



"IVth Program on Management of Community Eye Care"

EICO, Magrabi Foundation Premises

Cairo: 4 – 7 February 2015



Certified Course on:

Management Challenges in Comprehensive Eye Care Delivery

February 2015



Magrabi Eye Hospital Bldg. El-Sayeda Nafissa' Mosque Square,

P.O.Box: 124 Manial El-Roda, 11553 Cairo, Egypt.

Tel: 002 02 23638222. Fax: 002 02 25329466

Agenda

Time	Broad Title	Faculty
	Day 1: Wednesday; 4th February, 2015	
08:30 – 09:30	Registration and Snack Breakfast	
09:30 – 09:45	Introduction of Participants	Group
09:45 – 10:00	Preface on the Course Advantages & Introducing of the Guest Speakers	Dr. Gamal Ezz El-Arab
10:00 – 12:00	Proactive Risk Management (PRM)	Dr. Malathi Arshanapalai
12:00 – 12:15	Inspiration & Coffee Break	Group
12:15 – 14:15	Change Management	Dr. Ilham Youssry
14:15– 15:00	Lunch Break	
15:00 – 17:00	Decision Making	Dr. Ilham Youssry
17:00 – 17:30	Open Discussion	

Time	Broad Title	Faculty
	Day 2: Thursday; 5th February, 2015	
08:30 – 09:00	Snack Breakfast	
09:00 - 09:30	Summary of Day 1 (self-reflection & group overview)	Participant/ Group
09:30 - 10:30	How to get Management related to Community Ophthalmology?	Dr. Gamal Ezz El-Arab
10:30 – 12:00	Patient Safety	Dr. Malathi Arshanapalai.
12:00 – 12:45	Tour at Magrabi (normal-pay & low-pay) Hospitals: * Front & Back Offices * Medical Records, * OPD & IPD (in both hospitals), * Optical Shops (normal & economic). * Optical Workshop, * Ebsar Center, Library, Wetlab & Surgical Simulator.	Mr. Bahaa Sabry
12:45 – 13:00	Coffee Break	
13:00 – 13:45	Management Information System (MIS) as an adhering tool to Patient Safety	Magrabi Hospital Team
13:45 – 14:30	Proper Medical Records	Magrabi Team
14:30 – 14:45	Open Discussion	
14:45 – 15:30	Lunch & End of the Day	

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Time	Broad Title	Faculty
Day 3: Friday; 6th February, 2015		
08:30 – 09:00	Snack Breakfast	
09:00 – 09:15	Summary of Day 2 (self-reflection & group overview)	Participant/ Group.
09:15 – 10:00	Management of Safety for Patients' Flow	Magrabi Team
10:00 – 11:45	Patient Satisfaction (Patient Pulse)	Dr. Malathi
11:45 - 12:45	Gamma Prayers	
12:45 – 13:00	Coffee Break	
13:00 – 14:00	Methods to Measure Patient Satisfaction	Magrabi Team
14:00 – 14:45	Lunch Break	
14:45 – 16:00	Quality Assurance	Dr. Malathi
16:00 – 16:30	Open Discussion	

Time	Broad Title	Faculty
Day 4: Saturday; 7th February, 2015		
08:30 – 09:00	Snack Breakfast.	
09:00 – 09:15	Summary of Day 3 (self-reflection & group overview)	Participant/ Group.
09:15 – 10:00	Key Performance Indicators (KPIs) as Strategic & Monitoring Management Kits	Mrs. Nermine El-Bahtimy
10:00 – 10:45	Informative Memorandum / Interim & Final Report; Design, Display, Prioritize Recommendation	Mr. Abdel-Moneim Minshawi
10:45 – 11:30	Agreements / Protocols / Executive Programs for Lateral Cooperation / Contracting	Mr. Abdel-Moneim Minshawi
11:30 – 12:00	Coffee Break	
12:00 – 12:30	Project Pre-proposals: Translate your Innovative Ideas into Action	Mr. Abdel-Moneim Minshawi
12:30 – 13:15	Interactive Session on; Participants' Feedback & Evaluation of the Faculty/ Presented Materials, Methodology & Didactics Followed and Recommendations for Next Programs.	Participants with Dr. Gamal Ezz El-Arab & Mrs. Nermine El-Bahtimy.
13:15 -13:45	Closing Ceremony & Certificates Awarding	Dr. Gamal Ezz El-Arab
13:45 – 14:30	Lunch and End of the Event	



