Under the Patronage of
His Majesty King Abdullah II ibn Al Hussein



Globalization Toward Quality & Patient Safety:
A Future Perspective

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HEALTH CARE ACCREDITATION COUNCIL CONFERENCE & EXHIBITION 2023

His Majesty King Abdullah II ibn Al Hussein



صاحب الجلالة الهاشمية الملك عبدالله الثاني ابن الحسين المعظم حفظه الله



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ABOUT HCAC

The Health Care Accreditation Council (HCAC) is a private nonprofit company based in Jordan and established in 2007. It aims to promote quality improvement and patient safety through accreditation, capacity building and consulting across Jordan and the Arab Region. We are a full member of the International Hospital Federation (IHF) since 2020.

Our mission is to Lead comprehensive quality and safety

improvements of the healthcare environment, services, governance and worker performance through providing customized, high-end products with a commitment to sustainable practices and global standards.

Our vision is to be the most highly regarded and sought-after quality and safety improvement service provider in Jordan and the region.

HCAC is an internationally renowned institution: it is the first institution in the Arab region that has achieved the three ISQua accreditations; for its standards, for the surveyors' certification course and for the organization.

We develop and deliver quality improvement programs in efforts to assist healthcare facilities in meeting and maintaining quality standards through guiding healthcare professionals on how to measure their performance against these standards, and monitor their improvements using our quality improvement methods.

Furthermore, **HCAC** identifies impediments to improvement and develops strategies to overcome them. *For example,* HCAC

developed a series of flagship courses to improve healthcare professionals in the field of Quality and Patient Safety with the belief that human resources are the most critical element in the quality improvement journey.

ABOUT HCAC PAGE 03 =



ABOUT THE CONFERENCE

THE 7TH QUALITY HEALTH CARE CONFERENCE AND EXHIBITION

Under the Patronage of His Majesty King Abdullah II ibn Al Hussein and guided by the Board of Directors, the Health Care Accreditation Council (HCAC) is pleased to organize for Jordan and the Region, the 7th **Quality Health Care Conference and Exhibition**, providing a unique professional development and networking opportunity for all participants in the conference.

The Health Care Accreditation Council (HCAC) has committed to organizing every-other-year a regional conference aimed at local and regional professionals and institutions availing to them the latest knowledge and experiences from the international world of quality and patient safety. This 7th Quality and Health Care Conference and Exhibition will be held under the Patronage of His Majesty King Abdullah II ibn Al Hussein, at the Kempinski Hotel in Amman – Jordan, from the 13th to the 15th of November 2023.

GOAL:

The overall goal of the conference is to promote quality and safety of healthcare services through practical and implementable approaches and empower healthcare stakeholders with knowledge and tools to improve patient safety.



ABOUT THE CONFERENCE

CONFERENCE THEME:

The pandemic and the world of quality and patient safety have intertwined with advancement in artificial intelligence, digital health yet with even a stronger need for the basics to be instilled and monitored. Universal health coverage remains on the agenda of most countries in the Eastern Mediterranean region, along with strengthening primary healthcare (settings, systems, regulation and providers) as well as empowering the workforce (mentally and academically). More specifically, Jordan has launched its economic modernization vision in 2022 with particular areas of growth and improvement in healthcare focused on quality, healthcare outcomes, equity, primary healthcare and coverage. Therefore, this year's conference is entitled "Globalization Toward Quality & Patient Safety – Future Perspectives" and will discuss these topics from both a Jordan based lens and a wider angle regionally.

CONFERENCE OBJECTIVES:

- 1. Influence organizations and policy to ensure the right integration and adoption of quality systems across the continuum of care.
- Promote accreditation as a strong tool for quality and patient safety addressing digital health, clinical governance and healthcare outcome measurement.
- 3. Address future challenges and build the right systems to modernize healthcare provision.



CONFERENCE STEERING COMMITTEE AND ORGANIZERS

We thank all the organizations and individuals who have dedicated time and effort to ensure that this conference meets its objectives. Moreover, we are grateful for the speakers, moderators and attendees who have come to identify, discuss and recommend best practices and latest achievements to raise the level of safety and quality for health services and focus on patients.

