THE 4TH ANNUAL

INTERNATIONAL SYMPOSIUM ON ADVANCING THE SCIENCE AND IMPACT OF AUDIT & FEEDBACK

BROUGHT TO YOU BY:





May 23, 2019

Mercure Hotel Amsterdam City Joan Muyskenweg 10, 1096 CJ Amsterdam, Netherlands

MESSAGE FROM THE ORGANIZERS

Welcome to the 4th Annual International Symposium on Advancing the Science and Impact of Audit and Feedback. Looking back to our inaugural year in 2016, it is amazing to see how the attendee list has grown. One constant over the past 3 years has been the keen interest of researchers, healthcare professionals, quality officers, healthcare managers and anyone involved in the healthcare system who are looking to make change happen and improve the quality of patient care by using audit and feedback.

Through collaboration between the Audit & Feedback MetaLab and the Amsterdam University Medical Centers, we are happy to have designed a thought-provoking and interactive day of presentations and workshops for attendees. Together we will learn about all aspects of audit and feedback to inform our research and practice while generating collaborations that will strengthen attendees' work going forward. We hope that you enjoy your time with us and will continue to join us in advancing the field of audit and feedback.

Sincerely,
Dr. Jeremy Grimshaw & Professor Nicolette de Keizer

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CONFERENCE PROGRAM - AT A GLANCE -

8:30 — 9:00	REGISTRATION
	Location: Breakout Gallery Coffee and light refreshments will be served
9:00 — 9:15	WELCOME & INTRODUCTIONS
	Location: Plenary Room
9:15 — 10:15	PLENARY 1: WHAT IS AUDIT & FEEDBACK? Location: Plenary Room
10:15 — 10:45	REFRESHMENT BREAK
	Location: Breakout Gallery
10:45 — 12:15	WORKSHOP SESSION 1
	Location: Workshop Rooms 1, 2 & 3
12:15 — 13:15	LUNCH BREAK
	Location: L'Ambiance
13:15 — 14:45	WORKSHOP SESSION 2
	Location: Workshop Rooms 1, 2 & 3
14:45 — 15:15	REFRESHMENT BREAK
	Location: Breakout Gallery
15:15 — 16:15	PLENARY 2: RESEARCH UPDATES FROM
	THE METALAB
	Location: Plenary Room
16:15 — 17:15	PLENARY 3: PANEL - EUROPEAN HEALTHCARE ORGANIZATIONS PROVIDING AUDIT & FEEDBACK
	Location: Plenary Room
17:15 — 18:30	RECEPTION
	Location: Bar/Lounge Floor

Beverages will be served

CONFERENCE PROGRAM - PLENARY SESSIONS -

PLENARY 1: WHAT IS AUDIT AND FEEDBACK? 9:15 - 10:15 | PLENARY ROOM

NOAH IVERSWhat is audit and feedback?

HEATHER COLQUHOUN Optimising audit and feedback

JANE LONDON Optimising audit and feedback using

best practices: the NPS experience

PLENARY 2: RESEARCH UPDATES FROM THE METALAB
15:15 - 16:15 | PLENARY ROOM

NICOLETTE DE KEIZER Understanding the value of an action

implementation toolbox: evaluation of an electronic audit and feedback intervention to improve pain management in Dutch ICUs

FABIANA LORENCATTO

SIMON STANWORTH

REBECCA WALWYN

AFFINITIE: what are the lessons for improving the impact of national audit

programmes?

PLENARY 3: EUROPEAN HEALTHCARE ORGANIZATIONS
PROVIDING AUDIT AND FEEDBACK
16:15 - 17:15 | PLENARY ROOM

NIEK KLANZINGA Organisation for Economic Co-operation

and Development (OECD)

MIREK SKRYPAK Healthcare Quality Improvement

Partnership (HQIP)

ROB TOLLENAARDutch Institute for Clinical Audit (DICA)

ROBERT VERHEIJ Netherlands Institute for Health Services

Research (NIVEL)

