



CURUCULUM VITAE

Profile

NORFAZILAH TAMBI

DOB: 8 September 1969

Islam

Address: 27-13, Oasis 2 Residence, Jalan Mutiara 3, Mutiara Heights, 43000 Kajang, Selangor, Malaysia

Email: norfazilaht@yahoo.com/ norfazilaht@gmail.com

Mobile No: +60126755980/ +966 500519247

Career Objective

To continuously develop Clinical and Non Clinical Management capabilities. To contribute all these skills, knowledge and experiences towards excellent hospital operation management with best patient experience and outcomes.

Qualifications

- 1986 Sijil Pelajaran Malaysia, Masjid Tanah Secondary School, Malaysia
- 1992 Diploma in Nursing, Nursing College, General Hospital of Malacca, Malaysia
- 1997 Post Basic in Coronary Care Nursing, General Hospital of Kuala Lumpur, Malaysia
- 2008 Bachelor Degree of Nursing, University of Northumbria, United Kingdom
- 2012 Master of Business Administration, University of Wales, United Kingdom

Personal Attributes:

- Pleasant personality with the ability to interact at all levels of Management
- Strong analytical, communication skills and presentation skills
- Approachable but firm and assertive
- Willing to go the extra mile
- Always a team-player

Malaysian Nursing Registration No: 25321 (27/5/1992)

Saudi Commission Registration No: 22471291 (Nurse Specialist) (3/2/2023)

**ARMED FORCES HOSPITAL WADI AL DAWASIR, RIYADH, SAUDIA ARABIA
(6 SEPT 2022 TO CURRENT)**

Position	:	Director of Nursing
Specialization	:	Operational Management & Strategic Development
Industry	:	Hospital and Healthcare Management
Portfolio	:	Nursing Division
Company	:	Ministry of Defense Health Services
Bed Capacity	:	112 beds with Satellite Clinics (Multidiscipline Hospital)

Duties & Responsibilities

Job Summary

The Ministry of Defense Health Sciences (MODHS) is the best healthcare provider in the Kingdom of Saudi Arabia. It's serve of the Ministry of Defense employees and their families. The Director of Nursing is responsible for:

- The overall operations of nursing services and staff within the organization, specifically meeting all targets/deliverables for Nursing Administration.
- To elevate and standardize patient care across assigned healthcare organizations.
- To execute and deliver the collaborative Strategic Plan of the organization, region, MODHS and MODHS Nursing through transformational leadership.

Duties and Responsibilities

- > Collaborate with organization executives on all strategic and operational planning and execution; maintain annual Nursing Administration strategic and operational plans.
- > Provide highly visible and effective transformational leadership which fosters a positive safe working environment, supporting a Culture of Safety and a Culture of Civility.
- > Actively participate on organization-wide committees and positively represent the organization and the profession of nursing both internally and externally.
- > Utilize and embody the Magnet principles to transform nursing at all levels, inclusive of excellence in nursing practice (i.e. care delivery models), nursing autonomy, structural empowerment including shared governance, nursing research and innovation.
- > Review and validate strategic and business planning processes; provide advice and recommendations in the development/ update of the organization, corporate strategy.
- > Develop and monitor Nursing Administration's strategic and business plan.
- > Ensure standardization of all initiatives, patient improvement projects and nursing practice within the organization and region, in alignment with MODHS Nursing.
- > Effectively execute initiatives through robust interdisciplinary and interdepartmental collaboration using a systems approach.
- > Embrace continuing professional development at all levels.
- > Empower and foster teamwork to achieve nursing practice and operational excellence in the delivery of high quality, safe and efficient patient care, supporting patient centered care, Nurse satisfaction and retention.
- > Ensure continuous cost efficiency and value-based use of human, material and financial resources.

STELLA KASIH HEALTHCARE, PUTRAJAYA, MALAYSIA
(1 AUGUST 2021 TO 31 AUGUST 2022)

Position	:	Chief Nursing Officer
Specialization	:	Operational Management & Strategic Development
Industry	:	Hospital and Healthcare Management
Portfolio	:	Nursing Division
Company	:	Stella Holding Bhd.
Bed Capacity	:	32 beds (Women & Children Hospital)

Duties & Responsibilities

Job Summary

Provide nursing leadership and direction to all nurses within the hospital. Interface and collaborate with nurses, healthcare professionals and support staff across the organization. The CNO is responsible and accountable for the overall management of nursing practice, nursing education, professional development, evidence-based practice, nursing administration and nursing services. Hold accountability to manage within the context of the SKH as a whole, to transform the organizational values into daily operations that result in an efficient, effective and caring organization.

