INTERNATIONAL CONFERENCE & EXHIBITION 2015
7 - 8 September 2015
The Everly
PUTRAJAYA ♦ MALAYSIA

Theme:
Measuring Performance: 15 MSQH Hospital Accreditation Program—Achievements and Challenges

POST CONFERENCE SEMINAR
9 September 2015
Theme:
Impact of Hospital Design and Medical Technology on Patient Safety:
Getting It Right Saves More Lives

CALL FOR PAPERS
SUBMISSION DATESLINE: 31 JULY 2015
For more information, visit www.msqh.com.my/conference

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Ministry of Health
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of Malaysia

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<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>0730</td>
<td>Registration</td>
</tr>
<tr>
<td>0900</td>
<td>Welcome Address</td>
</tr>
<tr>
<td>0915</td>
<td>Keynote Address: Measuring Performance in Healthcare and the Way Forward</td>
</tr>
<tr>
<td>1000</td>
<td>Official Opening of Conference: Launching of MSQH Standards Award Presentation</td>
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<tr>
<td>1030</td>
<td>Tea Break</td>
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<tr>
<td>1100</td>
<td>Break up Session I: Service Standards Performance - Achievements and Challenges</td>
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**CONCURRENT 1**
1. Governance, Leadership & Direction  
2. Nursing Services  
3. CSSS

**CONCURRENT 2**
1. Clinical Services - Medical  
2. Clinical Services - Surgical  
3. Ambulatory Care Services  
4. Chronic Dialysis Treatment

**CONCURRENT 3**
1. Allied Health Services (Physiotherapy, Occupational Therapy, Optometry, etc)  
2. Dietetics Services  
3. Food and Dietary Services

**CONCURRENT 4**
1. Paediatric Services  
2. Critical Care Services – NICU, SCN  
3. Obstetrics & Gynaecology Services  
4. Labour Delivery Services

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<tr>
<td>1230</td>
<td>Lunch &amp; Prayers; Poster Presentations</td>
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**Project Presentation I**
1. Patient Safety  
2. Technical Services Improvement / Innovations  
3. Customer Service, Marketing & Public Relations

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<tr>
<td>1500</td>
<td>Plenary I: Implementation of Hospital Accreditation Program - Sharing of Experiences</td>
</tr>
<tr>
<td>1600</td>
<td>Forum I: Topic: Hospital Accreditation Program: Are we in the right direction and where are we going?</td>
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<tr>
<td>1700</td>
<td>Tea; End of Day 1</td>
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**TUESDAY | 8th SEPTEMBER 2015**

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<tr>
<td>0830</td>
<td>Plenary II: Malaysian Hospital Accreditation Standards: Evolution and Future Development</td>
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<tr>
<td>0930</td>
<td>Plenary III: Hospital Design and Implications on Prevention and Control of Infection</td>
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<tr>
<td>1030</td>
<td>Tea Break</td>
</tr>
<tr>
<td>1100</td>
<td>Break up Session II: Service Standards Performance - Achievements and Challenges</td>
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**CONCURRENT 5**
1. Environmental and Safety Services  
2. Facility and Biomedical Equipment Management and Safety  
3. Housekeeping Services

**CONCURRENT 6**
1. Pathology Services  
2. Blood Transfusion Services  
3. Prevention & Control of Infection

**CONCURRENT 7**
1. Pharmacy Services  
2. Health Information Management System

**CONCURRENT 8**
1. Operating Suite Services  
2. Anaesthetic Services  
3. Critical Care Service - ICU

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<tr>
<td>1215</td>
<td>Forum II: Topic: Meeting the Councillors and Surveyors</td>
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<tr>
<td>1300</td>
<td>Lunch &amp; Prayers; Poster Presentations</td>
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| 1400  | Project Presentation II:  
1. Clinical Services Improvement  
2. Internal Client Services  
3. Human Resource Development |
| 1500  | Forum III: Topic: Patient – Provider Partnership in moving the Patients for Patient Safety Agenda |
| 1600  | Award Presentation; Project Presentations; Poster Presentations         |

**Closing**
1630 Tea; End
The Everly
PUTRAJAYA • MALAYSIA
9 September 2015

POST CONFERENCE SEMINAR

Theme: Impact of Hospital Design and Medical Technology on Patient Safety: Getting It Right Saves More Lives

In Collaboration with ECRI Institute

WEDNESDAY | 9th SEPTEMBER 2015

0730 Registration

0900 Welcome Address

0915 Building design can impact every facet of Patient Safety, sometimes in unexpected ways. Are Hospital Managers and healthcare providers being supported to address this?
Speaker: Assoc. Prof Datin Norwina bt Mohd Nawawi

1005 Tea Break

1045 Medical Technology and Patient Safety - Does the current medical technology have the specifications/features to enhance Patient Safety?
Speaker: Jim Keller

1145 Forum I
Topic: Keeping Children Safer in Hospitals
Panelist:
1. Jim Keller
2. TBA
3. TBA

1245 Lunch & Prayers
Poster Presentations

1400 Medical Device Act and Patient Safety

1500 Forum II
Topic: Aging hospitals: What can be done to make them safer?
Panelist:
1. Jim Keller
2. Assoc. Prof Datin Norwina bt Mohd Nawawi
3. TBA
4. TBA
5. TBA

1630 Tea
End

SPEAKER

JAMES P. KELLER, JR., M.S.
Vice President
International Market Development
ECRI Institute, Plymouth USA

James Keller is responsible for integration of ECRI's international operations with its headquarters. He leads ECRI headquarters efforts to support the mission, business operations, business development, planning, and overall growth for its international programs and services. He serves as a member of ECRI Institute's Executive Committee which is responsible for overall governance of ECRI Institute operations.

Prior to taking on his international role Mr. Keller spent nearly twenty years directing ECRI Institute's Health Devices evaluation program that provides independent judgment and guidance to help hospitals and health systems select and manage medical devices. The program was referred to by the New York Times as “the United States’ most respected laboratory for testing of medical products.”

Mr. Keller is a recognized expert and frequently invited speaker on a wide range of health technology-related topics. These include patient safety, equipment management, strategic planning and forecasting, device utilization, nomenclature and asset management, and the convergence of medical devices and information systems. He has been an invited keynote at national conferences in Australia, Italy, Canada, and multiple venues in the US. He is also routinely sought out by the news media for his expertise on a variety of health technology concerns.

Mr. Keller is immediate past-president of the board for the American College of Clinical Engineering, a past member of the board for the Health Technology Foundation, and a past member of the board for the Health Technology Certification Commission. He joined ECRI Institute in 1984 after completing a MS in biological engineering from the University of Connecticut and a BS in zoology from the University of Massachusetts.