

## RESUME

### **MOHD AFFAN FALIQ BIN IBRAHIM**

Jalan Lompat Tinggi 13/33, Seksyen 13, 40100 Shah Alam, Selangor  
H/P : 013-3972677 e-mail : affanfaliq@gmail.com

#### **PERSONAL PARTICULARS**

NRIC : 871108-14-5345  
Date of Birth : 08 November 1987  
Race/Religion : Malay / Islam  
Nationality : Malaysian  
Sex / Gender : Male  
Marital Status : Married



#### **CAREER PROFILE**

An experienced Hospital Operations Management with over 10 years' experience from a diverse range of healthcare operations in Allied Health, Support Services & Outsourcing. Such services includes of Marketing & Communication, Business Office, Medical Record, IT, Purchasing & Store, Facilities & Biomedical Management, Project, Administration, Imaging, Outsourcing, Rehabilitation, Dietetic & Dietary, Audiology & OPCS. Skilled senior manager in leading direct reports as well as cross-functional teams. My earlier careers in Medical Record, IT & various departments' exposure have afforded me a well-rounded skill set in hospital operations. Combined with 10 years on-the-job practical experience, with strong management and operations skills, and deep passion for healthcare management, I am well-equipped to lead and provide exceptional support for an organization.

#### **CORE COMPETENCIES**

##### **Operations**

Continuously review the operating performance direction, and initiate corrective action to achieve the vision and mission of the hospital

##### **Strategic Planning**

Develop and implement strategies align with CEO planning which includes succession planning, contract management, quality management planning, & hospital new services

##### **Project Development**

Identify, plan, develop and implement Hospital project or new services to ensure business is progressing and achieve continuous growth

##### **Leadership**

Provide appropriate leadership so that they are motivated and contributing high productivity with good quality output

##### **Cost Control**

Analyze, manage and administer all resources and assets of the company / Hospital in the best practice of management and administration to obtain optimum Revenue to the company / Hospital. These includes material management, staff related cost reduction strategies, repair & maintenance, and vendor selection

##### **Policies & Procedures**

Review, compile, and implement operations related policies, to be in line with regulations and accreditations (MSQH)

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#### **WORKING EXPERIENCE**

##### **Senior Operations Manager**

Jan 2023 – Present

*Bukit Tinggi Medical Center, Ramsay Sime Darby Healthcare  
(Renowned as Manipal Hospital Klang)*

*Reporting to Chief Executive Officer*

Senior Operations Manager will be working closely as part of Bukit Tinggi Medical Center's Senior Management Team participating in strategic and tactical discussions.

Responsible for the overall function of the following area:

- Hospital Daily Operations
- Hospital Project Development & CKAPS or any government bodies
- Hospital Continuous Improvement Committees (*Environmental & Safety Committee, Procurement Committee & MDAC Sub-committees*)
- Departments (*Allied Health, Support Services & Outsource Services*)
  - Engineering – Facilities & Biomedical Engineering
  - Support Services - Health Information Management System (HIMS), Environmental Safety & Health (ESH), Dietetic & Food Services, Material Management Store Unit (MMSU)
  - Outsource Services – Housekeeping, Security, Waste Management, Linen, Car Park Management, Concierge Services, Pest Control & Tenants

##### *Main Duties / Responsibilities:*

- Support the CEO to organize and oversee daily operations of Bukit Tinggi Medical Center
- To ensure the smooth running of hospital operations and providing feedback for improvement, efficiency and effectiveness
- To carry out and monitor and analyze and report key aspects of financial performance
- Establish, develop and implement strategies to maximize resources
- Liaise with superior to make decisions for operational activities

##### *Achievements:*

- Skincenteric (Dermatology Clinic) – *Completed (Soft Launch on 1<sup>st</sup> February 2023)*
- Pediatric Ward Refurbishment – *Completed (10<sup>th</sup> April 2023 – 15<sup>th</sup> June 2023)*
- New External Signages – *Completed (14<sup>th</sup> March 2023 – 29<sup>th</sup> June 2023)*
- OT 5 Renovation with FM200 Installation (Ultra Clean – ISO 5 Classification) – *Completed 20<sup>th</sup> June 2023*
- Carpark Fencing (Level 1 & Level 2) – *Completed on 4<sup>th</sup> June 2023*
- OT 1 Renovation with FM200 Installation (Ultra Clean – ISO 5 Classification) – *Completed 2<sup>nd</sup> October 2023*

##### **Operations Manager**

May 2022 – Nov 2022

*KPJ Damansara Specialist Medical Center*

*Reporting to Chief Executive Officer*

Operations Manager will be working closely as part of KPJ Damansara's Board of Members participating in strategic and tactical discussions to ensure smooth running of the various departments and it's supporting Units in meeting the Hospital's areas of quality and patient related services including leading daily hospital operations efficiently and effectively.

