



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'.

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

WORKSHOPS

Friday, August 30, 2019

08:00 - 16:00	Patient Tracer Advanced, JCI <i>Dr. Marale Atechian</i>
08:00 - 16:30	Healthcare Provider Burnout: The Solution Lies Within <i>Dr. Naim Aswad</i> <i>Dr. Zeina Ghoussoub</i>
16:00 - 18:00	Leading for Safety <i>Peter Lachman</i>

Saturday, August 31, 2019

08:30 - 16:30	Patient Tracer Advanced, JCI <i>Dr. Marale Atechian</i>
---------------	--

CONFERENCE

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

Paula Wilson, President & CEO Joint Commission Resources and JCI

09:30 - 10:00 Imagine a Safety for People - What do we Need to do?

Peter Lachman, CEO, ISQUA

10:00 - 10:20 Developing a Regional Strategy for Improving Patient Safety

Denis Herbaux, CEO, PAQS

10:20 - 10:40 Road map to Patient Safety; KSA Experience

AbdulAziz Abdul Baqi, Asst. Deputy Minister for Planning & Organizational Excellence, KSA

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

Azhar Ali, Regional Director IHI

12:05 - 12:25 Applying IHI's Breakthrough Collaborative in Belgium

Denis Herbaux, CEO, PAQS

12:25 - 12:45 Using Lean Six Sigma to Transform the Quality of Healthcare.
A Case study from the UAE

Fawzi Bawab, ASQ

12:45 - 13:05 Sustainable Value Improvement at the Point of Care

Azhar Ali, Regional Director IHI

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

Leslee Thompson, CEO Accreditation Canada

15:00 - 15:20 Leading the Lebanese Accreditation Change

Rita Freiha, MPH, LMOPH

15:20 - 15:40 ISQua Accreditation Standards

Peter Lachman, CEO ISQua

15:40 - 16:00 Leading Sustainable Change Through Publishing

Nadia Cheaib, PharmD, QSI

16:00 - 16:30 Panel Discussion: All speakers

16:30 General Assembly

REGISTRATION INFORMATION

Workshops

Early Bird **Late Registration**
Before August 10 *Ends on August 15*

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 (1 Day)

Friday, August 30, 2019

150 USD

200 USD

Leading for Safety (2 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 and poster presenters will receive a 15% discount on registration fees**

To register, please contact Infomed representative:

Ms. Elyse Matraji

Number: + 961 1 510881/2/3

Email: elysem@infomedweb.com

Organized by:



LEBANON

4th Floor, Qubic Center
Daoud Ammoun Street
Horsh Tabet - Sin El Fil
P.O. Box: 90-361 Beirut
Tel: +961 1 510880/1/2/3
Mobile: +961 71 103123

UAE

DMCC Business Centre
Almas Tower
Jumeirah Lakes
Dubai, United Arab Emirates
Unit No: 3820
Mobile: +971 50 9110475

infomed@infomedweb.com | www.infomedweb.com

