

# Curriculum Vitae

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## Personal Information

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Date: Jordan

Place of birth: 25 August 1968

Nationality: Jordanian

Marital status: Married

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## Academic and Professional Studies

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2018	EFQM Assessor
2017	ISQua Fellowship
2016	Certified TOT
2015	Certified ISQua Surveyor
2012	Certified HCAC Breast Imaging Surveyor Certified HCAC Consultant Certified HCAC Primary Health Care Surveyor
2011	Certified HCAC Hospital Surveyor
2008	Certified Professional in Healthcare Quality (CPHQ)
1999-2000	Master in nursing education (Very Good 3.34)
1986-1990	BS degree in nursing – University Of Jordan / Amman (Excellent 84.4)
1985-1986	High school certificate/scientific branch, Prince Alia School (82.6%)

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## Work Experience

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**June/2013 – present**

**Deputy Chief Executive Officer**

**Health Care Accreditation Council**

Working closely with CEO in managing of HCAC day to day operations, and act on behalf of CEO in her absence in managing organization to achieve its objectives.

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## August/2010 – present

### **Director, Consultation Department Health Care Accreditation Council**

Managing of HCAC consulting and training programs/services. Planning, organizing, managing and improving HCAC education & consultation programs/services, and marketing HCAC products and services.

## 2008 – 2010

### **Outreach program Specialist King Hussein Institute for Biotechnology and Cancer**

Preparing plans for cancer outreach program and community awareness activities. Working with the task force team to prepare the National Cancer Control Plan for the cancer prevention and early diagnosis chapters.

## 2006 - 2010

### **Healthcare Management Consultant Healthcare Management Consulting Services**

Providing health care management consultation services to hospitals, and provide education and training for staff as to prepare the hospitals for accreditation, during this experience, prepare 5 hospitals in Jordan who achieve JCI accreditation and one hospital in Kuwait.

## 2005 – 2006

### **Senior Education Coordinator King Hussein Cancer Center (KHCC) – Accredited cancer hospital (JCIA) –Amman**

#### Duties & Responsibilities:

- **Supervising the educators for the following areas:**
  1. Pediatric inpatient
  2. Pediatric outpatient
  3. Chemotherapy clinics
  4. Surgical floor
  5. Triage area
  6. Radiotherapy and Radiology department
  7. Endoscopy unit
- **Coordinator for the following educational courses**
  1. Chemotherapy administration and safe handling
  2. Vascular access devices
  3. Pediatric physical assessment
  4. Age specific training
  5. Pediatric oncology nursing
    - Assessing the learning needs for the assigned departments
    - Planning and organizing the educational activities
    - Evaluating the educational plans

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- Preparing the nursing education and training strategic educational plan
- Supervise the implementation of the strategic educational plan
- Prepare the different educational modules
- Working as the quality improvement facilitator for the nursing education and training department
- **Joint commission international accreditation(2005-2006)**
  1. Care of patient chapter quality improvement facilitator
  2. Quality improvement and patient safety chapter standard owner
  3. Nursing documentation project ( quality improvement project) chairman
  4. Preparing the educational and awareness sessions for the JCIA process
  5. Member in the nursing policy and procedure committee.

### 2003-2005

#### **Education Coordinator**

**King Hussein Cancer Center (KHCC) – Accredited cancer hospital (JCIA) –Amman**

#### Duties & Responsibilities:

- Assessing the learning needs for the assigned departments
- Planning and organizing the educational activities
- Evaluating the educational plans
- Prepare the different educational modules
- Working as the quality improvement facilitator for the nursing education and training department
- Coordinator for the following educational courses
  1. Chemotherapy administration and safe handling
  2. Vascular access devices
  3. Pediatric physical assessment

### 2001-2003

#### **Nursing director**

**Specialty hospital –Amman**

#### Duties & Responsibilities:

- Directs or assists with direction of staff and operation of nursing department.
- Assists with planning and managing of nursing activities.
- Assists with formulation of program goals and objectives.
- Develops or assists in development of related policy.
- Interprets and administers pertinent laws.
- Evaluates staff; prepares or assists in preparation of nursing budget.
- Maintains contacts with individuals both within and outside of department who might impact on program activities.
- Makes rounds to determine quality of nursing care; assures optimal quality of care is provided in a safe environment.
- Intervenes in crisis situations and investigates all unusual incidents.

