

Healthcare Regulation and Governance:
How can we improve quality and safety in Ireland?

One Day Conference



Friday 14th September 2012

Nova UCD, Belfield Campus,
University College Dublin

Outline

What is the conference about?

The aim of this day-long conference is to bring together all those working in the healthcare sector in Ireland and beyond, to exchange ideas concerning what better regulation and governance arrangements mean for healthcare providers, practitioners and most importantly, patients and public. By inviting experts on the subject, from different disciplines and countries, the event will also focus on discussing how the healthcare sector in Ireland can learn from other industries and other European countries' experience. However, it will try to find home-grown, sector-relevant solutions as well.

Who should attend?

This event will be of interest to health care workers, clinicians, hospital managers, lawyers and policy practitioners. CPD points will be available for practitioners

Venue

Nova UCD, Belfield, Dublin 4

Payments

Please book online at www.ucd.ie/reggov/newsevents or see enclosed registration form.

Further Information

Catherine Tormey
UCD Centre for Regulation and Governance
UCD School of Law, Roebuck Castle, Belfield, Dublin 4
Tel: 01 716 8737 Email: catherine.tormey@ucd.ie

Programme schedule

9.00 REGISTRATION, TEA & COFFEE

9.30 - 10.10 OPENING LECTURE:

Using regulation to improve the quality of healthcare

Marie Kehoe-O'Sullivan, Director of Safety and Quality, Health Information and Quality Authority

10.10 - 11.10 1ST SESSION: REGULATION QUALITY STANDARDS IN HUMAN SERVICES

Quality and standards in human services in Ireland: an overview of concepts and practice

Helen Johnston, Senior Social Policy Analyst, National Economic and Social Council

Reform strategies in home care in Europe: what role for quality of services?

Virpi Timonen, Associate Professor, Trinity College Dublin

Discussant: Colin Scott, Dean of Law and Professor of EU Regulation and Governance, University College Dublin

11.10 - 11.30 COFFEE BREAK

11.30 - 13.00 2ND SESSION: DRIVERS FOR IMPROVING QUALITY AND SAFETY IN IRISH HOSPITALS

Connecting the dots.....

Cathy Doyle, Corporate Services Manager, Dublin Dental University Hospital

Let's talk patient experience: active listening or lip service?

Hilary Dunne, Chief Executive, Irish Society for Quality and Safety in Healthcare

Managerial climate, psychological safety, and the reporting of adverse events: emerging findings from two Irish hospitals

Lauren Hamel, Postdoctoral Research Fellow, Dublin City University

Discussant: Nao Kodate, Lecturer, School of Applied Social Science & Geary Institute, University College Dublin

13.00 - 14.00 COFFEE BREAK

14.00 - 15.30 3RD SESSION: LEARNING FROM OTHER COUNTRIES AND SECTORS

Regulation of safety and quality in Norwegian healthcare

Jo Kittelsen, Assistant Director, National Board of Health Supervision, Norway

Regulation of healthcare in Sweden: decentralised autonomy, development of national steering tools

Johan Calltorp, Professor, Nordic School of Public Health in Gothenburg & Jönköping Academy of Health Improvement, Sweden

Conditions that allow for safe teamwork in healthcare

Michaela Kolbe, Senior Researcher/Lecturer, ETH Zurich (Swiss Federal Institute of Technology), Switzerland

15.30 - 16.30 KEYNOTE LECTURE

What we know about how to improve quality and safety in hospitals – and what we need to learn

Mary Dixon-Woods, Professor of Medical Sociology, Leicester University

16.30 - 17.30 CONFERENCE CLOSE & RECEPTION

Speaker Biographies



Johan Calltorp, Professor of Health Policy and Management, Nordic School of Public Health in Gothenburg/Jönköping Academy of Health Improvement, Sweden

Johan is a professor of Health Policy and Management at the Nordic School of Public Health and the Jönköping Academy of Health Improvement. He is also Director of the newly founded Swedish Forum for Health Policy. From 2009-2011, he served as external examiner at the Master of Health Management Programme at Trinity College Dublin.

