

Middle East Forum on Quality & Safety in Healthcare **2023**


16-19 March, Doha


Healthcare Resilience in Extraordinary Times


FRIDAY 17 MARCH 2023: PRE-CONFERENCE DAY


Time	Activity	Speaker	
7am to 7.45am	Registration		
7.30am to 7.45am	Middle East Forum Orientation Briefing	Dr. Reham Hassan Ms. Maryanne Gillies	
7.45am to 8am	TRANSITION		
8am to 9am	Workshops		
	WS1	How to use learning health system approaches to embed learning and improvement in delivery of healthcare	Dr. Dominique Allwood
	WS2	Communicating for Behaviour Change	Prof. Jason Leitch Ms. Selina Stephen
	WS3	Building a workforce for the future – how do we take care of people today and build a vibrant workforce for the future	Ms. Maureen Bisognano
	WS4	Sequential PDSA Cycle	Ms. Eman Refaat Ms. Ana Mar Jimena
	WS5	Better Quality Through Better Measurement (Part 1)	Dr. Robert Lloyd Dr. Aisha AlAdab Dr. Gautam Laxmikant Sharma
	WS6	Building a fair and just approach to when things go wrong	Mr. Frank Federico
	WS7	Application of statistical process control in healthcare improvement	Dr. Gautam Laxmikant Sharma
	WS8	The Healing Canvas	Ms. Theresa Thomas
	WS9	Risk Reduction in Dementia – Let's Implement (Part 1)	Dr. Hanadi Al Hamad
9am to 9.15am	TRANSITION		

Legend:

 Improvement Science

 Person-Centered Care

 Flow, Safety and Value Improvement

 Leadership, Resilience and Sustainability

 Population Health

This activity is an Accredited Group Learning Activity **Category 1** as defined by the Ministry of Public Health's Department of Healthcare Professions - Accreditation Section and is approved for a maximum of **23 hours for in-person attendance**.

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Time	Activity	Speaker	
9.15am to 10.15am	Workshops		
	WS12	Workplace Violence Prevention	Dr. Mefleh Alenazi
	WS13	Beyond the 'repair shop': how can improvement approaches be applied to improve population health	Dr. Dominique Allwood
	WS14	IHI's Latest Thinking on a New Framework for Leadership	Prof. Jason Leitch
	WS15	Better Quality Through Better Measurement (Part 2)	Dr. Robert Lloyd Dr. Aisha AlAdab Dr. Gautam Laxmikant Sharma
	WS16	Intermediate QI: Concepts, Tools & Practice	Mr. Mark Adrienne Agramon Ms. Catherine N. Jamias Ms. Smita Prasad
	WS17	Transformational health system resilience: Stories of four countries (USA, England, Scotland & Qatar) – Inspiring the future	Dr. Don Berwick Prof. Mahmood Adil
	WS18	Tapping into Person-Centered Care Innovation to Accelerate Quality and Safety	Dr. Susan Frampton
	WS19	Insights into the Power of Lean (Part 1)	Dr. Reham Hassan Ms. Eman Refaat
	WS20	Risk Reduction in Dementia – Let's Implement (Part 2)	Dr. Hanadi Al Hamad
10.15am to 10.30am	TRANSITION		
10.30am to 11.30am	Workshops		
	WS23	Use of "Patient Stories" Through Arts: An Effective QI Tool to Improve Patient Engagement	Mr. Belal Salem Zubi Mr. Esmat Swallmeh Ms. Katrina Nawag
	WS24	The Art of Listening	Dr. Nana Twum-Danso
	WS25	Better Quality Through Better Measurement (Part 3)	Dr. Robert Lloyd Dr. Aisha AlAdab Dr. Gautam Laxmikant Sharma
	WS26	Developing and using an effective huddle system	Mr. Frank Federico Ms. Mayanne Gillies
	WS27	Insights into the Power of Lean (Part 2)	Dr. Reham Hassan Ms. Eman Refaat
	WS28	Beyond PDSAS and run charts: Designing and evaluating QI programs for credible results and good learning	Dr. Don Goldmann
WS29	Resilience as a System Attribute	Dr. Jeffrey Salvon-Harman	

Legend:

