

JENNY LYN OLIVIANO DINGLASAN
REGISTERED NURSE (T2957)
Master in Medical Science (University Malaya)
Bachelor of Science in Nursing (Phil)



Current Address : Blk 54-2-4 Teratai Mewah Condo Jalan Langkawi
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Personal particulars

Age : 45 years old

Date of Birth : 25th of February 1977

Place of Birth : Philippines

Nationality : Filipino

Religion : Roman Catholic

Race : Filipino

Gender : Female

Marital Status : Married

IC Numbers : 770225-65-5018 Malaysia (Permanent Resident)

Educational Background

Master:

Field of Study: Master in Medical Science, University Malaya (2022) Malaysia

Degree:

Field of Study: Bachelor of Science In Nursing (1998)

Major: Nursing

University: Southern Luzon Polytechnic College, Philippines

Date : April 17, 1998

Secondary School: Quezon National High School, Philippines

Grade: 87 percent
Result: 1994-Graduated
Primary school: Lucena West 1 Elementary School, Philippines
Result: 1994-Graduated

ACHIEVEMENTS:

Registered in Malaysia Nursing Board with license nos:**T2957**

With over 10 years' experience of managing staff in clinical, and diagnostic settings

Very good in phlebotomy, canulating

Good leadership

Objectives:

- To further gain experience, and develop my skills based on my profession.
- Enable me to further enhance my personal and communication skills.

Working Experiences

OPD NURSE MANAGER (Cardiology Clinic)

Specialization (management): Prince Court Medical Centre

Duration: April 18.2022 - Present

Work Descriptions

- Manage Outpatient Department (OPD)
- Ensure compliance with ISO standards
- Write reports and record current treatment for patients that my staff handles.
- Ensure the smooth patient flow for each department.
- Do monthly and yearly KPIs for the staff
- Interview new applicants, make monthly departmental reports, and present to management meetings.
- Proposing a budget for the entire department
- Supervising the staff for the Cardiology Clinic mostly non-invasive such as Stress tests, Dobutamine Stress tests, TOE, Bubble study
- Act as one of the MSQH committee
- Working closely with the Chief Nursing Officer if there is any issues regarding operational and staffing

- Directly involved in training new staff and providing their evaluation
- Provide monthly reports to the General Manager of the overall census in outpatient department, highlighting the issues and strategies to handle difficulty situations.
- Update the SOP (OPD) according to standards
- Act as DNA on a roster basis

OPD NURSE MANAGER

Iheal Medical Centre

Duration: June 3, 2019-present

Work Descriptions:

- Manage Outpatient Department (OPD)
- Ensure compliance with ISO standards
- Manage inventory and ensure a timely and precision of supply of stocks.
- Manage staff relations, counseling, training, delegation of monthly duty
- .Ensure good customer service and patient counselling.
- Working closely with other departments if there are any events or promotions
- Act as one of the infection committee
- Act as one of the MSQH committee
- Working closely with the Chief of Nursing Officer if there are any issues regarding operational and staffing
- Directly involved in training new staff and providing their evaluation
- Provide monthly reports to the General Manager of the overall census in the outpatient department, highlighting the issues and strategies to handle the difficult situations.
- Plan closely the manpower in the OPD department
- Do monthly and yearly KPIs for outpatient department staff
- Do appraisal of OPD staff
- Conduct shortlisting of candidates and conduct interviews
- Update the SOP (OPD) according to standards

- Propose budget (CAPEX, OPEX) for the department in charge

HEAD OF CARDIAC DIAGNOSTIC/SCREENING DEPT/ PHLEBOTOMY DEPT MANAGER

Specialization (management): HSC Medical Centre

Duration: January 2005- May 23, 2019

Work Descriptions:

- Team leader, I ensured that the census was correct, counted DDA, and management at HSC Medical Centre Phlebotomy Department, Team leader, in charge of the overall running of the department
- In charge of ordering, receiving, and checking stocks.
- Write reports and record current treatment for patients that my staff handles.
- Ensure the smooth patient flow for each department.
- Do monthly and yearly KPIs for the staff
- Interview new applicants, make monthly departmental reports, and present to management meetings.
- Proposing a budget for the entire department.
- Supervising the staff for the entire screening department. Which includes Eye screening such as Visual Acuity, Tonometry, Fundoscopy, ECG, Stress Test, ABPM, Blood Taking, Sleep Apnea, Canulating, and other Nursing Care, Holter.
- In charge of sending the staff for CME and applying for HRDF request/claim
- Actively involved in the application process of MSQH.
- Previously assisting in Endoscopic Procedures such as Gastrosocopy, Colonoscopy , and Bronchoscopy.
- Previously assisting in PTCA procedures as a circulating nurse.
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Staff Nurse: St. Andrew Geriatric Home, Singapore

Duration: 2002-2004

Work Descriptions

- Prepare and assist the Doctor in various procedures and tests required for the patient during consultation.
- Assist, collaborate, and cooperate with physicians and other healthcare. With arrangement of appointment for the patient.
- Demonstrate skills and knowledge in the delivery of patient care.
- Maintain a clean & and safe working environment.
- Demonstrate proper use and care of equipment.

Volunteer Staff Nurse: Mt Carmel Diocesan Hospital, Philippines

Duration: 1999-2000

Work Descriptions

- .Assisting with various procedures done in the ward.
- Providing total nursing care to the patient.
- Preparing the patient for various investigation
- Preparing clients for surgery in various departments such as Orthopaedics', General Surgery, and Cardiac Cases
- Administering medications – oral, intravenous, subcutaneous, sublingual, Intramuscular and sub-dermal
- .Administering blood transfusion and other blood products.
- Insertion of continuous bladder drainage (CBD) for male and female patients.
- Provide health information to client and family and participated the family in the patient care.
- Explaining the importance of follow-up

Learning Points/Strategy

I used my excellent interpersonal and communication skills to deal with various types of patients including international people who came from various cultures and languages. I am resourceful in getting information about diseases and treatment and culture which adds to my general knowledge quickly adapt to working with people and stay positive in facing challenges.

I also stress professionalism while managing the whole department. I also learned to manage my time properly by working as teamwork. To be a good leader, I also learned that integrity must be built in us as an important value to be applied every day.

Extra Curricular Activities

I have been participating and active as one of the members of the Phlebotomy Association of Malaysia. I am also a member of the Professional Nursing Group of Malaysia.

This has equipped me with various skills and handle emergency situations, be an effective team leader, and communicate. I was trusted to hold important positions in most of the societies/clubs/ organizations I joined. Attached here is the list of the activities/seminars in which I have participated/joined/.

Skills

MS Office/PowerPoint	Intermediate (Fair)	
Language	Spoken	Written
Bahasa Malaysia	8	7
English	10	10

Referees

Datuk Dr Kuljit Singh
Otolaryngology (ENT)
0192201870

DR WONG TECK WEE
Cardiologist, Iheal Medical Center
0123436837

Dr Roseline Moo
Skin Specialist
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