



**mile**  
madinah institute  
for leadership & entrepreneurship

**hpho5**  
High Performance  
Healthcare Organizations

# Leadership Program & Conference on High Performance Healthcare Organizations

19 – 24 March, 2022

Madinah, Saudi Arabia

**CME HOURS  
UNDER PROCESS**

Innovative, Practical and Sustainable  
Transformation for Healthcare Organization



## Overview

Recent studies show that the healthcare sector is the most dynamic and ever-changing sector in Saudi Arabia when it comes to policies, regulations, technologies and healthcare providers. In order to optimize and integrate all services provided in the health sector; emerging leaders in healthcare sector should keep up to date with the regional & global trends and industry competitive skills. Also, they should learn the latest management concepts and tools that focus on transforming leaders into successful senior executives to lead the ambitious Saudi Vision 2030.

Today, the focus in healthcare sector is more specific towards facing industry main challenges; patient-centered care, improving clinical outcomes, implementing health digital technology solutions, product innovation and transformation. These challenges will require new strategies on the part of governments and private healthcare players who need to constantly redesign care processes in order to improve quality.



**Under the Patronage of  
His Royal Highness Prince  
Faisal Bin Salman Bin  
Abdulaziz Al Saud  
Governor of Madinah**

H.R.H; testimony about MILE previous program

“ I am so pleased that such high-quality executive education program is offered in Madinah. I have found MILE Program to be a very enriching and unique experience that addressed intellectual, spritual, emotional and physical aspects of leadership development ”



H.R.H. Prince  
**Saud Bin Khalid Al-Faisal**  
Deputy Governor, Madinah Region

## Program Objectives

Focusing on healthcare leadership solutions, This High Performance Healthcare Organizations (HPHO) program provides skill building in the critical areas of complex leadership and management roles. Delivered in interactive discussions and combined with realistic case studies. This program is specifically designed to develop the healthcare leadership skills essential for achieving high individual and organizational performance.

By attending this 6 days HPHO5 program will help your organization wins the stunning benefits of learning the latest trends on how to boost the services provided, delivers the executives across the industry with the analytical and critical skills and comprehensive knowledge to develop relevant, data-driven healthcare solutions.

This program will be customized to support your organization’s specific objectives, which may include the following:

- › Formulate both short and long-term strategies in the evolving healthcare scenario
- › Help your organization to respond proactively in the dynamic healthcare environment
- › Understand the state of the art in deep learning, with real-world examples in cancer care
- › Use the most appropriate management style for every situation

H.E; testimony about MILE previous program

“ I am very pleased to join this course, have learned a lot and found this course very interesting. The quality of the global speakers, participants and the interaction with them was a great help for me to learn more. The mix of program activities, case studies and Q&A has helped me in the arena of leadership and decision making Having a great education in a great place like Madinah is the best one can hope for ”



**H.E. Dr. Tawfeek AlRabeah**  
Minister of Health  
Kingdom of Saudi Arabia



Saturday 19 March, 2022	Sunday 20 March, 2022	Monday 21 March, 2022	Tuesday 22 March, 2022	Wednesday 23 March, 2022
<b>Technology Innovation, Machine Learning &amp; Artificial Intelligence: Myths and Realities</b>	<b>Patient-Centered Care Strategy</b>	<b>Total Quality Management</b>	<b>Strategic Planning &amp; Performance Management in Healthcare</b>	<b>Managing Vital Technologies for Rapid Response in Healthcare Crises</b>
<b>Prof. Gregory Sorensen</b> Supervisory Board of Siemens Healthineers, Former Professor, Harvard Medical School, USA	<b>Prof. Salman Rawaf</b> Director of WHO, Collaborating Centre for Public Health Education and Training, Imperial College London, UK	<b>Dr. Osama Mosallam</b> TQM Dr. American University of Cairo   Dr. of Healthcare Management, Boston University, USA	<b>Dr. Mohamed M. Mahmoud</b> CEO, MILE, KSA Wharton Alumnus, USA	<b>Dr. Najib Azhar</b> Visiting Professor Biomedical Engineering Technology Former Dean Biomedical Engineering Barrett Hodgson University

## Strategic Planning & Performance Management in Healthcare

Healthcare management teams are prone to focus excessively on short-term financial & services results – information reported after the damage is done, for better or worse. This is why the balanced scorecard lives up to its name.

