

14. QPS 2020

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13-16 December 2020

11. HHK 2020

www.hastahaklarikongresi.org

13-16 December 2020

13 December 2020 – Sunday

12:00 – 24:00 Registrations

14:00 – 17:00 COURSE OF EFFECTIVE PRESENTATION TECHNIQUES / Trainer = “Asst. Prof. Dr. Ali ARSLANOĞLU”

18:30 – 19:30 Congress Registrations and Welcome Cocktail

14 December 2020 - Monday

09:30 – 10:30 Official Opening Speech and Opening Ceremony /

Prof. Dr. Seval AKGÜN, Congress Chair, President of Health Care Academicians Association, Chief Quality Officer and Professor of Başkent University Hospitals Network, **TURKEY**, Adjunct Professor, University of North Carolina at Pembroke, **USA**

Prof. Dr. Allen C. MEADORS, Co-Chair Chancellor Emeritus, University of North Carolina at Pembroke, **USA** **ONLINE**

Prof. Dr. Fiğen Çizmeci SENEL, TUSEB- Presidency of Turkish Healthcare Institutions, Institution of Turkish Healthcare Services Quality and Accreditation, **TÜRKİYE** **ONLINE**

Mustafa ÇAKMAK, HAKSAD – Patient Rights Defense Research and Development Association, President, Ankara, Türkiye

T.R. Ministry of Health - One Representative

10:30 – 10:45

Coffee Break

10:45 – 12:00 OPENING CONFERENCE - Hall 1 / **JOINT SESSION** - WEBINAR - **ONLINE**

Chair

Prof. Dr. Seval AKGÜN, MD, PhD, Congress Chair, President of Health Care Academicians Association, Chief Quality Officer and Professor of Başkent University Hospitals Network, **TURKEY**, Adjunct Professor, University of North Carolina at Pembroke, **USA**

PERCEPTION OF PATIENT SAFETY CULTURE AMONG HEALTH-CARE PROVIDERS IN ACUTE HOSPITAL

Dr. Ahmad AL KHATEIB, Professional Academy, **SAUDI ARABIA** **ONLINE**

THE SUSTAINABILITY ASSESSMENT OF THE QUALITY IMPROVEMENT IN MOROCCO PRIMARY HEALTH CARE FACILITIES.

Speakers

Zaadoud Brahim, MD, Ph.D. Doctor Physician, ancient responsible of Disease control and prevention and ancient responsible of Quality auditor and facilitator and researcher in Quality Improvement in health care, **FAS** **ONLINE**

HOSPITAL WASTE MANAGEMENT SAFETY COST-EFFECTIVE INITIATIVE IN OMANI TEACHING HOSPITAL

Dr. Yasmine Al Hatimy, Sultan Qaboos University Hospital, Sr. Specialist Consultant in quality, accreditation, clinical risk & patient safety,

Muscat, Oman

12:00 – 14:00

Lunch

14:00 – 15:30

CONFERENCE – 1 -Hall -1 / CONFERENCE – 2 -Hall 1

JOINT SESSION / WEBINAR - **ONLINE**

Innovation on Digital Health in Quality in Health, Accreditation and Sustainability of Patient Safety programs / Quality and Accreditation Practices and Implementation on Clinical Services

Dr. Zakiuddin AHMED, President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, President, Healthcare Paradigm, Director Digital Health, PharmEvo, President, OPEN Karachi, CEO, Medical Voice, Digital Care, Virtual Healthcare Professionals, **PAKISTAN**

Chair

CONFERENCE – 1 -Hall -1 / CONFERENCE – 2 -Hall 1

JOINT SESSION / WEBINAR - **ONLINE**

EFFECTIVE COMMUNICATION METHODS BETWEEN THE PATIENT AND THE HEALTHCARE PROFESSIONAL PREVENTION OF VIOLENCE IN HEALTHCARE INSTITUTIONS

Dr. Zakiuddin AHMED, President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, President, Healthcare Paradigm, Director Digital Health, PharmEvo, President, OPEN Karachi, CEO, Medical Voice, Digital Care, Virtual Healthcare Professionals, **PAKISTAN**

