TOWARDS EXCELLENCE

Logistics for Healthcare Improvement

TRAINING  QUALITY CONTROL  EDUCATION  HEALTHCARE EXCELLENCE

TOWARDS EXCELLENCE

www.lhi-me.com
TOWARDS EXCELLENCE

UAE  Saudi Arabia  Egypt

www.lhi-me.com
A new frontier for a world class international healthcare quality professionals who have rich records of outstanding successes and who are willing to extend this pattern of success to the region with a focus on providing insights, consultations and guidance to healthcare organizations seeking performance improvement achievement and establishing quality of excellence care systems.

**MISSION**

To provide state of the art support for performance improvement & quality of excellence on both the individual & organizational levels.

**VISION**

To be the leading reference for organizational excellence over the Middle East region.
Dr. Tarek Korayem, a physician and a consultant in healthcare quality management with strong quantitative and analytical skills and over two decades of experience in national & international healthcare systems reform. He provided consultations on healthcare quality and systems design, implementation, assessment and improvement in The Middle East region through Logistics for Consultations & Development as the chief executive officer & shareholder in the company with many successful projects with profound impact over wide varieties of healthcare communities.

Dr. Nashat Nafouri, a known advocate in EFQM Excellence Model, Continuous Quality Improvement (CQI), Safety Management, Occupational Health and Safety, and Environmental Health, also served as a Team Leader in Abu Dhabi Award for Excellence in Government Performance in 2008 and Taif Award for Excellence in Government Performance in 2009. Track records include many publications, articles, and workshops in quality, occupational health & safety, and environmental health.

Dr. Mohamed AL-Nefily, MD, MScQM, ,FisQua ,RMP, CPHQ, TQMD, HAD, CBPPS Is an internist, Certified Professional in Healthcare Quality, Healthcare quality reform Specialist certified at the American Healthcare Quality Certification Board and the American University in Cairo. He got Canadian Risk Management Program from Ottawa-Canada, works as Accreditation Consultant for multiple hospitals preparing medical & admin staff to pass Accreditation. Dr. AL-Nefily is CBAHI Hospital Surveyor /Head of Quality, Fellow of ISQUA.

Dr. Islam A. Youssef is an orthopedics and spine surgeon and a senior consultant at LHI with 13 years of experience as a quality management and patient safety consultant. He started his career in Dar Al Fouad hospital and expanded his experience to involve other healthcare organizations in Egypt and Middle East during which he worked extensively with different accreditation bodies. For the last 3 Years, Dr. Islam has been an AUC instructor in the Gulf area and has conducted multiple class/ workshops across the region.
Dr. Mohamed Nassif is a world class Healthcare Quality trainer with a master degree in healthcare quality, lecturer of Total Quality Management for Healthcare Reforms Diploma - Management Center of the American University in Cairo (AUC), Certified Professional in Patient Safety (CPPS), Lean Six Sigma Green Belt practitioner (LSSGB), Certified Professional in Healthcare Quality (CPHQ) and an experienced Healthcare Quality Accreditation Consultant with rich track record of successful JCI and CBAHI accreditation projects.

Dr. Medhat Lamfon, a Supervisor at NGHA-WR & Infection Control Surveyor Consultant at Central Board of Accreditation for Healthcare (CBAHI), one of the first scientists who had a carrier in infection control in the kingdom. Dr. Lamfon is one of the first groups of professionals who were selected be a member of the first group of surveyors in Infection Control for the Central Board of Accreditation for Healthcare Institutions (CBAHI) who were certified and trained by Accreditation Canada.

Dr. Mona Elbakry is a Marketing & Patient Relations Consultant with 15 years of experience as a Marketer in the medical field. She participated during the initial operation and soft opening of Dar Al Fouad hospital and currently holds the position of Chief of patient Experience & services there. she holds a Masters of Business Administration (MBA) degree from Edinburgh Business School, a Healthcare & Hospital Management Diploma from American University in Cairo and she is certified Project Management Professional.

Dr. Nirmeen A. Sabry obtained her Doctorate degree in clinical pharmacy and pharmacy practice at King’s College London in England last 2004. She also has her Master’s degree in the field of pharmaceutics with sub-specialty in the pharmaceutical pre-formulation at Cairo University. She is a certified medication management consultant and clinical pharmacy trainer. She is also the advisor of Dar Al Fouad General Manager for the Medication Management since 2011 up to present.
Dr. Liza Varouqa is Syrian national originally Circassian, highly dedicated and enthusiastic leader with extensive clinical and administrative background and more than 10 years’ experience in Medical and Healthcare Organizational Management, Quality and Accreditation field. She received her High study certificate in Anesthesia and Intensive Care from Damascus University and Certified Professional in Healthcare Quality, Certified KPI professional, Certified GBSS, certified Supply chain Analyst.