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Brief Note

Organizers:

- Egypt Institute of Community Ophthalmology (EICO) , Magrabi Foundation, Egypt
- Christofel Blindenmission Eastern-Mediterranean Regional Office (CBM-EMRO).

Venue:

Egypt Institute for Community Ophthalmology (EICO), Magrabi Foundation, Magrabi Hospital Bldg, El-Sayeda Nafissa' Mosque Square, Misr El-Kadema, Cairo, Egypt

Duration:

4-days' Program: Wednesday – Saturday; 4 – 7 February 2015.

Motive:

Providing that MANAGEMENT is the cornerstone for any humanbeing' activities for life and as long as HEALTH is the most fateful force for human to keep his own/ family' / nation' pulses of life;

Recognizing that Health is still one of the ancestral norms which encumber improving the quality of life in our developing and under-developed communities;

Believing in the crucial importance of HEALTH-MANAGEMENT as a dynamic mechanism for sustaining quality in health Care delivery to general population through scientific- & evident-based methodologies and best mobilization of the available resources;

Considering the currently going-on of the political-enhancement to adopt public/private partnership (PPP) strategies in community-development challenges;

Hence; this course is feasibly aiming to support decision makers by a well-designed structuring concept, bases and skills for providing comprehensive & community-oriented health services in general with focusing on eye care in-particular.

Target Groups:

Health & Eye-care personnel related to services providing; in public (governmental), civil-societal organizations (CSO) and private health hospitals (of CSR policy) as per the (but not restricted to the) following cadres:-

- Managers / Mid-Management of Hospitals, Medical Centers and Poly-clinics,
- Deputy-Directors & Heads in Health Provincial Directorates (Moderiat El-Seha),
- Health-Projects / Development-Programs' Managers / Coordinators,
- Physicians / Optometrists / Head-Nursing of managerial interest.
- NGOs, SCOs, Community Leaders, Non-Health Influential People and Social Activists in slum & rural deprived areas.

Objectives:

- Active learning on the assessment & management of the available resources.
- Measuring progress of performance & quality at your hospital / health entity / poly-clinic; through construction of your key performance indicators (KPIs).
- Manage the clinical-intervention' load vs. heavy patient flow in public eye hospitals through innovating appropriate tools to promote services delivery at secondary health units; i.e. developing / improving adaptable systems of medical referral.
- Manage the challenges & risk factors in providing affordable medical care services.
- Keep the standards & precautions of patient safety & patient rights and monitor & achieve the particularities for patient satisfaction.
- Gradual transfer to a relevant management information system (MIS) according to the internal circumstances & external environment as per to each health entity.

Synopsis:

- Current profile for eye health and the rationale for community eye care in Egypt.
- Management skills & talents for better utilization of people, materials & systems.
- Management-Mechanisms for supporting proper decision making in proper timing.
- Total Quality Management (TQM), Proactive Risk Management (PRM) and Change Management as effective modules for efficient up-take of health-care services and for adherence to patient safety & patient pulses.
- Management Information System (MIS) & computer-software-aided applications in operational / administrative work, control and follow-up.
- Monitoring, Evaluation and Reliable Key Performance Indicators (KPIs)

Faculty:

According to the Agenda and the Presentation-list Order:-

- Dr. Gamal Ezz El-Arab, Medical Director, Magrabi Foundation and Principal Coordinator of EICO, Egypt,
- Dr. Malathi Arshanapalai, Head, Medical Services, Clinical Compliance & Education, Manipal Health Enterprises, Bangalore, India.
- Prof. Dr. Ilham Youssry, Professor of Pediatrics, Faculty of Medicine, Cairo University, Egypt and Certified Trainer at the American University in Cairo (AUC) and other international institutions.
- Mr. Bahaa Sabry, Sustainability Programs Director, Magrabi Foundation,
- Mrs. Nermine El-Bahtimy, Resource & Training Center' Director, Magrabi Foundation and EICO' Faculty.
- Mr. Abdel-Moneim Minshawi, R&D Director, Magrabi Foundation and EICO' Faculty.



