

Global Forum of Crisis Management and Crisis Communication for Health Care

--- Lesson From the Past Episodes of Patient Safety,
Infectious Disease and Disaster Around the World ---

November 1-2, 2010
The University of Tokyo, Tokyo, Japan

Abstract



By
**Union of Risk Management for Preventive Medicine
(URMPM)**

<http://www.urmpm.org/>

(Notice)

To: Participant.

You can pay your registration fees of the conference and the banquet at the conference desk, if you don't use prepayment.
Have a receipt and an abstract book at the conference desk.
Don't eat your food in all conference rooms and at the lobby area.

To: Speaker.

Submit your electronic file for publication to JMS (Journal of Medical Safety) at the conference desk.
Have a sit 30 minutes before your presentation.
Use the lobby area sheets for a pre-meeting of your symposium session.

To: Poster presentation manner.

Post your material on your board at AM 11:00 on November 1, 2010.
Explain at the poster presentation times on both days.
Remove your material at PM 4:00 on November 2, 2010

International Science Board

*Ryoji Sakai (Chair & President, Union of Risk Management for Preventive Medicine, Tokyo, Japan)
Pat Caplan (Emeritus Prof. University of London, UK)
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Rusli Bin Nordin (Prof. Monash University, Malaysia)
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Kazuhiko. Maekawa (Emeritus Prof., The University of Tokyo, Acute Medicine, Japan)
Kouji. Matsushima (Prof. The University of Tokyo, Molecular Preventive Medicine, Japan)
Kimihiro Meguro (Prof. The University of Tokyo, Urban Safety, Japan)
Hiroshi Yasuhara (Prof. The University of Tokyo Hospital, Surgery Operation Room, Japan)
Kenichi Yoshida (Prof. The University of Tokyo, Forensic Medicine, Japan)

* President of the Present Forum

General coordinator: Mr. Kunihiko Nakano (Univ. Tokyo)
Floor manager (1st day) : Ms Sin Ki (Univ. Tokyo), Ms. Saki Kasamatsu (Ochanomizu Women's Univ)
Floor manager (2nd day) : Ms Sin Ki (Univ. Tokyo), Ms Yuka Kamibeppu
Translators by Saimul International Co.

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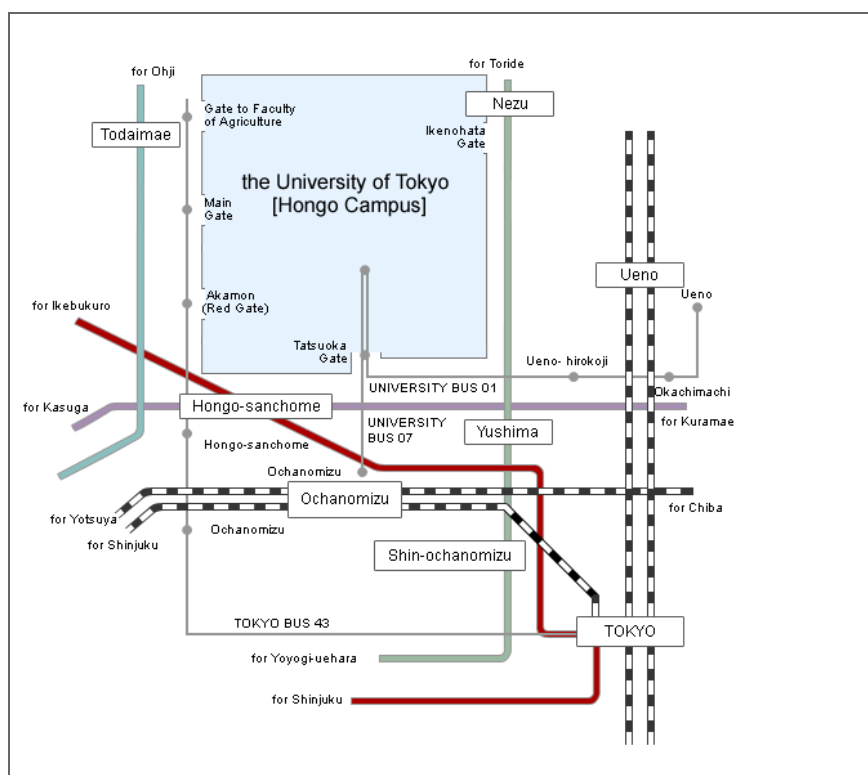
Transportation from Narita International Airport to Tokyo

