



27 – 28 May, 2016, Biograd na Moru, Croatia

ESQH CONFERENCE

LEAN IN HEALTHCARE
QUALITY AND PERFORMANCE IMPROVEMENT

in collaboration with
CROATIAN SOCIETY FOR QUALITY IMPROVEMENT IN HEALTHCARE - CROATIAN MEDICAL ASSOCIATION
Under auspices of Agency for Quality and Accreditation in Healthcare and Social Welfare (Croatia)

GENERAL INFORMATION

Venue	Hotel Adriatic (Ilirija Resort), Biograd na Moru, Croatia
Dates	27 - 28 May 2016
Registration	Registration fee is 150 € (VAT included). Payment details are found in the registration form
Language	The official language of the ESQH Conference is English and of Pre-Conference Workshop is Croatian
Certificate	All registered participants will receive certificate of attendance
Who Should Attend	Directors, managers, chief executive officers, leaders and all healthcare professionals who want to understand Lean concept and wish to hear practical experience for quality improvement in healthcare

More information including registration, venue and accommodation is available on <http://www.otours.hr/en/conference/esqh-conference/100>

Welcome note

On behalf of the European Society for Quality in Healthcare (ESQH) and the Croatian Society for Quality Improvement in Healthcare, Croatian Medical Association (CSQIHC) it is my great pleasure to invite you to this Conference focusing on Lean in healthcare, a widely accepted concept for improving quality and increasing the value for the patients at a reasonable cost and higher efficiencies. This is a great opportunity for learning, sharing experience and understanding the Lean management concept. All those involved, from system level to health professionals and patients themselves, are welcome to join the Event.

Assoc. Prof. Jasna Mesarić, MD, PhD
President of ESQH and CSQIHC

Program

27 May 2016

- 14:30 - 15:30 **Registration**
- 15:00 - 18:00 **SIMULACIJSKA RADIONICA O LEANU U ZDRAVSTVU
SIMULATION WORKSHOP ON LEAN IN HEALTHCARE**
Damir Keller, Dean Rennert, Lean Six Sigma Black Belts, Qualitas d.o.o., Croatia
Simulirajući radne procese korak po korak, polaznici će se upoznati što je Lean upravljanje, koji su ključni alati Leana te kako oni dovode do značajnog poboljšanja učinkovitosti i djelotvornosti procesa u zdravstvenoj ustanovi. Radionica će se održati na hrvatskom jeziku, a ovisno o broju zainteresiranih sudionika iz inozemstva radionica će se održati i na engleskom jeziku.
Through step by step operative process simulations, the participants will familiarize with the key Lean tools and how they lead to a significant improvement in process effectiveness and efficiency. Depending on the number of interested participants from abroad, the workshop will be held bilingually, i.e. in Croatian and English.
- 15:00 - 18:00 **ESQH Council Meeting (ESQH members only)
ESQH Executive Board Meeting (EB members only)**
- 18:30 Networking dinner

28 May 2016

- 08:30 - 09:00 Registration
- 09:00 - 09:30 **WELCOME ADDRESS**
- 09:30 - 10:30 **PLENARY SECTION
HOW DOES LEAN CONTRIBUTE TO CONTINUOUS IMPROVEMENT?**
Dr Marc Rouppe van der Voort, Manager Lean and Patient Flow, St. Antonius Hospital, NL
- 10:30 - 11:00 Coffee break and networking
- 11:00 - 12:30 **LEARNING SECTION 1
A CLINICIAN & CLINICAL LEADER'S EXPERIENCE OF QUALITY IMPROVEMENT SCIENCE & lean and @BHR_Hospitals partnership @VMI_Institute**
Dr Nadeem Moghal, Executive Medical Director, Barking Havering and Redbridge University Hospitals Trust, UK
- IMPROVING CAPACITY MANAGEMENT IN HOSPITALS**
Dr Marc Rouppe van der Voort, Manager Lean and Patient Flow, St. Antonius Hospital, NL
- 12:30 - 13:30 Lunch and networking
- 13:30 - 15:00 **LEARNING SECTION 2
LEAN IN EMERGENCY DEPARTMENT**
Dr Bernhard Flasch, Surgical Head of the Interdisciplinary Emergency Department, Krankenhaus Agatharied GmbH, DE
- LEAN JOURNEY IN MEDICAL TOURISM**
Prof. Dr Aysun Yilmazlar, Lean Health, Quality and Accreditation Coordinator, Director of International Patients, Anesthesiologist, Private Medicabil Hospital, Bursa, TR
- 15:00 - 15:30 Coffee break and networking
- 15:30 - 16:15 **PANEL DISCUSSION (all speakers and participants)
What have we learnt and next steps for lean healthcare
Moderated by Marc Rouppe van der Voort**
- 16:15 **CONFERENCE CLOSING**