



## Profile

An enthusiastic Emirati lady, driven by passion & dedication to UAE Government's Missions & Visions, assertive & persistent in achieving organizational excellence & strategic goals, people centered & interested in cultivating happiness, positivity, creativity & keen on building capabilities. Am curious, admire reading, writing, watching movies, visiting art hubs, cultural galleries & museums.

### Contact

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### Social Media

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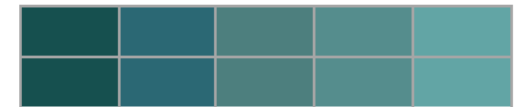
alanoudsalman

## Education

- PhD (Healthcare Management) – HBMSU- Dubai- 2013- 2021
- Master in public health; Excellence in Healthcare Management – HBMSU- Dubai- 2011
- BSc in Medical Laboratory Technology- UOS- Sharjah - 2005
- UAE Government Leadership Alumni -MOCAF – 2016- 2017
- International Association of Innovation Professional Certification 2018
- Green belt 6 Sigma -IASSC - Six Sigma – 2018
- Innovation Immersion Program-Berkeley- MBRCGI- 2017
- Leadership for Change Alumni-ICN/WHO- 2013

## Languages

**Arabic**  
**English**



**Nationality**  
**Gender**

**UAE**  
**Female**

# Work Experience

## 1. Higher College of Technology

Jan 2022

Feb 2022

- Adjunct faculty – Health sciences (Part time)

## 2. Dubai Health Authority

Aug 2020

Aug 2022

- **Head of Quality Office, Dubai Hospital**
  - Supervision, planning, execution of hospital strategic/operational plans
  - Directing & leading local/international accreditation/certification
  - Supervision & consultation about hospital performance & risk management programs
  - Supervision, planning, execution of hospital excellence programs

## 3. Ministry of Health & Prevention- Al Amal Psychiatric Hospital

Jan 2018

Aug 2020

- **Acting Assistant Director of Administrative & Financial Affairs**
  - Supervision, planning & directing customer happiness department
  - Supervision, planning & directing human resource department
  - Supervision, planning & directing Engineering & maintenance department
  - Supervision, planning & directing supply chain/store department
  - Supervision, planning & directing Finance & budgeting department
  - Supervision, planning & directing medical records & IT departments
- **Head of Quality department**
  - Supervision, planning, execution of hospital strategic/operational plans
  - Directing & leading local/international accreditation/certification
  - Supervision & consultation about hospital performance & risk management programs
  - Supervision, planning, execution of hospital excellence programs

## 4. Ministry of Health & Prevention- Khorfakkan Hospital

Jan 2016

Dec 2018

- **Acting Assistant Director of Administrative & Financial Affairs**
  - Supervision, planning & directing customer happiness department
  - Supervision, planning & directing human resource department
  - Supervision, planning & directing Engineering & maintenance department

# Work Experience

- Supervision, planning & directing supply chain/store department
- Supervision, planning & directing Finance & budgeting department
- Supervision, planning & directing medical records & IT departments
- **Head of Quality department**
- Supervision, planning, execution of hospital strategic/operational plans
- Directing & leading local/international accreditation/certification
- Supervision & consultation about hospital performance & risk management programs
- Supervision, planning, execution of hospital excellence programs

## 5. Ministry of Health & Prevention- Al Kuwait Hospital -Dubai

July 2005

Dec 2015

- **Head of Quality department (2011-2015)**
- Supervision, planning, execution of hospital strategic/operational plans
- Directing & leading local/international accreditation/certification
- Supervision & consultation about hospital performance & risk management programs
- Supervision, planning, execution of hospital excellence programs
- **Acting Head of Professional development department (2012-2015)**
- Supervision, planning, execution of CPD programs
- Coordinating with local/international accreditation/certification
- Supervision of internship, clerkship & clinical attachment programs
- **Medical Laboratory Technologist (2005-2011)**
- Analyzing clinical samples (Hematology, blood bank, Biochemistry, Microbiology & Histopathology)
- Quality coordinator
- Phlebotomist