Job Responsibilities

- I. Effectively communicate the company vision, mission & values to the nurse population.
- II. Provide leadership in the Nursing Manpower planning, development and retention strategies.
- III. Ensure that the system clinical policies and procedures are in line, thus guiding nursing practice.
- IV. Proactively scan the systems and processes in conjunction with other clinical team members to identify systems and process improvement that will mitigate risk and ensure there is a robust occupational health and safety culture within the team.
- V. Foster sound professional relationships through role modelling of the desired team behaviors to enable those to be identified, understood and emulated and promote interdepartmental collaboration to achieve positive patient care outcomes.
- VI. Ensure a robust induction process and competency assessment of all nurses commencing in the facility, and nurses are professionally satisfied and have clear professional development and career plans.
- VII. Is accountable for the management of capital and labor budget allocation.
- VIII. Serve as a catalyst and/or agent of change, assisting staff in understanding the importance, necessity, impact and process of change.
- IX. Serve as a professional role model and mentor to motivate, develop, recruit and retain the nurses.

COLUMBIA ASIA HOSPITAL SETAPAK, KUALA LUMPUR, MALAYSIA
(1 JUNE 2020 TO 31 JULY 2021)

Position	:	Chief Nursing Services
Specialization	:	Operational Management & Strategic Development
Industry	:	Hospital and Healthcare Management
Portfolio	:	Nursing Division
Company	:	Columbia Asia Sdn. Bhd.
Bed Capacity	:	84 beds (Multidiscipline Hospital)

Duties & Responsibilities

Job Summary

Responsible for planning, organizing and directing the overall operations of Nursing/Patient Care Services (Medical/ Surgical, Cath Lab, OR, Orthopedic, ENT, Infection Control, Education, QI, Social Services, Discharge Planning, Utilization Review etc.). Ensures compliance with patient care quality standards as it relates to the care provided to all age groups of patients ranging from neonate to geriatric. Maintains performance improvement activities within the department and participates in CQI activities. Assures competency of all nursing personnel (SANE). Assists in formulating the budget and maintains efficient and effective departmental operations while required compliance with federal, and local regulations laws, standards, and protocols.

Essential Functions

- Promotes the mission, vision, and values of the organization.
- Knows and practices the prescribed philosophy, purpose, policies, and standards of Nursing/Patient Care Services.
- Organizes, directs, and administers the Nursing/Patient Care Services in order to provide the level of care required by current medical and nursing standards.
- Plans and coordinates with the CFO, utilizing the respective Nursing Leadership members for planning the budgeting requirements for personnel, supplies, and equipment.
- Responsible for cost controls to insure maximum effectiveness of funds expended from the approved departmental budgets.
- Supports and develops Nursing/Patient Care Services in the coordination of the employee selection process, work assignments, performance evaluations, and staff development for these services.
- Maintains continuing quality assessment and improvement analysis and evaluation of patient care delivery and communicates with Administration on the activities/issues of Nursing/Patient Care Services.
- Plans and recommends to Administration new facilities or equipment, or modification thereto, needed to provide patient care.
- Recommends, supports, and participates in education services, programs of education, and training, including orientation of new employees. Encourages and facilitates the professional advancement of employees by affording opportunities for further education and experience.
- Recommends the modification, addition, or deletion of personnel policies to insure reasonable hours and acceptable working conditions to provide patient care coverage.
- Initiates and participates in problem-solving, policy-forming conferences for Nursing/Patient Care Services. Maintains close coordination with all department to insure continuity and collaboration of services.
- Insures that cordial relationships are maintained with patients, their families and friends, clergy, and other interested groups in the community. Interprets the goals of the Nursing/Patient Care Services areas to the community by maintaining harmonious and effective relationships with the education system, volunteer groups, agencies, and the community.
- Participates in policy decisions that affect Nursing/Patient Care Services in the hospital.

- Participates in the Administrative Counsel, Board of Trustee, and Medical Staff Meetings.
- Responsible for the implementation, monitoring and evaluation of performance improvement and CQI.
- Assures Nursing Leadership support for staff by maintaining a Nursing Administration Call rotation at all times.
- Participates in Administrator on Call rotation with the GM and senior administrative leaders.

Non-Essential Functions • Perform other duties as assigned.

