids, detention and deportation of asylum seekers in Glasgow. The Glasgow Girls story has since been turned into two BBC documentaries, a stage musical and a television musical drama. Amal continues to campaign and has visited refugees in Greece and Calais. In August 2016, Amal was named as one of the Saltire Society's Outstanding Women of Scotland, and in 2018 won the University of Glasgow's World Changing Alumni award. Amal is also an Ambassador for the Scottish Refugee Council.



### Donald M. Berwick

MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centres for Medicare and Medicaid Services; USA

A pediatrician by background, Dr. Berwick has served on the faculty of the Harvard Medical School and Harvard School of Public Health, and on the staffs of Boston's Children's Hospital Medical Centre, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as Vice Chair of the US Preventive Services Task Force, the first "Independent Member" of the American Hospital Association Board of Trustees, and Chair of the National Advisory Council of the Agency for Healthcare Research and Quality.

He served two terms on the Institute of Medicine's (IOM) Governing Council, was a member of the IOM's Global Health Board, and served on President Clinton's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry. Recognised as a leading authority on healthcare quality and improvement, Dr. Berwick has received numerous awards for his contributions. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by Her Majesty, Queen Elizabeth II in recognition of his work with the British National Health Service. Dr. Berwick is the author or co-author of over 160 scientific articles and five books. He also serves as Lecturer in the Department of Health Care Policy at Harvard Medical School, and he is an elected member of the American Philosophical Society.



### Derek Feeley

CEO, President, Institute of Healthcare Improvement (IHI); USA

Derek Feeley, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President from 2013-2015, during which time he had executive-level responsibility for driving IHI's strategy in five focus areas: Improvement Capability, Patient Safety, Quality, Cost and Value; and the Triple Aim.

Prior to joining IHI in 2003, Derek served as Director for General Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In this role he was the principal advisor to the Scottish Government on health and healthcare policy on public service improvement. He also provided leadership to NHS Scotland's 140,000 staff in their delivery of high-quality health and healthcare. In 2013, he was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to healthcare.



### Jason Leitch

National Clinical Director, Scottish Government; UK

Jason Leitch is the National Clinical Director of the Quality Unit in The Scottish Government Health and Social Care Directorate. Jason is an Honorary Professor at the University of Dundee. He was a 2005-06 Quality Improvement Fellow at the Institute for Healthcare Improvement, in Boston, sponsored by the Health Foundation.



### Maureen Bisognano

President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA

Maureen Bisognano previously served as IHI's President and CEO from 2010 to 2015, and as Executive Vice President and COO from 1995 to 2010. She is a prominent authority on improving health care systems, advises leaders around the world, and is a frequent speaker at major healthcare conferences.

Ms. Bisognano is an elected member of the National Academy of Medicine, an Instructor of Medicine at Harvard Medical School, and a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities. She currently serves on the boards of The Commonwealth Fund, Cincinnati Children's Hospital Medical Centre, ThedaCare Centre for Healthcare Value, and on the Advisory Board of County Health Rankings and Roadmaps. Prior to joining IHI, she was CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.



### Mel Young

President of the Homeless World Cup and Chairman of Sportscotland; UK

He is a leading social entrepreneur and passionate changemaker who has spent his career fighting exclusion and inequality. With a background in journalism, he has founded several initiatives, including The Big Issue in Scotland and International Network of Street Papers. He is best known, however, for establishing the Homeless World Cup: under his leadership, it has grown into a globally recognised brand that has changed the lives of over a million homeless people around the world.

This year he established his latest venture which is a discussion forum with a huge ambition – to create a new, more inclusive economic system that brings together the efforts of social innovators across the world. The New Ism will invite these trailblazers to debate across several formats how to create sustainable and widespread change.

Mel also has several other roles. He is Chairman of Sport Scotland promoting the role of sport in transforming society. He speaks at events around the world and continues to write – he has a regular blog and recently released his first book, Home Game. He is a Senior Ashoka Fellow and a Schwab Fellow of the World Economic Forum and was awarded an MBE in 2017.