INTERNATIONAL IMPLEMENTATIONS AND INNOVATIONS IN PATIENT SAFETY AND AND CLINICAL QUALITY

Dr. Zakiuddin AHMED, President, Healthcare Quality & Safety Association, Project Director, Riphah Institute of Healthcare Improvement & Safety, Program Director Digital Health, King Saud University, Riyadh, Secretary Health Research & Advisory board, HRAB, President, Healthcare Paradigm, Director Digital Health, PharmEvo, President, OPEN Karachi, CEO, Medical Voice, Digital Care, Virtual Healthcare Professionals, **PAKISTAN**

BIOSAFETY AT HOME; HOW TO TRANSLATE BIOMEDICAL LABORATORY SAFETY PRECAUTIONS FOR EVERYDAY USE IN THE CONTEXT OF COVID-19

Prof. Miguel Reina Ortiz, University of South Florida, School of Public Health, Tampa Florida, **USA** [ONLINE](#)

THE FUTURE OF PATIENT SAFETY IN DENTISTRY: ADOPTING A MODERN APPROACH FOR THE 21 CENTURY

Prof. Dr. Khan Yawar Hayat, (Asst Dean Medical Education), Riphah International University, Islamabad. **PAKISTAN** [ONLINE](#)

MEASURING PATIENT EXPERIENCE IN MENTAL HEALTH SERVICES

Dr. Hatim Abdulaziz Banjar, Mental Health Nursing, Quality & patient safety specialist Eradah Mental Health Complex (addiction treatment services) jeddah, **KINGDOM OF SAUDI ARABIA** [ONLINE](#)

ENTERPRISE RISK MANAGEMENT IN HEALTHCARE ORGANISATIONS: "GOING BEYOND PATIENT SAFETY"

Dr. Hossam Elamir; MSc, PGDip, MD, CPHQ, CPHRM Healthcare Management Consultant Quality Physician & Leader of Technical Support Team, Quality & Accreditation Directorate, MOH, **KUWAIT** [ONLINE](#)

SAFETY OF ENVIRONMENT AND FACILITY IN HEALTHCARE SERVICES

Dr. Manesh Patel, Aster DM Head of Quality Assurance & Patient Safety at Aster DM Healthcare, Doha, **QATAR** [ONLINE](#)

IMPLEMENTATION OF INTERNATIONAL PATIENT SAFETY GOALS IN MENTAL HEALTH

Dr. Hatim Abdulaziz Banjar, Specialist Nurse & Quality Specialist, Patient Experience Department, Eradah Mental Health Complex - Addiction Treatment Services, Cidde, **KINGDOM OF SAUDI ARABIA** [ONLINE](#)

RAPID RESPONSE TEAM: ROLE OF A NURSE

Nadeem SHAHNAZ, TABBA HEART Institute, Nurse Services Manager, **PAKISTAN** [ONLINE](#)

The Hospital Flow Game: Building Team Skills to Manage Patient Flow

Dr. Hossam Elamir; MSc, PGDip, MD, CPHQ, CPHRM Healthcare Management Consultant Quality Physician & Leader of Technical Support Team, Quality & Accreditation Directorate, MOH, **KUWAIT** [ONLINE](#)

Quality in health, accreditation and human factor in patient safety

Dr. Manesh Patel, Aster DM Head of Quality Assurance & Patient Safety at Aster DM Healthcare, Doha, **QATAR** [ONLINE](#)

COIR INDUSTRY WAS ONE OF THE MAIN INDUSTRIES OF KERALA WHICH PLAYED AN IMPORTANT ROLE IN THE ECONOMY OF THE STATE. COIR INDUSTRY IS A WOMEN DOMINATED TYPICAL TRADITIONAL COTTAGE INDUSTRY, LOCATED IN AND AROUND THE COASTAL AREAS OF KERALA, INDIA.

