

HANOI MEDICAL UNIVERSITY  
**HANOI MEDICAL UNIVERSITY HOSPITAL**

**HOC MAI AND HANOI MEDICAL UNIVERSITY SEMINAR**

**“WHY COMPLAINTS ARE GOOD FOR MEDICINE?”**

**PROGRAM**

**1. Date and Time:** Saturday 29<sup>th</sup> of Oct, 9am-10am (Hanoi time) or 1pm-3pm (Sydney time).

**2. Organization format:**

- Online: Zoom ID 378 253 6593                      Pass: bvdhy2022

- Offline: 5<sup>th</sup> Floor Hall, Block A2, Hanoi Medical University Hospital

**3. The chairperson:** Professor Nguyen Lan Hieu, Director of Hanoi Medical University Hospital

**4. Detailed content:**

No	TIME	CONTENT	RESPONSIBILITY
1	8:45 – 9:00am	Stabilizing the network transmission line and managing participants in Zoom meeting	- Information Technology Department - Hospital Quality Management Department
2	9:00 – 9:05am	Announcing the reason, introducing the rapporteur, participants, and the program	- Dr. Nguyen Van Hoat – Head of Hospital Quality Management Department, MHUH
3	9:05 – 9:10am	The speech of Director of Hanoi Medical University Hospital	- Professor Nguyen Lan Hieu, Director of Hanoi Medical University
4	9:10 – 9:15am	The speech of The Hoc Mai Advanced Course in Medical Education Representative	- Professor Bruce Robinson - Professor Christopher Pokorny
5	9:15-10:55am	<b>Topics:</b> “ <i>Why complaints are good for medicine?</i> ”	Rapporteur: - Professor Merrilyn Walton, Professor of Medical Education (Patient Safety), Sydney School of Public Health, Faculty of Medicine and Health, Faculty Academic Integrity Coordinator, Hon. Professor Hanoi Medical University - Professor Christopher Pokorny - Professor Nguyen Lan Hieu - Dr. Nguyen Van Hoat - Hospital quality management specialists from other hospitals - Participants.
6	10:55-11:00am	Conclusion	Professor Nguyen Lan Hieu, Director of Hanoi Medical University Hospital