Manage the overall direction and function of all the departmental activities and responsible in ensuring all daily activities of the various departmental functions of the Hospital is implemented in a consistent, efficient and timely manner.

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Responsible for the overall function of the following area:

- Hospital Daily Operations
- Hospital Business Development
- Hospital Project Development & CKAPS or any government bodies
- Hospital Continuous Improvement Committees (*Environmental & Safety Committee, Procurement Committee & MDAC Sub-committees*)
- Departments (*Allied Health, Support Services & Outsource Services*)
  - Allied Health – Rehabilitation, Dietetic & Dietary, Diagnostic Imaging & Radiotherapy, Health Information Management System, Audiology, OPCS & IVF
  - Support Services – IT, Customer Service, Facilities & Biomedical Engineering, Marketing & Communication, Purchasing & Business Office
  - Outsource Services – Housekeeping, Security, Waste Management, Linen, Pest Control, Laboratory & Tenants

#### *Main Duties / Responsibilities:*

- Support the CEO to organize and oversee daily operations of KPJ Damansara Specialist Hospital
- To ensure the smooth running of hospital operations and providing feedback for improvement, efficiency and effectiveness
- To prepare a proper working paper and feasibility study is done to assess the need for the hospital equipment and new/future investment or extension program for the growth of the hospital
- To be actively involved in the marketing and public relations plan of the hospital to ensure continuous marketing and promotion is done for new and existing services
- To carry out and monitor and analyze and report key aspects of financial performance
- Establish, develop and implement strategies to maximize resources
- Liaise with superior to make decisions for operational activities

#### *Achievements:*

- 6<sup>th</sup> Cycle MSQH Accreditation Survey 6<sup>th</sup> Edition – 25<sup>th</sup> – 27<sup>th</sup> July 2022
- Women's Health & Wellness Service Provider of the Year in Asia Pacific – 6<sup>th</sup> August 2022

### **Head - Operations**

June 2021 – May 2022

*Daehan Rehabilitation Hospital Putrajaya*

*Reporting to Chief Executive Officer*

Head of Operations will be working closely as part of Daehan's Senior Management Team participating in strategic and tactical discussions to ensure smooth running of the various departments and it's supporting Units in meeting the Hospital's areas of quality and patient related services including leading daily hospital operations efficiently and effectively.

Manage the overall direction and function of all the departmental activities and responsible in ensuring all daily activities of the various departmental functions of the Hospital is implemented in a consistent, efficient and timely manner.

Responsible for the overall function of the following area:

- Hospital Daily Operations
- Hospital Project Development & CKAPS or any government bodies
- Hospital Continuous Improvement Committees (*Environmental & Safety Committee, Procurement Committee & MDAC Sub-committees*)
- Departments (*Facilities & Biomedical, Medical Records, IT, Purchasing, Store, Administration, Imaging*)
- Outsource (Housekeeping, Security, Waste Management, Linen, Pest Control, Laboratory & Tenants)

#### *Main Duties / Responsibilities:*

- Support the CEO to organize and oversee daily operations of Daehan Rehabilitation hospital
- Continuously monitor and review the Administration & Operations performance, direction and initiate

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- corrective action in line with hospital vision and mission
- Head of Operations also responsible for planning monitoring, supervision and improvement activities for all department that involved ie: Purchasing, Medical Record, IT, Facilities & Biomedical, Administration, Store & Imaging)
  - Establish, develop and implement strategies to maximize resources
  - Liaise with superior to make decisions for operational activities
  - Supervise staff from various departments and provide constructive feedbacks
  - Manage overall hospital Facilities (FEMS & BEMS) and General Administration
  - Negotiating contracts/agreement and manage relationships/agreements with external partners/vendors (Outsource Management)
  - Outsource i.e Housekeeping, Laboratory, Landscape, Laundry & Linen, Pest Control, Security, Tenants & Waste Management
  - Develop plans & strategies to be part of Hospital Continuous improvement activities for hospital improvement process
  - Develop and implement relevant workforce planning in line with operational needs and budgets
  - Ensure that the hospital expectation meets all the required statutory requirements and regulations of the relevant regulatory bodies
  - Develop and implement Standard Operating Procedures (SOP) for overall operations of the hospital and to supervise and provide necessary guidance to the administrative support staff for smooth operations of the hospital
  - To support special projects and/or assigned tasks from time to time
  - Perform other related duties as may be assigned or delegated by CEO or any other person as directed from time to time by the Company

