

# 13th QPS 2019

# CONGRESS PROGRAM

24 April 2019--- Wednesday

13:00	Registration
18:30–19:30	Welcome Cocktail
<b>14:00 – 16:30</b>	<b>Effective Presentation Techniques Course(Asst. Prof. Ali Arslanoğlu)</b>

25 April 2019 --- Thursday

09:00 – 10:00 <b>OPENING CONFERENCE Hall I</b>	<b><u>Dr. Zakiuddin AHMED, MD, MBA, CONGRESS CO-CHAIR</u></b> President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, Director Digital Health, PharmEvo, President, OPEN Karachi, <b>PAKISTAN</b> <b><u>Prof. Dr. Seval AKGÜN MD, PhD, CONGRESS CHAIR,</u></b> Director, Health Care Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b> <b><u>Dr. Murat KAVRUK,</u></b> TSE – Turkish Standardization Institute, Gebze Quality Campus, Kocaeli, <b>TURKEY</b> <b><u>Dr. Ünal HÜLÜR,</u></b> Antalya Provincial Health Directorate, Provincial Health Manager, Antalya, <b>TURKEY</b> <b><u>Prof. Dr. Fiğen ÇİZMECİ ŞENEL,</u></b> President, Turkey Health Care Quality and Accreditation Institute( <b>TUSKA</b> ), <b>TURKEY</b>
10:00 – 11:15	<b>COMPARISON OF EFFECTIVENESS OF DIFFERENT ACCREDITATION AND AUDIT SYSTEMS IN THE WORLD, THE STRATEGIES OF CLINICAL RISK MANAGEMENT</b>
	<b>PATIENT CENTRIC CONNECTED CARE: A PARADIGM SHIFT IN THE 21ST CENTURY</b>
<b>Conference 1 Hall 1 Speaker</b>	<b><u>Dr. Zakiuddin AHMED, MD, MBA, Congress Co-Chair</u></b> President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, Director Digital Health, PharmEvo, President, OPEN Karachi, <b>PAKISTAN</b>
<b>Conference 2 Hall 1 Speaker</b>	<b><u>A New Approach to Accreditation of Hospitals in Lebanon</u></b> <b><u>Dr Mohamad-Ali HAMANDJ,</u></b> Assistant CEO - Director of Strategic Management and Quality of Makassed General Hospital, <b>LEBANON</b>
11:15 – 11:30	Coffee Break
11:30 - 12:30	<b>Concurrent Workshop and Oral Presentations-1</b>
<b>1-1 –Hall 1</b>	<b>LEAN PRODUCTION, LEAN APPROACH IN HEALTH CARE</b>
<b>Chair</b>	<b><u>Prof. Dr. Nevzat KAHVECİ,</u></b> Uludağ University Medicine Faculty Department of Physiology, Bursa, <b>TURKEY</b>
<b>Speakers</b>	<b><u>Leader Director in a Lean Culture</u></b> <b><u>Prof. Dr. Nevzat KAHVECİ,</u></b> Uludağ University Faculty of Medicine Department of Physiology, Bursa, <b>TURKEY</b>
	<b><u>Is Lean Healthcare Vital ?</u></b> <b><u>Prof. Dr. Aysun YILMAZLAR,</u></b> Private Medikabil Hospital, Bursa, <b>TURKEY</b>
	<b><u>TS 13811 Application of Hygiene and Sanitation Management System to Health Care Sector</u></b> <b><u>Murat KAVRUK -</u></b> Hidayet Şahin Marmara Education Directorate / Gebze Quality Campus / Turkish Standards Institute /Kocaeli, <b>TURKEY</b>
	<b><u>The Relationship Between Organizational Culture and Task Performance in Health Institutions using Lean Management Tools: the Mediating Role of Organizational Culture</u></b> <b><u>Dr. Zehra ANTEP,</u></b> Dr. Siyami Ersek Chest Heart Hospital, İstanbul, <b>TURKEY</b>
	<b><u>Efficient Storage Process With 5s Method in City Hospitals</u></b> <b><u>Tansel YÜCEL,</u></b> Çelebi Öztürk, Hatice Sarı, Büşra Yavuz Rönesans Business Services, Ankara, Turkey
<b>1-1 –Hall 2</b>	<b>DISCUSSIONS OF PATIENT SAFETY IN TERMS OF CLINICAL SERVICES</b>
<b>Chair</b>	<b><u>Asst. Prof. Muhammed Emin DEMİRKOL,</u></b> TC Ministry of Health, Bolu Provincial Health Directorate, Provincial Director, Bolu, <b>TURKEY</b>
<b>Speakers</b>	<b><u>Determination Of Factors Affecting The Choices Of Emergency Services And Satisfaction: Sample Of Bolu</u></b> <b><u>Asst. Prof Muhammed Emin DEMİRKOL,</u></b> TR Ministry of Health, Bolu Provincial Health Directorate, , Bolu, <b>TURKEY</b>
	<b><u>Code Blue Practices and Evaluation of Results in a University Hospital</u></b> <b><u>Spec.Nurse Tuğba MERT,</u></b> Asst. Prof. Dr. Barış Mustafa POYRAZ, Berk EREN TOBB ETU Hospital, Ankara, <b>TURKEY</b>
	<b><u>The Reliability and Validity of the Turkish Version of Perceived Quality of Care on Unit Scale</u></b> <b><u>Öznur İSPİR,</u></b> Aytolan Yıldırım Res. Asst.-Nurse, İstanbul University, Cerrahpaşa Faculty Hospital, İstanbul, <b>TURKEY</b>

