



Under the patronage  
of Ministry of Health



With participation of the  
Executive Board of Health Ministers'  
Council for GCC States.

# THE ROLE OF EXPERIENCED MANAGERS IN IMPROVING PATIENT SAFETY

Presented by



In association with



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King Saud Medical City, Riyadh, KSA



## ABOUT THE COURSE



Experienced managers are critical to the success of any quality improvement work. These individuals must effectively carry out the daily activities in their areas of responsibility, translate the organizational goals to the activities that must be carried out at the point of care, set the culture in their microsystem, and provide support for the improvement teams. In order to provide that support, Experienced Managers must be familiar with the terms, methods and tools for quality and safety improvement.

## COURSE OBJECTIVES

At the end of the Experienced Managers Program participants will be able to:

- Describe the role of experienced managers in leading quality improvement and patient safety activities
- Discuss how experienced managers can effectively influence teams to reach a higher levels of performance
- Describe the Model for Improvement and be able to communicate with front-line improvement teams
- Explain how to use measures to determine when an improvement is ready to spread



## WHO SHOULD ATTEND?



This program is for anyone who has direct reports and manages an organization's strategic goals at the microsystem or unit level, including directors, managers, supervisors and department heads.

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## IHI Speakers



**Frank Federico**, RPh, Executive Director, Strategic Partners, Institute for Healthcare Improvement (IHI), works in the areas of patient safety, application of reliability principles in health care, preventing surgical complications, and improving perinatal care. He is faculty for the IHI Patient Safety Executive Training Program and co-chaired a number of Patient Safety Collaborative. Mr. Federico serves as Vice Chair of the National Coordinating Council for Medication Error Reporting and Prevention (NCC-MERP). He coaches teams and lectures extensively, nationally and internationally, on patient safety.



**Michael D. Pugh**, MPH, Principal, Pugh Ettinger McCarthy Associates, has over 30 years of CEO experience in hospitals, health care systems, managed care organizations, consulting and health care services companies. He is a nationally known advisor and consultant to health care provider organizations, payer organizations, and government agencies focusing on issues of quality, performance, strategy, and governance. He is a senior faculty member for the Institute for Healthcare Improvement (IHI) and co-author of the highly popular IHI white paper, "Seven Leadership Leverage Points for Organization-Level Improvement in Health Care."

Since 1998 Mr. Pugh has helped senior leaders define and execute strategies for improvement and organizational transformation, with specific areas of expertise in clinical integration, quality system planning and execution, governance processes, leadership system development, and strategic planning. Mr. Pugh has served on the boards of the American Hospital Association (AHA), the AHA Health Forum, the Colorado Hospital Association, and The Joint Commission. He is a board member of Verisma Systems, Inc., a national health care information handler and health information technology company, for which he served as CEO from 2004 until 2011 during the company's start-up and early growth phases.



### Logistics for Healthcare Improvement (LHI)

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