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OF LIVING EXHIBITION

5th to 7th of June 2008

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Edad&Vida

With the collaboration of Applus+ and the
Departament d'Acció Social i Ciutadania

Workshop: "Quality and accreditation in welfare dependency services"

Thursday, 5th of June 2008

R&D&I Room. Pavilion 1. Gran Via exhibition centre

Access: Av. Joan Carles I / Calle Ciències. L'Hospitalet de Llobregat

09:30 – 10.00 | Inauguration

Higinio Raventós, President of the Edad&Vida Foundation

Joaquim Coello, Delegate Councillor of Applus+

Neus Orriols, Territorial Director General of Social Services to Barcelona. Catalan Generalitat's
Conselleria d'Acció Social i Ciutadania

10:00- 10.30 | Conference: Quality of welfare dependency services

Chairman: **Albert Vergés**, Director General of the Edad&Vida Foundation

Speaker: **Miguel Ángel Verdugo**, Lecturer in Psychology of Disability at the University of Salamanca.

10:30- 12.30 | Round Table 1. Accreditation models: current situation and trends in the Autonomous Communities

Chairman: **Eduardo Rodríguez Rovira**, Chairman of INDAS

Moderator: **Pilar Sánchez Luquero**, Quality Manager of Mapfre Quavita

Catalonia: **Carolina Homar**, Director General of the *Institut Català d'Assistència i Serveis Socials*

Andalusia: **Soledad Pérez Rodríguez**, Director General for Elderly People

Navarra: **Marta Álvarez Alonso**, Director General of Social Affairs and Development Cooperation

Castilla y León: **Jesús Fuertes Zurita**, Director General of Social Policy and Welfare Dependency

12:30- 12.45 | Coffee Break

12:45 – 14.00 | Round Table 2: International accreditation approaches and experiences

Chairman: **Ángel Puente**, Manager of Cogesa

Moderator: **Alfredo Bohórquez**, Quality and Innovation Sales Director of Eulen Servicios Sociosanitarios

- Accreditation models in the United States and Canada. Experience in Spain of the American

RUG-RAI model, by **Miguel Ángel Vázquez**, Geriatrician, Director of the Xunta de Galicia's Centro Sociosanitario in Vigo, Professor at the University of Vigo

- **Joint commission and the Japanese model**, by **Pilar Hilarión**, Director of the Department of Dependency and Social Services of the Avedis Donabedian Institute

- **The German model**, by **Stephan Biel**, director of Tioman & Partners

14:00 – 15.30 | Lunch

15:30 – 17.00 | Round Table 3: Quality models and assessment systems

Chairman: **Josep Llovera**, Product Manager of Healthcare & Seniors, Eurest (Grupo Compass)

Moderator: **Jordi Martínez**, Regional Manager of Applus+

Residential centres: **Pedro Cano**, Technical and Organisation Manager of Sanitas Residencial

Day centres: **Domingo Gutiérrez**, Quality Manager of Grupo Amma

SAD: **Emmanuel Tissot**, Director General of ServiSar

Teleassistance: **Francesc Patricio**, Provincial Manager of Eulen Servicios Sociosanitarios

17.00 – 17.30 | Conclusions and recommendations

Dulce Fontanals, member of the Quality and Accreditation Commission of the Edad&Vida Foundation

17.30 – 18.00 | Closing addresses

Higinio Raventós, Chairman of the Edad&Vida Foundation

Salvador Jiménez, Manager of the Technical Area of Applus+

Jordi Tudela, Manager of the *Programa de Promoció de l'Autonomia Personal i Atenció a les persones en Situació de Dependència* (ProdeP). Catalan Generalitat's *Departament d'Acció Social i Ciutadania*

Carne Capdevila, Catalan Generalitat's *Consellera d'Acció Social i Ciutadania* (*)

(*) *To be confirmed*

Further information:

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*Programme subject to change s
Latest update: 15th of May 2008*