Johan was trained as a physician, and graduated from the Karolinska Institute in 1975. He obtained his Ph.D from Uppsala University in 1989 with his dissertation dealing with prioritization and decision making processes in healthcare. His research has focused on international comparisons of healthcare systems and their performance, as well as in recent years the more detailed "tools" for health system management at both micro and macro levels.

During the period 2000-2005, Johan was Director of Health Services in the newly formed Western Health Services Region (1.5 million inhabitants around Gothenburg, the second city in Sweden). He is currently working on the "renewal and innovation agenda" within Swedish health services (a predominantly public and decentralised system) which face considerable challenges in a globalized economy.



Mary Dixon-Woods, Professor of Medical Sociology, Leicester University

Mary (BA DipStat MSc DPhil) is Professor of Medical Sociology at the Department of Health Sciences, School of Medicine, University of Leicester, UK, where she leads the Social Science Applied to Healthcare Improvement Research Group. She is an Adjunct Professor at the Department of Anesthesiology and Critical Care Medicine, Johns Hopkins University and a Visiting Professor in the Centre for Infection Prevention and Management, Imperial College London. Educated at Dublin City University, Trinity College Dublin, and Oxford University, Mary's research focuses on application of social science method and theory to important problems in healthcare. She leads a large programme of research focused on patient safety and healthcare improvement, healthcare ethics, and methodological innovation in studying healthcare.

Mary has published over 100 peer-reviewed articles, one book and five book chapters. Three of her papers have been short-listed for the Boots/Royal College of General Practitioners Paper of the Year award. One paper was selected for inclusion in Vintage Papers from the Lancet. A recent paper on quality improvement was selected as Milbank Quarterly's "featured article" for its June 2011 issue.

She is a deputy editor of BMJ Quality and Safety, associate editor of BMC Medical Research Methodology, co-editor of Chronic Illness, and a member of the editorial boards for three further journals. She has been a member of the Health Foundation's Improvement Science Development Group since 2010. She serves on the Wellcome Trust's Expert Review Panel for Ethics and Society and the NIHR Health Services and Delivery Research panel. She is a former member of the Medical Research Council's Methodology Research Panel and the NIHR Research for Patient Benefit Programme for the East Midlands panel.

Mary won the University of Leicester's Frank May prize 2005 in recognition of research excellence and outstanding promise. In 2007, Queen Mary, University of London, awarded her a Distinguished Visiting Fellowship to pursue research on public trust in medical research. She held a fellowship under the ESRC's Public Services Programme (2008-2009) to study regulation of doctors. In 2011, she was elected as an Academician of the Academy of Social Science. In 2012, Mary became one of the first recipients of a Wellcome Trust Senior Investigator Award in the Medical Humanities, given to "world class scholars asking the most important questions at the interface of science, medicine and the humanities". Mary's five year programme of research under this award will investigate the ethics of patient safety and quality.



Cathy Doyle, Corporate Services Manager, Dublin Dental University Hospital

Cathy is the Corporate Services Manager at the Dublin Dental University Hospital with responsibility for regulatory, governance, risk and compliance matters. She is Secretary to the Hospital Board and is an ex officio member of a number of the hospital's principal committees. In addition to her core functions, she is also responsible for communication, procurement, freedom for information and data protection.

Cathy graduated from Open University in 2003 with a Masters degree in Business Administration and in 2011 with an MA in Education (Leadership and Management). In her early career she worked in Trinity College Dublin in various administrative and managerial roles prior to joining the Dublin Dental University Hospital in 2002. Cathy is adjunct faculty at the Institute of Leadership, RCSI where she has been the Clinical Governance module lead and internal examiner since 2006. In a voluntary capacity Cathy has served on a number of charitable committees and until recently was a Board member of TEAM Education Theatre Company. Cathy is an associate member of the Institute of Chartered Secretaries and Administrators.