Dr. Sayed El-Okda is a Facility Management and Safety Consultant with LHI. He also holds a position of Occupational Health and Environmental Safety Professor at Ain Shams University, Faculty of Medicine. Dr. Sayed has been a National Accréditator for hospitals and primary healthcare clinics with Ministry of Health and he has more than 10 years’ experience in preparing hospitals for JCI accreditation in Egypt and across the region.

Mrs. Hala Kharfan obtained Diploma in Business Administration from High Institute of Administrative Development in Damascus University, Syria. She attended several training programs like Certified Trainer by The Canadian Training Centre of Human Development in Cairo and Training of Trainer (SEBC – SME Support Programme) last 2010 in Damascus.

Dr. Rabab Bennis has been LHI Corporate Project Manager for the past couple of years. Prior to joining LHI, Dr. Bennis worked with the Veterans Engineering Resource Center, Pittsburgh, Pennsylvania. Dr. Bennis holds a Master’s Degree in Health Policy & Management from University of Pittsburgh Graduate School of Public Health, a certificate in Health Systems Engineering from Swanson School of Engineering. She is also a Six Sigma Green Belt Certified from Joseph M. Katz, Graduate School of Business.
1. AMERICAN UNIVERSITY IN CAIRO

The AUC School of Business was launched in 2009 with the mission to create an environment that fosters the development of principled and innovative business leaders and entrepreneurs. The school boasts more than sixty years of experience (formerly as the School of Business Economics and Communications) in business education in Egypt, the Middle East and Africa.

The School of Business is triple-crown accredited from European Quality Improvement System (EQUIS), the Association of MBAs (AMBA) and the Association to Advance Collegiate Schools of Business (AACSB), making it one of only 70 business schools worldwide — out of nearly 14,000 — as well as the first in the Middle East and third in Africa, to achieve this status.
POSTGRADUATE TOTAL QUALITY MANAGEMENT DIPLOMA IN HEALTHCARE REFORM

Program Outline

6 Courses:
• People management
• Planning for top quality
• Quality system standards
• Six sigma breakthrough
• Managing information
• Improving organizational performance

Target Audience

• Hospital Leaders.
• Quality Consultants.
• Quality Managers.
• Quality Dep. Staff Members.
• Interested Physicians.
• Interested Nurses.
• Interested Allied Healthcare Staff.

Program Duration

1 Year (One module (1 week) every 2 months)
POSTGRADUATE HEALTHCARE & HOSPITAL MANAGEMENT DIPLOMA

Program Outline

6 Courses:
• Management one: Management Function.
• Management Two: Human Resources.
• Finance and Accounting for Healthcare.
• Information Systems.
• Improving Medical Performance.
• Marketing Healthcare Centers and Hospital.

Target Audience

• Hospital Leaders.
• Management Consultants.
• Quality Managers.
• Interested Physicians.
• Interested Nurses.
• Interested Allied Healthcare Staff.

Program Duration

1 Year (One module (1 week) every 2 months)
PROFESSIONAL POST-GRADUATE DIPLOMA IN HUMAN RESOURCE MANAGEMENT

Program Outline

6 Courses:
- Strategic management
- Compensation & benefits
- Recruitment & selection
- Employee relations & labor law
- Training & development
- HR information systems (HRIS)

Target Audience

- Hospital Leaders.
- HR Consultants.
- HR Managers.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Program Duration

1 Year (One module (1 week) every 2 months)
POST-GRADUATE PROFESSIONAL CERTIFICATE IN INFECTION PREVENTION & CONTROL

Program Outline

3 Courses:

- **Course 1**: identification of infectious process & practice of infection prevention & control
- **Course 2**: surveillance & epidemiological investigation of infection prevention & control
- **Course 3**: supportive services, program management, quality improvement relevant and accreditation of infection prevention & control

Target Audience

- Hospital Leaders.
- IC Consultants.
- IC Managers.
- IC department staff.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Program Duration

6 months (One module (1 week) every 2 months)
Through a network of offices established in Dubai, Jeddah and Cairo, LHI was able to provide its services to the middle east region with flexible appearances in Kuwait, Iraq, Qatar and the rest of middle east countries.