This module introduces the key principles, tools of Strategic Planning that will be discussed and the criteria that measured performance from three additional perspectives—those of customers, internal business processes, and learning and growth.

Other topics on:

- KPI
- Performance Management
- Dashboard

### Key Takeaways:

The concept of Balanced Scorecard will be covered in details with many local cases studies from Hall of Fame Award-Winning Organizations, where the speaker assumed leading role. The current role of the speaker as advisor of the National Center of Performance Measurement of Public Entities, will allow him to shed light on most relevant KPIs developed for 'KSA Vision 2030' and the 'National Transformation Programs' focusing on healthcare sector. Participants will have the opportunity to apply the introduced Strategic Planning toolkits to their own organizations in group settings.

## Patient-Centered Care Strategy

- Understand PCC model and its pivotal role in planning, management and delivery of health services
- Participate in Interactive exercises to explore the importance of healthcare systems and health care delivery (e.g. integrated healthcare)
- Learn to develop PCC strategies both in public and private healthcare services
- Recognize the importance of Human Resource for Health (HRH) development in PCC model
- Explore the key role of health leadership in evolving services and products that match the expectations of patients and consumers

## Total Quality Management

- What is Quality?
- History of Quality and its leaders
- The patients' rights
- Teaching hospitals to fly: Checklists!
- What is accreditation? Why?
- What is Sigma? Why Six?
- Physiology of Six Sigma
- Anatomy of Six Sigma?
- Six Sigma Lab: Six Sigma Tools
- Why Six Sigma in Healthcare?

## Technology Innovation, Machine Learning & Artificial Intelligence: Myths and Realities

- Will artificial intelligence replace doctors?
- Is blockchain going to invade medicine?
- Are computers going to be our slaves, or our masters?
- What is hype versus reality in technology in modern medicine?

### Key Takeaways:

This session will address these questions and more. Attendees will come to understand the state of the art in deep learning, with real-world examples in cancer care. Attendees will gain hands-on experience with machine learning tools, and learn to sort out myth from reality with specific examples from real-world problems and solutions. An emphasis on practical knowledge and problem-solving will make this session a solid opportunity to gain insights into how technology will change the practice of medicine — and how it will not.

## Managing Vital Technologies for Rapid Response in Healthcare Crises

- There has been exponential proliferation in the use of medical technologies in healthcare.
- An even greater growth is projected as Artificial Intelligence (AI) applications in Healthcare lead all other industry sectors.
- Healthcare Systems and Technologies are usually

designed and planned to meet the typical needs.

- However, in Healthcare Crises there is an even greater demand on rapid response and adaptability to rapidly changing unplanned and/or unknown conditions.
- The main features and factors, and of various contributing technologies under unexpected situations will be presented, along with identifying some problems.
- Finally, the facets and aspects of Resilient Healthcare, approach, a recent development based on Resilience Engineering will be introduced

### Key Learning Objectives:

- What are the various categories of technologies being used in healthcare
- What are the characteristics, advantages and possible hazards of these technologies
- What is the importance of understanding the working principles of these technologies and having appropriate training in them.
- What is an healthcare crisis, and what are additional factors that come into play in healthcare crises
- What are the challenges in an epidemic and pandemic
- What is the difference between Safety-I and Safety-II
- What is Resilience and what is Resilience Engineering
- What is Resilient Healthcare and how does it improve patient outcomes

**TOTAL NUMBER OF GRADUATES**

**207**

# Meet Leaders in Madinah

Technology & Innovation in Healthcare

Thursday

24 March, 2022

## Technology

- Session #01: A Speaker from Ministry of Health.
- Session #02: National Health Information Center
- Session #03: Technology in healthcare – Dr. Mussaad Al-Mazouki.
- Session #04: Technology in retail (healthcare) – Dr. Sarah Turkistani

## Innovation

- Session #05: Digital Transformation in Healthcare – Mr. Khaled Al Mansouri
- Session #06: Entrepreneurship in innovative research - Dr. Ahmed Alaska
- Session #07: Innovation in Organizations - Dr. Ahmed Al Omari
- Session #08: Eng. Hany Madkour, BBI Technologies

## Forum Speakers



وزارة الصحة  
Ministry of Health



الهيئة العامة للاستثمار  
General Investment Authority



كلية الأمير  
محمد بن سلمان  
لإدارة وريادة الأعمال  
Prince Mohammad  
Bin Salman College  
Business & Entrepreneurship



