

Venue	East Ballroom					
0730 - 0830	REGISTRATION					
0830-0900	Opening Ceremony					
	Welcome Note					
	Address by Guest-of-Honour					
0900-1030	Opening Keynote Session I: Engaging Leadership: An evidence-based model for creating high quality healthcare and enhanced employee wellbeing – Prof Beverly Alimo-Metcalfe Opening Keynote Session II: Improving Quality whilst reducing cost: a blueprint from experience in the English NHS – Prof Bernard Crump					
1030-1100	Tea Break + Posters Viewing + Voting of People's Choice Poster					
1100-1200	Plenary Lecture I: Why embark on a Lean Hospital Transformation and what can we learn from it? - Mr Steve Boam and Mr Michael Shaw					
1200-1330	Lunch (provided) + CEO Lunch with Michael Shaw (invitation only)					
Venue	East Ballroom (500 pax)	Pisces 1 and 2 (240 pax)	Pisces 3 and 4 (240 pax)	Aquarius 1 and 2 (240 pax)	Aquarius 3 (120 pax)	Aquarius 4 (60 pax)
	Leadership and Governance	Healthcare Innovations	Systems Improvement	Knowledge Exchange and Translation	Workplace Safety and Health	Patient Safety
1330-1500	WS11: Building an Engaging Culture - Applying Engaging Leadership For Teams and Organisations - Ms Juliette Alban-Metcalfe and Ms Jacqueline Wong	WS12: Developing Clinical Leaders: Why and How? – Prof Bernard Crump	WS13: Human Factors and Safety - Dr Paul Barach	WS14: Embedding Lean thinking into your facilities and processes - KM&T	WS15: Workplace Safety and Health (WSH) Council Forum: Seminar on Anti-Workplace Aggression	WS16: Root Cause Analysis Workshop
1500-1530	Tea Break + Posters Viewing+ Voting of People's Choice Poster					
1530-1730	WS11: Building an Engaging Culture - Applying Engaging Leadership For Teams and Organisations - Ms Juliette Alban-Metcalfe and Ms Jacqueline Wong (contd)	WS22: Developing Clinical Leaders: Why and How? – Prof Bernard Crump (repeated)	WS23: Handovers and the Role of Communication - Dr Paul Barach	WS24: What limits the improvement in patient satisfaction – The waiting game - KM&T	WS25: Biosafety Forum	WS16: Root Cause Analysis Workshop (contd)
1730	End of Conference Day 1					

DAY 2, 11th OCTOBER 2011

0730 - 0830							REGISTRATION						
Venue	East Ballroom (500 pax)	Pisces 1 and 2 (240 pax)	Pisces 3 and 4 (240 pax)	Aquarius 1 and 2 (240 pax)	Aquarius 3 and 4 (60 pax)								
Leadership and Governance		Patient Safety		ILTC		Collaborative Partnerships		Healthcare Innovations					
0830 – 1000	WS31: Engaging Leadership Skills – Where do I stand and how can I get better? - Ms Juliette Alban-Metcalfe and Ms Jacqueline Wong	WS32: Medication Safety Taskforce Roadmap for Singapore	WS33: AIC Intermediate and Long Term Care Symposium Part 1	WS34: Symposium by SG Healthcare Institutions	WS35: In pursuit of Clinical Excellence:How to Drive Innovation in Healthcare Services								
1000 – 1030	Tea Break + Posters Viewing + Voting of People's Choice Poster												
1030 – 1230	WS31: Engaging Leadership Skills – Where do I stand and how can I get better? - Ms Juliette Alban-Metcalfe and Ms Jacqueline Wong (contd)	WS42: Infection Control Work Group Roadmap for Singapore	WS43: AIC Intermediate and Long Term Care Symposium Part 2	WS44: Symposium by SG Healthcare Institutions	WS35: In pursuit of Clinical Excellence:How to Drive Innovation in Healthcare Services (contd)								
1230 – 1400	Lunch (provided)												
Venue	East Ballroom												
1400 – 1530	Plenary Lecture II: Integrating Care Across the Continuum: improving the quality of care for patients with chronic illnesses - Dr Jason Cheah												
	Plenary Lecture III: National Electronic Health Record - Dr Sarah Muttitt												
1530 – 1615	Closing Keynote Session: Designing Hospitals to Reduce Harm and Improve Sustainability - Dr Paul Barach												
1615 – 1645	Tea Break												
1645 – 1715	Healthcare Quality Improvement Poster Competition Prize Presentation												
1715 - 1800	Panel Discussion: Prof Bernard Crump, Prof Beverly Alimo-Metcalfe & Dr Paul Barach												
1800	Closing Remarks and End of Conference Day 2												