



## **CERTIFICATE PROGRAMME ON PRINCIPLES OF "QUALITY IN HEALTHCARE AND PATIENT SAFETY"**

**Certified by** The University of North Carolina at Pembroke, North Carolina, USA

**Delivered by:** Vice-Chancellor Office for International Affairs, Iran University of Medical Sciences, Tehran, Islamic Republic of Iran

**Location:** Virtual

**Lecturers:**

**Professor Seval Akgün MD, MSc, PhDs, FHHA**

**Professor Allen Meadors, Ph.D. MBA, MPA , LFACHE**

**Prof. Dr. Paul Barach, MD, MPH**

**Prof. Dr. Rashid Al-Abri, BSc, MD, FRCS (Glasg.), MBA**

### **Introduction**

Advances and commitment to patient safety worldwide have grown since the late 1990s which have led to a remarkable transformation in the way patient safety is viewed. Having begun as a subject of minority academic interest it is now embedded as a firm priority in most health care systems worldwide.

However, quality and patient safety training and education have not kept pace with advances in quality improvements and patient safety, nor with workforce requirements. The introduction of patient safety in health professional training is therefore necessary and timely. It will contribute to building a foundation of knowledge and skills that will better prepare healthcare professionals to providing safer care. It will help generate a workforce of health-care professionals educated in patient safety and capable of meeting the demands of today's complex and busy health-care environments.

Quality improvement and patient safety principles apply irrespective of the wealth of a country, the place where health care is delivered, the type of health-care provider, and the patient. Some countries may lack adequate resources or health-care commodities or specialised providers, but while such shortages may make the environment more susceptible to poor quality and unsafe care, it does not mean that health-care providers cannot be trained to deliver safer and quality health services. While very important, adequate numbers of providers and resources are not the main remedies for minimizing harm to patients. Understanding about quality improvements and safe clinical practices is not about increasing investments and costs, but rather relate to improving existing health care processes, as well as the knowledge and skills of health care providers to deliver high quality and safe services to patients. For example, implementing a surgical safety checklist in the OR bears no cost but underlines the importance of a cultural and behavioural shift of the members of the OR team-. Implementing safer practices ultimately contributes to safeguarding patient lives and reducing health care costs.

## Objectives:

The course is designed to provide participants with:

- ✓ An understanding of quality and patient safety history and trends
- ✓ Provide training on the basic patient safety and quality improvement principles, concepts, solutions and tools that can be directly applied in the workplace.
- ✓ Inform health-care professionals and educators about the importance of patient safety;
- ✓ An understanding of health care measure and measurement

Successful outcomes for this courser will enable health-care professionals to:

- ✓ Recognise the magnitude and the importance of patient safety;
- ✓ Reflect on and demonstrate an understanding of the principles and methodologies in patient safety and how this relates to delivering safe and quality services to patients;
- ✓ Reflect on how the principles of patient safety can help to minimize the incidence and impact of medical errors, adverse events, and maximize recovery from them;
- ✓ Become aware and utilise a range of tools, solutions and strategies to improve patient safety problems;
- ✓ Recognise workforce diversity and demonstrate skills in collaboration and effective teamwork for enhancing safety and quality of services provided;
- ✓ Reflect on and demonstrate understanding of the characteristics of health systems and the impact of complexity on patient care;
- ✓ Recognise the importance and advocate for a culture of safety in the workplace.
- ✓ Assess the organization and/or area of responsibility's culture of safety; Transparency, Negotiation, Reliability, Measurement, Continuous Learning
- ✓ Design a strategic patient safety plan tailored to their area of hospital responsibility
- ✓ Develop new systems for continuous learning including learning from what works and what harms
- ✓ Construct new systems that accommodate for human factors and team resource management principles to reduce harm, errors and mortality within the organization
- ✓ Learn to implement changes that improve the culture of safety throughout their organization/area of responsibility,
  - How to generate buy-in from the executive and board-level leadership in your organization a senior leader from your organization is invited to help develop its a strategic plan,
  - Learn to apply a sustainable, systemic culture of safety — not just a collection of stand-alone safety improvement projects — to your organization/area of responsibility

**Structure:**

The workshop will incorporate both lecture and discussions. Discussion among the group is highly encouraged and will contribute to the final course grade. The course relies on texts and case studies that play a vital role in comprehension of the subject.

