



## Work Experience

1. **Medical Director Deputy :** University of Science and Technology Hospital - Sana'a – Yemen

2016 – Present

### Brief job description :

Working closely with CEO and Management Team (MT), key responsibilities of Medical Director Deputy are to

#### 1. Oversight of Medical Service and Operations

- Oversee operations for patient care by Medical Services Department according to the rules and regulations .
- Responsible for the smooth and successful day-to-day clinic operations by Medical Services Department, and thus works closely with Director of Clinic Operations and Director of Nursing in this regard.
- Develop, review, and approve Medical Services Department policies and procedures.
- Service as the Patient Grievance Officer together with Director of Clinic Operations.

#### 2. Set Performance Goal and Monitor for Improvement

- Annually define and regularly monitor to improve productivity (provider productivity) of Medical Services Department and finalize with CEO, Director of Clinic Operations and Chief Financial Officer.
- Take action to improve productivity for Medical Services Department.
- Annual define and regularly monitor quality of care goals.
- Direct/participate in internal and external clinic audits and development and implementation of corrective action plan.
- Develop policies and procedures for Medical Services Department and ensure staff are trained and follow them.

#### 3. Staff Management

- Establish measurable performance expectations (productivity, quality of care, timely completion of medical records and patient care, charting and other administrative duties, etc.), provide supervision, coaching, counselling, evaluate and disciplining providers and other Medical Department staff.
- Serve as an exemplary model by meeting performance expectations above.
- Provide/arrange to provide training needs of his/her staff and the entire workforce as necessary.
- Recommend and participate in final determination of disciplinary actions for his/her reports.
- Maintain communications about USTH and Department goals, objectives, changes, expectations to his/her Department staff,
- In consultation with Director of Clinic Operations, Chief Financial Officer (CFO), and Director of Nursing, assess need to hire additional provider and any position under his/her direct supervision. When it is confirmed hiring is necessary, communicate to HR specific criteria and timeline for hiring if it is already in the budget. If not, seek CEO approval. Interview candidates, and provide recommendation to CEO for final decision.
- Prepare, review and give recommendations and periodic updates of the qualification statements and job description of providers;
- Promote a motivational environment for providers and his/her Medical Department staff to work as a cohesive and mutually supportive group.



**AbdulQawi Qaid Qasem Almohamadi**

*MBBS , Specialist Community Medicine.*  
Quality, Patient Safety & Infection Control  
Consultant



### Profile

I am a Competent quality & Consultant with 5 Years of work experience within the Hospitals. I am looking for a position in a small to midsized growing firm where I can use my skills to their full potential.



### Contact

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### Skills

- Planning, organizing, scheduling, assessing project and resource requirements, overseeing project processes.
- Monitoring and evaluation of the programming in health care quality.
- Conducting survey of quality in healthcare sectors as per the international indicators
- Logistics Planning, Forecasting, Territory Management, Risk Assessment, Cost Control, Crisis Management
- Leadership, Team Building, Decision Making, Communication, Measurable Deliverables, Time Management
- Determining quality control standards
- Excellent problem-solving skills
- Writing professional reports in both English and Arabic





## TECHNICAL SKILLS

- Quality surveillance in healthcare industry
- Expert in building quality system in healthcare industry
- Expert System (Application Manager)
- Operation Research Software (Tora, Lingo, Lindo, Excel)
- MS Office (Word, Excel, PowerPoint)



