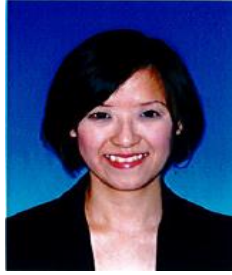


Curricular Vitae



Angie Ng Teen Yin

Address: No 23, Jalan SP8/10, Bandar Saujana Putra, 42610 Jenjarom, Selangor.

Mobile No.: 012-6190380

Email: angienty78@yahoo.com

Personal Particulars

Date of Birth: 05 Sep 1978

Nationality: Malaysia

Gender: Female

Marital Status: Single

Permanent Residence: Malaysia

Educational Background

Highest Education

Level: Bachelor's Degree

Grade: Grade B/2nd Class Upper

Field of Study: Development Science

Major: Town Planning

Institute / University: National University of Malaysia

Located In: Malaysia

Graduation Date: June 2002

Current Position

Company Name: Ara Damansara Medical Centre

Position Title: Unit Head

Department: Sustainability Quality Management

Specialization: Quality and Risk Management, Accreditation Activities, Environmental Safety & Health and Medical Staff Administration, Document Control Management

Industry: Healthcare

Date Joined: April 2014 till date

Work Description: Administration & Management

Job Responsibilities and Experience includes:

Quality & Risk Management

1. Ensure smooth-running of ADMC accreditations eg. MSQH, JCI, ACHS etc.

2. Work with Management / Managers / Unit Heads in preparation of MSQH, JCI or relevant accreditation eg. ACHS.
3. Conduct gap analysis in preparation towards accreditation and to ensure all standards are substantiate compliance
4. Incorporation with Unit Heads, participate in the monitoring, reporting and improvement activities related to healthcare quality initiatives, accreditation and regulation requirements
5. Conduct trainings on Quality & Patient Safety related topics and others as and when implementation of new standards by accreditation bodies
6. Promote & implement safety activities in line with WHO, MOH and others local authorities and international agencies
7. Conduct internal quality audits in preparation of MSQH or relevant accreditation (e.g. JCI / ACHS)
8. Provide assistance on data analysis to the ADMC operational team eg. clinical / service indicators, Malaysian Patient Safety Goals data for Ministry of Health etc.
9. Work hand in hand with the Management team to identifying process improvement opportunities at ADMC including operational efficiency through mini projects, RCA, PDSA, FMEA, HVA and to ensure all projects identified are carried out / analyzed and proposed of action plans are implemented.
10. Conduct Risk Assessment together with Management on a yearly basis
11. Develop Quality and Safety related policies & procedures, work instructions and manual
12. Successfully organized the following events and participated as Chairman / Committee member:
 - Chairman, of Patient Safety Awareness Campaign sine 2017 – current
 - Chairman, website launching for Whistle Blow – 2018
 - Chairman, Speak Up for Patient Safety Launching 2019
 - Leader of Speak Up for Patient Safety for ADMC from Cognitive Institute - 2018
 - Member of Hospital Patient for Patient Safety Program -2018 -current
 - Quality Champion for various Quality Improvement Projects – 2018 - current
 - Safety & Health Secretary of Environment Safety and Health Committee 2014 - current
 - Member of Hospital Management Committee – 2018 - current
 - Member of Patient Care Committee – 2016 - current
 - Member Patient Safety Committee – 2016 - current
 - Member of Radiation Safety Committee – 2016- current
 - Member of Laboratory Committee – 2016 – current
 - Member Policy Review Committee – 2018 - current

- Member of Allied Health & Nursing Privileging Committee – 2017-current
 - Member of COVID 19 Crisis Management Committee – February 2020 – current
13. Successfully leading the hospital to obtain **MSQH 4th Edition Full Accreditation in year 2016**
14. Successfully leading the hospital to obtain **JCI 6th Edition Full Accreditation in year 2019**

Environmental, Safety & Health

1. Provide guidance to staff, doctors and visitors in effort to effectively establish and maintain a safe and healthy work environment and to ensure compliance with applicable regulations
2. Identify high risk factors and areas and undertaking risk assessment in accordance with best practices and develop standard procedures found in risk management
3. Monitor, analyze and review the ESH performances in line with the standard specification, legal requirements and operational needs
4. Report on the performance of the ESH management system are presented to top management for review and as a basis for improvement of the ESH management system
5. Conduct and coordinate audit and surveillance program and procedures for the periodic auditing of the ESH management system to determine the adequacy, suitability and effectiveness of the ESH management systems
6. Conduct Environment Safety & Health Risk Assessment (HIRARC) including Occupational Safety & Health and Environment Risk
7. Maintain and improve compliance with legislative requirements by DOE & DOSH, (legislation, licenses, notices, consents)
8. Encourage two-way communication and involvement from staffs, doctors, patients, vendors and users of healthcare facility for the continuous improvement on ESH matter via campaigns and awareness programs etc.

Medical Staff Support Matters

Oversee the following:

1. Ensure all documentation in place for all Medical Staff practicing in the facility including APC/ NSR Full Registration / CME/ Indemnity coverage/ Leaves/ BLS & ACLS Certificates etc.
2. Ensure Medical Committee meetings and any clinical meetings are held as per either the Terms of Reference or as and when required.