	<p><b>The Reliability and Validity of the Turkish Version of the MISSCARE Survey-Patient</b>  <b>Buse TÜRKMEN</b>, Betül Sönmez, Öznur İspir, Sergül Duygulu, Aytolan Yıldırım  Koç University Hospital, İstanbul, <b>TURKEY</b></p>
	<p><b>Approach to the Patient Safety of Health Care Providers</b>  Bozkurt İsmail, <b>Günçör Hüner Selma</b>, Orunöz Zahide Serli, Köprülü Sevgi Nazlı.  Koç University Hospital, İstanbul, <b>TURKEY</b></p>
	<p><b>The Effect of Informal Communication Aspects on Life Satisfaction Levels</b>  <b>Asst. Prof. Ali ARSLANOĞLU</b>, Department of Health Management, Health Sciences University, İstanbul, <b>TURKEY</b>  Nilay GEMLİK - Department of Health Management, Marmara University, İstanbul/TURKEY</p>
12:30 – 14:00	Lunch
14:00 – 15:00	<b>Concurrent Workshop and Oral Presentations-2</b>
2-1 –Hall 1	<b>ACCREDITATION, LICENSURE AND OTHER EXTERNAL EVALUATION SYSTEMS IN HEALTHCARE</b>
Chair	<b>Prof. Dr. Fiğen ÇİZMECİ ŞENEL</b> , TÜSEB, Turkey Health Care Quality and Accreditation Institute, Başkan, <b>TURKEY</b>
Speakers	<p><b>TÜSKA Accreditation System Hospital Scale Determination Model</b>  <b>Umut BEYLİK1</b>, Canan CENGİZ2, İbrahim Halil KAYRAL3  1 Associate Professor., Turkey Health Care Quality and Accreditation Institute, Ankara, Turkey  2 Specialist, Turkey Health Care Quality and Accreditation Institute, Ankara, Turkey  3 Researcher, Turkey Health Care Quality and Accreditation Institute, Ankara, Turkey</p>
	<p><b>Comparison of TÜSKA Accreditation Program Results with Donabedian Model</b>  <b>H. KAYRAL</b>, U. BEYLİK, D. GÖKMEN KAVAK, C. CAN  TÜSEB, Turkey Health Care Quality and Accreditation Institute, <b>TURKEY</b></p>
	<p><b>Tuska-sas Accreditation Hospital Experience: Private Konak Hospital Example</b>  <b>Dr. Yesim UYUTAN*</b>, Private Konak Hospital, İzmit, <b>TURKEY</b></p>
	<p><b>Quality Improvement of Healthcare System in Turkish ReState of Northern Cyprus: Improving Quality of Emergency Service</b>  <b>Özerman, Fatma *</b>, Ekenoğlu, Başak *, İlkhan Elvan*[1], Kayral, İbrahim, H.[2]  [1] Cyprus Ministry of Health, <b>CYPRUS</b>, [2] TÜSEB, Turkey Health Care Quality and Accreditation Institute, <b>TURKEY</b></p>
	<p><b>Comparison of International Agencies' Analysis on Healthcare Quality</b>  <b>Dr. Selden Çepni</b>, Işık University, Teaching Assistant, İstanbul, <b>TURKEY</b></p>
	<p><b>Regulation of Risk Evaluation Studies in a Private Hospital in Accordance with Health Accreditation System</b>  <b>Süleyman YILMAZ1</b>, Dr. Adem SEZEN2, Lecturer Asst. Hacer CANATAN3, Occupational Safety Specialist Ceren BARAN4  Private Can Hospital1, Bilim University2, Haliç University3İstanbul, <b>TURKEY</b></p>
2-2 –Hall 2	<b>PATIENT-CENTERED CARE: HOW HEALTHCARE PROFESSIONALS CAN DEVELOP LEADERSHIP AND PROFESSIONALISM BY LOOKING THROUGH THE EYES OF THE PATIENT</b>
Chair	<b>Asst. Prof. Ali ARSLANOĞLU</b> , Department of Health Management, Health Sciences University, İstanbul, <b>TURKEY</b>
Speakers	<p><b>Proactive Approach To Patient And Employee Safety Of Cytoreductive Surgery And Hipec (Intra-Abdominal Chemotherapy Application)</b>  <b>İşıl Yerlikaya</b>, Anatolium Health Center, Quality and Patient Care Manager, İstanbul, Turkey</p>
	<p><b>The Understanding of Humanitarian Touch Service</b>  1 <b>Atay Erdem</b> / Elaziğ Fethi Sekin City Hospital-ISS Facility Management Services/ Elaziğ / Turkey  2 Erdoğan Eda / Elaziğ Fethi Sekin City Hospital-Rönesans Business Services / Elaziğ / Turkey  2 İba Ali / Elaziğ Fethi Sekin City Hospital-ISS Facility Management Services/ Elaziğ / Turkey  4 Tekin Kasım / Elaziğ Fethi Sekin City Hospital-Rönesans Business Services / Elaziğ / Turkey  5 Orhan Fiğen / Elaziğ Fethi Sekin City Hospital, ISS Facility Management Services / Elaziğ / Turkey</p>
	<p><b>Evaluation of the Effect of the Renovations and Improvements in Hospitals On Patient Satisfaction</b>  <b>SAYILAN Hatice</b> / KAÇAR BANBAL Güliz / KIRALİ Mehmet Kaan  SBÜ - Kartal Koşuyolu Specialized Education and Research Hospital, Quality Management Unit, İstanbul, <b>TURKEY</b></p>
	<p><b>Evaluation Of Guidance Nurses 'Nursing Undergraduate Students' Views On Pharmacology Education</b>  <b>Selma Gürkan 1</b> Melis Kübra Çalışlar 2 Gülşen Akpınar 3  Maltepe University Medicine Hospital, İstanbul, <b>TURKEY</b></p>
	<p><b>Families Behaviors and Beliefs About Febrile Children</b>  <b>Gürbüz AKÇAY1</b>, Betül Battaloğlu İnanç2, Yaşar Topal2, Nilfer ŞAHİN2, Emine Neşe YENİÇERİ2, Hatice TOPAL2  Pamukkale University1,Denizli, Muğla Sıtkı Koçman University,2, Muğla, <b>TURKEY</b></p>
	<p><b>Treatment Plan - Patient - Physiotherapist Matching</b>  1 Ferda Büyük, Physical Therapy and Rehabilitation Specialist , Yozgat , Turkey  2 Surel Aziz Ahmet / Yozgat City Hospital / Yozgat / Turkey  3 <b>Pelit Tolga</b> / Yozgat City Hospital / Rönesans Business Services / Yozgat / Turkey  4 Sarı Hatice / Yozgat City Hospital / Rönesans Business Services / Yozgat / Turkey  5 Yavuz Büşra / Yozgat City Hospital / Rönesans Business Services / Yozgat / Turkey  6 Açıkmeşe Esra / Rönesans Business Services / Yozgat / Turkey</p>
15:00 – 15:15	Coffee Break

