

# Joint Commission International (JCI) Masterclass

30 October | Riyadh Front Exhibition & Conference Center (RFECC), Saudi Arabia

## Accreditation partner



## Attendee information

Dear Attendee,

Welcome to [Global Health](#) – Invest in Health. We have a full agenda, so please take a few minutes to read through the information in this booklet. It includes the programme and important information on how to claim your CME credit.

## Access to Live in person conferences

The organisers sent the **digital badge** via [noreply@gesevent.com](mailto:noreply@gesevent.com) to the email address of registered delegates. The digital badge will need to be saved on your mobile to enter the venue. Please contact [globalhealthcs@informa.com](mailto:globalhealthcs@informa.com) if you have not received the log-in details.

## Session Scanning

CME accreditation: Please ensure your badge is scanned each time you enter and leave the conference rooms.

## Speaker Refreshments

Speakers are welcome to have their coffee breaks and lunch at the VIP Lounge and Speaker Lounge located at Hall 3 Entrance/Exit.

## Mobile Phones

Please turn your mobile phones to silent/vibrate mode during the conference to not disturb the session. Your cooperation is greatly appreciated.

## Parking and Other Transport

For more information on how to get to Riyadh Front Exhibition & Conference center (RFECC), please click [here](#).

## Fire and Emergency

### Fire Incident

During a Fire Incident, upon hearing the alarm/siren, remember to:

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- Stay calm and follow the security guidance
- Use directed escape route
- Do not stop collecting personal belongings
- Remain at assembly point until further notice
- Report missing persons
- Do NOT re-enter the venue

## Medical Emergency

If there is a medical incident, remember to:

- Isolate immediate area where the victim is situated
- Call for medical assistance
- Administer First Aid

## Emergency Contact Numbers

List of important numbers to call during an emergency

- Emergency: 112
- Police: 999 / 911
- Traffic Police: 993
- Ambulance: 997
- Fire: 998

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## Conference Schedule and Locations

Location	Room Name	Room Capacity	29-Oct	30-Oct	31-Oct
Booth: H4.F50	Riyadh Room	800	Leaders in Healthcare Summit	Leaders in Healthcare Summit	Quality in Healthcare (8 CME)
Booth: CONF 1	Jeddah Room	530	Nursing Conference (6 CME)	Future of Clinical Laboratory (5 CME)	Future of Preventive Health (6 CME)
Booth: CONF 2	Dammam Room	530	Future of Radiology (8 CME)	Joint Commission International (JCI)	Healthcare Finance and RCM

## Exhibition

Please take time to visit the exhibition.

Sunday 29 October	09:00 – 18:00
Monday 30 October	09:00 – 18:00
Tuesday 31 October	10:00 – 17:00

## Joint Commission International (JCI) Masterclass

30th October 2023

### Overview

Developed by JCI experts, this educational masterclass will focus on two important topics that will help participants to identify and sustain areas of improvement within their system:

1. The JCI tracer methodology
2. Healthcare facility management and safety – from construction to operation

Participants will gain practical knowledge that can be applied readily to proactively manage quality of care and patient safety.

In Partnership with:



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## Key topics

- JCI Tracer Methodology
- Facility Management and Safety – construction to operation

## Who Should Attend?

- Quality Professionals
- Health Policymakers
- Government Officials
- Clinicians
- Hospital Administrators
- Facility Management Professionals

## Evaluation

Informa Markets, the organisers of Global Health 2023, are always striving to produce high quality and up to date medical conferences. We therefore appreciate all comments and feedback from our delegates, and we always ensure that we refer to them when producing the next year's programmes.

## Certification

Attendance certificates will be provided for participants who attend the entire session.

## AGENDA

10:30 – 12:30

### SESSION 1: JCI TRACER METHODOLOGY

Tracer methodology is a technique used to follow and trace the care of a patient from admission till discharge upon the review of his/her medical records and the questioning of the caring staff.

It uses the collected information to understand the processes and practices of the healthcare organization. It allows the user to identify any opportunities for improvement in the care pathways or in the interfaces of the processes. It is a way to analyze the organization's system of providing care, treatment or services while using actual patients as the framework for assessing standards compliance.

#### Benefits of attending:

- Understand the patient tracer theory and its importance as an in-depth review of organizations processes and practices
- Describe tracer methodology from planning to reporting of findings and establishment of improvement plans

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- Learn the interviewing strategy for a successful patient tracer

## 12:30 – 13:30: LUNCH & NETWORKING BREAK

13:30 – 15:30

## SESSION 2: FACILITY MANAGEMENT AND SAFETY – CONSTRUCTION TO OPERATION

Participants will learn about the importance of a functional design to support the delivery of care model (lighting, wayfinding, environmental controls, privacy, security, fire safety, etc.). Our facilitators will demonstrate how the physical environment and the layout of a hospital can enhance the operational efficiencies, ensure patient, and staff satisfaction, and proactively mitigate safety incidents.

### Benefits of attending:

- Gain knowledge on the construction-to-operation issues for new or existing facility projects
- Understand what commissioning of a hospital means and what it includes.

### Masterclass Facilitators:

- **Dr Marale O. Atechian**, Principal Consultant, Joint Commission International (JCI)
- **Mr Murat Kucukkaya**, Managing Director-Middle East and Africa, Joint Commission International

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