CONFERENCE PROGRAM - WORKSHOP SESSION 1 -

10:45 - 12:15

EXPERIENCES OF REDUCING OPIOID PRESCRIBING IN UK PRIMARY CARE USING ENHANCED FEEDBACK | WORKSHOP ROOM # 1 |

SARAH ALDERSON & PAUL CARDER

This workshop will discuss the development of an enhanced feedback intervention to reduce opioid prescribing and experiences of its implementation in primary care practices. The use of opioid medicines in the treatment of chronic, non-cancer pain is questionable given limited evidence of efficacy and growing evidence of harm. The Campaign to Reduce Opioid Prescribing was a population-level, non-prescriptive, enhanced feedback intervention providing 316 primary care practices in West Yorkshire with bimonthly enhanced performance feedback reports on their opioid prescribing. CROP engaged practices in change and allowed adaption to their own ways of working. Changes in routine systems were embedded where there were structures already in place to discuss, agree, and implement change; but this intervention also encouraged varied actions in less structured practices. CROP reduced opioid prescribing; this low cost intervention translated into a substantial population impact and reduction in patient harm.

This workshop will (i) discuss lessons on engaging primary care practices with feedback reports to reduce harmful prescribing and (ii) highlight how research and service development agendas can align for a common quality improvement goal.

CONFERENCE PROGRAM - WORKSHOP SESSION 1 -

10:45 - 12:15

IF YOU BUILD IT...WILL THEY COME? MOVING RECIPIENTS FROM APATHY TO ACTION | WORKSHOP ROOM # 2 |

NOAH IVERS & LAURA DESVEAUX

- Review of theory understanding how feedback recipients engage with and think about feedback
- Case studies understanding failure and success
- The role of end-user input when designing feedback initiatives
- Engaging end-users pros and cons
- Practical strategies for engaging your target end-users
- The role of context understanding how team culture and leadership influences responsiveness to data
- Interactive session supportive coaching

LEARNING MORE FROM EVALUATIONS OF AUDIT & FEEDBACK IN MULTICENTER STUDIES | WORKSHOP ROOM # 3 |

MARTINE DE BRUIJNE, CORDULA WAGNER & JEREMY GRIMSHAW

Using the example of a nationwide patient safety monitoring research program in the Netherlands along with knowledge from an experienced audit and feedback scientist, this workshop will discuss the following questions:

- o How can we best design, present and organize our feedback as researchers?
- o How can health organizations, such as hospitals, best design, present and organize their own feedback?
- o How can feedback reports from multicenter research be designed to be more useful to individual practices?
- o How can we stimulate the use of feedback in the quality cycle in individual practices?

Presentations will be followed by group discussion. Workshop participants are invited to bring their own examples and questions to use in discussion.

CONFERENCE PROGRAM - WORKSHOP SESSION 2 -

13:15 - 14:45

COMPOSITE QUALITY MEASURES TO IMPROVE OUTCOMES OF PATIENTS IN NATION-WIDE CLINICAL AUDITS IN THE NETHERLANDS | WORKSHOP ROOM # 1 |

MICHEL WOUTERS, ROBIN DETERING & LEONIE VAN DER WERF

In this workshop we will discuss the need, development and validation of composite quality measures for surgical audits used by the Dutch Institute for Clinical Auditing (DICA). DICA facilitates 22 nationwide quality registries in The Netherlands and provides webbased, benchmarked feedback to clinicians in more than 150 medical centers. Each audit has a set of quality indicators covering different aspects of the care process and its outcomes. Though, sometimes a hospital performs above average on one indicator and has less favorable results on others. How do we appreciate such results? To stimulate quality assurance in the surgical process and improve outcomes of patients, DICA developed a number of composite measures, to make quality indicators more meaningful and more actable for clinicians.

In this workshop we will discuss with the participants ways to improve the value of audit and feedback, by providing more meaningful quality information to caregivers, empowering them to use this information directly in the improvement of their daily practice.

