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Under the Patronage of his Excellency the Minister of Public Health Dr Jamil Jabak

THE PERSON- CENTERED CARE:

A New Healthcare Model

Date: September 27-28, 2019

Place: The Parks New Biel, Furn El Chebek



For more information & registration, please contact:

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Welcome Letter

Dear Colleagues,

In partnership with the Syndicate of Hospitals in Lebanon, Planetree International, and Joint Commission International, Bellevue Medical Center presents the Person-Centered Care: A New Healthcare Model conference, a collaborative project by the joint scientific committee.

Person-centered care is a health care model that respects the patient's experience, values, needs and preferences in every step of the planning, coordination and delivery of care. At the core of the model, a therapeutic relationship is established among the patient and the team of healthcare professionals.

The implementation of such a model has been shown to contribute to the improvement of outcomes for patients, a better use of resources, decreased costs and increased healthcare providers' satisfaction.

The conference will broaden our understanding of the model and help institutions in recognizing person-centered care and determining how to shift practices and the healthcare system in Lebanon to support and embrace person-centered care.

Our plenary speakers have been carefully chosen to shed light on the importance of person-centered care, with a roster of highly-qualified international and local keynoters expected to take the stand and assist us in reaching our goal of promoting the model.

The conference will present numerous opportunities for networking with other professionals in the healthcare field looking to improve the quality of care, patient and staff experiences and individual health outcomes.

The conference is addressed to hospital administrators, decision and policymakers, physicians, nurses, insurance representatives, suppliers and healthcare administrators, as well as any person willing to serve the community with love and care.

We look forward to welcoming you all,
Best regards,

Ghassan Maalouf
President of the Scientific Committee



PROGRAM - Day 1
Friday September 27th

8:00am - 8:50am Registration and Networking

Session 1 Putting Patients First

Moderators: Mrs. Rita Freiha and Mrs. Rita Rahbany

- 8:50am - 9:00am **Welcome Note**
Mr. Nayef Maalouf
- 9:00am - 9:30am **The Brave New World of Patient Engagement**
Dr. Susan Frampton
- 9:30am - 9:50am **Role of Nurses within the Healthcare System: Year 2020**
Dr. Myrna Doumit
- 9:50am - 10:10am **From Doctor-Centered Care to Person-Centered Care**
Dr. Charaf Abou Charaf
- 10:10am - 10:30am **Q&A**

10:30am - 11:00am **Coffee Break**

Session 2: Opening Ceremony

Moderator: Dr. Nabil Kronfol

- 11:00am - 11:10am **Introduction by the President of the Scientific Committee**
Dr. Ghassan Maalouf
- 11:10am - 11:30am **Universal Healthcare Coverage and People-Centered Care**
Dr. Walid Ammar
- 11:30am - 11:50am **Humanization of Hospitals: Challenges and Opportunities**
Mr. Suleiman Haroun
- 11:50am - 12:00pm **A Word from the Minister of Public Health**
Dr. Jamil Jabak
- 12:00pm - 1:00pm **Round Table and Q&A**

1:00pm - 2:00pm **Lunch Break**

PROGRAM - Day 1
Friday September 27th

Session 3 Reforming the Healthcare through Person-Centered Care

Moderator: Mrs. Karin Jay

- 2:00pm - 2:30pm **Why Change is Hard and What You Can Do to Make it Easier**
Mrs. Paula Wilson
- 2:30pm - 3:00pm **Planetree Model of Person-Centered Care: History and Current Practices Around the World**
Dr. Susan Frampton
- 3:00pm - 3:20pm **Shifting from Volume-Based to Value-Based Care: Policy and Practice Implications**
Dr. Fadi El-Jardali
- 3:20pm - 3:30pm **Q&A**

3:30pm - 4:00pm **Coffee Break**

Session 4 New Approaches to Improve the Patient Experience

Moderator: Dr. Dia Hassan

- 4:00pm - 4:20pm **Empathy in the Digital Age**
Dr. Ghassan Hamadeh
- 4:20pm - 4:40pm **Patient-Centric Primary Care: Support of WHO Towards Universal Health Coverage**
Dr. Alissar Rady
- 4:40pm - 5:00pm **It's Rounding Time! Bellevue Medical Center Case Study: Building a Person-Centered Care Culture through Executive Rounding**
Mrs. Rémie Maalouf Semaan
- 5:00pm - 5:10pm **Q&A**



