

# CONFERENCE PROGRAMME

THURSDAY 22 AUGUST 2019

07:45-08:20	<b>Registration</b> (please be seated by 08:25)
08:40-09:00	<b>Opening Ceremony</b> Guest-of-Honour: Mr. Titus Lee <i>Director (Aged Care Services), Ageing Planning Office Ministry of Health</i> Dr. Lo Tong Jen <i>Chairperson, National Palliative Care Quality Improvement Conference Organising Committee</i>
09:00-09:10	<b>Where we have come from and where we aspire to go in Palliative Care?</b> Dr. Neo Soek Hui Patricia <i>Co-chairperson, Singapore Hospice Council</i> <i>Senior Consultant &amp; Head, Division of Supportive &amp; Palliative Care, National Cancer Centre Singapore</i>
	<b>Rethinking quality indicators: If you can't measure it, you can't improve it</b> Track Chair: Ms. Sylvia Lee <i>Advanced Practice Nurse, Dover Park Hospice (Homecare)</i>
09:10-10:00	<b>Measuring what matters in palliative care</b> Professor David Currow <i>Professor of Palliative Medicine, University of Technology Sydney</i>
10:00-10:30	<b>Results from the Caregiver Survey</b> Dr. Yee Choon Meng <i>Consultant, Department of Palliative Medicine, Tan Tock Seng Hospital</i>
10:30-11:00	<b>Morning tea break</b>
11:00-11:30	<b>How can national metrics be used to improve care?</b> Professor David Currow <i>Professor of Palliative Medicine, University of Technology Sydney</i>
11:30-12:00	<b>Results from the National Palliative Care Minimum Dataset</b> Dr. Grace Yang <i>Consultant, Division of Supportive and Palliative Care, National Cancer Centre Singapore</i>
12:00-12:30	<b>Q&amp;A: What are meaningful and measurable quality indicators for palliative care in Singapore?</b> Dr. Angel Lee <i>Chairperson, Singapore Hospice Council</i> <i>Medical Director, St Andrew's Community Hospital</i> Dr. Neo Soek Hui Patricia <i>Co-chairperson, Singapore Hospice Council</i> <i>Senior Consultant &amp; Head, Division of Supportive &amp; Palliative Care, National Cancer Centre Singapore</i>

	<p>Professor David Currow <i>Professor of Palliative Medicine, University of Technology Sydney</i></p> <p>Dr. Yee Choon Meng <i>Consultant, Department of Palliative Medicine, Tan Tock Seng Hospital</i></p> <p>Dr. Grace Yang <i>Consultant, Division of Supportive and Palliative Care, National Cancer Centre Singapore</i></p>
<b>12:30-13:30</b>	<b>Lunch break @ Level 3, Jupiter Ballroom</b>
	<p><b>Rethinking patient safety: When things go wrong...</b> Track Chair: Dr. Yee Choon Meng <i>Consultant, Department of Palliative Medicine, Tan Tock Seng Hospital</i></p>
<b>13:30-14:15</b>	<p><b>Medication safety in the hospice setting</b></p> <p>Mr. Wu Tuck Seng <i>Director and Head of Pharmacy Department, National University Hospital President of the Singapore Pharmacy Council Immediate past Chairperson of the National Medication Safety Committee, Ministry of Health Singapore</i></p>
<b>14:15-15:00</b>	<p><b>When, why and how to do root cause analysis?</b></p> <p>Adj. A/Professor Tan Hui Ling <i>Senior Consultant, Department of Anaesthesiology, Intensive Care &amp; Pain Medicine, Tan Tock Seng Hospital Assistant Chairman, Medical Board (Clinical Quality and Audit), Tan Tock Seng Hospital</i></p>
<b>15:00-15:30</b>	<b>Afternoon tea break</b>
<b>15:30-16:15</b>	<p><b>Just culture and its relevance to patient safety</b></p> <p>Dr. Tan Wee Kiat Terence <i>Senior Consultant, Division of Radiation Oncology, National Cancer Centre Singapore Head of Medical Affairs and Chief Quality Officer, National Cancer Centre Singapore</i></p>
<b>16:15-16:45</b>	<p><b>Q&amp;A: How to improve patient safety?</b></p> <p>Mr. Wu Tuck Seng <i>Director and Head of Pharmacy Department, National University Hospital President of the Singapore Pharmacy Council Immediate past Chairperson of the National Medication Safety Committee, Ministry of Health Singapore</i></p> <p>Adj. A/Professor Tan Hui Ling <i>Senior Consultant, Department of Anaesthesiology, Intensive Care &amp; Pain Medicine, Tan Tock Seng Hospital Assistant Chairman, Medical Board (Clinical Quality and Audit), Tan Tock Seng Hospital</i></p> <p>Dr. Tan Wee Kiat Terence <i>Senior Consultant, Division of Radiation Oncology, National Cancer Centre Singapore Head of Medical Affairs and Chief Quality Officer, National Cancer Centre Singapore</i></p>
<b>16:45-17:00</b>	<p><b>Closing remarks</b></p> <p>Adj. A/Professor Tan Hui Ling <i>Senior Consultant, Department of Anaesthesiology, Intensive Care &amp; Pain Medicine, Tan Tock Seng Hospital Assistant Chairman, Medical Board (Clinical Quality and Audit), Tan Tock Seng Hospital</i></p>

