



SITI NORBAYA BINTI ABD RAZAK

SENIOR EXECUTIVE, QUALITY & PATIENT SAFETY

I'm friendly and conscientious personality. In addition, I have experience as a staff nurse and expanding my experience to Quality & Risk Management, Patient Safety, Occupational Safety and Health Management, Compliance and Regulatory and Infection Control. Armed with a strong and thorough work ethic and Mandarin Language is my advantage.

CONTACT

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WORK EXPERIENCES

(1) UiTM Private Specialist Centre, Sg Buloh

Senior Executive, Quality & Patient Safety : April 2022–Current

- ✓ Manage and Analyze KPI, Risk Management, Quality Assurance, and Management, Handling OSH and Patient Safety–Incident, Initiate Root Cause Analysis, Hospital Wide Statistic Data, Infection Control Management, and Schedule Waste Management, Hospital Accreditation (ISO, MSQH, JCI), Internal Audit and External Audit.

(2) Regen Rehabilitation Hospital, Petaling Jaya

Executive, Quality & Risk Management : July 2021–April 2022

- ✓ Handling KPI, Risk Management, Quality Assurance, and Management, preparing Regen Quality Board Paper monthly and a quarter, Handling OSH and patient safety–incident reporting, root cause analysis, hospital-wide statistic data, infection control management, and schedule waste management, hospital accreditation, internal audit, and external audit.

(3) SEGI Oral Health Centre, Kota Damansara

Medical Nursing Matron, Clinical Supervisor : January 2019–July 2021

- ✓ Assisting the Dean in FOD to supervise the Operation of Oral Health Center. Managing CSSU, Dental Clinic, Infection Control, and Emergency Trolley. Supervise students in clinical placement. In charge of ISO, MQA, and Quality Assurance. Oversee patient data information safety and management. Managing Incident reporting for needle stick injuries.

(4) Institut Jantung Negara, Kuala Lumpur

Clinical Research Nurse : September 2014–December 2018

- ✓ Coordinate Clinical Trial Research in IJN. Following and helping the electrophysiology team in handling Implantable Cardiac Devices and envelope antibiotics. Handle study from the beginning–screening, phlebotomy, data collection, study finance, research drug, adverse event, etc.

(5) UiTM, Puncak Alam

Nursing Clinical Instructor : July 2013–August 2014 – 1 Year contract

- ✓ Working as a nursing clinical instructor, guiding and teaching nursing procedures in the clinical area mostly in the government hospital. As liaison personnel with faculty and hospital management. Assist in lecturing/preparing lab. Student clinical roster. Student vaccination. OSCE and exam invigilator

PERSONAL DETAILS

Date of Birth

15th June, 1986

Nationality

Malaysia

Marital Status

Married

Address

No 43, Jalan Rambutan,
Taman Paya Jaras Permai,
47000 Sg Buloh, Selangor

EDUCATION

- ✓ Bachelor of Psychology with Honour,
Malaysia Open University
(2014 – 2019)
CGPA: 2.74
- ✓ Diploma in Nursing
MARA University of Technology
(UiTM)
(2005 – 2008)
CGPA: 2.82
- ✓ Master of Occupational, Safety and
Health Management
Universiti Utara Malaysia
(2022 – Current)
GPA: 3.94

SPECIALITY

Quality & Risk Management, Patient
Safety & Incident Reporting, OSHE,
Compliance & Regulatory, Good Clinical
Practice, Research Methods in
Healthcare

LANGUAGES

Mandarin

Malay

English

WORK EXPERIENCES

(6) Columbia Asia Hospital, Kuala Lumpur

Staff Nurse: January 2013–Jun 2013 – 6 Month SLIM

- ✓ Rotation Working in OT, Ambulatory Care Centre, and CSSD.

