

WHAT REALLY LEADS TO PATIENT SATISFACTION? A DEEP DIVE FOCUSED ON THE GCC



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Sunday September 10, 2017

3:30 PM – 4:30 PM

Lecture Hall 4

Target Audience:

Professionals across the healthcare spectrum including physicians, pharmacists, nurses, medical educators, students and other healthcare providers.

Course Objectives:

At the end of the session, participants will be able to:

1. Summarize the regional literature on determinants of patient satisfaction
2. Propose practical tips on how these findings can help better plan healthcare focusing more on patients satisfaction
3. Describe the findings of interviews with regional key decision makers on what matters most to their patients

CME Accreditation and Credit Designation Statements

Weill Cornell Medicine-Qatar is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Weill Cornell Medicine-Qatar designates this live activity for a maximum of 1 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This activity is an Accredited Group Learning Activity (Category 1) as defined by the Qatar Council for Healthcare Practitioners-Accreditation Department and is approved for a maximum of 1 hour.

Faculty Disclosure: It is the policy of Weill Cornell Medicine-Qatar to adhere to Qatar Council for Healthcare Practitioners (QCHP) and Accreditation Council for Continuing Medical Education (ACCME) Criteria, Policies, and Standards for Commercial Support and content validation in order to ensure fair balance, independence, objectivity, and scientific rigor in all its sponsored programs. All faculty participating in sponsored programs are expected to disclose relevant financial relationships pertaining to their contribution to the activity, and any discussions of off-label or investigational uses of approved commercial products or devices, or of any products or devices not yet approved in the United States and elsewhere. WCM-Q CME activities are intended to be evidence-based and free of commercial bias.

Speaker: Samuel Stafrace, MD, has nothing to disclose and WILL NOT BE DISCUSSING any unlabeled/unapproved use of drugs or products

Course Director/Planning Committee: Thurayya Arayssi, MD; **Planning Committee:** Aicha Hind Rifai, MD; Sohaila Cheema, MBBS; Sheila Qureshi, PhD; Therese Lanigan, MSc; Maria Paiva, BSP; Deema Al-Sheikhly, MRes, MEHP, Christopher R. Triggler, PhD, Thomas Hogan, BSc, DDS, Mary Parrott, RRN, MA – have nothing to disclose

Planning Committee: Stephen L. Atkin, MBBS has disclosed the following: Educational Lectures with Novo Nordisk

Coordinator: Laudy Mattar MMI; Mariette D'Souza have nothing to disclose

CME Staff: Have nothing to disclose

WCM-Q does not accept industry support for any regularly scheduled series. Any exceptions to this are approved by the CME Committee, and will be disclosed prior to this presentation.

To be eligible to receive a certificate:

1. Sign-in at the beginning of each session.
2. Complete the evaluation form that is sent out after the lecture.



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