LHI individual development courses are designed, verified and updated by LHI panel of experts which include in its membership an elite of professionals who have strong impact over healthcare reform efforts in the region with deep understanding of the chronic challenges healthcare sector faces in this area of the world.
Course Content:

Day 1  Quality Overview

- Healthcare Quality Concepts.
- Building Up Quality structure.
- Culture of Quality and Value of Applying Quality.

Day 2  Quality Improvement Process

- Quality Management.
- Performance Improvement.
- Focus PDCA.

Day 3  Quality Measurement in Healthcare

- Purpose of measurement.
- Types of measurement.
- Indicators selection and development.

Day 4: Accreditation and Patient safety

- Accreditation of Health Facilities.
- International Patient safety goals.
- Medical errors.
- Reporting system.

Day 5  Documentation Needs: Policy and Procedures- Medical Record

- How to write policy and procedures.
- MR Department & Documentation in Medical Record.
Target Audience:

- Hospital Leaders.
- Novice Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

5 days
ACCREDITATION PREPARATION SPECIALIST

WITH NATIONAL & INTERNATIONAL REFERENCES

Course Content:

- The value of accreditation and how it impacts your work culture.
- Survey process technical details and its different outcomes.
- Decision rules for scoring your organization performance.
- Challenging standards and how to interpret them efficiently.
- The "know how" of preparing your organization for the survey week.

Target Audience:

- Hospital Leaders.
- Quality Consultants.
- Quality Managers.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

5 days
FUNDAMENTALS OF PATIENT SAFETY

Course Content:

- Patient safety management concepts.
- Understand the concept of Just culture.
- Role of the patient safety officer in healthcare organization.
- The challenge of establishing patient safety culture.
- Advancing Patient Safety through Systems Thinking.
- Managing medical errors post incidents.
- Health Information technology impact on patient safety.
- Understand international & US national patient safety goals.

Target Audience:

- Hospital Leaders.
- Clinical staff leading patient safety in their respective departments
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

2 days
ADVANCED PATIENT SAFETY COURSE
PREPARATORY FOR CBPPS EXAM

Course Content:

- Swiss Cheese Theory of medical errors.
- Overcoming Culture of low expectations.
- Strategies for Engaging Executive and Clinical Leaders.
- The second victim of medical errors.
- Checklists role in promoting patient safety.
- Human Factor Engineering and contribution to medical errors.
- Medical Simulation & promoting patient safety.
- Disruptive behavior & Accountability Pyramid.
- Practical questions to increase your passing chances.
- Case Studies.

Target Audience:

- Hospital Leaders.
- Clinical staff leading patient safety in their respective departments
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
LEAN SIX SIGMA GREEN BELT

PREPARATORY COURSE FOR IASSC EXAM

Course Content:

- Practically apply the DMAIC methodology in simple, realistic manner.
- Understand the pillar concepts upon which Six Sigma philosophy is established.
- Understand Lean concepts & how to overcome the classical types of waste.
- Acquire the skills needed for the application of Six Sigma methodology.
- Master using Minitab ™ program in each step of the DMAIC process.
- Gain the Body of Knowledge of IASSC green belt certificates.

Target Audience:

- Quality Consultants.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
TOWARD EXCELLENCE IN HEALTHCARE SERVICES

Course Content:

The course aims at mixing theory with practice and provides hands-on techniques with enriched discussion and dialogue. The covered topics will include:

- Why leaders should consider excellence as an approach now?
- Introduce the eight concepts of excellence
- Explore the European Foundation for Quality Management (EFQM) excellence model framework
- The five enablers
- The four results
- Study the RADAR methodology
- How to start using the model
- Case study

Target Audience:

- Strategic Specialists and Managers
- Quality Specialists and Managers
- Leaders in Healthcare
- Healthcare facilities owners
- Executive Directors and Managers

Course Duration:

2 days
Course Content:

- Know basic concepts, technical and tools used in Total Quality Management
- Understand the focus on Patient safety and elimination of medical error
- Know leadership’s role in translating strategic goals into quality outcomes
- Identify key concepts in Strategic Management of Healthcare process for healthcare quality
- Identify areas of focus in risk, utilization and case management processes
- Identify key concepts for implementing change management innovation
- Identify key concepts and useful tools for effective information management
- To use statistical analysis and data interpretation tools

Target Audience:

- Quality Consultants.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

5 days
DATA MANAGEMENT & PERFORMANCE IMPROVEMENT COURSE

Course Content:

- Choosing areas for measurement.
- Constructing Indicators.
- Understand process variation
- Construct and interpret control charts
- Construct and interpret Pareto charts
- Construct and interpret scatter diagrams
- Drill down into aggregated data
- Approaches to Improvement Process
- Performance Management

