
Dubai to host the 3rd Annual International Patient Experience Summit & Awards



Patient experience improvement has become one of the top priorities for healthcare organizations in the next years. Like other industries, healthcare is facing new challenges generated by financial profitability, rising competition, increasing demand for high-quality care experience, and disruptive technologies such as omni-channel interactions and artificial intelligence. The ability to adopt innovative approaches to keep patients connected to the ever-changing healthcare ecosystem is highly crucial for business sustainability.

After the success of last year, Fleming is proud to organize the [3rd International Patient Experience Summit & Eminence Awards](#), taking place the 11 – 12 September 2019. During this two-day event, health care professionals from across the country will take a deep dive into the topic of humanizing care, discussing how they stay committed to improving the patient experience within their respective organizations through purpose-driven, compassionate care models. Attendees will enjoy interactive presentations, personalized workshops and networking with industry thought leaders, leaving with actionable takeaways that can have an immediate impact on their hospital or health organization.

The attendees of the GCC's largest patient experience conference will discover how to empower the patient experience through clinical advancements like enhanced focus on technology, international application and innovation, and patient-inclusive design thinking.

Featured speakers include:

Dr Ramadan Alblooshi, Chief Regulatory Officer at the *Dubai Healthcare City Authority – Regulatory – UAE*. Speaking from a policy standpoint on the importance of patient experience in the healthcare ecosystem Dr Ramadan said: "When we visit a doctor, we do not just want a seamless medical consultation, we want an authentic human connection. For us at Dubai Healthcare City, a free zone that is home to more than 170 clinical facilities including hospitals and multispecialty centers, patient experience is influenced from a policy viewpoint. Through our policies and standards, we ensure that quality and clinical excellence drive patient care and safety, which in turn impact a patient's experience."

Other distinguished personalities from the Healthcare industry such as

Professor Dr A.F. Alassaf
American Institute of Healthcare Quality - USA
Executive Director

Dr.Safana Al Saidi
Ministry of Health – Oman
Section Head of Quality Research and Chemical Specialist

Samra Al Barwani
Ministry of Health – Oman
Director Patient Safety and Risk Management

Dr Ismail Hassan Hamade
Corniche Hospital – SEHA - UAE
Medical Affairs Director, Medical Administration - CMO

Dr. Bassam Saleh Hasan Mahboub
Rashid Hospital Dubai Health Authority - UAE
Consultant & Head of Pulmonary Medicine

Dr. Taha K. Ibrahim Al-Hazarmerdi
General Manager
Dr. Sulaiman Al-Habib Hospital/ Clinics UAE

Dr. Howard S. Podolsky
Group Chief Executive Officer
Cambridge Medical and Rehabilitation Center

Dr Maya Mallat Yassine

Abu Dhabi Health Services Company – SEHA, UAE
Group Quality Director, Group CEO Office

Dr. Pawan Kumar Gupta
Thumbay Group – UAE
Chief Quality Officer

Dr. Camille Sirgi
Bareen Hospital - UAE
Chief Executive Officer

Riaz Khan
International Modern Hospital - UAE
Chief Executive Officer

Dr Sheriff Sahadulla
KIMS Healthcare Group – Bahrain
Chief Executive Officer

More than 150 participants will hear on topics ranging from strategy & leadership, culture, PX measurement, sustainability, nursing excellence to design thinking, patient engagement and caregiver experience and much more.

[For more info visit the 3rd International Patient Experience Summit's website here.](#)

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