

Advancing Quality in a Changing World: Reflections on the 12th LSQSH Annual Conference



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This year marked the 12th Annual Conference of the Lebanese Society for Quality and Safety in Healthcare (LSQSH), held under the patronage of the Ministry of Public Health (MOPH) and hosted at ESA. Under the theme “Safe, Sustainable, and Secure: Advancing Quality in a Changing World,” the conference served as a powerful reminder that the healthcare landscape is continuously evolving, shaped by rapid change, rising expectations, and ongoing uncertainty.

More than a professional gathering, the conference brought together passionate leaders, experts, and healthcare professionals united by a shared mission: advancing quality and patient safety in Lebanon. It reflected the strength that emerges when professionals from different regions and disciplines come together with one goal: to make healthcare safer, more human-centered, and more resilient.

A Timely and Urgent Conversation

The theme of this year’s conference could not have

been more relevant. Globally, healthcare systems are under unprecedented pressure. As cited by the World Health Organization, violence and harassment affect all healthcare professionals and work settings in the health sector and up to 62% of health workers have experienced workplace violence. At the same time, healthcare activities significantly impact the environment according to WHO Foundation. If healthcare were a country, it would be the fifth largest emitter worldwide. The sector contributes to almost 5% of global greenhouse gas emissions, consumes vast amounts of water and energy, and generates large volumes of difficult to manage medical waste.

These global challenges are mirrored in our local context. Hospitals and healthcare institutions in Lebanon face daily pressures that directly affect operational continuity, ranging from digital transformation and cybersecurity threats, to political instability, workforce stress, and resource constraints. Together, these realities create a state of ongoing uncertainty that demands smarter, safer, and more resilient systems.

Quality as a Driver of Transformation

Amid these complexities, quality remains the true driver of progress. Today, quality is no longer limited to compliance with standards. It represents the ability to adapt, innovate, and continuously evolve in order to create safer, more compassionate healthcare environments. It requires proactive system design, systems that protect patients, empower healthcare workers, and preserve the environment.

Advancing quality in a changing world calls for an integrated, multidimensional approach that embraces technology and data analytics, fosters a culture of learning and resilience, and addresses risks before harm occurs. The 12th LSQSH Conference embodied this vision through rich discussions and meaningful exchanges across four key thematic sections.

Section 1: Protecting Patient’s Data in the Digital Age

This section addressed digital health governance and cybersecurity risk management, presenting two real-life hospital experiences that faced cyberattacks and emerged stronger. These stories clearly demonstrated that no organization is immune to risk. Cybersecurity is a shared responsibility across all levels of the healthcare system. Participants gained valuable insights into preparedness, response strategies, and the importance of building digitally resilient healthcare systems.

Section 2: Workplace Violence and Safety Culture

This expert-led panel examined the growing challenge of workplace violence in healthcare. Speakers defined workplace violence, emphasized the necessity of comprehensive staff training, and stressed the importance of reporting incidents and using data to improve prevention programs. The session reinforced a fundamental principle: quality starts with caring for those who care for others. A safe workforce is the foundation of a strong safety culture.

Section 3: Green is the New Safe

This section explored the strong connection between environmental sustainability and patient safety. Speakers highlighted the impact of healthcare activities on climate change and discussed the importance of climate-resilient healthcare systems, along with relevant environmental sustainability standards within the JCI 8th Edition manual. The sessions challenged participants to rethink traditional practices and adopt more environmentally responsible approaches, reaffirming that a greener healthcare system is ultimately a safer one.

Section 4: Human-Centered Design and Human Factors Engineering

The final section introduced human factors engineering as a critical approach to designing safer and more efficient healthcare systems, by understanding human capabilities, limitations, and behaviors. The session also included an overview of RISE, a peer support program designed to



support healthcare workers following adverse events. This powerful segment emphasized that safety is as much about system design and emotional support as it is about protocols and policies.

Looking Ahead

The 12th Annual LSQSH Conference was not only a platform for discussion, but a space for reflection, learning, and renewed commitment. It encouraged participants to think differently, act with purpose, reimagine systems, and view today’s challenges as opportunities for meaningful improvement.

In a world marked by rapid transformation and uncertainty, one message stood clear: a safe, sustainable, and secure healthcare system is not a luxury, it is a necessity and achieving it remains a shared responsibility.

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