

ABIR KURDI ALAME



PERSONAL INFORMATION

Place of birth: Beirut
Nationality: Lebanese

EDUCATION

1994-1997 American University of Beirut Faculty of Health Sciences
Masters in Public Health - concentration in Health Services Administration-
1987-1991 American University of Beirut Faculty of Medicine
BS Nursing

AFFILIATIONS/COMMITTEES/SOCIETIES/ORDERS

- Vice President- Order of Nurses in Lebanon 2018-2020
- Vice President- Nursing Directors' Society- Order of Nurses in Lebanon – till pres
- Council Member - Order of Nurses in Lebanon 2017-2020
- Chair Scientific Committee- Order of Nurses in Lebanon 2017-2018
- Member - Retirement Committee- Order of Nurses in Lebanon 2020-
- Board member and treasurer of the Lebanese Society for Quality and Sa in Health Care LSQSH since 2022 till present
- National Expert of the accreditation standards for hospitals in Lebanon
Member of the Accreditation & Quality Committee -Lebanese Syndicat private Hospitals

1996–till present Sahel General Hospital
Medical Committees

- Head of Total Quality Management Committee
- Secretary and member of Infection Control committee
- Secretary of Pharmacy and Therapeutic Committee
- Member of Mortality and Morbidity Committee

Administrative committees

- Joint Committee
 - Management /Executive Committee
 - Strategic Planning Committee
 - Customer Service Committee
 - Medical Record committee
 - Quality and Risk management committee
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EXPERIENCE

November 2011 till present Sahel General Hospital Airport Avenue
Chief Nursing Officer

- Strategic Planning in coordination with department managers
- Budget planning and control
- Quality management: Preparing, reviewing and approving department quality management system, policies, procedures, manuals, forms,..
- Preparing department Key performance indicators with concerned (dashboards including nursing care and staffing indicators ex: turnovers, attendance, incidents, errors,)
- Generating productivity reports, analyzing and preparing plans
- Generating utilization review reports, analyzing, devising and following up application of needed improvement plans
- Staffing and talent management: recruiting, hiring, inducting, orientating and evaluating, promoting, and working on employees retention plans
- Performance appraisals in coordination with nurse managers
- Staff counseling , coaching and career management
- Coordinating and approving planning and execution of continuous staff development and in-service education programs and competency programs
- Customer service: channel claims, monitor action plans, review and help in devising corrective and preventive measures and ensure follow-ups and evaluations
- Approving staff attendance schedules, preparing staffing needs, analyzing and reporting in coordination with nurses managers
- Wages preparation and control on monthly basis, coordinate with HR on staff payrolls and benefits' allowance

September 1998 – Till present Sahel General Hospital Airport Avenue
Quality Director

- Leader of ISO 9001 project in coordination with the consulting company- Certification granted on August 2003- renewed till present
- Project Coordinator for accreditation of hospitals
- National expert- Accreditation Standards for hospitals in Lebanon
- Communicates with MOPH concerning phenics system entries, COVID 19 vaccination, mortality,..
- Participate in the development of the hospital wide strategic plan
- Participate in the development of departmental budgets
- Prepares and assists departments in preparation of policies and procedure, manuals, instructions and other work process documents including control on those of external origin- Ensures their conformance with the quality program requirements and their proper implementation.
- Reviews and approves all hospital quality system, work processes, and improvement plans evaluating quality management and risk management activities in order to maintain appropriate accreditation and certification.

- Prepares, reviews, controls and approve all hospital forms and ensure their implementation
- Prepares departmental/services' utilization reviews:
- Provides expertise and technical assistance, consultation and training to staff and service providers regarding rules, regulations and standards.
- Assist in preparation and continuously monitor the hospital wide quality improvement plan, and Key performance indicators, dashboards,
- Maintains a log of for all hospital improvement activities
- Reviews complaints log related to staff, patients, visitors and others, ensures proper investigations and follow-ups with concerned departments
- Overlook the system for determining patient and staff satisfaction
- Reviews and approves all hospital Job descriptions in coordination with department heads and Human resources
- Reviews and approves hospital departments' training and competency plans preparation, execution and evaluation
- Participate in planning and executing trainings to all hospital departments in coordination with department heads
- Works with purchasing department in setting criteria and evaluating needed medical products and supplies
- Overlooks the material planning/procurement process, supplier evaluations, works with department on evaluating new products, recalling items ...
- Plans, leads and conducts internal audits on all hospital departments
- Trains and coaches internal auditors while conducting audits-
- Acts as the management representative against the external quality auditing body and communicates external audit findings to different department , ensure proper follow-up for opportunities for improvement or non conformities
- Overlooks and manages the work of Infection Control program,
- Overlooks and manages the work of occupational health and safety program,

August 2000 till January 2004

Vice President, Paramedical Division

Paramedical division includes: Nursing, Pharmacy, Radiology, Nuclear medicine, Laboratory, Blood Bank, Pathology, Eye clinic, ENT clinic, Urology clinic, Diagnostic center, Medical library, Medical records.

