



Johns Hopkins Aramco Healthcare

Patient Safety Symposium

January 12-13, 2020

Carlton Al-Moaibed, Al-Samar Hall, Al-Khobar

*The symposium carries 16 Saudi Commission for Health Specialties
CMEs and 13 AMA PRA Category 1 credits.*

JOHNS HOPKINS
ARMSTRONG INSTITUTE
FOR PATIENT SAFETY AND QUALITY



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Johns Hopkins
Aramco Healthcare

Johns Hopkins Aramco Healthcare Patient Safety Symposium

January 12-13, 2020
Dhahran, Saudi Arabia

Description

Since its inception, Johns Hopkins Aramco Healthcare in partnership with the Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality has held an annual Patient Safety Symposium to share knowledge to improve patient safety and quality and to enhance the knowledge of healthcare professionals regarding new developments and updates. The symposium also provides tremendous opportunity to network with other healthcare providers from across the Kingdom as well as Johns Hopkins Medicine.

Who Should Attend

Healthcare providers at all levels of JHAH and other medical organizations can benefit from attending. The symposium is designed to explore current priorities in patient safety and quality and to raise awareness of important patient safety and public health issues that influence practice.

Location

Carlton Al Moaibed Hotel

Theme

Journey Towards Patient Safety: Building On Our Success

CME Hours by SCFHS

16 accredited CMEs

Credit Designation Statement

The Johns Hopkins University School of Medicine designates this live activity for a maximum of 13 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Objectives

After attending this conference, participants will be able to identify the “key” elements within a healthcare system that are relevant to patient safety. After attending the two day symposium, attendees should be able to do the following:

- Understand the principles of a high reliability organization
- Learn from defects to improve patient safety
- Develop improvements and sustain change
- Reduce hazards, risks and errors: Lean Sigma approaches

Scientific and Organizing Committee

Dr. Saeed Al-Yami	Chief of Quality & Patient Safety	JHAH
Dr. Samir Musleh	Internal Medicine Consultant/Lead Patient Safety Officer	JHAH
Rabab Bajahmom	Senior Patient Safety Coordinator	JHAH
Salah Al-Sultan	Event Coordinator, Public Relations	JHAH
Hanan AlBoushall	Event Organizer, Public Relations	JHAH
Salam Al-Jishi	Senior Communications Professional, Marketing & Communication	JHAH
Bradley Wilkinson	Senior Communications Specialist, Marketing & Communication	JHAH
Shahed Alnator	Associate, Global Services	JHI
Dr. Shareef Al-Mubarak	Quality and Patient Safety Director Al-Hasa Health Center	JHAH



Master of Ceremony

Rabab Bajahmom
Senior Patient Safety Coordinator
Johns Hopkins Aramco Healthcare

January 12, 2020

8:00 a.m. – 4:00 p.m.

Time	Topic	Speaker
Moderators: Dr. Samir Musleh & Dr. Shareef Al-Mubarak		
8:00 a.m. – 8:15	Opening Remarks - Introduction to Patient Safety	Dr. Saeed Yami <i>CQ&PS - JHAH</i>
	Welcoming Comments	Dr. Daniele Rigamonti <i>CEO - JHAH</i>
8:15 – 9:15	A Journey to Safety: The Johns Hopkins Story	Dr. Albert Wu <i>Professor and Director, Center for Health Services & Outcomes Research - JHMI</i>
9:15 – 9:30	Break	
High Reliability Organizations (HRO)		
9:30 – 10:30	High Reliability Organizing: Maximize Evidence-Based Medicine	Dr. C. Matthew Stewart <i>Associate Chief Medical Officer & Chair for Quality & Safety - JHMI</i>
10:30 – 11:00	High Reliability Organizations: The Requirements and Impact	Dr. Hossam Ghoneim <i>CBAHI Consultant, JCI Consultant</i>
11:00 – Noon	High Reliability Organizing: Translating Research Into Practice	Dr. C. Matthew Stewart
Noon – 1:00 p.m.	(Meet The Professor Lunch Session)	

