Biography of Wafa'a Zeidan

Ms. Wafa'a Zeidan has been the Health Information and Systems Officer at UNRWA (United Nations Relief and Works Agency for Palestine Refugees in the Near East) at the Amman Headquarters since January 2004. In this role, she effectively manages the health information system, enhancing data collection, analysis, and dissemination, which has improved evidence-based planning, budgeting, and strategic direction. She leads the development of a standard dashboard (using Power BI) with core indicators to strengthen the Agency's capacity in generating timely health information, supporting HQ and field operations in planning, prioritization, coordination, monitoring, and evaluation of health services. She also coordinates with the Digital Impact, Technology, and Innovation Department (DITID) to establish new reports and make necessary enhancements, while also developing guidelines, manuals, and training materials.

With over 20 years of experience, Ms. Wafa'a has contributed significantly to the health department's work, including statistical analysis of studies and surveys published in scientific journals, such as "Advancing Refugee Health Data Management" in IJERPH and "Stalled Decline in Infant Mortality among Palestine Refugees in Gaza" in PLOS ONE. "UNRWA's innovative e-Health for 5 million Palestine refugees in the Near East" in BMJ; "Clinical Audit on diabetes care among Palestine refugees" and others.
She also led the introduction of ICD-11 into UNRWA's e-Health system in September 2020 and developed an online training course on ICD-11 for medical officers across 141 health centers using UNRWA's Moodle platform.

Additionally, she has led the methodology for health staffing and verified norms for various health staff categories agency-wide based on WHO standards. She works closely with senior health staff to measure and manage workload based on these norms and continues to research and implement new methodologies for unmeasured workloads in health facilities.