10th Quality Management in Healthcare Conference. Agenda.

12.75 CME Points.
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
- Internal Medicine & Subspecialties Physicians
- 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
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 12.75 **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.
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
Mr Dennis Joseph, Quality Director, Royale Hayat Hospital, Jabriya, Kuwait

11:00  Coffee break

Session 2: Leading a culture of improvement I
Moderator: Dr Cynthia Deyling, Chief Quality Officer, Cleveland Clinic Health System – Department: Quality & Patient Safety Institute, Cleveland Clinic, Cleveland, Ohio, USA

11:45  Leading change
Dr Rouba Rassi El-Khoury, President, Lebanese Society for Quality and Safety in Healthcare, Beirut, Lebanon

12:15  Ten leadership lessons from 30 years of hospital practice journey
Dr Osama Tabbara, Executive Director, Department of Pharmacy Services, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

12:45  Q&A

13:15  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

15:15  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

View the detailed agenda at www.ahcongress.com/quality
15:45  Setting the agenda for patient safety  
Dr Adeline Saliba, Chief of Staff to the CEO, SEHA Abu Dhabi Health Services, 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

16:15  Population health overview  
Dr Nirav Vakharia, Vice Chairman, Population Management, Cleveland Clinic Ohio, Ohio, USA

16:45  Closing keynote: Twenty years after ‘To Err is Human’: was there any change?  
Mr Martin Egerth, Senior Product Manager, Human Factors and Leadership Trainer, Lufthansa Aviation Training, Munich, Germany

17:15  Closing remarks

17:30  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  
Dr 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  
Mr 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  
Ms Fouzel Dhebar, Administrative Director, Health Navigation Services, Stanford Health Care, California, USA  
Mr Eric Lee G. Escobedo-Wu, RN Director of Clinical Advice Services, Care Navigation and Second Opinion, Stanford Health Care, California, USA  
Dr Nawal Atwan Johansen, Clinical Assistant Professor of Medicine Medical Director, Stanford Health Care Clinical Advice Service, Stanford Internal Medicine, Stanford University School of Medicine, California, USA

12:00  Key fundamentals to improve quality management  
Dr 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  Achieving large scale change in quality  
Dr Omar Najim, Senior Advisor, Undersecretary Office, Department of Health, Abu Dhabi, UAE

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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
Mr 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

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

16:00 Changing the mindset – improving quality
Dr Salma Jaouni Araj, CEO, Health Care Accreditation Council, Amman, Jordan

16:30 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

17:00 Closing keynote: Understanding Quality Management in the modern sterile processing department
Mr Damien Berg, President, International Association of Healthcare Central Service Materiel Management (IAHCSMM), Manager Sterile Processing, St Anthony Hospital, Lakewood, Colorado, USA

17:30 End of conference

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

Chair:
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

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, Chief of Staff to the CEO, SEHA Abu Dhabi Health Services, Abu Dhabi, UAE

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

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

Dr Omar Najim, Senior Advisor, Undersecretary Office, Department of Health, Abu Dhabi, UAE

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

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

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.

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Book your conference today!

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• A confirmation letter and invoice will be sent to upon receipt of your registration.
• Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event.

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