15:15 – 16:30	<b>Concurrent Workshop and Oral Presentations -3</b>
3-1 –Hall 1	<b>MEDICATION MANAGEMENT AND SAFETY</b>
Chair	<b>Prof. Dr. Seval AKGÜN, Congress Chair</b> , Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>
Speakers	<b>Patient safety challenges in Pakistan - An overview of QI program at THI.</b> <b>Dr. Bashir Hanif</b> – President, Pakistan Society of Interventional Cardiology, Medical Director, Tabba Heart Institute, Secretary Faculty of Cardiology, College of Physicians and Surgeons, Board member, Asia Pasific Society of Interventional Cardiology, Founding Member and Executive Director, Tabba Heart Institute Karachi, <b>PAKISTAN</b>
	<b>Improving Patient Safety and Care Through Implementing Clinical Pharmacy Program in a Cardiac Surgery Intensive Care Unit</b> <b>Farooq Osama Mustafa</b> , Jamil Samia, Syed Reema, Siddiqui Faizan Ahmed, Yousuf Jibrin Bin, National Institute of Cardiovascular Diseases, <b>PAKISTAN</b>
	<b>Antibiotic Dose Adjustments in Patients With Renal Impairment at Tertiary Cardiac Care Institution</b> <b>Junaid Azam Khan<sup>1</sup></b> , Dr. Jibrin Bin Yousuf <sup>2</sup> , Saima Saleem <sup>3</sup> 1Clinical Pharmacist, NICVD, 2-3 Head of Department of Pharmacy, NICVD, 3Assistant Manager Pharmacy, NICVD, Karachi, <b>PAKISTAN</b>
	<b>Medication Reconciliation, a Project to Improve Patient’s Safety and Continuity of Care in a Tertiary Care Hospital in a Developing World</b> <b>Damani S. Khan MA</b> , Velji A, Shiraz S, Amin Z, & Bahadur S Aga Khan University Hospital, Karachi, <b>PAKISTAN</b>
	<b>Impact of Pharmacist Led Anticoagulation Clinic in Cardiac Specialized Hospital</b> <b>Syed Reema</b> , Farooq Osama Mustafa, Jamil Samia, Yousuf Jibrin Bin, Siddiqui Faizan, National Institute of Cardiovascular Diseases. <b>PAKISTAN</b>
	<b>Enhanced medication safety and patient outcomes through clinical pharmacist interventions in pediatric icu of a tertiary care hospital</b> <b>Jamil Samia</b> , Farooq Osama, Syed Reema, Siddiqui Faizan, Yousuf Jibrin Bin, National Institute of Cardiovascular Diseases, Karachi, <b>PAKISTAN</b>
3-2 –Hall 2	<b>FUTURE OF HEALTH SYSTEMS-TECHNOLOGICAL INNOVATIONS -HIMMS PROCESS</b>
Chair	<b>Op. Dr. Aziz Ahmet SUREL</b> , Ankara City Hospital -Coordinatör/Head Doctor-Ankara, <b>TURKEY</b>
Speakers	<b>HIMMS Process</b> <b>Op. Dr. Aziz Ahmet SUREL</b> , Ankara City Hospital -Koordinatör/Dean Doctor -Ankara, <b>TURKEY</b>
	<b>Intensive Care Applications With HIMSS</b> <b>Temel Akgün</b> , Akgün Group Ceo, Ankara, <b>TURKEY</b>
	<b>HIMSS Process Expected Benefits</b> <b>Tansel Yücel</b> , Yozgat City Hospital, Rönesans Business Services, Operating Manager, Yozgat, <b>TURKEY</b>
	<b>HIMSS Contribution in Medical Processes</b> <b>Dr Ferda Büyük</b> , Physical Therapy and Rehabilitation Specialist , Yozgat, <b>TURKEY</b>
16:30-17:15 Conference 3 Hall 1	<b>INNOVATIVE AND EVIDENCE BASED STRATEGIES TO REDUCE MEDICAL ERRORS</b>
Chair	<b>Prof. Dr. Seval AKGÜN, Congress Chair</b> , Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>
Speakers	<b>Eama Risk- based Inspections in Surgical Medical Establishments</b> <b>Asst. Prof. Petrova-Geretto, E.</b> , Prof. Petrova, Z. Medical University- Sofia, Faculty of State Health, Department of Medical Ethics and Law Executive Agency Medical Audit, <b>BULGARIA</b>
	<b>The Impact Of Rationalization Of Resources On Operational Cost Of The Hospitals In Developing Countries</b> <b>Dr. Muhammad Faheem Anwar Govt</b> , THQ Hospital Manawan Lahore, <b>PAKISTAN</b>
	<b>Patient Safety Bundles</b> <b>Dr Mohamad-Ali Hamandi</b> , Assistant CEO - Director of Strategic Management and Quality of Makassed General Hospital, <b>LEBANON</b>
17:15-18:15	<b>Concurrent Workshop and Oral Presentations-4</b>
4-1 –Hall 1	<b>PROBLEM SOLVING METHODS IN IMPROVING CLINICAL QUALITY</b>
Chair	<b>Dr. Mohamad-Ali Hamandi</b> , Assistant CEO- Director of Strategic Management and Quality of Makassed General Hospital, <b>LEBANON</b>
Speakers	<b>Improving Door-To-Balloon time by decreasing Door-To-ECG time</b> <b>Kiran Siraj</b> , Anaiz Ahmed, Zuhra Kashif, Amina Khan, Javed Tai, <b>PAKISTAN</b>

