

SHAHENAZ NAJJAR, B.S., MPH, PhD

Assistant Professor and Senior Researcher- Health Policy and Health Informatics

Arab American University of Palestine (AAUP), Palestine

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QUALIFICATIONS SUMMARY

- Teaching and supervision experience for master programs on public health, quality of healthcare services, health informatics, health policy and management.
- Highly knowledgeable and skilled in healthcare research design, analysis and project management and leading international projects.
- Experienced in writing grant proposals and summarizing, interpreting and presenting data.
- Organized, attentive to details and highly productive. Self-motivated, yet team oriented with excellent interpersonal skills.
- Trilingual in English, Dutch and Arabic, oral and written.
- Experience in establishing working relationships within and outside own team and institution.

EDUCATION

PhD, Biomedical Sciences, Health management and Policy – Quality and Patient Safety (January 2014)

University of Leuven- KU Leuven, Faculty of Medicine, Biomedical Sciences, Belgium

Master in Medical Social Sciences / Health Management (June 2008)

University of Leuven- KU Leuven, Faculty of Medicine, Belgium

Bachelor in “Medical Social Sciences / Health Care Policy” (June 2006)

University of Leuven- KU Leuven, Faculty of Medicine, Belgium

HONORS

March 2013, **Award of best patient safety initiative/ project in Middle East**

Patient safety & quality congress Middle East

Abu Dhabi, United Arab Emirates

April 2011, International Forum on Quality and Patient Safety (**Top Ten posters/IHI**)
Amsterdam, The Netherlands

September 2010, **Ph.D. Scholarship, Research and development** KU Leuven
University of Leuven, Belgium

June 2008, Master in Medical Social Sciences / Health Management, **Distinction**
College of Public Health, University of Leuven, Belgium

June 2000, B.S. **with First Degree Honors**
College of Public Health, Al Quds University, Jerusalem, Palestine

TEACHING EXPERIENCE

| | |
|---------------------------------|---|
| September 2018 – Present | Assistant Professor Health Sciences , Graduate Studies Arab American University of Palestine, Ramallah campus, Palestine |
| September 2014 – September 2015 | Assistant Professor Health Policy and management, Graduate Studies, School of Public Health, Faculty of Medicine Al Quds university, Jerusalem, Palestine |
| September 2014 – September 2015 | Assistant Professor Department of Nursing and Health Professions Faculty Of Pharmacy, Nursing And Health Professions Birzeit University, Ramallah, Palestine |
| Winter 2012 – September 2013 | Co-Instructor Health Management and Policy I and II School of Public Health University of Leuven, Leuven, Belgium |

October 2012 – February 2013 **Instructor**
Graduate Students, Oriental Languages and Communications
Zuyd University of Applied Sciences, Maastricht, The Netherlands

September 2005 – October 2009 **Instructor**
Graduate Students, Arabic and Islamic studies
Faculty of Arts
University of Leuven, Leuven, Belgium.

RESEARCH EXPERIENCE

September 2018 – Present **Scientist for health informatics and cancer informatics research group**
Health Sciences, Graduate Studies
Arab American University of Palestine, Ramallah campus, Palestine

October 2015 – August 2018 **Scientist and Leader for health services and health behavioral section**
Population Health Research Section
King Saud Bin Abdulaziz University for Health Sciences
King Abdullah International Medical Research Center, Riyadh, Saudi Arabia

October 2015 – June 2019 **Senior Researcher and Project Leader**
Health informatics (Erasmus plus Project)
University of Alcalá, Madrid, Spain

October 2012 – February 2013 **Research Assistant**
Zuyd University of Applied Sciences, Maastricht, The Netherlands

November 2010 – January 2014 **Research Associate**
Department of Health Management and Policy
University of Leuven, School of Public Health, Leuven,
Belgium

November 2009 – November 2010 **Research Assistant**
Department of Health Management and Policy
Catholic University of Leuven, School of Public Health,
Leuven, Belgium

PROFESSIONAL EXPERIENCE

August 2021 – February 2022 ***Dean for Graduate Studies***
Graduate Studies, Health Sciences
Arab American University of Palestine, Ramallah campus,
Palestine

October 2020 – July 2021 ***Assistant Dean for Graduate Studies***
Graduate Studies, Health Sciences
Arab American University of Palestine, Ramallah campus,
Palestine

October 2015 – June 2019 **Senior Researcher and Project Leader (part-time)**
Health Informatics - HEAL+ (Erasmus Plus Project)
University of Alcalá, Madrid, Spain

September 2014 – September 2015 **Assistant Professor**
Faculty of Pharmacy, Nursing and Health Professions
Birzeit University, Ramallah, Palestine

September 2014 – September 2015 **Assistant Professor**
School of public health (master program)
Al-Quds university, Jerusalem, Palestine