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- Protects human and civil rights of patients and/or clients and staff; compiles data and prepares periodic nursing reports.
- Responsible for coordinating and providing twenty-four hour nursing coverage for facility or assigned unit(s).
- Provide direct patient and/or client care; performs related duties as required.

### **1993-2001**

#### **Head nurse**

#### **Specialty hospital –Amman**

#### **Duties & Responsibilities:**

##### **A. WORKING LEAD:**

- Leads the planning of care and implementation of the nursing process.
- Plans unit workflow and determines priorities; schedules, assigns, oversees and reviews work.
- Makes recommendations for personnel actions such as selection, discipline and performance.
- Conducts or assist in conducting performance evaluations.
- leads professional and paraprofessional nursing staff in provision of patient/client care;
- Maintains and promotes standards of nursing.
- Ensures controlled drugs are properly stored, administered and ordered.
- Identifies staff development needs.
- Provides staff training and assistance.
- Instructs staff regarding policies and procedures.
- Participates in interdisciplinary meetings to promote and ensure adjustment and continuity of patient/client care programs.
- Responds to emergencies.
- Make recommendations on policies and standards.
- Prepare reports or correspondence

##### **B. DIRECT CARE:**

- Independently develops implements and evaluates nursing and/or health care plans.
- Conducts nursing assessments.
- provides admission and discharge nursing assessments including plans for continuing care;
- Maintains records and makes reports.
- Maintains records of stored and secured medications.
- Ensures controlled drugs are properly stored, administered and ordered.
- Independently manages and provides direct care to patients/clients.
- Participates as a member of an interdisciplinary team in the assessment, development, implementation and evaluation of patient/client treatment or health care plans.
- Provides clinical direction and/or training to staff in individual and group programs.
- Provide in-service training to nursing and paraprofessional staff with regard to signs and symptoms of illness, dysfunction, injury and prevention of same.
- Consult with and make recommendations to physicians concerning health needs.

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- Make recommendations on policies or standards

## **1990-1993**

### **Staff nurse**

#### **Islamic Hospital - Amman**

##### Duties & Responsibilities:

- Makes rounds and gives direct care.
- Takes and records vital signs.
- Carries out physicians' orders regarding diet, medication, and treatment.
- Changes dressings.
- Checks and distributes narcotics.
- Maintains availability of drugs and supplies.
- Observes adequacy of housekeeping and maintenance services.
- Performs first aid and alerts physicians to emergency conditions.
- Records observations of physical and physiological status and actions taken.
- Confers with nurses and physicians on other shifts regarding condition of clients.
- Protects human and civil rights of clients and staff.
- Educates clients and their families towards an awareness and understanding of health and illness.
- Assesses clients' medical-psychosocial needs.

## **Professional Training Courses, workshops & conferences Attended**

- 2015: 2015 Health Care Assessment System Knowledge Exchange Program, Ottawa Canada
- 2015: 5<sup>th</sup> international Nursing Conference, Transforming Quality Nursing Care: Promise and Potential, Amman, Jordan
- 2015: International Forum on Quality and Safety in Healthcare, London, UK
- 2012: 17<sup>th</sup> International Forum on Quality and Safety in Healthcare, Paris, France
- 2012: Hospital Built, Dubai
- 2011: ISQua's 28<sup>th</sup> International Conference, Hong Kong
- 2011: 16<sup>th</sup> International Forum on Quality and Safety in Healthcare, Amsterdam, Holland
- 2010: 2<sup>nd</sup> KHIBC MENA Cancer Research Conference, Amman
- 2010: 7<sup>th</sup> International Jordan Oncology Society Conference, Amman
- 2010: Advances in cancer Research: From the Laboratory to the Clinic, AACR-Amman
- 2009: cancer prevention training course, National Cancer Institute, Bethesda, USA.
- 2008 : "2 International Conference on Quality in Healthcare, Accreditation and Patient Safety " – Antalya
- 2007: "" Quality and patient safety conference – Egypt
- 2004 - 2006: Quality management and performance improvement facilitators training courses
- 2004: Advanced Oncology Nursing Course – National Cancer Institute
- Basic life support provider
- Basic life support instructor

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- Pediatric advanced life support provider
- Pediatric advanced life support instructor
- Pediatric pain management introductory course
- Computer course
- Total Quality Management
- Internal Auditing course for ISO
- Advanced Oncology Nursing
- Fundamental of clinical trial

### Skills and Languages

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- Arabic native language
- English excellent in reading, writing, talking and understanding.
- Excellent in different computer skills