**Program outline:**

<b>DAY 1</b>	
09:00– 09:30 Hours Prof. Allen Meadors	Introduction -UNC-P certificate and diploma programs, University of North Carolina system capabilities and UNC-Pembroke's specific capabilities.
930-1100 Hours <b>Prof. Dr. Rashid Al-Abri</b> <b>Prof . Dr. Seval Akgün</b>	Principles of Healthcare Quality and Patient Safety Aspect and Dimension of Quality Patient Safety introduction
1100 – 1110 Hours	<b>Break</b>
1110 – 1215 Hours <b>Prof. Dr. Rashid Al-Abri</b>	Building a culture of patient safety Leadership and Patient Safety
1215 – 1315 Hours <b>Prof. Dr. Rashid Al-Abri</b>	Reflections on Leadership competencies and action for building a culture of safety and improving the quality of service delivery <i>Discussion with participants facilitated on engaging leadership to commit to safety and quality improvements</i>
1315 – 1500 Hours	<b>Praying time and Lunch</b>
1500 –1600 Hours <b>Prof. Dr. Paul Barach</b>	Positioning Patient Safety within the Organization: Integrating patient safety into the organizational structure and daily life
1600 – 1700 Hours <b>Prof. Dr. Paul Barach</b>	Strategy and Implementation: Creating a comprehensive safety program and implementation plan
1700-1830 <b>Prof. Dr. Paul Barach</b>	<b>Question and Answer, Adjourn of the course</b>

## DAY 2

0900 – 1000 Hours <b>Prof. Dr. Rashid Al-Abri</b>	Building a Just Culture: Moving away from blame and shame, to building a "just culture" Human Factors: Creating systems that compensate for the limits of human ability
1000 – 1010 Hours	<b>Break</b>
1010 – 1100 Hours <b>Prof . Dr. Seval Akgün</b>	Reporting and analyzing errors National and facility level systems in Iran for reporting of errors and learning from them .
1100-1200 <b>Prof . Dr. Seval Akgün</b>	Critical Analysis: Using investigative tools such as root cause analysis and proven observational techniques Route Cause Analysis
1200 – 1500 Hours	<b>Praying time and Lunch</b>
1500 – 1600 Hours <b>Prof. Dr. Paul Barach</b>	Resilience: Enduring and managing the unexpected
1600 – 1700 Hours <b>Prof. Dr. Paul Barach</b> 1700- 1800 Hours <b>Prof. Dr. Paul Barach</b>	Reliability Science: Using proven principles that pick up where vigilance leaves off Improvement: Using tested safety improvement techniques
1800-1830 Hours <b>Prof. Dr. Paul Barach</b>	Question and Answer, Adjourn of the course

## DAY 3

0900 – 1000 Hours <b>Prof . Dr. Seval Akgün</b>	Safety Measures: Knowing what to measure, and how to measure it
1000 – 1045Hours <b>Prof . Dr. Seval Akgün</b>	Monitoring Quality and Patient safety ; Developing Patient Safety Indicators, Benchmarking in Patient safety and Quality
1045 – 1100Hours	<b>Break</b>
1100 – 1200 Hours <b>Prof . Dr. Seval Akgün</b>	Understanding/managing clinical risk
1200 – 1300 Hours <b>Prof . Dr. Seval Akgün</b>	Quality Improvement methods emphasizing Failure Mode and Effect Analysis
1300 – 1500 Hours	<b>Praying time and Lunch</b>
1500 – 1600Hours <b>Prof. Dr. Paul Barach</b>	Spread: Understanding and engaging key stakeholders in the process of spreading successful improvements across the organization. Influencing Others: Understanding and shaping stakeholder perspectives
1600 – 1700Hours <b>Prof. Dr. Paul Barach</b>	Patient Engagement in Safety: Improving the way we listen to patient concerns, PROM and PREMs.
1700-1830 Hours <b>Prof. Dr. Paul Barach</b>	Question and Answer, Adjourn of the course