Name	Affiliation	Position
H.E. Yasin Al-Husban	Jordan Senate	Chairman
Dr. Fawzi Al Hammouri	Private Sector - Hospitals	Co-chair
Dr. Mohammad Qudah	Academia	Member
Dr. Saf'a Oran	Ministry of Health	Member
Dr. Majdi Al Soudi	Royal Medical Services	Member
Dr. Maysam Akroush	Physicians/Practice	Member
Dr. Amid Abdalnour	Laboratories	Member
Dr. Jameela Al Ra'ibi	WHO	Member
Dr. Nagham Abu Shaqra	USAID	Member
Dr. Asma Basha	The University of Jordan	Member
Eng. Omar Ayesh	Digital Health	Member
Prof. Samiha Jarrah	Quality & Patient safety	Member
Dr. Ahmad Hamdan	Dentistry	Member
Dr. Hani Nawafleh	JNC	Member

We would like to thank ALL of the Health Care Accreditation Council Team Members for their commitment and diligence to organizing this conference.



CONFERENCE VENUE AND DATES

KEMPINSKI HOTEL AMMAN ON NOVEMBER 13, 14, AND 15, 2023



With its modern architecture and stylish interiors, covering a space of 56,000 sq m, Kempinski Hotel Amman brings you a European luxury experience with a touch of Jordanian authenticity and generosity. Featuring the only convention canter in Amman, it is the premier location for conventions, meetings, exhibitions and social events in the city.



PRE-CONFERENCE WORKSHOPS

13 November, 2023

MORNING WORKSHOPS
9:00AM - 1:00PM

WELCOME COFFEE BREAK 08:00-09:00

Pre-conference v	vorksnops

Point of Care Quality Improvement (POCQI) Model Dr. Haitham Dowiri Dr. Raja Khater Heba Mezeyd Rozalien Ayed HSQA (Jordan)

Smarter Improvement Developing skills and knowledge for effective QI

Helen Crisp

Speaker

Crisp Quality Improvement Consultancy (UK)

Jan Mackereth-Hill

Healthcare Quality Improvement and Accreditation Consultant (UK)

Designing and Implementing a Multi-Tiered Leadership Safety Huddle for Improved Safety Culture & High Reliability

Abier Hamami

High Reliability Healthcare Consulting-FZ-LLC (KSA)

Managing Projects to Achieve Results: Using real-time data to improve care and address health inequities

Rashad Massoud

Visting Faculty, Harvard T. H. Chan School of Public Health (USA)



PRE-CONFERENCE WORKSHOPS

Transformational Healthcare Leadership

Dr. Zakiuddin Ahmed

Riphah Institute of Healthcare Improvement & Safety International Conference on Patient Safety

Digital Care (Pakistan)

Coproducing Quality and Patient Safety

Dr. Peter Lachman

Royal College of Physicians of Ireland (Ireland)

COFFEE BREAK 10:30-11:00

LUNCH BREAK 01:00-02:00

NOON WORKSHOPS 11:00-03:00

WELCOME COFFEE BREAK 10:30-11:00

Afternoon Workshop

Speaker

Assessing Mean Glandular Dose in Mammography in Jordan: Adherence to American College of Radiology (ACR) Standards

Dr. Mohammad Ayasrah

Jordan University of Science and Technology

Quality Competition مسابقة حصاد الجودة

Dr. Abla Alalfy Dr. Mohammad Tarawneh Dr. Mohammad Qudah Alaa' Abu Lail Randa Saifi



PRE-CONFERENCE WORKSHOPS

LUNCH BREAK 03:00-04:00

AFTERNOON WORKSHOP 02:00-05:00

WELCOME COFFEE BREAK 01:30-02:00

Afternoon Workshop

Health Information Governance and Management

Speaker

Dr. Salim Al SalmiOman College of Health Sciences,
Ministry of Health
(Oman)

LUNCH BREAK 05:00-06:00



14 November, 2023

WELCOME COFFEE BREAK 08:00-09:00

> OPENING 09:00- 10:30

KEYNOTE SPEECH DR. PETER LACHMAN

RICH COFFEE BREAK SPONSORED BY: BIOLAB 10:30 -11:00

SESSION 1: LEADERSHIP IN INSTITUTIONAL AND NATIONAL REFORMS FOR QUALITY AND SAFETY 11:00-12:30

Moderator

Dr. Rowaida Maaitah

Jordan University of Science and Technology (Jordan)

Suggested Topics

Empowering Patient -Centered leadership: KHCC and KHCF's Journey in Enhancing Quality and Safety through Patient Engagement

Quality of Care for Universal Health Coverage: The overlooked dimension

Reflections and Future Directions from Over a Decade of Managing Large, Global USAID-Funded Quality Improvement Projects

Sustainability Program for the Golden 1000 Days Presidential Initiative

Speaker

Nisreen Qatamish

King Hussein Cancer Foundation (Jordan)

