



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



“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

Day 1: Tuesday 23/1/2018		
1st Session Title: Opening Session Moderator: Ms. Lamia Al Faleh Rehabilitation Manager, Sultan Bin Abdulaziz Humanitarian City		
TIME	SPEAKER	TITLE
8:30 – 9:00	Key Note: Mr. Abdullah Bin Zarah <i>Chief Executive Officer</i> Sultan Bin Abdulaziz Humanitarian City	How Humanitarian Efforts Can Transform Patient Experience – Sultan Legacy, A Story to be Shared
9:00 – 9:30	Key Note: Mr. Bill Peacock <i>Chief of Operations</i> Cleveland Clinic	Leadership Role in Patient Experience
9:30 – 9:45	Q&A	
9:45 – 10:00	Coffee Break	
2nd Session Title: Patient Experience and Performance Improvement Moderator: Mr. Jay Thaker Project Manager, International Operations Cleveland Clinic		
10:00 – 10:30	Key Note: Dr. Susan Frampton <i>Chief Executive Officer</i> Planetree	Creating a Compassionate Patient-Centered Culture to Improve Safe, Quality Outcomes
10:30 – 10:50	Mr. Abdulaziz Abdulbaqi <i>Director General of Patient Safety</i> Ministry of Health	Putting it Together
10:50 – 11:10	Dr. Ibrahim Ali <i>Quality & Performance Management Specialist</i> Sultan Bin Abdulaziz Humanitarian City	Measure to Coach
11:10 – 11:30	Mr. Adel Al-Shabaan <i>Managing Director</i> Health Links – Powered by Press Ganey	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	



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3rd Session Title: Part 1- International Best Practices and Models in Patient Experience		
Moderator: Dr. Shabab Al Ghamdi		
General Manager, Directorate of Purchasing Medical Services Department Ministry of Health		
14:00 – 14:30	Key Note: Dr. Nizar Zein <i>Chairman and Medical Director of Global Patient Services Cleveland Clinic</i>	The Impact of Patient Experience on Healthcare Systems
14:30 – 14:50	Ms. Jwahr Al Saud <i>Director, Patient Experience Sultan Bin Abdulaziz Humanitarian City</i>	Interdisciplinary Approach on Health Care Enhances the Patient Positive Experience
14:50 – 15:10	Ms. Modi Al Enezi <i>Patient Experience Specialist King Abdullah Bin Abdulaziz University Hospital</i>	Patient Journey: Map of Improvement Opportunities
15:10 – 15:25	Q&A	
15:25 – 15:40	Coffee Break	
4th Session Title: Part 2- International Best Practices and Models in Patient Experience		
Moderator: Mr. Othman Al Qassabi		
A/Director of Corporate Development Sultan Bin Abdulaziz Humanitarian City		
15:40– 16:00	Dr. Hossam Ghoneim <i>Head, Standards & Survey Process Development Central Board for Accreditation of Healthcare Institution</i>	The National Health Standards and Patient Experience
16:00– 16:20	Dr. Ghassan Jafar Abbas <i>Patient Experience Development Director King Fahad Medical City</i>	Saudi Inpatient Satisfaction Survey SISQ
16:20– 16:40	Mr. Erik John Berzuela <i>Nursing Service Manager Sultan Bin Abdulaziz Humanitarian City</i>	Service Design and impact on Patient Care - Wound Care Program Experience
16:40 – 16:55	Q&A	
16:55– 17:00	Closing Remarks	



