



# 4TH ANNUAL CONGRESS QUALITY & SAFETY IN HEALTHCARE: LUXURY OR NECESSITY ?

**SEPTEMBER 23<sup>RD</sup> AND 24<sup>TH</sup> 2016**

**MONROE HOTEL- BEIRUT, LEBANON**

CONTINUING EDUCATION CREDITS FOR NURSING AND PHARMACY OFFERED

# WELCOME LETTER

Dear colleagues,

On behalf of the Lebanese Society for Quality and Safety in Healthcare, it is our great pleasure to invite you to the fourth annual congress “Quality and Safety: Luxury or Necessity? », to be held on September 23rd -24th, 2016 at Monroe Hotel in Beirut.

On the first day, 4 workshops (3 hours each) will be held in 2 parallel sessions. The two workshops “Team building” and “Coaching Program” given by two prestigious consulting companies, will highlight the importance of human resources for successful organizations. The two other topics include “operational excellence in a hospital” and “value for patient safety” are given by International experts.

In parallel with the professional workshops, a general public session entitled: “The added value of multidisciplinary approach on the quality of care in diabetes management”, will highlight the importance and complementing role of a multidisciplinary team, to create / increase awareness on daily management of their disease, in order to improve the Diabetes treatment outcomes and reduce the risks of avoidable related complications. This session will be animated by Mrs Fadia Doumani, who lately developed the national strategic plan for the national diabetes program.

The Opening Ceremony will close the first day, it is followed by a round table to discuss new insights in Healthcare Prevention Policies and Programs in collaboration with the Lebanese Ministry of Public Health, the national social security fund, the lebanese association for insurance companies, the healthcare orders and the Lebanese Syndicate of Hospitals. This session will be animated by our honorable and distinguished speaker Dr Pierre Anhoury the Director of Strategy & Business development of the INTERNATIONAL PREVENTION RESEARCH INSTITUTE (IPRI)

On day 2, the congress will focus on the value for Healthcare. Eminent local and international speakers, WHO and IHI experts will share with us their knowledge and expertise around “innovations for patient safety”, “employee engagement for better performance and “rethinking the value chain of healthcare through prevention”.

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 under the title “Value for Prevention in Healthcare”.

We look forward to welcoming you all.

Best regards,



Rabab Rassi El-Khoury, PharmD, MBA HM  
President, LSQSH

## SCIENTIFIC COMMITTEE:

Dr Rabab Rassi El-Khoury, *President*

Dr Paula Rizkallah, *Vice President*

Dr Rola Hammoud

Dr Jamal Hobballah

Ms Gladys Mouro

Dr Boutros Assaf

Mrs Nadia Deek

Ms Maysaa' Jaafar

## ADVISORY BOARD:

Prof René Amalberti

Dr Nabil Kronfol

Dr Kedar Mate

Dr Alissar Radi

## INTERNATIONAL SPEAKERS:

<b>Azhar Ali</b> , BSc(Hons), MBChB, MRCGP(UK), MBA . IHI	<i>USA</i>
<b>Pierre Anhoury</b> , MD	<i>France</i>
<b>Joseph Paris</b>	<i>Germany</i>
<b>Osama Tabbara</b> , R.Ph., EMBA, BCNSP	<i>UAE</i>

# Friday - September 23, 2016

08h00- 09h00

## Registration

**Awareness Public session: A Multidisciplinary approach on the quality of care in diabetes management**    **Professional Pre congress workshops**

**Moderator:** **Mrs Fadia Doumani**,  
Consultant in Diabetes Education and Care

**Guests:** **Dr Mona Osman El Hage**,  
representing PHC and MOPH  
**Dr Akram Echtay, MOH**,  
Diabetes National program

**Participants:** **Dr Emile Andari**, LSEDL President  
**Dr Mounzer Saleh**, LSEDL Ex-President  
**Dr Jamal Hobballah**, Vascular surgeon,  
wound care, AUBMC, LSQSH  
**Dr Lizette Azar Chamelian**,  
Diabetes Education Center, HDF  
**Mrs Anna Parseghian**, Rep. Lebanese  
Order of Nurses  
**Mrs Jessy Barbour**,  
Rep. Lebanese Order of Midwives  
**Mrs Mira Tueny**,  
Dietician, preventive cardiology specialist  
**Mrs Dania Zaaza El-Hajj**, Dietician

**Pharma company representative**  
**Patient experience**

09h00-10h30 Diabetes Education and Awareness Forum  
  
A Multidisciplinary approach with a multidisciplinary team

09h00-10h30 Workshop 1: Team Building Forum  
[Wafa'a Hallassou](#)  
Workshop 2: The "Mental Candy"  
Coaching Program [Samir Zehil](#)