1. Usually foreign visitors will arrive at the Tokyo International Airport in Narita, which is some distance away from the metropolis of Tokyo to the east. You can take either a bus or a train from the airport to the central part of Tokyo.
2. Limousine bus services are available from the airport. They connect to major hotels in Tokyo. You can ask the clerk of the bus service concerning which buses stop near your hotel and the most convenient place where you can get off to get to your hotel. The fare is about 3,000 yen one way.
3. Two train lines operate between the airport and Tokyo. One is the Japan Railroad (JR) Line and the other is the Keisei Line. Both lines have frequent "limited-express" trains which connect the airport and downtown Tokyo. It takes about 60-90 minutes. The limited-express trains have reserved seating only. You need to purchase a reserved seat ticket for these trains at the JR or Keisei ticket counter before boarding. The ticket counters and train platforms are located underground in the airport terminals. The fare for the JR's limited-express train is about 3,050 yen to Shinjuku, one way. The Keisei fare is less. The JR's Narita Express is available on every 30 minute. <http://www.jreast.co.jp/nex/index.htm>



4. If you use the Keisei Line from Narita Airport, the last stop is Ueno Station in the northeastern part of Tokyo. From there you can take a taxi 10 minutes to the University of Tokyo, Medical campus.

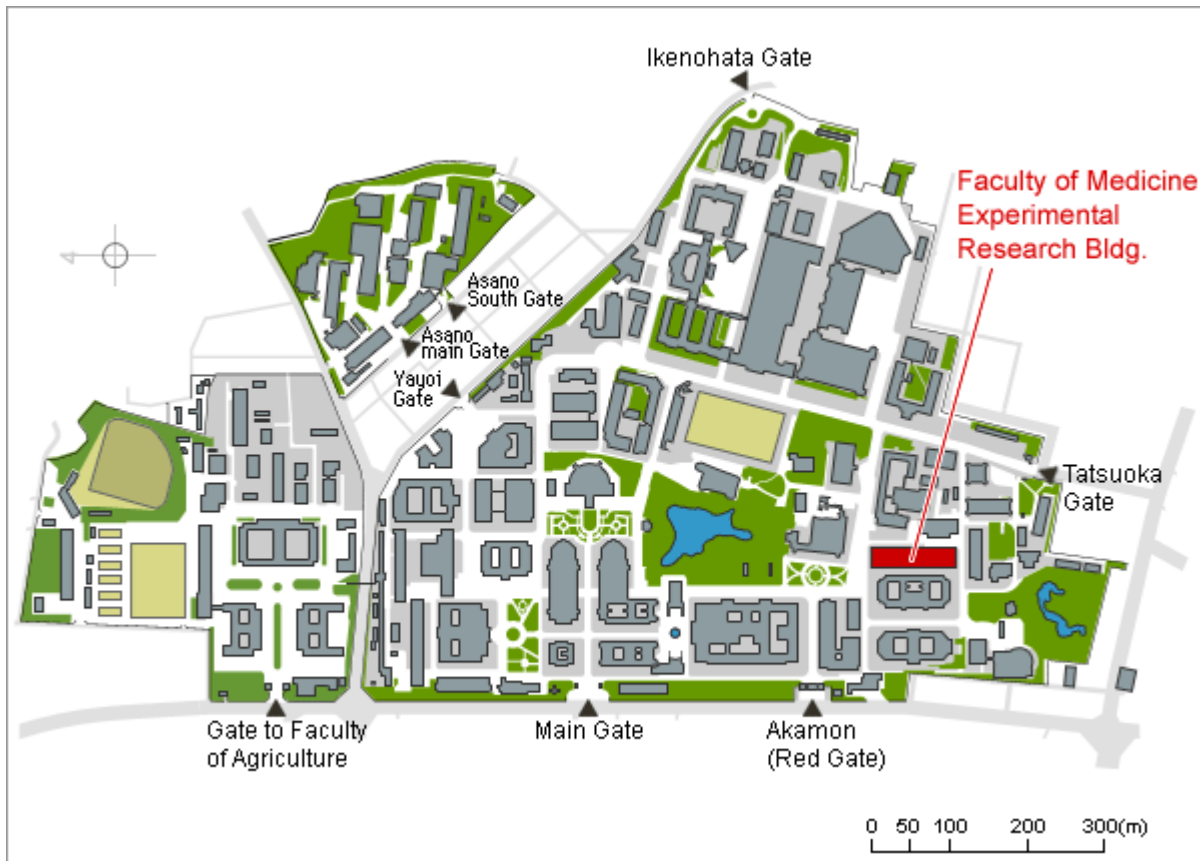
Hongo Campus Access Map



Nearest Stations	Distance from Sta.
Hongo-sanchoime Station. (Subway Marunouchi Line)	8 min. walk
Hongo-sanchoime Station. (Subway Oedo Line)	6 min. walk
Yushima Station. or Nezu Station. (Subway Chiyoda Line)	8 min. walk
Todaimae Station. (Subway Namboku Line)	1 min. walk
Kasuga Station. (Subway Mita Line)	10 min. walk

