

# Program

## Better Endoscopic Service Training (BEST)

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**November 28-29, 2016**

Cairo, Egypt

**Convener:** Ibrahim Mostafa (WEO Education Committee Chair)

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### Day 1

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| 9.55 am  | <b>Welcome and introduction</b>   | <i>Ibrahim Mostafa</i>    |
| 10.00 am | <b>Medical ethics</b> <ul style="list-style-type: none"> <li>• Understanding the ethical principles and values underpinning good medical practice</li> <li>• Introduce participants to think critically about ethics, reflecting their own beliefs and appreciating alternatives if competing</li> <li>• Enforce argue and counter in order to contribute to informed discussion and debate</li> <li>• Raise awareness about the professional and ethical obligations of physicians in Egypt</li> </ul> | <i>Dina Shoukry</i>       |
| 10.40 am | <b>Selection of trainee in endoscopy</b> <ul style="list-style-type: none"> <li>• Defining the type of background for a candidate</li> <li>• Listing characteristics of a potential trainee</li> <li>• Discuss selection criteria</li> <li>• Setting expectations</li> <li>• Dealing with the problem trainee</li> </ul>  | <i>Asif Naqvi</i>         |
| 11.40 am | <b>Friday Prayer &amp; Coffee break</b>   |                           |
| 1.00 pm  | <b>Patient-centered communication</b> <ul style="list-style-type: none"> <li>• Types of communication and the patient-centered approach in communication</li> <li>• Obstacles in communication</li> <li>• The use of qualitative research in patient needs assessment</li> <li>• The social determinants of health and health education</li> </ul>  | <i>Shahinaz Mekheimer</i> |
| 1.30 pm  | <b>Leadership (1)</b> <ul style="list-style-type: none"> <li>• Understanding leadership from the followers viewpoint</li> <li>• How to become a strength-based leadership?</li> <li>• Skills vs. knowledge vs. talent</li> </ul>  | <i>Hossam Farahat</i>     |
| 3.30 pm  | <b>Lunch break</b>  |                           |
| 4.00 pm  | <b>Leadership (2)</b> <ul style="list-style-type: none"> <li>• Followers needs</li> <li>• Understanding what drives people's behavior: SCARF model</li> <li>• It all boils down to "Employee engagement"</li> <li>• Engaging your employees</li> </ul>  | <i>Hossam Farahat</i>     |
| 6.00 pm  | <b>Adjourn</b>  |                           |

## Day 2

- 9.30 am **The peri-endoscopic period** *Asif Naqvi*
- Define components of peri-operative period
  - Understand the details of pre-procedure responsibilities
  - Discuss challenges during the procedure
  - Learn about patient care and communication in the post-procedure period
- 10.00 am **Quality: The road to success** *Ibrahim Mostafa*
- Quality improvement as a long-term procedure
  - Mastering the non-procedural aspects
  - Quality: meeting patient expectations and needs
  - Moving from absolute numbers to quality
- 10.30 am **Coffee break**
- 10.45 am **Team management (1)** *Hany Soliman*
- Defining teams: teams vs groups
  - Types of teams
  - Stages of team development (team life cycle)
  - Why do teams fail?
  - Team contracts
- 1.00 pm **Team management (2)** *Hany Soliman*
- Glen Parker Team Survey: team player types
  - Building better teams
  - Building team trust
  - Becoming a good team player
  - Team action plan
- 3.00 pm **Lunch break**
- 3.30 pm **Patient management & communication** *Asif Naqvi*
- Understand the logistics of communication within the endoscopy department
  - Learn about the communication to patients and family
  - Understand the process of informed consent and significance of appropriate paper work
  - Appreciation of “Endoscopic non-technical skills”
- 4.00 pm **Medico-legal aspects of healthcare** *Dina Shoukry*
- Define the theories and principles that govern ethical decision making in clinical practice and the major ethical dilemmas created throughout different transactions in medicine
  - Describe confidentiality and conditions that create conflict between secrecy and interest of others
  - Recognize the process of consent
  - Understand Egyptian laws that govern medical profession
  - Identify medical malpractice lawsuits commonly encountered in Egypt
  - Classify different medical errors
  - Explore criminal and civil medical liability
  - Discuss doctors commitments toward profession, patients, colleagues and society

4.40 pm **Structuring curriculum & training program for endoscopy**

*Asif Naqvi*

- Defining and understanding building up of curriculum for training in endoscopy
- Setting objectives for the training program
- Understand the didactic and practical components of training program
- Looking at the organizational and administrative aspects of the training program
- Looking at the selection process of trainee for the trainee program
- Understanding the processes of building patient safety in the training
- Defining the process of trainee assessment and of the training program itself

**5.10 pm Wrap up and adjourn**

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