

# HMQ

Healthcare  
Management and Quality  
Diploma Program

4 WEEKS IN  
CAIRO

IN COLLABORATION WITH



اتحاد المستشفيات العربية  
ARAB HOSPITALS FEDERATION



GATES

ORGANIZED BY



FOR CONGRESSES  
& EXHIBITIONS

# PROGRAM MODULES

## Module 1: Principles of Management in Healthcare

This module introduces the management process, emphasizing planning process and types, organizational environment, organizational structure, culture and control, team building, effective leadership performance and motivation, and communication. It discusses roles and functions of management and provides the knowledge and skills required for planning, organization, leading and control in health care settings. Moreover, the module will tackle the role of managers in health organizations vis-à-vis the accreditation process.

## Module 2: Strategic Planning in Healthcare

This module encounters strategic planning drivers in healthcare. It gives a deep explanation of strategic planning fundamentals and focuses on SWOT analysis and other practical tools, aside with going into project management basics and activities.

## Module 3: Human Resources Management in Healthcare

This module introduces the importance of human resources' role in an organization and focuses on the various functions of human resource management and the relationship between these functions: recruitment and retention, training and development, Performance management, competency management, etc.

## Module 4: Communication Skills in Healthcare Organizations

The purpose of this module is to help the trainees understand the communication challenges, theories and techniques; they will learn how to overcome the communication barriers and develop good communication skills.

This module provides trainees with skills that help in improving the quality of communication and can influence patient welfare and other aspects of the healthcare relationships.

In leadership, the trainees will be given specific tools and tips to understand the difference between leadership and management, how to understand their leadership abilities and improve them, how to motivate staff and influence the change. Moreover, the trainees will be exposed to various leadership traits and styles which can promote teamwork and collaboration across professional disciplines.

## Module 5: Quality and Performance Management System in Healthcare Organizations

This module presents a structure that allows trainees to acquire multidisciplinary background in the science and practice of health care quality management. This module will introduce the trainees to the history and evolution of the quality movement, the common theories and quality leaders, the current quality of care issues and intervention strategies, etc. It will explore the components of quality measures and the elements of quality in healthcare settings, their construction and evaluation.

## Module 6: Financial Management in Healthcare Organizations

This module provides trainees with the basics of financial statements, accounting, reading and analysis. Moreover, it focuses on feasibility study, patient accounting, and budget preparation.

## Module 7: Healthcare Systems

This module helps trainees to identify and understand key components of various healthcare systems, insurance models, and the elements associated with financing the healthcare system. It helps as well establishing regulatory and quality standards, and the systematic infrastructure for care delivery.

## Module 8: Governance and Leadership in Healthcare Organizations

This module will analyze the impact of leadership on organizational effectiveness. It will attempt to differentiate between a leader and a manager, and how each can be vital to an organizations success. Trainees will also learn new attributes of successful leaders, including interpersonal skills, attitudes, and behaviors, which can facilitate effective leadership within different types of organizations.

## Module 9: Healthcare Facilities Design and Management & HTA

The purpose of this module is to familiarize the trainees with the functional design in the hospital according to technical platform in order to deliver a safe, efficient and up-to-date care level to the patient. The other part is how to maintain the building, medical equipment, and other hardware in a preventive and corrective fashion.

## Module 10: Health Information Systems

The purpose of this module is to enable the trainees to acquire a global view of the role of a Hospital Information System's manager (HIS). They shall be able to support the development of an information system in a hospital, either as MANAGERS, or as MAJOR PLAYERS in the HIS project. Also, the module will give an overview of the management approach, how it must be adapted to organizations and how the information system should be tailored to meet the needs of several managerial levels.

## Module 11: Patient Safety & Risk Management in Healthcare Organizations

The purpose of this module is to familiarize the trainees with the concept of Patient Safety in health care. It contributes towards building a foundation of knowledge and skills to better prepare the trainees for clinical practice and help develop a future workforce of healthcare professionals educated in patient safety and capable of meeting the demands of today's complex environments. This module focuses on understanding the risks associated with the complex processes in health care systems, systems thinking of errors and learning from these errors. The trainees will be introduced as well to the characteristics of safety culture & the importance of non-punitive culture to deal with errors, reporting, team work, patient involvement and human factors.

