

Agenda

Time	Sunday April 22, 2012
9:00	Arrival to Salzburg
10:00	
10:30	
12:30	
2:00	1 Introduction
4:00	
5:45	
6:00	
7:00	Dinner
9:00	Bier Stube

Time	Monday April 23, 2012	Tuesday April 24, 2012	Wednesday April 25, 2012	Thursday April 26, 2012	Friday April 27, 2012	Saturday April 28, 2012
9:00	Review/Preview					Prepare materials for WHA
9:15						
10:00	Coffee Break					
10:30	2 Journey to Date	4 Overcoming Issues of Confusion	6 Strengthening Leadership and Policy	7 Sustaining Execution	9 Next Steps	
12:30	Lunch					
2:00	3 Challenges Ahead	5 Role of QI in HSS	Visit Salzburg	8 Setting the Agenda for Learning	Prepare materials for WHA	
4:00	Coffee Break					
4:30						
5:15	Review/Preview					
5:30						
7:00	Dinner					
9:00	Bier Stube		Fireside Chats	Bier Stube		

Program Overview

1 Introduction

Chairmen

M. Rashad Massoud, *USAID Health Care Improvement Project, Senior Vice President, University Research Co., LLC/Quality & Performance Institute*

Clare Shine, *Chief Program Officer, Salzburg Global Seminar*

John Lotherington, *Program Director, Salzburg Global Seminar*

Faculty

Don Berwick, *Former Administrator of the Centers for Medicare and Medicaid Services (CMS)*

Nana Mensah-Abrampah, *Quality Improvement Fellow, USAID Health Care Improvement Project, University Research Co., LLC/Quality & Performance Institute*

Objectives

- i. Participants will get to know each other.
- ii. Participants will review the framework paper and materials from the BMJ blog related to it.
- iii. Participants will review the agenda and finalize their expectations for the different blocks for the seminar.

Outcomes

- i. Participants are acquainted with each other and each other's work.
- ii. Full engagement for seminar participants in the week to come.

2 Journey to Date

Chairman

Jim Heiby, *Medical Officer, USAID Global Health Bureau*

Faculty

Anna Korotkova, *Deputy Director, Federal Research Institute for Health Care Organization, Russia*

Maina Boucar, *Chief of Party, USAID Health Care Improvement Project, University Research Co., LLC/Quality & Performance Institute*

Objectives

- i. Participants will review progress to date on health care improvement in low and middle income economies.
- ii. Participants will identify what has been accomplished and what has worked in different contexts.
- iii. Participants will agree on the current imperative for improving health care in low and middle income economies.

Outcomes

- i. Participants are grounded in the status of improving health care in low and middle income economies.
- ii. Participants identify what has worked in different contexts.
- iii. Participants agree on what the next level in improving health care in low and middle income economies.

3 Challenges Ahead

Chairman

Sheila Leatherman, *Professor, School of Public Health, University of North Carolina*

Faculty

Enrique Ruelas, *Senior Fellow, Institute for Healthcare Improvement (IHI)*

Niaz Mohammad Popal, *Ministry of Health, Afghanistan*

Natalia Largaespada, *Director, MCH, Ministry of Health, Belize*

Cynthia Bannerman, *Ag Director, Institutional Care, Ghana Health Service, Ghana*

Robinah Kaitiritimba, *National Health Consumers' Organization, Uganda*

Objectives

- i. Participants will review and use key findings from Block 2 regarding:
 - Progress to date and what has worked for health care improvement in low and middle income economies.
 - The current imperative for improving health care in low and middle income economies.
- ii. Participants will identify and discuss remaining challenges - those that have hindered or impeded progress at greater reliability, impact and scale.
- iii. Participants will identify the top challenges that must be addressed to make sustained progress in improving patient and population outcomes. These will be done in two areas:
 - Challenges in health care delivery
 - Challenges in field of health care quality
- iv. Participants will agree on which challenges are “game stoppers” and MUST be modified

Outcomes

- i. Participants have clarity on the key challenges going forward -those that must be addressed to make predictable and sustained progress in health care quality in low and middle income countries.

Program Overview (continued)

4 Overcoming Issues of Confusion

Chairman

Sylvia Sax, *International Health Consultant and Lecturer, Institute of Public Health, University of Heidelberg, Germany*

Faculty

Saleh Nagi, *Quality Improvement Programme Manager, German International Cooperation (GIZ) Yemen*

Ahmad Jan Naim, *Ministry of Health, Afghanistan*

Baile Moagi, *Director of Inspection, Ministry of Health, Botswana*

Objectives

- i. Participants will review and use key findings from Block 3 regarding key challenges in 1) health care delivery and 2) field of health care quality that must be modified to make predictable and sustained progress in health care quality in low and middle income countries.
- ii. Participants will be oriented to issues of confusion that influence solutions to these challenges including, but not limited to, terminology, methodology, context, and interpretation of results.
- iii. Participants will work together on these issues of confusion and have the opportunity to clarify these and add additional areas.
- iv. Participants will outline priority actions and actors needed to overcome the confusion in the field at global, national and local levels.