Dr. Bindhya Vijayan, Qualitative data analyst, Public Health Specialist, Doctor of Ayurveda, Health promotion activist, Mixed method researcher, Kerala Health and Allies University, **INDIA** [ONLINE](#)

Speakers

15:30 – 15:45

PANEL-1 -Hall 1

15:45 – 16:45

ACCREDITATION IN EMERGENCY HEALTH SERVICES, ENVIRONMENTAL AND FACILITY SAFETY IN HEALTHCARE SERVICES

Coffee Break

PANEL-1 -Hall 2

PATIENT AND HEALTH WORKERS RIGHTS AND SAFETY-FIELD INSPECTIONS

Chair

Asist. Prof. Hacer CANATAN, Istanbul Şişli Vocational School, Operating Room Services Program, İstanbul, Türkiye

EXAMPLE OF DISASTERS AND SAFE HOSPITAL INDEX USE Hacer CANATAN [1]

[1] T.R. Istanbul Sisli Vocational School /Turkey *Conforming Technical Service and Biomedical Processes in a Private University Hospital to ACCREDITATION IN HEALTH AND V6 HEALTH QUALITY STANDARDS*

Spealist Süleyman Serkan YILMAZ, Occupational Safety Specialist Quality and Management Systems Consultant Trakya Quality and Management Systems Consultancy, Tekirdağ, Türkiye

CASE STUDY ABOUT THE COMPARISON OF QUALITY STANDARDS OF HEALTH HOSPITAL VERSION 5 (QSH-HV5) WITH EFQM EXCELLENCE MODEL (EFQM EM)

Yurtseven Meltem, Afacan Fındıklı Mine Beykoz Üniversitesi, Ph.D., İstanbul, Türkiye Beykent Üniversitesi, Associate Prof., İstanbul, Türkiye

IMPORTANCE OF EXTERNAL QUALITY ASSESSMENT (EQA) PROGRAMS IN THE SCOPE OF ISO 15189 MEDICAL LABORATORY ACCREDITATION: THEIR PLACE IN PARASITOLOGY LABORATORY

Banuçiçek YÜCESAN, Çankırı Karatekin University, Faculty of Health Sciences, Department of Health Management, ÇANKIRI / TURKEY [ONLINE](#)

Speakers

Assist. Prof. Dr. Ali ARSLANOĞLU, Specialist, International Quality Specialist, Turkey Ministry of Health, University of Medical Sciences, Department of Healthcare Management, **TÜRKİYE**

SATISFACTION ASSESSMENT OF THE PATIENT RELATIVES OF PATIENTS IN THE INTENSIVE CARE UNIT: BİNGÖL STATE HOSPITAL EXAMPLE

Ali Ekin, Tülay Korkmaz, Kubilay İldan, Rukiye Azra Budunoğlu, Mehmet Vural, *Muş Hasköy State Hospital, Muş, Türkiye / **Bingöl State Hospital, Bingöl, Türkiye

PATIENT RIGHTS!!

Ayşe GÜVEN, Sultanbeyli State Hospital, İstanbul, Türkiye

EVALUATION OF UNIVERSITY STUDENTS ' KNOWLEDGE, ATTITUDE AND BEHAVIOR REGARDING HEALTH LITERATURE AND PATIENT RIGHTS

Ayten KÜÇÜK, Öğr. Grv. Kamuran ÇALIŞ İBİŞ, Öğr. Grv. Gülay MADAN, Öğr. Grv. Nurhan AYTUĞ KANBER * Afyonkarahisar Health Sciences University, Atatürk Health Services, Health Vocational School, Turkey [ONLINE](#)

16:45 – 18:00

CONFERENCE – 3 -Hall -1 / (JOINT SESSION) / WEBİNAR - [ONLINE](#)

DIGITAL IMPLEMENTATIONS AND IMPROVEMENTS IN CLINICAL QUALITY PROGRAMS PATIENT RIGHTS AND IMMIGRANT HEALTH

Chair	<u>Prof. Dr. Rashid bin KHALFAN AL ABRI, MD, MBA, FRCS</u> World Health Organization, Head of Quality and Patient Safety Cooperation Center, Sultan Qaboos University .THE SULTANATE OF OMAN
	<u>DESIGNING ENHANCED SURGERY FOR SAFETY & QUALITY IMPACT (ERAS)</u>
Speakers	<u>Prof. Dr. Paul Barach, MD, MPH,</u> Wayne State University School of Medicine, Children's Hospital of Michigan. Lecturer and senior advisor to dean, USA ONLINE
	<u>HEALTH AND PATIENT RIGHTS: THE CASE OF SYRIAN REFUGEES IN TURKEY</u>
	<u>Prof. Dr. Nasir Warfa, MSc, PhD</u> Queen Mary, University of London QMUL · Wolfson Institute of Preventive Medicine, Londra, UK ONLINE

