

Dr. Alounoud Al Marzouzi

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Education

- **PhD in Healthcare Management**
Hamdan Bin Mohammed Smart University (HBMSU), Dubai | 2013-2021
- **Master in Public Health, Excellence in Healthcare Management**
HBMSU, Dubai | 2011
- **BSc in Medical Laboratory Technology**
University of Sharjah | 2005

Professional Experience

World Federation of Public Health Association (WFPHA)

Governing Council Member for Middle East Region | May 2024 - Present

University of Sharjah

Assistant Professor, College of Health Sciences | Aug 2022 - Present

Dubai Health Authority (DHA)

Head of Quality Office, Dubai Hospital | Aug 2020 - Aug 2022

Ministry of Health & Prevention - Al Amal Psychiatric Hospital

Acting Assistant Director of Administrative & Financial Affairs | Jan 2018 - Aug 2020

Ministry of Health & Prevention - Khorfakkan Hospital

Acting Assistant Director of Administrative & Financial Affairs | Jan 2016 - Dec 2018

Ministry of Health & Prevention - Al Kuwait Hospital (Dubai)

Head of Quality Department & Medical Laboratory Technologist | July 2005 - Dec 2015

Publications

- Optimization of Electronic Health Record through local & international standards: A case from United Arab Emirates: chrome-extension://kdpelmjpfafjppnhbloffcjpeomlnpah/https://conferences.computer.org/compsacpub24/pdfs/CO MPSAC2024-TVZyIylofqQeOqEQhqXIF/769600b900/769600b900.pdf
- Exploring mental health stigma among Indonesian healthcare students towards individuals with mental illnesses: a qualitative study :https://www.scopus.com/inward/record.uri?partnerID=HzOxMe3b&scp=85187425153&origin=inward
- Measurement of Work-Life Balance: A Scoping Review with a Focus on the Health Sector
<https://onlinelibrary.wiley.com/doi/10.1155/2023/3666224>
- Positive Perception of Self-Medication Practice and Cyberchondria Behavior Among Adults in Bangladesh
<https://ieeexplore.ieee.org/document/10196819/authors#authors>
- Association between inter-pregnancy interval and risk of adverse birth outcomes in subsequent pregnancy: A retrospective study from Jordan <https://onlinelibrary.wiley.com/doi/full/10.1111/birt.12746>

- A glimpse of organizational professionalism among administrators and Healthcare managers in Hospitals: A quantitative study in United Arab Emirates
https://www.researchgate.net/publication/354349433_A_glimpse_of_organizational_professionalism_among_administrators_and_Healthcare_managers_in_Hospitals_A_quantitative_study_in_United_Arab_Emirates

Speaking Engagements

Speakers List			
Title	Organized by	Date	CPD/Hour
Year 2024			
Optimization of Electronic Health Record through local & international standards	COMPSAC-Osaka	02 Jul	1 hour
Professional visualization on social media: Using LinkedIn	UOS	15 Apr	1 hour
Year 2023			
Age friendly City Retreat - Moderator & speaker	Age friendly office	15 Mar	4 hours
Year 2022			
DH walk through Micro-strategy system (live)	DHA	13 Jul	1 hour
JCI taskforce presentation	DHA	08 Jun	1 hour
JCI enterprise	DHA	23 Mar	1 hour
Management Lessons from Mayo Clinic	MBRU/DHA	01 Feb	1 hour
Year 2021			
DH walk through Micro-strategy system (live)	DHA	24 Nov	1 hour
The art of Daily Journaling	Sharjah Libraries	23 Nov	2 hour
How to write a novel? – Sharjah culture department-speaker	Culture Dep	29-30 Sep	2 days
Engage Talk - Simulation in Healthcare- UAE Government leadership program- Moderator	MOCAF	26 Sep	1 hour
Staff Happiness & Positivity	DHA	18 Sep	1 hour
Social series – Work from distance - speaker	HBMSU	31 Aug	1 hour
Complaints report: analysis of customer complaints	DHA	11 Aug	1 hour
DH walk through Micro-strategy system (live)	DHA	09 Jun	1 hour
OPD 360 degree assessment report	DHA	07 Apr	1 hour
DH performance measures- walk through Micro-strategy system	DHA	24 Mar	1 hour
DHA Book club- COVID 19 as patient & physician -moderator	DHA	18 Mar	1 hour
Innovation in 45 min	DHA	21 Feb	1 hour
Speaker at leadership women presence workshop with UAE Government and Uzbec Gov	MOCAF	20-21 Jan	2 days
Year 2020			
Dubai Hospital Distinguished Employee Program	DHA	30 Dec	1 hour
JCIA 7th Edition Standards Updates (Governance, Leadership & Direction)	DHA	23 Dec	1 hour
World Quality Day – Panel session Moderator	HBMSU	12 Nov	3 hours
KPI, Customer charter, complain and suggestions system	DHA	11 Nov	1 hour
JCIA 7th Edition Standards Updates (Medication Management)	DHA	14 Oct	1 hour
High Performing Hospitals	DHA	16 Sep	1 hour
How to Write a novel ?	Sharjah Libraries	Aug	1 hour
Mitigating Healthcare Deficit during Difficult time (COVID 19)- Session 1- Panelist-online	Logex-VBHC	14 May	1 hour
Online Tutor within 24 hour	HBMSU	31 Mar	4 hours
Innovation Arabia Conference: From Autonomy to accountability: Perception of professionalism - Speaker	HBMSU	26 Feb	1 hour
Year 2019			

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
Year 2018			
5 th 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
JCI Standards: International Patient safety goals (Lecturer)	Quality/TPD	24 July	45 min
Quality & Patient Safety	MOHAP/TDC	18 July	1 Day
Positive Psychology- The Academy of international Etiquette & Savior		1-3 July	3 days
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
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
Year 2017			
The 27 Challenges Managers Face -Book Summary	UAE GLP	8-Aug	2 Hrs.
How to Publish Your Book	Sharjah Library	1-Apr	2
Year 2016			
Hand Hygiene	MOHAP	February	-
Disaster	MOHAP	February	-
Year 2015			
6th ME Quality Management in Healthcare Conference	IIR	26-27 Jan	6
Year 2014			
Quality for whom & why?	MOHAP	2-Apr-2014	1
Communications skills	MOHAP	22-jan2014	1
Year 2013			
Brainstorming as a problem-solving Technique to Improve patient safety	MOHAP	18Apr	
Brain storming session I (Communication)	MOHAP	4July	6
JCIA Standards –Patient Family Education &staff Qualification and Education	MOHAP	2-May	8
JCIA Standards	MOHAP	23-May	4
Year 2012			
Begin preparing for JCI	MOHAP	14/NOV	4
Facility Management & Safety	TQM-MOHAP	18/NOV	2.5
Quality Planning Meeting	MOHAP-TQM		
Employee Performance Management System	MOHAP	April	
Improving quality & patient safety in health care organization	MOHAP	31-Mar-12	6
Year 2011			
Customer Service Development	MOHAP-TQM	22-Sep	2
Basic Life Support	MOHAP-CME		

Skills

- **Leadership:** Strategic Planning, Accreditation, Risk Management
- **Technical:** MS Office, Enterprise Systems, Infographics (Piktochart)
- **Research & Analysis:** Data Mining, Creative Thinking, Public Speaking
- **Managerial:** Project Management, Finance & Budgeting