

7th

ANNUAL
CONGRESS

LEADING
SUSTAINABLE
CHANGE

QUALITY
& SAFETY IN
HEALTHCARE

30-31 August, 2019
Mövenpick Hotel - Beirut

Welcome Letter



Dear colleagues,

On behalf of the Lebanese Society for Quality and Safety in Healthcare, it gives me great pleasure to welcome you to the seventh annual congress that will be held on August 30th and 31st 2019 at Mövenpick Hotel in Beirut.

“Leading Sustainable Change” is our theme for this year. Managing Change and Sustaining it is part of our strategy and each healthcare system's strategy looking at improving systems and ensuring high reliability. It drives all healthcare stakeholders to use their knowledge and expertise to maintain functionality and improve safety of operations while creating new processes in response to the technology and innovation that are rapidly changing our environment and behaviors. It is consistent with our global mission of protecting patients and ensuring their safety.

As safety and quality leaders in healthcare, we have the obligation to sustain patient safety by “doing No harm” and “adding good value” during the path of patients in our systems. We need also to sustain performance improvement by establishing an improvement culture where quality is embedded in its principles and guidelines aiming at promoting health and wellbeing of the person.

This conference will broaden our understanding of healthcare quality and safety and help to sustain changes done so far in the Lebanese healthcare system.

Three Pre-congress workshops will take place on the first day to cover diverse topics as emotional intelligence, safety practices and patient tracer methodology. Those were chosen to be addressed to our multidisciplinary audience as administrators, managers and quality and safety professionals.

The congress day will focus on sustaining change in performance improvement and reaching Zero Preventable Harm in Patient Safety. Eminent local, regional and international speakers from the WHO, ISQua, JCI accreditation, Accreditation Canada, PAQS, ASQ and IHI experts will share with us their knowledge and expertise around the theme.

Companies interested to meet healthcare high-level influencers and decision-makers, clinicians, administrators, Quality and safety professionals throughout the MENA region, will participate in the exhibition area to share their solutions.

We look forward to welcoming you all.

Best regards,

A handwritten signature in blue ink, appearing to be 'Rola Hammoud', written in a fluid, cursive style.

Rola Hammoud, MD,MHM ,FACHE
Founder & President, LSQSH



7th ANNUAL CONGRESS QUALITY & SAFETY IN HEALTHCARE

LEADING SUSTAINABLE CHANGE 30-31 August, 2019

Organizing Committee

Dr. Jamal Hobbalah, *Vice President*

Ms. Maysaa' Jaafar, *Secretary*

Ms. Roula Zahar, *Treasurer*

Dr. Rouba Rassi

Ms. Nadia Chbeir

Dr. Bassam Ghazi

Ms. Gladys Mouro

Friday, August 30, 2019

WORKSHOPS

	Workshop 1	Workshop 2	Workshop 3
08:30 - 17:30	Patient Tracer Advanced, JCI <i>Dr. Marale Atechian</i>	Healthcare Provider Burnout: The Solution Lies Within <i>Dr. Naim Aswad</i> <i>Dr. Zeina Ghoussoub</i>	Leading for Safety <i>Peter Lachman</i>

Saturday, August 31, 2019

	Workshop 1	Workshop 2
08:30 - 17:30	Patient Tracer Advanced, JCI <i>Dr. Marale Atechian</i>	Healthcare Provider Burnout: The Solution Lies Within <i>Dr. Naim Aswad</i> <i>Dr. Zeina Ghoussoub</i>

Saturday, August 31, 2019

08:00	Registration
09:00 - 10:30	Keeping Patients Safe
	Moderators:
09:00 - 09:30	Culture of Improvement & Quality to Affect Zero Harm to Patients <i>Paula Wilson, President & CEO Joint Commission Resources and JCI</i>
09:30 - 10:00	Imagine a Safety for People - What do we Need to do? <i>Peter Lachman, CEO, ISQUA</i>
10:00 - 10:20	Developing a Regional Strategy for Improving Patient Safety <i>Denis Herbaux, CEO, PAQS</i>
10:20 - 10:40	Road map to Patient Safety; KSA Experience <i>AbdulAziz Abdul Baqi, Asst. Deputy Minister for Planning & Organizational Excellence, KSA</i>
10:40 - 11:15	Opening Ceremony
11:15 - 11:45	Coffee Break
11:45 - 13:15	Sustaining Performance Improvement
	Moderators:
11:45 - 12:05	Restoring Joy at Work & Preventing Burnout <i>Azhar Ali, Regional Director IHI</i>
12:05 - 12:25	Applying IHI's Breakthrough Collaborative in Belgium <i>Denis Herbaux, CEO, PAQS</i>
12:25 - 12:45	Using Lean Six Sigma to Transform the Quality of Healthcare. A Case study from the UAE <i>Fawzi Bawab, ASQ</i>
12:45 - 13:05	Sustainable Value Improvement at the Point of Care <i>Azhar Ali, Regional Director IHI</i>
13:05 - 13:15	Q & A
13:15 - 14:30	Lunch Break
14:30 - 16:30	Accreditation & Beyond
	Moderators:
14:30 - 15:00	Driving Sustainable Change in Accreditation through a People-Centred Approach <i>Leslee Thompson, CEO Accreditation Canada</i>
15:00 - 15:20	Leading the Lebanese Accreditation Change <i>Rita Freiha, MPH, LMOPH</i>
15:20 - 15:40	ISQua Accreditation Standards <i>Peter Lachman, CEO ISQua</i>
15:40 - 16:00	Leading Sustainable Change Through Publishing <i>Nadia Cheaib, PharmD, QSI</i>
16:00 - 16:30	Panel Discussion: All speakers
16:30	General Assembly

REGISTRATION INFORMATION

Workshops

Early Bird
Before August 10

Onsite

Patient Tracer Advanced (1 Day)

Friday, August 30, 2019 or Saturday, August 31, 2019

150 USD

200 USD

Healthcare Provider Burnout: The Solution lies within (2 Days)

Friday, August 30, 2019 and Saturday, August 31, 2019

250 USD

350 USD

Leading for Safety (3 hrs)

Friday, August 30, 2019

60 USD

80 USD

Conference

Deadline to register: August 15, 2019

Saturday, August 31, 2019

120 USD

INCLUDING Registration, Coffee Breaks, Lunch, Attendance Certificate

*** LSQSH Members will receive a 15% discount on registration fees.**

To register, please contact Infomed representative:

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Organized by:



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