Time	Topic	Speaker
Learning From Defects to Improve Patient Safety		
1:00 – 1:45	Patient Safety in Saudi Arabia (SA): Challenges & Way Forward	Dr. Abdulelah Hawsawi <i>Director General Saudi Patient Safety Center</i>
1:45 – 2:05	Evolution of Cultural Perspectives in Medication Safety. The Ambulatory Care Pharmacy Journey	Habib Nemr <i>Director, Ambulatory Pharmacy Services - JHAH</i>
2:05 – 2:25	Role of Patients in Identifying Risks	Rosie Healey <i>Senior HC Risk Management Specialist - JHAH</i>
2:25 – 3:05	Sentinel Events: Lessons Learned	Dr. Daniele Rigamonti Dr. Saeed Yami Dr. Samir Musleh <i>Internal Medicine Consultant and Lead Patient Safety Officer JHAH</i>
3:05 – 3:25	Break	
3:25 – 3:45	Dealing with Infectious Disease Outbreaks: MERS-CoV as an Example	Dr. Jaffar Tawfiq <i>Director, Accreditation & Infection Control - JHAH</i>
3:45 – 4:00	Closing Remarks - Lessons Learned from Defects and Our Path Towards High Reliability	Paula Kent <i>Patient Safety Specialist JHMI</i>

January 13, 2020

8:00 a.m. – 4:00 p.m.

Time	Topic	Speaker
Moderators: Dr. Samir Musleh & Dr. Shareef Al-Mubarak		
8:00 a.m. – 8:15	Opening Remarks - Building on Our Success	Dr. Saeed Yami
8:15 – 9:15	Patient Safety and Quality: Cultivating Improvements, Sustaining Change and Reducing Risk	Paula Kent
9:15 – 9:30	Break	
Developing Improvements and Sustaining Change		
9:30 – 10:30	Developing Improvements and Sustaining Change in Patient Safety and Quality	Dr. Albert Wu
10:30 – 11:00	The Relationship Between Employee Engagement and Patient Safety: Satisfied Employees Deliver Safe Patient Care	Rotimi Okuneye <i>Manager, Talent Management</i> JHAH
11:00 – Noon	Medical Missions: When Humanity Sleeps, Humans Die and the Earth Sinks Deep	Dr. Amar Sattar <i>Family Practice Specialist</i> JHAH
Noon – 1:00 p.m.	(Meet The Professor Lunch Session)	

Day 2

Time	Topic	Speaker
1:00 – 1:30	Learning from Safety Events	Haifa Naimi <i>Director General of Quality and Patient Safety - MOH</i>
1:30 – 1:50	Event Recognitions Winning Posters Presentation	
Reducing Hazards, Risks and Errors: Lean Sigma Approaches		
1:50 – 2:50	Lean Sigma Methodologies to Reduce Hazards, Risks and Errors to Our Patients	Gregory Burkett <i>Senior Quality & Innovation Coach - JHMI</i>
2:50 – 3:10	Break	
3:10 – 3:45	Lean Sigma Applied In Healthcare	Gregory Burkett
3:45 – 4:00	Closing Remarks - Patient Safety Journey Lessons Learned	Dr. Daniele Rigamonti

Poster	Team
<p>Intrapartum Ultrasounds: A Useful Method for Evaluating Labor Progress and Safety for Transfer from Districts</p>	<p>Vincent Dodge</p>
<p>Importance of Occupational Visual Screening</p>	<p>Sajjid Abbasi, Mohammed Al-Bushier, Dr. Moazzam Zaidi, Raj Johal</p>
<p>Maximize OR Block Utilization</p>	<p>Eyad Hajhusein, Dr. Mohammad Zahrani, Dr. Fahad Alqurashi, Gerda Linette Koopman, Fatimah A. Nasr, Fadel A. Daoud, Hamza Mohamad</p>
<p>Incident Reporting for Improving Quality and Patient Safety at Johns Hopkins Aramco Healthcare</p>	<p>Hayat Mushcab, David Bunting, Saeed Yami, Ali Abandi and Catherine Hunt</p>
<p>Reducing the Heart Failure Readmission Rate: The Johns Hopkins Aramco Experience</p>	<p>Yosra Ibrahim, Dr. Heba Almattar, Dr. Eric McWilliams, Tessa Warwick, and H&V Interdisciplinary Team</p>
<p>Reducing the Time between First Medical Contact (FMC)-to-Device in St-Elevation Myocardial Infarction (STEMI) Patients</p>	<p>Norsyma Jaffar, Mohammed Mudhki, Dr. Heba Almattar, Dr. Saad Hasaniah, Dr. Ali AlShehri, Dr. Tarik Al Shaikh, Rabih Issa and Dhahran EMS Team, Dr. Saeed S Yami, Ameera Al Eid, and Maesoon Abusadah</p>
<p>Lean Six Sigma Project for Improving Oncology Patient Waiting Time for Chemotherapy Administration</p>	<p>Salam Abou Ghaida- Issam Abduljaber, Mohammed Habibi, Huda Alsayed Ahmed, Dr. Nafeesa Al-Faris, Dr. Samer Abushullaih, Amanda Neikam, Petronnella Bezuidenhout, Joshua Sharp and Patricia Martin</p>