15 December 2020 – Tuesday

09:30 – 10:30	CONFERENCE – 4 -Hall -1 / (JOINT SESSION)	
	STRATEGIES FOR RELIABLE CARE WITH EVIDENCE-BASED AND DIGITAL APPLICATIONS	
Chair	<u>Prof. Dr. Seval AKGÜN, MD, PhD, Congress Chair,</u> President of Health Care Academicians Association, Chief Quality Officer and Professor of Başkent University Hospitals Network, TURKEY, Adjunct Professor, University of North Carolina at Pembroke, USA	
	<u>PATIENT RIGHTS AND RESPONSIBILITIES</u>	
Speakers	<u>Eren BİNGÖL,</u> Ministry of Health, Department of Patient and Employee Rights, Branch Manager , Ankara, TÜRKİYE "MALPRACTICE, PATIENT RIGHTS, HEALTHCARE WORKER RESPONSIBILITY, LEGAL RESPONSIBILITY" (INTERESTING CASES) / "HOME CARE, LEGAL RIGHTS"	
	<u>Av. Gürkan ARIKAN,</u> HAKSAD – Patient Rights Defense Research and Development Association, Vice President Ankara, Türkiye <u>DIGITIZATION, HEALTH LITERACY, AND PATIENT RIGHTS</u>	
	<u>İbrahim Edib KÖKDEMİR,</u> HAKSAD – Patient Rights Defense Research and Development Association, Vice President , Ankara, Türkiye	
10:30 – 10:45	Coffee Break	
10:45 - 12:00	PANEL – 2 / Hall-1	PANEL – 2 / Hall-2
	WAYS TO BE FOLLOWED IN EVALUATING THE PERFORMANCE OF CLINICAL DEPARTMENTS - PATIENT SAFETY IN CLINICAL AREA	METHOD OF ENSURING PATIENT SATISFACTION AND FIELD EXPERIENCES
Chair	<u>Dr. Ali EKİN,</u> Hasköy State Hospital, Internal Diseases Specialist , Muş, Türkiye	<u>Dr. Gökhan ÜRKMEZ,</u> Ministry of Health, Menemen State Hospital , İzmir, Türkiye
	<u>Examination Of The Opinions And Thoughts Of Healthcare Personnel On Performance-Based Supplementary Payment: Bingöl State Hospital Example</u>	<u>IMPROVEMENT OF PATIENT SATISFACTION IN BANGLADESH TURKISH SAHRA HOSPITAL</u>
	<u>Ali Ekin,</u> Mehmet Vural, Tülay Korkmaz, Mehmet Emin Gündoğdu, Rukiye Azra Budunoğlu, Kubilay İldan, Güray Gürbüz *Muş Hasköy State Hospital, Muş,Türkiye **Bingöl State Hospital, Bingöl, Türkiye	<u>ÜRKMEZ, Gökhan,S.B.</u> Menemen State Hospital /İZMİR GİDİRİŞLİOĞLU, Enes, Bangladesh Turkish Sahra Hospital /Bangladeş
Speakers	<u>MEASUREMENT OF SERVICE QUALITY BY SERVQUAL METHOD: BİNGÖL STATE HOSPİTAL EXAMPLE</u> Ali Ekin1, <u>Tülay Korkmaz2,</u> Mehmet Emin Gündoğdu3, Rukiye Azra Budunoğlu3, Kubilay İldan3, Mehmet Vural3, Güray Gürbüz3 Muş Hasköy State Hospital, Muş, -1, Bingöl Provincial Health Directorate -2 Bingöl State Hospital, Bingöl, Türkiye-3	<u>A RESEARCH ON TRAUMAS AND SOLUTION PROPOSALS EXPERIENCED BY ELDERLY PEOPLE / PATIENTS IN DISASTERS: A CRITICAL EVALUATION</u>
	<u>AWARENESS OF PATIENT RIGHTS IN HEALTHCARE INSTITUTIONS: AN EXAMPLE OF A SPECIAL MEDICAL CENTER</u> Ağca Zeynep, Marmara University,Health Sciences Faculty, İstanbul, Türkiye, Health Management	<u>ASİST. PROF. HACER CANATAN,</u> İstanbul Şişli Vocational School, Operating Room Services Program , İstanbul, Türkiye
	<u>Çalık Burcu,</u> Marmara University,Health Sciences Faculty, İstanbul, Türkiye, Asst. Prof. Dr.	<u>COMMUNICATION IN HEALTH</u>
	<u>COMPARISON OF DRG AND CHP PAYMENT MODEL IN HEALTH FINANCE AND EVALUATION OF ITS EFFECTS ON CLINICAL AND FINANCIAL PERFORMANCE</u>	<u>AYŞE GÜVEN,</u> Sultanbeyli State Hospital, İstanbul, Türkiye
	<u>Zehra ANTEP -</u> Dr. Siyami Ersek Hospital, İstanbul, Türkiye	<u>EVALUATION OF HEALTH SERVICE QUALITY; IMPLEMENTATION IN A HOSPITAL WITH SERVQUAL MODEL</u>
		<u>İlknur Savaş, Asisst. Prof.,</u> Faculty of Health Sciences, Health Management, İstanbul Kent University, İstanbul,Türkiye ONLINE
12:00 – 14:00	Lunch	
14:00 – 15:15	PANEL – 3 / Hall-1	PANEL – 3 / Hall-2 -
	QUALITY, GOVERNANCE AND LEADERSHIP IN HEALTHCARE SERVICES / Leadership and Patient Safety	14. QPS 2020 – ONLINE PRESENTATIONS - 1
Chair	<u>Dr. Özgür ÖZMEN,</u> Private Avrasya Hospital Gaziosmanpaşa Board Member, Deputy Business Director, İstanbul, TÜRKİYE	<u>Prof. Dr. Seval AKGÜN, MD, PhD, Congress Chair,</u> President of Health Care Academicians Association, Chief Quality Officer and Professor of Başkent University Hospitals Network, TURKEY,

