

Università degli Studi di Palermo

**Total Quality Management
Winter School**

**Quality and Operations
Management in Health Care**

Palermo (Italy), January 11-15, 2010

Expression of Interest

(please fill-in, and send by e-mail or Fax)

Surname:

Name:

Job type:

Organization:

Address:

Zipcode:Town:

E-mail:

Tel./ Mobile:

Date:

NB: please enclose your short CV



Università degli Studi di Palermo

**Total Quality Management
Winter School**

Scientific Committee

- Alberto Lombardo
Università di Palermo, School Director
- Salvatore La Rosa
Università di Palermo and ISIDA
- Alberto Portioli Staudacher
Politecnico di Milano
- Bo Bergman
Chalmers University of Technology
- Jens Jørn Dahlgaard
Linköping University

Organizing Committee

- Stefano Barone
*Università di Palermo &
Chalmers University of Technology*
- Eva Lo Franco
Università di Palermo

Contact Information

- Email: wstqm@unipa.it
- Website: www.unipa.it/wstqm
- Fax: +39.091.7099973

Registration fee

The registration fee is 400 €.
The participation fee includes: printed material, coffee breaks and lunches.



Università degli Studi
di Palermo



CHALMERS



Linköpings universitet
INSTITUTE OF TECHNOLOGY

**Winter School
on
Total Quality Management**

**Quality and Operations
Management in Healthcare**

Aula Direzione Generale
Azienda Ospedaliera
Ospedali Riuniti Villa Sofia-Cervello
Viale Strasburgo, 233

**Palermo (Italy)
January 11-15, 2010**



Regione Siciliana
Assessorato Regionale per la Sanità

The Winter School on Total Quality Management, on its second edition, is the result of the collaboration between Italian Universities (University of Palermo, Politecnico di Milano), Swedish Universities (Chalmers University of Technology, Linköping University) and ISIDA Business School.

Focus of this second edition is on Quality and Operations Management in Health Care. It refers to the implementation of models and approaches to quality, technical and organizational analysis, statistical methods, clinical audit and logistics in public and private healthcare organizations.

In fact, if efficiency and safety are the most critical dimensions in healthcare management, issues of logistics, patient flow management, risk management, have an increasing importance for competitiveness.

The School promoters are firmly convinced that such knowledge and skills need strong attention within the healthcare organizations, so they must be promoted and supported.

The main course objective is to provide participants with the opportunity to deepen and discuss, in a fully international perspective, issues concerning principles, methodologies and tools of the Quality and Operations Management, with particular regard to the specificity and complexity of healthcare organizations.

The School is addressed to: second-level graduates (masters or old system *laurea* degree), carrying out research at universities or research centers (especially those working in healthcare organizations), or having managerial responsibilities. Also first-level graduates can be admitted, if they have at least two-year documented experience in healthcare facilities.

The number of registered participants cannot exceed 60. At least 50% of the seats will be reserved to participants who have acquired the degree from non-Palermitean universities either in Italy or abroad.

The official language of the School is English. Participants should therefore have good knowledge of English, both spoken and written.

School attendance and final exam passing allows the acquisition of 3 credits according to the Italian system.

MORNING SESSIONS (9.00-13.00)	
January 15 th Organized by ISIDA	Antonio Craxi UNIVERSITÀ DI PALERMO <i>From risk evaluation to risk management: practical issues from a clinician's perspective</i>
January 14 th Organized by Politecnico di Milano	Alberto Portioli Staudacher POLITECNICO DI MILANO <i>Quality and Operations Management in Laboratory (implementing SPC and Lean principles)</i>
January 13 th Organized by Università di Palermo	Alberto Lombardo Eva Lo Franco Stefano Batone UNIVERSITÀ DI PALERMO <i>Waiting list modeling, management and control</i>
January 12 th Organized by Chalmers University	Bo Bergman Ida Gremyr CHALMERS UNIVERSITY OF TECHNOLOGY <i>Overview of Six Sigma - relation to Quality Management, practices and related tools</i> <i>Six Sigma and its relevance for health care</i> <i>Sustainable Healthcare; What it means and challenges for the future</i>
January 11 th Organized by Linköping University	<i>Greetings from authorities</i> Jens Jørn Dahlgård LINKÖPING UNIVERSITY <i>An overview of principles, tools and methods for continuous healthcare improvements</i> Ulises Ruiz UNIVERSITY OF MADRID <i>Towards Healthcare Safety in Europe - a needed healthcare system redesign: Experiences from Spain and Guidelines for process improvement implementation</i>

AFTERNOON SESSIONS (14.00-18.00)	
January 15 th Organized by Linköping University	Mattias Elg LINKÖPING UNIVERSITY <i>Directions for healthcare development: performance measurement as a key to identify areas of improvement.</i>
January 14 th Organized by Politecnico di Milano	<i>Operating Room planning and scheduling</i> <i>A lean implementation in Wards (material management)</i>
January 13 th Organized by Università di Palermo	Arturo Caranna IRCCS OASI MARIA SS., ITALY <i>An experience of Design for Quality and Innovation</i>
January 12 th Organized by Chalmers University	<i>Case studies from Skaraborg Hospital, Sweden</i>
January 11 th Organized by Linköping University	Enrico Baldantoni TRENTO HOSPITAL <i>Cases on Quality Indicators, CPOE, and Patient Safety at Trento Hospital</i>