#### **Operations Manager**

June 2019 – May 2021

*Pantai Hospital Klang*

*Reporting to Chief Executive Officer*

Operations Manager will be working closely with Heads of Departments to ensure smooth running of the various departments and it's supporting Units in meeting the Hospital's overall Quality Objectives and service standards.

Manage the overall direction and function of all the departmental activities in line with the Vision, Mission, and Core Values of the Hospital. Responsible in ensuring all daily activities of the various departmental functions of the Hospital is implemented in a consistent, efficient and timely manner.

Forms part of the key personnel in the management team participating in strategic and tactical discussions. Also be responsible to champion process improvements for the hospital in areas of quality and patient related services including leading daily hospital operations efficiently and effectively.

Responsible for the overall function of the following area:

- Hospital Daily Operations
- Hospital Project Development
- Hospital Continuous Improvement Activities
- Departments (*Imaging, Medical Records, IT, and Purchasing*)
- Outsource (*Housekeeping & Security*)

#### ***Main Duties / Responsibilities:***

##### **a. Management Function**

- In charge of all administrative matters and daily activities in the running of the departments
- Establish objectives and targets for the department
- Responsible for the human resource development of the department, for example, to advise and collaborate with the Management on manpower planning, distribution of staff, annual staff

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performance appraisals, disciplinary related matters and staff job competencies.

#### **b. Equipment Maintenance**

- Monitor all Imaging equipment are functioning at optimum level and all periodic preventive maintenance (PPM) as scheduled for the equipment, are carried out promptly by the Vendor
- Monitor with Vendor Engineers on all matters related to breakdown of the Imaging equipment and its repair schedule
- Monitor the performance of the existing equipment and their contractual services as may be necessary in coordination with the Maintenance Unit of the Hospital

#### **c. Operating License (MOH Requirement)**

- Monitor the annual licensing requirements (certificates to be submitted to MOH) which include:
  - Engage a licensed Class H company (certified and approved by MOH only) to carry out Quality Assurance tests on the equipment (irradiating equipment only) once a year and obtain the Company's certification on the validity to operate the equipment thereafter.
  - Arrange for the compulsory CME for all Radiographers and Imaging Technicians which shall be undertaken by the Class H company itself (certificate of attendance issued).
  - Obtain the Annual Practicing Certificates of the Radiologists to be submitted to MOH

#### **d. Purchasing Function**

- Monitor and approve PR and PO from interested suppliers and submit them via requisition orders to the Purchasing Department who will process it subject to the Management's final approval.

#### **e. Management of Stock Inventory**

- Monitor the overall department supply of stock items so that they are readily available at all times
- Provide an alternative solution as a contingency measure in the event that a particular stock item cannot be supplied on time or unavailable (to be done with the assistance and advice from other interfacing departments such as Medical Supplies, Purchasing and Pharmacy)

#### **f. Imaging, Medical Records, IT & Purchasing**

- To ensure that the various departments meet the Hospital's overall Quality Objectives and service standards
- To ensure that the various departments adhere to our policies and guidelines
- To liaise and coordinate with the respective department officers and/or Managers

#### **g. Others**

- To liaise and coordinate with the various department officers and/or Managers on the hospital license application for Pantai Hospital Klang
- To play an active role in the OSHA committee of the hospital and all it requires while performing the said role
- To perform any other duties that may be assigned by the Management from time to time

#### *Job Accomplishments*

- General Ward II VVIP Room Renovation & Refurbishment Project - 6/10/19 – 26/10/19
- Café Project Renovation & Refurbishment Project - 10/9/19 – 29/9/19
- Business Office Renovation & Refurbishment Project - 5/11/19 – 13/12/19
- Lobby Tiles Replacement – 10/11/19 – 15/11/19
- Lobby Corridor Replacement – 13/7/20 – 24/7/20
- Paeds Ward, GW1 & GW2 Refurbishment – 1/8/20 – 30/12/20
- Consultant Lounge Refurbishment – 15/9/2020 – 30/9/2020

