

**Yasser E. Abdel-Aziz, MD, DHHM, CHSM, CPHQ**

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**Objectives:**

**To provide consultations and expertise support and training to healthcare organizations in matters of clinical governance/leadership, strategic planning, performance management, risk management, data management, and accreditation preparation. The aim is to help those organizations to achieve their ultimate goals of increased productivity, profitability and market share under a sustained umbrella of a "Culture of Safety"**

**Skills and Expertise:**

**Clinical Leadership**

Providing **effective clinical leadership** by engaging the Senior Clinicians in the department/service to take responsibility for achieving the clinical, operational and financial objectives of the department/service.

Taking responsibility for the **recruitment, and development** of all senior clinical staff within the departments.

Ensuring **adequate staffing** of the clinical service lines within the departments including emergency and out of hours cover. This includes responsibility to ensure arrangements for cover for annual study and other leave for all clinical staff.

Ensuring all clinical staff has an **annual appraisal** and that **training and development needs** are identified and met for all clinical staff

Ensuring **annual job plan reviews** for specialists, and consultants within departments/services.

Ensuring that all professionals in training within the departments/services are managed and assessed appropriately including **ensuring quality of training experience** and access to education

**Strategic Planning & Performance Management**

In collaboration with the **CMO/CNO/COO**, and designated heads of departments take responsibility for the **performance (clinical, contractual, financial and operational)** of the organization and the external market factors (SWOT) to enforce, and implement the **organizational strategic plan**

In collaboration with the **CMO/CNO/COO**, and designated heads of departments, supports the **departments/services in developing their vision, strategic plans, and objectives.**

Support the **CMO/CNO/COO** and heads of departments/services in **agreeing key performance indicators** at the regular review meetings with the relevant governing and accreditation entities.

Experienced in **Data Management**: different techniques, and methodologies of data sampling, data collection, aggregation, analysis, validation, and data display (graphic presentation) for organizational wide KPIs specially required for accreditation bodies (JCI), and regulatory requirements (DHA/HAAD)

Experienced in utilizing multiple **performance improvement models** as FOCUS-PDCA, Lean Thinking, and Malcolm Baldrige criteria among many others to re-engineer processes, eliminate waste, maximize effectiveness and drive change with timely achievement of predetermined goals & objectives.

Actively promote **effective multi-disciplinary working within the departments/service units** and collaborative working with other stakeholders

Attending and **contributing to relevant senior management/committee meetings** with the **CMO/COO/CNO** to represent the view (s) of the organization.

### **Clinical Governance, Quality, and Risk Management**

Promoting and **sustaining a culture of safety** via ensuring that **effective Clinical Governance, Quality and Patient Safety procedures** are in place.

Ensuring that **all senior clinical staff** are aware of the **organizational policies and procedures** and their application to the specific needs of their services

Ensuring that **all relevant senior clinical staff** participates in the **monthly Clinical Governance committee and other meetings**.

Ensuring that actions delegated to the clinical heads of departments & Clinical Governance Committee in relation to the **implementation of the organizational strategic and patient safety plans are completed in a timely manner**.

Ensuring that **the goals for patient experience**, as described in the **annual patient safety plan** are developed, where appropriate in the organization/departments.

Promoting a **Culture of Learning** from **critical incidents** within the departments/service units to ensure that lessons learned are disseminated, within the department and where appropriate the organizational wide level. This will include ensuring that **all serious incidents are reviewed according to the organizational policy, and reported in a timely manner to the required governing and or accreditation entities**.

Ensuring **timely / periodic input and support** from **heads of clinical departments and senior clinical staff** to promote **timely and effective decision making on highlights of the organizational vision, mission, and strategic objectives**.

Developing, implementing, and sustaining an organizational wide **clinical audit program** that included inpatient services, outpatient services, and emergency services. Selecting audit criteria, determining sample size and methodology, and standardizing reporting structure and format for all departments, and services.

Experienced in **Risk Management**: conducting RCA for identified near misses/sentinel events, facilitating morbidity/ mortality reviews, managing FMEA projects, and managing OVR systems to support and maintain a culture of safety.