Target Audience:

- Quality Consultants.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
Course Content:

- Risk reality in healthcare (Analytical statistics).
- Reactive vs. Proactive Risk Management.
- Tools for Managing Risk (FMEA & RCA).
- Occurrence Variance Reporting System.
- Risk Control Methodologies.
- Risk Financing.
- The concept of reliability in healthcare.
- Accreditation requirements for managing risk in healthcare (national & international references)

Target Audience:

- Hospital Leaders.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

2 days.
Course Content:

- Identify the basic components of the improvement philosophy of Dr. W. Edwards Deming.
- Use the Model for Improvement as a framework for quality improvement projects in your organization.
- Differentiate between testing, implementing, and spreading changes.
- Recognize the use of data for improvement from its use for research and public accountability.
- Understand variation conceptually and statistically.
- Develop and interpret run charts and control charts.
- Identify fundamental methods to manage teams effectively.

Target Audience:

- Quality Consultants.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

2 days
FUNDAMENTALS OF INFECTION CONTROL

Course Content:

- Understand basics of infection control and epidemiology concepts and current applications.
- Outline the infection control program in practice settings, with varied patient population in coordination with clinical and support services.
- Highlight standard precautions, how and when to apply transmission based precautions.
- Knows principles of aseptic techniques, and application in different settings.

Target Audience

- Hospital Leaders.
- IC Consultants.
- IC Managers.
- IC department staff.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
ROBUST PERFORMANCE IMPROVEMENT

Course Content:

LEAN
1. Introduction to Lean
2. Value & Waste
3. Lean Principles
4. Value Stream Mapping
5. Lean Implementation
6. Role of Lean Leadership
7. Critical Success Factors
8. Summary

SIX SIGMA
1. Overview of Six Sigma
2. Key Concepts of Six Sigma
3. Applications of Six Sigma in Industries
4. Six Sigma DMAIC Methodology
5. Six Sigma Toolkit
6. Organizing for Six Sigma
7. Project Selection and Management
8. Critical Success Factors

CHANGE MANAGEMENT
1. Principles of Change
2. Forces for Change
3. The Challenge of Change
4. Effects of Change
ROBUST PERFORMANCE IMPROVEMENT (CONTIN.)

5. Five Activities Contributing to Effective Change Management
6. Summary

Target Audience:

- Hospital Leaders.
- Quality Consultants.
- Quality Managers.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

2 days
MEDICATION MANAGEMENT

Course Content:

DAY 1
- Medication Management Standards with practical session about policy preparation and development of checklists.
- Drug formulary and practical preparation of a model drug from a hospital.
- Communication Skills for pharmacists.

DAY 2
- Medication History taking and Case presentation with practical implementation.
- Identification of medication related problems and reporting of ADRs.
- Identification of drug-drug interaction with Internet application

DAY 3
- Patient counseling with role play
- Patient Safety and Risk Management with case study

Target Audience:
- Hospital Leaders.
- Medication Management Consultants.
- Pharmacists.
- Quality Managers.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
Course Content:

By the end of the course participants will be able to:

- Increase skills and become a conscientious CSSD personnel
- Know the government agencies and safety requirements they implement for CSSD personnel
- Provide an overview of facility orientation
- Discuss the types of safety hazards that confront CSSD personnel
- Explain why safety concerns are critical in CSSDs
- Evaluate the benefits of audits in CSSDs
- Describe a proactive approach to preventing workplace hazards
- To be certified by the Certification Board for Sterile Processing and Distribution, Inc. (CBSPD)

Target Audience:

- Sterile Processing Managers and Supervisors.
- IC Consultants.
- IC Managers.
- IC department staff.
- Materials Managers
- Perioperative Managers
- Allied health personnel

Course Duration:

5 days
CPHRM PREPARATORY COURSE

Course Content:

- Describe the history and purpose of health care risk management & to identify the key components of developing a risk management program, including the risk management professional’s responsibilities.
- Know includes the methods and processes used by organizations to manage risks and seize opportunities related to the achievement of their objectives.
- Understand the need for Risk Management and Loss Prevention / reduction.
- Examine components of the risk management process including, but not limited to, risk identification, risk analysis and risk control.
- Understand how to plan to foresee risks, to estimate the effectiveness, and to create response plans to mitigate them.
- Be Prepared for CPHRM exam.

