

Quality Management.

Conference agenda.



ARAB HEALTH

30-31 January 2019 • Dubai World Trade Centre

Quality Management Conference.

30 - 31 January 2019, Dubai World Trade Centre, Dubai, UAE.

Theme: 'Unity for excellence: Empowering, engaging and education to learn, share and collaborate'

What's new:

- Reduced price and special rates for allied healthcare professionals, international members of endorsing partner societies*
- Reduced conference registration pricing
- New speaker line-up of more than 15+ including speakers from renowned international organisations
- The latest international perspectives on solutions to the key challenges facing the field of healthcare quality management

Key topics:

- Patient, family and community engagement in improving care and outcomes
- Leading a culture of improvement
- Eliminating harm
- Population health
- KPI's, accreditation and regulatory updates
- Quality management and lean processes
- Case studies: Empowering and engaging staff to achieve excellence

Who should attend:

- Head of Quality
- Quality Managers/Specialists/Analyst
- Quality Assurance/Officer/Coordinator
- Manager Quality Improvement
- Risk/Project Managers
- Patient Safety Officers
- Accreditation/Education Co-Ordinator/Officer

Benefits of attending:

- Review updates in healthcare quality policy and accreditation, to expand knowledge, encourage compliance, and encourage best practice
- Examine quality management case studies to improve future performance and processes by learning from past incidents
- Discuss the notion of 'lean process' and consider how implementation can reduce variability and error in process, enabling better quality of care
- Identify effective data management and analysis practice resulting in overall improvement across your organisation
- Explore the role of telemedicine within quality maintenance and discuss new advanced technology improving quality outcomes

**Allied Healthcare Professionals such as Nurses, Physiotherapists, Radiographers and Technicians can contact the Arab Health conference team on +971 4 408 2891 or ahcongress@informa.com to find out more about the special rates. Valid company/employee identification with job designation will be required to avail the special rates.*

View the detailed agenda at www.ahcongress.com/quality

Quality Management Conference.

30 - 31 January 2019, Dubai World Trade Centre, Dubai, UAE.

Programme highlights:

The journey to zero harm: example of a children's hospital

Dr Brigitta Mueller, Vice President for Medical Affairs and Chief Safety Officer, **Johns Hopkins All Children's Hospital**, Professor of Pediatrics, **Johns Hopkins University School of Medicine**, Maryland, USA

Telehealth improves patient management – why and how

Dr Suhail Chughta, Orthopaedic Surgeon, Clinical Director & Medico-Legal Examiner, **Medico Legal Professionals Ltd**, Founder and Director, **Medic City Online**, London, UK

Building capacity for improvement

Dr Ahmed Alamry, Secretary General, **Saudi Health Council**, Director, Vision Realization Office, **Ministry of Health Saudi Arabia**, Consultant, **Saudi Commission for Health Specialties**, Board Member, **Saudi Patient Safety Center**, Board Member, **Saudi Central Board for Accreditation of Health Care Institutions**, Riyadh, Saudi Arabia

Accreditation statement:



The Cleveland Clinic Foundation Center for Continuing Education is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The Cleveland Clinic Foundation Center for Continuing Education designates this live activity for a maximum of 12 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Participants claiming CME credit from this activity may submit the credit hours to the American Osteopathic Association for Category 2 credit.

Provided by:



In compliance with:



Organised by:



Supporting bodies:



Official knowledge partner:



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Day one | Wednesday, 30 January 2019.

08:00 Welcome coffee

08:50 Opening remarks

Dr Samer Ellahham, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

09:00 Opening plenary: Good, but not good enough-what is missing in the healthcare industry?