Throughout **Accreditation Cycles (JCI/CBAHI)** actively participating in structuring/coaching teams, conducting baseline assessments, formulating action plans, guiding reviewing and updating organizational wide policies, and procedures, guiding ongoing implementation, monitoring, and sustainability of standards, and their measurable elements with special emphasis on IPGs, Developing, monitoring, and sustaining a solid organizational wide committee structure , that ensures ongoing and timely reporting, discussion, and addressing patient safety/PI initiatives issues organizational wide

Utilizes **patient complains, incidents, and other data sources to spot bottle necks in clinical and managerial processes** and conduct accidental , and scheduled **mock tracers** to different departments,/service units to determine underlying causes of variations, and **formulate action plans to eliminate waste and maximize effectiveness.**

### **Education, Certification, Conferences, and CME:**

#### **Recent Conferences & CME:**

27-28 January 2016

**7th International Middle East Conference for Quality Management-Arab Health-Dubai-UAE**

13 December 2015

**1st International Conference on Quality, and Patient Safety-SGH-Dubai-UAE**

8-12 November 2015

**International Practicum on Quality Improvement & Accreditation (JCI)-Dubai-UAE**

#### **Harvard Medical School-CME-2015/2016:**

<b>1-Alzheimer Disease</b>	<b>15-Lifestyle, osteoporosis</b>
<b>2-Celiac Disease</b>	<b>16-Management of infection advanced dementia</b>
<b>3-Challenging cases in toxicology</b>	<b>17-Metastatic colorectal cancer</b>
<b>4-Challenging cases in toxicology II</b>	<b>18-Neurological emergencies</b>
<b>5-Chronic Hepatitis C</b>	<b>19-Non alcoholic steatohepatitis</b>
<b>6-Chrons Disease</b>	<b>20-Osteoporosis</b>
<b>7-Dementia, elderly abuse, driving</b>	<b>21-Pain management outpatient</b>
<b>8-Ethical considerations in elderly</b>	<b>22-Pain management elderly inpatient</b>
<b>9-Management of coronary artery disease</b>	<b>23-Resource limited treatment-CHF</b>

<b>10-Genetics, dilated Cardiomyopathy</b>	<b>24-Responding to weapons</b>
<b>11-Genetics, hypertrophic Cardiomyopathy</b>	<b>25-Sudden cardiac death ACLS</b>
<b>12-HIV in primary care</b>	<b>26-ABCs disaster management</b>
<b>13-Hypertension in elderly,</b>	<b>27-Pain management &amp; end of life care</b>
<b>14-IBS</b>	<b>28-Clinical Challenges in ECG</b>

03/2016

**Healthcare Quality Certification Commission**  
CPHQ- License Number-00302292

02/03 -12/03

**IUPUI (Indiana University Purdue University)-Indianapolis-IN-USA**  
Certified Healthcare Systems Manager (CHSM)

05/96-12/96

**American University –Cairo-EGYPT:**  
Professional Diploma of Healthcare & Hospital Management. (DHHM)  
Hospital Management Consultant per the Egyptian Medical Syndicate Classification