Outcomes

- i. Participants will have clarity on priority actions and actors to resolve issues of confusion in the field at global, national and local levels.

5 Role of Quality Improvement (QI) in Health Systems Strengthening (HSS)

Chairman

Ed Kelley, *Head, Strategic Programmes and Coordinator, WHO Patient Safety Programme (Geneva)*

Faculty

M. Rashad Massoud, *USAID Health Care Improvement Project, Senior Vice President, University Research Co., LLC/Quality & Performance Institute*

Robert Clay, *Deputy Assistant Administrator, Global Health, United States Agency for International Development (USAID)*

Hussain Jafri, *Secretary General, Alzheimer's Pakistan, Pakistan*

Ekoye M. Saidou, *Ministry of Health, Niger*

Bernada Salas, *Metropolitan Health Secretary, Quito Municipality, Ecuador*

Objectives

- i. Participants will discuss the role that QI plays in HSS in relation to other in relation to other HSS levers, including for example financing reform, governance structures, policy engagement and community and civil society mobilization.
- ii. Participants will elaborate on how to further strengthen health systems in low and middle income economies through the application of QI.
- iii. Participants will discuss other on QI means of strengthening health care systems.

Outcomes

- i. Participants will have developed a template action plan that describes approaches for strengthening health system functioning through the applying QI methods and integrating them with other health system improvements and reform.

6 Strengthening Leadership and Policy

Chairman

Bruce Agins, *Medical Director, AIDS Institute, New York State Department of Health and Director, HealthQUAL International*

Faculty

Sir Liam Donaldson, *Envoy for Patient Safety, WHO*

Agnes Binagwaho, *Minister of Health, Rwanda (via video)*

Representative, *Ministry of Health, Ethiopia*

Justice Gweshe, *Chief Medical Officer, Ministry of Health, Namibia*

Anuwat Supachutikul, *CEO, Healthcare Accreditation Institution, Thailand*

Objectives

- i. Participants will discuss the role of leadership in improvement and review examples of success and barriers addressing key domains:
 - harnessing health information and data to generate a culture of data use for improvement;
 - addressing disparities in care and equity among all populations;
 - community engagement in improvement;
 - moving from “project management” to sustainable program implementation through bureaucratic strategies and policies.
- ii. Participants will discuss issues of policy and regulations related to creating systems capable of continuous improvement.

Outcomes

- i. Participants will identify leadership needs for improvement in low and middle economies .
- ii. Participants will identify specific policy and regulatory frameworks to support and sustain improvement.

Program Overview (continued)

7 Sustaining Execution

Chairman

Pierre Barker, *Senior Vice President, Low and Middle Income Countries, Institute for Healthcare Improvement (IHI)*

Faculty

Mary Taylor, *Senior Program Officer, The Gates Foundation*

Enrique Ruelas, *Senior Fellow, Institute for Healthcare Improvement (IHI)*

Koku Awoonor-Williams, *Regional Director, Ghana Health Service*

Objectives

Understand the interventions required to execute improvement at a whole system level, including but not limited to:

- i. Understanding what it takes to introduce systems thinking and QI to countries that do not have a history of using these methods (alignment of improvement objectives with global health, national and local priorities, motivation, , showing results, building a work force).
- ii. How to go from small scale pilots to large scale improvement projects: designing for scale and sustainability from the outset.
- iii. The stewardship of QI methods and capacity building; role of government, training, QI infrastructure.

Outcomes

Participants will agree on:

- i. A set of practical steps required to introduce and spread QI programming in a national health system.
- ii. The political and infrastructural support required to develop and sustain QI in low and middle income economies.

8 Setting the Agenda for Learning

Chairman

Pierre Barker, *Senior Vice President, Low and Middle Income Countries, Institute for Healthcare Improvement (IHI)*

Faculty

Nils Daulaire, *Director, Office of Global Affairs, Department of Health and Human Services*

Kedar Mate, *Country Director, IHI, South Africa*

Nigel Rollins, *WHO Department of Maternal, Newborn, Child and Adolescent Health*

Objectives

Understand the gaps in global health understanding and execution that can be addressed by QI and the research methods available to address these topics:

- i. What are the learnings in global public health that QI approaches can help address?
- ii. What are the tools we need to address these questions?

Outcomes

Participants will identify:

- i. Key questions for research.
- ii. The learning tools we require to take improvement to the next level.
- iii. The learning systems that are required to promote the science of improvement.

9 Next Steps

Closing Remarks

John Lotherington, *Program Director, Salzburg Global Seminar*

Chairman

M. Rashad Massoud, *USAID Health Care Improvement Project, Senior Vice President, University Research Co., LLC/Quality & Performance Institute*

Objectives

- i. Participants will review and discuss what has been accomplished over the past week and define next steps for improving health care in their respective countries.
- ii. Participants will discuss and define means by which they can continue to interact and continue to learn from each other as they continue to improving health care in their respective countries.

Outcomes

- i. Participants are in agreement and enthused about moving this agenda forward.
- ii. Participants will continue to collaborate together and learn from each other as they work to move improve health care in respective countries.