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|-------------------------------|---|
| October 2014 – September 2015 | Senior Consultant Dimensions Consulting / Healthcare, Ramallah, Palestine |
| January 2014 – present | Senior Researcher and Consultant Eummena NGO, Leuven, Belgium |
| October 2012 – February 2013 | Research and Teacher Assistant Graduate Students, Oriental Languages and Communications Zuyd University of Applied Sciences, Maastricht, The Netherlands |
| October 2005 – November 2009 | Instructor Graduate Students, Arabic and Islamic studies Faculty of Arts University of Leuven- KU Leuven, Leuven, Belgium |

PUBLICATIONS

R Abd Alrhim, **S Najjar**, S Smerat. Obstetric Safety and Quality at Istishari Arab Hospital: Where Are We Now and How Can We Improve. *European Journal of Medical and Health Sciences* 4 (1), 33-40, 2022

HY Amro, **S Najjar**, M Moreb. Electronic Surveillance System for COVID-19 Virus Management in Palestine: An Observational Study. *International Journal of Technology Diffusion (IJTD)* 12 (4), 1-11 2021

S Najjar, M Saade, S Abdalla, F AlBuhairan. Determinants of adolescents' perceptions on access to healthcare services in the Kingdom of Saudi Arabia: Jeeluna national survey findings. *BMJ open* 11 (10), e035315, 2021

N Abulail, M Moreb, **S Najjar**. Reasons for Increasing of In Vitro Fertilization Treatment In Palestine: Cross-sectional Study Design. *2021 International Congress of Advanced Technology and Engineering* 1-8, 2021

Sabbah I, **Najjar S**, Awad M. Clinical characteristics of hospitalized COVID -19 infected patients in Palestine. *Travel Med Infect Dis.* 2021 Apr 20;42:102060. doi: 10.1016/j.tmaid.2021.102060. Epub ahead of print. PMID: 33852944; PMCID: PMC8056849.

Al-Surimi K, **Najjar S**, Al Quidaihi A, Masuadi E. The impact of a national accreditation program on patient safety culture in a tertiary hospital: pre- and post-evaluation study. *Glob J Qual Saf Healthc.* [Published online]. DOI: 10.36401/JQSH-20-30.

Alsabri M, Abdalaziz M, Al-Qadasi FA, Zeeherah AAY, Ebo A, Ghafouri SAR, Hassan AAA , Hamzah M, **Najjar Sh**, Bellou A. Patient Safety Culture in Emergency Departments of Yemeni Public Hospitals: A Survey Study. *Published on Front Emerg Med. In press.*

Aymen Elsous, Amira Shaheen , Hedia Teraoui , **Shahenaz Najjar**, Suha Baloushah, Kahina Mekious, Mahmoud Radwan, Mohammad Abu Rayya. COVID-19 Pandemic and Its Impact on Population Mental Health. *Published on International Journal of Psychological and Brain Sciences 2020; 5(6): 83-91.*

Shahenaz Najjar, Adel Al Mutairi, Rashad Massoud, Khaled Al-Surimi, Sami Boghdadly. Assessing the Feasibility and Effects of Introducing the USA National Surgical Quality Improvement Program on Clinical Outcomes and Cost in Saudi Arabia: An Observational Study. *Published on Global Journal on Quality and Safety in Healthcare, February 2020.*

Najjar SH, Nasim M, Nasser L. Socio-environmental and economic status impact on oral health-related quality of life among Saudi-Arabian adolescents. *Publishes on journal of Medicina (Kaunas), November 2019.*

Najjar SH, Baillien E, Euwema M, Hamdan M, Hellings J, Schrooten W, Sermeus W, Vanhaecht K, Vleugels A, Vlayen A. Similarities and differences in the associations between patient safety culture dimensions and self-reported outcomes in two different cultural settings: a national cross-sectional study in Palestinian and Belgian hospitals. *Published on BMJ open Journal, July 2018.*

Najjar Sh, Nafouri N, Vanhaecht K, Euwema M. Improving patient safety in Palestinian hospitals: cross-sectional and retrospective chart review study. *Published on The lancet, February 2018.*

Najjar SH, Saade M, Abdallah S, AlBuhairan F. Determinants of Adolescent's perceptions on access to health care services in the Kingdom of Saudi Arabia: Jeeluna national survey findings. *Published on Journal of Adolescent's Health, February 2018*

Najjar SH, Nafouri N, Vanhaecht K, Euwema M. The relationship between patient safety culture and adverse events in Palestinian hospitals. *Article: published in Safety on health, September 2015*

Najjar SH, Nafouri N, Vanhaecht K, Euwema M. The relationship between patient safety culture and adverse events in Palestinian hospitals *Poster: Patient safety & quality congress Middle East, Abu Dhabi. March 2014*