# Conference Pre-Day Programme Wednesday 27 March 2019

## Half-day and full-day interactive sessions

### 09:00-17:00

- M1 International Improvement Research Symposium

### 09:00-12:30

- M2 How to be a brilliant change agent
- M3 Design and improvement: insights from the Q initiative
- M4 Transitioning from Quality Improvement to Quality Management: A system to continuously Reduce Healthcare System Costs
- M5 Capacity and Capability. Large Scale Collaboratives in Maternity - A Global Perspective
- M6 Food, fluid and nutritional care as a key drivers to improve healthcare outcomes: The Nutrition Education policy for Healthcare Practice Training Package

### 13:30-17:00

- M7 Beyond the Converted: Making QI Mainstream
- M8 Using research evidence and lived experience for better publications
- M9 "What matters to you" – 6 countries' experience toward deployment in your system
- M10 Not just a few projects: system wide improvement for results
- M11 Safer workplaces using simulation based interventions

## Streams for 2019

- Safety
- Quality, Cost, Value
- Person and Family-Centred Care
- Population and Public Health
- Building Capability and Leadership

## Off-site experience days 09:00-17:00

### X1 Experience Day 1:

#### Golden Jubilee Foundation Approach to Quality and the Scottish Patient Safety Programme system-wide – 'building quality in'

A national institution, independently run by its own NHS Board, the Golden Jubilee National Hospital is the flagship hospital for reducing waiting times in key elective specialties. One of Europe's largest and best known elective orthopaedic hospitals, the Golden Jubilee is now carrying out more than 25% of all hip and knee replacements in Scotland. It is also one of Scotland's largest ophthalmic units, carrying out at least 18-20% of all cataract operations.

This visit will allow delegates to see the benefits of high volume surgery and how the system has developed to deliver high quality care with low complication rates alongside introducing innovative practices. The second half of the visit will focus on how they are creating conditions for improvement at a national level, the challenges this brings, and how they are working to overcome them.

### X2 Experience Day 2:

#### NHS Lanarkshire – Quality in a health board setting

NHS Lanarkshire is the third largest health board in Scotland, covering over 650,000 patients and employing 12,000 staff. During this visit, delegates will rotate around a number of projects in different care settings across the region, including person-centred visiting, sepsis improvement, frailty at the front door and a range of primary care and mental health transformations.

### X3 Experience Day 3:

#### Tracking and tackling the inequality gap in Glasgow

The Clyde Gateway Urban Regeneration Company in the east end of Glasgow is achieving unparalleled social, economic and physical change. This visit will highlight how a Population Health Joint Working collaboration with local and national partners is working with the community to manage population health challenges such as increasing physical activity, GP referrals and cancer screening rates. The day will showcase approaches to addressing and tackling inequalities and the impact of a built environment on health and social care. It will also offer the opportunity to visit the Emirates Arena to see how the Commonwealth Games 2014 legacy is maintaining health and wellbeing for the community, as well as a visit to a park which has reclaimed an inaccessible and derelict piece of land for community use.

### X4 Experience Day 4:

#### Social inclusion and quality improvement work spanning a child's journey through to adulthood, improving health outcomes

Centrestage is a charity based in the West of Scotland which works with the local community to deliver a variety of high impact projects to promote social inclusion and reduce isolation. This exciting experience day will look at the impact of these projects on communities such as ex-offenders, young people and those struggling with poverty, and consider how improvement in care does not have to be limited to the acute setting. Participants will also meet and learn from healthcare professionals applying quality improvement methodology to maximise outcomes for children, as part of the Scotland-wide Children and Young People's Improvement Collaborative (CYPIC).

### X5 Experience Day 5:

#### Innovative approaches to anticipatory patient care and mental health

NHS Lothian is Scotland's second-largest health board covering the City of Edinburgh and the surrounding counties that make up the Lothians. Serving a population of 850,000 and with an annual operating budget of £1.6BN (\$2.1 Bn USD), they are one of the UK's largest healthcare providers.

This visit will demonstrate innovative approaches to anticipatory patient care across a hospital, primary and community-based settings in Edinburgh and the surrounding area. All the visits will be to sites formally recognised for the quality of care they provide through external awards and validation. These will include a visit to a dedicated 'flow' service to match care needs and services across Lothian, a variety of highly innovative programme using existing electronic record data and analytics to anticipate, and plan care needs and a major whole-service programme of quality improvement focussed on mental health.

### X6 Experience Day 6:

#### Person-centred care: the challenges of least restrictive practice within a high secure forensic

This visit will enable delegates working in the field of mental health to learn about how the State Hospital adopts a person-centred approach to support patients as they engage in the recovery journey. The hosts are also looking for opportunities to learn from delegates about approaches they use to creating a person-centred approach in their own settings. Due to security restrictions at the hospital, this experience day is only available to delegates working in mental health.