<b>DAY 4</b>	
0900 – 0930 Hours <b>Prof . Dr. Seval Akgün</b> <b>Prof. Dr. Rashid Al-Abri</b>	Patient Safety Solutions Overview of WHO Patient Safety Solutions
0930 – 1030 Hours <b>Prof . Dr. Seval Akgün</b>	Overview of WHO Patient Safety Solutions Focus on: Medication Safety
1030 – 1040 Hours	<b>Break</b>
1040-1200 Hours <b>Prof . Dr. Seval Akgün</b>	Overview of WHO Patient Safety Solutions Focus on: Prevention and Control of Health care-associated infection
1200 – 1300 Hours <b>Prof . Dr. Seval Akgün</b>	Accreditation and Patient safety
1300-1500	<b>Praying time and Lunch</b>
1500– 1600Hours <b>Prof. Dr. Paul Barach</b>	Quality Improvement methods and projects
1530 – 1630 Hours <b>Prof. Dr. Paul Barach</b>	Diagnostic Tools: Using tested tools to understand harm and mortality Surgical Safety.
1600:1700 <b>Prof. Dr. Paul Barach</b>	Discussion on solutions used or needed in the country; challenges, <i>Participant engagement in ISBAR, Call-out, Check- back, hand-over techniques; Interactive exercises in teams'</i>
1700:1830 <b>Prof. Dr. Paul Barach</b>	Discussion on solutions used or needed in the country; challenges, Question and Answer, Adjourn of the course

<b>DAY 5</b>	
0900 – 0930 Hours <b>Prof. Dr. Rashid Al-Abri</b>	Effective health care teams
0930 – 1030 Hours <b>Prof. Dr. Rashid Al-Abri</b>	Interactive discussion on 'Effective teamwork and communication. Patient Engagement in Safety;
1030 – 1040 Hours	<b>Break</b>
1045 – 1200 Hours <b>Prof. Dr. Rashid Al-Abri</b>	<i>Participant engagement in ISBAR, Call-out, Check- back, hand-over techniques; Interactive exercises in teams'</i>
1200 – 1300 Hours	<b>Praying time and Lunch</b>
1500 – 1600 Hours <b>Prof. Dr. Paul Barach</b>	Communication: Developing a framework for working together and supporting each other in care delivery across the health care continuum
1600 – 1610 Hours	<b>Break</b>
1610 – 1730Hours <b>Prof. Dr. Paul Barach</b>	Technology: Understanding the promises, pitfalls, and realities of technology
1730 – 1830 Hours <b>Prof. Dr. Paul Barach</b>	The Cost/Quality Connection: Strengthening and ensuring the link between cost and quality
1830-1900 Hours <b>Prof. Dr. Paul Barach</b> <b>Prof . Dr. Seval Akgün</b> <b>Prof. Dr. Rashid Al-Abri</b>	. Question and Answer Closure of the course



### **Prof. Dr. Paul Barach, MD, MPH**

- ✓ Paul Barach, MD, MPH, is a double boarded anesthesiologist and critical care physician-scientist, Clinical Professor at Wayne State University School of Medicine, and Children's Hospital of Michigan. Dr. Barach is deeply committed to translating research into strategies for systems strengthening, health protection and disease prevention.
- ✓ Paul has more than 25 years of experience as a practicing physician and physician executive in the military and in academic medical centers and integrated delivery systems.
- ✓ He is a formally trained health services researcher, with advanced post graduate training in advanced medical education and assessment methods from the Harvard Medical School, lean six sigma, quality improvement and lean techniques at Intermountain Healthcare.
  - ✓ Lecturer and senior advisor to Dean, Jefferson College of Population Health,
  - ✓ Senior advisor to CMO, Stavanger University Hospital in Norway
  - ✓ Visiting Professor and Chair of Institute for Safety and Quality Board, Riphah, Pakistan, and
  - ✓ Honorary Professor at the National Cancer Center in Seoul Korea
  - ✓ Published 250 scientific papers and 5 books



### **Professor Allen Meadors, Ph.D. MBA, MPA , LFACHE**

#### **Present position:**

- ❖ **Chancellor Emeritus**
- ❖ **The University of North Carolina-Pembroke, USA**
- ❖ **Associate Editor, Frontiers in Public Health, Frontiers in Education**

Dr. Allen C. Meadors has served as President of St. John International University in Italy; Executive Director of the Higher Education Coordination Council in the United Arab Emirates (UAE); President of the University of Central Arkansas; Chancellor of University of North Carolina- Pembroke (UNCP)

and Penn State Altoona; Senior Fellow for the American Association of State Colleges and Universities and Dean of the College of Public Health at the University of Oklahoma.