From Ochanomizu Station. (JR Chuo Line, JR Sobu Line)	Subway	Subway Marunouchi Line for Ikebukuro and get off at Hongo-sanchoime Station. 8 minutes walk
	Subway	Subway Chiyoda Line for Toride and get off at Yushima Station. or Nezu Station. 8 minutes walk
	Bus	Toei Bus 茶 51 for Komagome Station South. Exit or 東 43 for Arakawa-dote-soshajo and get off at Todai (Akamon-mae, Seimon-mae, Nogakubu-mae)
Okachimachi Station. (JR Yamanote Line, etc.)	Bus	Toei Bus 学 07 for Tokyo Univ. and get off at Todai (Tatsuokamon, Byoin-mae, Konai Bus Stop)
	Bus	take Toei Bus 都 02 for Otsuka Sta. or 上 69 for Otakibashi-shako-mae and get off at Yushima-yon-chome or Hongo-sanchoime.
Ueno Station (JR Yamanote Line, etc.)	Bus	take Toei Bus 学 01 for Todai-konai and get off at Todai (Tatsuokamon, Byoin-mae Konai Bus Stop)

Map of Hongo Campus (Faculty of Medicine,
Experimental Research Bldg.)



Room A: Tetsumon Auditorium, Experimental Research Building, Faculty of Medicine, 14th F, The University of Tokyo (UT).

Room B: The 1st Seminar room, Experimental Research Building, Faculty of Medicine, 2nd F, UT.

Room C: The 2nd Seminar Room, Experimental Research Building, Faculty of Medicine, 2nd F, UT.

Nov 1(Mon) 2010	Room A	Room A Lobby	Room B	Room C
am 9:50	Opening			
am 10:00 – am 12:00	Keynote Address (I) / Special Lecture (I)			
Noon	Education Lecture (I)	Poster Session		
pm 1:00 – pm 5:40	Special Lecture (II) / Guest Lecture / Symposium (I)		Japanese Workshop	Same as Room B
pm 6:30 – pm 8:30	Banquet at Chinzansou Sky Restraint			
pmNov. 2 (Thu)	Room A	Room A Lobby	Room B	Room C
am 9:00 – am 12:00	Special Address by President of URMPM World Congress 2012 / Special Lecture (III) / Symposium (II)			
Noon	Education Lecture (II)	Poster Session		
pm 1:00 – pm 6:00	Keynote Address (II) / Special Lecture (IV) - (VI) / Symposium (III)		Symposium (IV)	Oral Presentation
pm 18:00	Closing			

