



This activity is an Accredited Group Learning Activity **Category 1** as defined by the Qatar Council for Healthcare Practitioners - Accreditation Department and is approved for a maximum of 15 hours.

## Patient Experience Forum

Creating a Community of Patient Centered Care

16 - 17 November, 2019  
Sheraton Grand Hotel, Doha



### SATURDAY 16 NOVEMBER, 2019: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker
<b>7.00AM to 8.15AM</b>	<b>REGISTRATION</b>	
8.15AM to 8.45AM	Opening Ceremony	Mr. Nasser Al Naimi
8.45AM to 9:45AM	Plenary 1: On Success, Failure, Resilience & Pushing the Limits	Dr. Shawna Pandya Dr. Abdulla Al Ansari
<b>9.45AM to 9.55AM</b>	<b>TRANSITION</b>	
	<b>Breakout Group A</b>	
9.55AM to 10.25AM	A1 Patient Panel (Arabic Session)	Ms. Badria Hassan Ms. Aisha Fahed Gharab
	A2 Physician Communication Workshop: Evidence-based way of Communicating more Effectively and Time-efficiently with Patients and Families (part 1)	Dr. Dorothea Wild
	A3 Compassionate Human Interactions Workshop (part 1)	Dr. Maha Othman Ms. Refa Hanish B Z Bakhit
	A4 Making Care Visible: The Bridge between Intent and Impact	Ms. Jill Golde
	A5 Starting a New Medical School: How We Focus on Teaching Empathy, Communication and Self Reflection	Dr. Lawrence G. Smith
	A6 Ambulatory Care Center: A Piece of Art Designed for Everyone	Dr. Emad Edeen Al Duhirat

**Legend:**

■ Better Engagement ■ Better Experience ■ Better Culture & Healthy Communities



## SATURDAY 16 NOVEMBER, 2019: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker
<b>10.25AM to 10.35AM</b>	<b>TRANSITION</b>	
	<b>Breakout Group B</b>	
10.35AM to 11.05AM	B1 Starting a New Medical School: How We Focus on Teaching Empathy, Communication and Self Reflection	Dr. Lawrence G. Smith
	B2 Physician Communication Workshop: Evidence-based Way of Communicating More Effectively and Time Efficiently with Patients and Families (part 2)	Dr. Dorothea Wild
	B3 Compassionate Human Interactions Workshop (part 2)	Dr. Maha Othman Ms. Refa Hanish B Z Bakhit
	B4 National Academy of Medicine Framework for Patient and Family Engagement	Dr. Susan Frampton
	B5 The Four Values of a Positive Patient Experience	Dr. Lisa Allen
	B6 Community Relationships: Identification of Vulnerable Patient Populations	Dr. Muna Al Maslamani
<b>11.05AM to 11.35AM</b>	<b>PRAYER BREAK</b>	
	<b>Breakout Group C</b>	
11.35AM to 12.05PM	C1 Overcoming Challenges in Implementing Planetree Concepts in the Middle East Culture: A Case Study	Dr. Dia Hassan
	C2 Dementia Village	Ms. Marita Bossers-Nabben
	C3 Planetree Starts with Being Safe: The Safety Imperative: Keeping you, our Patients and Families Safe!	Ms. Maria Hale
	C4 Two Sides of a Coin: Being the Patient's Family: Being the Provider	Mr. Ilkay Baylam
	C5 Breaking TB Stigma: Moving Forward After Diagnosis	Ms. Fatima Moodzna Alawi Ms. Michelle Dano
	C6 Finding the Gaps in Community Health and Closing Them: A Family Journey to the Unknown	Ms. Justine Plaatjies Ms. Mona Nasr

