



## Mussarat Jaffar

MC. Hospital Madinah Munawarrah K.S.A

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Cell#: 00966509342991

Nationality: Pakistani

Date of Birth: 06/06/1976

Marital Status: Married

Language: Urdu, Punjabi, English, Arabic

### 1. Objectives:

**Being a nurse:** I believe patients health depends on the kind of compassionate medical, nursing, and allied care provided to them. And I would like to use this thinking in the required profile/position provided to me at some esteemed organization/hospital and improve patients' health outcomes and I believe my dedication will make healthcare arena achieve distinct heights.

**Being a Quality and Patient Safety Coordinator:** Highly talented **professional** with effective multi-tasking aptitude and ability to work independently interested in the position of **Quality** and Patient safety Coordinator, very good knowledge of **quality** management monitoring and reporting procedures. Discreet individual with **professional** attitude and robust writing skills.

### 2. Registered Nurse:

SN	Title	Council	Registration number	Validation
1	Registered Nurse	PNC (Pakistan Nursing Council).	A-25960	15-09-2021
2	Registered Nurse	SCFHS (Saudi commission for health specialties).	06-R-N-14052	January 21, 2022

### 3. Hobbies:

- 3.1 Voluntary work (Social Work).
- 3.2 Travelling: - Exploring new destinations.
- 3.3 Reading.

### 4. Areas of Interest: -

- 4.1 Quality Control.
- 4.2 Risk Management.
- 4.3 Quality Assurance.
- 4.4 Quality Audits.
- 4.5 Process Improvement.
- 4.6 Hospital Operations.

### 5. Academic Education:

Degree	Institute	Date
B.Sc	Punjab university Lahore Pakistan	2017

## 6. Other Skills:

- 6.1 Very Good bilingual communication skills (Arabic & English).
- 6.2 Excellent hold on Urdu and Punjabi language.
- 6.3 Computer literate (Microsoft program and internet).

## 7. Professional Qualification:

SN	Qualification	Duration	Year Of Graduation	Board Of Graduation
1	Diploma in General Nursing.	Three years.	March 1995	Nursing Examination Board Punjab Pakistan.
2	Diploma in Midwifery	One Year.	September 1995	Nursing Examination Board Punjab Pakistan.
3	Certificate in computer application	Two months.	December 2003	Unique Institute of Computer Sciences & Information Technology

## 8. Experience:

Sn	Position	Place	Department	From	To	Duration
1.	Staff Nurse	Alshiekh Hospital PK	Surgical And Gynecology	01/10/1995	30/04/1997	1year 6month.
2.	Charge Nurse	Mayo Hospital Lahore PK	Pediatric, Urology, ICU, ENT, General Surgical, Medical	07/05/1997	31/10/2000	3years 6month
3.	Staff Nurse	PAMGH Al-Ula KSA	Female Surgical Ward & Outpatient Dept	11/01/2001	21/07/2003	2years 7month.
5.	Staff Nurse	PAMGH Al-Ula KSA	Female Surgical Ward	01/08/2005	19/03/2006	7month19 days.
6.	OBS/Gyne Head Nurse	MCH (maternity and children hospital) Madinah KSA	Antenatal Ward	20/03/2006	01/11/2009	3years 7month10days.
7.	Nursing Quality Coordinator	MCH (maternity and children hospital) Madinah KSA	Nursing Administrative Office	02/11/2009	28/04/2014	4years 5month
8.	Nursing Supervisor	MCH (maternity and children hospital) Madinah KSA	Nursing administrative office	29/04/2014	07/12/2014	7month 8Days.
9.	HHC (Home Health Care) Head Nurse	MCH (maternity and children hospital) Madinah KSA	HHC Department.	08/12/2014	12/03/2018	3years 3month5 days.
10	QPS (Quality & Patient Safety Coordinator)	MCH (maternity and children hospital) Madinah KSA	QPS Department	13/03/2018	Working till to date	3 years

## 9. Current Job:

- 9.1 **Job Title:** Quality and Patient Safety Coordinator
- 9.2 **Job Responsibilities:**

- 9.2.1 serves as an expert RESOURCE TO ALL DEPARTMENTS divisions and units, hospital and ambulatory and to establish committees in all areas relating to quality improvement.
- 9.2.2 Collaborates with all levels of the administrative services to:
  - 9.2.2.1 provide functional guidance and coordinate the quality improvements initiatives with the assigned departments, sections or units.
  - 9.2.2.2 Establish priorities for investigation of problems area based on the degree of adverse impact on performance/services that can be expected if the problem remains unsolved.
  - 9.2.2.3 Facilitate implementation and maintenance of technical guidelines and framework within which quality of care/service is evaluated.
  - 9.2.2.4 Provides educational and technical assistance to committee and departments in the meeting their Quality Improvement Objectives.
  - 9.2.2.5 Administers and monitors the multidisciplinary management program to include the team formation the multidisciplinary management program, to include the team formation, objective, determination, team development and reporting on compliance and achievement.
  - 9.2.2.6 Monitor and upkeep the policy and procedure program hospital wide, to ensure validity and compliance with international and organizational standards and trends.
  - 9.2.2.7 Performs time motion studies as needed and assigned by head of Quality Management, to assist reengineering of processes, space, job description and/or budgetary allocations.
  - 9.2.2.8 Performs any related tasks as requested within his/her realm of ability.

## 10. Trainig Courses:

SN	Title	Dates
1.	Orientation Program In Infection Control Policies	06/01/2010
2.	Quality Improvement Project Attendance	09/05/2010
3.	Attended Lecture Quality Day	09/05/2010
4.	Introduction To Quality	09/05/2010
5.	Occurrence Variance Report OVR	09/05/2010
7.	Participation In Prepare Policies And Procedures (From Hospital Director)	07/07/1431
8.	Diploma Program Quality Management and Health Institutions	DECEMBER 2013
9.	Quality Management Workshop (JCI)	08-12/01/2013
10.	Medication Management Workshop(JCI)	09-11/02/2013
11.	Assessment Of Patient Workshop (JCI)	29/12/2012
12.	Workshop of Joint Commission International Accreditation Training Course in Infection Control (JCI)	10-14 /03/2012

## 1. Other Achievements: online

SN	COURSE	DATE	INSTITUTE
1.	Infection prevention & control (IPC) for noval corona virus (COVID-19)	06/04/2020	WHO (World Health Organization)
2.	Competency Based Learning Introduction	20/04/2020	WHO (World Health Organization)
3.	KPIs (Key Performance Indicators) certificate online course.	05/05/2020	Udemy
4.	Risk Management Short Course	09/07/2020	eLearning College
5.	Corona Virus what you need to know	13/07/2020	Alison. Online
6.	Infection Prevention And Control.	26/05/2019	MDbreifcase SCFHS (Saudi Commission for Health Specialties).
7.	Code of Ethics Program	13/06/2019	SCFHS (Saudi Commission for Health Specialties).
8.	Patient Safety Program	07/07/2019	SCFHS (Saudi Commission for Health Specialties).

### 11. Appreciation and thanking certificates:

TITLE	DATE
Participation in review and update policies and procedure for nursing department	19-30 APRIL,2008
Thanking and appreciation certificate for quality day	09/05/2010
Attended lecture for hospital accreditation	04/05/2010
Appreciation for preparing the policies and procedures during CBAHI (Saudi Central Board for Accreditation of Healthcare Institutions).	07/07/1431
Appreciation certificate for effort in year 1434 ( from nursing director)	1434