Program

November 1 (Mon), 2010

--- Crisis Management and Communication Toward Patient Safety ---

am 9:50 **Opening Remark** Room A
Ryoji Sakai (Chair & President, Union of Risk Management for Preventive Medicine, Tokyo, Japan)

Am10:00 – pm16:50 **Special Lecture and Symposium** Room A

am10:00 - am11:00 (Chair) Masayuki Fujita, Prof. Forensic Medicine, Keio University, Tokyo, Japan.
(Keynote Address I) Room A
Administrative Systems Required for Medical Safety.
Kenichi Yoshida, MD
(Prof. The University of Tokyo, Graduate School of Medicine, Forensic Medicine, Tokyo, Japan)

am11:00 - am11:40 (Chair) Masayuki Fujita, Prof. Forensic Medicine, Keio University, Tokyo, Japan.
(Special Lecture I) Room A
Legal Issues of Crisis Communication in Medical Accident.
Takanori Abe, PhD
(Lawyer, Adjunct Prof. The University of Osaka, Graduate School of Medicine, Osaka, Japan)

am12:00 – am12:50 (Chair) Somchai Chansawang (Bangkok Hospital Director)
(Educational Lecture) Room A
Patient Safety Initiatives at Brigham and Women's Hospital .
Richard D. Zane, MD
(Vice Chair, Department of Emergency Medicine, Brigham and Women's Hospital,
Associate Professor, Harvard Medical School, Boston, USA)

am12:50 - pm1:30 (Chair) Rusli Bin Nordin (Malaysia).
(Special Lecture II) Room A
Current State and Problems of Medical Communication at Clinical Sites.
Tomoko Araki, PhD
(Prof. The University of Kyushu, Graduate School of Medicine, Medical Communication, Fukuoka, Japan)

(November 1, 2010)

pm1:30 – pm4:50 **Symposium (I)** Room A
‘Clinical Approach in a Case of Medical Accident’

(Chair) Michael Siegrist (Switzerland) and Toko Kikawa (Japan).

pm1:30 – pm2:10 **The Importance of Trust and Affect in Crisis Communication.**

Michael Siegrist, PhD

(Prof. Swiss Federal Institute of Technology, Consumer Behavior, Zurich, Switzerland)

pm2:10 – pm2:40 **Current Status of Crisis Communication in Japan.**

Toko Kikkawa, PhD

(Assoc. Prof. Keio University, Crisis & Risk Communication, Tokyo, Japan)

pm2:40 – pm3:20 **Health Risk Communication and Crisis Communication.**

Aine McConnon PhD

(School of Public Health, Physiotherapy and Population Science, University College Dublin, Ireland)

pm3:20 – pm3:40 **How healthcare organizations should handle medical errors**

--How to gain the trust of patients and bereaved family members--

Hiroyuki Nagai, Mr (Representative, Citizens for Integrity in Medicine)

pm3:40 – pm4:00 **Medical Practice-Related Death: Dealing with Bereaved Family During the Autopsy.**

Takako Tsujimura and Kenichi Yoshida

(The University of Tokyo, Graduate School of Medicine, Forensic Medicine, Tokyo, Japan).

pm4:00 – pm4:30 **Crisis Management and Effort for Crisis Communication by Department of
Medical Safety Management (IRYOUANZENKANRISITSU).**

Fumitaka Nagamura, MD

(Assoc. Prof. The University of Tokyo, The Institute of Medical Science.
Director, Division of Clinical Trial Safety Management, Tokyo, Japan)

pm 4:30 – pm4:50 **Discussion**

pm5:00 – pm5:40 **(Guest Lecture)** Room A

Health Literacy: A Key to Improving Communication in Health Care.