Dr. Sameen Siddiqi

Aga Khan University (Pakistan)

Rashad Massoud

Visting Faculty, Harvard T. H. Chan School of Public Health (USA)

Dr. Abla Alfaly

Neonatal Intensive Care Galaa Military Compound (Egypt)



SESSION 2: THE IMPORTANCE OF EQUITY IN ACHIEVING QUALITY IN HEALTHCARE 12:30-02:00

Moderator

Dr. Majdi AlSoudi

Royal Medical Services (Jordan)

Suggested Topics

Equity and quality: a shared agenda for an effective healthcare system

Strengthening quality of health care: Designing and implementing primary health care-oriented models of care for in the Eastern Mediterranean Region: where do we go from here?

Tackling Health Inequalities: Experience from the UK

Promoting Equity in Healthcare

Speaker Dr. Musa Ailouni

Jordanian Public Health Forum

Dr. Hassan Salah

World Health Organization - EMRO

(Egypt)

Helen Crisp

Crisp Quality Improvement Consultancy (UK)

Dr. Waddah Al.Demeh

The University of Jordan (Jordan)

LUNCH BREAK 02:00-03:00



SESSION 3: THE ROLE OF COMMUNITY ENGAGEMENT IN IMPROVING HEALTHCARE OUTCOMES 03:00-04:30

Moderator

Dr. Safa AlOran

Ministry of Health (Jordan)

Suggested Topics

Social Behavioral Changes for Health Development

Empowering Together: Engaging Communities for Better Outcomes - The Experience of Jordan Breast Cancer Program

Real-Life Model from Jordan on Active Community Engagement in Improving MIYCN Health Outcomes

Patient Engagement vs Patient Experience

Speaker

Dr. Maisam Akroush

Mediterranean task force for cancer control (Jordan)

Dr. Reem Al-Ailouni

King Hussein Cancer Foundation and Center (Jordan)

Doris Youngs

USAID Community Health and Nutrition – FHI 360 (USA)

Dr. Qamra Al Sariri

Ministry of Health (Oman)



15 November, 2023

WELCOME COFFEE BREAK 08:00-09:00

SESSION 4: INNOVATION IN HEALTHCARE QUALITY IMPROVEMENT AND PATIENT SAFETY 09:00-10:30

Nael Soudi

Moderator	MedLabs (Jordan)
Suggested Topics	Speaker
Nine Innovations in Healthcare Quality Improvement and Patient Safety	Dr. Peter Lachman Royal College of Physicians of Ireland (Ireland)
HomeSpital: Innovative Model of Safer Care at Home	Dr. Zakiuddin Ahmed Riphah Institute of Healthcare Improvement & Safety International Conference on Patient Safety Digital Care (Pakistan)
Digitalization and Process Automation: Powerful Tools in The Pursuit of High Reliability and Patient Safety	Abier Hamami High Reliability Healthcare Consulting-FZ-LLC (KSA)
Risk Management	Dr. Riyad Jaddal Go Global (Plaestine)

RICH COFFEE BREAK SPONSORED BY: AL AHLI BANK 10:30 -11:00



SESSION 5: HEALTHCARE IN THE WORLD OF ENVIRONMENTAL SUSTAINABILITY, AI AND BIG DATA 11:00-12:30

Moderator

Dr. Imad Treish
King Hussein Cancer Center
(Jordan)

Suggested Topics	Speaker
Healthcare in the era of Digital health and Artificial Intelligence (AI)	Dr. Jamela Al-Raiby World Health Organization (Jordan)
Making Al Safe to use in Healthcare Virtiual	Jan Mackereth-Hill Introducing Prof. Joseph Connor Healthcare Quality Improvement and Accreditation Consultant CarefulAl (UK)
Digital Health Transformation & the Role of AI & Big Data in Jordan's Healthcare Sector	Eng. Omar I. Ayesh Electronic Health Solutions (Jordan)
Collection and Use of the National Health Data of HIRA in South Korea <u>Virtiual</u>	Myung II Hahm Health Insurance Review and Assessment Service(HIRA) South of Korea (Republic of Korea)



SESSION 6: A SUSTAINABILITY STRATEGY FOR THE ECONOMY AND HEALTHCARE INDUSTRY 12:30-02:00

Edward Channy

Moderator	Senior Technical Advisor, Healthcare Regulation & Accreditation (USA)