## Module 12: Infection Control and Occupational Health in Healthcare Organizations

The purpose of this module is to familiarize the trainees with the concept of Infection Control & Occupational Health in healthcare. It contributes towards building a foundation of knowledge and skills to better prepare trainees for clinical practice and help develop a future workforce of healthcare professionals educated in infection control and occupational health and capable of meeting the demands of today's complex environments.

## Module 13: Evaluation of Professional Practices in Healthcare Organizations

The emphasizes of concept of EPP in accreditation system entails that all hospitals start assessing their clinical practices, hospitals differ in their approach to achieve the concept based on the management system and commitment, Quality management system, services provided, health statistics available, decision makers, etc. which make every hospital unique and necessitates intervention relative to its peculiarities.

## Module 14: Marketing in Healthcare

This module will allow the trainees to examine the broad environmental trends and their strategic implications before any marketing activity or service is put in place. Also will help to understand the role of marketing in the healthcare industry and comprehend the basics of marketing principles, concepts and origins.

## Module 15: Accreditation of Healthcare Organizations

The purpose of this module is to familiarize the trainees with the concepts of healthcare auditing. They will be introduced to audit terminology, types, and methodology. Trainees will be exposed to basic auditing skills.

This module defines as well the accreditation process and gives insights into different international accreditation bodies. It identifies key concepts related to accreditation in healthcare systems.

# PROGRAM FACULTY



Dr. Adel Olleik

Dr. Adel Olleik, MPH, DBA (ABD) is a senior expert in healthcare management, consultancy, training, and auditing. He is the General Manager of Gates Group, for Healthcare Management and Business Solutions, which lead more than 300 projects for the private and public sector in the past 15 years in MENA & GCC. He is heading a Masters' Program for Healthcare Management & Quality and several professional certifications and coaching programs with have graduated more than 350 Healthcare Manager since 2011 in collaboration with local and international bodies.

His domain of expertise is in: Healthcare Policy, Hospital Accreditation, Quality Management Systems, Financial Analysis, Revenue Management and Human Potential Development.

Dr. Olleik has an MPH from the American University of Beirut, and studied for his Doctorate in Business Administration (DBA) at Lyon 3 & Balamand Universities. He earned many professional diplomas and certificates in accreditation (JCI), auditing (ISO), Cost Analysis (London LCCI), HR, and others.



Dr. Sally Al-Rabbaa

Dr. Sally Al-Rabbaa, MPH, EMBA, DBA (ABD) is currently a healthcare management expert, university instructor and regionally acclaimed Healthcare Assessor and Surveyor.

Since 2001, Mr. Al-Rabbaa has culminated great experiences in the fields of healthcare management, quality management, performance improvement, risk management, business re-engineering, accreditation, and customer focus. He has a Master in Public Health (MPH) Healthcare Services Administration from the American University of Beirut (AUB), as well an Executive Master in Business Administration (EMBA) from the Lebanese American University (LAU). Currently Mr. Al-Rabbaa is in his final year as a Doctorate in Business Administration from Lyon (III) France and University of Balamand. Mr. Al-Rabbaa works currently as Management Representative at a leading University Hospital in Beirut; as well he is an instructor of quality management for various Master Degrees in multiple and reputable universities in Lebanon. During his career, Mr. Al-Rabbaa attained several national and international certifications such as the Consulting Process, Maastricht School of Management (MSM), the INSEAD Middle East Health Leadership, the Joint Commission International (JCI) Quality Improvement and Accreditation training. He has been engaged in the national accreditation of the Lebanese Healthcare organizations as a lead Assessor/Assessor as part of GATES Group. Also, he has been conducting several trainings, seminars and workshops for various healthcare stakeholders, Hospitals, Orders, Syndicate, and other Private institutions. He is a co-author of the book titled "Quality Management and Accreditation", and he is a member of several Lebanese national committees related to quality management and accreditation.