*Hirono Ishikawa, PhD (1) and Takahiro Kiuchi, MD (2)

1) Assoc. Prof. The University of Tokyo, Graduate School of Medicine, Health Communication, Tokyo, Japan

2) Head and Prof. The University of Tokyo, Graduate School of Medicine, Health Communication, Tokyo, Japan

(November 1, 2010)

am12:00 – am 12:40

Poster Presentation

Room A, lobby

Development of an Analysis Method to the Incident Report from the Kyoto University Hospital Using TRENDREADER

Yoshimasa NAGAO^{1*}, Yurie TAKEDA², Shosuke SATO² and Haruo HAYASHI³

1 Patient Safety Division, Kyoto University Hospital, Kyoto, Japan

2 Graduate School of Informatics Kyoto University, Kyoto, Japan

3 Disaster Prevention Research Institute, Kyoto University, Kyoto, Japan

Effects of Type of Operation and Glove User on Microbial Contamination Inside Surgical Gloves in Orthopedic Surgery.

Katsuhiro Yorioka, Shigeharu Oie, Mitsuhiro Kimura

Shunan Municipal Shinnanyo Citizen Hospital, Shunan, Japan

Nurse Leaders' Roles in International Relief Team: The Crisis Management Experience in Haiti.

Atsuko Aurues, Hiroki Fukahori, Noriko Yamamoto-Mitani

Dept. System Management in Nursing, Graduate School of Health Care Sciences,

Tokyo Medical and Dental University, Tokyo, Japan

The Perception of Crisis Occurred due to Weather of University Students in Korea.

Jina, Oh, J.A.(1), Park, Jong-Kil .(2)

(1) Associate Prof., Department of Nursing, School of Medicine, Inje University, Busan, South Korea

(2) Atmospheric Environment & Information Research Center, Gimhae, South Korea

Evening Banquet pm 6:30 – pm 8:30

Skyrestraint Chinzansou (close to Tokyo Dome Baseball Stadium)

November 2 (Tue), 2010

--- Crisis Management and Communication Toward Infectious Disease and Disaster ---

am9:00 – pm6:00 **Special Lecture and Symposium** Room A

am9:00 – am9:40 (Chair) Somchai Chansawang (Bangkok Hospital Director, Thailand)

(Special Lecture III) Room A

CRITICAL INCIDENT MANAGEMENT AND CRISIS COMMUNICATION IN AN ACUTE CARE HOSPITAL

Richard D. Zane, MD

(Vice Chair, Department of Emergency Medicine, Brigham and Women's Hospital,
Associate Professor, Harvard Medical School, Boston, USA)

am9:40 - am10:10 (Chair) Ryoji Sakai (URMPM Chair, Japan)

(President Lecture of 2012 URMPM World Congress) Room A

Risk and Crisis Management for Nosocomial Infection and Medical Accident in Sapporo Medical University Hospital

Kazuaki Shimamoto MD (President, Sapporo Medical University, Sapporo, Japan)

am10:10 - am12:10 **Symposium (II)** Room A

'Crisis Management and Communication of Infectious Disease'

(Chair) Somchai Chansawang (Bangkok Hospital Director Thailand)

Michael Siegrist (Prof. ETHZ, Switzerland)

Aine McConnon (University College Dublin, Ireland)

am10:10 - am10:50 **Crisis Management and Communication for Influenza A (H1N1) Outbreak
Tsunami, and Political Unrest in Bangkok Hospital**

Somchai Chansawang, MD*, Somarch Wongkhomthong, MD (Bangkok Hospital, Thailand)

am10:50 - am11:20 **New Influenza A (H1N1) and Communication Gap**

Masaki Yatabe (News commentator, Japan Broadcasting Corporation, Tokyo, Japan)

am11:20 - am11:50 **Looking back on the emergency medical response for an outbreak of
E. coli O157 infection in Sakai, 1996**

Takeshi Shimazu, MD

(Prof. Osaka University Hospital, Traumatology & Acute Critical Medicine, Osaka, Japan)

am11:50 - am12:10 **Discussion**

am12:00 – am12:50 (Chair) David Urbach (Senior Adviser, International Risk Governance Council)

(Educational Lecture) Room A

Development of Some IT Systems for Efficiency Disaster/Crisis Management - IT Disaster Manual and IT Triage System -