### Experience Day 7:

#### Scotland's largest hospital: Queen Elizabeth University Hospital, and Royal Hospital for Children, Glasgow.

NHS Greater Glasgow and Clyde is the largest health board in Scotland, serving a population of more than 1.2 million people and employing 38,000 staff. During this visit, delegates will hear from healthcare professionals delivering quality improvements in clinical settings at both Queen Elizabeth University Hospital and the Royal Hospital for Children.

8:00								
8:30	<b>EN1:</b> Patient as assessor of safe practices: challenges and benefits	<b>EN2:</b> Family centered care- India scale up case study	<b>EN3:</b> Session to be announced	<b>EN4:</b> Activating local leadership potential to improve infection control in Myanmar	<b>EN5:</b> Chronic conditions between hospital and primary care in Regione Lombardia's reform	<b>EN6:</b> Values in action, shaping the culture in a health service using a social movement	<b>EN7:</b> Is our care safe?: designing and advancing effective safety reviews in health and social care	
9:00	Welcome and Introductions							
9:30	<b>Keynote 1:</b> Jason Leitch, National Clinical Director, Scottish Government; UK and Derek Feeley, CEO, President, Institute of Healthcare Improvement (IHI); USA							
10:00								
10:30	Morning Break							
11:00	<b>A1:</b> Leadership models for co-producing a joyful workforce	<b>A2:</b> Building a safer tomorrow - using measurement and predictive analytics to prevent harm	<b>A3:</b> Building effective care in the community - examples from rural populations	<b>A4:</b> How to move to a value based healthcare system	<b>A5:</b> Session to be announced	<b>A6:</b> Session to be announced	<b>A7:</b> Creative problem solving: how design can help	<b>A8:</b> A growth mindset for quality of care
11:30								
12:00								
12:30	Lunch Break							
13:00								
13:30	<b>B1:</b> Empowering primary care to lead Quality Improvement	<b>B2:</b> Overcoming the challenge of medication error	<b>B3:</b> Getting your ideas out there: Three innovative communication models to help spread your work	<b>B4:</b> Living well with dementia - coproducing care for vulnerable patients	<b>B5:</b> Achieving equity in healthcare	<b>B6:</b> Session to be announced	<b>B7:</b> The Flow Coaching Academy programme: developing improvement coaching capability across the UK	<b>B8:</b> Session to be announced
14:00								
14:30								
15:00	Afternoon Break							
15:30	<b>C1:</b> Using virtual collaboration methods to ignite the collective brilliance of people in healthcare	<b>C2:</b> Building a national patient safety programme	<b>C3:</b> Caring for older populations in the community through ceding power	<b>C4:</b> What makes "quality improvement" an "improvement science?" The "science" matters	<b>C5:</b> Building conversations in leadership... with Lego!	<b>C6:</b> Session to be announced	<b>C7:</b> Patients, staff, citizens, institutions, communities, populations - improving health and care together	<b>C8:</b> Resilient healthcare: How to improve quality using insights from resilience and Safety II
16:00								
16:30	<b>Keynote 2:</b> Session to be announced							
17:00								
17:30	<div style="background-color: #1a3d3d; color: white; padding: 5px;"> <p>17:15-18:00 Welcome drinks reception</p> <p>18:00-21:00 The Night Forum</p> </div>							

8:00	BR1: Breakfast session hosted by IHI		BR2: Breakfast session hosted by BMJ							
9:00	Opening Remarks									
9:30	<b>Keynote 3: Donald M Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement (IHI); Former Administrator, Centres for Medicare and Medicaid Services; USA</b> <b>Maureen Bisognano, President Emerita and Senior Fellow, Institute for Healthcare Improvement (IHI); USA</b>									
10:30	Morning Break									
11:00	D1: Leadership behaviors that change culture	D2: Co-production in mental health - giving patients back their power	D3: Three different methods to identify and rescue deteriorating patients	D4: Optimising primary care in low and middle income countries	D5: Organisation wide Quality Improvement - two international perspectives	D6: Session to be announced	D7: Session to be announced	D8: Session to be announced		
12:00										
12:30	Lunch Break									
13:00										
13:30	E1: Learning from error and adverse events using human factors training	E2: Inspiring tomorrow's leaders - engaging junior doctors in quality improvement	E3: How to create healthcare that revolves around the patient, rather than the patient revolving around the system	E4: Integrating health and social care in drug recovery and getting people back in work	E5: How to create a better value healthcare system at national level	E6: Using patient feedback to lead improvement	E7: Session to be announced	E8: Session to be announced		
14:00										
14:30										
15:00	Afternoon Break									
15:30	F1: PACK – enabling population and public health – to achieve the principles of Alma Ata	F2: Safety improvement in mental health	F3: Whose improvement is it anyway? Putting the person into person-centred care	F4: Learning from failure	F5: National approaches to sustain improvement North and South of the Irish Border – under threat from Brexit	F6: Organising learning networks for leadership development and continued integration of quality improvement and innovation in a welfare system	F7: Session to be announced	F8: Reflection Zone		
16:00										
16:30	<b>Keynote 4: People Make Change</b> <b>Amal Azzudin, Human Rights and Equalities Officer (refugees), Mental Health Foundation; UK</b> <b>Mel Young, Mel Young, President of the Homeless World Cup and Chairman of Sportscotland; UK</b>									
17:00										
17:30										