# Achievements

- **Publication titled:** A glimpse of organizational professionalism among administrators and Healthcare managers in Hospitals: A quantitative study in United Arab Emirates, Ras medical science, 2021
- Supervision of ICXS certification-Dubai hospital 2020-2021
- **Establishment of Quality & Excellence Department** in Al Amal Psychiatric Hospital (2018-2019) & in Al Kuwait hospital (2011-2015)
- **Establishment of Quality & Excellence Department** in Al Kuwait (Al Baraha) hospital (2011-2015)
- **Establishing Permanent Innovation lab** in Khorfakkan Hospital -2017
- **Execution & leading JCI accreditation** of Al Kuwait -Dubai Hospital 2015 & Al Amal Hospital 2019
- **Authors of 4 Arabic books (Novels & short stories);** Smell of the sea (2012), Aisha (2011), Swan Symphony (2020) ,30 days of Solitude (2021),

Awards	Year	Awards	Year
Best UAE GLP Alumni	2021	JCI accreditation Al Baraha Hospital	2015
Innovation appreciation certificate	2019	Establishing Hospitals Evaluation Program	2014
Sharjah medical Award for distinguished Manger	2018	Representing Quality in the 1st national retreat -PMO	2013
SEHA Health Award as Distinguished Women & Achiever	2017	Strategic planning at MOHAP level for 2014-2016 cycle	2013
MOHAP Ideal Employee among 10,000 staff	2016	Participation in the first interactive laboratory in UAE – CVD	2012

# Skills

Technical level					Leadership level				
MS Office	■	■	■	■	Delegation	■	■	■	■
Social media	■	■	■	■	Strategy & Future foresight	■	■	■	■
Web (Emails, search engines, clouds)	■	■	■	■	Collaborative Decision maker	■	■	■	■
Infographics (Piktochart)	■	■	■	■	Resilience	■	■	■	■
Productivity App; Mind mapping	■	■	■	■	Inspiring	■	■	■	■
Enterprise Systems; CRM	■	■	■	■	Work life balance advocate	■	■	■	■
Script Creator (stories & Novels)	■	■	■	■	Organizational culture advocate	■	■	■	■
Communication					Analytical level				
Presentation	■	■	■	■	Creative thinking	■	■	■	■
Public speaking	■	■	■	■	Problem-solving	■	■	■	■
Body languages	■	■	■	■	Data mining & Analysis	■	■	■	■
Written communication	■	■	■	■	Forecasting	■	■	■	■
Interpersonal communication	■	■	■	■	Research & Theoretical thinking	■	■	■	■
Relationship-building	■	■	■	■	Emotional intelligence	■	■	■	■
Managerial skills									
People (Talents mng, Coaching...)	■	■	■	■	Project mng	■	■	■	■
Risk mng(Current & Future)	■	■	■	■	Finance & Budgeting	■	■	■	■