Poster Presentation

Poster

Team

Improving Rituximab Infusion Treatment Time for Lymphoma Patients (CD20 Positive) at Johns Hopkins Aramco Healthcare: A Clinical Practice Quality Improvement Initiative

Salam S Abou Ghaida, Issam O Abduljaber, Joshua W Sharp, Dr. Nafeesa Al-Faris and Huda Al-Sayed Ahmed

Johns Hopkins Aramco Healthcare (JHAH) OR First Case Delay Reduction

Hajhoussein, Eyad, Kiwan, Wissam H, Dr. Zahrani, Mohammad, Dr. Solu, Hani, Narmeen, Talalwah, Gerda Linette Koopman, Jeyaseeli Jebamani, Nedal H Othman, Fatimah A Nasr, Fadel A Daoud

OR Turn Around Time Reduction

Hajhoussein, Eyad, Dr. Zahrani, Mohammad, Dr. Solu, Hani, Narmeen, Talalwah, Wissam H Kiwan, Jeyaseeli Jebamani, Fatimah A Nasr, Fadel A Daoud, Reji David, Iris Dela Cruz, Haneen AlGhamdi and Jancy Varghese

Introduction of PEWS and a Safety Transport Checklist in EMS to Improve Pediatric Patient Safety - A Comprehensive Unit-based Safety Program (CUSP) Project

Michele Lapierre, Halima Talaq, Dr. Arcano Florencio, Thabile Gabuza, Vida Baky-Cabatbat, Rabie Kilan, Dr. Hanan Shaikh, Dr. Dafallah Musa, Heather McGregor and Rabih Issah with special thanks to all ED staff, PICU staff and the JHAH EPIC team

Improving Patient Safety and Outcomes through a Comprehensive Unit-based Safety Program Medical Intensive Care Unit (5C)

Abdulmohsen Al-Mukhaïld, Dr. Mansour Saffar, Yasser Abed, Brenda Blouw, Eva Tabarani, Alla Taher, Ahmad Shebli, Refaat Al Aytouni, Maisa Rabaan, Milja Varghese, Marwa Makhdoom, Israa Najdi, Dr. Mazen Abu Akil, Rami Abdullah

Poster	Team
<p>Promoting a Culture of Patient Safety in a Coronary Care Unit Through Compliance to Barcode Medication Administration</p>	<p>Zandile Mzeku, Annie George, Rose Paranjothy, Minah Mokgawa, Dr. Mohammed Ghamdi, Dr. Heba Mattar, Dr. Eric McWilliams, Vida Baky-Cabatbat</p>
<p>Pediatric Clinic Survey For Obese Patients</p>	<p>Maha Mansoor Abussaud</p>
<p>The Impact of an Antibiotic Stewardship Program as an Intervention in Meropenem Utilization at Johns Hopkins Aramco Healthcare</p>	<p>Elwaleed Ahmed, M.D.; Yem Abulhamayel, M.D.; Ali H. Al Homoud, Rph, MS, SIDP, BCCCP; IYAD EID, BSN, RN, CPHQ and Abdalazeez Abugharibh, BSN, RN, CPHQ</p>
<p>Prevention and Management of Hospital Acquired Pressure Injuries: An Interdisciplinary Team Approach, JHAH CCU CUSP Safety Project</p>	<p>Annie George, Lydia Ndala, Dr. Leena Mansour, Dr. Emma Daza RN, Asmaa Rweili, Zainab Minshad, Fahad Kadi, Muthanna Afis, Dr. Ahmed Rababah, Dr. Ammar Hani, Vida Baky-Cabatbat</p>
<p>Reducing Incidents of Defective Trays in JHAH Dental Service: A Lean Six Sigma Project</p>	<p>Arriel Fresnosa, Hasan Qahtani, Omar Zahrani, Amal Al Duraibi, Majed Qahtani, Leilani Galang, Raja Alyamani, Maraheb Ismail, Celso Nicolas, Aida Kari, Grace Roslin-Belen, Muneerah Rebeeah, Rabie Kilan and Vida Baky-Cabatbat with special thanks to Hanadi Dossary and Michael Klarenbeek</p>
<p>Improving Narcotic Medication Management in the Emergency Department</p>	<p>Kim Lavender, Bilal Kanjo, Zainab Mahr, Rabie Issa, Jihane Gergess and Rabie Kilan</p>