## Registration

To register for the International Forum Glasgow 2019 please visit: [internationalforum.bmj.com/glasgow/fees](http://internationalforum.bmj.com/glasgow/fees)

3 days (Wednesday – Friday)	Early Bird rate (Until 29 January 2019)	Standard rate (From 30 January 2019)
Individuals	£1526.00	£1681.00
Groups of 5-20 (10% discount)	£1424.70	£1564.20
Groups of 21-50 (15% discount)*	£1374.05	£1505.80
Students**	n/a	£693.00
Faculty/Teachers**	n/a	£1097.00
Low income countries (LICs)**	n/a	£805.00
Lower middle income countries (LMCs)**	n/a	£1097.00

All the above prices are per delegate and are inclusive of UK VAT at 20%.

2 days (Thursday – Friday)	Early Bird rate (Until 29 January 2019)	Standard rate (From 30 January 2019)
Individuals	£1013.00	£1168.00
Groups of 5-20 (10% discount)	£911.70	£1051.20
Groups of 21-50 (15% discount)*	£861.05	£992.80
Students**	n/a	£180.00
Faculty/Teachers**	n/a	£584.00
Low income countries (LICs)**	n/a	£292.00
Lower middle income countries (LMCs)**	n/a	£584.00

All the above prices are per delegate and are inclusive of UK VAT at 20%.

\*Special rates are available when individuals from the same organisation register at the same time.

### Discounts

Available for 2 or 3 day packages only and do not include the Improvement Science and Research Symposium.

### Bespoke packages

For groups of over 50 delegates, please contact Warren Lee, Product Manager to find out about bespoke pricing and additional benefits. Email [wlee@bmj.com](mailto:wlee@bmj.com) Telephone +44 (020) 3655 5713

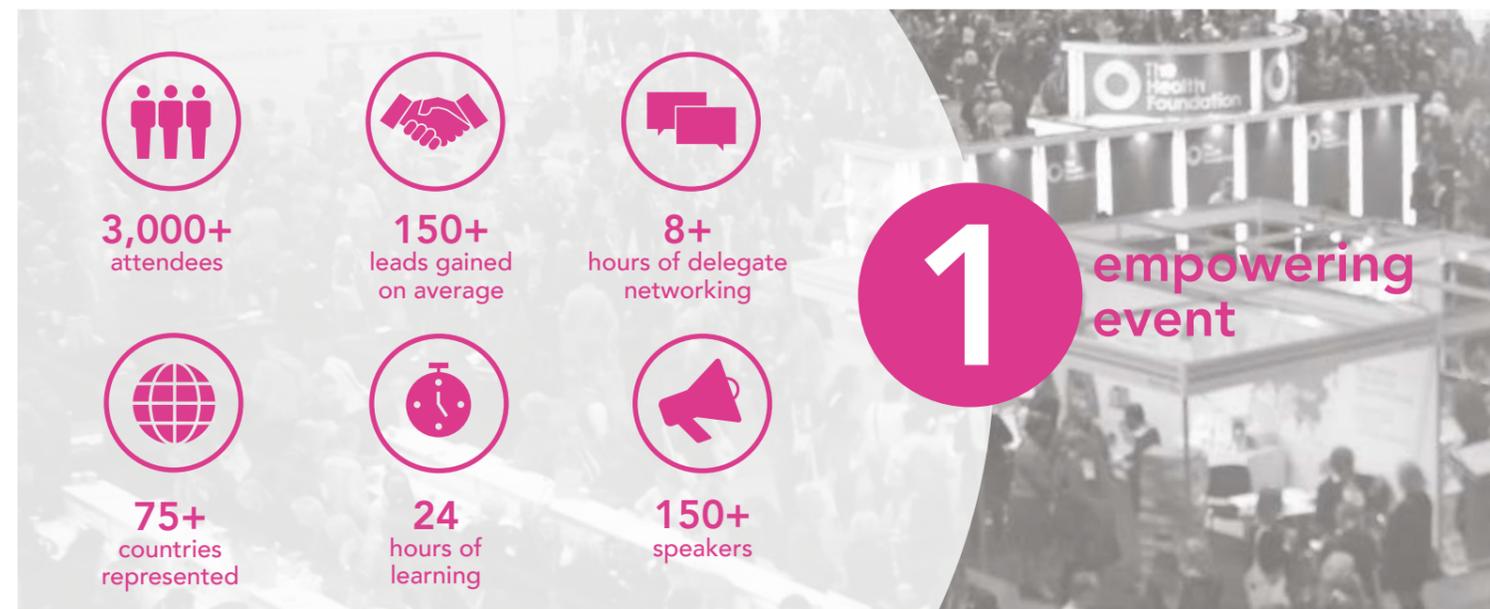
“...I have to say that the BMJ-IHI Forum is by far the best event that I have been to this year. I learned so much that I was then able to take back to my workplace”