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Day 2: Wednesday 24/1/2018		
5 th Session Title: Leadership in Patient Experience		
Moderator: Mr. Joe Sweet		
Director, International Patient Experience Cleveland Clinic		
TIME	SPEAKERS	TITLE
8:30 – 9:00	Key Note: Dr. Mohammed Al Saghier <i>National Director of Model of Care/Corporatization Transformation</i> Ministry of Health (MOH)	The New Leadership in The Era of Healthcare Transformation
9:00 – 9:20	Mr. Malek Al Moosa <i>Chief Executive Officer</i> Al Moosa Specialist Hospital	How Do You Start the Patient Experience Journey?
9:20 – 9:40	Dr. Fatma Al Jawoan <i>Obs\Gyn Consultant</i> <i>Patient Experience Expert</i>	Role of healthcare Leaders in Patient-Centered Care
9:40 – 10:00	Mr. Samer T. Abu Ghazaleh <i>Patient Experience Director</i> International Medical Center (IMC)	Building the Backbone for an Experience Based Delivery Themes from the International Medical Center
10:00 – 10:15	Q&A	
10:15 – 10:30	Coffee Break	
6 th Session Title: Impact of Technology, Innovation and Finance on Patient Experience		
Moderator: Mr. Mansoor Al Swaidan		
Director of Patient Care Systems, Ministry of Health		
10:30 – 10:50	Key Note: Dr. Jonathan Schaffer <i>Orthopedic Surgeon</i> Cleveland Clinic	Distance Health Technologies
10:50 – 11:10	Mr. Emile Salhab <i>Principal</i> Boston Consulting Group	Leveraging the Impact of Patient Experience on Cost and Quality



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11:10 – 11:30	Mr. Ahmad Mourad <i>IT Senior Director Emerging Markets</i> Johnson & Johnson	Redefining the Relationship with Patients and Partners
11:30 – 11:50	Ms. Sara Al Tunisi <i>Senior Consultant</i> GE Healthcare Partners	Enabling Culture and Technology to Drive Improvement on Patient Experience
11:50 – 12:00	Q&A	
12:00 – 13:00	Lunch Break	
7th Session Title: Patient Engagement & Empowerment Moderator: Dr. Fatma Al Jawoan Obs\Gyn Consultant Patient Experience Expert		
13:00 – 13:30	Key Note: Mr. Rob Stall <i>Executive Director, International Operation, Cleveland Clinic</i>	Cultural Considerations in Patient Experience
13:30 – 13:50	Dr. Hisham Al Omran <i>Chief Experience Officer</i> King Faisal Specialist Hospital and Research Centre	Patient Experience and Empowerment
13:50 – 14:00	Mr. Mohamed Ibrahim <i>Rehabilitation Manager</i> Sultan Bin Abdulaziz Humanitarian City	Improving Long Term Outcomes by Enhancing Caregiver Family Members or Sitter Competencies
14:00 – 14:10	Ms. Remal Zahid <i>Patient Advisory Council</i> Sultan Bin Abdulaziz Humanitarian City	Patient Advisory Council Experience and Perspectives
14:10 – 14:25	Q&A	
14:25 – 14:45	Inspirational Talk from a Patient	
14:45 – 15:00	Coffee Break	



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8 th Session: Panel Discussion Moderator: Mr. Jad Bitar Managing Director, Boston Consulting Group		
15:00 – 16:15	Dr. Majed Al Fayadh <i>Chief Executive Officer</i> King Faisal Specialist Hospital and Research Centre	Leadership Role in Promoting and Setting Standards of Patient Experience In KSA, Potential Opportunities & Gaps
	Dr. Nizar Zain <i>Chairman and Medical Director of Global Patient Services</i> Cleveland Clinic	
	Mr. Malek Al Moosa <i>Chief Executive Officer</i> Al Moosa Hospital	
	Dr. Salem Al Wahabi <i>Director General</i> Central Board for Accreditation of Healthcare Institution	
	Mr. Abdullah Bin Zarah <i>Chief Executive Officer</i> Sultan Bin Abdulaziz Humanitarian City	
	Dr. Ahmad Abuabah <i>Chief Executive Officer</i> King Abdullah Bin Abdulaziz University Hospital	
16:15 – 16:30	Closing Remarks	



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WORKSHOP

Day 3: Thursday 25/1/2018		
Time	Speaker	Title
9:00 – 12:00	Dr. Susan Frampton <i>Chief Executive Officer</i> Planetree	Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care
	Mr. Joe Sweet <i>Director, International Patient Experience</i> Cleveland Clinic	Improving and Sustaining Patient Care and Organizational Culture through Empathetic Communication and Patient-Driven Process Improvement
	Mr. Anthony Warmuth <i>Enterprise Quality Administrator</i> Cleveland Clinic	Achieving World Class Quality and Patient Experience Outcomes
13:00 – 16:00	Hosted by Sultan Bin Abdulaziz Humanitarian City (Attendance by invitation only)	Patient & Family Advocacy workshop for better Patient Experience