

## VIRTUAL FORUM PROGRAM AT A GLANCE

### Pre-Conference Day: Friday 12<sup>th</sup> November 2021

8:00-8:15	<b>Briefing</b> Middle East Forum Orientation Briefing
8:15-9:15	Workshops
<b>WS1:</b> Practices to Optimize Root Cause Analyses & Action <b>WS2:</b> Who's Got the Back of Covid-19 Carers <b>WS3:</b> Joy at Work (Part 1) <b>WS4:</b> Leadership Session on Flow, Value and Person-Centered Experience <b>WS5:</b> Highway to Quality (Part 1)	
9:15-10:15	Workshops
<b>WS6:</b> The Leadership Game (closed session by invitation only) <b>WS7:</b> How to Provide Mentorship that Matters <b>WS8:</b> Better Quality Through Better Measurement <b>WS9:</b> Joy at Work (Part 2) <b>WS10:</b> Autism in Qatar; a Continuous Improvement Journey. Engage with Us! (Part 1) <b>WS11:</b> Highway to Quality (Part 2)	
10:15-11:15	Workshops
<b>WS12:</b> The Leadership Game (closed session by invitation only) <b>WS14:</b> Psychology of Change <b>WS15:</b> Coaching Improvement Teams <b>WS16:</b> Autism in Qatar; a Continuous Improvement Journey. Engage with Us! (Part 2) <b>WS17:</b> Age Friendly Care	
11:15-12:00	Lunch & Prayer
13:00-15:15	<b>Intensives</b> (15min prayer break included)
<b>I1:</b> Back to Basics: Building Essential QI Skills <b>I2:</b> Human Factors: How to Connect Humans with Systems for Better Culture and Better Performance <b>I3:</b> Psychology of Change <b>I4:</b> اعدادات في رحلة التحسين <b>I5:</b> Caring Together in Delivering Safer Care <b>I11:</b> Pandemic Preparedness: A Risk Management Approach (closed session by invitation only)	
15:15-15:30	Break
15:30-17:45	<b>Intensives</b> (15min prayer break included)
<b>I6:</b> Back to Basics: Building Essential QI Skills <b>I7:</b> Human Factors: How to Connect Humans with Systems for Better Culture and Better Performance <b>I8:</b> Psychology of Change <b>I9:</b> اعدادات في رحلة التحسين <b>I10:</b> Never Fail, Always Deliver - 10 Steps to Successfully Execute any Improvement Project in Healthcare	

### General Conference Day 1: Saturday 13<sup>th</sup> November 2021

9:00-9:15	Opening Ceremony
9:15-9:45	<b>Plenary 1</b> Leading Improvement Mindsets for Building Better Health.
9:45-10:45	Breakout Group A
<b>A1:</b> Behavior of Safety <b>A2:</b> Quality Management at the Point of Care <b>A3:</b> Our Journey with Quality Improvement: a Conversation with Dr. Don Berwick, Ms. Maureen Bisognano, Dr. Muna Al Maslamani, and Mr. Nasser Al Naimi <b>A4:</b> Simplifying the Selection and Use of Control Charts <b>A5:</b> We Are Listening - Essential For Engagement & Enhancing Patient Experience The Magic of Four Words-What Matters to you Initiative in High Dependency Unit B	
10:45-11:15	Inspire QI's
<b>IQ1.A:</b> Building a Culture of Safety Starts with You <b>IQ1.B:</b> HMC Culture: Our Culture <b>IQ2:</b> My Journey into Age Friendly Care <b>IQ3:</b> Creating a Culture of Leadership in Quality and Patient Safety <b>IQ4:</b> QI on the Brink? 5 Urgent Challenges to Address by 2030 <b>IQ5:</b> Tackling Burnout with Agency	
11:15-12:15	Lunch & Prayer
12:15-13:30	<b>National Session 1</b> Building a Legacy of Resilience - Quality and Safety in a Pandemic
13:30-14:30	Breakout Group B
<b>B1:</b> Leadership and Organizing for Change <b>B2:</b> High Risk and Rare Events: Improve Safety through Simulation-Based Quality and Safety Strategies <b>B3:</b> Real-Time Learning through Patient-Centered Clinical Pathways: Respectful Clinician Engagement, not "Cookbook Medicine" <b>B4:</b> From Pilot to Practice <b>B5:</b> A Smooth Sailing Towards Partnership: Patient Engagement and Involvement in Enaya Specialized Care Center What Matters to You	
14:30-14:45	Break & Prayer
14:45-15:45	Breakout Group C
<b>C1:</b> The Robot Will See You Now <b>C2:</b> Data Visualization for Quality Improvement <b>C3:</b> Lessons in Adaptive Designing from Projects Five Alive <b>C4:</b> Dementia Qatar: Bringing Dementia Care at Doorsteps; Enhancing Care Surgical Patient Pathway Coordinator - the New Approach <b>C5:</b> Critical Care Design for Tomorrow: A Mobility Platform in CICU Learning Lessons Through The Cycle of Improvement: Surgical Site Infection Post Cardiothoracic Surgeries	
15:45-16:45	Breakout Group D
<b>D1:</b> An Introduction to Change Management <b>D2:</b> Real-Time Learning through Patient-Centered Clinical Pathways: Respectful Clinician Engagement, not "Cookbook Medicine" <b>D3:</b> Healthcare Today and Healthcare Tomorrow <b>D4:</b> Improving Patient-Centered Flow in Medical Inpatients a Middle East Tertiary Hospital-Wide Flow Initiative Al Wakra Stone Center of Excellence Journey <b>D5:</b> Emergency Room Overcrowding: A National Perspective Facilitating Discharges before 11 am in Pediatric Inpatient Units by Introducing an Inter-Disciplinary Standardized Discharge Process (HGH)	
16:45-17:00	Break & Prayer
17:00-17:30	<b>Plenary 2</b> Leadership in a Crisis Situation
17:30-19:00	<b>Poster Presentations</b> Virtual, Interactive Poster Presentations - A New Learning Experience