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- Admission Lounge – 3/10/2020 – 11/10/2020
- Pharmacy Refurbishment – 7/11/2020 – 22/11/2020
- Pylon Installation – 18/11/2020
- Accident & Emergency Signage Installation (Neon Light) – 21/11/2020 – 28/11/2020
- Outpatient Department Plaster Ceiling Refurbishment – 17/12/2020 – 28/2/2021
- Additional 2 Clinics – 17/12/2020 – 28/2/2021
- Accident & Emergency Renovation – *In Progress*
- Health Screening Center – *In Progress*
- Additional Scope Room – *In Progress*

#### **Assistant Operations Manager**

March 2018 – May 2019

*Pantai Hospital Batu Pahat*

*Reporting to Chief Executive Officer*

Assistant Operations Manager of Pantai Hospital Batu Pahat will be working closely with Heads of Departments to ensure efficient and optimal service delivery, whilst driving continuous improvements. Forms part of the key personnel in the management team participating in strategic and tactical discussions. Also be responsible to champion process improvements for the hospital in areas of quality and patient related services including leading daily hospital operations efficiently and effectively

Responsible for planning, monitoring, and managing safety and performance improvement activities and to ensure that the distribution of assignments is given to appropriate individual/personnel accordingly.

Responsible to oversee the following area:

- Hospital Daily Operations
- Hospital Project Development
- Hospital Continuous Improvement Activities
- Outsource (Housekeeping & Security)

#### *Main Duties / Responsibilities:*

- Support the CEO to ensure the efficient and effective day-to-day running of the hospital
- Delivery of key quality, performance and financial plans and achieving key service improvements of departments, this includes reviewing operational performance, direction and initiate corrective action to achieve the vision and mission of the hospital
- To work with senior management to conceive, formulate and implement short and long term plans for the expansion / improvement of the hospital
- Working in conjunction with other departmental heads to ensure appropriate services are in place and to deliver corporate and hospital strategic and operational objectives and standards
- Leading and driving changes to achieve improvements in processes for better patient outcomes and financial balance through the application of operations management principles
- To support special projects and/or assigned tasks from time to time
- Receive and act upon any instructions of assignment relating to planning, operation, administration and development of the hospital in alignment to the present business activities and volume and expansion

Perform other related duties as may be assigned or delegated by Superior or any other person as directed from time to time by the Company

#### *Job Accomplishments*

- a. Assisting Marketing Department & Patient Relations with hospital activities and programs.
  - Sharp Health Talk (Orthopaedic - Dr Zakhiri) - March 2018
  - Doctor On-Call (Radio Mix FM) - 26 April 2018
  - Continue Medical Education (CME) - 27 April 2018
  - Marketing Monthly Report (Partner Performance)
  - Staff Audit - Service Excellent



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- GP Clinic Visit
    - Dr Zakhiri Introduction
    - Referral form Distribution
  - AIA - Gift of Love (Takaful Plan)
  - Sharp Health Talk (Orthopaedics) – March 2018
  - Dr Little Program – March 2018
  - AIA Health Talk (Orthopaedics) – April 2018
  - Continue Medical Education (O&G) Program – April 2018
- b. Support Medical Affairs & Quality (MAQ) Department related to hospital compliance and quality improvement**
- Coordinate Quality Improvement Project (QIP)
  - Facilitate departments HOP/SOP/Policies/WI updates for MSQH preparations
  - Reviewing department Quality Objective indicator
  - E-HIR implementation (Go-Live on 1st July 2018)
    - Refresher Training (HODs & Nursing Team) - 26 June 2018
  - Review Standard 21 (Linen) & Standar 2 (ESS) for MSQH Preparation with MOD Facilities
- c. Carry out and assisting specific duties & special projects assigned by Facilities Department**
- Manage external contractors & vendors with Permit To Work (PTW) before proceed with their work
  - Service Excellence Housekeeping Training - 25 July 2018
  - Medical Ward - South Wing (Lvl 6) Single Room Renovation Project - 25/8/18 - 15/9/2018
  - O&G (Lvl 2) Renovation & Refurbishment Project -15/1/19 – 21/2/19
  - Refurbishment new Consultants Clinic – 21/10/18 – 19/11/18
  - Continous Ambulatory Peritoneal Dialysis (CAPD) Services Project – 25/11/18 – 31/12/18
  - Medical Ward – South Wing (Lvl 6) Renovation Isolation Room Project – 5/1/19 – 28/2/19
  - Relocation of Medical Supply Store (MSS) & Medical Record Department
- d. Perform specific duties assigned by Finance Department**
- i. Business Office**
- Responsible for managing Business Office handling Registration, Admission, Discharge & Billing, Cashiering Processes.
  - Handling all operational and technical aspects to ensure accuracy and reliability of Business Office processes for inpatient and outpatient.
  - Effective management for Business Office involved Inpatient admission and discharge, Outpatient registration, billing and payment counters, emergency registration, billing and payment counters.
  - Ensure smooth running of Business Office counters activities for Registration/Admission and Discharge of Outpatient and Inpatient.
  - Ensure daily cash count activities are done accordingly and compliance with SOP/Policies stipulated.
  - Actively involved in process improvement activities for PHBP Business Office to manage the customer's expectation towards improving the patient's journey.