## References

1. **Fahmi Alhakimi :** CEO of UST-Hospital 2014 – Present  
[alhakimi.fahmi@gmail.com](mailto:alhakimi.fahmi@gmail.com)
2. **Dr. Mokhtar Alshargabi :** Medical Director of USTH  
[drmokhtar2004@gmail.com](mailto:drmokhtar2004@gmail.com)
3. **Dr.Nasser Haider:** CEO of UST-Hospital 2011 - 2014.  
[haidarnaa@yahoo.com](mailto:haidarnaa@yahoo.com)
4. **Dr. Mohsen Al-Qassar;** prof. of urology, head of urology department, UST-Hospital  
[mhqassar@yahoo.com](mailto:mhqassar@yahoo.com)
5. **Dr. Lutf Allah Gholaib:** Assistant prof in University of Science and Technology, Sana'a, Yemen.  
[lutfm03@yahoo.com](mailto:lutfm03@yahoo.com)
6. **Dr. Sami Zayed :** Head of Anesthesia and ICU Department in UST Hospital  
[sami1zaid@gmail.com](mailto:sami1zaid@gmail.com)

### 4. Planning:

- a. Provide leadership for developing and expansion the program philosophies and strategies for USTH. Recommendations must be grounded in the best principles and practices of modern health care management and exhibit a unity of vision and approach consistency with the goal(s) .
- b. Participate in and provide clinical perspective to strategic planning and annual planning.
- c. Participate in the budget planning and recommendations pertinent to medical activities including plans and projections for staff support and equipment as appropriate.
5. Represent USTH in outside meetings as necessary.
6. Any other duties assigned by CEO.

### 2. Quality & Patient Safety consultant & 2018 – Present

**Surveyor:** University of Science and Technology Hospital - Sana'a – Yemen

#### Brief job description :

1. Review periodically, at least every two years and implement a quality improvement (QI Plan), quality control and risk management program including peer review programs though periodic medical chart review. Conduct meetings (such as regular Quality Improvement meetings). Reference data and recommendations from external entities such as Health Care LA IPA report (i.e. service utilization, emergency room service, etc.). Provide QI report to TQM, CEO and Board of Directors regularly.
2. Annually report year end performance outcomes for QI goals to QI Committee, TQM Committee, CEO and Board of Directors.
3. Annually develop and submit QI goals to TQM, and then CEO.
4. Annually develop clinic risk management goals to TQM, CEO .
5. Ensure that the medical services that USTH provides are within the scope of services
6. Work with HR Department in submitting FTCA application. Ensure FTCA expectations and requirements are met including privileging providers upon hire and documenting and filing such with HR Department.
7. Enforce adherence to the rules and regulations and expectations of all funding and government programs.
8. Provide medical consultation for other providers regarding patient care.
9. Set up a mechanism to review lab results and result disclosure to patients.
10. Ensure scheduling of clinical assignments, rotation, call, leave, etc. of medical personnel;
11. Institute and manage professional education, in-service training, and orientation of medical staff.
12. Review all medical record release requests.

### 3. Quality & Patient Safety Director :

2013- 2018

University of Science and Technology Hospital - Sana'a – Yemen

#### Brief job description :

1. Analyses reports based on oral or written complaints from the clients (internal or external).
2. Reviews patients' satisfaction questionnaires, analyses it, and concludes the results.
3. Suggests solutions addressing the concerned department, and follow ups actions taken.
4. Supervises all her delegates in every concerned area and submits reports to the Business Development and Total Quality Management Directors about their achievements.

5. Works closely with UST Hospital T.Q.M. Manager receiving reports and comments related to patients' satisfaction and takes appropriate actions to enhance quality services.
6. Manages in-house Patients' Complaint Monitoring System, analysing and giving solutions in collaboration with Patients' Relation Committee .
7. Arranges weekly meetings with subservient to implement the rules and regulations that he/she sees will improve the services provided.
8. Submits monthly reports .

