




**UNIVERSITY OF MALAYA
MEDICAL CENTRE**

NATIONAL CONFERENCE ON QUALITY IMPROVEMENT (QI) & PATIENT SAFETY 2018 FOR UNIVERSITY HOSPITALS

THEME
QUALITY CARE & PATIENT SAFETY
"EMBRACING CONCEPTS OF 4TH INDUSTRIAL REVOLUTION"

PRECONFERENCE WORKSHOP
31ST OCTOBER 2018 (RM100.00)

Clinical Risk Management
• Conducted by UMMC's Dept of Quality and Medical Development

- Topics covered : Risk management tools, Risk management strategies with group work

Root Cause Analysis
• Topics covered: Steps in incident management, incident management with group work

CONFERENCE
01ST & 02ND NOVEMBER 2018 (RM200.00)

Quality Improvement Activities: Our future direction in the University Hospitals

Does our system shunts doctors from telling the truth?

Adopting AHRQ for our hospitals

Comprehensive Unit Based Safety Program: A Way Forward

QUALITY IMPROVEMENT & INNOVATION COMPETITION : ORAL & POSTER
01ST & 02ND NOVEMBER 2018

Category : 1. Management System 2. Technical

31 OCT - 2 NOV
8:00AM - 5:00PM

Dewan Zaaba,
Kementerian Pendidikan Malaysia
(Pendidikan Tinggi),
No 2 Menara 2, Jalan P5/6, Presint 5
62200 Wilayah Persekutuan Putrajaya

For Any Enquiry :
Conference & Workshop
Contents / Oral & Poster Presentation :
deptqualityummc@gmail.com
Tel : 03 - 7949 2887




For Registration :
sales@ummc.edu.my or
<https://ummctrainings.onpay.my>
Tel : 03 - 7949 6350

Abstract submission for poster & oral presentation

Before : 3rd Sept 2018

Itinerary Program National Conference on Quality Improvement & Patient Safety 2018

Conference Day 1 (1st of November 2018)

0800 Registration

0830 Plenary 1:

Consortium of University Hospitals—
Future Directions

*By: Prof Dr. Tunku Kamarul Zaman bin
Tunku Zainol Abidin*

*Director of University Malaya Medical
Centre*

0900 Opening ceremony and Launching of AHRQ
in UMMC

1100 Tea Break

1130 FORUM: Improving Quality using 4th
Industrial Revolution

Speakers from:

- ◇ *Ministry of Health*
- ◇ *Ministry of Education*
- ◇ *Ministry of Finance*
- ◇ *Public Service Departments*

1230 Lunch

1400 Quality Improvement and Innovation
Competition

1700 End

**Itinerary Program
National Conference on Quality Improvement
& Patient Safety 2018**

Conference Day 2 (2nd of November 2018)

0830 Plenary 2:

Improving Patient Safety through
introduction of AHRQ

By: A/Prof Dr. Mohd Idzwan bin Zakaria

*Head of Department of Quality and Medical
Development, UMMC*

0900 Plenary 3:

Casemix in UKMMC: Experience sharing
and future development

By: Representative from UKMMC

0930 *Tea Break*

1000 Plenary 4: Lean management in HUSM

By: Representative from HUSM

1030 *Research in Quality*

1050 *Reducing Hospital Acquired Infections in
the University Hospitals*

1110 *Managing Risk for Patient Safety in the
face of Industrial Revolution 4.0*

1130 Reducing Falls Rate in University Hospitals

1150 Q&A session

**Itinerary Program
National Conference on Quality Improvement
& Patient Safety 2018
For University Hospitals**

Conference Day 2 (2nd of November 2018)

1215 Lunch

1400 Quality Improvement and Innovation
Competition

1500 Result Tabulation

1600 Closing and Prize Giving Ceremony

1700 End

**Itinerary Program
National Conference on Quality Improvement
& Patient Safety 2018
For University Hospitals**

Preconference

Root Cause Analysis(RCA) Workshop

(31st of October 2018)

- 0800 Registration
- 0830 RCA : An Overview and Methodology
9 Steps of Incident Management
- 0900 Effective Incident and Complaints Reporting
Serious Safety Events (SSE)
- 0930 Incident Investigation
- Risk Assessment Matrix (SAC Matrix)
- Method, Tools and Approaches
- 1000 Group Exercise—Incident Investigation
- 1030 Tea Break
- 1100 RCA Steps : Organize a team
⇒Re-creating an incident timeline
⇒Identify the primary causes
- 1130 RCA Steps :Flow diagram
⇒Cause & Effect
- 1200 RCA Steps: Root Cause Statement
⇒Developing & Implementing Recommendations
- 1230 Lunch
- 1400 Group Exercise
- 1700 End

**Itinerary Program
National Conference on Quality Improvement
& Patient Safety 2018
For University Hospitals**

Preconference

Clinical Risk Management Workshop

(31st of October 2018)

- 0800 Registration
- 0830 Overview of Clinical Risk Management
Clinical Governance and Clinical Risk
Management of High Risk Practice
- 0900 Managing Medication Risk
- 0930 Quality and Risk Management Tool
- 1000 Error Reduction Strategies
Notifying and Reporting of Incidences -
Incident Management Policy
- 1030 Tea Break
- 1100 Complaints/ Grievance Management as
Clinical Risk Reduction
- 1130 Risk Transfer Through Insurance
Avoiding Lawsuits in Potential Medicolegal
Cases
Disclosure Damage and Control Management
- 1230 Lunch
- 1400 Role play/Video Presentation
- 1700 End