**LINCOLN UNIVERSITY, SUBANG JAYA MAIN CAMPUS, MALAYSIA
(1 APRIL 2020 TO PRESENT)**

Position	:	Part Time Lecturer
Course	:	Bachelor in Nursing
Subjects	:	Personal & Professional Development and Entrepreneurship Management
Specialization	:	Operational Management & Strategic – Nursing Development
Industry	:	Hospital and Healthcare Management

Duties & Responsibilities (Part Time Lecturer)

Summary

1. Teach an undergraduate and graduate level in areas allocated by the Head of Department and reviewed from time to time by the Head of Department.
2. Engage with the broader scholarly and professional communities.
3. Assist in the development of learning materials, preparing schemes of work and maintaining records to monitor student progress, achievement and attendance.
4. Participate in the development, administration and marking of exams and other assessments.
5. Provide pastoral care and support to students.
6. Participate in the administration of the department's programmes of study and other activities as requested.
7. Contribute to departmental, faculty, or wide working groups or committees as requested.
8. Maintain own continuing professional development.
9. Actively follow and promote policies, including Equal Opportunities.

MUKHTAR A SHEIKH HOSPITAL, MULTAN, PAKISTAN
(1 SEPTEMBER 2018 TO 12 MARCH 2020)

Position	:	Director of Nursing
Specialization	:	Operational Management & Strategic Development
Industry	:	Hospital and Healthcare Management
Portfolio	:	Nursing Division
Company	:	Mukhtar A Sheikh Hospital (MASH), Multan, Pakistan
Bed Capacity	:	500 beds (Multidiscipline Hospital)

Duties & Responsibilities

Summary

Provide nursing leadership and direction to all nurses within the Division. Interface and collaborate with nurses, healthcare professionals and support staff across the hospital. The Director of Nursing is responsible and accountable for the overall management of nursing practice, nursing education, professional development, evidence-based practice, nursing administration and nursing services. Hold accountability to manage within the context of the Fatima healthcare group as a whole, to transform the organizational values into daily operations that result in an efficient, effective and caring organization.

Key accountabilities

- > Effectively communicate the company vision, mission & values to be the nurse population.
- > Provide leadership in the Nursing Manpower planning, development and retention strategies.
- > Ensure that the system clinical policies and procedures are in line, thus guiding nursing practice.
- > Proactively scan the systems and processes in conjunction with other clinical team members to identify systems and process improvement that will mitigate risk and ensure there is a robust occupational health and safety culture within the team.
- > Foster sound professional relationships through role modelling of the desired team behaviors to enable those to be identified, understood and emulated and promote interdepartmental collaboration to achieve positive patient care outcomes.
- > Ensure a robust induction process and competency assessment of all nurses commencing in the facility, and nurses are professionally satisfied and have clear professional development and career plans.
- > Is accountable for the management of capital and labor budget allocation.
- > Serve as a catalyst and/or agent of change, assisting staff in understanding the importance, necessity, impact and process of change.
- > Serve as a professional role model and mentor to motivate, develop, recruit and retain the nurses.

Experience and achievement:

1. Successfully commission OPD, ED, IPD services, Private wards, OT Suite, OBGY Complex, NICU, Nursery, ICU, CSSD, Endoscopy Suite, Dialysis unit and Infection Prevention Control Unit.
2. One of the senior leadership members involved in developing and commissioning of MASH from scratch to a running phase.
3. Developed and involved nursing HIMS by using Oracle.
4. Involved in a recruitment drive at Philippines for the Head Nurses and also for Pakistan nurses'.
5. Actively involved in promoting the hospital local and internationally.

Position	:	Part Time Lecturer
Course	:	Bachelor in Hospital Management (Hons) & Bachelor in Nursing
Specialization	:	Operational Management & Strategic – Nursing Development
Industry	:	Hospital and Healthcare Management

Duties & Responsibilities (Part Time Lecturer)

Summary

Main duties and responsibilities:

1. Teach an undergraduate and graduate level in areas allocated by the Head of Department and reviewed from time to time by the Head of Department.
2. Carried out research and produce publications, or other research outputs, in line with personal objectives agreed in the Staff review process.
3. Engage with the broader scholarly and professional communities.
4. Supervise and assist with supervision of undergraduate, taught graduate (Masters) or research.
5. Contribute to the development, planning and implementation of a high quality curriculum.
6. Assist in the development of learning materials, preparing schemes of work and maintaining records to monitor student progress, achievement and attendance.
7. Participate in departmental and faculty seminars aimed at sharing research outcomes and building interdisciplinary collaboration within and outside the department.
8. Participate in the development, administration and marking of exams and other assessments.
9. Provide pastoral care and support to students.
10. Participate in the administration of the department's programmes of study and other activities as requested.
11. Contribute to departmental, faculty, or wide working groups or committees as requested.
12. Maintain own continuing professional development.
13. Actively follow and promote policies, including Equal Opportunities.
14. Maintain an awareness and observation of fire and health and safety regulations.