	<p><b>A panorama view from leadership to quality initiatives</b>  <b>Dr. Lubna Mushtaque, MBA; FISQUA; CLSSBB</b>, Assistant Medical Director, Head of Patient safety and Quality Assurance Department, Tabba Heart Institute, Karachi, <b>PAKISTAN</b></p>
	<p><b>Haematological Changes In Laparoscopic Cholecystectomy</b>  <b>Adam Umair Ashraf Butt1</b>,Ahsan Sajjad1, Zuhair Ali Rizvi2, Qasim Ali3, Idrees Anwar4  1-Fourth Year, Medical Student, RMU. 2- Medical Graduate, RMU. 3- Assistant Professor, SU 2 HFH. 4- Dean of Surgery, RMU, <b>PAKISTAN</b></p>
	<p><b>Predictive Factors Of Prolonged Hospital Stay After Laparoscopic Cholecystectomy</b>  <b>Anam Rafique1</b>, Rameen Ahmed1, Ahmed Farooq2, Zuhair Ali Rizvi3, Qasim Ali4, Idrees Anwar5  1-Fourth Year, Medical Student, RMU. 2- House Officer, RMU. 3- Medical Graduate, RMU. 3- Assistant Professor, SU 2 HFH. 4- Dean of Surgery, RMU, <b>PAKISTAN</b></p>
	<p><b>Stress in Parents of Children with Sensory-Motor, Chronic Physical and Metabolic Disorders</b>  <b>Bilal Shaukat Awan1</b>,Darakhshaan Samar2, Mahnoor Randhawa1, Zuhair Ali Rizvi3  1-Second Year, Medical Student, Rawalpindi Medical University  2-Third Year, Medical Student, Rawalpindi Medical University  3-Final Year, Medical Student, Rawalpindi Medical University, <b>PAKISTAN</b></p>
	<p><b>Assessment of oxidative stress markers in blood samples of polluted and non polluted areas of Lahore Pakistan</b>  <b>Huma Ashraf</b>, Uzma Jabbar &amp; Rukhshan Khurshid  Department of Biochemistry, CMH, FMH and SMDC Lahore-<b>PAKISTAN</b></p>
	<p><b>The Incidence Of Recurrence Of Tuberculosis And Its Related Factors In Smear-Positive Pulmonary Tuberculosis Patients</b>  <b>Rukhshan Khurshid</b>,Naim Ahmad Nizami  Department of Biochemistry, Shalamar Medical and Dental College, Lahore,<b>PAKISTAN</b></p>

4-2 –Hall 2	<b>INNOVATIONS IN THE PATIENT SAFETY PROGRAMS AND INNOVATIVE APPROACHES IN HEALTHCARE QUALITY IMPROVEMENTS</b>
-------------	--

Chair	<b>Prof. Dr. Seval AKGÜN, CongressChair</b> , Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>
-------	---

Speakers	<p><b>Approaches to Employee Health With Proactive Solutions and Developing Technology</b>  <b>1 Surel Aziz Ahmet/</b> Yozgat CityHospital/ Yozgat/ <b>TURKEY</b>  2 Yağmur Gülcan/ Yozgat CityHospital/ Rönesans Business Management/ Yozgat/ Turkey  3 Sarı Hatice/ Yozgat CityHospital/ Rönesans Business Management/ Yozgat/ Turkey  4 Yavuz Büşra/ Yozgat CityHospital/ Rönesans Business Management/ Yozgat/ Turkey</p>
	<p><b>The Evaluations of Health-Institution Managers on Advanced Cost Methods</b>  Mustafa Orhan* - * Master Student of Healthcare Management at Sivas Cumhuriyet University  <b>Abdullah MISIRLIOĞLU**</b> - **Lecturer., Sivas Cumhuriyet University, Vocational School of Health Services  Enis Baha BİÇER***-***Asst.Professor, Sivas Cumhuriyet University, Faculty of Health Sciences, Department of Health Care Management, Sivas/Turkey,</p>
	<p><b>Quality Standards And Indicator Management In Pediatric Intensive Care Unit</b>  <b>Gürbüz Akçay</b>, Nazan Bayar Şakin, Olcay Güngör  Pamukkale University, Denizli, Turkey</p>
	<p><b>The Effect of Conscientious Intelligence on the Meeting of Patient Expectations</b>  <b>Ayhan Tabur</b> –University of Health Sciences Gazi Yaşargil Research Hospital Emergency Service / Diyarbakır, <b>TURKEY</b>  Ali ARSLANOĞLU - Department of Health Management, Health Sciences University, Istanbul, <b>TURKEY</b></p>

<b>20:00 – 22:00</b>	<b>Course Of Communication in Health = Dr. Gökhan ÜRKMEZ – Hall1</b>
----------------------	--

## 26 April 2019 --- Friday

09:30 – 10:15 Conference 4 Hall 1	<b>UPDATES ON PATIENT SAFETY PROGRAMS AND INNOVATION IN QUALITY IMPROVEMENT</b>
---	---

Chair	<b>Dr. Zakiuddin AHMED, MD, MBA, Congress Co-Chair</b> President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, Director Digital Health, PharmEvo, President, OPEN Karachi, <b>PAKISTAN</b>
-------	---

Speakers	<p><b>Dr. Saima Aslam</b>, Assistant Director  Riphah Institute of Healthcare Improvement and Safety, Islamabad, <b>PAKISTAN</b></p>
	<p><b>Ten Years Executive Agency Medical Audit- Challenges And Lessons Learnt</b>  <b>Prof. Petrova, Z.</b>, Asst. Prof. Petrova-Geretto, E.  Executive Agency Medical Audit, Bulgaria  Medical University- Sofia, Faculty of State Health, Department of Medical Ethics and Law, <b>BULGARIA</b></p>
	<p><b>Patient Safety Practices In Dentistry “A Top Priority” (A Review)</b>  <b>Prof. Dr. Khan Yawar Hayat</b> (Asst Dean Medical Education).  Riphah International University, Islamabad, <b>PAKISTAN</b></p>