CONFERENCE PROGRAM - WORKSHOP SESSION 2 -

13:15-14:45

STUDY DESIGNS FOR EVALUATING EFFECTIVENESS OF AUDIT AND FEEDBACK | WORKSHOP ROOM # 2 |

JEREMY GRIMSHAW, CRAIG RAMSAY & BEATRIZ GOULÃO

- Considerations in choosing a study design
- Randomized designs
- Non-randomized designs
- Case study examples

OPTIMIZING THE DESIGN OF AUDIT & FEEDBACK | WORKSHOP ROOM # 3 |

SYLVIA HYSONG & NICOLA MCCLEARY

Consider and practice applying the principles of best practice in A&F design by:

- o Assessing the limitations of existing A&F interventions
- o Applying and discussing key recommendations for optimizing the design of $A\&\mbox{\it F}$

Framing the conversation on optimizing the design of A&F

- o We will discuss the recommendations of Brehaut et al (2016) and Hysong et al (2016)
- o Feedback Intervention Theory will be our organizing theoretical model

Optimizing feedback: using an exemplar, we will work through four overarching elements for optimizing feedback:

- o Nature of the desired action
- o Nature of the data
- o Feedback display
- o Feedback delivery

SPEAKER BIOGRAPHIES

- IN ALPHABETICAL ORDER-



SARAH ALDERSON

Dr Sarah Alderson is a NIHR Clinical Lecturer in primary care at the University of Leeds and general practitioner. She leads the Campaign to Reduce Opioid Prescribing, a UK regional primary care A&F intervention that was successful in reversing the rising trend of opioid prescribing in the UK. Her research interests include harnessing routine primary care data in interventions to change professional behaviour (typically feedback) and evaluations, and the potential of 'implementation laboratories' to advance science and population impact.



MARTINE DE BRUIJNE

Prof. Martine C. de Bruijne is Professor of Public Health, especially Quality of Care Amsterdam UMC. Martine is trained as a public health physician (1998), as well as in health informatics (1991) and clinical epidemiology (PhD 1997). Since 2001 she works as a researcher at VU medical center and EMGO+, which has in 2017 become part of the Amsterdam Public Health Institute. Her research is directed at teamwork to optimize quality and safety of care, evaluation of the national patient safety program for hospitals, and the influence of patient related factors. Currently, her research is connected to national developments on value based health care. She is responsible for education on Public health and Health care organization with a focus on quality and safety in health care at VUmc medical school and VU Health Sciences.



PAUL CARDER

Paul Carder has been working in research related roles in both academia and the NHS for over 10 years, contributing to large National Programmes of research and evaluation within both. While completing his postgraduate degrees at the University of Essex, he was a lecturer to both undergraduate and post graduate courses. He was a researcher in a subsidiary of the Economics Department at the University of Essex, contributing to work on national projects such as the British Household Panel Survey and Evaluations of the Benefits system for the Department of Social Security. As the current Head of Service for West Yorkshire Research and Development, Paul oversees the research and evaluation activities within primary care across the whole of West Yorkshire, starting with the clustered PCTs and now acting on behalf of all the CCGs and general practices therein.



HEATHER COLQUHOUN

Heather Colquhoun is an Assistant Professor in the Occupational Science and Occupational Therapy Department at the University of Toronto and a knowledge translation (KT) scientist. Her research focuses on the science of KT including the application of behaviour change theory to KT problems, KT intervention design, and investigation of intervention terminology issues in KT science. She has a keen interest in the use of Audit and Feedback (A&F) to improve health care delivery.

LAURA DESVEAUX

Laura is an implementation scientist and physiotherapist. Her work focuses on policy-oriented evaluations of complex health interventions with the goal of understanding and optimizing delivery and system-wide scale-up. Specifically, Laura's work seeks to understand the process, mechanism(s) of change, and contextual factors that characterize an intervention and its interaction with the health system, instead of simply evaluating whether the intervention worked 'in general'. She is particularly interested in how physicians process and interpret data, their beliefs about feedback, and the influence of team culture on data-driven quality improvement.



ROBIN DETERING

Robin Detering is a Medical Doctor and PhD student at the Department of Surgery of the Amsterdam UMC location AMC. The research topic of his PhD trajectory are trends and hospital variation of rectal cancer care under the supervision of Prof. Bemelman, Prof. Tanis and Dr. Wouters. He is also a clinical researcher of the Dutch ColoRectal Audit (DCRA), the first started audit of the Dutch Institute of Clinical Auditing (DICA). Furthermore, he worked as a surgical resident at the Department of Surgery of the Amsterdam UMC location AMC.



