



State Claims Agency Quality, Clinical Risk and Patient Safety Conference 2018 Friday, 21st September 2018 Dublin Castle

- 8.30** **Registration & networking**
- 9.00** **Welcome**
Dr Cathal O'Keeffe, Head of Clinical Risk, State Claims Agency
- 9.05** **Opening address**
Mr Ciarán Breen, Director, State Claims Agency

Session 1: Learning from data

Chairperson: Ms Rosarie Lynch, Head of Patient Safety Surveillance, National Patient Safety Office, Department of Health

- 9.20** **KEYNOTE: Developing effective health intelligence to improve quality**
*Professor Mahmood Adil, Medical Director,
Information Services Division & Health Protection Scotland, NHS Scotland*
- 9.45** **Learning from the National GI Endoscopy Quality Improvement Programme**
*Professor Steve Patchett, Chair,
National GI Endoscopy Quality Improvement Programme*
- 10.05** **National Incident Management System (NIMS): what can it tell you?**
*Mr Pat Kirwan, Deputy Director, State Claims Agency
Mr Mike Sweeney, Head of Business Systems and IT Operations, State Claims Agency*
- 10.20** **Q&A**
- 10.35** **Break & networking**





Session 2: Leading innovation and improvement

Chairperson: *Dr Colm Henry, Chief Clinical Officer, Health Service Executive*

- 11.00** **KEYNOTE: Leading large scale improvement: global lessons**
Mr Pedro Delgado, Head of Europe and Latin America, Institute for Healthcare Improvement (IHI)
- 11.25** **Using the ASSIST model in the management of complaints in Connolly Hospital**
Ms Laura Stynes, Quality & Safety Patient Liaison Officer, Connolly Hospital, Dublin
- 11.40** **Schwartz Rounds – Louth Hospital’s experience**
Ms Dolores Donegan, Programme Manager, RCSI Hospitals Group
- 11.55** **Beats Medical – digital therapeutics**
Dr Ciara Clancy, Founder and CEO, Beats Medical
- 12.10** **The Singular Clinical Risk – recognition, investigation and potential solution**
Dr Peter McKenna, National Clinical Director, National Women and Infant Health Programme
- 12.30** **Q&A**
- 12.45** **Lunch & poster viewing**

Session 3: The human dimension

Chairperson: *Professor Áine Carroll, Professor of Healthcare Integration and Improvement, University College Dublin*

- 13.45** **This is Going to Hurt**
Mr Adam Kay, comedian, author and former doctor
- 14.15** **Poster oral presentations**
Presentations by the three best poster submissions
- 14.35** **Reflections on Open Disclosure**
- **Difficult conversations around information and disclosure**
Dr Ciara Kelly, GP, radio & TV broadcaster
 - **Current and anticipated legislation for Open Disclosure**
Mr Simon Mills, BL, barrister, former doctor and author of Medical Law in Ireland
 - **Looking for answers – a human story**
Ms Bernie O'Reilly, patient advocate and member of Patients For Patient Safety Ireland
 - **Facilitated discussion moderated by Dr Ciara Kelly**
- 15.35** **Closing remarks and poster prize presentation**
Dr Cathal O'Keeffe, Head of Clinical Risk, State Claims Agency