10:45 – 11:00	Coffee Break
---------------	--------------

11:00 – 12:30	<b>Concurrent Workshop and Oral Presentations-5</b>
---------------	---

5-1 –Hall 1	<b>MULTIMODAL STRATEGIES FOR EVIDENCE-BASED SAFE CARE</b>
Chair	<b>Prof. Dr. Seval AKGÜN, Congress Chair</b> , Director, Health Academician Society, Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>
Speakers	<b>CityHospitals Management by State-Private Partnership</b> <b>Op. Dr. Aziz Ahmet SUREL</b> , Ankara CityHospital -Coordinator, Dean Doctor -Ankara, <b>TURKEY</b>
	<b>Encountered Problems- Quality Services in Management of City Hospitals</b> <b>Asst. Prof. Koray DAŞ</b> , Adana City EAH –Dean Doctori-Adana, <b>TURKEY</b>
	<b>State Private Partnership (PPP) Concept- Difficulties encountered on the Special Purpose Vehicle (SPV) side in the State Private Partnership Model</b> <b>Kemal Ulaş İSİN</b> , Assistant General Manager- Operation / Deputy GM - Operations MR Business Services Consultation A.Ş., İstanbul, <b>TURKEY</b>
5-2 –Hall 2	<b>INNOVATION AND INFORMATION MANAGEMENT IN HEALTH</b>
Chair	<b>Asst. Prof. Gürbüz AKÇAY</b> , Pamukkale University Faculty of Medicine, Pediatri Depart., Denizli, <b>TURKEY</b>
Speakers	<b>Information Management Systems to Shape the Future's Medicine</b> <b>Dr. Mehmet Karakoç</b> , Alanya HEP University, Faculty of Engineering, Department of Computer Engineering, Antalya / Turkey
	<b>The Relationship Between Change Request and Information Security</b> TÜTÜNCÜ, Özkan, Dokuz Eylül University, Department of Recreation /İZMİR ÖLÇERLER GÖNEN, Zeynep, S.B. Health Sciences University Tepecik Research and Training Hospital/İZMİR AYDIN, İpek, Dokuz Eylül University, Department of Recreation/İZMİR <b>ÜRKMEZ, Gökhan</b> , S.B. Menemen State Hospital/İZMİR, <b>TURKEY</b>
	<b>Productivity Indicators in Medical Faculty Hospitals; Dicle University Medical Faculty Sample</b> İsmail YILDIZ1 - Dicle University, Faculty of Medicine, Department of Biostatistics <b>Murat BİÇİMLİ</b> - Dicle University Medicine Faculty Hospitals, Department of Statistics Zeynep YILDIZ - Dicle University Medicine Faculty Hospitals, Quality & Accreditation & Strategy Development Coord. Duygu ATLAN - Dicle University, Faculty of Medicine, Department of Internal Medicine Ali Kemal KADİROĞLU - Diyarbakır Gazi Yaşargil Education and Research Hospital, Quality Department, Türkiye
	<b>Digital Hospital, Nursing and Time Management</b> <b>Filiz AKSAN</b> , Aziz Ahmet SUREL Yozgat City Hospital, Turkey
	<b>"Technological Developments and Digitalism in Healthcare"</b> <b>Dr. Semra BAYSAN</b> , National Cyprus University, <b>CYPRUS</b>
12:30 – 14:00	Lunch
14:00 – 15:15	<b>Concurrent Workshop and Oral Presentations-6</b>
6-1 –Hall 1	<b>INTEGRATED FACILITY SAFETY AND MANAGEMENT IN CITY HOSPITALS ( QUESTION-ANSWER SESSION)</b>
Chair	<b>Prof. Dr. Seval AKGÜN, Congress Chair</b> , Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>
Speakers	<b>Facility Management and Security in City Hospitals</b> <b>Mehmet KARAKUŞ</b> , Adana City EAH-RİH Business Manager, Adana, <b>TURKEY</b>
	<b>Integrated Facility Management in City Hospitals</b> <b>Yücel YEMİŞ</b> , ISS Turkey -PPP Projects General , İstanbul, <b>TURKEY</b> <b>Erdem ATAY</b> , ISS Turkey -PPP Projects General , İstanbul, <b>TURKEY</b>
	<b>The Importance of Integration in City Hospitals Support Services</b> <b>Evren TÜFEKÇİOĞLU</b> , Tepe Service Management A.Ş. -General Assistant Manager, Ankara, <b>TURKEY</b>
6-2 –Hall 2	<b>FUTURE OF HEALTH CARE SYSTEMS – TECHNOLOGICAL DEVELOPMENTS</b>
Chair	<b>Specialist Süleyman YILMAZ</b> , Private İzmir Can Hospital, Management Operation Director, Occupational Safety Specialist, <b>TURKEY</b>
Speakers	<b>Analysis of the Development of Health Systems in Turkey</b> <b>Hatice SARI</b> , Asv Yaşam Hospital, Phd, Health Management Student, Antalya, Turkey
	<b>A Comparison of Awareness of Quality Standards in Health in Outpatient, Inpatients and Their Companion</b> <b>SARICA Cennet</b> , KORALAY Bilgen, ERDALLI Aslı, ALKAN Hakan, UĞURLU Erhan, KARACA Ozan, DAGDELEN Siddıka DERTLİ Kübra Pamukkale University Medicine Faculty Hospitals, Denizli- <b>TURKEY</b>

