

# Middle East Forum on Quality & Safety in Healthcare **2023**

**16-19 March, Doha**

## Healthcare Resilience in Extraordinary Times

### SATURDAY 18 MARCH 2023: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker	
9am to 9.30am	Opening Ceremony	H.E. Dr. Hanan Al Kuwari Dr. Abdullatif Al Khal Dr. Kedar Mate	
9.30am to 10.30am	Plenary 1: Redefining Leadership for Health: Leading in Extraordinary Times	Dr. Don Berwick	
<b>10.30am to 10.45am</b>	<b>TRANSITION</b>		
10.45am to 11.45am	<b>Breakout Group A</b>		
	A1	A focus on population health - what can we learn from other countries?	Dr. Amar Shah Dr. Rayana Bou Haka
	A2	CEO Summit	Dr. Don Berwick Dr. Kedar Mate Ms. Maureen Bisognano Prof. Jason Leitch
	A3	Developing Effective Governance Mechanisms for Quality Healthcare Services	Dr. Sodzi Sodzi-Tetty
	A4	Building Strategic Dashboards	Dr. Robert Lloyd
	A10	Building situational awareness to manage risk	Mr. Frank Federico
	A11	Whole System Quality	Dr. Nana Twum-Danso
<b>11.45am to 12.45pm</b>	<b>LUNCH BREAK   PRAYER BREAK</b>		
12.45pm to 2pm	National Session: How Qatar's unique approach to healthcare resilience and teamwork helped deliver the best World Cup	Dr. Ahmed Al Mohammed Dr. Abdullatif Al Khal Dr. Muna Al Maslamani Prof. Roberto Bertollini Dr. Mariam Abdulmalik Ms. Mariam Al Mutawa Dr. Robert Owen	

#### Legend:

<span style="color: #0070C0;">■</span> Improvement Science	<span style="color: #4F81BD;">■</span> Person-Centered Care	<span style="color: #9932CC;">■</span> Flow, Safety and Value Improvement
<span style="color: #4CAF50;">■</span> Leadership, Resilience and Sustainability	<span style="color: #FF9800;">■</span> Population Health	

This activity is an Accredited Group Learning Activity **Category 1** as defined by the Ministry of Public Health's Department of Healthcare Professions - Accreditation Section and is approved for a maximum of **15.75 hours for online attendance**.

## SATURDAY 18 MARCH 2023: GENERAL CONFERENCE DAY 1

Time	Activity	Speaker
2pm to 2.15pm	TRANSITION	
2.15pm to 3.15pm	<b>Breakout Group B</b>	
	B1	Implementing Age-Friendly Culture Change: Scaling and Spreading the 4Ms Dr. Kedar Mate Dr. Hanadi Al Hamad
	B2	A framework for building a safe, reliable, equitable system for patients and staff Mr. Frank Federico Dr. Jeffrey Salvon-Harman
	B3	Reducing Medication-related Harm - a Case Study Dr. Sodzi Sodzi-Tetty
	B4	Building Capacity & Capability with dosing Dr. Robert Lloyd
	B8	Using improvement science to pursue equity Dr. Amar Shah
B10	Improving Patient Experience by Implementing an Organizational Culture Model Dr. Noha Almohaisen	
3.15pm to 3.45pm	BREAK   PRAYER BREAK	
3.45pm to 4.45pm	<b>Breakout Group C</b>	
	C1	Quality Improvement at HMC/HHQI - Celebrating success and looking to the future Dr. Kedar Mate Mr. Nasser Al Naimi Prof. Abdul Badi Abou Samra Prof. Mondher Letaief
	C2	Learning from the use of QI during the pandemic Dr. Amar Shah
	C3	Lessons from anchor institutions on improving health and outcomes Dr. Dominique Allwood
	C4	Leadership Strategies for Fostering a Culture of Safety Dr. Sodzi Sodzi-Tetty
	C5	An Introduction to Planned Experimentation Dr. Robert Lloyd
C10	Creating Excellence in Person-Centered Care Using Certification Standards: Sharing Real-World Experiences at HMC Sites Dr. Hanadi Al Hamad Dr. Muna Al Maslamani Ms. Khadija Mohammed Dr. Nidal Asaad Dr. Susan Frampton	
4.45pm to 5pm	TRANSITION	
5pm to 6pm	Plenary 2: Patient-Centeredness and Redesigning Health and Care Ms. Maureen Bisognano	
6pm to 7.30pm	Poster Presentations Poster Presenters	