HOSPITAL PROJECT, COMMISSIONING AND DEVELOPMENT EXPERIENCE (2008, 2016, 2017-2018, 2021-2022)

Specialization	:	Operational Management & Strategic Development
Industry	:	Hospital and Healthcare Management
Portfolio	:	IJN Expansion, PHAK New Parking Block, PHAK C Block (Expansion) Mukhtar A Sheikh Hospital (Multan, Pakistan) (New Hospital Structure & commissioning), Stella Kasih Healthcare (New Hospital Project)

Duties & Responsibilities

Summary

Main duties and responsibilities:

1. To identify the problem, they wish to have fixed. Does some preliminary research and examines the existing data available? This can involve analysing employment numbers, revenue, and interviewing various employees and managers. With that information, a healthcare consultant can find methods of saving money or improving work efficiency.
2. After all research is completed, healthcare consultants submit a report in writing to the client. Additionally, an oral meeting may occur between the client and the healthcare consultant where the findings are discussed openly between the two. Afterward, a customer can hire the healthcare consultant to stay on for a bit longer to help implement the changes to the organization.
3. Carry out Risk Management in the hospital and comes out with an Improvement Project.
4. Pay a site visit to the renovation/ expansion/ new building and advise accordingly.

**Pantai Hospital Ayer Keroh, Melaka, Malaysia
(4 JANUARY 2016 TILL 31 DECEMBER 2016)**

Position	:	Deputy Director of Nursing
Position Level	:	Senior Management
Specialization	:	Operational Management & Strategic – Nursing Development
Industry	:	Hospital and Healthcare Management
Bed capacity	:	239 beds (Multidiscipline Hospital)

Current Duties & Responsibilities (Deputy Director of Nursing)

Summary

Directs, administers, and coordinates the internal operational activities of the organization in accordance with policies, goals, and objectives established by the Chief Executive Officer and the Board of Directors. Leads and directs the following functions and/or business units: operations, human resources, information systems, traffic, new business coordination, and agency promotion and communication. Assists the DON in the development of organization policies and goals that cover operations, personnel, financial performance, and growth of the functions and/or business units mentioned above.

Clinical & Management [Responsibility & Experiences]

My Core portfolio: - Leading in Quality Improvement Initiatives for Nursing Department, Education Unit, Dialysis Unit, Endoscopy Suite, Senior Clinical Specialist (Pediatric), Marketing, PaCE, Retention and Recovery (Smartsheet) and Recruitment.

Responsibilities

- Directs internal operations to achieve budgeted results and other financial criteria, and to preserve the capital funds invested in the enterprise.
- Participates in the development and preparation of short-term and long-range plans and budgets based upon broad organization goals and objectives. Recommends their adoption to the Chief Executive Officer.
- Directs the development and installation of procedures and controls, to promote communication and adequate information flow, and thereby solidify management control and direction of the enterprise.
- Develops and establishes operating policies consistent with the CEO's broad policies and objectives and insures their adequate execution. Appraises and evaluates the results of overall operations regularly and systematically, and reports these results to the DON.
- Insures that all activities and operations are performed in compliance with local, state, and federal regulations and laws governing business operations.
- Develops and maintains a sound plan of organization. Establishes policies to insure adequate management development and to provide for capable management succession for those functions/business units falling under his/her responsibility.
- Directs the development and establishment of adequate and equitable personnel policies throughout the organization, including compensation policies and employee benefit plans. Insures that the interests and welfare of employees as individuals are preserved and protected.
- As a Champion of Quality Improvement Projects in PHAK.

Position	:	Senior Nurse Manager
Position Level	:	Senior Management
Specialization	:	Operational Management & Strategic – Nursing Development
Industry	:	Hospital and Healthcare Management
Bed Capacity	:	413 beds (Cardio & thoracic care- Adult & Pediatric)

Clinical & Management [Responsibility & Experiences]

August 2010 to May 2015 – Senior Nurse Manager (Private Wing)

In charge of a group of the Ward / Units and reports directly to the General Manager of Nursing. Lead, managed and supervised CCU, Step-down, Daycare, first class, VVIP, Royalty cardiology and cardiothoracic wards, consisting of 150 beds.

Work closely with Cardiology, Cardiothoracic, Anesthesia teams and also members from the other support services to provide excellent nursing services, treatment and recovery of patients.

Administratively, works in close liaison with the other departments and specialized areas including Management to ensure the Ward / Units / Nursing Quality under my portfolio operate to expectations and the welfare of staff are taken care of.

