

LEVELING UP QUALITY & SAFETY

SATURDAY NOVEMBER 4, 2023
ESA BUSINESS SCHOOL
8:30 AM

**VALUE
BASED
HEALTHCARE**

**INNOVATIVE
STRATEGIES
IN QUALITY
IMPROVEMENT**

**BEST
PRACTICES
IN SAFETY**

KAIZEN



REPUBLIC OF LEBANON
MINISTRY OF PUBLIC HEALTH



Lebanese Society for Quality
and Safety in Health Care

الجمعية اللبنانية للجودة
والسلامة الصحية



Dear colleagues,

It gives us great pleasure to invite you to LSQSH 11th Annual Congress that will be held on Nov. 4, 2023 at 8:30 am.

This year's theme is "Leveling up Quality and Safety," which focuses on the strategies, innovations, and best practices that contribute to enhancing and elevating the standards of quality and safety in healthcare.

This conference is a learning opportunity on how organizations can effectively raise the bar on quality, implement cutting-edge safety measures, and drive continuous improvement across processes, especially the challenges facing the healthcare sector.

Looking forward to your participation in the conference.

Best regards,

Roula Gharios Zahar, MBA

President, LSQSH

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke, representing the name Roula Gharios Zahar.

Leveling up Quality and Safety – Conference Program

Under Patronage of the Ministry of Public Health

	Title	Speaker
8:30	Registration	
9:00	Opening Word of ESA President Word of LSQSH President	Mr. Maxence Duault Mrs. Roula Zahar
9:10	Word of Minister of Public Health	H.E. Dr. Firas Abiad
9:30	Ten steps to Develop a culture of Quality Improvement	Dr. Peter Lachman, Lead Faculty Quality Improvement RCPI
10:00	Crisis Context: an opportunity for quality improvement in healthcare	Dr. Alissar Rady, Team Lead Technical Unit at WHO Beirut
10:20	Q & A session	
10:30	Coffee Break	
10:45	Raising the bar on quality and safety by developing Fearless Learning Organizations	Mr. Bjarne Berg Wig, Founder of the Society for Learning Organizations
11:05	Catalyzing Transformation: Navigating the potential of value-based care	Mrs. Karima Ajhar, Chief Procurement & Value Officer at BMC
11:25	Thriving Through Turmoil: Mastering Quality and Patient Experience as a Business Strategy During Crisis	Mr. Rawad Jamaledine, Director of Patient Affairs, Quality, Accreditation and Risk Management at AUBMC
11:45	Q & A session	
12:00	Lunch Break	
12:45	Best Practices for a Safe Environment of Care	Mrs. Marale Atechain, Principal Consultant for Joint Commission International
1:05	Strategy Implementation through Quality: Haykal Model and Experience	Ms. Sandra Frangieh, Quality Management Director at Haykal Hospital
1:25	Building Excellence Together: Collaborative Quality Initiatives at AUBMC's Anesthesia Department	Dr. Marie Maroun Aouad, Professor of Clinical Anesthesiology - Chairperson of the department of Anesthesiology and Pain Medicine at AUBMC
1:45	Best Practices for continuous improvement in quality and patient safety in Primary healthcare	Dr. Ghada El-Zein, Healthcare Manager and PHCs Accreditation National Surveyor
2:05	Q & A session	
2:15	Coffee Break	

Conference Program – Cont’d

	Title	Speaker
2:30	Person Centered Care through Co-design	Mrs. Rana Chedid , Associate Executive Manager and Person Centered Care Coordinator at BMC
2:50	Exploring patient perspectives: a qualitative inquiry into healthcare perceptions, experiences, and satisfaction in Lebanon	Dr. Jade Khalife, Health System Researcher and Practitioner
3:10	Q & A session	
3:20	Conference closing remarks	

Under the patronage of:

