

UNDER THE PATRONAGE OF
HIS MAJESTY KING ABDULLAH II IBN AL HUSSEIN

Supported By



USAID Jordan Competitiveness Program



BUILDING QUALITY FOR SAFER HEALTHCARE
“An Integrated Approach”

Le Meridien Hotel
Amman – Jordan

Simultaneous Pre-Conference Workshops Day
Monday, November 23rd, 2015

Time	Topic	Facilitator	No. of Participants	Room	Sponsor
09:00-14:00	Skills For Successful Surveying	Ms. Jan Mackereth-Hill <i>International Quality Consultant United Kingdom</i>	40	Al Mass	
09:00-13:00	Value Stream Mapping	Ms. Anastasia Sayegh <i>Managing Director Lean Enterprise Inc., Middle East Office Lebanon</i>	20	Dana	
09:00-13:00	Moving From ‘Patient Feedback’ To ‘Patient Engagement’: How To Resolve Issues, Restore Relationships & Improve Quality	Assoc. Professor Michael Greco <i>Associate Professor School of Medicine, Griffith University Australia</i>	60	Hall B	Astra Zeneca
09:00-13:00	Improving Patient Transitions And Handovers Of Care	Prof. Paul Barach <i>Professor School of Medicine, Wayne State University USA</i>	60	Mourjan	
09:00-13:00	Improvement 101: Building The Gap Between Knowing How To Improve And How To Implement An Improvement	Dr. M. Rashad Massoud <i>Director, USAID ASSIST Project, Senior Vice President, Quality & Performance Institute University Research Co. LLC USA</i>	60	Hall A	SADCO
09:00-14:00	Engaging And Empowering For Health	Ms. Nittita Prasopa – Plaizier and Felicity Pocklington, <i>Patients for Patient Safety (PFPS) Programme, Service Delivery and Safety, World Health Organization HQ Switzerland</i>	35	Fairouz	
10:30-11:00	Networking Coffee Break			Exhibition	
13:00-15:00	Lunch Break			Main Restaurant	

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Opening Ceremony: Tuesday, November 24th, 2015

AGENDA

Time	Topic	Speaker
09:00 – 09:05	National Anthem Verses from the Holy Quran	
09:05 – 09:15	HCAC Opening Remarks Followed by HCAC Corporate Video	Dr. Amjad Aryan HCAC Chairman
09:15 – 09:20	Conference Opening Remarks Followed by introducing Professor Cliff Hughes	Dr. Rami Farraj Conference Chairman
09:20 – 10:00	Keynote Speech “Quality Care: Thinking Globally, Acting Locally”	Professor Cliff Hughes President, International Society for Quality in Healthcare (ISQua) <i>Ireland</i>
10:00 – 10:30	Touring of the Exhibition Networking Coffee Break	Sponsored by Jordan Hospital

Overall Conference Program

Day 1: Tuesday, November 24 th , 2015			
Time	Topic	Suggested Speaker	Room Name
07:00-09:00	Registration – Coffee and Snacks		Foyer
09:00-10:00	Opening Ceremony and Opening Remarks		Plenary
	Keynote Speech: “Quality Care: Thinking Globally, Acting Locally”	Professor Cliff Hughes <i>President, International Society for Quality in Healthcare (ISQua) , Ireland</i>	Plenary
10:00-10:30	Opening of Exhibition and Networking Coffee Break – sponsored by Jordan Hospital		Exhibition
10:30-11:30	Session 1: Best Practices in Driving Quality: What Works! Moderator: Dr. Fawzi Al Hammouri		Plenary
	Drivers for Achieving Quality and Safety in Healthcare at Organizational, National and International Levels	Dr. Ashraf Ismail <i>Joint Commission International, Middle East United Arab Emirates</i>	
	Next Generation Destination: Medical Tourism Driving Quality	Ms. Renee-Marie Stephano <i>Medical Tourism Association, USA</i>	
	Lean Thinking: A Radical Solution for Healthcare	Ms. Anastasia Sayegh <i>Lean Enterprise Inc., Middle East, Lebanon</i>	
	Frameworks for Quality Improvement	Dr. Mondher Letaief <i>WHO - EMRO, Egypt</i>	
	Discussion		
11:30-13:00	Session 2: Bridging the Gap between Quality Care and Patient Experience. Moderator: Dr. Wail A. Hayajneh		
11:30-11:50	Keynote Speech : “Empowering Patients Does Not Mean Disempowering Staff”	Assoc. Professor Michael Greco <i>School of Medicine, Griffith University , Australia</i>	Plenary
11:50-13:00	Designing Reliable Healthcare Systems	Prof. Paul Barach <i>Wayne State University, USA</i>	Plenary
	Bridging the Gap between Quality Care and Patient Engagement	Ms. Nittita Prasopa-Plaizier <i>WHO – HQ, Switzerland</i>	
	Quality and Patient Safety Experience in UAE	Dr. Zakaria Al Attal <i>Ministry of Health, United Arab Emirates</i>	
	Discussion		
13:00-14:00	Lunch Break – sponsored by Al Etihad Bank		Exhibition
14:00- 15:30	Session 3: Data for Decision - How do we know what we’re doing is making a difference? Moderator: Dr. Rami Farraj		
14:00-14:20	Keynote Speech: “The Importance of Real Time Data”	Dr. M. Rashad Massoud <i>USAID ASSIST – URC, USA</i>	Plenary
14:20-15:30	Defragging the Quality System	Dr. Charles Shaw <i>International Quality & Accreditation Expert, UK</i>	Plenary
	Embedding Quality into Healthcare through Technology	Dr. Zeid Abu Ghosh <i>Electronic Health Solutions / Hakeem, Jordan</i>	
	The Impact of Information Technology in the Transformation of Medical Laboratories.	Dr. Amid AbdelNour <i>Biolab, Jordan</i>	
	Leaping to Safety in Critical Care: How Optimizing Operations Results in Saving Lives	Dr. Feras Hawari <i>King Hussein Cancer Center, Jordan</i>	
	Discussion		
16:00	End of Conference Day 1		