	<p><b>SafeSample Transfer With HIMMSandTransportationSystem Integration</b>  <b>1Pelit Tolga/</b> Yozgat City Hospital - Rönesans Business Management/ Yozgat/ <b>TURKEY</b>  2 Surel Aziz Ahmet/ Yozgat City Hospital/ Yozgat/ Turkey  3 Yücel Tansel / Yozgat City Hospital - Rönesans Business Management/ Yozgat/ Turkey  4 Sarı Hatice/ Yozgat City Hospital - Rönesans Business Management/ Yozgat/ Turkey  5 Yavuz Büşra/ Yozgat City Hospital - Rönesans Business Management/ Yozgat/ Turkey</p>
	<p><b>Smart Building Technologies in City Hospitals</b>  <b>Doğan TEKİN,</b> TSP Yozgat City Hospital Project Manager, Yozgat, <b>TURKEY</b>  Op.Dr.Aziz Ahmet Sürel, Ankara City Hospital, Dean Doctor, Ankara, Turkey  Tansel Yücel, RİH- Yozgat City Hospital Business Manager  Ali Aydın, RİH- Yozgat City Hospital Services Manager, Yozgat, Turkey  Hatice Sarı, Rönesans Business Services Yozgat City Hospital Quality&amp; Assurance Control Representative</p>
15:15 – 15:30	Coffee Break
15:30 – 16:30	<b>Concurrent Workshop and Oral Presentations-7</b>
<b>7-1 –Hall 1</b>	<b>SUSTAINABLE EFFICIENCY OF QUALITY PROCESSES</b>
Chair	<b>Dr. Koray BAŞ</b> - Adana City Hospital, Dean Doctori, Adana, <b>TURKEY</b>
Speakers	<p><b>Sustainable Efficiency Of Quality Processes in Adana City Hospitals</b>  <b>Dr. Dudu Dede Uçar,</b> Adana City EAH-Dean Doctor Yrd Kalite Direktörü-Adana, <b>TURKEY</b></p>
	<p><b>Added Value of Private Sector to Sustainable Efficiency Of Quality Processes in City Hospitals</b>  <b>B. Burcu Şengül,</b> Rönesans Business Serv., Quality Manager Ankara, <b>TURKEY</b></p>
	<p><b>Importance of Sustainable Quality Processes in Operational Business Continuity</b>  <b>Gülfem Büyükkırcalı,</b> ISS Health and Education Facilities Adm. A.Ş -Director- İstanbul, <b>TURKEY</b></p>
	<p><b>Integrated Quality Management in City Hospitals</b>  <b>Özlem Füsün Sevim,</b> Tepe Service Administration A.Ş. –Quality Management Systems, Assistant Manager, Ankara, <b>TURKEY</b></p>
<b>7-2 –Hall 2</b>	<b>INNOVATIONS IN PATIENT SAFETY, DISASTER MANAGEMENT AND RADIATION SAFETY, LESSONS LEARNT</b>
Chair	<b>Prof. Dr. Seval AKGÜN, Congress Chair,</b> Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>
Speakers	<p><b>A Research on the Importance of a Safe Hospital Concept for Sustainable Health Services in Disasters</b>  <b>Hacer CANATAN,</b> Haliç University, Lecturer Asst. İstanbul, <b>TURKEY</b></p>
	<p><b>Magnetic Resonance (MR) Safety</b>  İsmail Bozkurt, Sergin Akpek, Gökse Coşarcan, Fatma Küçükerenköy, Oyçun Yılmazel, Deniz Küçükler, Seyhan Dankır  Çiğdem Turna, Mehmet Büyükçapar, Azize Kahraman, <b>Mediha Işık</b>  *American Hospital, İstanbul, <b>TURKEY</b></p>
	<p><b>The Determination of The Perception of Patient Safety Culture: A State Hospital Example</b>  <b>Dilek AKSU</b> - Health Care Services Manager, Aybastı State Hospital , Ordu, TURKEY  Ali ARSLANOĞLU - Department of Health Management, Health Sciences University, İstanbul, <b>TURKEY</b></p>
	<p><b>Diffusion Weighted Imaging Of The Focal Liver Lesions</b>  <b>İbrahim Önder Yeniçeri1,</b> Gürbüz Akçay2, Bünyamin Güney1  Muğla Sıtkı Koçman University1,Muğla - Pamukkale University2,Denizli, <b>TURKEY</b></p>
	<p><b>Radiation Dose Integration</b>  <b>1Çevik Muhammed Salih/</b> Adana City Education and ResearchHospital/ Rönesans Facility Management, Türkiye  2Karakuş Mehmet/ Adana City Education and Research Hospital/ Rönesans Facility Management/ Adana/ Türkiye  3Baloğlu Hasan/ Adana City Education and Research Hospital/ Rönesans Facility Management/ Adana/ Türkiye  4Kalfa Yavuz/ Adana City Education and Research Hospital / Adana / Türkiye  5Bölükçügil İlhan/ Adana City Education and Research Hospital/ Adana/ Türkiye</p>
16:30-17:00	<b>Concurrent Workshop and Oral Presentations-8</b>
<b>8-1 –Hall 1</b>	<b>INNOVATIVE AND EVIDENCE BASED ACCREDITATION, PATIENT SAFETY AND RISK MANAGEMENT PROGRAMS- LESSONS LEARNED AND CHALLENGES</b>
Chair	<b>Prof. Zlatitsa Petrova,</b> Executive Agency Medical Audit, Bulgaria Medical University- Sofia, Faculty of State Health, Department of Medical Ethics and Law, <b>BULGARIA</b>
Speakers	<p><b>Patient Safety and Leadership</b>  <b>Prof. Dr. Rashid Bin Khalfan AL ABRI,MD, FRCS, MBA,</b>  World Health Organisation, Head of Quality and Patient Safety Center, OMAN</p>
	<p><b>Innovative And Evidence Based Accreditation, Patient Safety And Risk Management Programs-Lessons Learned And Challenges”</b>  <b>Prof. Dr. Seval AKGÜN, Congress Chair,</b> Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b></p>