**My key achievements:**

- JCI Accreditation
- Initiate quality & infection control system
- Policies development and renewal

**Also involved in research in the following areas of study:**

- Project Management & Control
- Total Quality Management, Kaizen and Six Sigma
- Supply Chain Management with Imperfect Quality
- Production & Quality
- Inventory with Imperfect Quality
- Decision Making Under Risk
- Multi-criteria Decision Making

4. **Head of Emergency department &** 2010 – 2013

**Emergency Doctor:** University of Science and Technology Hospital - Sana'a – Yemen

**Brief job description :**

1. Assess patients that enter the emergency room immediately and oversee emergency patient's recovery.
2. Conduct follow-up visits to monitor the patient's condition.
3. Request the appropriate medical tests and based on them, follow a treatment plan.
4. Develop effective patient care plans.
5. Refer patients to the appropriate specialists.
6. Ensure that patients are stable before transferring them to the proper department for further evaluation.
7. Provide instructions for discharge and any relevant paperwork.
8. Maintain the patient's medical records.
9. Coordinate with different ER departments to ensure patients receive the necessary treatment

5. **Head and resident doctors:** University of 2006-2010  
Science and Technology Hospital - Sana'a – Yemen

**Brief job description :**

1. Supervised by more senior Residents and by attending physicians.
2. Participating in a program of graduate medical education and training in a specialized area of medicine.
3. Acts as both a student and a health care provider.
4. Works in concert with other members of the health care team to provide direct medical care to patients.
5. Diagnoses patients' medical problems and devises appropriate management and treatment plans.
6. May perform surgeries if appropriate to medical specialty and level of training.
7. Takes medical histories, performs physical examinations, orders and interprets diagnostic studies, and performs some medical procedures.
8. Typically first interacts with newly admitted patients either in the Emergency Department, on the ward, in a special care unit, or in an operating room

6. **Medical consultation one year (2005) :** 2005 - 2006

Meiotic Company & Bee Pharma Company



## Education

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|--|-------------|
| 1. <b>Diploma in family and community medicine:</b> Yemeni Board for Medical Specialization                                      | 2015 – 2016 |
| 2. <b>Advanced Diploma in Quality Management Specialization in Healthcare Quality :</b> KAUH (king Abdullah University Hospital) | 2012 – 2013 |
| 3. <b>(M.B.B.S) Bachelor of Medicine and Surgery:</b> Sana'a University (Yemen)  | 1998- 2004  |



## Consultant & Training Work Experience

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|--|-------------|
| 1. <b>Quality &amp; Patient Safety Consultant :</b> Azal Hospital  | August-2018 |
| 2. <b>Quality &amp; Patient Safety Consultant:</b> Team Leader of national accreditation standards: Yemen Federal Privet Hospitals | July-2014   |



## International symposium & conferences Participate

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|--|--------------|
| 1. Hospital management & Medical Facilities in Turkey.   | 11- 2014     |
| 2. International Yemeni Congress of Infectious Disease.  | 12- 2014     |
| 3. 1 <sup>st</sup> Yemeni Turkey Congress of Emergency .   | 17-11-2013   |
| 4. Quality Control Congress in Jordon .  | 20-11-2013   |
| 5. 1 <sup>st</sup> Yemeni Turkey Congress of Cardio surgical disease .                                   | 21-11-2012   |
| 6. 1 <sup>st</sup> Yemeni Turkey Congress of surgical .  | 30 -5 - 2012 |
| 7. Participation Certificate of challenges in paediatrics infectious diseases in sharm El sheikh- Egypt. | 27 -1 - 2011 |
| 8. The 3 <sup>rd</sup> Yemeni Urology Conference held in Sana'a.   | 2009         |
| 9. Yemeni – German medical Conference held in Sana'a.  | 2006.        |



## Certificate Of Training

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|---|-----------------------------------|
| 1. Quality and Hospital Management Training 10 Days in Izmir Turkish  | 2014                              |
| 2. Experience Certification from Jordan as TQM Manager.   | 2012-2013                         |
| 3. Certificate in CPR (cardiopulmonary resuscitation) in BLS (basic life support), ACLS (advanced cardiac life support) and ITLS (trauma life support). | 2013 – (3 months ) 2007 (20hours) |
| 4. Diploma in English language from British Institute.  | 2008(7months)                     |
| 5. Experience Certification from urological Development in UST-hospital   | 2007-2010                         |

A. Zaidan