Target Audience:

- Healthcare Quality Professionals
- Healthcare Risk Managers
- Healthcare Executives
- Healthcare Insurance Reviewers & Claims Processors
- Physicians, Nurses & Healthcare professionals
- Quality & Accreditations Consultants

Course Duration:

5 days
TRAINING OF TRAINERS
FOR HEALTHCARE QUALITY MANAGEMENT.

Course Content:

I. INTRODUCTION TO TOT:
- What is TOT & Course Objectives.
- Training Triad (Knowledge, Skills, and Attitudes).
- Difference between Training & Education.
- Basic Principles of Learning.
- Active Learning & Participant Engagement.
- Develop your Instructing Skills.

II. HOW TO CONDUCT A TRAINING PROGRAM:
- ADDIE Model.
- Needs Assessment & Analysis (Planning Phase).
  - Preparation Phase.
  - Presentation Phase:
    - Presentation tools.
    - Presentation skills.
- Post Training Analysis:
  - Evaluation.
  - Records Keeping.
  - Review & Revise.
- Trainer Workshop (voluntary candidates prepare 5 slides presentations, present them and to be evaluated by their peers).
III. CHANGE MANAGEMENT & ADULT LEARNING BEHAVIOURS:
- Adult learning concepts.
- Dimensions of effective teaching.
- Teaching tactics.
- Understanding Motivation.
- Power & Influence.
- Management & Leadership Traits.
- Why people behave the way they do?
- How to lead change in your organization.

IV. HOW TO LEAD & ENFORCE TEAM WORK:
- Different types of Teams.
- How to coordinate team activities.
- Team skills.
- Different team members’ responsibilities & roles.
- Conflict resolution.
- Achieving Team Consensus.

Target Audience
- Hospital Leaders.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Program Duration
5 days
ISO 22000 AND HACCP

Course Content:

- Food borne diseases epidemiology, preventive and control measures.
- Sources of contamination and methods of transmission.
- ISO 22000 principals.
- HACCP, principals for food safety.
- Workshop on ISO22000 and HACCP principals.

Target Audience:

- Physicians,
- Dietitians,
- Veterinarians,
- Engineers,
- Technicians.

Course Duration:

3 days
HOSPITAL ENVIRONMENTAL SAFETY

Course Content:

- Environmental safety in hospitals is the corner stone for application of any other standards to keep patient, staff and visitors’ safety all the times.
- To identify basic requirements for hospital environmental safety.
- To spotlight main Environmental risk factors in the hospitals.
- Hospital environmental safety starts by hospital design.
- How to write and implement hospital safety plans.

Target Audience:

- Hospital managers,
- Safety officers,
- Maintenance engineers.

Course Duration:

3 days
Course Content:

- Introduction to cost-benefit relation of safe design.
- Occupational health and safety in the hospital.
- Occupational exposures for hospital workers.
- Laws and regulations should be kept in.
- Occupational health and safety management.
- Impact of safe design on environmental safety standards.
- Patient safety & employee safety.
- Safety building code requirements (location, design, 10 golden steps for safe hospital design).
- Safe hospital index - method of calculation – value and applications.
- Safe hospital initiatives.
- Monitoring and tracing of safety.
- Safe hospital indicators and continuous improvement.

Target Audience:

- Top managers of health care facilities (doctors and admin).
- Environmental safety leaders (engineers – technicians).
- Interested nurses.
- Quality team members.

Course Duration:

4 days
HUMAN RESOURCES MANAGEMENT 1

Course Content:

- Define how managers differ from non-managerial employees.
- Classifying managers in organizations.
- Defining management and the four functions of management.
- Explaining why customer service and innovations are important to the manager's job.
- Defining characteristics of an organization.
- Explaining rewards and challenges of being a manager.

Target Audience:

Clinical & administrative employees, supervisors.

Course Duration:

5 days
HUMAN RESOURCES MANAGEMENT 2

Course Content:

- Explaining what human resources management is, and how it relates to the management process.
- Illustrate the HR management responsibilities of line and staff managers.
- Enlisting line manager's responsibilities.
- Job design & job analysis.
- Designing and implementing recruitment and selection effort.
- Important factors related to turn over and retention strategies.
- Developing managerial new employee orientation.
- Defining performance management.
- Identifying rating errors.
- Explaining employee benefits and compensation practices planning and challenges

Target Audience:

Line Managers & staff managers

Course Duration:

5 days
MARKETING IN HEALTHCARE SERVICES

Course Content:

- Understanding of the marketing process.
- The marketing dynamics and the management of the marketing mix, to achieve the health care organization objective.
- Introducing meaning of marketing health services.
- Understanding buying behavior.
- Explaining marketing research as a main pillar in the marketing process.
- Studying Marketing Mix [product, price, distribution, promotion].