04/95-04/98

**Resident Doctor of Cardiology,**  
MOH Hospitals-Red Sea-Hurghada-Egypt

03/94-03/95

**Transitional years PGY-1 (Internship Year):**  
Cairo University and MOH Hospitals.

09/86-12/93

**Cairo University, Egypt:**  
Medical Degree, M.B.B.Ch,

## Work Experience

May 2015-Present

**Head of Quality, Patient Safety, and Accreditation- Burjeel Hospital-Abu Dhabi-UAE**

April 2015-May 2015

**Director of Patient Safety, Performance Improvement, and Accreditation  
Alzahra Hospital Dubai-UAE**

**(20006-2014):**

**PI/Patient Safety & Accreditation Consultant-Freelance**

Facility	Country	Year/Duration	Project (s)
<b>SGH-Saudi German Hospital</b>	<b>Medina-KSA</b>	<b>2014 (6 months)</b>	<b>Clinical Governance, and Clinical Risk Management – JCI Recertification (December 2014) FMEA : Infant Abduction FOCUS-PDCA: Streamlining Wheelchair Transportation Services</b>
<b>Gulf Speciality Hospital</b>	<b>Dubai-UAE</b>	<b>2013 (3 months)</b>	<b>GAP analysis, and training for JCI accreditation preparation</b>
<b>Alder Hospital</b>	<b>Medina-KSA</b>	<b>2013 (6 months)</b>	<b>GAP analysis, and training for CBAHI accreditation preparation</b>
<b>King Fahd Medical City</b>	<b>Riyadh-KSA</b>	<b>2012 (3 months)</b>	<b>Clinical Risk Management: Streamline Morbidity/Mortality and Peer Review Functions</b>
<b>Neuro Spine Hospital</b>	<b>6<sup>th</sup> October-Egypt</b>	<b>2012 (3 months)</b>	<b>Hospital Structure (Organogram), M &amp; M, JDs, P &amp; P, Staffing Plan, Staff Appraisal, KPIs, and HIS</b>
<b>Suez Hospital (HIO)</b>	<b>Suez-Egypt</b>	<b>2010-2011</b>	<b>Management Consultant in collaboration with Mckinsey/UK-National Health Insurance Project</b>
<b>Specialized Medical Centers ( MOH) – 40 Hospitals</b>	<b>Nasr City-Egypt</b>	<b>2008-2010</b>	<b>Management Consultant. Egyptian National Accreditation Program and JCI Accreditation Program for Dar Alshifa Hospital</b>
<b>As-Salam International Hospital</b>	<b>Cairo-Egypt</b>	<b>2008 (6 Months)</b>	<b>Management Consultant: ISO 9001:2000 Recertification. JCI GAP Analysis &amp; Training</b>

(2008-2013)

**Hospital Management/Quality Instructor-The American University in Cairo (AUC)-  
Management Center-Institute of Management Development –Cairo-(Egypt)**

Courses Taught:

1. Quality Management Systems
2. Improving Organizational Performance, and
3. Information Management

01/06-03/07

**Director of PI and Telehealth Program- HHC Health and Home Care (In  
Collaboration with IPRO), NYC, NY-USA**

**HHC is a certified home health agency (CHHA), and a part of NYC Health & Hospitals Corporation**, The largest public healthcare system in United States. For 50 years it has provided acute and long term care services to patients living in four different boroughs of New York metropolitan area: Manhattan, Brooklyn, Bronx, and Queens. *The adult and pediatric services have included* skilled nursing, social work, speech therapy, respiratory therapy, nutrition, physical therapy, occupational therapy, and home health aides. **In order to meet the needs of New Yorkers, and provide high quality services, HHC's staff was able to communicate with its clients in more than 100 Languages.** IPRO is a national organization providing a full spectrum of healthcare assessment and improvement services that foster more efficient use of resources and enhance healthcare quality to achieve better patient outcomes. **Founded in 1984**, IPRO is highly regarded for the independence of its approach, the depth of its knowledge and experience, and the integrity of its programs. **IPRO holds contracts with federal, state and local government agencies**, as well as **private-sector clients, in more than 33 states and the District of Columbia.** A national not-for profit organization, IPRO is headquartered in Lake Success, NY and also has an office in Albany, NY.

**IPRO's staff of more than 400 professionals** includes physicians, registered nurses, mental health professionals, epidemiologists, biostatisticians, data analysts, medical record reviewers, and health policy experts, pharmacists, coding professionals, claims analysts, auditors, programmers, systems analysts, web technology experts and healthcare communications specialists. *IPRO also retains a network of more than 300 board-certified physician consultants.*

**My role as a Director of PI & Telehealth Program (In Collaboration with IPRO) was to oversee, monitor, manage, and improve the agency service programs:**

**1-Housecalls Telehealth Monitoring/ Care Management Program:** a highly qualified telehealth team remotely monitors & manages *chronic patients with diabetes, and or heart failure.*

**2-Behavioral Health Program:** Patients with **psychiatric illness** are provided with *tailored plans of care* which focus on reducing symptoms, and promoting more independence at home.

**3-Maternal/Child Health Program:** A program designed to improve pre, and post natal

maternal health with the goal of improving short and long term infant health & preventing post partum complications.

**4-Ryan White Program:** Utilizes social workers, nurses, and other healthcare professionals to provide education, support, and resources, and care to HIV patients at the home level.

**Duties and Accountabilities:**

• **Assured the development, implementation and evaluation of agency programs for the Improvement of quality and service productivity:**

Developed a comprehensive, and detailed implementation and evaluation strategies for multiple agency wide **PI Initiatives/Projects** including but not limited to **REACH National Collaborative (Reduction of Acute Care Hospitalization)**, and **Improving The Ability to Manage Oral Medications** under the guidelines provided by & collaboration with **IPRO** to achieve the ultimate goal of Patient Safety and Satisfaction.

05/04 – 05/05

**Director of Quality Improvement, Alliance Care Solutions/IMHC, Indianapolis, IN-USA**

ACS (Affiliated with **Indiana Minority Health Coalition**)- was specialized in **Chronic Disease Management Program** providing health care educational services for **Medicaid population mainly CHF, Diabetes and Asthma** in different counties across the state of Indiana. ACS also administered an **OB Pilot program** providing **prenatal health care services** for **MHS (Managed Health Services) in Allen County**.

**The Indiana Minority Health Coalition, Inc. (IMHC) - legally incorporated in 1994** is a **statewide non-profit organization**. It is also an **Indiana certified Minority Business Enterprise (MBE)**. IMHC exists to eliminate health disparities through research, education, advocacy, and access to health care services for minority populations.

*The two programs (CDM & OB) were monitored and implemented under the direct supervision of Bowen Research Center, and Regenstrief Institute, Inc.*

Established in 1991, the Bowen Research Center was named in honor of Otis R. Bowen, M.D., former Governor of Indiana, *Secretary of Health and Human Services* for the United States, and *faculty member in the Department of Family Medicine*

**The Bowen Research Center (BRC), the research arm of the Department of Family Medicine at the Indiana University School of Medicine**, is dedicated to research to improve health and lives of the residents of Indiana.

In an effort to develop real solutions to society's problems, the BRC faculty collaborates on a variety of research projects which offer new vision and hope for today's health problems. The Bowen Research Center provides an environment to stimulate both qualitative and quantitative research among faculty in the Department of Family Medicine. The BRC generates various types of information to disseminate its research



findings to the public and other health care professionals including: scientific articles, research reports, conference papers, presentations and posters.

***My role included the following duties, and accountabilities:***

***Clinical Leadership:***

- Managed and coordinated activities of the assigned work function of the QM department.
- Assigned / delegated responsibilities for specific work/functional activities to our team of nurse care managers (30 Nurses)
- Gave work directions, resolved problems, prepared schedules and set performance expectations and deadlines to ensure timely completion of work.
- Coordinated activities of assigned work function of the QM department with related activities of other departments (IT, Biostat, and Finance) to ensure efficiency.

***Report Preparation:***

- Reviewed and analyzed reports, records and directives, and conferred with staff to obtain data required for planning work function activities, such as status of work in progress, and problems encountered. ***Also verified data to be submitted in accordance with state Medicaid program requirements and to ensure compliance with Company, Federal, State, Health Plan Employer Data and Information Set (HEDIS), National Committee on Quality Assurance (NCQA) and Joint Commission on Accreditation of Healthcare Organization (JCAHO) standards.***
- Prepared reports and records on work function activities for senior management, using computer software programs (MS Access, Excel, SPSS, and PowerPoint).

***Methods and Procedures:***

- ***Evaluated current procedures, and practices for accomplishing the assigned work Function's objectives to ensure compliance with Company, Federal, State, and National Committee on Quality Assurance (NCQA) and/or Joint Commission on Accreditation of Healthcare Organization (JCAHO) standards.***
- Ensured **HPAA compliance** during reporting and health care delivery settings.

***Customer Service:***

- Collaborated with appropriate departments to document, investigate and resolve formal/informal complaints and appeals in accordance with Company and State policies, procedures and Requirements

***People Development***

- Initiate and participate in the hiring of staff, promotions, discharges and transfers. Train and supervise staff.
- **Create effective organizational structure, roles and jobs.** Develop staff skills and competencies through training and experience. Lead by example to create desired culture and motivate people in the organization.



