

MOHAMMED IDRESS OMAR

HEALTHCARE MANAGER

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ABOUT ME

As a dedicated and results-oriented healthcare manager, I bring a wealth of experience spanning 7 years in the meticulous oversight of medical facilities. My expertise lies in optimizing operations and upholding the highest standards of patient care. I pride myself on a proven track record that showcases my strengths in leadership, team building, and strategic planning. I am eager to leverage my extensive knowledge and skills in healthcare management to make a significant contribution to the success of a forward-thinking healthcare organization.

EDUCATION

MBA-HOSPITAL & HEALTHCARE MANAGEMENT
Symbiosis International University, India
2015

B. SC. MEDICAL TECHNOLOGY (CARDIAC CARE TECHNOLOGY)
Symbiosis International University, India
2013

DIPLOMA IN BIOMEDICAL INSTRUMENTATION
Symbiosis International University, India
2013

DIPLOMA OF PROFICIENCY IN ENGLISH & CAREER SKILLS
Symbiosis International University, India
2010

SKILLS

Quality Management

Risk Management

Key Performance Indicators Analysis

Operations Management

Performance Analysis

Procurement

Occupational Health and Safety

Quality Management Systems

Infection Control

Root Cause Analysis

Infection Control

Financial Management

LINKS

Linkedin:
[linkedin.com/in/mohammedidress](https://www.linkedin.com/in/mohammedidress)

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LANGUAGES

English

Arabic

PERSONAL DETAILS

Date of birth
17/12/1991

Nationality
Sudanese

Visa status
Residency Visa

Marital status
Married

WORK EXPERIENCE

QUALITY MANAGER | *Arab French Medical Center* | Nov 2016 - Dec 2017

- Developed and revised policies, procedures and guidelines for the organization.
- Identified variations in evidence-based medical practice and sub-standard performance and recommended opportunities for improvement.
- Developed, tracked and analyzed key performance indicators to detect positive and negative trends.
- Collaborate with physicians, nursing staff, and other departments to improve services provided by the organization.
- Conduct quality audits and inspections and analyze the results.
- Chaired the Quality, Risk and Safety Committee of the organization.
- Developed and implemented an infection control plan for the organization.
- Developed and implemented an annual quality improvement plan for the organization.
- Working with other departmental heads within the organization to implement international accrediting body standards for home and community services.
- Developed and supervised organizational risk management program.
- Helped in reducing the operating costs of the organization.
- Designed, administered, analyzed and reported all satisfaction surveys.
- Conducted in-depth assessments and evaluations, participated in organizational redesigns and developed continuous quality and risk management programs.

QUALITY & ADMINISTRATIVE MANAGER

| *Nurses Without Borders Home Health Care* | Dec 2017 - Jan 2022

- Developed and revised policies, procedures and guidelines for the organization.
- Lead the organizational to achieve a score (A) in JAWDA Data Certification in coordination with various departmentalheads.
- Lead the organization through the Joint Commission International accreditation triennial survey.
- Developed policies, procedures and plans that pertains to occupational health and safety in compliance with OSHAD Codes of Practices.
- Contributed to the creation and implementation of best practice quality vision, strategy, policies, processes andprocedures to aid and improve operational performance.
- Ensure that all organizational systems and procedures are updated, revised and modified to meet the needs of external certification bodies.
- Respond to patient complaints, putting in containment actions, performance analysis, and implementing short term and long-term countermeasures.
- Developed a program for the implementation and sustainment of a continuous improvement culture.
- Developed clinical documentation guidelines and communicate it to carry forward lessons learned from audits findings.
- Ensure that all necessary systems and procedures are in place to meet patients served needs.
- Train employees in all aspects of quality management and application of procedures.
- Report against agreed quality metrics on a monthly basis to the Department of Health and various relevant stakeholders.
- Lead committee meetings with representatives from appropriate departments to establish action plans for improving organizational quality.
- Attend various meetings/workshops and communicate regulatory updates.
- Perform root cause analysis and correct non-conformities.
- Develop, implement and manage key performance indicators (KPIs) for each area of responsibility.
- Set organizational departments objectives/KPIs and review and assess ongoing performance.
- Conduct organizational risk assessments of processes and procedures.
- Handled various duties and responsibilities assigned by the top management.

QUALITY MANAGER | *Al Shrooq Health Services Center* | Jan 2022 - Mar 2023

- Developed and revised policies, procedures and guidelines for the organization.
- Lead the organizational through JAWDA Data Certification.
- Developed and reviewed policies pertaining to ADHICS standards.
- Lead the organsaition through DOH and ADHICS inspections.
- Ensured personnel compliance to organizational policies and procedures.
- Conducted training sessions on various policies and procedures.
- Worked on onboarding the organization with Malaffi and migrate into electronic medical records.

OPERATIONS MANAGER | *Florence Home Health Care Services Center* | Mar 2023 - Present

- Revised and updated organsaitional policies to be in compliance with DOH and regulatory bodies mandates.
- Led the organization through CARF International re-accreditation survey.
- Enhanced organization international recruitment efforts by entering into agreements with recruitment agencies.
- Worked on reducing staff turnover rate.
- Improved the efficiency in using organization resources by reducing procurement and operating costs.
- Worked on implementing a new technology solution for organization medical records.
- Developed new partnerships with prominent providers in the home health care sector.
- Ensured personnel compliance with organsaitional policies and procedures.
- Worked on enhancing organization revenues by establishing additional sources of income.