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Methods of Learning / Instruction:

- Lecturing,
- PowerPoint Presentation,
- Interactive Workshops,
- Group Working,

Official Language:

The official language for teaching, hands-out & read-me materials are in English. It is kindly requested that **all applicants should be fluent in English communication** to be eligible for joining us in this course. Due to time-factor allotted by our Guest Speakers/ Tutors; no simultaneous interpretation would be available.

Seats Available:

15 – 20 Participants; for easier personalized tuition communication, interaction, round tables and group working.

Fees: Totally free.

Who could apply?

Egyptian, Arab and Non-Arab Regional / African Nationals as the following categories:-

- Medical, Operational & Administrative Managers of Eye Hospitals / Entities from public (governmental) & private (of CSR policy) sectors and Non-Governmental / Civil Societal Organizations (NGOs/CSOs).
- Heads of Primary and Proactive & Preventive Departments in the central and provincial Ministry of Health.
- Programs' Managers and Projects' Coordinators in Preventive & Integrated Eye Care Activities,
- Individual Ophthalmologists, Nurses-in-Chief and Optometrists of self-interest to community / comprehensive Eye Care Services Delivery in adequate quality & high volumes,
- Community-Leaders and Health & Non-Health Social Activists & Volunteers.

How to apply?

Interested / eligible applicants are kindly requested to copy and complete the following Application Form (word format is attached) and send it printed with a short resume to Mrs. Nermine El-Bahtimy, e-mail: nermine@alnoor.org.eg or fax #: 02 2532 9466.

For Further Information; Please call 010000 62011 or 01222 958 212 during Saturdays through Thursdays, 10:30 – 14:30.



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Faculty' Short Bios

Dr. Gamal Ezz El-Arab,
Medical Director, Magrabi Foundation and
Principal Coordinator,
Egypt Institute of Community Ophthalmology (EICO), Egypt

Merits:

- MSc. in Clinical Ophthalmology, Al-Azhar University, Cairo, Egypt.
- Certificates in Community Eye Health and Tropical Eye Diseases, Faculty of Clinical Sciences, University College of London (UCL).
- Medical Advisor for the Christofel Blindenmission (CBM) Regional Office for Western Asia North Africa & Eastern Europe.
- Short Term Consultant for the Program of Prevention of Blindness in Eastern Mediterranean Regional Office, WHO-EMRO.

Experiences:

- Technical Advisor for Programs done by CBM' local partners & included service providers groups and disabled people organizations (DPOs) in Egypt, Morocco, Yemen, Jordan, Syria, Lebanon, Palestine (Gaza & West Bank), Pakistan and Afghanistan.
- Consultant for the WHO-EMRO Prevention of Blindness Programs and input for the national eye care programs in Yemen, Pakistan, Morocco, Libya, and Tunisia.
- Membership at the task force for Global Elimination of Trachoma by the Year 2020.
- Principal Investigator for field-studies on; prevalence of low vision, blindness and trachoma.
- Instructor and Training Coordinator on Gender & Eye Care.
- Faculty, Moderator, Coordinator, Speaker and Participant in international and local workshops in The Philippines, African Countries in Kilimanjaro Center for Community Ophthalmology (KCCO), Tanzania and Pakistan Institute for Community Ophthalmology (PICO), Pakistan.
- International Speaker on; Disability Monitor Initiative Steering Committee, Middle East African Council of Ophthalmology and Mediterranean Society for Ophthalmology.
- Local Speaker on; Code of Ethics for the Civil Societies, Impact of Electronic & Plastic Waste on Health, Gender, Socio-cultural and Economic Context of Trachoma and Blindness in Egypt.
- Training coordinator on community eye health, gender, disability and strategic planning.
- Editor and reviewer for literature on health, disability and development,
- Evaluator and assessor for programs and providers in health and disability,
- Clinical doctor for eye and visual disability