Speaker Biographies



Hilary Dunne, Chief Executive, Irish Society for Quality and Safety in Healthcare

Hilary is the Chief Executive for the ISQSH and has been working with the Board of Directors to drive the society forward for the past five years. Hilary joined the ISQSH as a researcher in 2004 and during this time has been instrumental in securing Health Research Funding on behalf of the society. In 2010, the society working in collaboration with the University of Ulster under Hilary's direction completed the largest ever survey of patients experience of Inpatient care in an acute hospital setting. In 2011, the ISQSH in collaboration with the Mental Health Commission completed 'Your Views of Mental Health Inpatient Services' a survey of service users' experience of Irish Inpatient mental health services. Currently Hilary is using her research knowledge to aid in the development of Key Patient Experience Indicators for quality and safety in healthcare.

During Hilary's career she has gained a wealth of experience in consumer behaviour in a wide variety of fields including health, health promotion, animal welfare and food. She holds a PhD from the University of Reading, a master's degree from the Smurfit Graduate School of Business (UCD), a Bachelor of Business studies degree from Dublin City University (DCU) and a higher diploma in quality and safety from the Royal College of Surgeons (RCSI).



Lauren Hamel, Postdoctoral Research Fellow, Dublin City University

Lauren (PhD - Michigan State University, 2009) is a Postdoctoral Research Fellow at Dublin City University and is a part of the HRM group and a member of the Learning, Innovation and Knowledge (Link) Research Centre. Lauren's current work, which is funded by the Health Research Board, is an international comparison utilising a systemic paradigm in considering the design and implementation of national policy for quality and safety in hospitals in both Ireland and Scotland. The focus of this investigation is on policy, organisational and managerial features, as well as clinical aspects of care with emphasis on the overarching system and organisational enablers and barriers to quality and safety. Broadly, Lauren's research interests focus on how communication can be used to motivate and influence the adoption and maintenance of healthy behaviours and the cessation of unhealthy behaviours. She is particularly interested in how communicative and psychological theoretical perspectives can be applied in practical settings such as healthcare, business, and familial settings in an effort to improve various types of health-related outcomes and output.



Helen Johnston, Senior Social Policy Analyst, National Economic and Social Council

Helen is a Senior Social Policy Analyst at the National Economic and Social Council, where she has worked on projects on well-being, quality and standards in human services, and the social dimensions of the crisis. She is also the Chairperson of the Centre for Cross Border Studies. Helen previously worked at the Combat Poverty Agency. A native of Northern Ireland, Helen worked in the Northern Ireland civil service in the early years of her career. She has qualifications in Environmental Science, Town and Country Planning and Business Administration, and is currently pursuing a part-time doctorate on the determinants of implementation in the Irish policy system.



Marie Kehoe-O'Sullivan, Director of Safety and Quality Improvement, Health Information and Quality Authority

Marie was appointed Director of Safety and Quality Improvement in July 2012. She and her team are responsible for actively supporting and enabling a culture of patient safety and quality improvement across and within the health and social care system by helping to build capability and capacity in the people providing services. This will be done through the development of national standards and guidance in consultation with key stakeholders and the provision of training in quality improvement methodologies and tools which will help the system to build a culture of continuous quality improvement and patient safety. This Directorate will also operate schemes aimed at ensuring safety and quality in the provision of services.

Marie has worked in the area of Healthcare Quality Improvement for many years in the USA and Ireland; her most recent appointment was as Regional General Manager for Quality and Patient Safety in the HSE where she led on a number of national projects.

A native of Killarney, Co. Kerry, Marie began training as a nurse at Ardkeen Hospital in Waterford before moving to the USA where she completed her Bachelor and Master Degrees in Nursing. She has also obtained her Certified Professional in Healthcare Quality (CPHQ).



Jo Kittelsen, Assistant Director, National Board of Health Supervision, Norway

Jo was originally trained as a social worker and worked with drug use prevention and treatment. She joined the Norwegian AIDS programme in the mid-1980s and subsequently worked in the WHO Global Programme on AIDS, followed by a period as AIDS advisor to NORAD (the Norwegian Agency for Development Cooperation).

Speaker Biographies

She obtained a degree in Health Economics and Management and became Project Manager for the Norwegian Board of Health Supervision (NBHS) developing methods of supervision adapted to the then emerging legal requirements of quality management in healthcare. Since then she has worked on training, production of guidelines, supervisory activities, development of strategies and methods for supervision of safety and quality in the Norwegian health services.