Kimiro Meguro, PhD (Prof. The University of Tokyo, Urban Safety, Tokyo, Japan)

(November 2, 2010)

pm1:00 – pm2:00 (Chair) Somchai Chansawang (Bangkok Hospital Director)

(Keynote Address II) Room A

Antibiotic-Resistance Bacteria and Infection Control

Satoshi Ichiyama MD

(Vice-Director & Prof. Kyoto Univ. Hospital, Infection Control Team, Kyoto, Japan)

pm2:00 - pm2:30 (Chair) David Urbach (Senior Adviser, International Risk Governance Council, Switzerland)

(Special Lecture IV) Room A

A SYSTEMIC APPROACH TO THE MANAGEMENT OF RISK

Yoshie Nakatani,

(Head, Organisation for Economic Co-operation and Development (OECD) Tokyo Centre, Tokyo, Japan)

pm2:30 – pm3:10 (Chair) Michael Siegrist (Prof. Swiss Federal Institute of Technology, Zurich, Switzerland)

(Special Lecture V) Room A

IRGC Concepts and illustrative applications in Preventive Medicine.

David Urbach, PhD (Senior Adviser, International Risk Governance Council, Geneva, Switzerland)

pm3:15 – pm5:00 **Symposium (III)** Room A

‘The Present Condition and the Problems in the Hospital Infection Control’

(Chair) Somchai Chansawang (Bangkok Hospital Director, Thailand)

Satoshi Iwata (Prof. Keio Univ. Hospital, Tokyo, Japan)

Misaka Shinmura (Kikuna Memorial Hospital. Chief of Patient Safety, Tokyo, Japan)

pm3:15 – pm3:45 **Systematic correspondence for hospital infection control**

Satoshi Iwata MD (Prof. Keio Univ. Hospital, Infection Control. Tokyo, Japan)

pm3:45 – pm4:15 **Role of infection control doctors in hospital settings**

Satoshi Hori MD (Assoc. Prof. Juntendo Univ. Hospital. Infection Control. Tokyo, Japan)

pm4:15 – pm4:45 **Lesson from past episodes of nosocomial infection control as an infection control nurse**

Naomi Numa (National Cntr. Gloval Hlth & Medicine, Infection Contr. Nurse, Tokyo, Japan)

pm4:45 – pm5:00 Discussion

pm5:00 – pm5:50 (Chair) Richard D. Zane (Assoc. Prof. Harvard Univ. USA)

(Special Lecture VI) Room A

The dispatch of the disaster medical care from Hokkaido

Yasufumi Asai MD (Prof. Emergency Medicine, Sapporo Medical University, Sapporo, Japan.

Director of Support Committee of Japan Disaster Relief Medical Team, JICA, Tokyo, Japan)

(November 2, 2010)

pm3:30 – pm5:30 **Symposium** Room B

pm3:30 – pm5:30 **Symposium (IV)** Room B
‘Crisis Management and Communication of Health Care for Disaster’

(Chair) Rusli Bin Nordin (Prof. Monosh Univ. Malaysia).

pm3:30 – pm4:10 **Crisis Management and Crisis Communication in Industrial Disasters.**
Rusli Bin Nordin, MD
(Prof. Monash University, President of Asia Pacific Society of Risk Management for Preventive Medicine, Malaysia)

pm4:10 – pm4:40 **Medical Treatment for Sarin Poisoned Victims**
--- **Aftermath of Tokyo Subway Terrorism in 1995**
Emergency Medicine in Sarin Weapon Attack in Tokyo Metro.
Shinnisi Ishimatsu MD
(Director, Department of Emergency Medicine, St. Luke’s International Hospital, Tokyo, Japan)

pm4:40 – pm5:10 **School Crisis Intervention in Japan.**
Naoyasu Motomura MD (Prof. Osaka Medical College, Osaka, Japan)

pm5:10 – pm5:30 **Discussion**

pm3:10 – pm5:00 **Oral presentation** Room C

(Chair) David Urbach (Senior Adviser, International Risk Governance Council, Switzerland).
Hiroshi Matsumoto (Prof. Forensic Medicine, Sapporo Medical University, Japan)

pm3:10– pm 3:25 **Crisis Management Systems for ‘Distribution of Medicines’.**
Satoko Katsuragi (Hyogo University of Health Sciences, Hyogo, Japan).