Poster Presentation

Poster

Team

Improve Early Intervention to Prevent Clinical Deterioration Prior to Cardiopulmonary Arrest for Patients Outside Intensive Care Units (ICU): A Quality Initiative

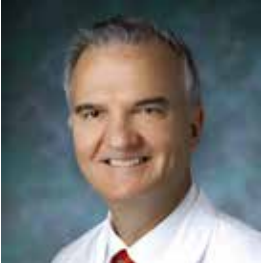
Esmat Abdelhadi, Saad Hasaniah, Yasser Abed, Hadi Enazy, Ahmed Jameel, Haitham Murrar, Mohammad Qatari, Souraya Sibli, Hala Kayrouz, Halima Talaq, Hassan Hamadi, Abdullah Almohammadi, Ahmed Alsaqer, Katharine Norton, Abdalazeez Abugharibh

Introducing Enteral Feeding Protocol for Infants Weighing Less than 1,800 grams Dhahran Neonatal Intensive Care Unit

Dr. Daniele Rigamonti (CEO), Dr. Khalid Ashoor (Neonatology Intensivist), Lianne Harris (Nurse Manager), Qais Ismail (Dietary Specialist), Rana Dokmak (RN), Fedaa Al Jaafar (RN), Fatima Alyafi (RN), Abdalazeez Abugharibh (QI) All NICU Nursing Staff, Muna Shehadeh (QI)

Development, Review and Implementation of Inpatient Clinical Practice Guidelines

Group of Multidisciplinary Teams representing Medical, Surgical, Cardiology, Anesthesia and Oncology Services



Daniele Rigamonti, MD, FACS
Chief Executive Officer
Johns Hopkins Aramco Healthcare

Daniele Rigamonti, MD, FACS, took up the role of JHAH CEO in November 2016. He had previously served as the organization's Chief of Staff (Medical). A legacy of his time as Chief of Staff are the strong relationships between clinicians at JHAH and their counterparts at Johns Hopkins Medicine in Baltimore, U.S.

Before joining JHAH, Dr. Rigamonti spent more than 20 years with Johns Hopkins, having served as Professor of Neurosurgery, Oncology, Radiation Oncology and Molecular Radiation Sciences, and Radiology and Radiological Science, and as Director of the Department of Neurosurgery's Stereotactic Radiosurgery, Hydrocephalus and Pseudotumor Cerebri Programs.

He is also an accomplished clinician-researcher, with nearly 200 published articles and two published books.



Dr. Saeed Yami
Chief Quality & Patient Safety Officer
Quality & Patient Safety Department
Johns Hopkins Aramco Healthcare Hospital

Dr. Yami is currently Chief Quality & Patient Safety Officer at Johns Hopkins Aramco Healthcare where he is responsible for a team comprising Quality Improvement, Quality, Risk Management, Data Analytics Management, Publications and Manuals Group and Infection Control.

Dr. Yami joined Saudi Aramco's SAMSO (the predecessor to JHAH) in 1984 and became Chief Ophthalmologist in 2001.

During his career, Dr. Yami has held numerous administrative positions including Director of the Dental Department and Chief of Staff while remaining active in his clinical role as an ophthalmologist specializing in corneal and uveitis sub specialties.

Dr. Yami's interests include quality and safety, medical innovation and cost mitigation with a focus on quality care.



Gregory Burkett
Senior Quality & Innovation Coach

A Lean Sigma Black Belt and Industrial Engineer, Burkett joined the Armstrong Institute for Patient Safety and Quality in 2015 and has more than 20 years of experience leading, coaching and mentoring teams and projects in manufacturing, business and health care. During his career, Burkett has been able to share the tenets of Lean Sigma with numerous cross-functional teams and Green Belts to make improvements in perioperative care, intensive care units and pharmacies. His experience includes work at Nabisco, Kraft Foods and Loyola University Health System in Chicago.



