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# OBJECTIVE

Seeking personal professional growth and career development in a well-known organization whereby my skills and knowledge will be utilized to achieve the growth of the organization in the field *of hospital administration, and hospital operations management* in healthcare sector.

**EDUCATION**

* Master (MSc/MA) of Science in Hospital Management- Hamdan Bin Mohammed Smart University Dubai , UAE, 2014
* B.A in Sporting Rehabilitation – Hashemite University, Amman\_Jordan, 2007

**TRAINING**

* **Management Appreciation program 07/2011**
* Knowledge of **Risk management, Incident management & Healthcare Audit 04/10**.
* Knowledge of Customer Services principles. **02/09**

**EXPERIENCE**

**Primary Health Care Corporation, Canadian Accredited**

**Doha, Qatar**

**Manager, Patient Experience 10/15 till now**

Responsibilities including my previous role but not limited:

* Leads administration, supervision, implementation, promotion and integration of patient experience efforts and initiatives in PHCC health system local entities.
* Lead on the development of a variety of effective methods for obtaining service user and provider feedback and views and ensure participation in the National Patient Survey Program.
* Ensure there is an analysis of complaints, recommending for action those measures that are necessary to improve/remove causes of complaints, thus ensuring that there is effective learning from complaints throughout the organization.
* Provide support to Executive Directors and Service Directorates in the development and implementation of appropriate strategies and work programs.
* Support the Executive Directors and Service Directorates in delivering compliance against regulatory bodies within areas of responsibilities.
* Provide expert advice to, and work with, Executive Directors and Directors of Operations to ensure excellent standards in relation to communications, governance, patient experience, stakeholder management and equality and diversity.
* Ensure that the patient and user involvement activities are effectively integrated into the designed overall governance programs.
* Critically review existing communication and engagement plans, comparing them against best practice and providing strategic advice.

**Emirates Hospital and Cosmesurge Group (Emirates Hospital Dubai, Abu Dhabi and north emirates)**

**JCI Accredited**

**Hospital Administrator, Abu Dhabi branch. 04/14 09/15**

Responsibilities including my previous role but not limited:

* Provide leadership, planning, staff management, patient management, and operational oversight in order to achieve the goal of providing superior customer service to clients and excellent medical care to patients.
* Managing clinical, professional, clerical and administrative staff.
* Demonstrate judgment and self-sufficiency in effective problem solving while serving as the administrative and operational resource for the hospital and day-to-day management.
* Act as liaisons among governing boards, medical staff and departments’ heads.
* Plan budgets and set rates for health services.
* Responsible of EHSMS system implementation and facility management.
* Participate in finance, marketing and business development decision making process.
* Develop procedures for quality assurance, patient services, medical treatments, department activities and public relations outreach.
* Coordinate operations and personnel activities to meet Departmental, Hospital and Health System objectives related to the provision of services within designated areas.
* Maintain interface with departmental personnel to ensure there is adequate space and facilities for patient care and coordination of facilities.
* Determine necessary space, equipment, supplies and support systems to ensure effective functioning of unit/department.
* Investigate patient/visitor concerns and implements appropriate courses of action.
* Take corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules.
* Intervene and problem solves for inter-/intra-departmental issues. Facilitate interdepartmental communication, negotiation and decision-making.
* Obtain adequate facts and evaluates data to identify and intervene in actual and/or potential safety and risk management issues.
* Plan and implement strategic changes to improve service delivery.
* Document pertinent information, actions and decisions and communicates to leadership regarding marketing and business development.
* Review and apply the standards of Licensing and governmental authorities (DHA, HAAD, EHSMS).

**Emirates Hospital and Cosmesurge Group (Emirates Hospital Dubai, Abu Dhabi)**

**JCI Accredited**

**Manager, Operations) 02/11 till 03/14**

Responsibilities:

* Provide leadership, planning, staff management, patient management, and operational oversight in order to achieve the goal of providing superior customer service to clients and excellent medical care to patients.
* Oversee the different functions of front office and medical records departments of the Group.
* Participate in the design, development and implementation of the Patient access flow with pre-registration, scheduling, insurance validities and appointments center process and procedures.
* Identifies, develops, and manages process improvement projects specifically aimed at improving operational efficiencies (Patient’s waiting time, patient’s satisfaction and patient’s demographics) under the direction of the chief operation officer. This includes the ongoing development and training of required methods and procedures.
* Assist in implementing the day-to-day functions of the Patients’ Billing department. Implement written policies and procedures that govern the accounting functions of the Hospital facilities.
* Works as liaison with other departments, to facilitate problem solving and data collection appropriate to patient and insurance billing.
* Ensures that all billing and collection activities meet and adhere to Hospital policy and other insurance regulations, rules, and laws.
* Monitor and evaluate the activities of the departmental employees and provides management coaching, guidance, and on-the-job training and retraining, as necessary, to ensure operational efficiency and adherence to policies and procedures.
* Trouble Shoots daily operations and process problems, communicates with nurses Manager, medical director, departments heads, and Operators regarding run problems. Investigates root causes and recommends and implements corrective actions.
* Implements processes to ensure accurate registration and holds unit accountable for the integrity of intake information.
* Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
* Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.
* Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
* Constantly reevaluates the complaints process (quality, scope and methodology) and makes appropriate recommendations for improvement at the department level.
* Handle international patients including coordination, follow-up and understanding of international health insurance business programs.
* Develop programs and provides direction for coding department, including the documentation program, operational and capital budgeting and strategic planning.
* Review medical records to ensure that coding and billing are appropriate (E claims and CPT codes submission to insurance companies and third party payers).
* Develop systems to ensure that the coding workflow and daily activities are conducted in an efficient and effective manner.
* Manage health information and staff in a variety of different environments which involves the coordination, safety and security of health information for a medical records department, physician's office or other facility that deals with health information.
* Develop and implement policies and procedures for documenting, storing, and retrieving information, and for processing medical-legal documents, insurance data, and correspondence requests, in conformance with government, and local statutes.
* Review all department policies and procedures at least annually and revises as needed. Develops implements and monitors new policies and procedures as needed.

