



المؤتمر العالمي لتجربة المريض  
رعاية من القلب  
International Patient Experience Summit  
Caring by Nature  
تعاطف + ثقافة Empathy + Culture



“Enhancing Patient Journey One Experience at a Time” “تحسين رحلة المريض مع كل تجربة علاجية”

January 23 - 25 , 2018

٦ - ٨ جماد الأول ١٤٣٩ هـ

**International Patient Experience Summit**  
**Scientific Program**

Day 1: Tuesday 23/1/2018		
1 <sup>st</sup> Session Title: Opening Session		
Time	Speaker	Title
8:30- 9:00	Key Note: Abdullah Bin Zarah CEO, SBAHC	How Humanitarian efforts can transform patient experience Sultan Legacy , a story to be shared
9:00- 9:30	Key Note: Bill Peacock Chief of Operations Cleveland Clinic	Leadership Role in Patient Experience
9:30 – 9:45	Q&A	
9:45- 10:00	Coffee Break	
2 <sup>nd</sup> Session Title: Patient experience and Performance Improvement		
10:00- 10:30	Key Note: Dr. Susan Frampton CEO, Planetree	Creating a Compassionate Patient-Centered Culture to Improve Safe, Quality Outcomes
10:30 10:50	Mr. Abdulaziz Albdulbaqi Director General of Quality and Patient Safety, Ministry of Health	Putting it together
10:50- 11:10	DR. Ibrahim Ali Quality & Performance Management Specialist, SBAHC	Measure to coach.
11:10- 11:30	Adel Al-Shabaan Managing Partners Health Links	Human Centric Healthcare ... What the Data Says
11:30- 11:45	Q&A	
11:45- 12:45	Lunch Break	
12:45-14:00	Opening Ceremony	
3 <sup>rd</sup> Session Title: Part 1- International Best Practices and Models in Patient Experience		
14:00-14:30	Key Note: Dr. Nizar Zein, Chairman and Medical Director of Global Patient Services Cleveland Clinic	The Impact of Patient Experience on Healthcare Systems
14:30 -14:50	Jawaher Al Saud	Multidisciplinary Approach on Health Care Enhances



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	Director of Patient Affairs, SBAHC	The Patient Positive Experience
14:50-15:10	Modi Alenezi Patient Experience Specialist, KAUH	Patient Journey: Map of Improvement Opportunities
15:10-15:30	<b>Q&amp;A</b>	
15:10- 15:30	<b>Coffee Break</b>	
<b>4<sup>rd</sup> Session Title: Part 2- International Best Practices and Models in Patient Experience</b>		
15:30 -15:50	Mohamed Ibrahim Rehabilitation Manager, SBAHC	Improving long term outcomes by enhancing caregiver , family members or sitter competencies
15:50 -16:10	Dr. Ahmer Waheed Quality & Risk Management Specialist, SBAHC	Impact of Accreditation on Sultan Bin Abdul Aziz Humanitarian City: “Delivering a Safer Patient Centric Experience”
16:10 -16:30	Erik Berzuela Nursing Service Manager, SBAHC	Service design and impact on PE- Wound care program experience
16:30 -16:45	<b>Q&amp;A</b>	
16:45-17:00	<b>Closing Remarks</b>	

**Day 2: Wednesday 24/1/2018**

**4<sup>th</sup> Session Title: Leadership Role in Patient Experience**

Time	Speaker	Title
9:00- 9:20	<b>Mr.Malek AlMoosa</b> CEO ,AlMoosa Specialist Hospital	How Do You Start The Patient Experience Journey
9:20 –9:40	Fatma Al Jawoan Supervisor-General of Patient Experience Center MOH	Role of healthcare Leaders in Patient-Centered Care
9:40- 10:00	Samer T. Abu Ghazaleh Patient Experience Director IMC	Building The Backbone for an Experience Based Delivery Themes from The International Medical Center
10:00- 10:15	<b>Q&amp;A</b>	
10:15- 10:30	<b>Coffee Break</b>	
<b>5<sup>th</sup> Session Title: Impact of Technology, Innovation and Financial Planning on Patient Experience</b>		



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10:30- 10:50	Key Note: Dr. Jonathan Schaffer Orthopedic Surgery Cleveland Clinic	Distance Health Technologies
10:50 -11:10	Mr. Jad Bitar Managing Director, Boston Consulting Group	Leveraging the impact of patient experience on cost and quality
11:10- 11:30	Speaker	To be announced
11:30-11:50	Speaker	To be announced
11:50 -12:00	<b>Q&amp;A</b>	
12:00- 13:00	<b>Lunch Break</b>	
<b>6<sup>th</sup> Session Title: Patient engagement &amp; empowerment</b>		
13:00- 13:30	Key Note: Rob Stall Executive Director, International Operation, Cleveland Clinic	Cultural Considerations in Patient Experience
13:30-13:50	Remal Zahid Patient Advisory Council, SBAHC	Patient Advisory Council Experience and perspectives, Impact on planning, Delivery, and evaluation of health care
13:50-14:10	Dr. Orfan Arafah Head of Orthopedic & Spine Surgical Center of Excellence,SBAHC	Patient Experience
14:10- 14:20	To be Announced	Patient Experience
15:00-15:15	<b>Q&amp;A</b>	
15:15- 15:30	<b>Coffee Break</b>	
<b>7<sup>th</sup> Session: Panel Discussion</b>		
15:30- 16:30	Dr. Majed Al Fayadh CEO, KFSH	<b>Leadership Role in Promoting and Setting Standards of Patient Experience In KSA, Potential Opportunities &amp; Gaps</b>
	Dr. Nizar Zain Chairman and Medical Director of Global Patient Services Cleveland Clinic	
	Malek Al Mosa CEO, Al Mosa Hospital	

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	Dr. Salem Al Wahabi Director General of CBAHI	
	Mr. Abdullah Bin Zara CEO, SBAHC	
16:30- 17:00	<b>Closing Remarks</b>	

Day 3: Thursday 25/1/2018		
Time	Speaker	Title
9:00- 12:00	Dr. Susan Frampton CEO, Planetree	Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care
	Joe Sweet Director, International Patient Experience ,Cleveland Clinic	Improving and Sustaining Patient Care and Organizational Culture through Employee Engagement
	Mr. Anthony Warmuth Enterprise Quality Administrator Cleveland Clinic	Key Touch Points of Delivering High-Quality Care & Patient Experience
13:00-16:00	Hosted by SBAHC (Attendance by invitation only)	Patient & Family Advocacy workshop for better Patient Experience

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