Martin Egerth, Senior Product Manager, Human Factors and Leadership Trainer, Lufthansa Aviation Training, Munich, Germany

Session 1: Patient, family and community engagement in improving care and outcomes

Moderator: **Dr Samer Ellahham**, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

09:30 Person and family engagement: strategies and tips

Dr Samer Ellahham, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

10:00 Engaging patients, families and caregivers with leadership rounds

Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

10:30 Ensure engagement to enhance excellence

Dennis Joseph, Quality Director, Royale Hayat Hospital, Jabriya, Kuwait

11:00 Coffee break

11:45 Interactive Q & A

Session 2: Leading a culture of improvement

Moderator: **Dr Cynthia Deyling**, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

12:15 The journey to zero harm: example of a children's hospital

Brigitta Mueller, Vice President for Medical Affairs and Chief Safety Officer, Johns Hopkins All Children's Hospital, Professor of Pediatrics, Johns Hopkins University School of Medicine, Maryland, USA

12:45 Leading change

Rouba Rassi El-Khoury, President, Lebanese Society for Quality and Safety in Healthcare, Beirut, Lebanon

13:15 Ten leadership lessons from 30 years of hospital practice journey

Osama Tabbara, Executive Director, Department of Pharmacy Services, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

13:45 Lunch break and visit exhibition

Session 3: Eliminating harm

Moderator: **Dr Samer Ellahham**, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

15:45 Telehealth improves patient management – why and how

Dr Suhail Chughta, Orthopaedic Surgeon, Clinical Director & Medico-Legal Examiner, Medico Legal Professionals Ltd, Founder and Director, Medic City Online, London, UK

16:15 Setting the agenda for patient safety

Dr Adeline Saliba, Quality Improvement Lead, SEHA Corporate, Abu Dhabi, UAE

Session 4: Population health

Moderator: **Dr Cynthia Deyling**, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

16:45 Population health overview

Nirav Vakharia, Vice Chairman, Population Management, Cleveland Clinic Ohio, Ohio, USA

17:15 Closing keynote: Twenty years after ‘To Err is Human’: was there any change?

Martin Egerth, Senior Product Manager, Human Factors and Leadership Trainer, Lufthansa Aviation Training, Munich, Germany

17:45 Closing remarks

18:00 End of day one

Day two | Thursday, 31 January 2019.

08:00 Welcome coffee

08:35 Opening remarks

Dr Samer Ellahham, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

08:45 Opening plenary: People centred integrated health services: the next frontier of quality and safety

Leslee J. Thompson, Chief Executive Officer, Accreditation Canada and Health Standards Organization, Ontario, Canada

Session 5: KPI's, accreditation and regulatory updates

Moderator: **Dr Samer Ellahham**, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

09:15 Human improvement: empowerment, safe staffing, and team work

Paula Wilson, President and Chief Executive Officer, Joint Commission International, Illinois, USA

09:45 Moving from key performance indicators to human development index

Dr Nashat Nafouri, Chair, Healthcare Interest Group, Executive Officer, Saudi Quality Council, Jeddah, Saudi Arabia

10:15 Quality to excellence

Prof Tariq Aldowaisan, General Manager & Senior Consultant. Global Lead Consultants, Kuwait City, Kuwait

10:45 Coffee break

Session 6: Quality management and lean processes

Moderator: **Dr Cynthia Deyling**, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

11:30 Using a lean chassis to drive quality, patient safety, and effectiveness

Fouzel Dhebar, Administrative Director, Health Navigation Services, Stanford Health Care, California, USA

12:00 Key fundamentals to improve quality management

Helen King, Senior Vice President – Quality & Corporate Group Nursing Director, NMC Healthcare, Abu Dhabi, UAE

12:30 Huddle-up: using tiered huddles to achieve excellence

Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

13:00 Interactive Q & A

13:30 Lunch break and visit exhibition

Session 7: Leading a culture of improvement II

Moderator: **Dr Samer Ellahham**, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

15:30 Improving the patient experience with technology

Craig DeGarmo, Chief Administrative Officer and Vice Chair of Administration, Department of Medicine, Baylor College of Medicine, Board of Directors, Alliance for Academic Internal Medicine (AAIM), Texas, USA

16:00 Building capacity for improvement

Ahmed Alamry, Secretary General, Saudi Health Council, Director, Vision Realization Office, Ministry of Health Saudi Arabia, Consultant, Saudi Commission for Health Specialties, Board Member, Saudi Patient Safety Center, Board Member, Saudi Central Board for Accreditation of Health Care Institutions, Riyadh, Saudi Arabia