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## SATURDAY 16 NOVEMBER, 2019: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker
<b>12.05PM to 1.05PM</b>	<b>LUNCH BREAK</b>	
	<b>Breakout Group D</b>	
1.05PM to 1.35PM	D1 Overcoming Challenges in Implementing Planetree Concepts in the Middle East Culture: A Case Study	Dr. Dia Hassan
	D2 Dementia Village	Ms. Marita Bossers-Nabben
	D3 Planetree Starts with Being Safe: The Safety Imperative: Keeping you, our Patients and Families Safe!	Ms. Maria Hale
	D4 Two Sides of a Coin: Being the Patient's Family: Being the Provider	Mr. Ilkay Baylam
	D5 Hourly Rounding for Patient Safety: Satisfaction and Better Experience	Ms. Ayat Alsmadi Ms. Veronica Ferrer
	D6 Finding the Gaps in Community Health and Closing Them: A Family Journey to the Unknown	Ms. Justine Plaatjies Ms. Mona Nasr
<b>1.35PM to 1.45PM</b>	<b>TRANSITION</b>	
	<b>Breakout Group E</b>	
1.45PM to 2.15PM	E1 The Future for Adults with Learning Disabilities in Qatar: A Patient Centered Approach (part 1)	Dr. Daniel Coffey
	E2 Physician Communication Workshop: Evidence-based Way of Communicating more Effectively and Time-efficiently with Patients and Families	Dr. Dorothea Wild
	E3 Compassionate Human Interactions Workshop (part 1)	Dr. Maha Othman Ms. Refa Hanish B Z Bakhit
	E4 Making Care Visible: The Bridge between Intent and Impact	Ms. Jill Golde
	E5 The Experience of Developing an Education and Socialization Programme for Long Stay Patients	Mrs. Arti Jain Mr. Gary Kenward
	E6 Ambulatory Care Center: A Piece of Art Designed for Everyone	Dr. Emad Edeen Al Duhirat

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## SATURDAY 16 NOVEMBER, 2019: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker
2.15PM to 2.45PM	<b>PRAYER BREAK</b>	
	<b>Breakout Group F</b>	
2.45PM to 3.15PM	F1 The Future for Adults with Learning Disabilities in Qatar: A Patient Centered Approach (part 2)	Dr. Daniel Coffey
	F2 Physician Communication Workshop: Evidence-based Way of Communicating more Effectively and Time-efficiently with Patients and Families	Dr. Dorothea Wild
	F3 Compassionate Human Interactions Workshop (part 2)	Dr. Maha Othman Ms. Refa Hanish B Z Bakhit
	F4 National Academy of Medicine Framework for Patient and Family Engagement	Dr. Susan Frampton
	F5 The Four Values of a Positive Patient Experience	Dr. Lisa Allen
	F6 Community Relationships: Identification of Vulnerable Patient Populations	Dr. Muna Al Maslamani
3.15PM to 3.25PM	<b>TRANSITION</b>	
3.25PM to 4.25PM	Plenary 2: The Patient is a Person	Ms. Judith John
4.25PM to 6.00PM	<b>POSTER PRESENTATIONS</b>	

Delegates are encouraged to visit the Exhibition Area

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**SUNDAY 17 NOVEMBER, 2019: GENERAL CONFERENCE DAY 2**

Time	Activity	Speaker
8.15AM to 8.45AM	Opening Remarks	Dr. Abdulla Al Ansari
8.45AM to 9.45AM	Plenary 3: Building the Business Case for Person Centered Care	Mr. Patrick Charmel
<b>9.45AM to 9.55AM</b>	<b>TRANSITION</b>	
	<b>Breakout Group G</b>	
9.55AM to 10.25AM	<b>G1</b> "We Cannot Do it Without you!": The Essential Role of the Care Partner – Arabic Session (part 1)	Dr. Hanan Saleh A Alyazeedi Alyafei
	<b>G2</b> The Art of Person Centered Care at the Heart of Dementia (part 1)	Dr. Mani Chandran Ms. Amanie Gaus
	<b>G3</b> Diabetes Management and Patient Experience at HMC's National Diabetes Centers (part 1)	Dr. Mahmoud Ali Zirie Ms. Manal Musallam Othman
	<b>G4</b> Experiential Learning: From A to Z: Planning, Execution, Measurement	Mr. Ilkay Baylam
	<b>G5</b> Engaging your Patients and Families in Co-Writing the Future of Your Hospital	Dr. Lisa Allen
	<b>G6</b> Reimagining the Family and Professional Caregiver Experience	Ms. Maria Hale
<b>10.25AM to 10.35AM</b>	<b>TRANSITION</b>	
	<b>Breakout Group H</b>	
10.35AM to 11.05AM	<b>H1</b> "We Cannot Do it Without you!": The Essential Role of the Care Partner – Arabic Session (part 2)	Dr. Hanan Saleh A Alyazeedi Alyafei
	<b>H2</b> The Art of Person Centered Care at the Heart of Dementia (part 2)	Dr. Mani Chandran Ms. Amanie Gaus
	<b>H3</b> Diabetes Management and Patient Experience at HMC's National Diabetes Centers (part 2)	Dr. Mahmoud Ali Zirie Ms. Manal Musallam Othman
	<b>H4</b> Experiential Learning: From A to Z: Planning, Execution, Measurement	Mr. Ilkay Baylam
	<b>H5</b> Engaging your Patients and Families in Co-Writing the Future of Your Hospital	Dr. Lisa Allen
	<b>H6</b> Reimagining the Family and Professional Caregiver Experience	Ms. Maria Hale

