



# NATIONAL QUALITY, CLINICAL RISK & PATIENT SAFETY CONFERENCE

Tuesday, 19 November 2019 | RDS Concert Hall Complex, RDS, Dublin

8.30	<b>Registration, breakfast &amp; networking</b>
9.00	<b>Welcome</b> Dr Cathal O’Keeffe, Head of Clinical Risk, State Claims Agency
9.05	<b>Opening address</b> Mr Ciarán Breen, Director, State Claims Agency

## Session 1:

Chairperson: Mr Jim Breslin, Secretary General, Department of Health

9.15	<b>KEYNOTE: Ever-improving safety: the HSE Board’s view</b> Mr Ciarán Devane, Chair, HSE Board
9.35	<b>The cost of poor communication</b> Dr Cathal O’Keeffe, Head of Clinical Risk, State Claims Agency
9.55	<b>Communication from a regulatory perspective</b> Mr Bill Prasifka, CEO, Medical Council
10.15	<b>Q&amp;A</b>
10.30	<b>Break &amp; networking</b>

## Session 2:

Chairperson: Dr Vida Hamilton, National Clinical Advisor and Group Lead, Acute Operations, HSE

11.00	<b>KEYNOTE: Leading from the front</b> Mandy Hickson, former RAF pilot & Human Factors facilitator
11.30	<b>Understanding: key to effective risk communication</b> Professor Mary Codd, Associate Professor of Epidemiology and Biostatistics, UCD
11.50	<b>National Clinical Guidelines: their contribution to the clinical effectiveness movement in Ireland</b> Professor Karen Ryan, Chair, National Clinical Effectiveness Committee; Consultant in Palliative Medicine, Mater Hospital
12.10	<b>National Healthcare Communications Programme: making conversations easier</b> Ms Winifred Ryan, HSE HR – Leadership Education and Talent Development (LETD); Dr Eva Doherty, Director of Human Factors in Patient Safety, RCSI; National Representative for Ireland for EACH (the International Association for Communication in Healthcare)
12.30	<b>National Success Stories</b> <b>Clinical incidents and the NCHD: moving from inaction to enaction</b> Professor Michael O’Neill, co-lead for National Doctors Training and Planning in the Saolta Hospital Group, Mayo University Hospital
	<b>National projects showcase</b> State Claims Agency and HSE
12.45	<b>Q&amp;A</b>
13.00	<b>Lunch &amp; poster viewing</b>



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## Session 3:

Chairperson: Professor Frank Murray, Director, National Doctors Training and Planning, HSE

14.00	<b>KEYNOTE: Delivering better birthdays</b> Professor Tim Draycott, Consultant Obstetrician, North Bristol NHS Trust and Cathy Winters, Lead Midwife - PROMPT Maternity Foundation
14.30	<b>Poster oral presentations</b> Presentations by top 3 poster submissions
14.50	<b>Let's talk about communication</b> Facilitated panel discussion moderated by Ms Colette Fitzpatrick, broadcaster and journalist. Panellists include: <ul style="list-style-type: none"><li>• Michael Brophy, patient representative</li><li>• Karen Egan, patient representative</li><li>• Professor Peter Gillen, Associate Professor of Surgery, RCSI</li><li>• Rachel Flynn, Director of Health Information and Standards, HIQA</li></ul>
15.40	<b>Closing remarks &amp; poster prize presentation</b> Dr Cathal O'Keeffe, Head of Clinical Risk, State Claims Agency
16.00	<b>Close</b>