The Van Buren, Arkansas native has a varied background that is deeply rooted in health care administration and education. As an Air Force officer from 1969 - 1973, he served in the Medical Service Corps as a health administrator. After his service commitment, he was a health care administrator for Blue Cross and Blue Shield in Topeka, Kansas. Later, he served as the assistant director of Health for Kansas City, Mo., and a health consultant involved in designing, developing, organizing, marketing and implementing health care programs in the Midwest and Western United States.

In 1977, Dr. Meadors was assistant professor and program director for Southern Illinois University. He recruited students and faculty, served as the students' counselor, coordinated with appropriate state and federal agencies and taught health management.

In 1982, Dr. Meadors became associate professor and director in the Division of Health Administration at the University of Texas at Galveston. He left that position several years later to become the first executive director of the Northwest Arkansas Radiation Therapy Institute in his home state of Arkansas. It was his responsibility to build this free-standing radiation therapy facility from the ground up. In his first year, more than \$3.5 million was raised, and eight months later, the facility was debt-free.

Dr. Meadors returned to higher education as professor and chair of the Department of Health Administration at the University of Oklahoma, and later served as the dean of the College of Public Health at O.U. from 1989-90. In 1990, Dr. Meadors became the first dean of the College of Health, Social and Public Services at Eastern Washington University. He also held the faculty rank of professor. After his tenure at Eastern Washington University, Dr. Meadors became the CEO of Penn State Altoona. Under his leadership, enrollment increased, fundraising improved and intercollegiate sports revived. In fact, Penn State Altoona grew from the fifth largest to the second largest campus during his tenure.

His success as an educator and university administrator is the reason the UNC Board of Governors elected him Chancellor; the University of Central Arkansas appointed him President and the United Arab Emirates appointed him the Executive Director of their Higher Education Coordination Council. Dr. Meadors has written and spoken extensively on health care issues with over 50 publications and 500 presentation related to health care and higher education.

He has also served as President of an American University in Italy and as the Associate Editor of "Frontiers in Public Health" and "Frontiers in Education" both International on-line professional journals.

Dr. Meadors has also been a Senior Executive Search Consultant for Academic Career and Executive Search, an international search firm. He serves on the Advisory Board of The Edu Alliance Group.

Dr. Meadors earned a bachelor's degree in business administration from the University of Central Arkansas. He went on to earn four master's degrees including the MBA, and received his Ph.D. in administration and education from Southern Illinois University. One of his last academic endeavors was to enroll in a computer sciences program at Saddleback College in Mission Viejo, California, where he earned an associate degree.

Dr. Meadors has also earned certification as a Fellow in the American College of Healthcare Executives (FACHE) and is currently a Life Fellow.

Reviewer for several international Journals

Published three Book chapters and more than 50 peer-reviewed scientific papers in multiple journals:



## **Professor Seval Akgün MD, MSc, PhDs, FHHA**

### **Present position:**

- ❖ **Professor of Public Health and Medicine, Baskent University, TURKEY**
- ❖ **Adjunct Professor, University of North Carolina-Pembroke USA.**
- ❖ **Chief Quality Officer, Başkent University Hospitals Network (10 hospitals), TURKEY**
- ❖ **Occupational Health Specialist, Başkent University Hospitals Network, TURKEY**
- ❖ **Quality Coordinator, Baskent University schools, 13 hemodialysis centers and factories quality management programs (ISO 9001;2015 version)**
- ❖ **Coordinator of In-Service Training at Baskent University Hospital Network**
- ❖ **Coordinator of Calibration Laboratory, Facility Management and Employee Health Clinics at 10 hospitals, 13 hemodialysis centers within the Network**
- ❖ **President, Health Care Academician Society- TURKEY**
- ❖ **Auditor, National Accreditation System, School of Medicine, Turkey**
- ❖ **Consultant and Reviewer, NCAAA Educational Evaluation Commission – Higher Education Sector, Kingdom of Saudi Arabia, , Standards for Quality Assurance and Accreditation of Higher Education Institutions, KSA**
- ❖ **Consultant and Hospital Surveyor, Joint Commission Accreditation(JCI) and CBAHI**
- ❖ **Evaluator for European Commission, Horizon 2020 projects, Expert, evaluator of projects submitted to European Commission under FP5-7, Horizon 2020, CIHR-Canadian Institutes of Health Research, MONTREAL CANADA and Romanian Scientific Institute, ROMANIA and La, Caixa Institute, Barcelona, SPAIN**