# Continuous Professional Development & Community Service

Title	Organized by	Date	CPD/Hour
<b>Year 2022</b>			
Walk through Dubai hospital performance indicators platform-Speaker	DHA	13 JuL	1 hour
Patient Safety Culture-Speaker	DHA	22 Jun	1 hour
JCI taskforce presentation-Speaker	DHA	08 Jun	1 hour
Enterprises JCI Accreditation -Speaker	DHA	29 Mar	1 hour
13th Quality Management in Healthcare Conference - Online	Arab Health	31-1 <sup>st</sup> Feb	14
<b>Year 2021</b>			
Walk through Dubai hospital performance indicators platform-Speaker	DHA	24 Nov	1 hour
How to write a novel? – Sharjah culture department-speaker	Culture Dep	29-30 Sep	2 days
3rd Annual Healthcare Disrupters Congress	AGORA	27 Sep	1 day
Engage Talk - Simulation in Healthcare- UAE Government leadership program- Moderator	MOCAF	26 Sep	1 hour
Walk through Dubai hospital performance indicators platform-Speaker	DHA	06 Sep	1 hour
Social series – Work from distance - speaker	HBMSU	31 Aug	1 hour
Complain Report Analysis -Speaker	DHA	11 Aug	1 hour
OPD 360 degree assessment report	DHA	04 Jul	1 hour
Walk through Dubai hospital performance indicators platform-Speaker	DHA	24 Mar	1 hour
DHA Book club- COVID 19 as patient & physician -moderator	DHA	18 Mar	1 hour
Speaker at leadership women presence workshop with UAE Government and Uzbek Gov	MOCAF	20-21 Jan	2 days
<b>Year 2020</b>			
Dubai Hospital Distinguished Employee Program –speaker	DHA	30 Dec	1 hour
JCIA 7th Edition Standards Updates (GLD)- speaker	DHA	23 Dec	1 hour
World Quality Day – Panel session Moderator	HBMSU	12 Nov	3 hours
JCIA 7th Edition Standards Updates (MMU) - speaker	DHA	14 Oct	1 hour
High Performing Hospitals -Speaker	DHA	14 Sep	1 hour
Mitigating Healthcare Deficit during Difficult time (COVID 19)- Session 1-Panelist-online	Logex-VBHC	14 May	1 hour
Sustaining Culture of high performance through COVID 19-online	GE Crotonville	11 May	1 hour
Activate Your Team's Brain: Thriving In Uncertain Times	GE Crotonville	5 May	1 hour
Key Economic Answers to 10 Global Questions -online	WGS-PMO	4 May	1 hour
Discover Waste During Crisis-online	WGS-GLP	12 Apr	1 hour
Managing and Sustaining Innovation in the time of crises -online	PMO	9 Apr	1 hour
Innovation During Crisis- Emirates Strategic Planning and Future foresight Association-online	ESPA	5 April	3 hours
Online Tutor within 24 hour	HBMSU	31 Mar	4 hours

MBRU Community Immunity Ambassador (COVID-19)	MBRU	27 Mar	1 hour
Innovation Arabia Conference: From Autonomy to accountability: Perception of professionalism - Speaker	HBMSU	26 Feb	1 hour
<b>Year 2019</b>			
Leadership for Change Program for local Nurses from WHO/ICN-Speaker	MOHAP	19 June	2 Hours
UAE Government Leadership Program Awareness-Speaker	PMO-MOHAP	25 June	45 Min
Brainstorming session for Involving People of Determination in Leadership Program	MOCAF	30 My	2 Hours
LEAP Training	MOHAP	30 April	2 CPD
How to Increase Productivity and Maintain your Mental Health -Dr. Mohammad AlSuwaidan	MOHAP	30 April	2 CPD
Management of information	MOHAP	15 Mar	1.5 CPD
Brain Storming session to improve UAE Government leadership program	PMO	20 Jan	1 Day
<b>Year 2018</b>			
MOHAP Innovation Strategy Stakeholder Engagement	MOHAP/TDC	20 Dec	1 Day
Risk Management Workshop	SCD/TPD	13 Nov	1 Day
5 <sup>th</sup> Health Insurance; innovation in healthcare conference – speaker	EIA	7-8 Nov	2 Days
FOCUS PDCA Workshop	Quality/TPD	30 Oct	1 Day
Patient safety culture survey results (Lecturer)	Quality/TPD	30 Oct.	45 min
Patient safety conference	CCAD	27-28 Oct	2 Days
J 2 Journey to Excellence	MOHAP/Tdc	22 Oct	1 Day
Maudsley Mental Health Conference	MOHAP/TPD	11 Oct	1 Day
The role of cognitive dysfunction in depression		9 October	2 CPD
Excellence Award lecture/ SKGEP/Field visit prep	MOHAP	18 Sep	1 Day
HR Rewards system	MOHAP/HR	8 Aug	120 Min
Birth & Death notification lecture	MOHAP/TDC	31 July	1 Day
JCI Standards: International Patient safety goals (Lecturer)	Quality/TPD	24 July	45 min
Quality & Patient Safety	MOHAP/TDC	18 July	1 Day
JCI Standards: Assessment of Patient (Lecturer)	Quality/TPD	10 July	45 min
Positive Psychology- The Academy of international Etiquette & Savior		1-3 July	3 days
Al Amal Hospital (Away Day)-the Vision	MOHAP/TPD	3 July	1 Day
JCI Standards: Patient & Family Rights (Lecturer)	Quality/TPD	19 June	45 min
JCI Standards: Access of care & continuity of care (Lecturer)	Quality/TPD	12 June	45 min
Sentinel event & how to disclose bad news to patient	MOHAP/TDC	31 May	1 Day
JCI Standards: International Patient safety goals (Lecturer)	Quality/TPD	29 May	45 min
JCI Standards: Overview on JCI (Lecturer)	Quality/TPD	22 May	45 min
Speech Sound Disorders	MOHAP	15 May	-
Gov. Happiness Forum for Quality of life & best practices	PMO	8 May	1 Day

