Middle Eastern Forum Orientation

Friday 17 May
3:30 PM – 4:30 PM

Hamad Medical Corporation (HMC)

- Provides 90% of acute services in Qatar

- c.20,000 staff (Physicians : 2800; Nurses: 7,750; Medical Staff: 13,500)

- Manages five acute and specialist hospitals in Doha

- Also three general hospitals across Qatar and an ambulance service. Total bed capacity of around 2000

- Admissions : 65000; Outpatient visits : 1,360,000; Births: 18000;

- Emergency Department: 660,000; Drug prescriptions:3,00,000

- Only public provider outside US with all hospitals **accredited by the Joint Commission International**.

What is HMC's Ambition?

- Deliver on the promise of high quality and safe healthcare for the people of Qatar

- Deliver care that exceeds expectations

- Deliver high standard, consistent and reliable care

- Execute the Quality Strategy

- Build capability and capacity

- Improved organizational culture

Our Mission

To improve health and health care worldwide.

Our Vision

Everyone has the best care and health possible.

Who We Are

IHI is a leading innovator in health and health care improvement worldwide, joining forces with the IHI community to spark bold, inventive ways to improve the health of individuals and populations.

What We Want to Accomplish

Together with our ever-growing community of visionaries, leaders and frontline practitioners around the world, we seek and achieve vital science-based improvements in health and health care.

Where We Work

We work globally because countries are interdependent in terms of health and health care, innovations can arise anywhere, and everyone has something to teach and something to learn.
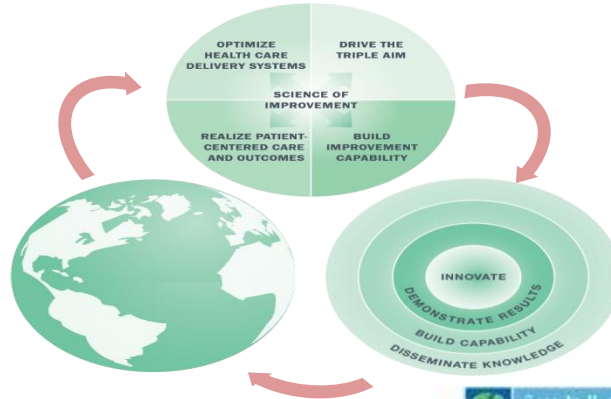
**How We Work
(Will, Ideas, Execution)**

With the IHI community, we motivate and build the will for change, identify and test innovative models of care, and ensure the broadest possible adoption of proven practices that improve individual and population health.

OPTIMIZE HEALTH CARE DELIVERY SYSTEMS

DRIVE THE TRIPLE AIM

SCIENCE OF IMPROVEMENT

REALIZE PATIENT-CENTERED CARE AND OUTCOMES

BUILD IMPROVEMENT CAPABILITY

INNOVATE

DEMONSTRATE RESULTS

BUILD CAPABILITY

DISSEMINATE KNOWLEDGE

مؤسسة حمد الطبية
Hamad Medical Corporation

In Collaboration with بالتعاون مع

Institute for Healthcare Improvement

To Accomplish Our Mission, We…

Optimize Health Care Delivery Systems
Encourage, empower, and enable health care delivery systems to provide truly *value*-based care that ensures the best health care outcomes at the lowest costs.

Drive the Triple Aim
Strive to achieve the Triple Aim, simultaneously improving the health of the population, enhancing the experience and outcomes of the patient, and reducing per capita cost of care for the benefit of communities.
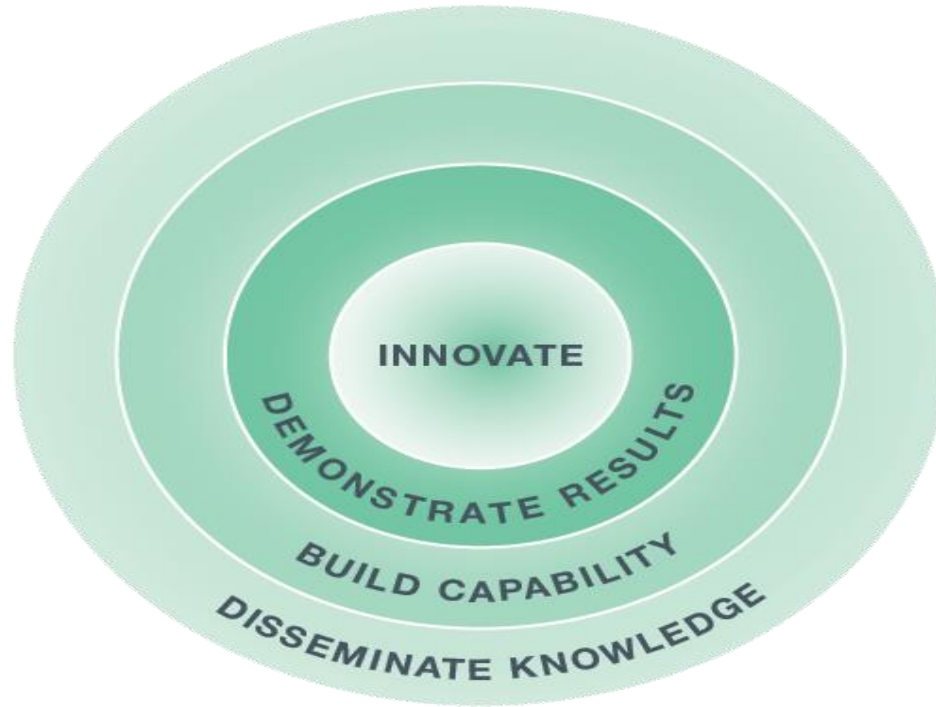
Science of Improvement