### **Key Qualifications**

Professor Akgun is a Professor of Public Health and Medicine in Baskent University School of Medicine and University of North Carolina-Pembroke with more than 33 plus years of strong experience in data management, statistical analyses, quality and accreditation in health care, patient safety and epidemiological studies including the assessment of burden of diseases and health and nutritional status indices. She is also a quality expert and serving Baskent University as their Chief Quality Officer for the 10 hospitals, 16 hemodialysis centers that belong to the University since 1997. During the past 20 plus years, Professor Akgun has been serving as a consultant in health sector reform projects, system assessments, and quality in health care, accreditation, gap analyses and performance measurements.

The variety of research topics she has addressed with collaboration of several international technical supports demonstrates the wide scope of her interests in public and migrant health and her commitment to a comprehensive and holistic approach to health issues. She serves many European, Turkish and international organizations as their advisor on healthcare reform, quality in health care, accreditation in health and higher education, migrant health, community nutrition, system assessment and monitoring. She led a number of projects in the Middle East and Mediterranean Region (Saudi Arabia, Syria, Kuwait, Jordan, and Turkey); Central Asia (Kyrgyzstan, Kazakhstan and Azerbaijan) and Europe including projects supported by World Bank, EU and WHO on system reform and evaluation of alternative care delivery models and mechanisms, performance assessment, hospital surveying, patient care outcomes assessment, migrant health, burden of disease among many more such projects.

She has also worked as an epidemiologist at WHO/EURO Health Care Policies office, responsible from Central Asian Republic countries and accumulated considerable experience performing data management, system assessment, capacity building and performance measurements of variety of healthcare facilities in Azerbaijan, Kyrgyzstan and Kazakhstan. She serves a number of European, Turkish and international organizations as their advisor on public health, migrant health, quality in health care and patient safety and system development, data management and evaluation and monitoring and delivered hundreds of workshops and seminars on quantitative research design, implementation and analysis, Burden of Disease methodology, quality in health care and accreditation, patient safety and performance improvement to multiple health professional groups in Azerbaijan, India, Saudi Arabia, Jordan, Kuwait, Germany, Pakistan and some other countries.

In her recent experiences;

1. Leading a country-wide project in Azerbaijan; Professor Akgun was able to develop a national quality system for health care facilities and completed a country-wide accreditation and licensing system.
2. She worked as a lecturer for the University of Oklahoma Health Sciences Center at its master programs on quality and accreditation in healthcare for Ministry of Health, Kingdom of Saudi Arabia (KSA). She was a consultant for AGI Consulting, LLC, Oklahoma and assisted more than 50 hospitals in KSA, Kazakhstan, Jordan and Turkey during their Joint Commission International Accreditation (JCIA) processes.
3. Professor Akgun completed much wider focus project for the Turkish Ministry of Health calculating the burden of 486 diseases and sequels on the economics of the healthcare system in the country in collaboration with the WHO. In this project, she was Director of Epidemiology Unit and performed World Health Survey, which was carried out in a representative sample of Turkey with 12,000 Households, verbal autopsy survey, secondary data collection and estimation of YLL, YLD and DALY measurements, risk factor analysis and projections.
4. She completed a major project to assess and calculate the epidemiological and economic impact of Hepatitis B and C Viruses in Turkey with Turkish Ministry of Health and also completed a similar project on the epidemiological and economic impact of Hepatitis C Virus on healthcare systems in 16 Eastern European countries.
5. She worked as a project manager for Oklahoma University, School of Public Health for the development of 5- years strategic plan for rural health development program, Al Gharbia Medical Region – Abu Dhabi, United Arab Emirates in the year 2010. In this assignment she was responsible in capacity assessment and planning and performing full assessment on service delivery models and options and development of physician and staffing plans at all Western MR Facilities.
6. She has also PhD in Community Nutrition (Netherlands) and been selected as an evaluator in 2000, to evaluate the proposals submitted in response to the call EU F5-F7 Frameworks, Food Quality and Safety, Public Health and Marie Curie by the European Union Commission and since then evaluating many EU projects under different topics.