BEATRIZ GOULÃO

Beatriz Goulão is a statistician at the Health Services Research Unit (HSRU) and a PhD student in Applied Health Sciences at the University of Aberdeen. Her research focuses on cluster and factorial randomised trials methodology and her role at HSRU involves the design, analysis and reporting of clinical trials and evidence synthesis projects. Beatriz is part of the Translation Research in a Dental Setting (TRiaDS) Research Methodology Group, a collaboration between the University of Dundee and the University of Aberdeen. As part of her role in the group, she has been leading work on the evaluation of long-term effects of audit and feedback using prescribing routine data from the National Health System in Scotland and she is part of the research team developing two new audit and feedback randomised trials in the country.



JEREMY GRIMSHAW

Dr. Jeremy Grimshaw received a MBChB (MD equivalent) from the University of Edinburgh, UK. He trained as a family physician prior to undertaking a PhD in health services research at the University of Aberdeen. His research focuses on the evaluation of interventions to disseminate and implement evidence-based practice. Dr. Grimshaw is a Senior Scientist, Clinical Epidemiology Program, Ottawa Hospital Research Institute, a Full Professor in the Department of Medicine, University of Ottawa and a Tier 1 Canada Research Chair in Health Knowledge Transfer and Uptake. He is a Fellow of the Canadian Academy of Health Sciences and a Corresponding Fellow of the Royal College of Edinburgh. He has been awarded the CIHR Knowledge Translation award twice and is the 2018 CIHR Barer-Flood career achievement award winner for Health Services and Policy Research.





SYLVIA HYSONG

Sylvia J. Hysong, Ph.D. is a Lead Research Scientist at the Center for Innovations in Quality, Effectiveness and Safety (IQuESt, funded by the U.S. Department of Veterans Affairs Health Services Research and Development Service, VA HSR&D), Associate Professor of Medicine at the Baylor College of Medicine, and Senior Faculty of the VA Quality Scholars Program Coordinating Center. She is an industrial/organizational psychologist with two decades of experience in implementation and organizational research. Currently funded by VA HSR&D and the Agency for Healthcare Research & Quality, her research interests include primary health care as a work environment, feedback systems, team coordination, and performance measurement.



NOAH IVERS

Noah Ivers (MD, PhD) is a scientist at WCRI and adjunct scientist at ICES. He is also a family physician at Women's College Hospital (WCH) and an Assistant Professor in the Department of Family and Community Medicine and at the Institute for Health Policy, Management and Evaluation at the University of Toronto. Noah's research focuses on the use of data to drive decision making in healthcare and draws on a foundation in clinical epidemiology and health services research. He's also received the Rising Star Award from the Canadian Institutes of Health Research-Institute of Health Sciences and Policy Research (CIHR-IHSPR) in 2013. He has also received New Investigator Awards from CIHR and a Clinician Scientist award from the Department of Family and Community Medicine at the University of Toronto.



NICOLETTE DE KEIZER

Professor Nicolette de Keizer is a full professor and deputy chair at the department of Medical Informatics at the Amsterdam University Medical Centre, location AMC, and a senior scientist at the Amsterdam Public Health Institute in the Netherlands. Her research focuses on evaluation of quality of care and healthcare information systems. Her passion for audit and feedback originates from her work with the National Intensive Care Evaluation (NICE) quality registry which she co-initiated in 1996. She translates those research experiences into lectures for the bachelor and master programs Medical Informatics and the master Health Informatics. She is the director of this latter post-Master program.



NIEK KLAZINGA

Niek Klazinga, MD PhD is the strategic lead of the Health Care Quality and Outcomes program at the OECD in Paris. He combines this work with a professorship in Social Medicine at the Academic Medical Centre at the University of Amsterdam. Niek has been involved over the past 30 years in numerous health services research projects and policy debates on quality of care and patient safety. Present commitments include a visiting professorship at the Corvinus University in Budapest and the University of Toronto, advisor to WHO and member of the Quality Council of the National Health Care Institute in The Netherlands. His research focuses on health system performance assessment, quality of care, health policy evaluation, indicator development and health information systems. Niek has to date published over 220 papers in peer-reviewed journals and supervised 36 PhD students.