Major Duties and Responsibilities

1. Administrative Responsibilities

- Lead and responsible to the smooth running and overall management of the wards under my portfolio/ transplant Unit in the Ward / CPR Faculty / Nursing Quality and Nursing Research.
- Oversee and be the coordinator in managing ward clerks.
- Ensure staff compliance to both nursing and hospital Quality indicators.
- Managing complaints, investigate, provide reports and recommendations submitted to the General Manager of Nursing.
- Ensure the Nurse Managers / Deputy Nurse Managers fulfill their responsibilities and duties required and expectations of her position.
- Provide guidance and advice to the Nurse Managers and Deputy Nurse Managers in the wards / Units management and managing staff issues.
- Ensure the orientation and training of nursing staff who have been deployed to work in the wards / Units are carry out by the respective Nurse Manager and Deputy Nurse Managers.
- Monitor the continuous Nursing education are being carried out by the individual departments / Units.
- Ensure all personal development and appraisal plan are in place throughout the year.
- Provide recommendations and guidance to the Nurse Managers / Deputy Nurse Managers on staff appraisal for the purpose of competency, salary increments and bonus.
- Confer with the Nurse Managers and Deputy Nurse Managers on staff confirmation, promotion and disciplinary action.

- Work with the Nurse Managers and Deputy Nurse Managers to plan for the staffing requirements and projections based on standard requirement by MSQH and Bed Occupancy Rate.
- Work in close liaison with the other Senior Nurse Managers and departmental heads.
- Provide guidance in compiling and submitting of annual capital and operating budget for the wards and units under my portfolio.
- Develop and initiate a strategy plan for Nursing Division.
- Review Work Instructions, Guidelines, protocols and checklist under Nursing Division.

2. **Supervisory Duties**

- Communicate with Nurse Managers on nursing issues, personal and new developments in the organization.
- Ensure nursing and hospital policies including infection control policies and universal precautions are adhered to in the wards and units.
- Ensure standards of ISO9001, MSQH and JCI are fulfilled and corrective actions are taken for any non-conformity.
- Conduct clinical nursing rounds to uphold the standards and solve nursing issues or problems whenever necessary with the Nurse Managers and Deputy Nurse Managers concerned.
- Main chief coordinator responsibility in conducting CPR training and recertification for internal and external customers.
- Ensure proper documentations are being carried out and up-to-date statistics and charts are placed on the board.
- Handling staff misconduct together with the managers under my portfolio.

3. **Patient Care**

- Ensure high standards of nursing care are delivered by nurses and all staff in the Nursing Division.
- Provide guidance, training and information on nursing care whenever needed.
- Ensure Nurse Manager's report to relevant authorities in the hospital on incidents.

4. **Teaching Responsibilities and Staff Development**

- Provide guidance for the Nursing Quality and Research team and come out with Quality paper for presentation on Quality Day.
- Involved in providing structured training to newly promoted Nurse Managers, Deputy Nurse Managers and Senior Mentors.
- Discussed and plan staff development program with the Nurse Managers for the staff in the critical care areas/ward/special units under my portfolio.
- Supervise the Continuous Nursing Education (CNE) conducted.
- Ensure staff are competent to be redeployed between adult wards.
- Ensure the managers update staff competency assessment and privileging as per timeline.
- Ensure briefing on work Instruction, policy and procedures are being conducted regularly with evidence.

5. **Public Relations**

- Update staff knowledge on protocol in providing care to Royalty and VVIP patients and their family members / entourages.
- Maintain good public relations with patients and relatives. Ensure hospital rules and regulations are clearly explained and implemented accordingly.
- Ensure all visitors are treated with consideration and courtesy from the nurses.
- Maintain good interpersonal relationship with other departments in the hospital.
- Establish good communication and relationship with counterparts.

6. **Other Duties**

- Responsible for own continuing education.
- Competent and be able to teach and assist in specific areas of expertise.
- Actively participate in Organizational activities and committees, such as IJN Club, MNA, and CSI etc.

Working Conditions:

- i) Managing Nurse Managers and all staff in Nursing Division.
- ii) Involve in investigations, Root Cause Analysis of incident reports and Sentinel events.
- iii) Assist in conducting interviews for personnel in the Nursing Division.
- iv) Work related stress.

