



Sharing best practice for sustained improvement

CHKS Annual Conference, Portugal

Tuesday 18th October 2011

Venue: Hospital de Dona Estefânia, Lisbon

Registration and coffee from 10.30

- 11.00 **Welcome**
Chairman: Dra Teresa Sustelo, President of Board, Centro Hospitalar de Lisboa Central
- 11.05 **Politics, finance and the patient focus: opening address**
Minister Representative, CHGS
- 11.30 **Using performance indicators for quality improvement**
Merces Casas, Managing Director, IASSIST
- 12.00 **What are the important indicators for patient safety? Lessons from the UK**
Paul Robison, Head of Market Intelligence, CHKS
- 12.30 **CHKS news and rewarding the best – CHKS Accreditation Awards**
Jill Krynicki, Unit Director, CHKS
- 13.00 *Lunch*
- 14.00 **Ensuring consistency and quality across multi-site organisations**
Dra Teresa Matias, Directora da Área de Medicina do Centro Hospitalar de Lisboa Central
- 14.20 **Corporate orientation – meeting new government regulations**
Hospital de Magalhaes Lemos
- 14.40 **Safe surgery**
Hospital da Prelada
- 15.00 **Oncology**
IPO Porto
- 15.20 **Children's services**
Dra Maria João Lage, Gestora do Risco Clínico, CHLC-Hospital de Dona ESTefânia
- 15.40
Centro Hospitalar de Setúbal
- 16.00
Hospital Geral de Santo Antonio
- 16.30 *Close*