Target Audience:

- Front liners,
- physicians,
- patient relations teams,
- hospitals managers.

Course Duration:

5 days
STRATEGIC PLANNING

Course Content:

- Definition of strategic planning.
- Approaches to strategic planning.
- The process of strategy and decision marketing.
- Business unit and corporate strategy.
- Explaining company benefits of strategic planning.
- Understanding how strategic planning is concerned with running the company.
- Grasping how strategic planning brings together business concepts and ideas in order to understand how companies and organizations operate in a competitive environment.

Target Audience:

- Hospital managers,
- line managers
- staff managers.

Course Duration:

5 days
PATIENT EXPERIENCE

Course Content:

- Understanding how on the frontiers of medicine some doctors have developed an approach for tracing people that is more effective, more human, and more affordable.
- Explaining how on the patients. Deserve and should demand a physician who is medically competent as well as empathetic and compassionate.
- How group practices provide better care.
- Collaborative care is more effective.
- Care should be monitored and recorded for quality.
- Twenty first century care should be innovative.
- Care should be a healing experience for body and mind.

Target Audience:

Nurses, doctors, front liners and hospital leaders

Course Duration:

5 days
BASIC NURSING PATIENT CARE

Course Content:

- Care of bedridden patients
- Care of Obese patient
- Care of Old age patient
- Preoperative preparation
- Post-operative monitoring
- Cultures and swabs
- Instruments handling
- Patient transportation
- Patient’s tubes care and maintenance

Target Audience:

- Staff Nurses
- Nursing Leaders

Course Duration:

4 days
NURSING DOCUMENTATION FUNDAMENTALS

Course Content:

- Obtain patient rights in the provision of care.
- Enhance nurses to complete record of a continual patient’s care
- Establish safe receiving and endorsing patient report
- Substantiate verbal order/phone orders and nurses professional activities.
- Encourage use of standard abbreviations only
- Demonstrate writing eligible nursing notes
- Instigate nurses knowledge about medical terminology

Target Audience:

- Staff Nurses
- Nursing Leaders

Course Duration:

2 days
NURSING LEADERSHIP COURSE

Course Content:

- Define and understand different theories of leadership.
- Acquire and practice some important skills needed for leadership.
- Learn the important tools used in strategic management.
- Communication skills and its importance in nursing medical practice
- Healthcare management and administration
- Strategic management in healthcare
- Working with teams and team skills
- Leadership and management
- Motivation
- Job description

Target Audience:

- Hospital Leaders.
- Nursing Directors.
- Quality & Management Consultants.
- Quality Dep. Staff Members.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
SOFT SKILLS FOR NURSING STAFF

Course Content:

- Communicate effectively with patients & caregivers
- Educate patients on the prevention of illness
- Convey the mission and vision of the healthcare organization
- Have the positive attitude & increase patient and staff satisfaction
- Create an environment open to improvement and positive change
- Increase efficiency in a busy healthcare environment
- Be well organized and able to multi-task
- Learn techniques to deal with stress and remain positive

Target Audience:

- Nursing Leaders
- Nurses

Course Duration:

3 days
TRAINING & DEVELOPMENT FOR ADMINISTRATIVE & SUPPORT STAFF

Course Content:

- Know the advantages & disadvantages of communication methods & select the appropriate and effective one.
- Improve interpersonal skills by understanding human behaviour,
- Practice active listening & receive and deliver feedback effectively.
- Use tools and techniques to make meetings more effective.
- Become more productive, more organised, less busy and less stressed and more motivated.
- Spend more time working toward high-value goals & prioritise using decision matrices.
- Identify and practise the skills that enable members of a team to work together successfully.

Target Audience:

- Supervisors
- Office Managers
- Executive Coordinators & Secretaries
- Receptionists

Course Duration:

3 days
Course Content:

Part 1: Emotional & Social Intelligence

- Recognizing and understanding emotions.
- Managing emotions for effective communication.
- Optimistic approach in hard times or crucial conversations.
- Authentic appreciation tool to inspire, empower & motivate teams.
- Defining your noble goals & increase the value of leading from purpose.
- Case studies.

Part 2: Communication Skills

- The process of communication and the importance of effective communication
- Compare the four directions of communication
- Identify the significant barriers to effective communication and to effective interpersonal communication
- Problems of communication
- Communication within organization
- Communication during crisis
- Improving communication in organization
- Case studies.