Mr. Khalil Rizk

Mr. Khalil Rizk, MPH, MHA, CPHQ, CPHRM, has been working for the past 16 years as the Chief of Quality Improvement and Risk Management in leading academic medical centers and hospital groups. His main responsibilities include the coordination of quality improvement and risk management activities according to the accreditation standards. Mr. Rizk leads the accreditation activities to meet the prevailing hospital standards including the Joint Commission International (JCI) standards. In addition, Mr. Rizk carries out the responsibilities of a clinical risk manager. He reviews and analyzes all patient-related incidents and prepares programs to improve patient safety practices and reduce organizational risks associated with patient care. Mr. Rizk has more than 45 years of work experience in the health care field gained through his former appointments in various leadership positions in Lebanon and the Middle East.



Dr. Ali Elhaj

Over the past 30 years, Dr. Ali Elhaj, L.L.M, Ph.D. worked as a Chief Executive Officer in several healthcare systems throughout the United States and Lebanon .

He completed his study in Educational Psychology, Healthcare Management and Human Rights Law at Wayne State University, The University of Michigan and Saint Thomas University Currently, Dr. Elhaj is the Founding Member, Governing Board Member, and CEO of Medrar Medical Center, previously, Managing Director for Health Care Management, Oversaw the management and development of a full healthcare system in Lebanon and the Region, Lebanese University program (Norms and Technology Management), and a Healthcare Subject Matter Expert. Advisor to the Ministry of Health, and a member of the Ministry of Health National Accreditation and standard development committee. Recently appointed by the Lebanese Ministry of Health to co-coordinate the restructuring of the accreditation standards and audit. Dr. Elhaj served on the Board of Directors of several healthcare systems, most notably the National Association of Healthcare Systems in USA.

Dr. Elhaj received several awards including the CEO of the Year award for outstanding clinical and operational excellence from Charter Medical Corporation, Outstanding Services to the field of healthcare from the University of Nevada, and the President awards for outstanding services to support and promote the nursing profession from the American Psychiatric Nursing Association.



Prof. Tawfik Khoja

Prof. Tawfik Khoja, MBBS, FRCGP, FFPH, FRCP is the General Secretary of the Arab Hospitals Federation. Previously, he held the position of the Director General of the Executive Board of the Health Ministers' Council for Cooperation Council States for more than 16 years. He is the fellow of the Royal College of General Practitioners – UK (FRCGP-1989), the fellow of the Faculty of Public Health (FFPH-2003), and fellow of the Royal College of Physician – UK (FRCP-2007).

He has been awarded in June, 2003 the Professorial ship in health systems and quality (Adjunct Professor) from Oklahoma University, USA. At the beginning of 2010 he received the professional ship degree from Imperial College, London, UK.

Prof. Khoja is Family and Community Medicine Consultant, in family medicine, public health and development and advancement of health programmes and improvement of TQ concepts and patient safety, conduction and coordination of field studies and research in PHC. He is a WHO temporary advisor.

Prior to his appointment as the Director General of the Executive Board, HMC/GCC, he held the position of Director General of Health Centers, Ministry of Health, Kingdom of Saudi Arabia.

He was the author and co-author of many books and manuals which were over (40), he published more than 70 research and scientific articles in various international and regional scientific journals which contributed in depicting health policies and work protocols in family medicine, PHC and health services quality.

He has been awarded many local, regional and international awards and recognitions. He is a member of many reputable scientific societies.



Mr. Riad Farah

Mr. Riad Farah, bachelor degree in engineering , certified BioMedical , certified HTM is a Health Technology Manager with more than 20 years of experience in Medical Engineering, Mr. Farah has combined academic proficiency with medical equipment technology.

He is now a consultant for several national and international Hospitals, represents Order of Hospitals at LIBNOR; the Lebanese Institutes of Norms and Standards, quality auditor on Lebanese accreditation standards, and manages over twenty million dollars valued medical equipment at Saint George Hospital. He is also specialized in JCAHO/AIA American standards for Hospital Architecture, which he teaches at several Lebanese Universities. He also taught medical equipment technology for Nurses, Laboratory and Radiology technicians.