Contacts:

e-mail: gamalezzelarab@yahoo.com

Mobile #: 0020 100 1766144

Dr. Malathi Arshanapalai,
Head, Medical Services,
Clinical Compliance and Education,
Manipal Health Enterprises,
Bangalore, India.

Merits:

- M.D in Physiology, Bombay University.
- Hospital Administration, Tata Institute of Social Sciences, Bombay.
- NABH (national Assembly for Bangalore Hospitals) Principal Assessor & Faculty.
- Quality Council.
- Medical Advisory & Review Boards.

Experiences:

- Over 15 years of experiences in teaching & research.
- Head of Clinical Quality & Compliance and Responsible for implementing Clinical Protocols in Manipal group of hospitals, Bangalore, India.
- Train, support & audit NABH standard implementation at various hospitals across India.
- Play a key role in implementation of JCI standards at Wockhardt hospitals, India.
- Implement Non-Clinical & Clinical Standards and Developed dash board for Monitoring Quality at Manipal Group.
- Develop Risk Management Strategies & key role in Customer Satisfaction.
- Conduct workshops on Stress management;
- Responsible for Service Excellence & Service Recovery.
- Develop curricula for Fellowships in collaboration with specialty departments of Manipal University & RGUHS (Karnataka).
- Coordinator for Educational Programs for DNB (Diplomate of National Board).

Active role in Committees:

- Scientific & Ethics Committees.
- Infection Control Committee
- Management Review Committee.
- Hospital Safety Committee.

Contacts:

e-mail: malathi.a@manipalhospitals.com

Mobile: 0091 99007 99211

Prof. Dr. Ilham Youssry,
Professor of Pediatrics,
Faculty of Medicine, Cairo University and
Certified Trainer,
American University in Cairo (AUC), Egypt

Merits:

- MD in Pediatrics, Cairo University, Egypt.
- MHPE (Master in Health Profession Education), Maastricht University-Netherlands and Suez Canal University Egypt.
- CT (Certified Trainer) by the International Board of Certified Trainers (IBCT) in Netherlands.
- FAIMER (Fellow of the Foundation for Advancement of International Medical Education and Research), Philadelphia, USA.
- Editorial Intern in Medical Education, UK

Experiences:

More than twenty years of experience in training and teaching at both national and international levels, as she is;-

- teaching, assessing and constructing curricula for under-graduates and post-graduates medical students & fellows,
- a researcher in the medical and educational fields with more than thirty publications in the national and the international journals,
- a certified trainer/ instructor in national and international programs/ courses as: the Egyptian Fellowship (El-Zamalla El-Masrya), the Faculty and Leadership Development Programs (FLDP), the Training of Trainers (TOT) of the Royal college of Surgeons, Ireland (RCS-I) and the American University in Cairo (AUC).
- be as a FAIMER member, is exposed regularly to the recent teaching and assessment strategies.
- is an editor and reviewer for international scientific journals.

Contacts:

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ilhamyousry@kasralainy.edu

Mobile: 0020/1001684117 and 0020/1205555848

Nermine El-Bahtimy,

Training & Resource Center Director, Magrabi Foundation and
Faculty,
Egypt Institute for Community Ophthalmology,
EICO, Egypt

Merits:

- Diploma, Health Care & Hospital Management, American University in Cairo (AUC), Egypt.
- BSc in Accounting, Faculty of Commerce, Ain-Shams University, Egypt.
- Egypt Representative in the Healthcare Information For All Organization (HIFA), USA.
- Member in the Association of Vision Science Librarians (AVSL), USA.
- Member in the Association for Health Information & Librarians of Africa (AHILA), Tanzania.
- English Communication Skills, Texas University, USA.
- Proper Resources Coordinator, British Columbia Center of Epidemiology & International Ophthalmology (BCCEIO), Vancouver, Canada.
- Corporate Social Responsibility (CSR), Magrabi Eye & Ear Hospitals, Jeddah, Saudi Arabia.

