

7th Middle East Quality Management Conference

2016



27-28 January 2016

Dubai International Convention & Exhibition Centre

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What's new?

This year's theme focuses on putting healthcare innovation into healthcare

New interactive panel discussions and case studies

New topics include: high reliability, healthcare transformation and the science of improvement

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Dear Healthcare Professional,

As the Conference Chair for the **7th Middle East Quality Management Conference**, I am pleased to share with you once again another jam-packed two day scientific program taking place on **27-28 January 2016** at the Dubai International Convention and Exhibition Center.

As an established part of the Arab Health Congress, the 7th Middle East Quality Management conference gathers renowned industry experts at the world's largest CME-accredited multi-track medical congress.

With the theme of "Putting Healthcare Innovation into Action", the 2016 edition of this successful conference will focus on topics such as high reliability in healthcare, improvement science as a strategy to organise and drive improvement, and the practical implementation of lean six sigma methodologies in hospitals.

Addressing a high level audience, the conference will highlight the importance of quality in healthcare facilities through thought-provoking keynote presentations, real life case studies and interactive question and answer sessions.

With an esteemed speaker faculty from across the globe, the 7th Middle East Quality Management Conference is not to be missed.

We look forward to welcoming you to the conference in January!

Yours sincerely,

Dr Samer Ellahham
Conference Chair
7th Middle East Quality Management Conference

P.S. Contact our team directly to learn more about our group discounts and early bird rates.
Call **+971 (0) 4 336 7334** or email **ahcongress@informa.com**

Key topics:

- High reliability in healthcare
- The science of improvement
- Data management
- Innovation across the continuum of care
- Healthcare transformation

Who should attend?

- Heads of Quality
- Quality Managers
- Patient Safety Officers
- Managers of Quality Improvement
- Risk Managers
- Quality Specialists

Benefits of attending:

- Review updates on change management in healthcare
- Implement practical strategies of lean six sigma methodologies in hospitals
- Analyse quality management for healthcare delivery
- Determine mindful leadership: the role in error prevention
- Utilise data to improve patient care: opportunities and the challenges

The Arab Health Congress 2016 Features 20 Conferences

For more information about other conferences, visit www.ahcongress.com

Accreditation statement

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

The Cleveland Clinic Foundation Center for Continuing Education designates this live activity for a maximum of 12.0 *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.



7th Middle East Quality Management Conference

Putting Healthcare Innovation into Action

Day one: Wednesday 27th January

09:50 **Opening remarks by the conference chair**
Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

SESSION 1: HIGH RELIABILITY IN HEALTHCARE

High reliability in healthcare enables health care organisations to be innovative. This session aims to describe high reliability and address the tension between standardisation and innovation.

Moderator: Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

10:00 **Keynote Presentation: Quality and clinical transformation**
Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System, Cleveland Clinic, Cleveland, Ohio, USA

10:30 **Centre for transforming healthcare: high reliability organisation**
Paula Wilson, President and Chief Executive Officer, Joint Commission Resources and Joint Commission International, Washington, D.C., USA

11:00 **Coffee break**

11:30 **Mindful leadership: role in error prevention**
Benjamin Frank, CEO, SKMC, Abu Dhabi, UAE

12:00 **The future of quality management- resilience healthcare**
Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

12:30 **Q&A**

12:45 **Lunch Break**

SESSION 2: THE SCIENCE OF IMPROVEMENT

Improvement Science gives specific strategies and tools to organize and drive improvement. This session aims to give specifics to support the goals described in high-reliability.

Moderator: Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System - Department: Quality and Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

13:45 **Introduction to practical improvement science**
John Sweeney, CEO, Health Care Informed (HCI), Dubai, UAE

14:15 **Improvement in the way we improve**
Guido Bergomi, Senior Director Quality Improvement, Quality and Patient Safety Institute, Cleveland Clinic, Ohio, USA

14:45 **Practical implementation of lean six sigma methodologies in hospitals**
Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

15:15 **Engaging staff, patients and families in improvement**
Rola Hammoud, Anesthesiologist, Medical Quality Director, CMC, Founder, Lebanese Society for Quality and Safety in Healthcare, Beirut, Lebanon

15:45 **Q&A**

16:00 **Coffee Break**

SESSION 3: DATA MANAGEMENT

Data are a critical enabler of HRO and improvement science. This session aims to give specific information on management and application of data for quality and improvement.

Moderator: Guido Bergomi, Senior Director Quality Improvement, Cleveland Clinic, Cleveland, Ohio, USA

16:30 **Using data to improve patient care: the opportunities and the challenges**
Dr Omar Najim, MBChB MRCS DOHNS MSc, Senior Advisor Strategy Division, Healthcare Authority Abu Dhabi, Abu Dhabi, UAE

17:00 **Using data for better healthcare outcomes**
Bernadette Kelly, Clinical Quality Manager, SEHA, Abu Dhabi, UAE

17:30 **Panel discussion:**

Moderator: Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

Panelists:

Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System, Cleveland Clinic, Cleveland, Ohio, USA

Guido Bergomi, Senior Director Quality Improvement, Quality and Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

Paula Wilson, President and Chief Executive Officer, Joint Commission Resources and Joint Commission International, Washington, D.C., USA

Brian Nickerson, Administrative Director, Icahn School of Medicine, Mount Sinai, New York, N.Y., USA

Dr Erlinda Oracion, Clinical Quality Director, The Medical City, Manila, Philippines

18:00 **Close of conference day one**



7th Middle East Quality Management Conference

Putting Healthcare Innovation into Action

Day two: Thursday 28th January

09:50 **Opening remarks by the conference chair**
Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

SESSION 4: INNOVATION ACROSS THE CONTINUUM OF CARE

This session aims to describe innovative approaches to improve outcomes while reducing costs.