Medical Director, London

The International Forum is pleased to offer a limited amount of scholarships and special discounts for students, teachers and delegates from Lower Middle and Low Income countries.

For more information please visit: [internationalforum.com/glasgow/fees](http://internationalforum.com/glasgow/fees)

## Sponsorship and Exhibition Opportunities



### Achieve your marketing objectives

- Tangible ROI - exhibitors achieve 150+ leads
- Build lasting relationships with key decision makers
- Increase the visibility of your organisation
- Learn about needs within healthcare and how you can address them
- Cost effective way of reaching qualified audiences

### Opportunities include:

- Thought leadership - speaking sessions available
- Exhibition space - increase your connections
- Branding solutions - raise your profile

**60%** do not attend any other event - make sure you connect with them here

**88%** rated speakers as excellent or good - our innovative programme is crafted by experts and local champions

“We had great turnout and got great participation from everyone. We believe that this conference is the premier conference around patient safety and quality.”

Aloha McBride, Federal Health Sector Leader, EY

Our priority is to provide sponsors and exhibitors with a successful return - our flexible packages can give you access to a qualified audience within healthcare.



**Andy Josephides**  
Event Sales Manager

Tel: +44 (020) 3655 5602

Email: [ajosephides@bmj.com](mailto:ajosephides@bmj.com)

Medical Directors | Healthcare Managers | Senior Clinicians  
They are all here - come and meet them

## Strategic and Supporting Partners

Thank you to our Strategic and Supporting Partners for helping us to develop Glasgow 2019. Our partners have provided their expertise and insight to produce an exciting programme which will showcase the best of Scottish healthcare.

Our Scottish and international partners have also been instrumental in building momentum with their wide ranging networks. We are appreciative and thankful for their generous support.

### Strategic Partners



### Supporting Partners



Improving quality with our international partners

Interested in being a partner, or perhaps bringing the International Forum to your city?

To find out more about partner benefits, contact:

Warren Lee, Manager, Strategic Partnerships & Alliances

Tel: +44 (0)20 3655 5713

Email: wlee@bmj.com

## Upcoming events



18-20 September 2019

Taipei

Call for Posters open. Deadline for abstracts: 1 May 2019  
[internationalforum.bmj.com/taipei/call-for-posters/](http://internationalforum.bmj.com/taipei/call-for-posters/)

Register with early bird rates before 24 July 2019  
[internationalforum.bmj.com/taipei/fees/](http://internationalforum.bmj.com/taipei/fees/)



28-30 April 2020

Copenhagen

Call for Speakers opens on Wednesday 22 May 2019.  
Further details to be announced.



30 September - 2 October 2020

Sydney

International Forum on Quality and Safety in Healthcare  
Inspiring innovation and improvement in healthcare since 1996.

[internationalforum.bmj.com](http://internationalforum.bmj.com)

Follow us on Twitter:  
[@QualityForum](https://twitter.com/QualityForum) #Quality2019