PROGRAM - Day 2
Saturday September 28th

Session 1 Partnering with Patients and their Families

Moderator: Dr. Nuhad Dumit

- 8:30am - 9:00am** Almoosa Specialist Hospital Patient Experience Journey
Mr. Malek Al Moosa
- 9:00am - 9:20am** Best Practices for Person-Centered Care: Bedside Shift Report from Planning to Measurement
Mrs. Najwa Shaar
- 9:20am - 9:40am** Palliative Care for Better Care
Dr. Karim Farah
- 9:40am - 10:00am** Our Voice Matters
Patient Representative
- 10:00am - 10:10am** Q&A

10:10am - 10:40am Coffee Break

Session 2 Caring for the Caregiver

Moderator: Dr. Gladys Mouro

- 10:40am - 11:10am** It's a Win-Win: Caring for Caregivers Improves Patient Care and Employee Engagement
Mrs. Karin Jay
- 11:10am - 11:30am** Building Positive Teams
Mrs. Yolla Zaitoun Masri
- 11:30am - 11:50am** Recognition Ceremony
- 11:50am - 12:00pm** Q&A

PROGRAM - Day 2
Saturday September 28th

Session 3 Measuring the Patient Experience

Moderator: Dr. Mounir Hajjar

- 12:00pm - 12:20pm** Impact of Patient Experience Data on Health Systems
Dr. Roula Hammoud
- 12:20pm - 12:50pm** Impact of Person-Centered Care Certification on a Nationally and Internationally Accredited Facility and its Services
Dr. Zuber Mujeeb Shaikh and Dr. Mohammad Abdallah Baytieh
- 12:50pm - 1:00pm** Q&A

1:00pm - 1:10pm: Closure of the conference

Hospital Site Touring

Bellevue Medical Center is organizing a hospital-wide tour for conference attendees. The 1-hour tour gives you a chance to see several patient areas and highlights our evidence-based design principles and patient-centered care initiatives associated with enhancing the patient experience.

As places are limited, pre-registration is a must. Confirmation of attendance will be emailed to you prior to the tour date.

First Tour

Saturday September 28, 8:30am - 9:30am
Number of Attendees: 15 people

Second Tour

Saturday September 28, 1:00pm - 2:00pm
Number of Attendees: 15 people



Workshops

Participation is limited to 30 attendees, a minimal fee will apply. Pre-registration is required. Check www.bmc.com.lb for more information.



Workshop 1

Person-Centered Care: Practical Approaches

Friday September 27, 9:00am - 11:00am

Presenters: Mr. Khalil Rizk and Mrs. Suzan Azzam

The workshop highlights the person-centered care as a conceptual framework and how it could be operationalized into the hospital setting. An initial presentation is made to clarify the principles of the person-centered approach with a comparison between the traditional model and that of person-centered model and to present various practical steps that can be taken by the hospital in the journey towards becoming a person-centered hospital. In the second section of the workshop, the participants are involved in evaluating case studies to highlight the elements that could be introduced or modified to implement the person-centered care model.

Workshop 3

Experiential Learning Sessions: How to Make Your Staff Members Put Themselves into the Shoes of Patients and their Families

Saturday September 28, 9:00am - 11:00am

Presenters: Mr. Ilkay Baylam and Mrs. Nadine Baroud

One of the essential elements of having a Person-Centered Environment is changing the culture in healthcare organizations. While it is challenging for most healthcare organizations to change culture, there are certain practices that ignite this evolution. Exposing your staff members to experiential learning sessions where they find the opportunity to put themselves into patients and their families' shoes and create a big "aha moment" for the staff members and light the candle of person-centered care among them.

Workshop 2

Forming a Patient and Family Advisory Council

Friday September 27, 2:00pm - 4:00pm

Presenters: Mrs. Yara Abou Harb and Mrs. Rana Chedid

Patient and family advisors play a valuable role in improving the safety and quality of health care and reducing medical errors. Integrating patient advisory groups within the healthcare model is a promising step to achieve ongoing patient engagement, enhance performance improvement initiatives, and address patient experience.

This workshop gives you the chance to learn about the importance of this group, the best practices on how to form it, as well as gain insight on the models followed by Bellevue Medical Center and American University of Beirut Medical Center.