Part 3: Conflict Resolution

- Interactions with others
- Reciprocal relationships
- Anthony Robbins’ Agreement Frame
EMOTIONAL INTELLIGENCE & COMMUNICATION SKILLS (CONTIN.)

- Dealing with change
- The five-step process
- Managing your anger
- Managing other people’s anger
- Why don’t people do what they are supposed to?
- Cause of Difficult behavior
- De-stress options

Target Audience:

- Hospital Leaders.
- Quality & Management Consultants.
- Quality Dep. Staff Members.
- Interested Physicians.
- Interested Nurses.
- Interested Allied Healthcare Staff.

Course Duration:

3 days
CAPACITY LEAD STRATEGY

Logistics for healthcare improvement

On ongoing basis LHI assesses its capability to cover the needs of its customer and fulfill the requirements of the competitive market it operates in.

The capacity planning involves proactive assessment of expected customers for different LHI educational services as well as Excellence support services provided to regional organizations.

The forecasting allows LHI to adjust its resources based on the expected operational needs. This forecasting chart is based on the average yearly increase in LHI programs participants’ numbers revealing a 400% increase in number of participants by 2017 from that of 2010.
Percentage of Participants per LHI Programs in 2015

- **AUC Programs**: 37%
- **IHI Events**: 42%
- **LHI Short Courses**: 21%

**Number of Participants Per AUC Programs 2015**
- HR: 60
- IC: 181
- HM: 361
- TQM: 602

**Number of Participants Per Some of LHI Individual Development Courses 2015**
- LSSGB: 122
- Patient Safety: 189
- Data Management: 230
- Accreditation: 365
- Specialist CPHQ: 446
Comprehensive healthcare settings umbrella:

- Hospitals
- 1ry Care Centers
- Ambulatory Care Services
- Home Care Centers
- Clinical Laboratories

Wide array of accreditation systems:

- **JOINT COMMISSION INTERNATIONAL.**

  From the oldest and largest standards-setting and accrediting body in health care in the United States, The Joint Commission, which evaluates more than 20,000 organizations and inspires them to excel in providing safe and effective care comes the Joint Commission International (JCI), its international arm which identifies, measures, and shares best practices in quality and patient safety with the world. JCI provides leadership and innovative solutions to help health care organizations across all settings improve performance and outcomes.

- **ACCREDITATION CANADA**

  Accreditation Canada is an independent, not-for-profit organization that has been accrediting health care and social services organizations in Canada and around the world for more than 55
years. Its comprehensive accreditation programs foster ongoing quality improvement through evidence-based standards and a rigorous external peer review. Through Accreditation Canada International (ACI), Accreditation Canada is bringing a range of leading-edge programs and services to improve the quality of health services and patient safety internationally. LHI will be pleased to help you through this remarkable challenge.

• CENTRAL BOARD FOR ACCREDITATION OF HEALTHCARE INSTITUTES

The Saudi Central Board for Accreditation of Healthcare Institutions is the official body that is authorized to grant quality certification for all government and private healthcare institutions operating in Saudi Arabia. CBAHI emerged from the Health Services Council, and is a non-profit body. Its primary purpose is to assess healthcare institutions and determine the extent of their compliance with quality and safety in regard to patient standards which have been designed by CBAHI for this purpose. LHI will be pleased to help you through this remarkable challenge.

• NATIONAL EGYPTIAN ACCREDITATION STANDARDS

In July 2007 the Egyptian accreditation standards for Hospital, Ambulatory Clinics and Primary Health Care were accredited by The International Society for Quality in Health Care (ISQua) – the “Accreditors of the Accreditors” and hospital standards was reaccredited in April 2013. Egypt is the first Middle Eastern country to achieve ISQua Accreditation of its standards. These standards provide both a significant challenge and a clear roadmap for everyone to work collaboratively to improve the quality of performance in healthcare facilities. LHI will be pleased to help you through this remarkable challenge.

• ISO 15189 FOR CLINICAL LABORATORY SERVICES

Particular requirements for quality and competence specifies the quality management system requirements particular to medical laboratories. The standard was developed by the International Organization for Standardization’s Technical Committee 212 (ISO/TC 212). ISO/TC 212 assigned ISO 15189 to a working group to prepare the standard based on the details of ISO/IEC 17025:1999 General requirements for the competence of testing and calibration laboratories. This working group included provision of advice to users of the laboratory service, the collection of patient samples, the interpretation of test results, acceptable turnaround times, how testing is to
be provided in a medical emergency and the lab’s role in the education and training of health care staff.