Speakers	<p>QUALITY IN HEALTH MANAGEMENT</p> <p>Dr. Özgür ÖZMEN, Private Avrasya Hospital Gaziosmanpaşa Board Member, Deputy Business Director, İstanbul, TÜRKİYE</p> <p>IMPROVEMENT OF HEALTHCARE WORKERS SATISFACTION IN BANGLADESH TURKISH SAHRA HOSPITAL</p> <p>ÜRKMEZ, Gökhan,S.B. Menemen State Hospital /İZMİR GİDİRİŞLİOĞLU, Enes, Bangladesh Turkish Sahra Hospital /Bangladeş</p> <p>EDESIGN OF LEARNING ORGANIZATIONS</p> <p>Cihan ERARSLAN, Sağlıkta Kalite Uzmanı, SKSPPro Proje Yöneticisi, 19 Mayıs Üniversitesi Samsun Teknopark, Samsun, TÜRKİYE</p> <p>DETERMINING THE IMPACT OF THE PERCEIVED LEADERSHIP STYLE OF HEALTHCARE MANAGERS ON THE MOTIVATION LEVELS OF THE EMPLOYEES</p> <p>Dr. Öğretim Üyesi İlknur SAYAN, İstanbul Kent University, İstanbul, Türkiye ONLINE</p>	<p>Adjunct Professor, University of North Carolina at Pembroke, USA</p> <p>THE EFFECT OF THE NUTRITION ABILITIES OF THE ELDERLY ON THE QUALITY OF LIFE</p> <p>Tuğçe Elbüken, Tuba Kayan Tapan, Birkan Tapan Demirören Bilim Univeristy, İstanbul, Türkiye ONLINE</p> <p>NURSE STAFFING IMPACT ON NURSE-SENSITIVE PATIENT OUTCOMES AND MISSED NURSING CARE: A SYSTEMATIC REVIEW</p> <p>Dr. Gülcan Taşkıran ESKİCİ - Department of Management in Nursing, Department of Nursing, Faculty of Health Sciences, Ondokuz Mayıs University, Samsun, TÜRKİYE ONLINE</p> <p>The Effect of Depression and Anxiety on Nurses' Coping Style</p> <p>Aslı Yeşil*, *Asist. Prof.Bursa Technical University Faculty of Humanities and Social Sciences, Department of Psychology , Bursa. Şehrinaz Polat **, ** İstanbul University, İstanbul Medical Faculty Hospital, Nursing Services Directorate, İstanbul. ONLINE</p> <p>ORGANIZATIONAL SILENCE TO HEALTH CARE FACILITIES</p> <p>Gülnur MERT - Senior State Hospital, Bursa, Turkey, Near East University, Institute of Social Sciences Business US, PHD, Cyprus, Belma ÇIRAKOĞLU - Bursa Provincial Health Directorate, Health Care and Hotel Management-Education Specialist IMBL SOUNT RUSSIAN ÜNİVERSİTY Master's Degree ONLINE</p>
15:15 – 15:30		Coffee Break
15:30 –16:45	<p>PANEL – 4 / Hall-1</p> <p>INNOVATIVE APPROACHES IN PATIENT SAFETY PROGRAMS AND IMPROVEMENT OF QUALITY IN HEALTH / ACCREDITATION AND TECHNOLOGICAL DEVELOPMENTS IN HEALTH SERVICES / PROBLEM RESOLUTION METHODS IN DEVELOPING CLINICAL QUALITY / FINAL PROBLEMS -</p>	<p>PANEL – 4 / Hall-2 -</p> <p>14. QPS 2020 - ONLINE PRESENTATIONS -2</p> <p>CHANGING ROLES IN HEALTHCARE SERVICES</p>
Chair	<p>Assoc. Prof. Dr. Ali DURMUŞ, Avrasya Hospital, General Surgeon , İstanbul, Türkiye</p> <p>Fragility fractures in patients hospitalized in the pediatric intensive care unit.</p> <p>Gürbüz Akçay - Pamukkale University Faculty of Medicine, Department of Child Health and Diseases, Pediatric Intensive Care Unit, Denizli, Turkey</p> <p>Halil Kocamaz - Pamukkale University Faculty of Medicine, Department of Pediatric Gastroenterology, Denizli, Turkey</p> <p>Nazan Bayar Şakin - Pamukkale University Hospital, Pediatric Intensive Care Unit, Denizli, Turkey</p> <p>MANAGEMENT AND PREVENTION OF EXTRAVASATION CASES</p> <p>Bozkurt İsmail, Güngör Hüner Selma, Köprülü Sevgi Nazlı, Tümer Kaya Nurgül, Köseoğlu Nazmiye, Tekbaş Müge.