JANE LONDON

Jane has a Bachelor of Behavioural Science with a postgraduate focus in industrial and organisational applied psychology. She later completed a Masters of Social Science with a focus on health policy, particularly the effect of spatial planning on healthcare. Ms. London has worked in healthcare for 20 years, predominantly in the clinical policy space, being involved in guideline development, ehealth, quality improvement and implementation across primary, secondary and tertiary care. Currently, Jane leads the design and implementation of programs to drive health and economic outcomes in the quality use of medicines space. This involves nation wide programs across urban, regional, rural and remote Australia. This role is challenging as it requires timely and tailored responses to topical healthcare problems, whilst being embedded in a nationally delivered and long-term program of works.



FABIANA LORENCATTO

Dr. Fabiana Lorencatto is a health psychologist and behavioural scientist. She is currently the Research Lead for the Centre for Behaviour Change at University College London (UCL). She was awarded the UK Society of Behavioural Medicine early career award in 2016. Her main research interests include implementation research and applying behavioural science to develop and evaluate interventions to improve clinical practice. She was involved in the design and process evaluation of the NIHR-funded AFFINITIE programme of research, which applied behavioural theory and evidence to optimise a national audit and feedback intervention to reduce unnecessary blood transfusions in UK Hospitals.



NICOLA MCCLEARY

Nicola has expertise in Health Psychology, Health Services Research, Implementation Science, and Evidence Synthesis. She completed her PhD at the University of Aberdeen in Scotland, was a Postdoctoral Fellow at the University of Edinburgh in Scotland, and is now a Postdoctoral Fellow at the Ottawa Hospital Research Institute in Canada. Her current research involves using behavioural approaches to i) understand barriers and enablers to healthcare provider behaviour change, and ii) investigate the mechanisms of action underlying behaviour change interventions. She has experience in conducting process evaluations alongside trials to understand implementation and mechanisms of impact of audit and feedback interventions. She is particularly interested in the application of dual process models to understand the influence of automaticity, habit, and routines on the provision of healthcare.



CRAIG RAMSAY

Craig Ramsay is Director of Scotland's Chief Scientist Office funded Health Services Research Unit, University of Aberdeen and Professor of healthcare evaluation. He has wide ranging research interests in health services research with expertise in knowledge translation research, surgical trial evaluation, and quasi-experimental study designs. He currently co-leads a national initiative of knowledge translation research in dental services in Scotland (The TRiaDS programme), and has conducted several largescale audit and feedback trials. He also directs the Aberdeen Health Technology Assessment Group, which is the only academic centre in Scotland responsible for providing technology assessment reports for the National Institute for health and Clinical Excellence (NICE).





MIREK SKRYPAK

Mirek is currently an Associate Director for Quality and Development at HQIP where he leads a portfolio of national projects from the National Clinical Audit and Patient Outcomes Programme. Previously he has led patient safety, cardiovascular disease prevention and stroke improvement programmes at Academic Health Science Network and Stroke Network organisations. His professional background is as an occupational therapist with clinical rehabilitation and management experience, having worked across hospital and community stroke, neurology and elderly settings in Australia and England. He still works as an occupational therapist during weekends at the Royal Free London medical admissions unit and A&E. His interests are in quality improvement, involving patients in service redesign, and leadership of teams in healthcare particularly the application of learning from elite sporting teams and athletes.



SIMON STANWORTH

Dr Simon Stanworth is a Consultant Haematologist for NHSBT at the John Radcliffe Hospital (Oxford University Hospitals Foundation Trust), and honorary senior clinical lecturer at the University of Oxford. He has over 15 years of clinical research experience since gaining his PhD in 1995 from the University of Oxford. His research is centred on clinical indications of blood transfusion components, through systematic reviews and clinical studies/trials. Highlights have included several international randomised trials published in NEJM. He has published extensively, having over 150 peer-reviewed research articles, with an h-index 48; more recently he has been involved with 5 national guidelines. He is secretary of the South Central Regional Transfusion Committee. Dr Stanworth is a current scientific member of the BEST Collaborative from 2007.