Moderator: Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

10:00 **Keynote: Care coordination - Bringing the care to the patient**
Ashraf Faisal Alsahafi, MBBS,MHSc(ClinEpi),SSC-PED(Hons),CABP, Director, Quality Management Department, KAMC-WR, Assistant Professor Pediatric Gastroenterology, King Saud bin Abdulaziz University for Health Sciences- COM-JD, Consultant Pediatric Gastroenterology, Hepatology, and Liver Transplant, King AbdulAziz Medical City-JD, National Guard Health Affairs, Riyadh, KSA

10:30 **Distance health and technology (apps)**
Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System, Cleveland Clinic, Cleveland, Ohio, USA

11:00 **Coffee break**

11:30 **Excellence in healthcare**
Dr Nashat Nafouri, Chief Executive Officer, Quality Logic, Jeddah, Saudi Arabia

12:00 **Quality management for healthcare delivery**
Dr A Melathi, Chief Quality Officer, Aster DM Healthcare, Dubai, UAE

13:00 **Lunch**

SESSION 5: MANAGING CHANGE IN HEALTHCARE

This session aims to describe strategies and tactics that support change management, including creating organizational alignment, supporting change through data and improvement, and effectively recognizing and sustaining results.

Moderator: Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System, Cleveland Clinic, Cleveland, Ohio, USA

14:00 **Update on change management in healthcare**
Dr Mahi Al Tehawy, Professor of Public Health, Ain Shams University, Cairo, Egypt

14:30 **Executing complex programs- leading change**
Dr Sami Boghdadly, OR Director, King Abdulaziz Medical

City-CR, National Guard Health Affairs, Jeddah, Saudi Arabia

15:00 **Governance to break down silos, improve flow and maximize quality of care**
Dr Omar Sayed El Rayes, Specialist Qatari Accreditation, Supreme Council of health, Doha, Qatar

15:30 **Q&A**

15:45 **Coffee break**

SESSION 6: HEALTHCARE TRANSFORMATION

A review of sustainable healthcare, accreditation programs and ehealth across developing countries

Moderator: Dr Jeffrey Chapman, Chief Respiratory and Critical Care Institute, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

16:15 **Sustainable healthcare, the new paradigm**
Dr R L Bhatia, Founder, World CSR Day, New Delhi, India

16:30 **Qatar national healthcare facilities and accreditation program**
Aisha Abdulla Al Aali, Director of Nursing, Hamad Medical Corporation, Doha, Qatar

16:45 **Ehealth in developing countries**
Dr Rasmeh Ali Salameh Al Huneiti, International Accreditation Researcher, Amman, Jordan

17:00 **Panel discussion: Advancing quality in healthcare - what can we do in the future?**

Moderator: Dr Samer Ellahham, Chief Quality Officer, Senior Consultant, Sheikh Khalifa Medical City, Abu Dhabi, UAE

Panelists:

Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System, Cleveland Clinic, Cleveland, Ohio, USA

Dr R L Bhatia, Founder, World CSR Day, New Delhi, India

Dr Jeffrey Chapman, Chief Respiratory and Critical Care Institute, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

Dr Mahi Al Tehawy, Professor of Public Health, Ain Shams University, Cairo, Egypt

Dr Sami Boghdadly, OR Director, King Abdulaziz Medical City-CR, National Guard Health Affairs, Jeddah, Saudi Arabia

17:30 **Close of conference**

Speaker Faculty



Grantor acknowledgement

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Conference Chair:

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Activity Director:

Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System, Cleveland Clinic, Cleveland, Ohio, USA

Co-Activity Director:

Guido Bergomi, Senior Director Quality Improvement, Quality and Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

Speakers:

Dr A Melathi, Chief Quality Officer, Aster DM Healthcare, Dubai, UAE

Aisha Abdulla Al Aali, Director of Nursing, Hamad Medical Corporation, Doha, Qatar

Ashraf Faisal Alsahafi, MBBS, MHSc(ClinEpi), SSC-PED(Hons), CABP, Director, Quality Management Department, KAMC-WR, Assistant Professor Pediatric Gastroenterology, King Saud Bin Abdulaziz University for Health Sciences- COM-JD, Consultant Pediatric Gastroenterology, Hepatology, and Liver Transplant, King Abdulaziz Medical City-JD, National Guard Health Affairs, Riyadh, KSA

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Dr. Sami Boghdadly, OR Director, King Abdulaziz Medical City-CR, National Guard Health Affairs, Jeddah, Saudi Arabia

Faculty Disclosure Statement

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 for all faculty conflicts of interest. Faculty declaring a relevant commercial interest will be identified in the activity syllabus.



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27-28 January 2016

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Dubai International Convention & Exhibition Centre

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