■ Flow, Safety and Value Improvement

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Time	Activity	Speaker	
11.30am to 1pm	LUNCH BREAK PRAYER BREAK		
1pm to 3pm	Intensives		
	I1	Practical Improvement Science in Health Care: A Roadmap for Getting Results	Dr. Amar Shah
	I2	Root Cause Analysis Through the Human Factors and High Reliability Lenses	Dr. Jeffrey Salvon-Harman Mr. Frank Federico
	I3	Learning systems for organizational improvement	Dr. Nana Twum-Danso
	I4	Simplifying the Selection and use of Shewhart (control) charts (Part 1)	Dr. Robert Lloyd Dr. Aisha AlAdab Dr. Gautam Laxmikant Sharma
	I5	Achieving high quality healthcare with value improvement, waste reduction and flow efficiency	Dr. Raana Siddiqui Ms. Maryanne Gillies Dr. Reham NegmEldin Mr. Jawed Iqbal
	I7	Effective Communication and Team Collaboration in Multicultural Health Care Environment; Challenges	Dr. Ahmed Alhammadi Dr. Manasik Hassan Dr. Magda Yousef
	I8	تجاوز الأوقات الصعبة في القطاع الصحي (Part 1)	Dr. Khawla Athamneh Mr. Emran Kanan Dr. Al Munzer Dr. Mohammad Adnan
3pm to 3.30pm	BREAK PRAYER BREAK		
3.30pm to 5.30pm	Intensives		
	I12	How to create your own approach to whole systems quality	Dr. Amar Shah Dr. Kedar Mate
	I13	Building reliable processes	Mr. Frank Federico
	I14	Protecting the Health Care Workforce	Dr. Jeffrey Salvon-Harman
	I15	Simplifying the Selection and use of Shewhart (control) charts (Part 2)	Dr. Robert Lloyd Dr. Aisha AlAdab Dr. Gautam Laxmikant Sharma
	I18	What does a large piece of paper have to do with QI? Introduction to A3 and Scientific Thinking	Dr. James Laughton Mr. Hassan Farhat Mr. Mohamed Aloui
	I20	تجاوز الأوقات الصعبة في القطاع الصحي (Part 2)	Dr. Khawla Athamneh Mr. Emran Kanan Dr. Al Munzer Dr. Mohammad Adnan
	I21	High-impact leadership behavior - What Leaders Do to Make a Difference	Ms. Maryanne Gillies Dr. Khawla Athamneh Mr. Jawed Iqbal

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SATURDAY 18 MARCH 2023: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker	
7.30am to 9am	Registration		
9am to 9.30am	Opening Ceremony	H.E. Dr. Hanan Al Kuwari Dr. Abdullatif Al Khal Dr. Kedar Mate	
9.30am to 10.30am	Plenary 1: Redefining Leadership for Health: Leading in Extraordinary Times	Dr. Don Berwick	
10.30am to 10.45am	TRANSITION		
10.45am to 11.45am	Breakout Group A		
	A1	A focus on population health - what can we learn from other countries?	Dr. Amar Shah Dr. Rayana Bou Haka
	A2	CEO Summit	Dr. Don Berwick Dr. Kedar Mate Ms. Maureen Bisognano Prof. Jason Leitch
	A3	Developing Effective Governance Mechanisms for Quality Healthcare Services	Dr. Sodzi Sodzi-Tettey
	A4	Building Strategic Dashboards	Dr. Robert Lloyd
	A5	Developing and delivering Hybrid Cardiac Rehabilitation Exercise during the COVID-19 Pandemic	Mr. Javier Loureiro
	A6	Effect of Applying Lean Management Tools During Covid19 Pandemic in Critical Care Units	Ms. Muna Al Shaqsi
	A7	A Study on Practice and Awareness of Radiation Safety Among Healthcare Workers in a Tertiary Care HO	Ms. Nahla Kundialil
	A8	Oral QI Presentations on Flow, Safety, Value Improvement (Session A)	Ms. Rana Aladawi Ms. Asmaa Ezzeldin Mohamed Dr. Mohd Amin Khalil Elesnawi
	A9	Engaging the Clinicians and Team that Provide Patient Care	Dr. Don Goldmann
	A10	Building situational awareness to manage risk	Mr. Frank Federico
A11	Whole System Quality	Dr. Nana Twum-Danso	