Dr. Safa El Qsoos

Dr.El Qsoos, holds a Bachelor Degree in Medicine and Surgery from the La Sapienza University of Rome-Italy. She's a Community Medicine specialist and currently she is the Managing Director Assistant for Planning at the Ministry of Health in Jordan .

She has been working in the ministry of health in Jordan since 1991 and she has been working on quality since 1993, and occupying the position of Quality Director at the Ministry of Health since 2003, now she is the Managing Director Assistant for planning .

Dr.Safa has more than 18 years of experience in quality and she is a member in the Arab experts committee for quality and accreditation(League of Arab states) and a founding member of accreditation bodies including the HCAC ,and member of the JCI international advisory board, in addition to being a surveyor for the King Abdullah 11 Center for Excellence(EFQM).

Her expertise in the patient safety field with WHO/EMRO ,including the study research performed and published , the WHO/EMRO initiative (PSFHI) in addition to her position as national focal point for patient safety in Jordan ,contributed to make her a patient safety regional expert WHO/EMRO.



Mr. Tamer Ataya

Tamer Ataya, Master of Applied Science in information Technology- industrial production has over 25 years of experience in the Hospital Information System sector in France. He started his carrier as a manager of an IT development team (Patient Admission System and DRG). Later, he led the implementation of clinical ERP system in several French hospitals as a project director.

Since 2006, he participated in defining strategies to introduce international healthcare solutions in the French market (Orbis (Agfa), SoAriane (Siemens),TrakCare(InterSystems). Currently, he is the country sales manager in an international HIS company. He is an expert in gathering, analyzing and defining business and functional requirements including technology solutions for healthcare systems and networks. He is also, a visiting lecture in the "Management of Health Information Systems" Master at the Lebanese University. He has a Masters Degree in Computer Science (industrial production) from "l'école polytechnique" from François Rablais University of Tours.



Mrs. Nahida Jomaa

Mrs. Nahida Jomaa, MPH, Hospital and Health Sciences Administration is occupying the position of accreditation and education director in a leading consultancy and training company on healthcare management in Beirut.

She has quality and compliance related management roles in two educational programs related to Healthcare Quality Management and many other related training programs. She has teaching and training roles in these programs as well. Mrs. Jomaa has managed multi-faceted projects including the national accreditation based on the Lebanese Accreditation Standards in governmental and non- governmental healthcare facilities and participated as an auditor and a lead auditor. She assisted in the development of policy, procedures and work practice information including implementation. She developed, reviewed and maintained Gates Quality Management System.

She led the Infection Control and Safety program at a University Hospital in Beirut.

Nahida worked as an area coordinator in Save the Children Federation- US Health sector where she developed health promotion programs.



Dr. Bassam Ghazi

Dr. Bassam Ghazi, MD, DBA(ABD), is an MD graduated from St Joseph University- Beirut 1979. He was awarded Diplomas of specialty in General Surgery from St Joseph University- Beirut 1983 and from Pierre et Marie Curie University Paris VI 1984 (Faculty of Medicine Broussais Hôtel Dieu).

He has been practicing General Surgery in Lebanon since 1984 up to date. He has a Master degree in Hospital and Health Management from Ecole Supérieure des Affaires- Beirut and from Paris Diderot University- Paris VII 2008; as well as he is currently engaged in studying for the degree of Doctorate in Business Administration (DBA) at Ecole Supérieure des Affaires- Beirut and Sorbonne University- Paris: third final academic year. He has been engaged in the national accreditation of the Lebanese Healthcare Organizations as accreditation consultant.

He offers the course of Clinical Practices Management to Master students in Healthcare and Quality Management program at the Lebanese University, and the course of Evaluation of Professional Practices to Diploma students in Healthcare and Quality Management program at the Lebanese German University, both organized by Gates-Group. Dr. Ghazi has special interest in JCI accreditation.