Realize Patient-Centered Care and Outcomes
Usher in a new era of partnerships between clinicians and individuals where the values, needs, and preferences of the individual are honored; the best evidence is applied; and the shared goal is optimal functional health.

Build Improvement Capability
Build improvement capability into every organization, health care executive, and professional, while driving innovation to dramatically improve performance at all levels of the health care system.

In Collaboration with مؤسسة حمد الطبية

Hamad Medical Corporation

Institute for Healthcare Improvement

How We Work

How We Work: Innovate

Goal: Harvest, create, and test bold and innovative ideas and new models of care that support our strategic initiatives and are driven by our aims

Scale: 10s

Mechanisms:

- 90 day learning cycles
- Create new models
- Ventilator Bundles and Triple Aim came from this process
- Test in the field

INNOVATE

DEMONSTRATE RESULTS

BUILD CAPABILITY

DISSEMINATE KNOWLEDGE

How We Work: Demonstrate Results

Goal: Leverage strategic partnerships and key initiatives to achieve ambitious improvement goals

Scale: 100s

Mechanisms:
- Work with partners around the world to get results
- KP clinical outcomes in patient satisfaction and work in Malawi
  with physicians and mothers
 are examples
- Form collaboratives

INNOVATE

DEMONSTRATE RESULTS

BUILD CAPABILITY

DISSEMINATE KNOWLEDGE
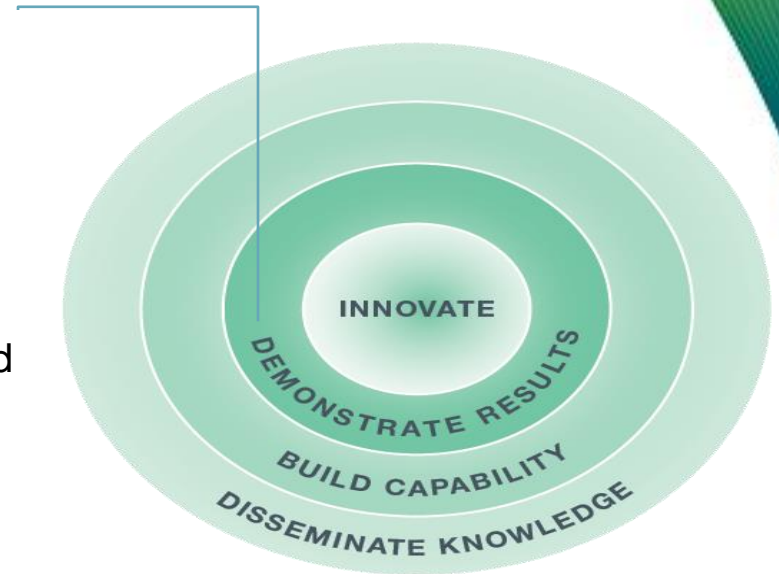
How We Work: Build Capability

Goal: Offer programming to transfer knowledge and build improvement capability

Scale: 1000s

Mechanisms:
- Convening and networking at Forums, Seminars and Summits
- Webinars
- Live Case Visits
- IHI Open School courses
- Fellowship programs
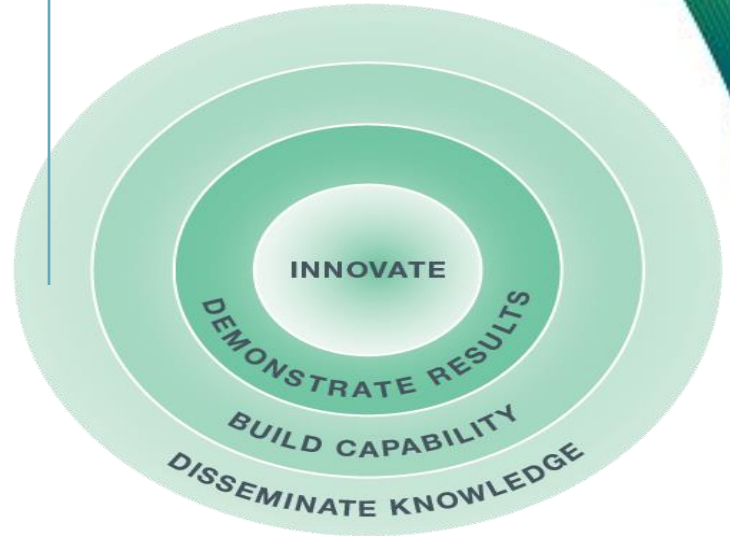- Professional Development programs (PSO, EQA, IA, etc.)