Najjar SH, Hamdan M, Euwema M, Vleugels A, Sermeus W, Massoud R, Vanhaecht K. The Global trigger tool shows that one out of seven patients suffer harm in Palestinian hospitals: challenges for launching a strategic safety plan. *Article: published on International journal for Quality in Health Care, October 2013*

Sh Najjar, M Hamdan, E Baillien, A Vleugels, M Euwema, W Sermeus, L Bruyneel and K Vanhaecht. The Arabic version of the hospital survey on patient safety culture: a psychometric evaluation in a Palestinian sample. *Article: published on BMC Health Service Research Journal, May 2013.*

Sh Najjar, M Hamda, A Vleugels, K Vanhaecht. Assessment of adverse events & patient safety harm in hospitalized Palestinian patients using the global trigger tool: challenges for safety plan. *Poster: 2nd Public Health Conference in Palestine: challenges, research and implications. Al-Quds, April 2013*

Sh Najjar, M Hamda, A Vleugels, K Vanhaecht. Use of the global trigger tool shows that one out of seven patients suffer harm in Palestinian hospitals: challenges for launching a strategic safety plan. *Poster: International forum on quality and safety in healthcare. London, April 2013*

Sh Najjar, A Vleugels. Implementation and use of selected clinical indicators in two Palestinian hospitals in Hebron area. *Master thesis. 2008*

SUPPORTED RESEARCH

Role: Principal Investigator
Title: **Clinical Characteristics of Hospitalized Covid -19 Infected Patients in Palestine**
Source: Arab American University of Palestine
Date: Jan 2020 – March 2021

Role: Principal Investigator
Title: **Mapping And Assessment of the Data Quality For the Universal Health Coverage - Services Coverage Index in RMNCH Category in The West Bank**
Source: Arab American University of Palestine
Date: Jan 2020 – February 2021

Role: Principal Investigator
Title: **Prevalence and risk factors of chronic kidney disease in chronic diseases patients: Retrospective chart review in primary health care centers in Hebron**
Source: Arab American University of Palestine
Date: December 2019 – December 2020

Role: Principal Investigator
Title: **Feasibility of linking electronic medical records in governmental hospitals with mother & child health (MCH) eRegistry in Primary Health Care Clinics in Palestine**
Source: Arab American University of Palestine
Date: September 2019 – September 2020

Role: Principal Investigator
Title: **Colorectal Cancer Risk Factors' Assessment in Palestine: A Framework for Prediction Tool**
Source: Arab American University of Palestine
Date: October 2019 – October 2020

Role: Principal Investigator
Title: **Assessment of data workflow among cancer healthcare providers in Palestine: Redesigning health informatics model for cancer registry**
Source: Arab American University of Palestine
Date: October 2019 – September 2020

Role: Principal Investigator
Title: **Effectiveness of healthcare services provided to diabetic patients at primary health care at west bank: Retrospective review of patients records**
Source: Arab American University of Palestine
Dates: October 2018 – November 2019

Role: Principal Investigator
Title: **Obstetric safety and quality at Istishari Arab Hospital: Where are we now and how can we improve?**
Source: Arab American University of Palestine
Dates: October 2018 – September 2019

Role: Principal Investigator (as representative for Alcalá University)
Title: **Capacity Building for Master Program in Health Informatics in the MENA Region**
Source: European commission (Erasmus plus)
Dates: October 2015 – October 2018

Role: Principal Investigator
Title: **The Impact of Socio-Environmental Characteristics on Domain of Oral Health-Related Quality of Life in Saudi-Arabian Children**
Source: KAIMRC
Dates: January 2016 – February 2017

Role: Principal Investigator
Title: **An Impact Evaluation of an Educational Intervention on Health Care Professionals in Saudi's Adolescent Health Care: Quasi Experimental Design**
Source: KAIMRC

Dates: January 2016 – January 2017

Role: Principal Investigator

Title: **Cost Analysis for Adolescent’s Health Services**

Source: KAIMRC

Dates: August 2016 – August 2017

Role: Principal Investigator

Title: **Adolescent’s Perspective on Access to Health Care in The Kingdom of Saudi Arabia: A National Survey Findings**

Source: KAIMRC

Dates: September 2016 – February 2017

Role: Principal Investigator

Title: **Improving the Quality of Surgical Care in Saudi Arabia: A New Effective Approach**

Source: KAIMRC

Dates: October 2015 – June 2017

WORKSHOP/CONFERENCE PRESENTATIONS

Najjar Sh., Saade M., AlBuhairan F. Determinants of adolescents’ perceptions on access to health care services in the Kingdom of Saudi Arabia: Jeeluna® national survey findings. Accepted as Poster Presentation at the Society for Adolescents Health and Medicine SAHM 2018 Annual Meeting, Seattle, WA, USA, March 2018

