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Implementing a patient centered care model for chronic disease management at HMC-Opportunities, challenges and lessons learned

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Despite growing recognition of the cost effectiveness of patient-centered care, most of the nations fall short of achieving it and Qatar is no exception. As life expectancy is increasing in Qatar, the number of patients with chronic comorbidities is expected to increase, care for those patients can be challenging especially with the current status of fragmented care. Hamad Medical Corporation (HMC) has been the principal public healthcare provider in the State of Qatar and is dedicated to deliver the safest, most effective and most compassionate care to each and every one of our patients. Management of multiple chronic conditions requires a strong trusting relationship between the care team and the patients. This presentation will shed light on what it takes to initiate the implementation of patient-centered care in ambulatory health care settings for management of chronic diseases at HMC. The findings and recommendations of this presentation are based solely on our effort to design and implement strategies for achieving excellence in patient-centered care in Qatar. Since, Qatar shares significant similarities with rest of the Middle East region; the opportunities, challenges and lessons learned may be of benefit to the audience in their efforts to implement such initiatives elsewhere.

Biography

Nasseer A Masoodi is a Senior Consultant and Vice Chair for General Internal Medicine at Hamad Medical Corporation, Doha (Qatar). Prior to his arrival in Qatar, he was a primary care physician at The Villages Health System, The Villages-FL (USA), and Vice President of Health service and Chief Medical Informatics Officer for ACV Inc. Dowling Park-FL (USA). He was a Member of Medical Informatics Committee of American College of Physicians. He also served as a Member of PMC (performance measures committee) of American College of Physicians from April 2009-April 2013. In this multifaceted role, he focused on reviewing, commenting, and voting on many different performance measures that were developed by organizations such as the AMA Physician Consortium for Performance Improvement (PCPI), the National Committee on Quality Assurance, AHRQ, Centers for Medicare and Medicaid, other specialty physician organizations, and Quality Improvement Organizations. He also served as Associate Professor of Geriatrics at FSU College of Medicine Tallahassee-FL. He is boarded in Internal Medicine, Geriatrics, Hospice and Palliative Care. He received his MBA through University of Massachusetts Amherst (USA) and his Post Baccalaureate Certificate in Clinical Informatics through Johns Hopkins University School of Medicine, USA. He is an Associate Editor of *British Journal of Medical Practitioners*, Specialist Editor for DynaMed and reviewer for many national and international journals including McMaster University's the McMaster Online Rating of Evidence (MORE). He has published many research and review articles in peer reviewed journals.

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