The workshop provides an opportunity to reflect the theory into your own practice by going through an exercise of implementing a PFAC in your own hospital setting.

Workshop 4

Advancing Patient and Family Centered Care: Partnership Strategies that Work

Saturday September 28, 11:30am - 1:30pm

Presenters: Mrs. Karin Jay and Mr. Ilkay Baylam

This workshop introduces critical elements of a culture of Patient and Family Engaged Care, a logical sequencing for implementation and provides practical examples and solutions for organizations focused on supporting person-centered care approaches and culture.

Scientific Committee:

Dr. Marina El Hajj, Senior Advisor to the Chief Executive Officer, Bellevue Medical Center

Mrs. Rita Freiha, Coordinator of the Hospitals Accreditation Project, Lebanese Ministry of Public Health

Mrs. Karin Jay, Senior Vice-President, Planetree International - Global Services

Mrs. Aurelie Kazour, Business Development and Marketing Manager, Bellevue Medical Center

Dr. Ghassan Maalouf, Vice President of Medical Affairs, Bellevue Medical Center

Mrs. Rémie Maalouf, Executive Manager and Person-Centered Care Coordinator, Bellevue Medical Center

Mrs. Rita Rahbany, Director, Syndicate of Hospitals in Lebanon

International Speakers:

Mr. Malek Al Moosa, Chief Executive Officer, Almoosa Specialist Hospital

Mr. Ilkay Baylam, Assistant Director, Planetree International

Dr. Mohammad Abdallah Baytieh, Quality Manager, Dr. Sulaiman Al Habib Medical Group

Dr. Susan Frampton, President, Planetree International

Mrs. Karin Jay, Senior Vice-President, Planetree International - Global Services

Dr. Zuber Mujeeb Shaikh, Director of Corporate Quality Improvement, Dr. Sulaiman Al Habib Medical Group

Mrs. Paula Wilson, President and Chief Executive Officer, Joint Commission Resources and JCI

Local Speakers and Moderators:

Dr. Charaf Abou Charaf, President, Lebanese Order of Physicians

Mrs. Yara Abou Harb, Deputy Director for Patient Affairs, American University of Beirut Medical Center

Mrs. Najwa Al Shaar, Director of Nursing, Bellevue Medical Center

Dr. Walid Ammar, Director General, Lebanese Ministry of Public Health

Mrs. Suzan Azzam, Total Quality Management Director, Bellevue Medical Center

Ms. Nadine Baroud, Human Resources Manager, Bellevue Medical Center

Mrs. Rana Chedid, Project Manager, Bellevue Medical Center

Dr. Myrna Doumit, President, Lebanese Order of Nurses

Dr. Nuhad Dumit, Ex-President, Lebanese Order of Nurses

Dr. Fadi El-Jardali, Chair of Health Management & Policy Department and Founder & Director of the Knowledge to Policy (K2P) Center

Dr. Karim Farah, Consultant Physician, Balsam - The Lebanese Center for Palliative Care

Mrs. Rita Freiha, Coordinator of the Hospitals Accreditation Project, Lebanese Ministry of Public Health

Dr. Mounir Hajjar, Associate Medical Director for Operations, Bellevue Medical Center

Dr. Ghassan Hamadeh, Chief of Medical Information Technology, American University of Beirut Medical Center

Dr. Rola Hammoud, President, Lebanese Society for Quality and Safety in Healthcare

Mr. Suleiman Haroun, President, Syndicate of Hospitals in Lebanon

Dr. Dia Hassan, Planetree Faculty Advisor

Dr. Nabil Kronfol, Founder, Lebanese Healthcare Management Association

Mrs. Rémie Maalouf Semaan, Executive Manager and Person-Centered Care Coordinator, Bellevue Medical Center

Mr. Nayef Maalouf, President and Chief Executive Officer, Bellevue Medical Center

Dr. Ghassan Maalouf, Vice President of Medical Affairs, Bellevue Medical Center

Dr. Gladys Mouro, Executive Nursing and Hospital Consultant

Dr. Alissar Radi, Senior National Professional Officer, World Health Organization

Mrs. Rita Rahbany, Director, Syndicate of Hospitals in Lebanon

Mr. Khalil Rizk, JCI consultant and Advisor to the Chief Executive Officer, Bellevue Medical Center

Dr. Yolla Zaitoun Masri, Director of Human Resources, Ain Wazein Medical Village