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#### **EARLIER CAREER HISTORY**

##### **Subject Matter Expert (SME) / Clinical Informaticist (Medical Record)**

Dec 2014 – Dec 2018

*IHH Healthcare Sdn. Bhd, Kuala Lumpur  
(Renowned as Pantai Holdings Berhad)*

*Reporting to Head of Information Technology*

Clinical Informaticist (Medical Record) functions as a knowledgeable practitioner, and as an implementer, educator, and evaluator to maintain and improve Health Information System (HIS) and to mentor clinical users to become better technology consumers for Pantai & Gleneagles Group of Hospitals. Clinical Informaticist is also known as Subject Matter Expert (SME).

##### *Main Duties / Responsibilities:*

- Participate in the selection, design, testing, implementation, troubleshooting and support of healthcare informatics system
- Provide direct, hands-on education and support to hospitals staff in the use of technology in a manner to ensure patient records are managed accordingly to regulatory and quality accreditation requirements
- Provide direct support to end-users, working within the established support framework that includes Informatics and IT input
- Ensure maximum use and efficiency of health information system, by performing regular analysis and assessment of hospital's medical record department workflow and provide recommendations for the automation of manual processes
- Consistently strive to improve knowledge and skills in the development of health information system and processes and work cooperatively within the Informatics and IT to develop resolutions to issues in response to user requests and concerns
- Responsible to monitor, oversee and giving advice to Medical Records for Pantai & Gleneagles Hospital throughout Malaysia
- Establish & document both the system and operational workflow for Medical Records Department
- Generic workflow for the entire Pantai Gleneagles Group
- Variations amongst the hospitals – system requirement, workflow
- Responsible for identifying the root causes of Medical Record errors and assists in correcting and preventing future recurring problems

##### *Job Accomplishments*

- (Chief Coordinator) - Conduct ICD-10 Short Course Training 2015 for Medical Records staff of Pantai & Gleneagles Group (14 hospitals) with collaborations of Ministry of Health (Pusat Informatiks Kesihatan) – 21<sup>st</sup> May 2015
- Data loading of new version ICD-10 dataset entry projects into Pantai & Gleneagles Hospital Information System (Fisicien) – 20<sup>th</sup> November 2015
- (Committee Members) - PHOENIX Team Building for IT Department, including IT's staff from Pantai & Gleneagles Hospitals
- Implementation of E-HOR (Hospital Occurrence Report) throughout Pantai & Gleneagles Group Hospital
- Hospital Information System (Fisicien) Project Implementation Pantai Hospital Sungai Petani (PHSP) - Commencement date on 1st January 2015
- Hospital Information System (Fisicien) Project Implementation Gleneagles Kuala Lumpur (GKL) - Commencement date on 1st February 2015
- Hospital Information System (Fisicien) Project Implementation Gleneagles Kota Kinabalu (GKK) - Commencement date 4th May 2015
- Hospital Information System (Fisicien) Project Implementation Gleneagles Medini (GMH) -



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Commencement date 11<sup>th</sup> November 2015