Suggested Topics	Speaker
Governance of Medical Toursim: Quality and Sustainability	Dr. Anas Al Mohtaseb Ministry of Health (Jordan)
Crafting Sustainable Healthcare Economy: Investing in Lives and the Planet	Dr. Bayan A.Arar Healthcare & Life Sciences Global Consultant (Jordan)
The Impact of Implementing Health Insurance in Improving Health Care in Iraq	Dr. Ehab Khalaf Iraqi Health Insurance Authority (Iraq)
Leadership for Climate and Sustainability in Healthcare <u>Virtiual</u>	Aditi Jayaram International Hospital Federation Geneva Sustainability Centre (Switzerland)

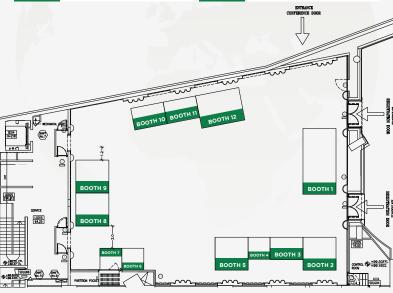
LUNCH BREAK 02:00-03:00

CLOSING 03:00-04:00



EXHIBITION FLOOR PLAN

Booth 1	Capital Bank	Booth 7	Arab Medicare Magazine
Booth 2	Ettihad Bank	Booth 8	Zain Booth
Booth 3	Specialty Hospital	Booth 9	Arab Bank
Booth 4	Safwa Bank	Booth 10	Commercial Bank
Booth 5	Jordan Kuwait Bank	Booth 11	Medlab
Booth 6	Jordan Hashemite Charity	Booth 12	Housing Bank





CONFERENCE SPEAKERS

KEYNOTE SPEAKER

Dr. Peter Lachman





SPEAKER Nisreen Qatamish Director General of the King Hussein Cancer Foundation



SPEAKER Dr. Sameen Siddigi Professor, Department of Community Health Sciences, Aga Khan University



SPEAKER Rashad Massoud Visiting Faculty, Harvard T. H.Chan School of Public Health



SPEAKER Dr. Abla Alalfy Senior Consultant of Paediatrics Neonatal Intensive Care Galaa Military Compound



SPEAKER Dr. Musa Ailouni Senior Consultant



SPEAKER Dr. Hassan Salah Senior Expert in PHC Service Delivery and Policy



SPEAKER Helen Crisp



SPEAKER Dr. Waddah D'emeh Quality Improvement Consultant Associate Professor at Community Health Nursing Department - School of Nursing



CONFERENCE SPEAKERS



SPEAKER Dr. Maisam Akroush Consultant internist/ gastro-hepatologist. Director of Jordan Breast Cancer Vice President of Mediterranean Task Force Program King Hussein Cancer for Cancer Control



Dr. Reem Al-Ajlouni Foundation and Center



SPEAKER Doris Youngs Chief of Party USAID Community Health and Nutrition - FHI 360



Dr. Qamra Al Sariri Director General of Quality Assurance Center, Ministry of Health, Oman



Dr. Peter Lachman Lead Faculty Quality Improvement at RCPI



SPEAKER Dr. Zakiuddin Ahmed Riphah Institute of Healthcare Improvement & Safety International Conference on Patient Safety Digital Care



SPEAKER Abier Hamami Managing Director High Reliability Healthcare Consulting



SPEAKER Dr. Rivad Jaddal CEO. Go Global



CONFERENCE SPEAKERS



SPEAKER
Dr Jamela Al-Raiby
WHO Representative to Jordan



Prof. Joseph Connor
Al Innovation Director in
the UK National Health Service



SPEAKER
Eng. Omar I. Ayesh
Co-founder and CEO of Electronic
Health Solutions (EHS)



SPEAKER
Myung II Hahm
Health Insurance Review and
Assessment Service(HIRA



SPEAKER

Dr Anas Almohtaseb

Ministry of Health
(Jordan)



Dr. Bayan A.Arar



SPEAKERDr. Ehab Khalaf



Aditi Jayaram

Healthcare & Life Sciences Global Consultant Iraqi Health Insurance Authorit Project Officer, International Hospital Federation (Iraq) Geneva Sustainability Centre



CONFERENCE MODERATORS



MODERATOR

Dr. Rowaida Maaitah

Jordan University of Science and Technology
(Jordan



MODERATOR Dr. Majdi AlSoudi Royal Medical Services (Jordan)



MODERATOR

Dr. Safa AlOran

Ministry of Health
(Jordan)



MODERATOR Nael Soudi MedLabs (Jordan)



MODERATOR Dr. Imad Treish King Hussein Cancer Center (Jordan)