Dr. Hossam Ghoneim
CBAHI Consultant,
JCI Consultant

Dr. Ghoneim is a former National Guard Senior Consultant Gynecologist and Hospital Risk Manager. Currently he is consulting with CBAHI for standards and survey process development, including specialty certification. He is also a JCI consultant reaching outside KSA.



Dr. Abdulelah Hawsawi
Director General
Saudi Patient Safety Center

Dr. Alhawsawi is particularly interested in healthcare systems and financing. He plays an active role as one of the lead quality consultants for the World Health Organization (WHO) in the region. He represented the Kingdom of Saudi Arabia in discussions for integrating National Health Accounts (NHA) and benchmarking Key Performance Indicators (KPIs) to the operational model of hospitals in different sectors.



Rosie Healey
Senior HC Risk Management Specialist
Quality & Patient Safety
Quality & Patient Safety/Risk Management Division

Rosie joined Risk Management at JHAH where she works as a Datix system administration maintaining event data in the system to meet end-user needs, handling investigations, closing clinical complaints and completing root cause analyses.

She has a nursing background having started in 2001 at SAMSO (the predecessor of JHAH) as a nurse in the Behavioral Health Unit and then serving as a charge nurse and nursing supervisor in the Medical Surgical Unit. Rosie joined Patient Relations in 2011 and served as the Patient Relations Director prior to joining Risk Management.



Paula Kent
Patient Safety Specialist
JHMI

Paula Kent is a Patient Safety Specialist at the Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality. She has a background in nursing at Johns Hopkins and has worked in Patient Safety for more than 10 years. Paula has a Masters in Nursing and an MBA and is currently working on her DrPH at JHU Bloomberg School of Public Health. Ms. Kent is a subject matter expert in several patient safety areas including CUSP, TeamSTEPPS, healthcare leadership, and safety culture and the debrief process. She works with teams using the tenets of CUSP and Fellowship to build a strong platform for patient safety improvement efforts. Paula has published and presented on these and other safety topics in the US and internationally in Saudi Arabia, Mexico, Great Britain, and the UAE.



Samir Musleh, MD, FACP
Internal Medicine Consultant/Hospitalist
Medical QI Physician Advisor/Lead Patient
Safety Officer
Johns Hopkins Aramco Healthcare (JHAH)

Dr. Musleh's expert focus is patient safety and quality emphasizing system redesign. In the area of inpatient patient safety, he has revised/developed many clinical pathways to reduce clinician variation paving the way for care enhancement and error reduction. These include sickle cell disease, screening for community acquired

pneumonia, stroke and DVT prophylaxis and creation of clinical adapted order sets for hospitalist service admission and standardized care. As a graduate of the Armstrong Institute for Patient Safety and Quality, he continues to mentor current and new participants. Dr. Musleh is also the lead Patient Safety Officer at JHAH. Projects he has participated in include both the CBAHI as well as the JCIA accreditation processes. Current projects include redevelopment of the ongoing professional practice evaluation (OPPE) as well as the Mortality and Morbidity Committee (M &M), which he co-chairs.



Ms. Haifa Al-Naimi
Director General of Quality and Patient Safety
MOH

Ms. Haifa is the director general of quality and patient safety at the Ministry of Health in Saudi. She more than 10 years' experience in quality and patient safety. Haifa has participated as a speaker in many national and international conferences, and was the project manager of the national patient Safety taxonomy and key author in the MOH risk manual.



Habib Nemr
Manager, Clinical Pharmacy Services
Johns Hopkins Aramco Healthcare

Habib completed his Pharmacy Bachelor Degree at Beirut Arab University and Affiliated Teaching Hospitals in 2001. He has held many positions in Johns Hopkins Aramco Healthcare (JHAH) including Drug Information Service Specialist, Pharmacy and Therapeutics Committee Secretary and Medication Safety Officer.

He has completed several patient and medication safety-related courses including a fellowship in patient safety and quality leadership at the Armstrong Institute, Johns Hopkins Medicine, and Lean Six Sigma Black Belt certification.



Rotimi Okuneye
Manager, Talent Management
Johns Hopkins Aramco Healthcare

Rotimi has been involved in HR for nearly two decades. During that time he has been a senior HR professional at Invensys/Schneider in the UK and at Saudi Aramco. Over the last five years, he has project managed the JHAH Employee Engagement project.