Nutrition During Ramadan	MOHAP	24 April	2 CPD
Hospital Sector Annual Retreat	MOHAP	15 April	1 day
SKGEP/ Medals categories	MOHAP	4 April	5 CPD
EdaraLab Healthcare Management-Harvard Business Review	DHCC	25 Mar	1 day
Green belt 6 Sigma -IASSC - Six Sigma	MOHAP	18-22 Mar	40 CPD
Dubai Literature festival	Emirates Airlines	8 Mar	1 Day
Innovative Reading	MOHAP	6 Mar	1 day
IR-DRG workshop	MOHAP	18 Feb	1 day
8 <sup>th</sup> Emirates Society Mental Health International Congress	ESMH	16-17 Feb	2 days
World Government Summit	PMO	11-13 Feb	3 days
Innovation Pioneer Program	MOHAP	21-25 Jan	40 CPD
<b>Year 2017</b>			
UAE Innovation Immersion Program - Innovation/UC Berkeley	MBRCGI	9- 12 Oct	4 Days
Positive Change workshop for change agents	MOHAP/PWC	1-2 Oct	2 Days
Strategic Health Planning-	MOHAP/	17-21 Sep.	5 Days
The 27 Challenges Managers Face -Book Summary	UAE GLP	8-Aug	2 Hrs.
Innovation Pioneers -Module 1	MOHAP	25-26 Jul	8 Hrs.
Passionate Presentology- Abu Dhabi	Two54	24-Jul	2 Hrs.
Innovation Pioneers –Introduction	MOHAP	19-Jul	3 Hrs.
Publishing workshop	MOHAP	11-Jul	3 Hrs
Quality Tools	MOHAP	15-Jun	3 Hrs
The mastering global trends - Duke University- GLP	MOCAF	8-12 may	6 Days
4th GCC Healthcare Innovation Congress	MOHAP	25-Apr	4
Discover the Story of a Leader	UAE GLP	19-Apr	2
How to Publish Your Book	Sharjah Library	1-Apr	2
GE Eco-imagination Center -Field visit	UAE GLP	15-Mar	3
Mohamed Bin Zayed Future Generation Majlis	ADNEC	7-8 MAR	10
Good Clinical Practice certificate- Clinical Trials Network	NIDA	25-Feb	
Developing Ideas Lab - Duke University -GLP	MOCAF	20-22 Feb	
World Governments Summit	MOCAF	12-14 Feb	
UAE Medical Ethics	MOHAP	30-Jan	4
<b>Year 2016</b>			
UAE GLP: Nurturing Team Building Module - Ashridge University	MOCAF	19-21 Dec 16	-
Leading through Paradox	MOCAF	18-Dec-16	-
Frontier of Innovation Forum	Cannon	14-Dec-16	-



