

Monday 23rd September

9-13 Plenary Session:

- Welcome
- Introduction to the conference
- Presentation of WHO Good Practice Guidance: promoting rights and recovery in mental health services
- Good practice service presentations and discussion

14-17 Plenary Session

- Good practice service presentations and discussion
- Learning from these and their application elsewhere
- Conclusions

Tuesday 24th September

09-13 Plenary Session

Whole system change: discussing the Trieste model and the implementation of an open door no restraint system

- 24hrs Community Mental Health Centers: an operation manual or more?
- Personal Health Budget: means for integration but in the hands of whom?
- The experience of open door forensic units in the Region Friuli Venezia Giulia
- The experience of Recovery House: recovery and empowerment pathways

14-16 Plenary Session

- The experience in Wales: Hywell Dda and Aneurin Bevan Health Boards
- Los Angeles: “the Trieste Project”

14-16 WHO QUALITYRIGHT WORKING GROUPS (closed meetings)

- **Who Europe Qualityrights project**

Inter-country project meeting – planning and review meeting with EURO country focal points to discuss next phase

- **WHO Service Guidance**

Expert meeting to discuss WHO's work on the Best Practice Guidance document and next steps

16-17.30 Plenary Session

From Humanization to Deinstitutionalization

- Qualityrights: country presentations and general discussion
- Recommendations on the phasing out of psychiatric hospitals

Wednesday 25th September

9-13 Plenary Session

Countrywide and region-wide reforms:

Italy

- No-restraint Open-door Units in Italy
- Overcoming of Forensic Hospitals: the good practices of REMS

Europe

- Czech Republic: the national strategy
- Poland: the national reform programme
- Empowerment: the networks of stakeholders in Europe (Lille)

14-17 Parallel Sessions

1. ***Strengthening international cooperation for system reforms:*** Argentina and Latin America
2. ***Strengthening international cooperation for system reforms:*** UK, Netherlands, Belgium, Poland, California, Palestine, Serbia
3. ***The person's say: programs and practices in whole life domains***
 - The right to work
 - The right to health

- The right to be equal in front of the law
- The right to independent living and community participation

14-17 WHO QUALITYRIGHTS WORKING GROUP (closed meetings)

WHO Service Guidance / WHO Europe QualityRights – Market place for Innovation and Exchange

17-18 Plenary Session

Nikolas Rose: *“Our Psychiatric Future”*

Conclusions

Thursday 26th September

- Study visits to MH Services (on request- few places available)

9-16 WHO QUALITYRIGHTS WORKING GROUP (closed meeting)

International experts meeting to discuss WHO’s work on the best practice guidance document and next steps