Najjar Sh., Sanchez S. Building capacity for master program in health informatics: challenges and opportunities. Oral presentation, BIOSTEC Maderia, Portugal Jan 2018

Najjar Sh., Nasim M, AlNasser L, Masuadi E. The impact of socio-economic and home environmental factors on oral health-related quality of life among children aged 11-14. Poster Presentation, Towards Health and Wellbeing for All Adolescents by 2030. International Association for Adolescent Health Cairo, Egypt May 2017

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| Najjar Sh. , Nasim M, AlNasser L, Masuadi E. Oral health-related quality of life among children aged 11-14. Abstract presentation, KAIMRC 7th Annual Forum for Medical Research | Riyadh, Saudi Arabia Dec 2016 |
| Najjar Sh. , Sanchez S. Building capacity for master program in health informatics. Oral presentation, Erasmus+ Capacity Building in Higher Education. Project Representatives Meeting 2016 | Brussels, January 2016 |
| Najjar SH. , Euwemma M., Vanhaecht K. Adverse events and patient safety culture in different departments. Poster presentation. The Lancet Palestinian Health Alliance Conference | Beirut March 2015 |
| Najjar SH , Nafouri N, Vanhaecht K, Euwema M. The relationship between patient safety culture and adverse events in Palestinian hospitals Poster: Patient safety & quality congress Middle East | Abu Dhabi, March 2014 |
| Najjar Sh. , Hamdan M., Vleugels F., Euwemma M., Vanhaecht K. Assessment of adverse events & patient safety harm in hospitalized Palestinian patients using the global trigger tool: challenges for safety plan. Oral presentation, 2nd Public Health Conference in Palestine: Challenges, Research and Implications | Abu Dies, Al Quds Feb 2014 |
| Sh Najjar , M Hamda, A Vleugels, K Vanhaecht. Use of the global trigger tool shows that one out of seven patients suffer harm in Palestinian hospitals: challenges for launching a strategic safety plan. Poster presentation, International forum on quality and safety in healthcare. | London April 2013 |
| Sh Najjar , M Hamdan, E Baillien, A Vleugels, M Euwema, W Sermeus, L Bruyneel and K Vanhaecht. The Arabic version of the hospital survey on patient safety culture: a psychometric evaluation in a Palestinian sample. Patient Safety & Quality Congress Middle East. | Abu Dhabi, March 2013 |

JOURNAL REFEREEING

BMJ Open Journal
 BMC Health Services Research Journal
 International Journal for Quality in Health Care
 Research in Health Science (editorial board)
 Sage Open

SCIENTIFIC MEETINGS

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| KAIMRC 8th Annual Forum for Medical Research. KSA, Riyadh | Dec 2017 |
| Improving Health Status Through Community-Based Education & Interventions: A Global Health Experience. KSA, Riyadh | Oct 2017 |
| WHO-Harvard Medical School Course on Health Systems Strengthening for Universal Health Coverage. UAE, Dubai | Nov 2017 |
| 7th Annual Forum for Medical Research. KSA, Riyadh | Dec 2016 |
| 2nd Saudi Epidemiology Conference: Globalization Impact on Public Health. KSA, Riyadh | Nov 2016 |
| HEAL+: Capacity Building for Master Program. The Netherlands, Amsterdam | Sept 2016 |
| Adolescent Health and Medicine Capacity Building in the Arab Region: Train the Trainers' Workshop 2016. KSA, Riyadh | Feb 2016 |
| Erasmus+ Capacity Building in Higher Education Project Representatives Meeting 2016. Belgium, Brussels | Jan 2016 |
| 6th Annual Forum for Medical Research. KSA, Riyadh | Dec 2015 |
| Lancet Palestinian Health Alliance Conference. Lebanon, Beirut | March 2015 |
| Patient Safety & Quality Congress Middle East. UAE, Abu Dhabi | March 2014 |
| 2nd Public Health Conference in Palestine: Challenges, Research and Implications. Palestine, Abu Dies, Al Quds | Feb 2014 |
| International Forum on Quality and Safety in Healthcare. UK, London | April 2013 |
| Systematic review workshop. Belgium, Leuven | Sept 2012 |
| Scientific Writing workshop. Belgium, Leuven | June 2012 |
| CEBAM One-Day Training on Systematic Reviews. Belgium, Leuven | Oct 2011 |
| Projects management. Belgium, Leuven | Sept 2011 |
| Interpersonal Skills. Belgium, Leuven | June 2011 |
| Building a Quality Measurement System That Works IHI. The Netherlands, Amsterdam | April 2011 |
| Medical Biostatistics for not statisticians. Belgium, Leuven | Dec 2010 |

SKILLS

English and Arabic language: excellent spoken, written and read.

Microsoft Office

Statistical software (SPSS)

Project Management Software (Moday, Trello)

Referencing software (Endnote, Mendely)