ROB TOLLENAAR

Prof. Dr. R.A.E.M. Tollenaar is head of the Department of Surgery, Leiden University Medical Center (LUMC). In this position he is responsible for patient care, education and research within the surgical oncology field. Apart from the clinical ward the section has three outpatient clinics, all located in the LUMC: Surgical Oncology, Breast Cancer and Hereditary Breast Cancer Outpatient Clinic. Colorectal cancer and breast cancer are the areas of prof. Tollenaar's expertise. His expertise is in diagnostic and prognostic factors in colon-, pancreatic- and breast cancer within the field of proteomics and tumor-stromal interactions. He is president of the scientific committee of the DSCA.



ROBERT VERHEIJ

Robert Verheij is an internationally recognised and innovative expert in health services research and the use of electronic health records data, including interoperability, data quality and privacy protection. How we can use and re-use health data to improve the health care process and the health care system? This has been Robert's main focus for the last two decades, bringing together the worlds of IT, health care providers, researchers, health policy, and involving a large variety of research topics. Robert has been a health services researcher since the 1990s, and worked for the Netherlands institute for health services research (Nivel) and the Dutch National Institute for Public Health and the environment (RIVM). His current position is programme leader Health Data & the Learning Health System at Nivel.

CORDULA WAGNER

Cordula Wagner (PhD, physiotherapist, sociologist) is executive director of the Netherlands Institute of Health Services Research (NIVEL) in Utrecht and works as a professor of patient safety at VU University medical center in Amsterdam. She is also head of the patient safety research center 'Safety 4 Patients', a collaboration of EMGO+/VUmc and NIVEL. For the last 20 years Cordula has been involved in a substantial number of projects focussing on a) the implementation of quality systems among healthcare institutions and professionals, b) the evaluation of national quality programs and more specific quality improvement activities such as guidelines, teamtraining and break through projects, c) the relation between quality systems, care process and clinical outcomes, and d) risk management and patient safety. She has also participated in a number of European projects focussing on quality and patient safety.



REBECCA WALWYN

Rebecca joined the Complex Interventions Division in the Clinical Trials Research Unit at Leeds, UK in January 2011. Her time is split between trials, teaching and methodological research. From a trials perspective, Rebecca is interested in building a portfolio of trials that evaluate psychology-informed interventions including audit and feedback. However, she has developed an interest in all types of complex intervention, where her interest is in supporting the implementation of innovative trial designs across the Complex Interventions Division. More recently, her interests have extended to novel experimental designs (e.g. split-block designs, split-plot designs, multi-tiered designs, conditional randomisations, open-cohort cluster-randomised trial designs) and combinations of those designs, building on Design of Experiments (DoE). She is also interested in the role of time in trials of complex interventions.



LEONIE VAN DER WERF

Leonie Rosanne van der Werf studied medicine at the University of Groningen. She grew a specific interest in gastrointestinal surgical oncology, moved to Amsterdam to finish her studies in the Netherlands Cancer Institute and started some research on oncological surgery during her studies. In 2016, she started a PhD program at the Erasmus University Medical Center focussing on nationwide quality monitoring of oesophagal and gastric cancer surgery. Her supervisors in this research are Bas P.L. Wijnhoven (Erasmus University Medical Center) and Mark. I. van Berge Henegouwen (Amsterdam UMC). During her PhD program, she also coordinated several clinical audits, the Dutch Upper Gastrointestinal Cancer Audit, the Dutch Hepatobiliary Audit, and the Dutch Pancreatic Cancer Audit. At this moment she is finishing her PhD thesis, and in August 2019 she will start as a resident not in training in the Amsterdam UMC.



MICHEL WOUTERS

Michel W J M Wouters currently works at Netherlands Cancer Institute and is Head of the Scientific Bureau of the Dutch Institute for Clinical Auditing (www.dica.nl) Michel does research in Epidemiology, Oncology and Surgery. His major focus is 'Outcomes research and value-driven improvement of cancer care'. His clinical expertise is surgery for (advanced) melanoma. He is the president of the Dutch Federation of Oncologic Societies (SONCOS) which issues the multidisciplinary quality standards in Dutch Cancer Care (www.soncos.org).