Experiences:

- Assistant to the Scientific Program Director, Middle East African Council of Ophthalmology (MEACO), Jeddah-Saudi Arabia & Cairo, Egypt.
- Coordinator & editor for MEACO programs.
- Participate in the Strategic Planning & Action Plans, Magrabi Foundation & EICO.
- Assessing & designing the training needs for ophthalmic personnel; medical, paramedical, operational & managerial staff.
- Organizing, implementing, supervising progress, appraisal & evaluation of the continuous medical education (CME), fellowships & training programs
- Keeping the state-of-the-art of training and educational materials, references & contents up-to-date at the Resource Center & Library of Magrabi Foundation.
- Arranging, supporting logistics and organizing of the scientific & round-table meetings for the international guests / panelists to EICO, Egypt.

Contacts:

E-mail: nermine@alnoor.org.eg

Mobile: 0020 10000 62011

Abdel-Moneim Minshawi,

Research & Development Director, Magrabi Foundation and
Faculty,
Egypt Institute for Community Ophthalmology,
EICO, Egypt

Merits:

- MBA in General Management, National Institute for Higher Management, Sadat Academy for Managerial Sciences, Ministry of Higher Education, Cairo, Egypt.
- BSc in Zoology, Faculty of Science, Ain-Shams University, Cairo, Egypt,
- Member, Association of Vision Science Librarians (AVSL), USA.
- Member, Global Sight Initiative Network (GSI), Seva Foundation, USA.
- Member, International Federation for Scientific Editors (IFSE), USA.
- Ex-Member, Board of Directors (BoD), Research Institute of Ophthalmology (RIO), Egypt.
- Ex-National Focal Point in Health R&D, within the inter-governmental Protocol on Scientific Research & Development between Egypt and Tunisia, Ministry of Scientific Research, Egypt.
- Ex-Member, Scientific & Medical Research' Ethical Committee, Academy of Scientific Research & Technology (ASRT)

Experiences:

- Ex-General Director of International Scientific Relations and Research & Development Affairs at the Research Institute of Ophthalmology (RIO), Ministry of Scientific Research, Egypt.
- Ex-Director of Scientific & Technological Agreements Department, Academy of Scientific Research & Technology (ASRT), Egypt.
- Project Manager, Mentoring Public Eye Hospitals in Upper-Egypt, Magrabi Foundation within the GSI Initiative Network,
- Manager, National Program on Qualifying & Training of Fresh Medical Graduate, RIO.
- General Coordinator, Occupational Ophthalmology Programs; Surveys, Treatment & Referral, RIO in partnership with GOs and NGOs
- General Coordinator, National Program for the Prevention of Blindness (NPBL), RIO & World Health Organization, Geneva (WHO-HQ) and the Ministry of Health, Egypt.
- R&D Coordinator, National Survey on Common Eye Diseases and V. A Deficiency among Primary Schoolchildren in Egypt, RIO & ASRT and the Ministries of Education & Health.
- 5 papers on “Socio-Cultural-economic Systems in International Scientific Cooperation, Management, Marketing” and “Development of Grant-funded Projects” & “Scenario Techniques in R&D Forecasting”.
- 2 papers on Training as a Sustainable Development Tool.

Contacts:

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Registration Form

**Certified Course on:
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Title:

Full-Name:

Current Position:

Current Affiliation:

Previous Postions, at least for the last 5 years: which, when & where:

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-
-
-

Contacts:-

- Address:

- Mobile #:

- e-mail:

In your opinion; What’s Management?

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Why you’re applying to this course?

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What are your expectation by the end of this course?

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