INNOVATE

DEMONSTRATE RESULTS

BUILD CAPABILITY

DISSEMINATE KNOWLEDGE
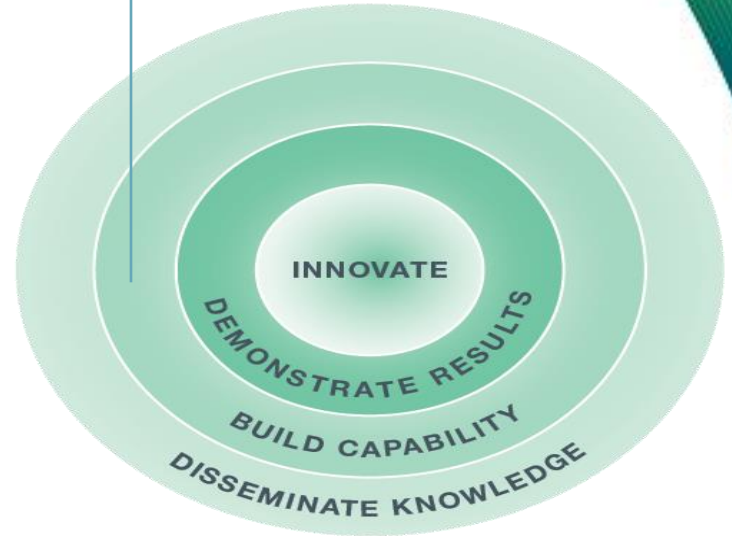
How We Work: Disseminate Knowledge

Goal: Build reach and will to accelerate the pace of improvement worldwide

Scale: 1,000,000s

Mechanisms:
- IHI.org
- WIHI
- IHI Open School
- Traditional and social media
- Campaigns
- Peer-reviewed publications

The Work Ahead

- Building improvement capability
  - The IHI Open School
  - PSO, EQA, Essentials for Managers
  - IHI Fellowship
  - Improvement Advisors
- Results focused initiative to decrease harm
- Strategic guidance
  - Enterprise-wide and hospital specific

Friday 17 May

Friday Schedule	
2:30 PM – 3:30 PM	Registration Open
3:30 PM – 4:30 PM	Attendee Orientation
4:30 PM – 4:40 PM	Break
4:40 PM – 7:00 PM	**Learning Labs**

Saturday 18 May

Saturday Schedule	
8:00 AM – 9:00 AM	Breakfast and Registration
9:00 AM – 9:20 AM	Opening Ceremony
9:20 AM – 10:10 AM	**Keynote One:** Improving Healthcare Quality
10:10 AM – 10:30 AM	Break
10:30 AM – 11:45 AM	**Workshop A**
11:45 AM – 12:45 PM	Lunch/Prayer
12:45 PM – 2:00 PM	**Workshop B** *(all A workshops repeat during B workshops)*
2:00 PM – 3:20 PM	**Keynote Two:** A System for Safety
3:20 PM – 4:20 PM	Rapid Fire Workshop: Reducing Harm
4:20 PM – 6:00 PM	Storyboard Presentations and Networking Reception

Sunday 19 May

Sunday Schedule	
7:30 AM – 8:30 AM	Breakfast and Registration
8:30 AM – 9:30 AM	Open School Tutorial
9:30 AM – 10:20 AM	**Keynote Three:** Making Sense of the Challenge
10:20 AM – 10:45 AM	Break
10:45 AM – 12:00 PM	**Workshop C**
12:00 PM – 1:00 PM	Lunch/Prayer
1:00 PM – 2:15 PM	**Workshop D** *(all D workshops repeat during C workshops)*
2:15 PM – 2:30 PM	Break
2:30 PM – 3:20 PM	**Keynote Four:** The Art of the Possible
3:20 PM – 3:30 PM	Closing Remarks

Getting the Most of Your Forum Experience

What are the top three things you'd like to get out of this conference?

Getting the Most Out of the Forum

- Participate in IHI Forum events whenever possible
- Maximize networking at breaks, before and between sessions, at the Networking Reception, Rapid Fire sessions and during Storyboard presentations
- Develop a contact list; exchange business cards
- Link what you learn to your own local issues
- Prepare to use new knowledge and learn new skills
- Ask yourself lessons learned and how can I apply to my organization
- What can I do by next Tuesday?

The 3-Day Challenge

- Contact one faculty member by email and explain how you will use some of the information in your organization and ask for a comment back

- Email one other participant you met to request a protocol or guideline they have been using

- Run one small test of change on something you heard about using the rules of PDSA

- Write down three ideas and present them to your director or leadership for testing

Questions?