

Sidra Medicine 2nd Health Literacy Conference

Monday 31st, October 2022

**Event Moderator: Youssef Qassab, Medical Interpreter - Sidra Medicine*

TIME	TOPIC
8:00 AM – 8:10 AM	Arrival Registration
8:10 AM – 8:20 AM	Welcome and Opening Remarks: <ul style="list-style-type: none"> • Sheikh Dr. Mohammed Al-Thani, Director of Public Health, Ministry of Public Health • CMO, Dr. Ziyad M. Hijazi, Sidra medicine • CNO, Judy L Dawson-Jones, Sidra medicine
8:20 AM - 8:55 AM	The impact of engaging Patients and families on their healthcare and the healthcare system Speaker: Amal Al-Farsi, Manager Patient Education and Health Promotion-Sidra Medicine. Learning objective(s): <ul style="list-style-type: none"> • Discuss the concept of patient and family engagement • Discuss the impacts of patient engagement on safety, people centered-care, efficiency, and health outcomes • Discuss factors affecting patient and family engagement • Discuss strategies to improve patient and family engagement
8:55 AM - 9:30 AM	Health literacy and the COVID-19 pandemic: Lessons Learned Speaker: Dr. Ghadir Fakhri Al-Jayyousi - Assistant Professor of Health Education and Promotion – Qatar University Learning objective(s): <ul style="list-style-type: none"> • Explore the determinants of health literacy during the pandemic. • Understand the challenges of enhancing health literacy during the pandemic. • Discuss the methods that can be implemented to enhance health literacy during emergencies and normal situations.
9:30 AM - 10:00 AM	Patient and Families experience in management of Diabetes in Qatar: Findings from Patient Empowerment Survey Speaker: Dr. Kholoud Ateeq Al-Motawaa - Head of Non-Communicable Diseases in the Ministry of Public Health – MOPH Learning Objective(s): <ul style="list-style-type: none"> • To evaluate awareness, attitudes and practices among diabetic patients and healthcare providers, and to evaluate the level of diabetes care provided to patients. • To identify gaps where services and support to diabetic patients can be enhanced. • To seek advice from media experts on developing and implementing effective national health campaigns on diabetes.

10:00 AM - 10:35 AM	<p>Understanding of self-management role in diabetes care</p> <p>Speakers: Dr. Manal Musallam Othman - Director of Diabetes Education at Hamad Medical Corporation's</p> <p>Learning objective(s):</p> <ul style="list-style-type: none"> • To identify the concept of self-management. • To underline the current practice of diabetes self-management programs. • To highlight a new attribute related to diabetes self-management. • To recognize the association between self-management and health literacy.
10:35 AM – 11:05AM	<p>Enabling and empowering girls to shape their health for the future: a Gynecologist's experience</p> <p>Speaker: Dr. Suruchi Mohan, Attending Physician – Obstetrics – Sidra Medicine</p> <p>Learning objective(s):</p> <p>By the end of the session:</p> <ul style="list-style-type: none"> • The participant will be able to relate the challenges in engaging adolescents in health education endeavors. • The participant will be able to discuss the importance and effectiveness of engaging adolescents as well as their families in changing health behaviors through health literacy.
11:05 AM - 11:35 AM	<p>Patient and family education during COVID 19 pandemic: IPAC Perspective</p> <p>Speaker: Nektarios Foteinakis- Infection Prevention and Control Practitioner, Infection Prevention and Control section- Sidra Medicine</p> <p>Learning objective(s):</p> <ul style="list-style-type: none"> • Highlight the impact of IPAC team to help improve families engagement with patient care during COVID 19 pandemic • Discuss IPAC family and patient education journey during COVID 19 pandemic • Highlight challenges of implementing the new COVID 19 visitors policy • Appreciate the impact of clear communication in patient and families adherence to restricted visitors and isolation precautions.
11:35 AM -12:05 PM	<p>Enhancing Patient Engagement in Primary Health Care Corporation (PHCC)</p> <p>Speaker: Dr. Amal Abdulla Al-Ali - Senior Consultant Family Medicine, Executive Director of Quality and Patient Safety - PHCC, Qatar, Chair of Corporate Ethics Committee-PHCC, Assistant Professor of family medicine in clinical medicine- (WCMC-Q)</p> <p>Learning Objective(s):</p> <ul style="list-style-type: none"> • PCC initiatives and practices to enhance patient engagement and experience. • Demonstrate strategies to enhance collaboration between patients, family, staff, and the community across the continuum of care. • Discuss the importance of integrating sympathy and empathy in providing care to the patient.

	<ul style="list-style-type: none"> • Create measurement that matters to patients and families. • Lessons learned and the next steps to enhance PCC initiatives and approach in PHCC.
12:05 PM -12:35 PM	Break
12:35 PM – 1:05 PM	<p>Engaging Patients and Families in pharmacy setting</p> <p>Speaker: Amal Aburamadan – Head - Outpatient Pharmacy Service, Outpatient Pharmacy Service Div. – Sidra Medicine</p> <p>Learning objective(s):</p> <ul style="list-style-type: none"> • Define Patient Health Literacy and its importance in patients’ health plan outcomes. • Discuss impact of pharmacy in empowering and engaging patients and family members in their treatment plan. • Illustrate pharmacy practice methods used to empower and engage patients and families in their treatment plan.
1:05 PM – 1:35PM	<p>Empowering patient information seeking – Developing a toolkit for parents and caretakers</p> <p>Speaker: Jamie Marie Gray - Director, Distributed library, Associate Librarian - Weill Cornell Medicine-Qatar</p> <p>Learning objective(s):</p> <ul style="list-style-type: none"> • Define health literacy and how patients seek information. • Summarize strategies to improve finding reliable health information online.
1:35PM – 14:05 PM	<p>Sharing Experience: Patient and Family Advisory Council (PFAC) Program at Sidra Medicine</p> <p>Speaker: Aisha Al-Obaidan - Manager - People, Education and Communication, Patient Experience Div. – Sidra Medicine</p> <p>Learning objectives(s):</p> <ul style="list-style-type: none"> • Discuss Patient and Family Advisory Council (PFAC). • Discuss goals and objectives of (PFAC). • Discuss the impact of patient engagement and involvement in healthcare decisions.
14:05PM – 14:50PM	Discussion Panel
14:50 PM – 15:00 PM	<ul style="list-style-type: none"> • Sidra Health Literacy Superheroes Announcement • Wrap-up & Closing Remarks • QR code attendance scan