Deputy General Manager, Nursing Division (1 October 2011 to 1 October 2013) (Rotation basis)

- A backbone to the General Manager of Nursing in collaborate providing leadership, strategic efforts towards nursing excellence via optimizing resources, effective relationships and achieve excellent patients care standards.
- Effective managing and supervision in leading the following area(s);
 - Service development & delivery; effective and high quality clinical care and patient's experience
 - Financial Management; budget planning and monitoring
 - Leadership and Management; lead and motivate subordinates towards organizational effectiveness
 - Communications; provide directions to address complex situations across organization and tackle all subordinates with good approach via verbal and written
 - Human Capital Development; quality recruitment, retaining talent and provide appropriate interventions
 - Continuous Professional/Nursing Development; identify the needs and facilitate development

Miscellaneous Clinical & Management [Responsibility & Experiences]

April 2004 to May 2015 - CPR Chief Coordinator

- Planning for appropriate training in place for internal and external participants. Report directly to a Director of CPR Faculty and ensure operation of CPR Faculty activities carry out for weekly, monthly and yearly basis.
- Monitoring all staffs are to be trained in BLS course. For critical care staff and doctors are to be certified and trained in ACLS/ PALs courses. The data captured in training database.
- Built capability and competency of staffs in dealing and handling emergency situations via 'Code Blue' drill training session also to have strategic forecast of CPR faculty new activities and representing IJN.
- Initiate the Resuscitation Feedback Form in measuring the effectiveness of the Code Blue team and plan the improvement process.
- Develops internal BLS/ACLS/PALs instructors with regards to develop internal talents and succession planning.
- Planning and initiate in the AHA Accreditation application for CPRF as an international training center.

Roles, Major Responsibility and Accomplishments

INTERNAL – Projects and Continuous Development Initiatives

- ***Hospital Project Team***
Actively involved in hospital project, dealing with the Government Authority Body to ensure the building is fulfilling the requirements.
- ***Steering Committee***
Consist of Senior Leadership members, responsible on Strategic & Development plan for the hospital operations.
- ***Senior Leadership Team***
As a key person developed and put MASH from scratch to a running phase.
- ***Infection Control & Prevention Head of Department and Deputy Chairman***
Providing Leadership and strategy management towards ICP and compliance for MASH.
- ***Infection Control Committee***
Providing infection control information supporting and empowering the implementation of infection control policies
- ***Blood Transfusion Committee***
Overseeing the spectrum of blood product transfusion and provide clinical support on appropriate blood product consumption via internal policies, clinicians procedures and auditing.
- ***CCU Committee***
Evaluating and providing management recommendations on daily clinical issues related to hospital management interfacing with the EMS system.
- ***IJN Expansion and Migration***
Key person in mobilized of both nursing personnel and coordination of clinical units and to ensure smooth operation of overall nursing function for entire hospital.

- ***Quality Internal Auditor***
Managing and supervising compliance of all critical areas on both internal and outside nursing structures, in line with all regulatory requirement standards includes JCI, ISO, and MSQH.
- ***Medical Record Committee***
Responsible to establish standards and ensure the format, content of the medical records on the highest quality and to maintain all details as required by the Malaysian Medical Act 1971.
- ***JCI Committee***
Key person responsible to prepare all the required details towards the JCI Accreditation which includes the hospital policies and procedure, plus the continuous development program CDP for nursing.
- ***Tender Evaluation Committee***
Responsible to evaluate for the purchasing of Patients' Monitor and Outsource of the housekeeping.
- ***Interview Panel for staff promotion***
As a panel for the staff promotion exercise for the organization.
- ***Domestic Inquiry Panel***
As a panel for staff which required fair decision on the misconduct.
- ***Lead Assessor***
Planning, initiate and evaluate the audit findings. Establish the policy and ensure the outcome meet the standard practice.
- ***Pharmacy and Therapeutics Committee***
Responsible to review on pricing, latest drugs and updating the customers on evidence based.
- ***Fire & Occupational Health Safety Committee***
Actively participated in fire safety training that also provides training and educate a relevant training, fire drill collaborates with the Security Unit.
- ***Commissioning of Wards***
Responsible to ensure all wards are clinically and prepared in term of administrative, operationally functioned for patients' occupancy.
- ***Incidence Report- Root Cause Analysis Team Leader***
Responsible to supervise and participate as key panel member in domestic inquiry and provide appropriate findings in settlement of disputes where is necessary.
- ***Clinical Practice Improvement Project***
Act as team leader and initiate clinical leadership engagement towards quality improvement in developing synergy to harness best ideas in regards of better patients care on IJN Quality Day.
- ***As a speaker Local and International***
 - Quality Improvement Project in reducing wrong labeling of medication at Singapore.
 - 1st Asian Resuscitation Symposium, Malaysia.
 - Nursing and Midwife Conference, Spain (Sept 2024)
- A Champion in Involved in Pace Program for Behavioral transformation in the organization.
- Heading an Educational Unit with developing Nursing and Non Nursing curriculum for enhancing the standard of customer experience.
- Actively involved in developing a Resuscitation Training for internal and external customers.