# CONFERENCE PROGRAMME

FRIDAY 23 AUGUST 2019

07:45-08:40	<b>Registration</b> (please be seated by 08:50)	
	<b>Rethinking approaches to problem-solving: How to solve a problem?</b> Track Chair: Ms. Chee Wai Yee <i>Programme Director, Singapore Hospice Council</i>	
09:00-09:45	<b>How team dynamics affects approaches to problem-solving?</b> Adj. A/Professor Wansaicheong Khin-Lin, Gervais <i>Senior Consultant, Diagnostic Radiology, Tan Tock Seng Hospital</i> <i>Clinical Director, Quality and Patient Safety Training Education Unit, CSI, OCG, Tan Tock Seng Hospital</i>	
09:45-10:30	<b>How to create a better healthcare system for palliative care at the national level?</b> Adj. A/Professor Tai Hwei Yee <i>Group Chief Quality Officer, National Healthcare Group</i> <i>Co-Chairman, Singapore Healthcare Improvement Network (SHINe)</i> <i>Senior Consultant, Anaesthesiology, Tan Tock Seng Hospital</i> <i>Quality and Patient Safety Lead, Lee Kong Chian School of Medicine, Nanyang Technological University</i>	
10:30-11:00	<b>Morning tea break</b>	
11:00-11:45	<b>What is best for ESTHER: How to improve care by listening to the patient's perspective?</b> Ms. Esther Lim <i>Assistant Director, SingHealth Office of Regional Health, SGH Campus</i> <i>Master Medical Social Worker, Medical Social Services, Singapore General Hospital</i>	<b>Leadership Session</b> <b>@ Level 5, Mercury Room 2</b>
11:45-12:30	<b>Q&amp;A: What are some of the problems worth solving and how can we begin to address them?</b> Adj. A/Professor Wansaicheong Khin-Lin, Gervais <i>Senior Consultant, Diagnostic Radiology, Tan Tock Seng Hospital</i> <i>Clinical Director, Quality and Patient Safety Training Education Unit, CSI, OCG, Tan Tock Seng Hospital</i> Adj. A/Professor Tai Hwei Yee <i>Group Chief Quality Officer, National Healthcare Group</i> <i>Co-Chairman, Singapore Healthcare Improvement Network (SHINe)</i> <i>Senior Consultant, Anaesthesiology, Tan Tock Seng Hospital</i> <i>Quality and Patient Safety Lead, Lee Kong Chian School of Medicine, Nanyang Technological University</i> Ms. Esther Lim <i>Assistant Director, SingHealth Office of Regional Health, SGH Campus</i> <i>Master Medical Social Worker, Medical Social Services, Singapore General Hospital</i>	
12:30-13:30	<b>Lunch break @ Level 3, Jupiter Ballroom</b>	<b>Leadership Lunch @ Level 5, Mercury Room 2</b>

	<p><b>Rethinking our place in the healthcare system: How far can we reach?</b>  Track Chair: Dr. Grace Yang  <i>Consultant, Division of Supportive and Palliative Care, National Cancer Centre Singapore</i></p>
<p><b>13:30-14:00</b></p>	<p><b>What is value in quality improvement?</b>  Professor Eric Finkelstein  <i>Professor of Health Services and Systems Research Program, Duke-NUS Medical School</i>  <i>Executive Director, Lien Centre for Palliative Care</i>  <i>NUS School of Public Health and Duke University Global Health Institute</i></p>
<p><b>14:00-14:30</b></p>	<p><b>How to improve palliative care within the Singapore healthcare system?</b>  Adj. A/Professor Jeremy Lim  <i>Partner, Health and Life Sciences Practice (Asia Pacific Region)</i>  <i>Governing Council Member and Chair, Medical Practice Audit Committee, Dover Park Hospice, Singapore</i></p>
<p><b>14:30-15:00</b></p>	<p><b>Improving healthcare at the national level - perspectives from Australia</b>  Professor David Currow  <i>Professor of Palliative Medicine, University of Technology Sydney</i></p>
<p><b>15:00-15:30</b></p>	<p><b>Afternoon tea break</b></p>
<p><b>15:30-16:00</b></p>	<p><b>Where do we go from here?</b>  Professor David Currow  <i>Professor of Palliative Medicine, University of Technology Sydney</i></p>
<p><b>16:00-16:45</b></p>	<p><b>Panel discussion</b>  Professor Eric Finkelstein  <i>Professor of Health Services and Systems Research Program, Duke-NUS Medical School</i>  <i>Executive Director, Lien Centre for Palliative Care</i>  <i>NUS School of Public Health and Duke University Global Health Institute</i>  Adj. A/Professor Jeremy Lim  <i>Partner, Health and Life Sciences Practice (Asia Pacific Region)</i>  <i>Governing Council Member and Chair, Medical Practice Audit Committee, Dover Park Hospice, Singapore</i>  Professor David Currow  <i>Professor of Palliative Medicine, University of Technology Sydney</i>  Dr. Angel Lee  <i>Chairperson, Singapore Hospice Council</i>  <i>Medical Director, St Andrew's Community Hospital</i></p>
<p><b>16:45-17:15</b></p>	<p><b>Closing Ceremony</b>  Dr. Angel Lee  <i>Chairperson, Singapore Hospice Council</i>  <i>Medical Director, St Andrew's Community Hospital</i></p>