pm3:25 – pm 3:40 **Analysis of the effect of oral suction on aerosol reduction**
Nobuo Motegi, Yumiko Ikegami
(Tokyo Metropolitan Cancer and Infectious diseases Center Komagome Hospital, Tokyo, Japan)

pm3:40– pm 3:55 **Malaria Outbreak Among The Illegal Foreign Workers in Felda Rubber Plantations
and The Use of Anti Malaria Chemoprophylaxis in Jempol District, N Sembilan, Malaysia**
Omar B. Mihat (1), Mohamad Iqbal Mazeli, Zailiza Suli (3)
(1) Assistant State Director of N. Sembilan, (2) District Health Office of Jempol
(3) Principal State Assistant Director of Vector-Born Diseases, Malaysia

pm3:55 – pm 4:10 **Community Cardiovascular Intervation Project for Borderline Group
at Kg Kuala Sawah, Seremban, Negeri, Sembilan.**
Omar B. Mihat (1), Mariam AM (2), Nara S (2)
(1) Asistant State Director of N. Sembilan, (2) Family Health Phycian, Malaysia

pm4:10– pm 4:25 **Risk Management for Harmful Use of Alcohol.**
Hiroshi Matsumoto (Dept. Forensic Medicine, Sapporo Medical University, Sapporo, Japan)

pm4:25 – pm4:40 **Risk of Violent Deaths in Transkei Region of South Africa.**
Banwaril L. Meel (Dept. Forensic Medicine, Walter Sisulu University, South Africa)

pm4:40 – pm 5:00 **Preventing Disasters?**
Vlasta Molak (GAIA Foundation Inc., Ohio, USA)

(November 2, 2010)

am12:00 – pm 1:00 **Poster Presentation** Room A, lobby,
Same presentations as those in November 1

Development of an Analysis Method to the Incident Report from the Kyoto University Hospital Using TRENDREADER

Yoshimasa NAGAO^{1*}, Yurie TAKEDA², Shosuke SATO² and Haruo HAYASHI³

- 1 Patient Safety Division, Kyoto University Hospital, Kyoto, Japan
- 2 Graduate School of Informatics Kyoto University, Kyoto, Japan
- 3 Disaster Prevention Research Institute, Kyoto University, Kyoto, Japan

Effects of Type of Operation and Glove User on Microbial Contamination Inside Surgical Gloves in Orthopedic Surgery.

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Atsuko Aurues, Hiroki Fukahori, Noriko Yamamoto-Mitani (Dept. System Management in Nursing, Graduate School of Health Care Sciences, Tokyo Medical and Dental University, Tokyo, Japan)

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Jina, Oh, J.A.(1), Park, Jong-Kil .(2)

- (1) Associate Prof., Department of Nursing, School of Medicine, Inje University, Busan, South Korea
- (2) Atmospheric Environment & Information Research Center, Gimhae, South Korea

pm 6:00 **Closing Remark** Room A

(Travel Information)

Recommendation hotels

<http://www.tokyodome-hotels.co.jp/e/index.html>

<http://www.sunroute.jp/HotelInfoSVE?HotelCode=HFHG>

<http://www4.ocn.ne.jp/~kizanweb/>

http://www.hotelgp-tokyo.com/english/sty01_e.html

Japan & Tokyo Information

<http://www.urmpm.org/CrisisManagement2010/links.html>

Tokyo sight seeing

<http://www.eok.jp/travel/group/tour-operator/hato-bus>

Trip to Kyoto

<http://www.japan-guide.com/e/e2158.html>

Trip to Nikko

<http://www.japan-guide.com/e/e3800.html>