	<p><b>Assessment of Patient Safety Culture In Pakistani Hospitals: A Baseline Study For Development of Patient Safety Framework</b> <b>Awan Manzoor A.</b> Rahman Matiur , Farooq Muhammed ,Awab Omer ,Sultan Shahid khan , Ahmed Shabbir , Rashid Azhar, Farooq Ahsan, <b>PAKISTAN</b></p>
	<p><b>Awareness about Simulation as a tool to improve Patient Safety in in Medical Students of a developing country,Pakistan</b> Dr.Matiur Rahman, <b>Dr.Maqsood ul Hassan, PAKISTAN</b></p>
	<p><b>How Important Is Hand Hygiene For Future Doctors?</b> Sara Khan, Saleha , <b>Dr. Matiur Rahman</b>, ve Hafiz Zayn Zafar Islamic International Medical College, Rawalpindi, <b>PAKISTAN</b></p>
8-2 –Hall 2	<b>INNOVATIVE APPLICATIONS AND TECHNOLOGICAL DEVELOPMENTS IN HEALTHCARE</b>
Chair	<b>Hacer CANATAN</b> , Haliç University, Lecturer Asst. İstanbul, <b>TURKEY</b>
Speakers	<p><b>Reducing Medical Waste at Hospitals</b> Bozkurt Ismail, Öztemel Devrim, Küçükerenköy Fatma, Güngör Hüner Selma, Yıldızdöken Muammer, <b>DÖNMEZ Duygunur</b>, Özdemir Mehmet Ali, Yonucu Uğur, Oğuz Gökhan, Kurtuluş Göksel. Vehbi Koç Foundation Healthcare Institutions, İstanbul, <b>TURKEY</b></p>
	<p><b>Lean Production in the Laundry Services in the Hospital</b> <b>Lütfiye Nur UZUN</b>, Bolu İzzet Baysal Devlet Hastanesi, Bolu, <b>TURKEY</b> Muhammet Mustafa GÜRDAL – Bolu İzzet Baysal State Hospital, Bolu, Turkey Muhammed Emin DEMİRKOL - Bolu Provincial Health Directorate, Bolu, Turkey Sema ÇETİNKAYA - Bolu İzzet Baysal State Hospital, Bolu, Turkey</p>
	<p><b>Increasing Survival and Reducing Cost By Means Of Early Diagnosis and Early Intervention Algorithms in Sepsis</b> <b>İşıl YERLİKAYA</b>, Anadolu Medical Center, Quality and Patient Safety Manager İstanbul, Turkey</p>
	<p><b>An Investigation on the Graduate Theses That Were Extended On "The Violence in Health"</b> <b>Rufen ORAL</b>, Mehmet İshak MAZI Konya Beyhekim State Hospital, Konya, Turkey</p>
21:00	Gala Night
<b>27 April 2019 --- Saturday</b>	
09:30– 10:30 Conference 5 Hall 1	<b>EVIDENCE BASED MANAGEMENT</b>
Chair	<b>Prof. Dr. Rashid Bin Khalfan AL ABRI,MD, FRCS, MBA</b> , World Health Organisation, Head of Quality and Patient Safety Center, <b>OMAN</b>
Speakers	<p><b>Clinical Risk Management</b> <b>Prof. Dr. Rashid Bin Khalfan AL ABRI,MD, FRCS, MBA</b>, World Health Organisation, Head of Quality and Patient Safety Center, <b>OMAN</b></p>
	<p><b>Integrated Balanced Score Card as a Road Map for the Financial Management of Chain Supply in Medical Cities, Clinical and Safety Consequences - KFSH as a model</b> <b>Dr. Osama ARAFAT</b>, King Fahad Hospital, Riyadh, <b>SUUDİ ARABİSTAN</b></p>
	<p><b>The Availabilitty and Completeness of Medical Records Documents in The Patient's File</b> <b>Randa El Sardouk</b>, Private Consultant- Beirut– <b>LEBANON</b></p>
<b>09:30 – 10:30</b>	<b>Course for Leadership (Prof. Dr. Seval AKGÜN – Hall2)</b>
10:30 – 10:45	Coffee Break
10:45 – 12:00	<b>Concurrent Workshop and Oral Presentations-9</b>
9-1 –Hall 1	<b>INNOVATIVE EVIDENCE BASED PATIENT SAFETY PROGRAMS</b>
Chair	<b>Dr. Saima ASLAM</b> , Assistant Director, Riphah Institute of Healthcare Improvement and Safety, Islamabad, <b>PAKISTAN</b>
Speakers	<p><b>Refer Or Not To Refer; Patient Safety In Dysphagia, Patient Safety For Patients With Dysphagia; The Role Of Texture Modification</b> <b>Ayesha Butt</b> - - Raffa Mubin -Riphah International University, Islamabad. <b>PAKISTAN</b></p>
	<p><b>Code Blue Mocks in Diagnostic Services at a Tertiary Care Hospital in a Developing World - A Multidisciplinary Approach to Improve Outcomes</b> <b>Shiraz, S;</b> Velji, A; Khan MA Aga Khan University Hospital/ Karachi/ <b>PAKISTAN</b></p>
	<p><b>Enhance the Quality of Patient Medical Records Through Archived Electronic Health Record and Efficient Utilization of Limited Resources in an Under Developed Country Hospital</b> <b>AbuTurab Hussain</b> - - Aisha Haider - - Lubna Mushtaque - - Tabba Heart Institue Medical Registration, <b>PAKISTAN</b></p>
	<p><b>Non Invasive Predictors of Grades of Esophageal Varices</b> Ali Hassan Malik1, Ahmed Shahroze1, <b>Zuhair Ali Rizvi2</b>, Muhammad Umar3 1-Fourth Year, Rawalpindi Medical University/2-Medical Graduate, Rawalpindi Medical University 3-Vice Chancellor, Rawalpindi Medical University</p>