Day 2: Wednesday, November 25th, 2015

Time	Topic	Suggested Speaker	Room Name
08:00-09:00	Registration		Foyer
09:00-10:30	Session 4: Quality in Primary Healthcare: A Priority Moderator: Salma Jaouni		
09:00-09:20	Keynote Speech: “Accreditation in Primary Healthcare”	Dr. Sabry Hamzah USAID/Jordan Health Systems Strengthening Project – ABT Associates, Jordan	Plenary
09:20-10:30	Reforming Health Systems to Improve Quality and Safety of Care	Dr. Akihiro Seita UNRWA, Jordan	Plenary
	An Enabler for Strengthening the Role of Primary Health Care	Ms. Danielle Dorschner Accreditation Canada, Canada	
	Managing Knowledge to Improve Primary Healthcare	Dr. M. Rashad Massoud USAID ASSIST – URC, USA	
	Utilizing Accreditation to Advance Quality – Qatar's Primary Health Care Corporation Experience	Dr. Hana Said Primary Health Care Corporation, Qatar	
	Discussion		
10:30-11:00	Networking Coffee Break –sponsored by MedNet Jordan		Exhibition
11:00- 12:30	Session 5: Practical Experiences: Education and System Implementation Moderator: Dr. William Haddadin		
11:00-11:20	Keynote Speech (virtual): “Directions in Transformational Leadership”	Dr. Helen Bevan National Health Service, UK	Plenary / Virtual
11:20-12:20	Sustaining Quality Nursing Care Through Monitoring & Evaluation System: Jordanian Nursing Council National Initiative	Dr. Muntaha Gharaybeh Jordanian Nursing Council, Jordan	Plenary
	Shaping the Pharmacy Profession for the Future	Dr. Samira Goussous Jordan Pharmacists Association, Jordan	
	Models and Tools for Quality Improvement	Ms. Jan Mackereth-Hill International Quality Consultant, UK	
	Impact of Laboratory Quality Management Systems on Patient Care	Mr. Nael Saoudi MedLabs Consultancy Group, Jordan	
	Discussion		
12:30-13:30	Lunch Break – sponsored by Dar Al Dawa		Exhibition
13:30-14:30	Session 6: Quality and Universal Health Coverage Moderator: Dr. Sawsan Majali		
13:30-14:30	Interface of Universal Health Coverage and Accreditation	Dr. Hani Brosk High Health Council, Jordan	Plenary
	Linking Quality with Universal Health Coverage	Dr. Charles Shaw International Quality and Accreditation Expert, UK	
	What is the Impact of Mandatory Accreditation on Universal Health Coverage?	Dr. Abdulelah Hawsawi Saudi Central Board for Accreditation of Healthcare Institutions, Saudi Arabia	
	WHO Driving Universal Health Coverage	Dr. Mondher Letaief WHO - EMRO, Egypt	
	Discussion		
14:30-15:30	Session 7: Accreditation Impact and Beyond Moderator: Jan Mackereth-Hill		
14:30-15:30	The Value of Accreditation on Improving Patient Safety in the Saudi Healthcare System	Dr. Abdulelah Hawsawi Saudi Central Board for Accreditation of Healthcare Institutions, Saudi Arabia	Plenary
	International Accreditation as a Foundation for Highly Reliable Organizations	Dr. Ashraf Ismail Joint Commission International, Middle East, UAE	
	Accreditation Data: A Powerful Tool to Inform Quality Improvement	Ms. Danielle Dorschner Accreditation Canada, Canada	
	Different Models of Accreditation that Drive Quality Improvement: It's All About the Patient	Ms. Salma Jaouni Araj Health Care Accreditation Council, Jordan	
	Discussion		

Time	Topic	Suggested Speaker	Room Name
15:30-16:30	<p>Closing Keynote Speech: “Next Steps: Futuristic Outlook of Patient Safety and Quality Improvement</p> <p>Award Distribution (sponsors)</p>	<p>Dr. Rami Farraj <i>Conference Chairman</i></p>	Plenary
16:30-17:00	<p>Closing Reception - sponsored by First Insurance</p> <p>Receiving Attendance Certificates</p>		Exhibition