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Improve your culture, improving your healthcare system

Rehab Al Ameri

Abu Dhabi Quality and Conformity Council, UAE

Introduction: Coming from Abu Dhabi Economy 2030 vision, “Abu Dhabi as a sustainable, diversified, high-value-added economy that encourages enterprises and entrepreneurship and well integrated in the global economy leading to better opportunities for all”, this lecture is giving a real example of steps taken by Abu Dhabi Government in creating a culture of excellence through building a quality infrastructure that can ensure first accurate outcomes, second high quality services and finally sustainable quality performance that can lead to excellence among all service sectors within the emirate of Abu Dhabi over the coming 16 years. It highlights a real life methodology that has been deployed by government of Abu Dhabi to overcome all obstacles and challenges that can be faced through the journey of improving quality of lives. Following simple principles from this example which carries all key success factors will allow healthcare providers pursuing success to succeed and create differences. The presentation will take the viewers to the main reasons of why developing a culture of excellence is needed? Is it a staff needs or hospital management wish or a global mandate? Are we living in a culture of excellence within your hospital or we are away far from it?

Discussion: The answer will be addressed through presenting a role of Abu Dhabi government to set an example for organizations involved with healthcare services in developing the culture of excellence. The topic will bring the viewer to the real ground of the current situation of Abu Dhabi in general and in healthcare system. How healthcare providers and other can contribute to 2030 vision and fulfilling the mandate in society pillar within that vision and giving examples from other industries which taken as an example for Healthcare industry.

Conclusion: Developing a Culture of Excellence should come from a believer of excellence and it is always about a value that can be differing from one to another. Leader should always listen to that radio station (WIII FM)]which is What Is In It For Me and to others radio station too (WIII FT) which is What Is In It For Them, trying to find the link between these two stations to minimize the noise within the two frequencies. Once the goals, objectives, thoughts, dreams, resources, efforts, believes were harmonized and aligned the journey through excellence will be easy, enjoyable and productive for good not only for the patients but to all.

Biography

Rehab Al Ameri is senior specialist of Conformity Assessment Body Services at Abu Dhabi Quality and Conformity Council since 2012, responsible for controlling, regulating and setting up strategies and criteria for Abu Dhabi conformity assessment bodies to ensure their competency and improving their quality performance that allow them to get international recognition. Dr. Rehab spent her carrier life of 11 years in military, worked as an officer Gastroenterologist at Zayed Military Hospital in Abu Dhabi until reached Major rank before leaving military life in 2011. In 2006-2009 worked as Gastroenterologist in Royal London and Barth Hospital in London, during that time she earned her MSc in scientific research on the NK-cells behavior toward Cryptosporidiosis infection in HIV patient and rewarded with higher distinction from Queen Mary University London-UK.

rehab.alameri@gmail.com

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