- **THE COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES CARF**

CARF’s mission is to provide accreditation standards and surveyors for organizations working in the human services field worldwide. Among the many areas of practice represented in the CARF standards are aging services; behavioral health, which includes psychosocial rehabilitation and assertive community treatment; child and youth services; DMEPOS; employment and community services; medical rehabilitation; and opioid treatment programs.
LHI can deliver function specific support for organization targeting performance improvement in specific areas including but not limited to:

- **MEDICATION MANAGEMENT**
  Standardize the processes of medication procurement, storage, ordering, transcription, dispensing, administration, monitoring in compliance with the highest quality standards and with marked reduction in chances of medication errors through the application of unit dose system and with smooth aid from our medication management consultants who can help you with applying new medication management technologies such as bar coding & electronic medication prescription systems.

- **INFECTION CONTROL PROGRAM**
  Suffer from high rates of healthcare acquired infections? Need better compliance from your staff with the proper infection control practices? Need to fulfill accreditation standards requirements for Prevention & Control of Infections? Our Infection control consultants can help you build a solid infection control program with efficient surveillance system and help you raise awareness of your frontline staff regarding the organization infection control risk areas.

- **RISK MANAGEMENT PROGRAM**
  You can manage the chances of risk in your organization proactively or reactively, in both dimensions our quality consultants will help you anticipate risk exposures through applying FMEA and Hazard Vulnerability Analysis tools. And also will help you build efficient incident
reporting systems that can help you respond reactively to incidents of risk targeting further risk reduction and prevention.

- **QUALITY CONTROL PROGRAMS**

Our quality team can provide you with the pathway for developing a state of the art quality control program in your organization through developing solid dashboards linked to your organization balanced score card, efficient audit program compliant with ISO 9001 requirements, lead your organization with ease through the journey of acquiring international accreditation recognition and identifying improvement opportunities then acting on them with the best improvement methodologies available including Six Sigma methodology & FOCUS-PDCA.

- **CLINICAL PROCESS IMPROVEMENT**

Having hard time fulfilling the Library of Measures of the JCI requirements? Confused with the dilemma of how to improve your clinical processes? Our Consultants can help you with developing and applying clinical practice guidelines in your different clinical departments, help you develop clinical pathways and track the compliance of your staff to them and the percentage of deviations aiding you to standardize your clinical processes with the preservation of your clinical staff autonomy.

- **NURSING PRACTICES IN COMPLIANCE WITH THE MAGNET RECOGNITION PROGRAM®**

The Magnet Recognition Program® recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Consumers rely on Magnet designation as the ultimate credential for high quality nursing. Developed by ANCC, Magnet is the leading source of successful nursing practices and strategies worldwide.
ACCREDITATION SUCCESS RECORD

Logistics for healthcare improvement

Wadi El Neel Hospital JCI Initial Accreditation 2013

Al Rafie Hospital Initial CBAHI Accreditation 2014
LHI QUALITY & ACCREDITATION SYMPOSIUM

Logistics for healthcare improvement

- “Inevitability of Change”, Cairo 2012.
- “Accelerating Your Capacity for Change” in collaboration with the Institute for Healthcare Improvement (IHI), Dubai 2014.
- “The Science of Improvement, A Key to Patient Safety” in collaboration with the Institute for Healthcare Improvement (IHI), Cairo 2016

LHI Leadership Executives with IHI Faculty, Dubai 2014
CONTACT INFORMATION

Logistics for healthcare improvement

We work across the country, across the region and for a wide range of organizations, providing them with:

- Top quality training
- Hands on experience
- Wide range of subjects
- Sensible price

Most of our in-house training are tailored specifically to client requirements, so the courses outlines shown here are just a starting point. If you can’t find what you are looking for, give us a call to discuss your training requirements.

<table>
<thead>
<tr>
<th>United Arab Emirates</th>
<th>Egypt</th>
<th>Saudi Arabia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dubai</td>
<td>Cairo</td>
<td>Jeddah</td>
</tr>
<tr>
<td>Phone: +971 4 4393683</td>
<td>Phone: +2-02-33352850</td>
<td>Phone: +966 126196125</td>
</tr>
<tr>
<td>Fax: +971 4 4387739</td>
<td>Fax: +2-02-33352830</td>
<td>Fax: +966 126746843</td>
</tr>
</tbody>
</table>

Email: Info@lhi-me.com
Website: www.lhi-me.com
A Destiny of Success

www.lhi-me.com

Logistics for Healthcare Improvement
2nd floor, Ibn Sina Bldg 27, Block C
Dubai Healthcare City, Dubai, UAE