

Training title: Role of Quality Management & accreditation in medical tourism Online workshop

By Temos International in cooperation with
Health Tourism Development Center of Islamic Countries (HTDC) and SarirSalamatMaham

Date of event: 25 August 2021 **and** 26 August 2021

Time of event: 14:00- 18:00 PM (Iran Time)/ 11:30 AM- 15:30 PM (German Time)

Event tools: online Presentation, Discussion, Evaluation and feedback

Training schedule:

Day 1: 25, August

Time	Description
14:00 - 14:15	Introduction and opening remarks Panel members, Dr. Claudia Mika, Founder & CEO Temos International
14:15 – 14:45	International understanding of quality and quality management in international healthcare
14:45 – 15:30	International accreditation: What? Why? How?
15:30 – 16:00	Questions and answers – discussion (participants, speaker, panel members)
16:00 – 16:30	Break
16:30 – 17:00	Patient safety key elements: Hospitals, facilitators and patients’ perspective
17:00 – 17:30	Patient experience as key of operational effectiveness
17:30 – 17:45	Summary: Today’s patient needs and how accreditation can be used for quality improvement but also marketing and branding
17:45 – 18:00	Iranian experience on quality improvement of private and public healthcare sector Questions and answers – discussion (participants, speaker, panel members)

Day 2: 26, August

Time	Description
14:00 - 14:15	opening remarks & summary of previous presentation Panel members, Dr. Claudia Mika, Founder & CEO Temos International
14:15 – 14:45	International standards in medical tourism and international medical travel market and business models for medical centers and medical travel coordinators
14:45 – 15:30	The New role of International Patient Executive during and after the pandemic
15:30 – 16:00	Questions and answers – discussion (participants, speaker, panel members)
16:00 – 16:30	Break
16:30 – 17:00	Today’s patient needs, legal, cultural sensitivity, ethical aspects and patient experience
17:00 – 17:30	Summary: Role of standards in medical tourism Iranian experience on quality improvement of private and public healthcare sector
17:30 – 18:00	Questions and answers – discussion (participants, speaker, panel members)