Dr. Akgün is also an experienced in;

- Master Trainer on different topics of occupational safety and health. Providing mandatory training on occupational safety and health to various groups (Doctors, safety officers etc.) and also working as trainer of trainees.
- Expert, evaluator of projects submitted to European Commission under FP5-7, Horizon 2020, CIHR-Canadian Institutes of Health Research, MONTREAL CANADA and Romanian Scientific Institute, ROMANIA
- Master Trainer on different topics of total quality management issues such as implementation of CQI models in health care facilities like ISO 9001; 2000 version, EFQM module and JCI accreditation standards
- Expert; ISO 14001 Environmental Management System, HACCP, ISO 22000 Food safety management systems, OHSAS 18001 Occupational Health and Safety Assessment Series and ISO 15189:2003 Medical laboratories - Particular requirements for quality and competence.
- Surveyor and internal auditor of ISO 9001, 2000 QMS, HACCP, ISO 22000 Food safety management systems, OHSAS 18001 Occupational Health and Safety Assessment Series EFQM module and accreditation standards

- Methodology of patient and employee satisfaction, quality of care and utilization surveys, process and outcome management surveys, problem solving techniques etc. for health personnel and
- Monitoring and evaluation specialist. Participatory appraisal of ongoing health related projects and training programmes
- Quantitative research design, implementation and analysis,
- Need assessment studies (e.g. health needs and health care demands of specific population groups,
- Coordinator, Turkish Health and Nutrition Survey 2016-2019

As an international expert and health service researcher, Professor Akgun has been extremely active in the scientific presentation circles and has presented in excess of 350 presentations to a wide range of audiences world-wide. She is also a prolific writer and has to her credit more than 250 scientific articles, 16 books (8 in English) and 11 book chapters, around 1000 international citations in such topics as quality and accreditation in health care, healthcare management, health system assessment and design, strategic planning and data management. She also received awards from WHO Research Training Grant, Netherlands Fellowship Programme Grant for Technical Cooperation, DAAD grant, TUBITAK, MTEC grants, Leonardo Da Vinci, Erasmus etc. during her studies and projects. In addition she is organizing 5 International Congresses per year on Quality, Accreditation and Patient Safety ([http:// www.qps-antalya.com/en](http://www.qps-antalya.com/en)), International Congress on Occupational Health and Employee Safety (<http://www.isg-antalya.com>) International Congress on Patient Rights ([http:// www.hastahaklarikongresi.org/en](http://www.hastahaklarikongresi.org/en)), International Congress on Health Informatics and Data Security (<http://www.hcs-antalya.org/en>) and one on health care management ([www.hsyk-antalya.org/en](http://www.hsyk-antalya.org/en)) since 2006.



## **Prof. Dr. Rashid Al-Abri, BSc, MD, FRCS (Glasg.), MBA**

### **Current Positions:**

**Director, WHO Collaborative Center for Quality and Patient Safety Training, Ministry of Health, Oman**

**Associate Professor & Senior Consultant ENT Surgeon**

**Head ENT Division, Department of Surgery**

**Head, Medical Education & Informatics Department**

**Chairman, Risk Management Committee**

**College of Medicine & Health Sciences**

**Sultan Qaboos University**

**Ex-Director of Development & Quality at Sultan Qaboos University Hospital**

**Ex- Actg. Director for Planning, Research and Information, Oman Medical Specialty Board (OMSB)**

**Ex- Program Director ENT Postgraduate Education committee, OMSB**

**Faculty & Trainer at OMSB**

**Consultant in Quality & Accreditation**

**Societies and Journals:**

President, Oman ENT Society (OMSB)

Asia Oceania ORLH&N Society Board Member

ORLH&N GCC Society General Secretary

Member of Editorial Boards:

- 1) Sultan Qaboos University Medical Journal (SQUMJ)
- 2) Oman Medical Journal (OMJ)
- 3) Pan Arab Rhinology Journal (PARS)

Reviewer for several international Journals

Published three Book chapters and more than 50 peer-reviewed scientific papers in multiple journals: