

HCAC 6th Conference and Exhibition
(22 – 23 November 2021)
 Quality and Safety in the wake of the Pandemic
Ready for the new norm

Workshop Day – Monday, November 22nd, 2021

22 Nov 2021	Venue	Preconference Workshops	Speaker
10:00 – 13:00	Conference Hall 1	Workshop 1: Quality and Crisis Management	Haytham Doweiri Ministry of Health Jordan
10:00 – 12:00	Conference Hall 2	Workshop 2: Ending preventable maternal deaths	Dr. Sabry Hamza Dr. Hanan Al-Najmey Dr. Amer Gharaibeh Ain Shams University/ Ministry of Health/ Royla Medical Services Jordan
10:00 – 13:00	Conference Hall 3	Workshop 3: Innovative solutions in healthcare sector workshop	Balqees Ajarmah Royal Medical Services Jordan
10:00 – 13:00	Conference Hall 4	Workshop 4: Laboratory Biorisk Management	Ghia’a Alwahdani Ministry of Health Jordan
11:00 – 13:00	Conference Hall 5	Workshop 5: The Art & Science of Laboratory Internal Audit	Nael Soudi Wasan Fakhouri MedLabs Laboratories Jordan

Quality Competition Panel Discussion – Monday, November 22nd, 2021

22 Nov 2021	Venue	Preconference Workshops	Speaker
Panel Discussion 10:00 – 11:00	Quality Competition Hall	Reflections from the 2nd HCAC Quality Competition/COVID-19 Edition	Samar Hassan (Moderator) Thaira Madi Dr. Mohammad Tarawneh Randa Saifi Ala' abu Lail Zahra Al Jabry

Workshop Day – Monday, November 22nd, 2021

22 Nov 2021	Venue	Preconference Workshops	Speaker
14:00 – 17:00	Conference Hall 1	Workshop 6: Emotional Intelligence in Healthcare	Thankam Gomez Cygnia Healthcare India
14:00 – 17:00	Conference Hall 2	Workshop 7: Improving Healthcare Quality	Rashad Massoud Americares USA
14:00 – 17:00	Conference Hall 3	Workshop 8: Health data analytics and its role during the pandemic	Lama Karmi Electronic Health Solutions Jordan
14:00 – 15:30	Conference Hall 4	Workshop 9: Health workers safety indicators: from conceptualisation to implementation	Mondher Letaief Alaa Sayed Ahmed Alboksmaty Shadia Shaban World Health Organization/ Saudi Patient Safety Center Tunisia/ Egypt/ London/ Saudi Arabia

Opening Session – Monday, November 22nd, 2021

22 Nov 2021	Venue	Opening Session	Speaker
18:00 – 18:05	Conference Hall 1	Welcome Remarks	Salma Jaouni Health Care Accreditation Council Jordan
18:05- 18:10	Conference Hall 1	Opening Remarks	HE Dr. Moein Habashneh Conference Chairperson Jordan
18:10- 18:15	Conference Hall 1	Introducing Keynote	Rabab Diab Health Care Accreditation Council Jordan
18:15- 18:45	Conference Hall 1	Opening Session Keynote Speech: Safety and Reliability: Lessons from the Covid-19 Pandemic	Dr. Tejal Gandhi Press Ganey Associates, LLC USA
18:45- 19:00	Conference Hall 1	Discussion	Rabab Diab Health Care Accreditation Council Jordan

Panel Discussions: Tuesday 23rd November 2021

Sessions 1 & 2

9:30-11:00 (15 minute Oral Presentation followed by Q&A and discussion)			
Session 1: Health Care Systems Reaction to COVID 19: Lessons Moving Forward		Session 2: Person Centered Care During a Crisis: New Language for Caring?	
Moderator	Dr. Nagham Abu Shaqra USAID Jordan	Moderator	Reyah AL- Hadidi Royal Medical Services Jordan
Venue	Conference Hall 1	Venue	Conference Hall 2
Suggested topics	Speaker	Suggested topics	Speaker
Multiprong strategy to save lives during Covid-19 surge in India	Shripad Desai Americares India	Telehealth – Overnight and Forever	Karen Gottlieb & Janet Yon Americares Free Clinic USA
Scaling up and adapting Care Delivery Modalities and Locations	Dr. Philip Crowley Health Services Executive Ireland	Emotional intelligence and person-centered care.	Nagwa Metwally Egyptian Red Crescent Egypt
The future of health policy after COVID-19 pandemic	Dr. Anas Almohtaseb Ministry of Health Jordan	Technology person centered care	Ghassan Lahham Electronic Health Solutions International Jordan
Data and Decision Making – How it shaped the response?	Dr. Mohannad Al-Nsour Global Health Development- Eastern Mediterranean Public Health Network Jordan	Digital Innovation in the diagnosis and management of COVID-19	Dr. Samer Ellaham Cleveland Clinic Abu Dhabi
The response of RMS to the pandemic of Covid 19, lessons to learn	Dr. Sami Al hijazien Royal Medical Services Jordan	Strategies for recovery and resilience for sustainable health outcomes	Dr. Hala AlMossawi Program Implementation and Business Development for Asia, Middle East and North Africa University Research Co.,LLC USA

Mid-day Keynote Speech, Tuesday 23rd November 2021

11:00 – 12:00: Mid-day Break Session			
Session A: Brought to you by:		Session B: Brought to you by:	
Palliative and Hospice Care in the Wake of COVID 19 Pandemic: challenges and lessons	Dr. Mahmoud Sarhan Ghadeer Barhoumeh Al Malath Hospice Jordan	Evidence-based design and our reaction to the COVID-19 pandemic	Dr Nemanja Jankovic Public Health Institution “Sveti Vracevi” Bijeljina Bosnia and Herzegovina
Venue	Conference Hall 1	Venue	Conference Hall 2

Panel Discussions: Tuesday 23rd November 2021

Sessions 3 & 4

12:00 -13:30 (15 minute Oral Presentation followed by Q&A and discussion)			
Session 3: Quality Improvement Science teaches us how to behave in the new norm		Session 4: External Quality Assessment: Building Resilient Organizations	
Moderator	Dr. Amjad Bani Hani University of Jordan Jordan	Moderator	Sahar Al-Masri Health Care Accreditation Council Jordan
Venue	Conference Hall 1	Venue	Conference Hall 2
Suggested topics	Speaker	Suggested topics	Speaker
How we can improve the improvement	Donna Prosser Patient Safety Movement Foundation USA	Accreditation Systems and their role in supporting resilient organizations.	Dr. Ashraf Ismail Healthcare Accreditation & Regulation Jordan
How Do We Learn About Improving Healthcare?	Rashad Massoud Americares USA	External evaluation system growth for improved quality	Thaira Madi Health Care Accreditation Council Jordan
Quality Improvement and external evaluation in the New Norm	Ibrahim Kayral Turkish Healthcare Quality and Accreditation Institute Turkey	Adapting a voluntary accreditation system in a pandemic	Jacqui Stewart Council for Health Service Accreditation of Southern Africa South Africa
Principles and tools for conducting health system improvement: why, what and how	Kathy Eljiz University of Tasmania Australia	How accreditation is more than just compliance	Jan McKarith International Society for Quality in Health Care Ireland
Engaging clinicians in quality improvement and patient safety now more than before.	Rabab Diab Health Care Accreditation Council Jordan	Supportive Quality Monitoring Visits in Hospitals during C ovid-19 Crisis, THEMATIC MONITORING - the Romanian solution	Marius Filip National Authority of Quality Management in Health Romania

Sponsored Lunch Session, Tuesday 23rd November 2021

13:30 – 14:30: Lunch Session Sponsored by MedLabs	
Quality and Ethical Challenges for COVID-19 testing During a Pandemic	Dr. George Sahyoun MedLabs Jordan
Venue	Conference Hall 1

Panel Discussions: Tuesday 23rd November 2021

Sessions 5 & 6

14:30 -16:00 (15 minute Oral Presentation followed by Q&A and discussion)			
Session 5: Health Workers Before & After the Pandemic: A Priority		Session 6: Governance and Leadership	
Moderator	Dr. Mohammad Al Ghazo King Abdullah University Hospital Jordan	Moderator	Dr. Ibrahim Aqel King Hussein Foundation Jordan
Venue	Conference Hall 1	Venue	Conference Hall 2
Suggested topics	Speaker	Suggested topics	Speaker
Frontline workers safety Matters	David Greenfield University of New South Wales Australia	The impact of good health system governance on quality	Dr. Musa Ajlouni Jordan Public Health Forum Jordan
Protecting and Investing in the Health Workforce	Catherine Kane World Health Organization Health Workforce Department Switzerland	Responding to COVID 19: The Rules of Good Governance Apply Now More than ever.	Dr. Fadi Al Jardali American University of Beirut Lebanon
Interprofessional collaboration for safety and quality	Dr. Anne Hogden University of Tasmania Australia	Importance of trust, ethical practices, good governance especially during crisis situations.	Raju Narayan International Finance Corporation USA
Healthcare Workforce Resilience and Sustainability	Dr. Mohammad Hajjiri OhioHealth Mansfield Hospital USA	Effective leadership during a sustained chronic crisis	Wendy Nicklin Canada
		Learning Quality Improvement Collaboratives and its relation to leadership?	Ezequiel Garcia Elorrio Institute for Clinical Effectiveness and Health Policy Argentina

Panel Discussions: Tuesday 23rd November 2021

Sessions 7

16:00 -17:30 (15 minute Oral Presentation followed by Q&A and discussion)	
Session 7: Readiness And Responsiveness to Covid 19 lessons from Jordan and Beyond	
Moderator	Dr. Randa Obeidat Ministry of Health Jordan
Venue	Conference Hall 1
Suggested topics	Speaker
Impact of COVID-19 on RMNCH Services, Lessons Learned, and Mitigation Approaches of Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), Philippines setting	Dr Mohammad Shan USAID's BARMM Health University Research Philippines
Establishing the first COVID-19-Convalescent plasma biobank in Jordan. An update on the seroprevalence rates to COVID-19 among KHCC- healthcare workers & blood bank donors.	Dr. Lina Souan Biobank Jordan
Surviving the pandemic relying on Technology	Maha Samara Biolab Jordan
Innovative Support for Jordan During Pandemics Preparedness and Response by USAID	Bara'a Qaqish & Maysa Al-khateeb Local Health System Sustainability Project/ USAID Jordan
Electronic Health Solutions' role during the pandemic and its effect on patients' safety and healthcare quality	Eng. Omar Ayesh Electronic Health Solutions Jordan

Closing Session – Tuesday, November 23rd, 2021

23 November 2021	Venue	18:00 – 19:00: Closing Session	Speakers
18:00 – 18:50	Conference Hall 1	Moving Forward - Improving the Quality of Healthcare in Jordan and the region Moderated by: Dr. Rowaida Ma'aitah	Dr. Feras Hawari (Jordan's Minister of Health) Ala Alwan (Regional Director Emeritus, World Health Organization)
18:50 – 19:00	Conference Hall 1	Announcing the winners for the Quality Competition	Thaira Madi Health Care Accreditation Council Jordan