3. Sits as members of committees such as MAB Committee Meeting, Patient Safety Committee Meeting, Patient Care Committee Meeting etc. to provide adequate information on quality & safety related matters
4. Responsible for timely release of doctors rostering, new doctors' recruitment carries through smoothly and orientation of new doctors on board are actualized accordingly
5. Liaise with medical staff to ensure all request are communicated effectively to the Management team

Document Control Management

Oversee the following:

1. The control and updating of documents and records, which consist of Hospital and departmental organization chart, employees job descriptions and departmental policies and procedures that describe / evident the ongoing adequacy, suitability and effectiveness of the supporting documents.
2. All control and supporting documents are uploaded in the e-document database which is readily available in the Sharepoint in a timely manner.
3. All control documents disseminated to relevant departments after being authorized by the relevant party together with the distribution matrix.
4. Quality policies and procedures compliance to documentation requirements clarity, proper referencing and linkage to relevant procedures, task procedures, work instructions, forms and other supporting documents.
5. Develop and implement of Quality Management System and Environmental Safety and Health policies and procedures

Employment History

- Company Name:** Ara Damansara Medical Centre
Position Title: Unit Head
Department: Customer Care Department
Specialization: Customer Service & Complaint Management
Industry: Healthcare
Date Joined: March 2012 till April 2014
Work Description: Operational

Job Responsibilities and Experience includes:

- 1) To mitigate customers' complaints and ensure that it is resolved within the standard timeframe. Coordinate with department heads who would initiate the appropriate actions and measures to be taken in ensuring improvement in the areas as identified by the Management
- 2) Coordinates with Risk Management and Patient Care & Clinical Governance on all potential medico legal cases
- 3) Drive the service recovery with all departments to create, implement and maintain a service recovery program that achieves high patient's satisfaction
- 4) Coordinates with Marketing and respective department in handling all International patients' requirements and VIP protocols in facilitating their appointments with our doctors and department concerned

- Company Name:** iHEAL Medical Centre, KL
Position Title: Corporate Affairs & PR
Position Level: Senior Executive
Specialization: PR
Industry: Communication
Date Joined: April 2010 **Date Left:** December 2011
Work Description: Corporate Affairs & Public Relations
Reason for Leaving: To explore new and better opportunities

Job Responsibilities and Experience includes:

- 1) Managing public relations to improve corporate handling and development of PR functions
- 2) Harnessing effective communication to achieve positive results internally and externally
- 3) Liaising with press and media for accurate publication as a corporate branding initiative
- 4) Building positive relationship with government agencies for ongoing legislative approval
- 5) Communicating information about iHeal Medical Centre products and services to create opportunity for business transaction and development
- 6) Creating awareness through event organizing and management

- 7) Managing stakeholder relationships
- 8) Servicing corporate clients and corporate sales accounts

3. Company Name: Marcus Evans
Position Title: Conference Producer
Position Level: Manager
Specialization: Production
Industry: Cross Industries
Date Joined: September 2007 **Date Left:** December 2009
Reason for Leaving: To learn new skills and career advancement

Experience in conference production:

- 1) Generate ideas for conferences, workshops and seminars aimed at disseminating commercial and business information.
- 2) Researching a topic idea to the completion of the program.
- 3) Research into the viability of running each agreed conference/workshop/seminar topic(s)
- 4) Structure and develop conference program, write headlines, copywriting for brochures and advertisements.
- 5) Identify and recruit qualified speakers (both local and overseas).
- 6) Revenue generation through providing leads of potential clients and making sure the sponsorship teams bring in deals to ensure return on investment (ROI)
- 11) Ensure the smooth running of the conference from beginning to end.
- 12) Project Completed including: -
 - City Development 2008 – **Dubai, UAE**
 - Global Infrastructure Projects – **Singapore**
 - 2nd Annual Global Medical Tourism - **Phuket, Thailand**
 - Green Buildings – **Dubai, UAE**
 - Global Construction Technologies and Buildings Materials - **Beijing, China**
 - 2nd Annual Global Infrastructure Projects – **Kuala Lumpur, Malaysia**

4. Company Name: Asia Business Forum
Position Title: Conference Development Manager
Position Level: Manager
Specialization: Production
Industry: Cross Industries
Date Joined: February 2006 **Date Left:** August 2007
Work Description: Conference Development & Production
Reason for Leaving: Headhunted by new organization

5. Company Name: Pamuri Holdings Sdn Bhd
Position Title: Administration
Position Level: Executive

Specialization: Customer Service

Industry: General & Wholesale Trading

Reason for Leaving: Change to new industry and career development

Date Joined: June 2003 **Date Left:** September 2005

Skills

Top Skills (0=Poor - 10=Excellent)

English Language - 9

MS Word - 9

MS Excel - 8

Tele-Marketing - 8

Customer Service - 9

Research & Analytical Skill - 9

Power point Presentation - 8

Languages

Proficiency (0=Poor - 10=Excellent)

Language	Spoken	Written
English	9	9
Malay	9	8
Chinese	9	5

Additional Info

Academic Qualification

- a) Sri Tapah Secondary School 1994 LCE (PMR)
- b) Hamid Khan Secondary School 1996 MCE (SPM)
- c) Buyong Adil Secondary School 1998 HSC (STPM)
- d) National University of Malaysia 2000 B.A (Hons.)

Preferred Work Style

I prefer to work in a challenging environment, where my performance can be measured with some accuracy. I would like to think that I am an ambitious person, yet realistic about my chances of completing a task successfully. I enjoy taking on decision-making in various capacities. I have always been able to complete any job given in due time and be able to handle multi-task.

An environment where creativity and innovative ideas are welcome is preferred. I enjoy leading a dynamic team towards shared goals and together bring out the best of each member achieving excellence and success.

Expected Salary

RM 10,000 – RM12,000