## Legend:

<span style="color: #0070C0;">■</span> Improvement Science	<span style="color: #4F81BD;">■</span> Person-Centered Care	<span style="color: #C0504D;">■</span> Flow, Safety and Value Improvement
<span style="color: #70AD47;">■</span> Leadership, Resilience and Sustainability	<span style="color: #D9534F;">■</span> Population Health	

## SUNDAY 19 MARCH 2023: GENERAL CONFERENCE DAY 2

Time	Activity	Speaker
	<b>Breakout Group D</b>	
7.30am to 8.30am	D1	Leadership Models for Co-Producing Joy in Work Dr. Amar Shah Dr. Muna Al Maslamani
	D2	The Kindness Movement Ms. Maureen Bisognano Dr. Dominique Allwood
	D3	Leadership Behaviors in Developing a Culture of Safety Mr. Frank Federico
	D4	Training a New Cadre of Healthcare Workers through a Revised Curriculum - Lessons from Nigeria Dr. Sodzi Sodzi-Tetty
	D5	Understanding Capability Relating to Goals Dr. Robert Lloyd
	D11	Tying Shoes Saves Lives Dr. Jeffrey Salvon-Harman
<b>8.30am to 8.45am</b>	<b>TRANSITION</b>	
8.45am to 9.15am	WHO Collaborating Center for Healthy Aging and Dementia	Dr. Ahmed Al Mandhari Dr. Hanadi Al Hamad
9.15am to 10.15am	Plenary 3: Trust as a Determinant of Health	Dr. Kedar Mate
<b>10.15am to 10.30am</b>	<b>TRANSITION</b>	
	<b>Breakout Group E</b>	
10.30am to 11.30am	E1	Care outside the hospital walls - Population Health panel Dr. Dominique Allwood Prof. Jason Leitch Dr. Nana Twum-Danso Dr. Rayana Bou Haka
	E2	The underappreciated roles of Epidemiology and Public Health in Quality Improvement Dr. Don Goldmann
	E3	Culture is the Foundation of Safety Dr. Jeffrey Salvon-Harman
	E4	Leadership Walkarounds Dr. Robert Lloyd Mr. Frank Federico
	E8	Business Case for Quality Improvement Dr. Amar Shah
	E11	Cancer Civil Society Organizational Framework for Ensuring Equitable Person-Centered Cancer Control and Securing a Safety Net for People Living with Cancer Dr. Hadi Mohamad Abu Rasheed Mrs. Hiba Nassar Mrs. Dana Basem Mansour
<b>11.30am to 12.30pm</b>	<b>LUNCH BREAK   PRAYER BREAK</b>	
12.30pm to 1.45pm	Global Session: The next 10 years of health and care around the world, what does the future hold?	Dr. Don Berwick Prof. Jason Leitch Dr. Ahmed Al-Mandhari

### Legend:

■ Improvement Science	■ Person-Centered Care	■ Flow, Safety and Value Improvement
■ Leadership, Resilience and Sustainability	■ Population Health	

## SUNDAY 19 MARCH 2023: GENERAL CONFERENCE DAY 2

Time	Activity	Speaker	
1.45pm to 2pm	TRANSITION		
2pm to 3pm	<b>Breakout Group F</b>		
	F1	Common language, common method - QI in pursuit of the Population Health	Dr. Dominique Allwood
	F2	Human Factors: How to Connect Humans with Systems for Better Culture and Better Performance	Mr. Frank Federico
	F3	Joy in work to support a resilient and vibrant workforce able to provide best care for all	Ms. Maureen Bisognano
	F4	Improving the Joy of the Healthcare Workforce - lessons from the field	Dr. Sodzi Sodzi-Tetty Ms. Maryanne Gillies
	F5	Holding the Gains, Implementing and Spreading Improvement	Dr. Robert Lloyd
	F8	The Qatar Covid-19 Diabetes Program: Person-Centered Diabetes Management during the Pandemic	Prof. Abdul Badi Abou Samra Dr. Kedar Mate
3pm to 3.30pm	<b>BREAK   PRAYER BREAK</b>		
3.30pm to 4pm	<b>Poster Awards Ceremony</b>	Ms. Elizabeth MacGillivray	
4pm to 5pm	Plenary 4: Scotland - a history and a future of innovation in healthcare quality	Prof. Jason Leitch	
5pm to 5.15pm	Closing Remarks	Prof. Abdul Badi Abou Samra	

*The Scientific Planning Committee and all staff involved in organizing the Middle East Forum on Quality and Safety in Healthcare have no Conflict of Interest to declare.*

### Legend:

■ Improvement Science	■ Person-Centered Care	■ Flow, Safety and Value Improvement
■ Leadership, Resilience and Sustainability	■ Population Health	