

Programme EurOOHnet conference 2019 Zürich, Switzerland

Careum Bildungszentrum, Gloriastrasse 16, 8006 Zürich

THURSDAY 23rd OF MAY
(9.00-10.00: Board meeting, <i>room 178</i>)
10.00-10.30: Tea/coffee available, <i>room 284</i>
10.30-12.00: Preconference workshops: developing joint research projects, future research ideas, funding and projects, brainstorm session in small groups <ul style="list-style-type: none">• 1) (Telephone) triage: Erik, Stefan M, Hilde, Linda, Ellen (<i>room 178</i>)• 2) Antibiotics and POCT: Rachel, Gail, Annelies, Nahara, Ingrid, Stefan T, Morten (<i>room 182</i>)• 3) Frequent attenders & workload: Tone, Marleen, Rüdiger, Gunnar, Dennis, Oliver (<i>room 184</i>)
12.00-13.00: Lunch & registration, <i>room 284</i>
13.00-14.00: Opening session and Keynote (chair Marleen) <i>room 286-290</i> <ul style="list-style-type: none">• 13.00-13.30: Welcome to conference, short presentation, and update from the board• 13.30-14.00: Keynote lecture: Dr. Oliver Reich, Head of Swiss Telemedicine Service Santé24 – "Gatekeeping in out-of-hours care: who cares in Switzerland?"
14.00-15.00: First session: Safety (chair Marleen) <i>room 286-290</i> <ul style="list-style-type: none">• 14.00-14.15: Ellen Keizer - Patient safety of a Swiss telemedicine service: a study protocol• 14.15-14.30: Gunnar Tschudi Bondevik - Learning from medical errors in emergency primary care units• 14.30-14.45: Jonas F. Ebert - Does an emergency access button increase the patients' satisfaction and feeling of safety with the out-of-hours health services? A randomized controlled trial in Denmark• 14.45-15.00: Tone Morken - Reported incidents of violence against OOH personnel
15.00-15.30: Tea/coffee break, <i>room 284</i>
15.30-16.00: Second session: Antibiotics (chair Gail) <i>room 286-290</i> <ul style="list-style-type: none">• 15.30-15.45: Rachel Brettell - Variability in clinicians antibiotic prescribing in out of hours primary care: a service evaluation• 15.45-15.50: Stefan Teughels - Implementing interventions to improve antibiotic overprescribing in a GPC• 15.50-15.55: Annelies Colliers - GP consultations on infections during out-of-hours care: experiences of a video-observation study• 15.55-16.00: Nahara Martínez-González - Impact of interventions to improve the quality of prescribing and use of antibiotics in primary care patients with respiratory tract infections: initial results of a systematic review
16.00-16.45: Free time
16.45-17.20: Transfer to the Waid City Hospital
17.30-18.30: Visit to the Waid City Hospital, Tièchestrasse 99, 8037 Zürich
18.40-19.30: Transfer to the City Centre, including short city walk
19.30/20.00: Aperó and Dinner at "Zunfthaus zur Saffran" (18 th century guild house of the spice traders), Limmatquai 54, 8001 Zürich

FRIDAY 24th OF MAY

8.30-9.00: Tea/coffee available, room 284

9.00-9.15: Presentation of candidates who wish to join the board (chair Ingrid) *room 286-290*

9.15-10.05: Session 3: Triage (chair Ingrid) *room 286-290*

- 9.15-9.30: Dennis S. Graversen - Communication, safety and efficiency in of out-of-hours telephone triage in primary care conducted by general practitioners, nurses, and physicians with different medical specialities
- 9.30-9.45: Hilde Philips - Telephone triage in Belgium: Results of the validation of newly developed Triage protocols 1733
- 9.45-10.00: Stefan Morreel - Triaging and Referring In Adjacent General and Emergency departments (the TRIAGE-trial): preliminary results of a cluster randomised controlled trial
- 10.00-10.05: Linda Huibers - Safety and efficiency of different telephone triage models in out-of-hours care: a research project

10.05-10.30: Tea/coffee break, room 284

10.30-11.35: Session 4: Organisation & demand (chair Annelies) *room 286-290*

- 10.30-10.45: Marleen Smits - Out-of-hours primary care in European countries: an overview of different models
- 10.45-10.50: Ingrid K. Reb nord - Fixed salary at out-of-hours services in Norway
- 10.50-11.05: Rüdiger Leutgeb - Ambulance service utilization patterns in a GP-centered health care setting – a cross sectional study
- 11.05-11.20: Rachel Brettell - Out-of-hours primary care prescribing at the end of life – a data linkage study in Oxfordshire
- 11.20-11.35: Gail Hayward - Paediatric demand in OOH care / OOH CRP testing

11.35-12.15 Feedback from Pre-conference workshops and discussion – 10 minutes presentation from each group (chair Gail) *room 286-290*

12.15-12.45: Closing session (chair Annelies) *room 286-290*

- 12.15-12.30: Voting procedure
- 12.30-12.35: Next conference – location and date
- 12.35-12.45: Conclusion

12:45-13:00: Walk to lunch

13.00-14.00: Lunch at Hot Pasta, Universitätstrasse 15, 8006 Zürich

14.00: Optional: sightseeing / walk Zurich's home mountain Uetliberg (depending on weather and interest)