</p> <p>Koç University Hospital, İstanbul, Turkey</p> <p>Transferring Behavior Change Experiences Created by Physicians During the Accreditation Journey</p> <p>Filiz Albayrak: Optimed Hospital Quality Manager, Türkiye</p> <p>Songül Abanoz: Optimed Hospital Deputy Quality Specialist</p> <p>Seyyal Hacıbekiroğlu: SEY Consultancy Founder , Türkiye</p>	<p>Asist. Prof. Handan ALAN, İstanbul University - Cerrahpaşa Florence Nightingale Faculty of Nursing , İstanbul, Türkiye</p> <p>TURKISH VALIDITY AND RELIABILITY STUDY OF ALARM FATIGUE SCALE</p> <p>Asist. Prof. Handan ALAN, İstanbul Üniversitesi-Cerrahpaşa Florence Nightingale Hemşirelik Fakültesi, İstanbul, Türkiye ONLINE</p> <p>DENTISTS' AND DENTISTRY STUDENTS' PERCEPTIONS OF PATIENT SAFETY CULTURE</p> <p>DEMİR, Ayşe Kübra 1, ULUSOY, Hatice2 1 Sivas Cumhuriyet University, Institute of Health Sciences, Department of Health Management, graduate student, Sivas, Türkiye</p> <p>2 Prof.Dr. Sivas Cumhuriyet University, Institute of Health Sciences, Department of Health Management Academic, Sivas,Türkiye ONLINE</p> <p>QUALITY PATIENT SAFETY and HEALTH SERVICE DELIVERY OF THEIR REFLECTIONS JCI ACCREDITED TO BE THE CASE OF HOSPITALS IN TURKEY</p> <p>Üçüncüoğlu, Melek¹ Güner, Yasemin² Akturan, Selçuk³ Karadeniz Technical University, Faculty of Medicine, Department of Medical Education, 1 Specialist Nurse, 2 Instructors, 3 Doctor Instructors ONLINE</p> <p>THE PLACE OF SIMULATION APPLICATIONS IN IMPROVING PATIENT SAFETY IN HEALTH SERVICE DELIVERY</p> <p>Güner Y¹, Üçüncüoğlu M² Akturan S³ Karadeniz Technical University, Faculty of Medicine, Department of Medical Education, 1 Instructor, 2 Specialist Nurses, 3 Doctor Lecturers ONLINE</p> <p>Boards, Accreditation, the Place of Leader and Performance Indicators in Continuous Quality Improvement Understanding in the Health Sector,</p> <p>Seyyal HACİBEKİROĞLU, SEY Consultancy Founder, Türkiye ONLINE</p>
Speakers	<p>INVESTIGATION OF THE VIEWS AND THOUGHTS OF BİNGÖL STATE HOSPITAL INTENSIVE CARE NURSES ROLE AND RESPONSIBILITIES</p> <p>Ali Ekin¹, Kubilay İldan², Rukiye Azra Budunoğlu², Mehmet Emin Gündoğdu², Mehmet Vural², Tülay Korkmaz², Güray Gürbüz² 1Muş Hasköy State Hospital, Muş, /2Bingöl State Hospital, Bingöl, Türkiye</p>	
16:45 – 18:00	<p>PANEL – 5/ Hall-1</p> <p>ALTERNATIVE METHODS IN QUALITY AND ACCREDITATION IN HEALTHCARE SERVICES / VALUE IMPROVEMENT COLLABORATIONS; LEAN MANAGEMENT/ ACHIEVING QUALITY RESULTS IN HEALTHCARE AT OPTIMUM COST</p> <p>Prof. Dr. Nevzat KAHVECİ – Uludağ University, Department of Physiology., Bursa, Türkiye</p>	<p>PANEL – 5/ Hall-2 -</p> <p>14. QPS 2020 - ONLINE PRESENTATIONS -3</p> <p>REASERCHES ON HEALTH LITERACY / PATIENT AND EMPLOYEE SATISFACTION SURVEYS</p> <p>RESEARCHES ON THE RIGHTS OF PATIENTS AND HEALTHCARE WORKERS</p> <p>Asist. Prof., Semanur ÖZCELİK, Marmara University Faculty of Health Sciences, Department of Nursing, İstanbul, Türkiye</p>