09/03-05/04

**Research Assistant and Data Analyst, Bowen Research Center, Department of Family Medicine-IUPUI, Indianapolis, IN-USA (Part Time)**

- Conducted literature searches, data entry and management, assisting investigators with Projects' design, developed data collection instruments, data analysis and report generation strategies. .
- Assisted, and actively contributed in selection of populations of study, sampling methodology and techniques, setting goals and objectives utilizing quality measures, and indicators, drafted action plans, and monitoring strategies.
- Developed the data collection instruments for performance measures including (HEDIS measures) of chronic illness (CHF, Diabetes, Asthma and Pre-natal coordination) with the assistance of expert consultants.
- Aggregated, and analyzed all the data collected, generated graphs, and comprehensive weekly, and monthly reports for all projects conducted for research activities utilizing SPSS, MS Excel, MS PowerPoint, and MS Access.
- Assisted in selecting and implementing PI models needed for different state wide projects. Monitored the recommended actions, and formulated plans required to achieve the desired goals and objectives.
- Prepared, distributed, and presented reports to researchers, senior leaders, and contracted organizations as mandated.

01/00-02/03

**Deputy Clinical Director/Assistant Office Manager- Rush Medical Arts Group, P.C., Rushville, Shelbyville, & Greensburg- IN-USA (Primary Care Practice)**

- ***Clinical Leadership: Managed, and supported clinics' operational, and functional needs including***, Primary Care, Internal Medicine, Pediatric Medicine, Surgical Medicine, Gynecological Medicine, laboratory Services, and Radiological Services (Including Radiography, Ultrasound and Nuclear Imaging).
- ***Managing Day to day operations*** including directing ancillary office staff, setting goals, formulating plans, motivating staff and assisting in completing managerial tasks for different departments. ***Conducted daily audits, and monitored patient safety indicators (monthly).***
- ***Managed and assisted daily billing operations (ICD-9 Coding), and processing health insurance claims*** for clients. Ensured procurement of Consumables & Medications.

12/98-12/99

**Director of the Outpatient Department-Luxor International Hospital – Luxor, Egypt**

Luxor International Hospital is a unique **450 bed tertiary care high Tec hospital** that has been constructed by the Egyptian ministry of health to provide high quality medical services to the Egyptian population as well as tourism in the Egyptian south. The outpatient clinic was serving 400-500 clients in Different specialties on a daily basis.

***Core duties have included:***

- **Marketing** of Outpatient Clinic Services.
  - Build up outpatient **clinic database**.
  - **Adopting** and Implementing strategic plans & public **health educational programs** for disease prevention at the community wide level.
  - Managing & Directing day-to-day operations of 12 physician group, Lab, Radiology, and Pharmacy services:
- **Interviewing and hiring** qualified staff.
  - Ensure **attendance and commitments** of staff.
  - **Supervising Staff**, and ensuring **delivery of quality services to clients**.
  - **Ensuring delivery of services based on practice guidelines**.
  - **Managing inventory** and ensuring availability of medications, medical supplies.
  - **Monitoring functionality of medical equipments** in *X-ray*, **pathology**, and **UltraSonography** labs.
  - **Receiving, and managing staff and client complaints and resolving conflicts**.
  - **Supervising billing, and claims processes** through the financial department.
  - **Reporting, and analyzing data related to patient's admission, and clinical outcomes** with the help of the statistics department.

1995-1998

**Resident Doctor of Cardiology-Cairo University/MOH Hospitals-Egypt**

- **Out-Patient:** History taking, clinical examination (inspection, palpation, percussion and auscultation), requesting investigations (lab, radiological, EKG, and echo), and setting up treatment options for cardiac patients based on their individual cases.
- **I.C.U:** Managing acute cardiac cases especially, hypertensive crisis, AMI, angina pectoris, cardiac arrhythmia especially AF, VF, and PVT and cardiac arrest. ➤ **In-Patient:** The majority of admitted cases were patients with recurrent AMI in preparation for CABG, patients with PVD in preparation for vascular surgical intervention, patients with valvular lesions secondary to RHD (rheumatic heart disease) in preparation for selective surgical intervention, patients with complicated CHF, and patients with infective endocarditic and pericardial effusion.

**1994-1995**

**Internship Health Officer-Cairo University Hospitals-Egypt**

Two-months rotation in Internal Medicine, General Surgery, OBGYN,  
Pediatric/Anesthesia, Dermatology, and Emergency/Orthopedics.

**List of Professional References: Available Upon Request**