MALAK ISMAIL

Nursing Educator · Trainer · Education Consultant

12+ years, nursing education programs at Al Rassoul Al Aazam Hospital, Beirut.

Beirut, Lebanon
+961 70 025 049
iismaelmalak@gmail.com

EDUCATION

Masters in Health & Quality
Lebanese University · 2017

BSc in Nursing Sciences
Lebanese University · 2012

Nursing Educational Diploma
American University of Beirut · 2026

CERTIFICATIONS

Train the Trainer (TOT)	2016
TOT Advanced Level	2018
ROI for Learning & Dev.	2017
NLP Advanced Level	2018
7 Habits – Franklin Covey	2018
Caring from the H.E.A.R.T	2019
Policy Dev & Management	2019
Professional Distance Learning	2020
BLS Provider – AHA	
ACLS Provider – AHA	

LANGUAGES

Arabic — Native

English — Fluent (Written & Spoken)

French — Reading Proficiency

AWARDS

3 Formal Recognition Awards With financial incentives, for sustained contributions to nursing education over 12+ years

Appreciation Letters From hospital administration and leadership

Conference Presenter & Poster "Professional Staging Ladder: Impact on Patient-Centered Care Delivery" — presented at Enhancing Patient Experience Through Targeting Meaningful Aspects conference, Lebanon, 2025

PROFESSIONAL SUMMARY

Nursing Educator, Trainer with over 12 years at Al Rassoul Al Aazam Hospital, Beirut, designing and running hospital-wide nursing education programs. Built and implemented a complete 5-level career ladder based on Patricia Benner's model (Novice to Expert) and other major pillars, defining the criteria, documentation, and promotion/compensation linkage for each level. Delivers the hospital's Service Excellence training, a 14-hour multidisciplinary workshop completed by approximately 300 staff members to date, spanning nursing and non-nursing departments. Runs the Nursing Orientation Program for roughly 50 new nurses per year. Formally analyzes nursing performance incidents as part of the quality and audit function, applying structured reflective models, most recently Gibbs' Reflective Cycle and has translated findings into adopted improvement proposals. Writes nursing policies, procedures, and job descriptions across multiple roles (RNs, midwifery, practical nurses, and others) and prepares documentation for Tracer Audit review. Trained clinical staff on COVID-19 safety protocols during the pandemic. Certified Trainer of Trainers (Basic & Advanced), with additional certification in NLP and ROI for Learning & Development.

CORE COMPETENCIES

EDUCATION & TRAINING Orientation Programs · Service Excellence Training · Preceptor Training	**CAREER LADDER DESIGN** Benner's 5-Level Model · Criteria Development · Promotion Linkage
POLICY & DOCUMENTATION Policy Writing · Job Descriptions · Procedure Manuals	**QUALITY & COMPLIANCE** Tracer Audit Prep · Clinical Audits · Incident Analysis (Gibbs Model) · COVID-19 Protocols
CLINICAL FOUNDATION BLS / ACLS · NICU Background · Patient Safety	**PROFESSIONAL DEVELOPMENT** Train the Trainer · NLP · ROI for L&D

PROFESSIONAL EXPERIENCE

Nurse Educator, Trainer & Education Consultant

Al Rassoul Al Aazam Hospital, Beirut, Lebanon · 2012 – *Present*

— CAREER LADDER & COMPETENCY FRAMEWORK

- Designed and built the hospital's nurse career ladder from the ground up, all five stages of Patricia Benner's model, from Novice to Expert.
- Defined the assessment criteria for each level (knowledge, skills, and years of experience) and the supporting protocols and procedures.
- Linked each staging level to promotion and compensation outcomes, giving the framework a direct impact on staff career progression.
- Designed the Mentorship in WHITE, Hand to Hand program, seven modules, 29 training hours.

— EDUCATION & TRAINING

- Run the hospital-wide Nursing Orientation Program continuously since 2012, onboarding approximately 50 new nurses per year.
- Deliver the Service Excellence training — a 14-hour multidisciplinary workshop completed by roughly 300 staff members across nursing and

MALAK ISMAIL

Nursing Educator · Trainer · Education Consultant

12+ years, nursing education programs at Al Rassoul Al Aazam Hospital, Beirut.

📍 Beirut, Lebanon
📞 +961 70 025 049
✉ iismaelmalak@gmail.com

non-nursing departments to date.

- Train clinical preceptors on mentoring, assessment, and supporting new nursing staff.
- Design and facilitate simulation-based training and interactive workshops for clinical skills development.

— POLICY, DOCUMENTATION & QUALITY

- Write and maintain job descriptions for multiple nursing roles, including RNs, midwifery, and practical nurses.
- Author and revise nursing policies, procedures, and practice manuals.
- Prepare documentation packages for Tracer Audit review.
- Trained nursing and clinical staff on updated COVID-19 safety protocols during the pandemic response.

— INCIDENT ANALYSIS & REFLECTIVE PRACTICE

- Analyze nursing performance incidents as a formal, ongoing part of the quality and audit function, applying structured reflective models to identify root causes and corrective actions.
- Have applied several reflective/analysis models over the years, most recently standardizing the approach around Gibbs' Reflective Cycle for incident review.
- Translate incident findings into concrete improvement proposals, several of which have been adopted into practice.

NICU Registered Nurse

🏥 **Al Rassoul Al Aazam Hospital, Beirut, Lebanon · 2010** – *2012*

- Provided direct nursing care for critically ill and premature newborns in the Neonatal Intensive Care Unit.
- Created and executed individualized care plans in coordination with the multidisciplinary NICU team.

REFERENCES

Available upon request.