Over the last two decades, the Norwegian legal framework for social care and child welfare has incorporated a similar approach to quality and safety, and the NBHS has developed strategies of supervision to support this development. Jo has, in various capacities, been central in the strategic planning and methods development.

Currently, she manages staff with legal, medical, nursing, social science and social work backgrounds in strategic planning, methods development, and training to continuously improve and adapt the quality of supervision.



Naonori Kodate, Lecturer in Social Policy, School of Applied Social Science, University College Dublin

Nao joined UCD School of Applied Social Science as a lecturer in April 2012. He holds a Ph.D in Political Science from the London School of Economics and Political Science. He was previously a research associate at NIHR King's Patient Safety and Service Quality (PSSQ) Research Centre (partnership between King's College London and King's College Hospital NHS Foundation Trust). In the multidisciplinary research team, he has undertaken projects looking into risk, uncertainty and resilience in healthcare. These include evaluation of training intervention to improve nursing care for older people in hospital wards, and an analysis of healthcare professionals' perceptions of incident reporting systems in acute care and mental health settings, and also of how the UK's National Reporting and Learning System, originally created to increase patient safety, has changed into an institution for promoting market-led competition. Nao is also a visiting senior researcher at the Todai Policy Alternatives Research Institute at the University of Tokyo and affiliated to the Geary Institute at UCD.

Michaela Kolbe, Senior Researcher/Lecturer, ETH Zurich (Swiss Federal Institute of Technology), Switzerland



Michaela is a senior researcher and lecturer at the ETH Zurich, Switzerland. Using micro-level behavior observation in the clinical as well as simulated setting, she has been studying the relationship between interaction patterns and performance in teams, mainly in acute care teams. In her current research, she focuses on the promotion of 'speaking up' and on advancing debriefing techniques for simulated-based team training. Michaela is also working as a systemic family therapist and holds a PhD in Psychology.



Colin Scott, Dean of Law and Professor of EU Regulation & Governance, University College Dublin

Colin is Dean of Law and Professor of EU Regulation and Governance at UCD. He was a Professor at the College of Europe Bruges, from 2006 - 2009 where he taught on the interdisciplinary masters on European Law and Economics (ELEA). Prior to his appointment at UCD in April 2006 he lectured at the University of Warwick and at the London School of Economics. Between 2001 and 2003 he was the Senior Research Fellow in Public Law at the Research School of Social Sciences, Australian National University. He is Director of the UCD Centre for Regulation and Governance, established in 2010. He is a co-author of the Irish State Administration Database (2010). He was Programme Chair of ECPR Standing Group on Regulatory Governance Biennial Conference, 'Regulation in the Age of Crisis', held in Dublin in June 2010.



Virpi Timonen, Associate Professor, Trinity College Dublin

Virpi is a graduate of the University of Durham (BA, 1995), and the University of Oxford (MPhil, 1997 and DPhil, 2001). She has published over 50 peer-reviewed articles and chapters on social gerontology and welfare state responses to population ageing in leading international journals and books. She has authored five books, and co-edited the first book on grandparenting practices across the world.

Virpi collaborates with colleagues in Ireland, Europe and North America, and has won grants in excess of 2 million euro towards research and post-graduate / post-doctoral training. She is currently on the Boards of the Network for European Social Policy Analysis (ESPAnet) and the Research Committee on Ageing of the International Sociological Association (ISA). Virpi has supervised to successful completion six PhDs in gerontology, and is currently supervising four PhD students. She has designed six new undergraduate courses and authored Ageing Societies, a major undergraduate textbook. Virpi is a co-investigator in the Irish Longitudinal Study of Ageing (TILDA) and chairs its Translational Research and Policy Implementation sub-committee. Alongside and related to her academic publications, Virpi has made influential contributions to policy formulation and critique in the area of long-term care services, in particular home care provision in Ireland and other European countries.



UCD Centre for Regulation and Governance

The UCD Centre for Regulation and Governance was established in 2010 to further enhance a strong track record of interdisciplinary research in the field and well-established international engagement with major academic centres internationally.