HUMAN RESOURCES AND EMPLOYEE SAFETY IN LEAN MANAGEMENT
Prof. Dr. Nevzat KAHVECİ –
Bursa Uludağ University Faculty of Medicine, Department of Physiology, Bursa, Türkiye
LEAN APPLICATIONS FOR PREPARING THE PATIENTS FOR SURGERY (Value Stream Mapping)
Zibel KOÇ,
Hisar Intercontinental Hospital, İstanbul, Türkiye
INTEGRATED GREEN HOSPITAL DESIGN MODEL WITH SUSTAINABLE CONSTRUCTION PRINCIPLES AND LEAN CONSTRUCTION PRODUCTION MEANS
Bayraktar, Senem / Şahin, Uğur
Acıbadem Project Management Inc ., İstanbul, Türkiye **ONLINE**
THE EFFECT OF MANAGING EMOTIONS IN WORK LIFE ON İŞKOLİK: A PRACTICE ON HEALTHCARE PROFESSIONALS
Asist. Prof. Dr. İlknur SAYAN
İstanbul Kent University, İstanbul, Türkiye **ONLINE**
THE ROLE OF CLINICAL QUALITY PRACTICES IN PATIENTS WITH DIABETES DIAGNOSED
Asist. Prof. Muhammed Emin DEMİRKOL –
Bolu Provincial Health Directorate, Provincial Health Director , Bolu, Türkiye **ONLINE**