He has an MBA from Durham University as well as numerous professional certifications in the field of HR. Rotimi is certified in Learning and Performance by the Association of Training and Development in the US and is a Society for Human Resource Management Senior Certified Professional as well as a Project Management Institute Project Management Professional to name just a few.



Dr. Amar R. Sattar
Family Medicine Specialist
Chairman of Person Centered Care Committee
Johns Hopkins Aramco Healthcare

Dr Sattar joined JHAH as a Family Practice Specialist at the Ras Tanura Primary Care Center in 2012. Since January 2016 he has been Head Physician at the facility. Dr. Sattar graduated from Manchester Medical School in 2002 and completed his residency in Family Medicine in the Oxford Deanery and passed his CCT with a distinction from the Royal College of General practitioners in 2006. He was a Partner and Family Medicine trainer before joining Saudi Aramco (the predecessor of JHAH). He currently serves on the IRB and Drugs and Therapeutics boards as well as being Chairman of the Person Centered Care Committee. His interests include developing person-centered care within healthcare organizations, communications skills training, primary care management and process improvement within Primary Care.



Dr. C. Matthew Stewart
Associate Chief Medical Officer
& Chair for Quality & Safety
JHMI

As the Otolaryngology, Head and Neck Surgery (OHNS) and Vice Chair for Quality, Safety, and Service, he is responsible for various regulatory and compliance requirements of our clinical operations. These activities include medical staff credentials, departmental QI efforts, coordination of patient safety, drug and blood usage, infection control, medical record documentation, risk management, and reporting departmental efforts to the hospital. As the Associate Chief Medical Officer of the Johns Hopkins Hospital he partners with the office of the Vice President for Medical Affairs with medical staff governance, hospital epidemiology and infection control, patient safety, credentialing, hospital information management, and the clinical documentation excellence team.

Dr. Stewart has been an international collaborator with surgical and medical education with hospitals in Japan, Antigua and Barbuda, Cameroon, Colombia, and Mexico. He has provided medical and surgical care to patients in Colombia, The Kingdom of Saudi Arabia, Cameroon, and Palestine. He has partnered with hospital and health care systems to improve healthcare practice and delivery in the United Kingdom, the United Arab Emirates, and Brazil.



Jaffar A. Al-Tawfiq, MD
Internal Medicine & Infectious Diseases
Consultant Director, Quality
Johns Hopkins Aramco Healthcare

Dr. Al-Tawfiq completed medical school at King Faisal University School of Medicine in Saudi Arabia. He then completed an Internal Medicine Residency and Infectious Diseases Fellowship at Indiana University School of Medicine in the USA.

He is a Consultant of Internal Medicine & Infectious Diseases and the Director of Quality at JHAH. He is also an adjunct associate professor of infectious diseases, molecular medicine and clinical pharmacology at Johns Hopkins University School of Medicine.

He is certified in internal medicine and infectious diseases by the American Board of Internal Medicine. He completed a diploma in Tropical Medicine and Hygiene at the London School of Tropical Medicine and Hygiene and was awarded a diploma in TM&H by the Royal College of Physicians of London. He is certified by the Institute for Healthcare Improvement as an Improvement Advisor.

Dr. Al-Tawfiq has published extensively in many international medical journals, participated in many international conferences and presented at various regional and local seminars. Dr. Al-Tawfiq has received numerous awards from Indiana University, Saudi Aramco Medical Services Organization and the Society for Healthcare Epidemiology of America.

His current interests include hospital epidemiology, healthcare-associated infections, antimicrobial resistance, antibiotic stewardship and emerging respiratory pathogens including MERS-CoV.