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SATURDAY 18 MARCH 2023: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker	
11.45am to 12.45pm	LUNCH BREAK PRAYER BREAK		
12.45pm to 2pm	National Session: How Qatar's unique approach to healthcare resilience and teamwork helped deliver the best World Cup	Dr. Ahmed Al Mohammed Dr. Abdullatif Al Khal Dr. Muna Al Maslamani Prof. Roberto Bertolini Dr. Mariam Abdulmalik Ms. Mariam Al Mutawa Dr. Robert Owen	
2pm to 2.15pm	TRANSITION		
2.15pm to 3.15pm	Breakout Group B		
	B1	Implementing Age-Friendly Culture Change: Scaling and Spreading the 4Ms	Dr. Kedar Mate Dr. Hanadi Al Hamad
	B2	A framework for building a safe, reliable, equitable system for patients and staff	Mr. Frank Federico Dr. Jeffrey Salvon-Harman
	B3	Reducing Medication-related Harm - a Case Study	Dr. Sodzi Sodzi-Tettey
	B4	Building Capacity & Capability with dosing	Dr. Robert Lloyd
	B5	Association of Glycemic Control With Different Diets Followed by Patients With T2DM: QBB Findings	Prof. Reema Tayyem
	B7	Reducing antibiotic use among chorioamnionitis-exposed neonates admitted to Al Wakra Hospital NICU	Dr. Anvar Paraparambil Vellamgot
	B8	Using improvement science to pursue equity	Dr. Amar Shah
	B9	Oral QI Presentations on Flow, Safety, Value Improvement (Session B)	Ms. Farrukh Ali Farooqi Ms. Rohini Puttegowda Ms. Farideh Jweihan
	B10	Improving Patient Experience by Implementing an Organizational Culture Model	Dr. Noha Almohaisen
3.15pm to 3.45pm	BREAK PRAYER BREAK		
3.45pm to 4.45pm	Breakout Group C		
	C1	Quality Improvement at HMC/HHQI - Celebrating success and looking to the future	Dr. Kedar Mate Mr. Nasser Al Naimi Prof. Abdul Badi Abou Samra Prof. Mondher Letaief
	C2	Learning from the use of QI during the pandemic	Dr. Amar Shah

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Time	Activity	Speaker	
3.45pm to 4.45pm	C3	Lessons from anchor institutions on improving health and outcomes	Dr. Dominique Allwood
	C4	Leadership Strategies for Fostering a Culture of Safety	Dr. Sodzi Sodzi-Tetty
	C5	An Introduction to Planned Experimentation	Dr. Robert Lloyd
	C6	Implementation of an innovative patient flow management system to reduce crowding and length of stay	Mr. Mohamed Hawari Ms. Marwa Mahmoud Dr. Abdelfatteh El Omari
	C7	Improving compliance with antibiotic prophylaxis in selected surgical procedures and impact in health	Dr. Humberto Guanche Ga
	C8	Reducing 30-Day Hospital Readmissions for Patients Presenting with Heart Failure	Dr. Jassim Zaheen Shah Mr. Sharin Varghese Ms. Indirani Savarimuthu
	C9	Oral QI Presentations on Flow, Safety, Value Improvement (Session C)	Mr. Khaldoun Mahmoud Alfuqaha Ms. Nevine Rasheed Mr. Shatha Alqam
	C10	Creating Excellence in Person-Centered Care Using Certification Standards: Sharing Real-World Experiences at HMC Sites	Dr. Hanadi Al Hamad Dr. Muna Al Maslamani Ms. Khadija Mohammed Dr. Nidal Asaad Dr. Susan Frampton
	C11	Can You Hear Me Now?	Dr. Jeffrey Salvon-Harman
4.45pm to 5pm	TRANSITION		
5pm to 6pm	Plenary 2: Patient-Centeredness and Redesigning Health and Care	Ms. Maureen Bisognano	
6pm to 7.30pm	Poster Presentations	Poster Presenters	

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SUNDAY 19 MARCH 2023: GENERAL CONFERENCE DAY 2

Time	Activity	Speaker
7am to 7.30am	Registration	
7.30am to 8.30am	Breakout Group D	
	D1	Leadership Models for Co-Producing Joy in Work Dr. Amar Shah Dr. Muna Al Maslamani
	D2	The Kindness Movement Ms. Maureen Bisognano Dr. Dominique Allwood
	D3	Leadership Behaviors in Developing a Culture of Safety Mr. Frank Federico
	D4	Training a New Cadre of Healthcare Workers through a Revised Curriculum - Lessons from Nigeria Dr. Sodzi Sodzi-Tetty
	D5	Understanding Capability Relating to Goals Dr. Robert Lloyd
	D6	Quarterly Performance Review Meeting at health centers - A roadmap to Continuous Improvement Mr. Syed Hasan Rizvi Mr. Shakil Ahmad
	D8	Reduction of Blood transfusion in anemic cardiac surgical patients on cardiopulmonary bypass Mr. Irshad Ehsan Dr. Hesham Ahmed Mohammed Ewila Ms. Samira al Maraghi
	D9	Oral QI Presentations on Flow, Safety, Value Improvement (Session D) Mr. Rinju Jacob Amprayil Ms. Al Anoud Al Fehaidi Ms. Sara Amdouni
	D10	Oral QI Presentations on Population Health Ms. Safa Fouad Alrawi Dr. Sanjeevikumar Sundaram Dr. Pravija Talapan Manikoth
	D11	Tying Shoes Saves Lives Dr. Jeffrey Salvon-Harman
8.30am to 8.45am	TRANSITION	
8.45am to 9.15am	WHO Collaborating Center for Healthy Aging and Dementia Dr. Ahmed Al Mandhari Dr. Hanadi Al Hamad	
9.15am to 10.15am	Plenary 3: Trust as a Determinant of Health Dr. Kedar Mate	
10.15am to 10.30am	TRANSITION	
10.30am to 11.30am	Breakout Group E	
	E1	Care outside the hospital walls - Population Health panel Dr. Dominique Allwood Prof. Jason Leitch Dr. Nana Twum-Danso Dr. Rayana Bou Haka
	E2	The underappreciated roles of Epidemiology and Public Health in Quality Improvement Dr. Don Goldmann