MODERATOR Edward Chappy Senior Technical Advisor, Healthcare Regulation & Accreditation (USA)



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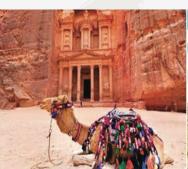


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ABOUT JORDAN PAGE 23 =



Jordan has a lot to offer its visitors; with its rich history, culture as well as captivating sites. Jordan represents a diversity of landscapes and enchanting touristic sites, from natural and religious to historic and recreational. The Rose Red City of Petra for example, which was voted as one of the New Seven Wonders of the World a few years ago, or the Dead Sea which is known as nature's living miracle and the lowest point on earth. Traveling from the ever-changing Jordan Valley to the remote desert canyons, immense and still, you can explore the historic castles, gaze in awe at the haunting wilderness of Wadi Rum, or bathe in the soothing waters of the Red Sea. For more information on Jordan, please visit www.visitjordan.com

Capital: Amman | King: Abdullah II of Jordan | Currency: Jordanian dinar | Population: 11 million (2022) World Bank | Continent: Asia | Official language: Arabic | Dialing code: +962 | Location: Amman JO | Latitude / Longitude: 31.722534 / 35.98932 | Time Zone:

GMT+03:00| Airport Code: AMM

General Information Climate

The weather in Jordan in November can vary **between cold and nice weather days.** Expect a few rainy days.

For the week of **November 13th of 2023**, the temperatures are comfortable with low of 13°C and high up to 22°C.

BOUT JORDAN PAGE 24



Ground Transportation

Taxis

Taxis are inexpensive and often the most convenient form of transportation in Jordan, even over substantial distances, such as the trip between Amman and Aqaba. The white-painted "service taxis" ride fixed routes and are shared. Private taxis are painted yellow; they can be taken from ranks outside hotels, or hailed in the street. UBER service https://www.uber.com/cities/amman and CAREEM service https://www.careem.com/amman/node is also available in Jordan and a similar form of transportation known as Easy Taxi http://www.easytaxi.com/jo/ and Taxi F https://taxif.com/

Buses

Several companies offer charter buses and regular tours in a fleet of modern, air-conditioned coaches. For schedules, please ask your hotel concierge.

Car Rental

Jordan has an excellent and expanding road network, and renting a car can be a good way to see the country. A driving license valid in your country of origin is acceptable, provided you have held it for at least one year. Driving is on the right. Road, signs on the highways are in Arabic and English. Brown signs are designed for tourists.

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Currency

The currency of Jordan is the Jordanian Dinar (JD), US dollars are accepted at hotels, restaurants and large shops. There are no restrictions on the import and export of Jordanian or foreign currency

- Exchange: Currency can be exchanged at major banks, exchange booths and at most hotels. The exchange rate is 0.71 Jordanian Dinar to the US Dollar.
- ATM machines: ATM machines are available at the conference venue and are conveniently located in most hotels and around the city.
- Credit cards: Major credit cards are widely used in Jordan and are accepted at hotels, restaurants and larger shops, including American Express, Visa, Diners Club, and MasterCard.

Please note that many smaller shops still prefer cash payment in the Jordanian currency, and it's essential for shopping in the local markets.

 Banks are open from Sunday to Thursday, from 8:30am to 3:00pm.

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Business Hours

Most Jordanians work five days a week with Friday and Saturday off. Governmental offices are open from 8:30am - 3:00pm; private businesses are open from 9:30am - 1:30pm, and again from 3:30pm - 6:00pm. Most private businesses observe Friday as a weekly holiday, while banks and government offices close on Friday and Saturday.

Language

The official language of Jordan is Arabic, but English is widely spoken especially in the cities.

Electrical Current

The electrical power in Jordan is 220 volts with a frequency of 50 Hz. For the comfort of visitors all hotels are equipped with hairdryers. If you live in a country with a different electrical power, please bring an adapter.

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Jordan on the Web HM King Abdullah I| Official Website http://www.kingabdullah.jo

HM Queen Rania Official Website http://www.queenrania.jo

Jordan Tourism Board http://www.visitjordan.com

Lonely Planet Guide http://www.lonelyplanet.com

Jordan Yellow Pages http://www.yellowpages.com.jo

Jordan Investment Board http://www.jordaninvestment.com

Jordan Times Newspaper http://www.jordantimes.com

Al Rai Newspaper http://www.alrai.com

Emergency

In case of an emergency - dial (call is free within Jordan):
Ambulance or Police: **911**

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