- GST implementations throughout Pantai & Gleneagles Group Hospital
- Doctor Profee Reconciliation & Independent Consultant Module Reconciliation
- Total Operating Model (TOM) for Medical Record & Patient Accounting Workflow Processes conducted by Ernst & Young
- (Chief Coordinator) - Project planning and initiation of Document Management System (DMS) across Pantai & Gleneagles Group Hospital
- (Chief Coordinator) - Sistem Maklumat Rawatan Pesakit (SMRP) V2.0 Project Implementation – Ministry of Health (MoH) Mandatory Reporting System(14 Hospitals) Commencement Date 19<sup>th</sup> April 2017

#### **Medical Record Executive**

Feb 2013 – Dec 2014

*Gleneagles Kuala Lumpur, Ampang, Selangor Darul Ehsan*

Responsible to supervise and monitor the medical records activities of the Medical Records Department and ensuring patients confidentiality is maintained strictly at all times. The patient's records are well-managed in accordance to the laws and regulations determined by the Private Healthcare and Facilities Service Act, 2006.

#### *Main Duties / Responsibilities:*

- To supervise and coordinate the daily activities and function of medical records department, including filing, retrieval and archiving of medical records.
- Responsible to present customer complaint cases in Customer Care Committee (CCC) meeting
- Processing applications for insurance forms / medical report.
- Responsible to prepare monthly report feedback to Risk & Quality Department
- Responsible to reporting of statistical data required by MOH as such Monthly Delivery Census
- Monitoring and provision of the Completeness and Outstanding Discharge Patient Records upon discharge within 48 hours
- To provide support to the Assistant Manager / Manager by taking on his/her role and responsibility at any time in his/her absence to ensure continuity of the department functions as such preparation of Mortality meetings
- To assist Assistant Manager / Manager in updating and developing of department Standard of Procedures (SOP)

#### *Job Accomplishments*

- Manage to provide assistance to Manager by providing any data required during the Triennial Joint 2013 Commisioner International (JCI) and International Standard Organization (ISO) 2013
- Monitor and organize personnel to verify completeness of documentation by doctors and nurses for quality measurement in clinical notes
- Conduct scanning training session for the nursing team
- Conduct and provide on-the-job training for new recruits in any task been given from time to time.
- To ensure all diagnosis and procedures are coded for every patient discharges by using ICD-10 codes prior to MOH requirements.

#### *Achievement*

- Triennial Joint 2013 Commisioner International (JCI)
- International Standard Organization (ISO) 2013
- Customer Care Committee (CCC) for Customer Feedback Report Presentation
- Birthday Celebration Jan 13 – April 13(Committee Members)
- Celebrating Hari Berbuka with Tahfiz Orphanage (Committee Members)
- Birthday Celebration May 13 – Aug 13 (Committee Member)

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- Birthday Celebration Sep 13 – Dec 13 (Committee Member)
- JCI Appreciation Dinner 2013 (Committee Member)

#### **Health Information Executive**

July 2012 – Jan 2013

*Gleneagles Kuala Lumpur, Ampang, Selangor Darul Ehsan*

Responsible for developing and establishing a system of collection, compilation, analysis and presentation of morbidity and mortality statistics and statistical data on services provided by the hospital as well.

##### *Main Duties / Responsibilities:*

- To supervise and coordinate the daily activities and function of the Health Information Department, including filing, retrieval and archiving of medical records, processing applications for insurance forms/medical reports, updating registration of stillbirths and death records, notification of infectious diseases, and etc.
- Participate in the developing and updating the policies and procedures for the department.
- Participate in the training, supervision, and appraisal of staff.
- Maintain the compilation and production of monthly and yearly statistical reports on the utilization of beds and services provided by the Wards, Emergency Department, Health Screening Center, Specialist Clinics, and other related departments.
- Code the diagnoses and procedures using the ICD-10 codes.
- Carry out other related duties as may be assigned by the Head Of Department.

##### *Job Accomplishments:*

- Involved directly in the achievements of Pantai Triennial Joint 2012 Commisioner International (JCI)
- Involved in the implementation of PHOENIX projects
- Managed and organized projects with Mitsui Soko for inactive patient's records.
- Manage to set up new medical records room especially for Paediatrics
- Leads and instructs personnel for the preparation of JCI 2012 as such store cleanliness, Chart Review Folders, department files updated.
- Manage to prepare mortality folder for Mortality Meeting amongst doctors

#### **Health Information Management Services Junior Executive**

Feb 2011 – May 2012

*Institut Jantung Negara (IJN), Selangor Darul Ehsan*

Responsible for patient medical records including review, abstract, analyze and organize data for compliance with IJN internal standard quality assurance. Review and develop new policies and procedures in accordance with ISO, MMC, MSQH hospital accreditation standards and also JCI standards.

