

June 19, 2019 **PATIENTS' EXPERIENCE OF CARE**

8.00 am REGISTRATION

8:30 am Welcome remarks

SESSION I

8:45 am (Title to be confirmed)

- Jacqui Stewart, ISQua Board Member

09:15 am Principles of patient-focussed care

- Dr Maamsallah Omisore, Consultant Family Physician

09:45 am The Patients' Bill of Rights (Title TBC)

- Beverly Agbakoba-Onyejiana

10:15 am Discussion

10:45am REFRESHMENTS (30 minutes)

SESSION II:

11:15am The patient's perspective of patient safety

- A patient representative

11:45pm Respectful Maternity Care in Nigeria: patients' experience, what is being done and what can be done

- Dr Chioma Oduenyi, Snr. Technical Advisor, Gender, Communications and Knowledge Mgt, JHPIEGO - Johns Hopkins University Affiliate- Abuja

12:15pm Discussion

12:30pm LUNCH (60 minutes)

13:30 Pharmaccess Sponsored Session - Bridging the quality chasm in health service delivery – Challenges, best practices and lessons learned implementing SafeCare Standards in Nigeria

- Dr Ibironke Dada

SESSION III Two 1-hour interactive sessions

2:00 pm (Title to be confirmed) Making Safety a Reality Practical Solutions for Africa -Seven Steps to Safety

- Michael Marx, ISQua Expert, Professor for International Public Health at the Institute of Public Health of the University of Heidelberg

3:00 pm An interactive/practical session on improving the patients' experience.

- Dr Ngozi Onyia, Paelon Memorial Clinic (1st SafeCare Level 5 Hospital in Africa)

4:00pm REFRESHMENTS (30 minutes)

SESSION IV:

4:30 pm Compliance with quality standards and regulations – a critical step to improving quality and safety

- Dr Emmanuella Zamba, Director of Healthcare Planning Research and Statistics; Service Delivery Director, Lagos State Ministry of Health

5:00 pm The clinical/business case for improving patient experience  
- SQHN

5:30pm CLOSE