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Time	Activity	Speaker	
10.30am to 11.30am	E3	Culture is the Foundation of Safety	Dr. Jeffrey Salvon-Harman
	E4	Leadership Walkarounds	Dr. Robert Lloyd Mr. Frank Federico
	E5	Healthcare Reform: Performing the Intravitreal Injection Procedure in an Outpatient Setting	Ms. Saadiya Ahmad Alhebail Mr. Mohammad Jamal Abdallah Hassan Ms. Erika Rose Baitlon Cayton
	E6	Reducing Costs Through the Application of Lean Tool (Modified Kanban System) in HGH Storerooms	Ms. Khadija Al-Shukaili Mr. Kenneth Jun Logrono Mr. Belal Zubi
	E7	Improving team communication between nurses and electronic preoperative tracking tool for intensive care	Ms. Alzahraa Alolasi
	E8	Business Case for Quality Improvement	Dr. Amar Shah
	E9	Oral QI Presentations on Person-Centered Care	Mr. Renny Ully Ms. Saumya Bobby Mr. Javed Iqbal
	E10	Oral QI Presentations from International Experiences	Ms. Nouf Altalal Ms. Najla Zaouya Dr. Qasem Ahmad Amedeo
	E11	Cancer Civil Society Organizational Framework for Ensuring Equitable Person-Centered Cancer Control and Securing a Safety Net for People Living with Cancer	Dr. Hadi Mohamad Abu Rasheed Mrs. Hiba Nassar Mrs. Dana Basem Mansour
11.30am to 12.30pm	LUNCH BREAK PRAYER BREAK		
12.30pm to 1.45pm	Global Session: The next 10 years of health and care around the world, what does the future hold?	Dr. Don Berwick Prof. Jason Leitch Dr. Ahmed Al-Mandhari	
1.45pm to 2pm	TRANSITION		
2pm to 3pm	Breakout Group F		
	F1	Common language, common method - QI in pursuit of the Population Health	Dr. Dominique Allwood
	F2	Human Factors: How to Connect Humans with Systems for Better Culture and Better Performance	Mr. Frank Federico
	F3	Joy in work to support a resilient and vibrant workforce able to provide best care for all	Ms. Maureen Bisognano
F4	Improving the Joy of the Healthcare Workforce - lessons from the field	Dr. Sodzi Sodzi-Tetty Ms. Maryanne Gillies	

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SUNDAY 19 MARCH 2023: GENERAL CONFERENCE DAY 2

Time	Activity	Speaker
2pm to 3pm	F5 Holding the Gains, Implementing and Spreading Improvement	Dr. Robert Lloyd
	F6 Opportunistic Health Screening of Asymptomatic Teenagers in a Community Setting in Qatar	Dr. Amani Ghasoub Dr. Charmaine D'Souza
	F7 Launching the First Experience of Quality Training in Undergraduate Medical Education at the National	Dr. Shireen Suliman Dr. Reham Hassan Dr. Khawla Athamneh
	F8 The Qatar Covid-19 Diabetes Program: Person-Centered Diabetes Management during the Pandemic	Prof. Abdul Badi Abou Samra Dr. Kedar Mate
	F9 Oral QI Presentations on Improvement Science (Session A)	Ms. Hoda Abdelrahman Dr. Shereen Amin El Azzazy Ms. Muna Atrash
	F10 Oral QI Presentations on Improvement Science (Session B)	Dr. Sohel Mohamed Gamal Ahmed Ms. Shahla Nabi Ms. Imelda C. Chiuco
3pm to 3.30pm	BREAK PRAYER BREAK	
3.30pm to 4pm	Poster Awards Ceremony	Ms. Elizabeth MacGillivray
4pm to 5pm	Plenary 4: Scotland - a history and a future of innovation in healthcare quality	Prof. Jason Leitch
5pm to 5.15pm	Closing Remarks	Prof. Abdul Badi Abou Samra

Delegates are encouraged to visit the Knowledge Zone

The Scientific Planning Committee and all staff involved in organizing the Middle East Forum on Quality and Safety in Healthcare have no Conflict of Interest to declare.

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