9-2 –Hall 2	<b>INNOVATIVE MANAGEMENT IN CLINICAL APPLICATIONS</b>
Chair	<b>Asst. Prof. Emine KOL</b> , Akdeniz University, Faculty of Nursing, Antalya, <b>TURKEY</b>
Speakers	<b>Health Tourism at a State Hospital in Bolu: Opportunity or Threat</b> <b>Lütfiye Nur Uzun</b> - Bolu İzzet Baysal State Hospital, Bolu, <b>TURKEY</b> Zeynep Nilüfer YÖNDEM - Bolu İzzet Baysal State Hospital, Bolu, Turkey Muhammet Mustafa GÜRDAL - Bolu İzzet Baysal State Hospital, Bolu, Turkey Muhammed Emin DEMİRKOL - Bolu Provincial Health Directorate, Bolu, Turkey Muhammet Fatih BAYRAKTAR - Bolu İzzet Baysal State Hospital, Bolu, Turkey Sema ÇETİNKAYA - Bolu İzzet Baysal State Hospital, Bolu, Turkey
	<b>Marketing With B2b Automation System in Health Tourism</b> <b>Asst. Prof. Özlem ŞEN</b> , Dr. Surgeon Deniz Özgür SUCU AKEV, Alaattin Keykubat University, Private Anatolium Hospitals Antalya, <b>TURKEY</b>
	<b>The Effect of Organizational Support on Work Performance Which Perceived n Healthcare Workers; Example of Istanbul Province</b> <b>Dr. Işıl Arslan*</b> , Asst. Prof. Yıldırım Beyazıt Gülhan* *Okan University, Faculty of Health Sciences, İstanbul, <b>TURKEY</b>
	<b>Conceptual Status of the Crf Patients Over the illness'Psychosocial Effects Through Their Sociocultural Status and Their Activities During the Dialysis Sessions</b> Yıldırım, Belkız1, Yıldırım Konya Numune Hastanesi, Nurse, Kayseri, TURKEY Ünal, Erdinç2, İstanbul Okan University, Faculty of Health Sciences, Assistant Prof., İstanbul, TURKEY <b>Acuner, Deniz3</b> , Üsküdar University, Faculty of Health Sciences, AssistantProf, İstanbul, TURKEY
	<b>For Newborn As a Health Right Noise and Lighting Management</b> Fadime Gamze TEKİN, <b>Emine KOL</b> Akdeniz University, Faculty of Nursing, Antalya, <b>TURKEY</b>
12:00-12:30	<b>CERTIFICATION AND REWARD CEREMONY</b>
12:30-13:00	<b>CLOSING SECTION</b>
Speakers	<b>Dr. Zakiuddin AHMED, MD, MPH, Congress Co-Chair</b> President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, President, Healthcare Paradigm, Director Digital Health, PharmEvo, President, OPEN Karachi, CEO, Medical Voice, Digital Care, Virtual Healthcare Professionals, <b>PAKISTAN</b>  <b>Prof. Dr. Seval AKGÜN, Congress Chair</b> , Director, Health Academician Society , Chief Quality Officer, Baskent University Hospitals Network, Professor, Baskent and St. John International University, <b>ITALY/TURKEY</b>

## POSTERS

<b>The Use of Internet and Social Media in Health Behaviors of Individuals</b> <b>Hem.Zeycan ARAT1</b> , Hem.Zeynep Nilüfer YÖNDEM2 1,2 BOLU İZZET BAYSAL STATE HASTANESİ, BOLU,TURKEY	<b>Kumru and Korgan State Hospitals' Staff's Organ Donation Attitudes Effects on Quality Health</b> <b>Aksöz Merve</b> , Güzel Uğur ,Koç A.Sema, Öztürk Tuğçe, Salgut Bahriye Ordu Kumru State Hospital, Ordu, <b>TURKEY</b>
<b>The Control and Evaluation of The Preparation Process Before the Patient is Displayed and Anesthesia of the Patient</b> <b>Spe. NurseTuğba MERT</b> - TOBB Etu Hospital, Ankara, Turkey Asst. Prof. Barış Mustafa Poyraz - Tobb Etu Hospital, <b>TURKEY</b> Kadir Çoşkun - Tobb Etu Hospital, Ankara, Turkey	<b>Ration Following / Management System</b> ÖZDEMİR, FATİH (Technology Director), <b>BÜYÜKKIRCALI ÖMERALİ, GÜLFEM</b> (Quality Management Director),ISS Facility Adm Ser. A.Ş., <b>TURKEY</b>
<b>Service With a Human Touch and Leading With a Human Touch</b> <b>İlkay Ebru AYAN</b> , Specialist of Learning and Development/Internal Master Trainer Filiz Laçın, ISS Health and Edu. Fac.A.Ş, Quality Director, <b>TURKEY</b>	<b>Innovative Cleaning Systems in Hospitals</b> Gülsever, Berker Mustafa,Service Quality Director, ISS Facility Adm Ser A.Ş. <b>Büyükkırcalı Ömerali, Gülfem</b> , Quality Management Director, ISS Facility Adm Ser. A.Ş., <b>TURKEY</b>
<b>Reducing No-Structural Material-Based Risks and Non-Structural Risks(NSRR) in Hospitals</b> <b>Hacer CANATAN</b> , Haliç University, Lecturer Asst. İstanbul, <b>TURKEY</b>	<b>The MedicalPersonnel's Points Of ViewAbout Total Quality Level: The Case Of Kahta State Hospital</b> Nevin Selçuk, Sağlık Bak. Hizm. Md-Adıyaman University E.A.H, Turkey Fatih Doğan,Doç.Dr- Dean Doctor,Adıyaman University E.A.H, Turkey <b>Fatma Görçülü Uysal</b> , Sağlık Bakım Hizm Md,Kahta State Hospital, <b>TURKEY</b> Abdülkadir Dost,Dr – Dean Doctor, Kahta State Hospital, Adıyaman, Turkey Osman Aydın,Pers.ve Chair of Support Services,Adıyaman Provincial Health Directorate,Adıyaman, Turkey Nurettin Karakayalı,Dr- Chair of Health Services ,Adıyaman Provincial Health Directorate, Adıyaman, Turkey
<b>Analysis of Preanalytic, AnalyticalandPostanalyticProcessesin LaboratoryIndicatorsin HealthAccreditationStandards</b> <b>Spec. Dr. Elife ÖZKAN</b> , Tire StateHospital, Izmir, Turkey	