



PATIENT
SAFETY

MEDIATION

PERFORMANCE
IMPROVEMENT

RISK
MANAGEMENT

CONFLICT
RESOLUTION

QUALITY & SAFETY IN HEALTHCARE

FIRST ANNUAL CONGRESS

STANDARDIZATION OF PRACTICES



World Health
Organization



ESA



November 15-16, 2013

ESA Business School, Clemenceau, Beirut

QUALITY AND SAFETY IN HEALTHCARE

STANDARDIZATION OF PRACTICES

WELCOME LETTER

Dear Participants,

Welcome to our first Lebanese congress on quality & safety in healthcare.

This idea was conceived September 2012 upon the foundation of our society by a multidisciplinary group of healthcare providers, in response to our mission of promoting healthcare quality through continuous learning and fostering communication among professionals to promote quality and patient safety in Lebanon.

This year's conference will take a close look at how standardization of practices can facilitate performance improvement in healthcare and make our system safer, more efficient, effective, and patient centered.

We have chosen for you interesting subjects and interactive workshops to be given by expert international speakers, who are willing to share their knowledge with you and discuss your challenges.

Your enthusiasm to register at our congress is a great testimony that Lebanese healthcare providers are willing to build a capacity for Quality Improvement and Safe Care.

ORGANIZING COMMITTEE

Ms. Perrine Malaud Wakim	<i>HEALTH PROJECT MANAGER, ESA</i>
Dr. Rola Hammoud	<i>PRESIDENT</i>
Dr. Paula Rizkallah	<i>VICE PRESIDENT</i>
Ms. Nadia Chbeir	<i>SECRETARY</i>
Dr. Marale Atechian	<i>TREASURER</i>
Dr. Marwan Ghosn	<i>PUBLIC RELATION COORDINATOR</i>
Dr. Huda Hurr	<i>EDUCATION & TRAINING COORDINATOR</i>
Dr. Ziad Assaf	<i>ADMINISTRATIVE COORDINATOR</i>
Dr. Rouba Rassi El Khoury	<i>PROFESSIONAL RELATIONS COORDINATOR</i>
Mr. Mohammad Hamandi	<i>SAFETY COORDINATOR</i>
Ms. Gladys Mouro	<i>NURSING CONSULTANT IN THE MIDDLE EAST</i>

QUALITY AND SAFETY IN HEALTHCARE STANDARDIZATION OF PRACTICES

CONGRESS PROGRAM



FRIDAY NOVEMBER 15TH, 2013

14:00 REGISTRATION

ACCREDITATION

MODERATORS: MRS ROULA ZAHHAR, DR DIA HASSAN

14:30 Lebanese accreditation

15:00 Practice Standardization & International Accreditation

15:30 Quality Improvement Cultural Drive through a National Accreditation System: The Case of Jordan

SPEAKER

Ms Sizar Akoum, LMOPH

Ms Shadia Zaatari, JCI

Ms Salma Jaouni, HCAC, Jordan

16:00 BEST POSTER PRESENTATIONS

MODERATORS: DR PAULA RIZKALLAH, DR MARALE ATECHIAN

16:30 COFFEE BREAK

17:00 OPENING CEREMONY

SATURDAY NOVEMBER 16TH, 2013

8:30 REGISTRATION

PATIENT SAFETY

MODERATORS: DR ELIE RIZKALLAH, DR MARWAN GHOSN

9:00 Training of Healthcare Professionals: Introduction to the WHO Patient Safety Curriculum

9:30 Achieving Patient Safety is no more a wish

10:00 Quality, Safety & Value of drugs

SPEAKER

Dr Mondher Letaief, WHO

Dr Ashraf Ismail, JCI

Dr Pierre Anhoury, France

10:30 COFFEE BREAK

RISK MANAGEMENT

MODERATORS: MS. HELEN NWAYHID, DR OMAR AYASH

11:00 Patient safety & Risk management: A focus on Regional initiatives

11:30 Emergency Preparedness: WHO Guidelines

12:00 Rapid Response Teams

SPEAKER

Dr Mondher Letaief, WHO

Dr Alissar Radi, WHO

Mr Khalil Rizk, JCI Consultant

12:30 LUNCH BREAK

PATHWAYS-GUIDELINES TO STANDARDIZE PRACTICES

MODERATORS: DR NABIL KRONFOL, DR ASSEM HAJJ

13:30 The use of Guidelines and Clinical Pathways

14:00 Quality of cancer care: From initial screening to palliative care

14:30 Implementation strategies to clinical Practice Guidelines

SPEAKER

Dr Ashraf Ismail, JCI

Dr Pierre Anhoury, France

Ms Claude Maroun, LSP

15:00 COFFEE BREAK

NATIONAL & INTERNATIONAL MEDICINES REGULATIONS

MODERATORS: MS PERRINE MALAUD WAKIM, MR RABIH HASSOUNAH

15:30 Substandard Medicines: a public health issue

16:00 Implementation of Quality Management System for Drugs in the Ministry of Public Health

SPEAKER

Dr Antoine Sawaya, ANSM

Dr Rita Karam Mouawad, LMOPH

16:30 GENERAL ASSEMBLY

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WORKSHOP PROGRAM



8:30 FRIDAY NOVEMBER 15TH, 2013

CONGRESS WORKSHOP

SPEAKER

MODERATOR

Preregistration required

9:00 **VALUE STREAM MAPPING**

Anastasia Sayegh, Lean Enterprise Inc

DR ROUBA RASSI

9:00 **CONFLICT RESOLUTION IN HEALTHCARE**

Jocelyne Gerges, CPM

MS AGNES KIREJIAN

12:00 **VALUE STREAM MAPPING**

Anastasia Sayegh, Lean Enterprise Inc

DR ROLA HAMMOUD

12:00 **CONFLICT RESOLUTION IN HEALTHCARE**

Jocelyne Gerges, CPM

MR MOHAMMAD HAMANDI

8:30 SATURDAY NOVEMBER 16TH, 2013

8:30 **PRAGMATIC TOOL TO IDENTIFY INDIVIDUAL MAJOR MOTIVATION FOR ESTABLISHING A PATIENT SAFETY CULTURE (FRENCH)**

Jean-Guy Crebessegues, ESA

MS MICHELE ASMAR

14:30 **PRAGMATIC TOOL TO IDENTIFY INDIVIDUAL MAJOR MOTIVATION FOR ESTABLISHING A PATIENT SAFETY CULTURE (ENGLISH)**

Jean-Guy Crebessegues, ESA

DR ZIAD ASSAF

LSQSH MISSION

Our mission is to promote healthcare quality through continuous learning. We exist to raise public awareness, promote and, foster communication and collaboration among professionals regarding Quality and patient Safety in Lebanon.

LSQSH VISION

To lead and improve quality and safety in healthcare by providing support in achieving the highest levels of regulatory standards for healthcare and implementing innovative practices in quality and patient safety.

ORGANIZED BY



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