10h30-11h00 Coffee break

10h30-11h00 Coffee break

11h00-12h00 Diabetes Education and Care Awareness Forum  
  
A Multidisciplinary approach with a multidisciplinary team

11h00-12h30 Workshop 1: Team Building Forum  
[Wafa'a Hallassou](#)  
Workshop 2: The "Mental Candy"  
Coaching Program [Samir Zehil](#)

12h00 Cocktail Reception

12h30-13h30 Light lunch

13h30-16h00 Workshop 3: Beyond Lean Six-Sigma  
Creating a State of Readiness [Joseph Paris](#)  
Workshop 4: Value for Quality and Patient  
Safety [Azhar Ali](#)

16h00- 17h00 **Opening Ceremony Under the Patronage of the Minister of Public Health [Mr. Wael Abou Faour](#)**  
**Round Table: The added Value of a National Prevention Program in Diabetes Management**  
Minister of Public Health / National Security Fund / WHO / MoPH National diabetes programs  
Director / MoPH PHC MOPH representative / CCC medical director / LPHS/ LOP/ LSEDL/ LOPh/ LON/  
LOMW/ Lebanese Association for Nutrition and Food Science / LSQSH  
  
Animated by [Dr Pierre Anhoury](#): Director of Strategy & Business development of the International  
Prevention Research Institute (iPRI)

17h00 Cocktail Reception

08h00- 09h00

Registration

**Rethink the value chain through prevention**

09h00-09h30

Achieving value through improved Quality and Patient Safety [Ali Azhar](#)

09h30-10h00

Healthcare Prevention to leverage quality of care [Pierre Anhoury](#)

10h00-10h30

Non Communicable diseases challenges : National Prevention Programs challenges

[Mona Osman El Hage](#)

10h30-11h00

Third part payers challenges [TBA](#)

11h00-11h30

Coffee Break

**Employee engagement and Motivation for better performance**

11h30-12h00

Re- enforcing employee engagement [Anastasia Sayegh](#)

12h00-12h30

Promoting the culture of Employee Engagement: The Cleveland Clinic Abu Dhabi

Pharmacy Experience [Oussama Tabbara](#)

12h30-13h00

Clinical pharmacy accountability measures [Nibal Chamoun](#)

13h00-13h30

Incentives And Motivation Strategies To Improve Performance [Joseph Paris](#)

13h30-14h30

Lunch

**Innovations for better patient safety**

14h30- 15h00

Safety in Healthcare by design [Joe Ayoub](#)

15h00-15h30

Simulation: a new trend for patient safety improvement [Vanda Abi Raad](#)

15h30-16h00

Utilization review: How valuable is quality [Zeina Mneimneh](#)

16h00-16h30

Coffee Break

16h30-16h50

EMR innovations: a challenging solution for patient safety improvement

[Jocelyne Ziadeh Assaf](#)

16h50-17h15

TBA

17h15

Congress Closure

# CONFERENCE REGISTRATION

Target audience will be Professionals (physicians, pharmacists, dentists, nurses, midwives, physiotherapists, nutritionists, clinical lab doctors, ...) from academic medical centers and hospitals, clinical administrators, Healthcare Managers in all fields: Quality, safety, Risk management, clinical nursing, Human resources and other administrative officers, Staff Development Coordinators, Customer service officers, Healthcare insurances managers, Consulting companies.

Join us to meet national and international healthcare experts and high-level influencers and decision-makers in Healthcare.

	September 23 <sup>rd</sup> , 2016		September 24 <sup>th</sup> , 2016	
	Online Workshops Registration	Onsite Workshops Registration	Online Conference Registration	Onsite Conference Registration
International Healthcare Practitioners	\$200.00	\$250.00	\$300.00	\$350.00
Local healthcare practitioner	\$90.00	\$120.00	\$100.00	\$150.00
Members & students	\$80.00	\$80.00	\$80.00	\$80.00

**Students must provide proof of enrollment**

**Members and students will pay by Bank transfer or cash on site**

**THE CONFERENCE REGISTRATION FEE ENTITLES DELEGATES TO:**

- Entry to all conference sessions
- Attendance certificate and continuing education certificates for nursing and pharmacy
- Conference booklet
- All coffee breaks and meals

**Workshops Registration: Places are limited, first come first serve**

**THE WORKSHOPS REGISTRATION FEE ENTITLES DELEGATES TO:**

- Participation to 2 workshops held on September 23<sup>rd</sup>
- Attendance certificate to the workshops
- Conference booklet
- All coffee breaks and meals