Speakers

APPLICABILITY OF THE QUALITY PROCESSES IN UNIVERSITIES TO THE QUALITY AND ACCREDITATION STUDIES IN HEALTH INSTITUTIONS
Asist. Prof. Mehmet KARAKOÇ, Computer Engineering Department, Faculty of Engineering, Alanya Hamdullah Emin Paşa University, Antalya, Türkiye **ONLINE**
AN APPLICATION FOR MEASURING THE QUALITY OF SERVICE IN A HOSPITAL WITH PUBLIC QUALITY BY SERVQUAL METHOD
Ayşe DÜŞÜNÜR, İrfan PERENTE, Kemal ERKİŞİ
İstanbul Gelişim University, İstanbul, Türkiye **ONLINE**
EXPERIENCING PREGNANCY: TO BE PEACEFUL OR RESTLESS?
Gulden AYNACI, PhD, MD,
Trakya University, Health Science Undergraduate School, Edirne, TURKEY **ONLINE**
RATIONAL USE OF DRUGS
Melike AKINCI,¹ Prof. Dr. Ayşe Nefise BAĞÇECİK ²
¹ İstanbul Sabahattin Zaim University, Graduate Education Institute, Internal Medicine Nursing Program, Postgraduate Student
² İstanbul Sabahattin Zaim University, Faculty of Health Sciences, Department of Nursing, İstanbul, Türkiye **ONLINE**
ATTITUDES OF HEALTHCARE PERSONNEL WORKING IN HOSPITALS TOWARDS MEDICAL ERRORS
Semanur Kumral ÖZÇELİK - Marmara University Faculty of Health Sciences Nursing Department , Türkiye
Ayşe Nefise Bağçecik - İstanbul Sabahattin Zaim University, Faculty of Health Sciences, Department of Nursing, İstanbul , Türkiye
Felek Badur - İstanbul Yedikule Chest Diseases and Thoracic Surgery training and research hospital İstanbul, Türkiye
Görkem Çiğer - Başakşehir Pine and Sakura City Hospital , Türkiye
Aliye Tunç - Graduate of Marmara University Faculty of Health Sciences, Department of Nursing , Türkiye
Aynur Çalık - Çorlu State Hospital, Tekirdağ, Türkiye **ONLINE**
EFFECT OF PATIENT AND PATIENT PARTICIPATION ON THE PREVENTION OF INFECTIONS
***Araş. Gör. Meltem DURSUN ENGİN,** Ege University Faculty of Nursing Department of Management in Nursing , İzmir, Türkiye
****Prof. Dr. Şeyda SEREN İNTEPELER,** Dokuz Eylül University Faculty of Nursing, Department of Management in Nursing, Türkiye **ONLINE**

16 December 2020 – Wednesday

CONFERENCE – 5 -Hall -1 / (JOINT SESSION)

10:00 – 11:00

MOBbing IN HEALTHCARE AND VIOLENCE AGAINST HEALTH CARE PROFESSIONALS

Chair **Dr. Mehmet Ozan UZKUT,** Mobbing Association Antalya Branch President , Antalya, TÜRKİYE

CAUSES AND MEASURES OF VIOLENCE AGAINST HEALTHCARE WORKERS

Speakers **Dr. Mehmet Ozan UZKUT,** Mobbing Association Antalya Branch President , Antalya, TÜRKİYE

PREVENTION OF VIOLENCE AGAINST HEALTHCARE WORKERS, LEGAL AND ADMINISTRATIVE MEASURES

Law.. Semih ÖNEM, ANTAHED – Antalya Family Doctors Association, Legal Consultant TÜRKİYE

11:00 –

CERTIFICATE CEREMONY

12:30

CLOSING SESSION: HOW CAN LEADERS AND HEALTHCARE PROFESSIONALS CHANGE PATIENT CARE CULTURE?

CLOSING

Prof. Dr. Seval AKGÜN, MD, PhD, Congress Chair,

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