- Core member in Deep Dive Project- which developing the strategies to a new business model and plan for generates profits for the company.
- Facilitator for MSQH, JCI and CBAHI Accreditation.

Roles, Major Responsibility and Accomplishment

EXTERNAL

- Establish CPR awareness to the public's and reach-out program i.e. providing educational session for schools out there.
- Participated in local and overseas exhibition in regards promoting IJN as Asia Pacific specialist heart center.
- Coordinated health-talk in creating awareness of healthy living and public health education.
- Lead a public CPR session initiated by IJN on the importance of CPR capability in societies.
- MNA Committee;
MNA is professional nursing organization for Malaysian nurses, to uphold the image of nursing in line with the professional ethics and execution of a vision to be the Centre of National and International Nursing networking. MNA is to implement and collaborate with various organizations towards promoting healthcare industry. A position held in this committee is Secretary (2008), Committee Member (2007, 2011) and Chairman (2011 to 2015).
- Member of Resuscitation Council of Malaysia by established Policy of the resuscitation in Malaysia.
- Commissioning of Mukhtar A. Sheikh Hospital. Pakistan.

Continuous Nursing and Management Development

CONTINUOUS PROFESSIONAL DEVELOPMENT CPD

- 1997 : Certificate in Coronary Care Nursing, Malaysia
- 2000 : Certificate in Instructor Course (AHA Guidelines), Malaysia
- 2004 : Certificate in Audit, United Kingdom
- 2004 : Leadership GRID & Managerial Development, Malaysia
- 2004 : Fundamentals of Management (KL Strategic Leadership), Malaysia
- 2008 : Resuscitation Training, Chicago
- 2010 : Hospital Information System Training, Korea
- 2011 : Clinical Practice Improvement Program, Singapore
- 2011 : Resuscitation Training, Australia
- 2012 : Certificate in Advanced Life Support (AHA Guidelines), Malaysia
- 2012 : Certificate of Proficiency in Basic Life Support (AHA Guidelines), Malaysia
- 2013 : Resuscitation Training, Japan
- 2013 : Training for trainer, Malaysia

Skills in Software		
SOFTWARE	LEVEL	YEARS
<i>Microsoft Words</i>	<i>Advanced</i>	20
<i>Microsoft Excel</i>	<i>Intermediate</i>	20
<i>Microsoft Power Point</i>	<i>Advanced</i>	5
<i>Trakcare</i>	<i>Advanced</i>	5
<i>Medtrack</i>	<i>Advanced</i>	10
<i>Apple Applications</i>	<i>Intermediate</i>	3
<i>Androids</i>	<i>Intermediate</i>	5
<i>Fisicien</i>	<i>Intermediate</i>	1
<i>Oracle</i>	<i>Intermediate</i>	2
<i>Care21</i>	<i>Intermediate</i>	2
<i>Unice</i>	<i>Intermediate</i>	2
<i>Ramco</i>	<i>Intermediate</i>	2
<i>Cempia</i>	<i>Intermediate</i>	2
<i>IQVIA</i>	<i>Intermediate</i>	1
<i>Napier</i>	<i>Intermediate</i>	1
<i>Oasis Plus</i>	<i>Intermediate</i>	Recent

Summary of Clinical Exposure& Ward Care Management

Total IJN bed- 413

As Registered Nurse

June 1992 to December 1993

Cardiothoracic Ward, Total Beds - 30

- Responsible to under learn providing nursing and ward care to post-operative care.
- Day to-day care as guided by the senior nurses and Ward Manager.

As Registered Nurse

December 1993 to September 1998

Cardiology Ward, Total beds - 30

- Transferred to another ward on cardiology patient care for nursing knowledge enhancement.
- Prepared patients for invasive procedure such as PCI, implantation of pacemaker/ AICD, cath. etc.
- Work closely with various Clinical Specialist and Cardiologist Consultants and exposure to cardiology care.
- According to cardiovascular competency, been selected to pursue Post Basic in Coronary Care Nursing starting July to Dec 1997.

Summary of Clinical Exposure& Ward Care Management

As a Senior Registered Nurse

September 1998 to December 2002

Coronary Care Unit, 18 Beds, Step-down, 12 beds and Daycare Ward, 11 Beds.