المركز الوطني للمعلومات الصحية  
NATIONAL HEALTH INFORMATION CENTER



النهدى  
nahdi



مركز الابتكار والتكامل المؤسسي  
INNOVATION & CORPORATE INTEGRATION



جامعة الملك عبد الله  
للعلوم والتقنية  
King Abdullah University of  
Science and Technology



KLSC  
الشركة الكويتية للعلوم الحياتية  
Kuwait Life Sciences Company



نيوم NEOM



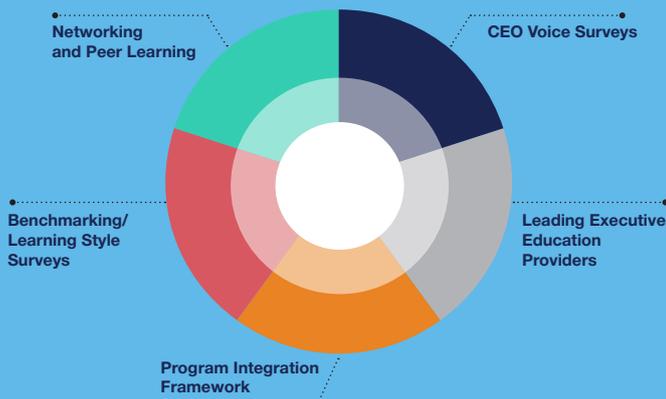
وادي طيبة  
TAIBAH VALLEY



## Program Design Methodology

A complete package for rejuvenation of your leadership skills!

MILE follows a unique and comprehensive methodology for designing its programs. Our innovative methods and use of proprietary frameworks will help you to address all aspects of business leadership and implement an agenda to enhance both your own and your organization's performance. We follow a cycle of program design and a standardized methodology to ensure the quality and rigor in our pedagogy offers more than just an academic curriculum.



## Extended Program Benefits

- > Free Webinars (Pre/Post Program)
- > Pre-Program Online Assessments
- > One-on-One psychometric assessment and coaching by Talxes.
- > Extensive readings of selected publications, books, and reports in PDFs
- > Networking with decision makers and subject experts
- > World's best-selling books
- > Executive 2.0 Coaching
- > Free Medical Check-up
- > Madinah Field Trips and Islamic History Museum
- > Complimentary Umrah (applies to international participants)
- > The evening session on practical Certification on EFQM, KPI & ADKAR

## Why to Participate

- > Earn CME hours from the Saudi Commission for Health Specialties (SCFHS)
- > Learn the latest trends in healthcare leadership and acquire world's best practices from top-notch industry leaders
- > Explore the technical expertise and know how, accompanied with spiritual, physical and emotional quotient that are unique to our program design methodology
- > Test your leadership skills to the maximum in a friendly environment
- > Benefit from the region's most effective and relevant networking session

## Who Should Participate

This program is designed for healthcare executives who lead or manage healthcare delivery services, including:

- Senior health system and health care executives – including Chief Executive Officers, Chief Medical Officers, Chief Strategy Officers, Senior Vice Presidents, and Vice Presidents
- > CEO & Hospitals General Managers
  - > Medical Colleges Directors
  - > Departmental Heads
  - > Healthcare Insurance Providers
  - > Government Officials in Healthcare
  - > OD & Training Directors
  - > Healthcare Policy Makers

## Program Investment

#	*Full Program without Accommodation (6 Days)	*Conference Only
Book & pay before 20 Feb 22	US\$ 3,950	US\$ 300
Book & pay before 20 Feb 22	US\$ 4,350	US\$ 500

\* Full Program (6 Days) with Accommodation: US\$ 5,350.

\* Kindly, request for the sponsorship package (group discount) to register more than five delegates.

## INCLUSIVE OF

- > Program Registration Fee
- > Free Medical Check-up
- > One-on-One psychometric assessment and coaching
- > Madinah Field Trips and Cultural Dinner
- > Complimentary Umrah (applies to international participants)
- > If your registration is the full program (6 days) with accommodation, full accommodation at Five Star Hotel at the same program venue in Madinah Including: Bed and Breakfast, Lunch & Coffee Breaks

Note: It is imperative to apply early to this program because the pre-program assessments and readings begin 3 weeks before participants' arrival.

## For More Information

- Mr. Khazi M. Zafar | Program Director
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## DIAMOND SPONSORS



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