1st UAE chapter group for International Association of Innovation professional	IAIOP	5-Dec-16	2
National Happiness Program	MOCAF	17-Nov-16	
Designing cities through ideation - IDEO	MOCAF	10/27/2016	-
Decision making module - Ashridge University	MOCAF	23-25 oct 2016	-
The impossible company	MOCAF	10/20/2016	-
6th middle east patient safety conference- The Cleveland Clinic Foundation	CCAD	4-6 oct 2016	17.5
Sentinel events workshop	MOHAPAP	16 June	-
Middle East Patient Safety & Quality Congress		24-25 May	21
Introduction to ACHS	MOHAP	12 May	-
Bed Management HDS system	MOHAP	9 May	-
3 <sup>RD</sup> Regional JCI best practices	MOHAP	27 April	-
Supply Chain management	MOHAP	13 March	3
Clinical KPI	MOHAP	March	-
Hand Hygiene	MOHAP	February	-
Disaster	MOHAP	February	-
<b>Year 2015</b>			
Digital Health live 2015 in Dubai	CEO Of Nuviun	5-6 May	
Leadership Workshop	MOHAP	12 Mar	3
Data analysis workshop	MOHAP	26 Mar	5.5
Brainstorming Workshop	MOHAP	31 Mar	5
6th ME Quality Management in Healthcare Conference	IIR	26-27 Jan	6
<b>Year 2014</b>			
preparation for JCIA Standard Workshop	Ministry of health	Apr-May	16
Quick Reading & Map Minding - Acme Conz Center	Acme	25-27Feb	
Hospital Evaluation program Initiative	MOHAP	1 <sup>st</sup> quarter	
Urinary incontinence	MOHAP	2-sep	1
Prevention & Control Of infection	MOHAP	29May	6
Brainstorming 2 (Collect, correct & coordinate)	MOHAP	24 Apr	6
JCIA Lecture	MOHAP	23/4/2014	2
Fight against obesity workshop	MOHAP	14-Apr-2014	4.5
Positive energy	MOHAP	12-MAY	1
Quality for whom & why?	MOHAP	2-Apr-2014	1
Communications skills	MOHAP	22-jan2014	1
<b>Year 2013</b>			
Updates in wound Management		29-Apr	4.5

Continuous Administrative Professional Development Program	MOHAP	2 <sup>nd</sup> quarter	3
Participation in Blood Donor Day	MOHAP	12 June	
Continuous Administrative Professional Development Program	MOHAP	1 <sup>st</sup> quarter	8
Brainstorming as a problem-solving Technique to Improve patient safety	MOHAP	18Apr	
Brain storming session 1 (Communication)	MOHAP	4July	6
JCIA Standards –Patient Family Education &staff Qualification and Education	MOHAP	2-May	8
JCIA Standards	MOHAP	23-May	4
Body language- Ibtikar Training center		2-Mar	
Strategic planning- Enjaz Training center		May14&15	
Critical Appraisal Advanced workshop	DHA	Apr10&11	12
Government Summit	PMO	11-12/FEB	
1 <sup>st</sup> regional conference for sharing best practices in Implementing JCI standards	DHA	30-31 JAN	11
<b>Year 2012</b>			
Health care sector strategic planning workshop	MOHAP	8-11 OCT-2012	24
Nursing and Allied Health professional Leadership and Management development program	MOHAP	2012-2011	
Begin preparing for JCI	MOHAP	14/NOV	4
Metabolic Bone Disease symposium	MOHAP	03/NOV	6
Interactive workshop for MOHAPR Strategic planning for 2014- 2016	MOHAP-PMO	Nov/2012	
Facility Management & Safety	TQM-MOHAP	18/NOV	2.5
Interactive workshop for MOHAPR Strategic planning for 2014- 2016	MOHAP-PMO	Nov/2012	
Interactive workshop for UAE Vision 2021	MOHAP-PMO	(6-21)June	
Quality standards & accreditation conference- DHA	Arab Health	(4-5)-Jun	5.5
Training & Development system workshop	MOHAP	31 May	
Developing Talent (Enhancing Future Leaders to Gain Competitive Advantage) Etisalat	MOHAP	24-May	
Quality Planning Meeting	MOHAP-TQM		
Employee Performance Management System	MOHAP	April	
Improving quality & patient safety in health care organization	MOHAP	31-Mar-12	6
Certified professional in health care quality training course (CPHQ)	AL Moshtarikah	(11-15)-Feb	15
Laboratory Management & Accreditation - DHA	Arab Health	(23-26)-Jan	5.25
<b>Year 2011</b>			
The bleeding disorders symposium, Ras AL Khaimah on 24/December 2011.		24-Dec	5
Benchmarking	MOHAP-HR	18-22/Dec	
New trends in Diabetes	MOHAP	19-Nov	6
Abu Dhabi medical congress (patient safety & infection control)	Arab Health	23-25/10/	
Customer Service Development	MOHAP-TQM	22-Sep	2