**Dr. Albert Wu****Professor and Director, Center for Health Services & Outcomes Research****JHMI**

Albert W. Wu is a practicing general Internist and Professor of Health Policy & Management at the Johns Hopkins Bloomberg School of Public Health, with joint appointments in Epidemiology, International Health, Medicine, Surgery, and Business. He is director of the Johns Hopkins Center for Health Services & Outcomes Research, the PhD in Health Services Research & Policy, and a new online Masters of Applied Science in Patient Safety & Healthcare Quality. He has studied patient safety since 1988, and has published over 400 papers on safety, quality of care and patient outcomes. He coined the term “Second Victim,” and co-directs the RISE (Resilience in Stressful Events) staff support program at the Johns Hopkins Hospital. He was a member of the Institute of Medicine committee on identifying and preventing medication errors, was Senior Adviser for Patient Safety to WHO in Geneva, and is a member of the National Quality Forum Patient Safety Standing committee. He edited the Joint Commission book “The Value of Close Calls in Improving Patient Safety, and is co-author of the new book “New Horizons in Patient Safety: Understanding Communication – Case Studies for Physicians.” He is a core member of the Armstrong Institute for Patient Safety, and is Editor-in-Chief of the new Journal of Patient Safety and Risk Management.



Dr. Shareef Al-Mubarak
Quality and Patient Safety Director
Al-Hasa Health Center
JHAH

Prior to joining Johns Hopkins Aramco Healthcare, Dr. Al-Mubarak gained extensive experience working in numerous health institutions. He is board certified and has completed numerous fellowships including the Academic Fellowship Program at University of Toronto and the Patient Safety Certificate Program/Observership at Johns Hopkins Armstrong Institute for Patient Safety and Quality.

Dr. Al-Mubarak joined CBAHI as a PHC Surveyor in 2012 serving as Healthcare Accreditation Specialist and Trainer. In 2016, he participated in the CBAHI AMAN Program as an Essential Safety Requirements Medical Surveyor and then served as PHC Accreditation Program Unit Director until early 2017.

Dr. Al-Mubarak has held numerous positions at JHAH, including Wellness Institute CME Coordinator in Al-Hasa/'Udhailiyah and a member of the Graduate Medical Education Committee. Currently he participates as a trainer in the Saudi Board Residency Program and Director for Al-Hasa JHAH Quality & Patient Safety Division and Lead Patient Safety Officer and JHAH CBAHI Accreditation lead and survey coordinator.

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About Johns Hopkins Aramco Healthcare

Johns Hopkins Aramco Healthcare Company (JHAH) is a joint venture between Saudi Aramco, a world leader in energy, and Johns Hopkins Medicine, one of the world's leading academic health systems. This health care organization is designed to drive and enhance the wellbeing of the community in an environment of growth and learning, by providing innovative, integrated and patient-centered care to Saudi Aramco's employees and health care beneficiaries.

Since 1933, Saudi Aramco had delivered a high standard of medical care to its employees and their families through its own medical services organization. In 2013, Saudi Aramco partnered with Johns Hopkins Medicine to carve out and expand the capabilities of its medical services through Johns Hopkins Aramco Healthcare, drawing upon the vast expertise of The Johns Hopkins University and The Johns Hopkins Hospital and Health System to provide clinical program development, research, training, safety and quality, and health care administration expertise.

Over the coming years, this global collaboration will contribute significantly to health and wellbeing in the Kingdom of Saudi Arabia. Johns Hopkins Aramco Healthcare will evolve into a health system of excellence that provides enhanced specialty and subspecialty services, new lines of treatment, research and education that address some of the most significant health care challenges in the region.

Website: www.JHAH.com

JOHNS HOPKINS ARMSTRONG INSTITUTE FOR PATIENT SAFETY AND QUALITY



About the Armstrong Institute for Patient Safety and Quality

The Armstrong Institute for Patient Safety and Quality aims to reduce preventable harm, improve clinical outcomes and experiences and reduce waste in health care delivery at Johns Hopkins and around the world.

The institute's work focuses on:

- Eliminating medical errors and complications of care
- Enhancing clinical and patient-reported outcomes for all patients
- Delivering patient-and family -centered care
- Ensuring clinical excellence
- Improving health care efficiency and value
- Eliminating health care disparities
- Creating a culture that values collaboration, accountability and organizational learning

The institute's work has an impact on patients at Johns Hopkins Medicine, an nearly \$6 billion integrated global health enterprise, and beyond.

Website: www.hopkinsmedicine.org/armstrong_institute/

Mission

We enhance the health and wellbeing of the people we care for in an environment of quality, growth and learning.

Vision

We strive to be a healthcare system that is a regional leader in patient and family experience, clinical outcomes and the advancement of health professions

Strategic intent

Johns Hopkins Aramco Healthcare will evolve into a health system of excellence that provides enhanced specialty and subspecialty services, new lines of treatment and research.

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