Session 8: Empowering and engaging staff to achieve excellence

Moderator: **Dr Cynthia Deyling**, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

16:30 Changing the mindset – improving quality

Salma Jaouni Araj, CEO, Health Care Accreditation Council, Amman, Jordan

17:00 Employing telemedicine for quality improvement in the Middle East: MSF telemedicine services

Dr Muhannad Al-Hasan, Telemedicine Services Implementer and Coordinator, Doctors Without Borders (MSF), Amman, Jordan

17:30 Closing remarks

Dr Samer Ellahham, Middle East Chair, Patient Safety Movement, Cardiology Consultant, Heart and Vascular Institute, Cleveland Clinic Caregiver, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

17:35 End of conference**Faculty disclosure**

The Cleveland Clinic Foundation Center for Continuing Education has implemented a policy to comply with the current Accreditation Council for Continuing Medical Education Standards for Commercial Support requiring resolution of all faculty conflicts of interest. Faculty declaring a relevant commercial interest will be identified in the activity syllabus.

Speaker faculty.

Chair:

Dr Samer Ellahham, Regional Chair, Middle East, **Patient Safety Movement Foundation**
Cleveland Clinic Care Giver, Senior Cardiovascular Consultant, **Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE**

Activity Director:

Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, **Cleveland Clinic, Cleveland, Ohio, USA**

Speakers:

Dr Adeline Saliba, Quality Improvement Lead, **SEHA Corporate, Abu Dhabi, UAE**

Dr Ahmed Alamry, Secretary General, **Saudi Health Council**, Director, Vision Realization Office, **Ministry of Health Saudi Arabia**, Consultant, **Saudi Commission for Health Specialties**, Board Member, **Saudi Patient Safety Center**, Board Member, **Saudi Central Board for Accreditation of Health Care Institutions, Riyadh, Saudi Arabia**

Craig DeGarmo, Chief Administrative Officer and Vice Chair of Administration, Department of Medicine, **Baylor College of Medicine**, Board of Directors, **Alliance for Academic Internal Medicine (AAIM), Texas, USA**

Dr Brigitta Mueller, Vice President for Medical Affairs and Chief Safety Officer, **Johns Hopkins All Children's Hospital**, Professor of Pediatrics, **Johns Hopkins University School of Medicine, Florida, USA**

Dennis Joseph, Quality Director, **Royale Hayat Hospital, Jabriya, Kuwait**

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Dr Osama Tabbara, Executive Director, Department of Pharmacy Services, **Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE**

Paula Wilson, President and Chief Executive Officer, **Joint Commission International, Illinois, USA**

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Prof Tariq Aldowaisan, General Manager & Senior Consultant. **Global Lead Consultants, Kuwait City, Kuwait**

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	AED	US\$	AED	US\$	AED	US\$
AAA			4,500	1,225		
Quality Management						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817
Total Radiology						
1-day package	650	177	850	232	1,100	300
2-day package	850	231	1,050	286	1,300	354
3-day package	1,050	286	1,250	341	1,500	409
4-day package	1,350	368	1,550	423	1,800	491
Orthopaedics						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817
3-day package	3,000	817	3,200	872	3,500	954
4-day package	3,300	899	3,500	954	3,800	1,035
Surgery						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817
3-day package	3,000	817	3,200	872	3,500	954
4-day package	3,300	899	3,500	954	3,800	1,035
Obs & Gyne						
1-day package	1,200	327	1,500	409	1,800	491
2-day package	2,200	599	2,500	681	2,800	763
3-day package	2,700	735	3,000	817	3,300	899
4-day package	3,000	817	3,300	899	3,600	981
Gastroenterology						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817
Diabetes						
1-day package	1,200	327	1,500	409	1,800	491
2-day package	2,200	599	2,500	681	2,800	763
Paediatrics						
1-day package	1,200	327	1,500	409	1,800	491
2-day package	2,200	599	2,500	681	2,800	763
Public Health						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817
Anaesthesia						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817
Emergency Medicine						
1-day package	1,600	436	1,800	491	2,100	572
2-day package	2,500	681	2,700	736	3,000	817

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