Basic Life Support	MOHAP-CME		
The world blood donation day 14-15/June/2011, AL Baraha Hospital.	HBTC	(14-15)-Jun	3
Breast feeding symposium	MOHAP	17-19/Apr	20
Global forum for blood safety	MOHAP-WHO	14-15/Mar	10
Medical laboratory quality management ISO(15189:2007	Haward-Petro lab	13-17/Feb	
3 <sup>rd</sup> e-health conference in the middle east		31 Jan - 2 <sup>nd</sup> /Feb	
MEDLAB Arab Health-DHA	DHA	24-27/Jan	11.25
<b>Year 2010</b>			
Hematology workshop	DHA	25-Dec	3.5
Patient Safety workshop	MOHAP	12-Dec	2
The Quality Control Workshop - Alphamed-	MOHAP	24-Nov	3
UAE Cancer congress		28-30/Oct	11
3 <sup>RD</sup> Middle East review course in Primary Healthcare\Management- Arab Health-	DHA	17-19/Oct	8
<b>Year 2009</b>			
3 <sup>rd</sup> Middle East Metabolic Syndrome & Associated Diseases - Arab Health-	DHA	12-13/Oct	10
1st Middle East Genetic Disease Management	DHA	11-13/Oct	5.25
First SKMC Conference from Molecular to Morphology		25-26/May	6.5
TB seminar, IGRA test		9/Mar	
Arab Health, Middle East Laboratory Medicine & Management Conference	DHA	29 -31/Jan	22
Cardiovascular symposium	MOHAP-CME	23-Jan	6
<b>Year 2008</b>			
Breast Cancer Symposium		18-Feb	4
Arab Health, Middle East Laboratory Medicine & Management Conference	Arab Health	28-31/Jan	11.5
<b>Year 2007</b>			
2 <sup>nd</sup> Pan Arabic Genetics Conference	UAE University	20-22/Nov	11
FISH Workshop	Genetic Center	18-19/Nov	26.5
Arab Health, Middle East Laboratory Medicine & Management Conference	DHA	29 -31/Jan	3.5
<b>Year 2006</b>			
Workshop on Instrumentation Analysis in Clinical Laboratory	MOHAP-CME	11-Jun	5.5
<b>Year 2005</b>			
The 5 <sup>TH</sup> Arab 2 <sup>ND</sup> GCC. Blood Transfusion Conference	MOHAP-WHO	(6-8)-Feb	15
<b>Year 2004</b>			
Dubai International Genetic Conference	IHF-DHA	21-22/Mar	12