Dr. Victor K. LAARIBI

Dr. Victor K. Laaribi, Ph.D.(ABD) is a Health economist, hospital manager and a healthcare management expert, consultant and trainer. He started his career in Parisian hospitals (AP-HP) and Paris Diderot University. He is specialized in the Health Technology Assessment and Case- Mix (hospital financing and DRG), quality management in healthcare, patient safety, performance improvement and hospital accreditation in France and the MENA region.

He worked as international relation manager at the Haute Autorité de Santé HAS (French Hospital Accreditation). He has been leading several French Healthcare Masters Programs internationally such as the École supérieure des affaires (ESA) Lebanon, Arabian Gulf University (AGU) Bahrain, Genyuan China, and Fundação Getulio Vargas (FGV) Sao Paulo Brazil. Currently, Victor K Laaribi is a researcher in the field of medical ethics laboratory of Paris Descartes-Sorbonne University.

Since 2015, he has been consultant for several medical companies, insurances and pharmaceuticals as international business developer. He is certified expert of the EU and USAID.

He is the founder and president of France Accreditation.



Mr. Mohamad - Ali Hamandi

Mr. Mohamad Hamandi, MPH- Hospital and Health Sciences Administration is Assistant CEO - Director of Strategic Management and Quality at Makassed General Hospital. He's a Lead Auditor, trainer and consultant for quality and management for many hospitals in Lebanon and Saudi Arabia including ISO and accreditation. He's a Consultant for WHO, UNDP, and UNEP and he's a Member of the Expert Working Group on Patient Safety Curriculum with WHO Geneva representing EMRO. He is a co-author in various publications: "Quality Management and Accreditation" - published by the Syndicate of Hospitals in Lebanon, "Disaster Management" by WHO - Lebanon, "Patient Safety Curriculum Guide" by WHO - Head Quarter - Geneva, Compendium of Technologies for Treatment/Destruction of Healthcare Waste - UNEP - Osaka - Japan

## TRAINEE EVALUATION

Trainees are evaluated according to 3 components:

1. Modules Assignments (20%): These are solved in class or at home.
2. Modules Exams (50%): 3 exams (One hour & half each) done collectively for a set of modules. Trainees failing a module may sit for 1 make up session.
3. Program Project (30%): Trainees, as a group up to 3 members, shall select topics relevant to the program and prepare an implementable project in healthcare of 20-25 pages and present to a jury as scheduled.

Trainees shall be granted the HCMQ Diploma from Arab Hospitals Federation, Gates and France Accreditation upon successful completion of all modules and earning at least 39/70 in exams and assignments, in addition to earning at least 21/30 in project evaluation. This makes the total passing grade 70/100.

Trainees that do not meet evaluation criteria shall be granted a certificate of attendance for the attended modules.

## PRICE

For more information and registration , please contact the organizer MCE group by phone/fax: +961 9 900110-1  
email: ahfonline@ahfonline.net

## APPLICATION FORM

Attached

Organized by



Endorsed by France Accreditation

KINDLY FILL THE FORM AND FAX IT BACK OR EMAIL IT WITH THE REQUESTED DOCUMENTS TO :  
PHONE/FAX: +961 9 900110-1 EMAIL: AHFONLINE@AHFONLINE.NET

## APPLICATION HEALTHCARE MANAGEMENT AND QUALITY DIPLOMA PROGRAM 2017

### Minimum Requirements

Candidates should hold ONE of the following requirements:

- BS degree in healthcare related specialties

Or

- BS in any domain with 2 years' experience in healthcare sector

Or

- Master's degree in any domain

- Good command in Arabic, English and/or French
- 1 Photograph
- Updated CV

### Personal Information

Name of applicant:	
Mobile:	
Email Address:	

### Educational Background

Institution	Period		Degree obtained
	From	To	

### Present Position and Current Duties

Organization	
Department / Division	
Present Position	
Year of employment	
Name of Responsible	
Business Contact Details	

Explain why are you interested in this training program

What do you expect to learn from this program?

I certify that all information contained in this application is accurate and true.

Date: \_\_ / \_\_ / \_\_\_\_

Student's Signature: \_\_\_\_\_