



## Sharon Ann A/P N.Selvaraj

Nurse Manager

Sunway Medical Centre Sdn Bhd

(+60) 122712724 | annsharon29@yahoo.com | Seremban, Negeri Sembilan

## Experience

---

Jan 2005 - Present  
(19 years )

### **Nurse Manager Level II, ICU/CCU/HDU/Ward 3E (Cardiac Ward)**

Sunway Medical Centre Sdn Bhd | Selangor, Malaysia

Industry	Healthcare / Medical
Specialization	Healthcare - Nurse/Medical Support & Assistant
Role	Nurse
Position Level	Manager

#### Clinical Function:

1. Allocate Manpower resources through rosters schedule and ensure department has appropriate staffing, skill mix to enhance staff morale.
2. Assist in critical bed allocation for admission, internal & external transfer based on individual patient's need.
3. Monitor staff's performance & ensure staff is competent in providing effective & efficient care to patients.
4. Carry out routine rounds to all patients & collect feedback for service enhancement.
5. Participate in shift handover to monitor staffs' compliance & ensure appropriate case management / care plan implementation.
6. Attend efficiently & timely to customers needs & address customer's complaint promptly, escalate when required. Enhance quality of service provided.
7. Creating awareness among staffs & enhance safety and health care standards.
8. Motivate & develop staffs towards customer centric culture. Lead & improve staff commitment in customer service mindset.
9. Review incident report; identify RCA & preventive measurement for continuous improvement.
10. Recommend staff to attend seminars, workshop & conferences related to nursing or other relevant field & ensure staffs attend in-service talk to enhance knowledge and skills.
11. Conduct audit to monitor effectiveness of service delivery.
12. Maintains cooperative relationship among health care teams by communicating information, responding to request, building rapport, and participating in team solving methods.
13. Contributes to team effort by accomplishing related results as needed.
14. Delivery of critical and emergency management according to the hospital's protocol and policies by managing various code implementations in the department.

#### Administrative function:

1. Manage unit operation efficiently to ensure optimal productivity in line with organization goals by tracking & monitoring of the inventory, specialized and consignment item at the department.
2. Makes necessary requisitions for the replenishment of consumables stocks items.
3. Manage resources cost effectively within agreed financial budgets.
4. Achieve financial objectives by preparing annual budget, scheduling expenditures, analyze variances, and initiate corrective actions.
5. Establish SOP & ensure staff compliance in adhering to SOPs.
6. Involve healthcare promotion & activities not limiting to CSR activities.
7. Support staffs & perform any other duties as assigned to meet company & department goals

and objectives.

8. Participate in corporate marketing and business development when necessary.
9. Involve in new project or services / commissioning of new departments as assigned – Participated in commissioning of SMVC and SMCP.
10. Maintain nursing staffs by recruiting, selecting, orientating and training nurses.
11. Organize regular unit meeting, discussions and counseling session for staffs as required.
12. Submit monthly departmental management report, meeting minutes and all relevant reports on timely basis.
13. Involve in annual appraiser of staffs' performance.

#### **Ethics & professional conduct:**

1. Effective communication & collaboration with all parties concerned to ensure the best clinical outcome for all stakeholders including customers.
2. Establish, maintain & implement protocols in handling emergencies.
3. Maintain professional & polite customer-centric approach.
4. Abide to MOH guidelines.
5. Carry out duties according to statutory competencies & maintain codes of professional conduct at workplace.
6. Maintain professional and polite nurse-patient approach at all times to understand patient's problem.
7. Ensure staffs adhere to professional standards, including dress, attendance, conduct and clinical practices.
8. Be an advocate if hospital rules and regulation at all times.

#### **Quality Improvement & Risk Management:**

1. Adhere to Safety Policy to ensure safe & healthy environment for staffs and customer and implement quality improvement activities.
2. Lead & encourage continuous quality improvement activities with ongoing monitoring.
3. Maintain quality standards to meet certification requirement.
4. Protect patients & employees by developing and interpreting infection control policies and protection. Enforce safe medication administration, storage procedures & controlled substance regulations. Ensure staff adhere to hospital infection control policy and procedures.
5. Participate in internal audit, QIP and research as required.
6. Practicing health and safety regulation set by hospital (PPE) and of international standards.
7. Build awareness, implement and maintain safety and health measures in nursing and other relevant department,
8. Ensure all staffs attend mandatory trainings pertaining to Infection Control and Environmental safety.
9. Ensure staffs are competent and privileged to use, handle and troubleshoot all equipment used.

#### **People Management & Developing Others:**

1. Direct & supervise less skilled nursing or health care personnel
2. Participate & coordinate with unit nurses in case study.
3. Provide feedback of staff performance, recommended training & development of subordinates.
4. Facilitate the provision of unit base orientation, guidance and direction, training of new staff, counseling in order to enhance self-esteem.
5. Participate and coordinate with unit nurses in case study / care presentation in the ward and share knowledge with team members.

Others:

Year 2005 - 2023 - ICU / CCU/HDU/ Cardiac Ward department

Year 2010 – Superuser ICCA (Intellivue Critical Care Anesthesiologist) - Critical Care System by Philips

Year 2016 – Champion User for HIS - ARCUS

Year 2020 - 2022 – Set up COVID ICU, developed SOP on Management of patient with COVID-19 in Intensive Care Unit

Year 2023 – Commissioning of SMC Tower E, PICU

Ongoing:

- . Champion for ACHS & JCI Accreditation
- . Champion User for EMR
- . Emergency Response Committee Member

## Education

---

July 2002 – June 2005	<b>Diploma In Nursing,</b> Lam Wah Ee Nursing College, Penang, Malaysia.
January – June 2008	<b>Intensive Care Post Basic,</b> Kolej Kejururawatan Johor Bahru, Johor.
June 2010 - 2012	<b>Bachelor Of Science in Nursing Practice Development,</b> University of Northumbria, Newcastle (MAHSA College)

## Languages

---

*Proficiency level: 0 - Poor, 10 - Excellent*

Language	Spoken	Written
English (Primary)	10	10
Bahasa Malaysia	8	8

## Additional Info

---

Preferred Work Location	Seremban, Negeri Sembilan Selangor Wilayah Persekutuan
-------------------------	--

---

## About Me

---

Gender	Female
Age	41 years
Address	No.55, Jalan TTJS 3/ 10, Taman Tuanku Jaafar, 71450, Sg. Gadut, Negeri Sembilan.
Telephone	012-2712724
Reference	1) Sr. Yong Chuan Peng, Director of Nursing, Sunway Medical Centre 019 - 220 6779  2) Ms. Jasmine Lau CEO, Sunway Medical Centre, Kota Damansara 012-883 2257