**Emaar Healthcare Group LLC (The Dubai Mall Medical Centre, Arabian Ranches Clinic, Meadows Clinic) Dubai UAE 09/09 to 01/11**

**Head of Medical records and patient relation (Pre-opening staff)**

**Responsibilities:**

* **Patient Access and Registration**
* Responsible for management of information through the use of an Electronic Medical Record (EMR) and scheduling and registration system (Paramedic software).
* Problem solving related to customization of EMR and SCH modules to meet the various needs of healthcare providers and continues to meet international standards.
* Management and co-coordination of the Outpatient Appointments and outpatient reception functions and staff, ensuring the provision of a high quality integrated service.
* Contribute to the development, maintenance and communication throughout the administrative processes to support outpatient access processes and booking functions.
* Ensure that the Patient billing system is properly maintained and information is recorded in line.
* Monitor these systems and make suggestions for improvement.
* Identify and delegate responsibility of elements of scheduling production to suitably trained staff within the team.
* Take a lead within the practice with regard to improving access for patients. This includes managing change, developing new systems and procedures and keeping all members of the practice team and patients informed of changes.
* Identify IT training needs of the reception teams and organize and evaluate any training provided/undertaken. Ensure full use by all reception staff of e-mails, shared information, clinical and appointments systems and Microsoft Office.
* **Medical records Management**
* Implement and modify EMR, which complies with licensing and ambulatory care accreditation and statutory requirements.
* Manage activities of a medical records department that includes the planning and organizing of the documentation, storage and retrieval of medical records.
* Supervise and coordinate the work activities of subordinates – transcription and unit insurance assistants.
* Following up on insurance pre and re approvals process, and insurance dispatch flow.
* Participate in the development and implement policies to preserve the confidentiality of information contained in the medical records and monitor compliance
* Resolve problems that arise with the release of confidential medical information, misplaced medical records, or clients complaints
* Release medical information on client's and clinician's request and request medical information from other medical facilities
* Provide medical information in response to subpoenas.
* Compile administrative and health statistics for the use of clinic administrators.
* Train the medical staff and newcomers how to use the HIS (physicians, allied healthcare technicians, nurses).

**American Hospital Dubai U.A.E Dubai JCI Accredited 05/08 till 09/09**

**Admission Office Team Leader**

* Play a major role in the transformation and implementation from MEDICOM System to MEDITECH system, including the following MEDITCH modules: ADM, EMR, SCH, and REG.
* Assigned as a super user to train and troubleshooting while live environment.
* Create the electronic patient admission booking form to serve the community based physicians.
* Perform the patient pre admission and admission process, and financial counseling for all admitted patients.
* Training the new staff to meet the standards that can fulfill the patients’ Satisfaction.
* Preparing and updating the department policy & procedures, staffing plan, scope of service and improvement plan.
* Evaluation of the annual performance of the staff, Hospital and departmental orientation.
* Handling Call, Receiving and handling customer complain.
* Giving information to the patients about the various products and services of the hospital.
* Coordinate payments with patients’ insurance companies & obtain preauthorization from insurance/other companies
* Monitoring level of hospital’s customer service satisfaction, by analyzing the statistics and other data figures; to prepare reports accordingly with proposed effective solutions
* Assist in Hiring, coaching, developing disciplines for staff as necessary as well as supervise and delegate work efforts of the hospital staff to ensure the best possible delivery of service and high customer/patient satisfaction.

**King Hussein Cancer Center, Jordan Amman 08/04 till 05/08**

**JCI Accredited**

**Patient Relation and Medical Records Department –Medical Records Administrator**

* Provide oversight to the daily activities of the reception area.
* Register the new patients in the HIS system.
* Prepare the files of the day before the start of clinics.
* Make, change and coordinate appointments for patients via email and telephone according to the coordination of care procedures, and confirming the appointments of the next day.
* Perform as admission officer and perform the duties of said title. Booking and arranging admissions for surgical patients.
* Liaise with Clinical Support staff (Laboratory, Radiology and Pharmacy) on queries regarding Results of tests and other appointment/reception related questions.
* Work closely with Clinical and Nursing staff to ensure clinical information provided is effective and current.
* Ensure department runs smoothly and din compliance with JCIA standards.
* Record and report all patients concerns, complains and problems, and follow up on corrective actions taken.
* Promote a satisfied and competent workforce and a positive work environment by establishing a climate for growth and challenge, doing timely performance appraisals, and providing developmental and mentoring opportunities for staff.
* Own the documentations of the Departmental Scope of Services, Policies and Procedures and initiate changes if required in coordination and approval of the Patient Relations and Medical Records Department Manager.

**Competencies:**

* Problem Solving, Technical Skills, Medical Coding, Revenue Cycle Management, Customer Services, Team Work, Written Communications, Ethics, Innovation, Time Management, Project Management, Processes Designs, and Focus PDCA Quality tool.

### References: Available upon request.