(7) Gleneagles Hospital, Kuala Lumpur

Staff Nurse: December 2008–December 2012

- ✓ Working in Executive Screening Centre/ Health Screening Centre. Scheduling appointment for package/ pre –employment/ student visa. Perform phlebotomy for a blood specimen, collection of urine specimen, and pap smear. Perform the Ichihara test (eye test). Handling and checking routine vaccination and emergency trolley. Send patients for ultrasound, stress test, or other test requests by the patient. Collection of lab results and monthly census

LEADERSHIP

- Leading Quality and Sustainability Department
- Vice President for Parent and Teacher Association (SK Bandar Baru Sungai Buloh)
- SEGI University OSH Committee Members
- SEGI University ISO 9001:2015 and ISO 14001:2015 Internal Auditor Committee
- Lead Auditor UiTM Private Specialist Centre for Internal Auditor ISO9001:2015
- Organizer for ISO Hospital Reaccreditation 9001:2015 UiTM Private Healthcare Sdn Bhd
- CKAPS Renewal Certification
- Champion for Risk Management and Incident Reporting
- Malaysian Patient Safety Goal Champion
- Organizer World Hand Hygiene 2023

REFERENCES

- ✓ **DATUK DR RAZALI OMAR**
SENIOR CONSULTANT
ELECTROPHYSIOLOGIST & CARDIOLOGIST
CVSKL, KUALA LUMPUR
+ 603 2276 7073
- ✓ **EIMIELYANA BINTI MOHD ZAKI**
AUDIOLOGIST
UITM PRIVATE SPECIALIST CENTRE (UPSC) +
6014-5268289
- ✓ **MARYAM KHALISA BINTI HUSNI**
ADMIN OFFICER
SEGI UNIVERSITY KOTA DAMANSARA +6012-
2941524

SKILLS

- ✓ Patient Assessment
- ✓ ISO QMS 9001:2015 Internal Auditor
- ✓ Clinical Research
- ✓ Hospital Lead Auditor
- ✓ Risk Assessment and Technique ISO 31000:2015
- ✓ IHI Patient Safety and Incident Reporting

COURSE/TRAINING

- 2010 (Sept), Tracheostomy Workshop and certification
- 2011 (Oct), NIOSH Workshop and certification (ergonomic and chemical spill)
- 2014 (Oct), Basic Life Support (CPR) and certification
- 2015 (20 Mar), Phlebotomy Workshop and certification
- 2015 (10–12 Jun), Good Clinical Practice Workshop and certification
- 2015 (21–22 May), Customer Focus Culture Workshop and certification
- 2015 (19–22 Nov), Attended Asia Pacific Heart Rhythm Scientific Session, Melbourne
- 2015 (13 Feb) Induction Programed, IJN
- 2016 (April) National Heart Association Meeting (NHAM) and certification
- 2017 (Jan) GCP refresher course at IJN College and certification
- 2017 (Mar) Study Coordinator Course with certification
- 2018 (Oct), Basic Life Support (CPR) re–certification
- 2019 (12 Apr) ISO 9001:2015 Quality Training: Foundation of ISO
- 2019 (22–23 Apr) ISO 9001:2015 Quality Training: Internal Auditor
- 2019 (18–19 Apr) Handling Emergency
- 2019 (9–10 May) 7 habit of highly effective people
- 2019 (5 Dec) Infection Prevention and Control (advanced)
- 2020 (Jun) Key Performance Indicator Training
- 2020 (nov) Fundamental OSH for Supervisor
- 2020 (Jul) Mental Health Assessment with Artificial Intelligence
- 2021 (July) IHI patient safety, Risk Management, Leading in Quality Improvement, Root Cause Analysis
- 2021 (Sept) Malaysian Society Quality in Healthcare (MSQH) 6th Edition
- 2021 (Sept) ISO 9001:2015 QMS–Foundation–NIOH
- 2021 (Oct) ISO 31000:2018 Risk Assessment and Risk Management –NIOH
- 2021 (Oct) Basic Life Support Recertification Course
- 2021 (Nov) Schedule Waste Management– Cenviro
- 2022 (Feb) American Heart Association Basic Life Support Instructor Certified
- 2022 (Jun) ISO 9001:2015 Quality Management System internal auditor refresher course
- 2022 (November) Vision Zero Toward OSH in healthcare, UMMC