- Strategic Planning in coordination with department directors
- Re-engineering of departments based on ISO standards.
- Budget planning and control
- Generating productivity reports
- Generating utilization review reports
- **Staffing:** assist in recruiting, hiring and evaluation of employees
- Assists in planning and execution of continuous staff development and in-service education programs
- Customer service: channel claims, monitor action plans, review and help in devising corrective and preventive measures
- **In addition to Performing Quality Manager responsibilities**

October 1997 – May 1998 Veterans' Affairs medical Center West Roxbury
Massachusetts U.S.A.

Assistant Coordinator of Surgery Quality Control

- Conducted quality control audits- surgery division
- Prepared utilization review reports.
- Conducted medical charts reviews.
- Coordinated Mortality and Morbidity meetings and generated related reports.
- Assisted quality control coordinator in all department activities.
- Assisted in literature review in the study of “effect of preoperative patient teaching on post operative compliance and recovery”

September 1996 – September 1997 Sahel General Hospital Airport Avenue

Quality Manager

- Established the department
- Formulated bylaws and auditing criteria for all hospital departments
- Reviewed departmental documentation forms.
- Worked in coordination with consulting company in reengineering the pharmacy department:: Physical layout, reviewing job descriptions, purchasing, stock control, policies and procedures detailing job duties and control.
- Conducted medical chart audits- prepared statistical reports
- Conducted accounting charts audits- prepared statistical reports

October 1992 – September 1996 American University of Beirut Medical Center

Instructor- BT Nursing Program, LAPHAS, AUB

- Fulfilled all duties of nursing instructor job description
- Prepared and conducted nursing courses: Medical / Surgical/ Pediatric/ Maternity/Obstetric,Gynecology/CriticalCare/Epidemiology/Microbiology/ Community Care/ Health Care administration
- Assisted nursing students during their clinical rotations
- Fulfilled students' advisory and evaluation activities
- Assisted in reviewing some hospital nursing procedures (ex: suctioning, reporting medication error, ...)
- Assisted in recruitment- Prepared recruitment reports

August 1991 – September 1992 American University of Beirut Medical Center

Registered Nurse – Pediatric floor

- Fulfilled all duties of registered nurse job description
- Performed Incharge duties during the weekdays, evening and night shifts
- Acted as a preceptor for newly hired nurses
- Assisted in floor in-service activities

CONFERENCES

Moderator, Chair and speaker at national and international conferences in the field of nursing and quality

Attended many conferences, national and international and forums

Some conferences and certificates:

ISO 9000 internal auditor course 104-03523 QMI, Canada	March 2000
Certificate of Training and attendance ISO 9001:2008 QMS Lead Auditor Course from .RABQSA	September 2011
Challenges in Quality ISO 9001:2015	May 2014
Moderator and attended ICN Congress,	Singapore 2019
ICN -Leadership for change –certificate of completion	April 2019
ICN -Leadership for change –Train the trainer certificate	April 2019
Nonprofit ready Fundraising Essentials program certification-	August 2022
Taking care of ourselves is core to taking care of others: A session on self-care for nurses Order of nurses	May 9 2022
Presenter Quality improvement in emergency department at Byblos health	April 2019
Wound care	Dec 2020
Workshop for protocol finalization on domestic violence Caritas & Order of nurses	Feb 26, 2020
LSIDCM & FASCMID-infection control course	February 2016
Data Collection and analysis workshop LSQSH & JCI	Sep., 2015
Negotiation Skills for Health Care Professionals	July 2015
Evidence based Management in Hospital Setting	Nov., 2014
MedHealth Beirut	2012, 2013, 2014
Mass Casualty Management (MCM) Training / MOPH_PHEOC	January 2024
Emergency Preparedness for hospitals	October 2011
Auto evaluation, quality audits , Gestion du dossier du patient, gestion du project d'accreditation, SI and indicators – ESA	June 2010- July 2010
Making use of your data-interpretation and analysis	December 9, 2009
Nursing Challenges	June 2008
Presented in “1 st Arab Conference in Health Care Management, Present and Future Challenges”	
May 2000 Topic: Strategic Joint Venture among service providers	

LANGUAGE

Arabic, English and French speaking, reading and writing

INTERESTS

swimming; Reading; writing; Music