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## SUNDAY 17 NOVEMBER, 2019: GENERAL CONFERENCE DAY 2

Time	Activity	Speaker
<b>11.05AM to 11.35AM</b>	<b>PRAYER BREAK</b>	
	<b>Breakout Group I</b>	
11.35AM to 12.05PM	I1 Addressing Women's Need for Contraception In Qatar by Educating Patients: An Initiative Worthwhile	Dr. Sufia Athar Dr. Yehia Elkhawly
	I2 Developing a Multidisciplinary Integrated Care Plan with Patient and Family Involvement	Dr. Dia Hassan
	I3 Patient Preferred Practices: Tools and Methodologies to Support Culture Change	Ms. Karin Jay
	I4 Ria's Escape Room: How to get to Know your Patient/Resident	Ms. Marita Bossers-Nabben
	I5 Long Term Care Flow: Coordinated Transition Planning	Dr. Hanadi Khamis Mubarak Alhamad
	I6 Spreading Mindfulness: The One Skill Utterly Essential to Person-Centered Care	Ms. Jill Golde
<b>12.05PM to 1.05PM</b>	<b>LUNCH BREAK</b>	
	<b>Breakout Group J</b>	
1.05PM to 1.35PM	J1 Motivation Interviewing: Enhancing the Patient Experience (part 1)	Dr. Bridget Javed Dr. Monica Zolezzi
	J2 When Things Fail, Service Recovery Saves the Day: Frameworks That Help Address Patient Complaints to Improve Overall Patient Experience (part 1)	Mr. Romeo Miguel Alonzo
	J3 Patient Panel	Mr. Frankie Famillaran Ms. Joy Grover
	J4 Transforming Lives to Build Independence	Mr. Ashok Bhagat Ms. Alma De Guia Carmen
	J5 Developing a Multidisciplinary Integrated Care Plan with Patient and Family Involvement	Dr. Dia Hassan
	J6 Patient Preferred Practices: Tools and Methodologies to Support Culture Change	Ms. Karin Jay

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## SUNDAY 17 NOVEMBER, 2019: GENERAL CONFERENCE DAY 2

	Activity	Speaker
<b>1.35PM to 1.45PM</b>	<b>TRANSITION</b>	
	<b>Breakout Group K</b>	
	K1 Motivation Interviewing: Enhancing the Patient Experience (part 2)	Dr. Bridget Javed Dr. Monica Zolezzi
1.45PM to 2.15PM	K2 When Things Fail, Service Recovery Saves the Day: Frameworks That Help Address Patient Complaints to Improve Overall Patient Experience (part 2)	Mr. Romeo Miguel Alonzo
	K3 Patient Panel (Arabic Session)	Dr. Sohel Ahmed
	K4 Ria's Escape Room: How to get to Know your Patient/Resident	Ms. Marita Bossers-Nabben
	K5 Long Term Care Flow: Coordinated Transition Planning	Dr. Hanadi Khamis Mubarak Alhamad
	K6 Spreading Mindfulness: The One Skill Utterly Essential to Person-Centered Care	Ms. Jill Golde
<b>2.15PM to 2.45PM</b>	<b>PRAYER BREAK</b>	
2.45PM to 3.15PM	Awards Ceremony	
3.15PM to 4.15PM	Plenary 4: The Brave New World of Patient and Family Engagement	Dr. Susan Frampton Mr. Nasser Al Naimi
4.15PM to 4.45PM	Closing Remarks	Mr. Nasser Al Naimi

**Delegates are encouraged to visit the Exhibition Area**

"The Scientific Planning Committee and all staff involved in organizing the Patient Experience Forum have no Conflict of Interest to declare."

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