### General Conference Day 2: Sunday 14<sup>th</sup> November 2021

8:30-8:45	Opening Remarks
8:45-9:15	<b>Plenary 3</b> New Ways of Caring
9:15-10:15	Breakout Group E
<b>E1:</b> Guiding Principles for the Measurement of Patient Safety <b>E2:</b> Leadership Models for Co-Producing Joy in Work <b>E3:</b> Patient Engagement & The Patient Experience: Understanding How One Drives the Other <b>E4:</b> QI Abstract Oral Presentations <b>E5:</b> When Art shape the Healthcare Facility Design, What Would be the Impact on Quality Improvement Improving Operation Theatre Utilization in Ambulatory Care Center	
10:15-11:15	Breakout Group F
<b>F1:</b> Designing Simulation to Impact Patient Safety <b>F2:</b> Safety 2: A Shift from Tradition Thinking to Pro-Active Approach <b>F3:</b> Using the Dosing Approach to Improve Capacity and Capability <b>F4:</b> Reduce The Wastage Of Medical Supplies in North Female Medical Ward (HGH) Phlebotomy Treatment, Prevention and Care <b>F5:</b> Joy at Work: Team Work Makes the Dream Work A Junior Doctor's Story of Motivating Stakeholders	
11:15-12:15	Lunch & Prayer
12:15-13:30	<b>National Session 2</b> Launching HMC System-Wide Patient Flow Collaborative
13:30-14:30	Breakout Group G
<b>G1:</b> QI Abstract Oral Presentations <b>G2:</b> Turning Burnout into Engagement <b>G3:</b> Bottom Up vs Top Down Approach for Quality Improvement <b>G4:</b> Improvement in the Compliance for Hypoglycemia Management Guidelines for Diabetic Patients Implementation and Adaptation of Sepsis Screening in a Pediatric Intensive Care Unit Setting in the State of Qatar <b>G5:</b> SUN: A Quality Improvement Journey: To Stop Unplanned Extubation in NICU, WWRC Delirium in ICU	
14:30-14:45	Break & Prayer
14:45-15:15	Inspire QI's
<b>IQ6.A:</b> Building a Culture of Safety Starts with You <b>IQ6.B:</b> HMC Culture: Our Culture <b>IQ7:</b> My Journey into Age Friendly Care <b>IQ8:</b> Creating a Culture of Leadership in Quality and Patient Safety <b>IQ9:</b> QI on the Brink? 5 Urgent Challenges to Address by 2030 <b>IQ10:</b> The Human Side of Change	
15:15-16:15	Breakout Group H
<b>H1:</b> A Life Time of QI: Wisdom for the New Generation of Healthcare <b>H2:</b> Voice of a Patient: Arabic QI Session with a Patient <b>H3:</b> Nudging People to Make Better Decisions <b>H4:</b> Unlocking the Resilience Potential: Loading Bliss at Work in Enaya Specialized Care Centre (ESCC) Nurse-Led Electrolyte Replacement in SICU: (Striking the Right Balance at Right Time - a Paradigm Shift) <b>H5:</b> Value Improvement Project And IT's Journey: The Present -Day Horizon of Improvement Initiatives in Enaya Specialized Care Centre (ESCC)	
16:15-16:45	Poster Awards Ceremony
16:45-17:00	Break & Prayer
17:00-17:45	<b>Plenary 4</b> Telemedicine and Digital Platforms.
17:45-18:00	Closing Remarks

Igniting Change, Shaping the Future Together