

RESUME



Name: Chong Sook Yee

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Gender: Female

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Education:

No.	Qualification	Institution	Year
1.	Diploma in Nursing	Tun Tan Cheng Lock, College of Nursing, Assunta Hospital.	2002
2.	Bachelor in Nursing	Monash University Malaysia	2006
3.	Post-Basic in Peri-Operative Nursing	University Malaya Medical Centre - Distinction	2007
4.	Master in Nursing	Open University Malaysia	2013
5.	Master in Quality Management	Open University Malaysia - Distinction	2021

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Registration:

No.	Professional Body	Registration Number	Year
1.	Malaysian Nursing Board	48542	2002 - Current

Experience:

No.	Position	Company	Year
1.	Teacher	Sekolah Rendah Jenis Kebangsaan (Cina) Kong Man, Serdang Lama, Selangor.	Jan – Jun 1999
2.	Staff Nurse	Assunta Hospital, Petaling Jaya, Selangor.	Jul 2002 – Aug 2005
3.	Staff Nurse	Sunway Medical Centre, Bandar Sunway, Subang, Selangor.	Aug 2005 – Aug 2008
4.	Staff Nurse	King Faisal Specialist Hospital and Research Centre, Riyadh, Saudi Arabia.	Nov 2008 – Jan 2010
5.	Nursing Lecturer	SEGi College Kuala Lumpur	Jan 2010 – Dec 2012
6.	Nurse Case Manager	Tacticor International Sdn. Bhd.	Jan – Jun 2013
7.	Clinical Educator – Operating Room	Columbia Asia Hospital Puchong	Jul 2013 – Jun 2014
8.	Nurse Manager – Operating Room	Columbia Asia Hospital Puchong	Jul 2014 – Sep 2014
9.	Quality Assurance Manager	Columbia Asia Hospital Puchong	Oct 2014 - Current

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Current Job Specification:

- Establish hospital wide quality activities plan to ensure the hospital goals and objectives are constantly achieved.
- Monitoring the quality indicators and activities of the hospital while increasing the performance and setting realistic improvement goals.
- Determine areas for improvement and initiate changes to improve the performance.
- Maintain quality control through ensuring compliance with hospital policies and procedures.
- Active members of the hospital clinical and non-clinical committees.
- Conduct training for internal auditors and organize for hospital wide internal audit.

Strengths/Achievements:

- A dedicated, hardworking and trustworthy nurse who has hands on experience in a wide range of administrative, managerial and operational tasks.
- Able to handle multiple tasks, work efficiently and meet deadlines. Also able to think outside of the ordinary and creatively.
- Able to follow specific instructions on various cases. Perform work independently as well as in a team.
- Demonstrates knowledge of various statistical techniques and the application of these techniques by using SPSS Statistics and Excel when analysing data in research.
- Successfully conducted hospital wide internal audits and facilitated Malaysian Society for Quality in Health (MSQH) Hospital Accreditation Survey and achieved full accreditation for 3 cycles.
- Conducted master research study on Patient Discharge Time Improvement Using Lean Approach in a Private Hospital in Klang Valley and successfully reduced the patient discharge time from 4:37:27 hours to 2:47:26 hours, an improvement of 40%.