- Subsequent to post basic qualification been assigned as Coronary Care Nurse in Critical Care Unit.
- Providing nursing care to adult and pediatric patients on ventilation and etc.
- Provide acute care for post infarction patients which require continuous monitoring as per advised by cardiologist.
- Work closely with cardiologists on patients' treatment need plus documented patients' treatment progress.
- Understand an importance of prompt actions on emergency situations and high risk situations.
- Established strong psychological experience through handling patients' family (counseling), independent nursing care decision in executing various initiatives for significant patients care results and communicate them colleague team members.
- Other technical medical experience and knowledge acquired in developing competencies are as follows;
 - Utilize skills and build up competency in hemodynamic monitoring, Swan Ganz catheters, arterial lines, chest tubes, IABP, pacemaker, ventilator nursing, perform a dialysis to critically ill patients either peritoneal dialysis, CVVH, etc.
 - Acquired skill in ECG interpretation plus provide guidance to the junior doctors and novice nurses in CCU.
 - Developed higher level of confidence and trained as instructor for BLS/ ACLS for CPR Faculty subsequently provides CPR course internal and to external stakeholders.
 - Identified as team to develop policy and procedure for CCU as submission to ISO/MSQH accreditation.
 - Assigned to attend a VVIP and Royalty patients and due to this performance was been escalated to the first class cardiology and cardiothoracic ward of 20 beds capacity assigned by IJN Matron and Nursing Director.

As a Nurse Manager

December 2002 to April 2007

Premier Ward for Cardiothoracic and Cardiology, 36 Beds – Adult & Pediatric Patients

- Educate and coach all subordinates (reporting junior nurses) on infection control policies in the ward including by updating the latest information of infection control, collecting data and best practices.
- Initiates and established mentoring approaches - mentorship and coaching of Nursing Divisions including wards CNE e.g. ECG interpretations, case discussion, drugs management and orientation on new nurses' ward deployment.
- Wards commissioning, census for entire operational and administrative management.

- Managed and supervised of wards nurses to ensure smooth operation of day to-day of the ward assigned.
- Lead Assessor for ISO and MSQH certification and involved in preparation of pre-transplant patients. As a result, from outstanding performance from 360 Degree Feedback – Nursing Divisions, Nurse Managers then escalated to be assigned in Bunga Raya Ward – the most upscale and prestigious award in IJN.

Summary of Clinical Exposure& Ward Care Management

As a Senior Nurse Manager

May 2007 to May 2015

First Class - VVIP Cardiology and Cardiothoracic Ward, 20 Beds

Provided operational and strategic guidance in continuously develop internal and external stakeholders in managing areas of budgeting, manpower planning and career development despite ensuring excellent patients' care. These including;

- Operational Management for smooth operational and in meantime overall maintenance of Ward and Patients care.
- Compliance of nursing, hospital and clinical policies including Infection Control and Universal Precaution.
- Analyze, review and forward all feedbacks and recommendation to be resolved at the level of General Manager in Nursing.
- Scouting subordinates' capability for effective duties delegation and ensure service quality delivery remain.
- Performance Management – performance evaluations, appraisals, interviewing and counseling sessions (when necessary or necessitates).
- Maintain a regular inventory and ward level upkeep especially on the equipment and ensure patients safety all the times.
- Managed a staff orientation and inductions for new joiners to the wards effectively and ready to serve the patients.
- Accountable for the custody and control of all Dangerous Drugs in ward and carry out periodic checks.
- Nurtured team-works through a liaison with other wards and HODs of other departmental within IJN.
- Perform Nurse Manager on-call duties - regular ward rounds, arranging staff-relief, assisting in Code Blue Emergencies, Fire and other natural disasters from time to-time plus other administrative duties.
- Responsible for CAPEX and OPEX of the ward including Ward Annual Report and Staff Counseling.

1. Mr Khalid Rashid Al Dosari
HR Director
Armed Forces Hospital, Wadi Al Dawasir
Al- Khamasin, Riyadh
Kingdom of Saudi Arabia
Tel. No.: 0117842779
2. Professor Emeritus Datuk Seri Satiadass
Chief Executive Officer
Stella Kasih Healthcare
Putrajaya, Malaysia
Tel. No.: +601112543118
3. Mr Saravanan A/L Krishnan
Human Resource Manager
Columbia Asia Hospital
Setapak, Kuala Lumpur
Malaysia
Tel. No.: +60196125202
4. Ms Diana Nithila Mills
Ex- Director of Nursing,
Pantai Hospital Ayer Keroh
Melaka, Malaysia
Tel. No.: +60126495832
5. Prof Zahrah Saad
Director International Relations
Mahsa University, Malaysia
Tel. No.: +60122772745
6. Mr Asad Jan
Group HR Director
Fatima Group, Lahore, Pakistan
Tel. No.: +923008644475