

CONFERENCE PROGRAMME

THURSDAY 22 AUGUST 2019

08:30-09:00	Registration
09:00-09:10	Where we have come from and where we aspire to go in Palliative Care? (Patricia Neo)
	Rethinking quality indicators: If you can't measure it, you can't improve it
09:10-10:00	Measuring what matters in palliative care (David Currow)
10:00-10:30	Results from the caregiver survey (Yee Choon Meng and Shirlyn Neo)
10:30-11:00	Morning tea break
11:00-11:30	How can national metrics be used to improve care? (David Currow)
11:30-12:00	Results from the National Palliative Care Minimum Dataset (Grace Yang and Laurence Tan)
12:00-12:30	Q&A: What are meaningful and measurable quality indicators for palliative care in Singapore (David Currow, Patricia Neo, Angel Lee)
12:30-13:30	Lunch break
	Rethinking patient safety: When things go wrong...
13:30-14:15	Medication safety in the hospice setting (Wu Tuck Seng)
14:15-15:00	When, why and how to do root cause analysis (Tan Hui Ling)
15:00-15:30	Afternoon tea break
15:30-16:15	Just culture and its relevance to patient safety (Terence Tan)
16:15-16:45	Q&A: How to improve patient safety (Wu Tuck Seng, Tan Hui Ling, Terence Tan)
16:45-17:00	Closing remarks (Tan Hui Ling)

CONFERENCE PROGRAMME

FRIDAY 23 AUGUST 2019

08:30-09:00	Registration
	Rethinking approaches to problem-solving: How to solve a problem?
09:00-09:45	How team dynamics affects approaches to problem-solving (Gervais Wan)
09:45-10:30	How to create a better healthcare system for palliative care at the national level (Tai Hwei Yee)
10:30-11:00	Morning tea break
11:00-11:45	What is best for ESTHER: How to improve care by listening to the patient's perspective (Esther Lim)
11:45-12:30	Q&A: What are some of the problems worth solving and how can we begin to address them? (Gervais Wan, Tai Hwei Yee, Esther Lim)
12:30-13:30	Lunch break + Leadership Session for Palliative Care Leaders
	Rethinking our place in the healthcare system: How far can we reach?
13:30-14:00	What is value in quality improvement? (Eric Finkelstein)
14:00-14:30	How to improve palliative care within the Singapore healthcare system (Jeremy Lim)
14:30-15:00	Improving healthcare at the national level - perspectives from Australia (David Currow)
15:00-15:30	Tea Break
15:30-16:00	Where do we go from here (David Currow)
16:00-16:45	Panel discussion (David Currow, Eric Finkelstein, Jeremy Lim, Angel Lee)
16:45-17:00	Closing remarks (Angel Lee)