##### *Main Duties / Responsibilities:*

- To perform daily activities and function of the Health Information Management Services on technical duty including filing, retrieval and upon request by clinics and wards, processing applications for insurance forms/medical reports as well.
- To ensure documentations are completed by the doctors to comply with the JCI requirements.

##### *Job Accomplishments*

- Organised HIMS Culling Project from November to December 2011 that completed within target time and budget cost

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- Lead and organised programs for students from Faculty of Information Management UiTM Shah Alam for one month attachment and practical training.

#### **EDUCATIONAL BACKGROUND**

- 2011 – 2016**      **Universiti Teknologi Mara, Shah Alam**  
Master of Business Administration in Risk Management (MBA) – (CGPA : 3.18)
- 2009 – 2010**      **Universiti Teknologi Mara, Shah Alam**  
BSc. in Records Management (Hons.) (CGPA : 3.56)  
Major in **Records Management**.  
Minor in **Information System Management**
- 2006 – 2008**      **Universiti Teknologi Mara, Sarawak**  
Diploma in Information Management (CGPA : 3.49)
- 2003 - 2004**      Sekolah Menengah Teknik, Kuala Lumpur
- 2000 - 2002**      Sekolah Men. Keb. Taman Seraya, Ampang, Selangor.
- 1994 - 1999**      Sekolah Kebangsaan Taman Muda, Ampang, Selangor

#### **AWARDS AND RECOGNITION**

- 2010**      • Chancellor's Honour Roll 2010/11 for BSc In Records Management (Hons) CGPA : 3.56  
• Dean's Honour List for April 2010 (Part 3) BSc. Information Studies (Hons)
- 2009**      • Dean's Honour List for April & October 2009 (Part 1 & 2) BSc. Information Studies (Hons)
- 2008**      • Dean's Honour List for April & October 2008 (Part 5 & 6) Diploma Information Management.
- 2007**      • Dean's Honour List for October 2007 (Part 4) Diploma Information Management  
• Certificate of Appreciation Arkib Negara Malaysia – Special Projects for UITM Students 2010

#### **COURSES & TRAININGS**

- 2011**      • Basic Life Support :curriculum of American Heart Association and CPR Faculty of IJN  
• Fire & Rescue Academy of Malaysia: Basic Public Fire Safety  
• Medico Legal Risks And The Front Liners  
• Strategic Information System Planning Workshop  
• Transformation of Medical Records Department Towards Health Information Services Department  
• Inter-Departmental Microsoft Training
- 2012**      • Bomba Safety Training  
• E-Reporting Workshop  
• Training Workshop on Coding For Diseases and Procedures: "Preparing Towards ICD-11"
- 2013**      • Code Yellow Drill & Training (Disaster)  
• Taking Ownership Passionately (TOP)  
• Time Management Program  
• JCI Compliance Reinforcement
- 2014**      • Building Bridges "Updates on Labour Relations"  
• Code Purple Drill & Training (Bomb Threat)

## **RESUME**

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- Service Excellence Program (SEP)
  - Hospital Occurance Reporting (HOR) and Risk Matrix Rating (Risk & Quality Management) Workshop
  - Building Bridges “Updates on New GKL Services”
  - International Patient Safety Goals (IPSG) Workshop
- 2015**
- ICD-10 Short Course Training
  - GST Training
  - Sistem Maklumat Rawatan Pesakit (SMPR) V2.0 Workshop
- 2017**
- Training for Malaysian Society for Quality in Health (MSQH) Accreditation Standards 5<sup>th</sup> Edition 13<sup>th</sup> March 2017
- 2018**
- Basic Life Support : Curriculum of American Heart Association (PHBP) 28 March 2018
- 2019**
- Performance Management : What gets measured, gets done
  - Managing Projects by TwentyEighty Strategy Execution & Duke CE Course
- 2023**
- Training for Malaysian Society for Quality in Health (MSQH) Accreditation Standards 6<sup>th</sup> Edition 1<sup>th</sup> March 2023
  - Cardiopulmonary Resuscitation (CPR) 21<sup>st</sup> January 2023
  - Leadership Management Practise

## **REFEREES**

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