A distinctive feature of the Centre's research internationally is a focus on the issue of governance capacity, nationally in Ireland, comparatively with other small states, and in transnational and international governance regimes. A particular focus of the research is on the limits to the autonomous capacity of government and growing evidence of engagement with the governance capacity of firms, NGOs, and organized social interests. Related to issues of diffusion in regulatory capacity there is a need to better understand the conditions of legitimacy for emergent governance regimes which are often at some remove from conventional forms of democratic accountability.

Analytically the centre will focus on mechanisms through which policy objectives are authoritatively established and implemented. Regulation is not confined to conventional governance mechanisms of 'hierarchy' or governmental power. Market disciplines such as competition policy and tax instruments are widely used; so also is governance through networks of public and private actors.

UCD Geary Institute

The UCD Geary Institute conducts leading edge research on life course issues and the way public policy affects life outcomes. The hallmarks of the Institute are a unified methodology and cross-disciplinary perspective; and research translation through effective solutions to economic, political, epidemiological and social questions.

The mission of the Geary Institute is to foster research excellence and relevance and specifically to:

- Develop frontier methods of investigation, leading to the very best in research publication.
- Enhance the international profile and ranking of Geary's researchers.
- Play a central role in the training of the next generation of social scientists and facilitate the interaction between researchers of excellence and the graduate students.
- Highlight the importance and relevance of Geary's research through interaction with policymakers and the wider society.

Founded in 1999, the Geary Institute received funding from the Higher Education Authority and private donors under cycles 1 and 3 of the Programme for Research in Third Level Institutions. The total funding committed was €6.5 million. A large part of the allocated funding in Cycle 1 was used to construct and equip a new Institute building, which became operational in January 2002.

In 2005, the Institute was renamed in honour of Roy Geary (1896–1983), a UCD graduate and social scientist whose seminal research in the area of statistics, economics, demography and national accounting remains to this day, central to study in these fields.

Within a few years of establishment the Institute attained a strong reputation in Ireland and Europe and has a growing international reputation as a centre of excellence in microeconomics, quantitative social sciences and behavioural social science, leveraging the concept of Ireland as a unique laboratory for evidence-based policy formation.

UCD School of Applied Social Science

The UCD School of Applied Social Science is a centre of excellence for research, teaching and professional training in the applied social sciences, social policy and social work. The School offers a wide range of undergraduate and postgraduate degree programmes in areas such as social policy, social work and housing. It also provides community based courses in community drugs and alcohol work. The courses are designed in line with best practice in adult education and community partnership. These courses are delivered within a modularised framework to facilitate full and part time study. The School also offers professional and post qualifying courses including a structured PhD programme in social work.

The School is actively engaged in research in a wide range of policy areas, such as child and family welfare, housing, family policy, social integration, community development, health policy, disability and addiction. In addition development of theoretical perspectives in applied social science features in the research output.

The School's strong applied social research programme contributes significantly to State policymaking. The School's research work is closely linked with the Geary Institute and the Social Science Research Centre in UCD.

Booking Form

Healthcare Regulation and Governance: How can we improve quality and safety in Ireland
Friday 14th Spetember 2012

Please Read Carefully: A minimum of 48 hours cancellation notice is required if cancelling your place at this seminar. You may make substitutions at any time. Please notify us of changes. Cancellations without required notice will carry the full course fee.

BOOKING FORM - PLEASE COMPLETE USING BLOCK CAPITALS

Please reserve place(s) on the programme for the following:

1. Mr/Ms _____

Position _____

2. Mr/Ms _____

Position _____

3. Mr/Ms _____

Position _____

4. Mr/Ms _____

Position _____

5. Mr/Ms _____

Position _____

6. Mr/Ms _____

Position _____

Company/Firm _____

Address _____

E-mail _____

Telephone _____

Fax _____

COURSE FEE:

€100 per person (including refreshments & lunch)

€50 for students.

RETURN BOOKING FORM TO:

UCD Center for Regulation and Governance, Roebuck Castle, University College Dublin, Belfield, Dublin 4.

Fax: (01) 716 2692655 E-mail: reg.gov@ucd.ie