

Atef Taha Ahmad Al Raoush

Citizenship: Jordanian

Date of birth: 6 June 1978

Contact

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Job Title

Associate Professor

Hospital Management Department

Faculty of Business

Philadelphia University

Amman, Jordan

Professional strengths:

- Skilled in Hospital and Healthcare planning and management.
- Skilled in Healthcare quality management programs.
- Experience in designing, and implementing change in the organization to improve quality.
- Ability to perform tasks as per the policies and procedures of the organization.
- Possess good management and supervisory skills.
- Possess excellent communication and interpersonal skills
- Ability to generate effective training programs
- Possess quick decision making and problem solving skills
- Capability to work independently as well as with team.
- Familiar with statistical analysis and quality control.
- Proficient with computer: Microsoft office, SPSS, and Internet applications.

Education

2011 to 2015

PhD in hospital management

Subspecialty (Total Quality Management in Healthcare).

Hospital management and health economics department

Faculty of Commerce and Business Administration

Helwan University, Cairo, Egypt.

Dissertation title: **(The impact of applying Total Quality Management principles on the overall hospital effectiveness: An Empirical study on the accredited governmental Hospitals in Jordan).**

Cumulative Average of 3.54 out of 4, Rating Very Good (B+).

2005 to 2007

Master Degree in Health Management Services.

Royal Collage of Surgeon in Ireland, Dublin, Ireland.

Yarmouk University, Amman, Jordan.

Cumulative Average 87.2 %, Rating Very Good.

1996 to 2000

Bachelor degree in Nursing.

Faculty of nursing, university of Jordan, Jordan.

Cumulative Average of 2.89 out of 4, Rating Good.

Work Experience	
Head of Hospital Management Department Faculty of Business Philadelphia University	March, 1st 2021 to September 1st, 2023
Faculty Member Hospital Management Department Faculty of Business	Philadelphia University August 2015 to Now
Quality Directorate, Hospital Administration. Duties and Responsibilities: <ul style="list-style-type: none"> • Designing, Developing, Implementing Training Session and Workshops for Hospitals and Primary Health Centers (PHC) in the following: <ul style="list-style-type: none"> ▪ Quality and Patient Safety in Health Care. ▪ Policy and Procedures in Hospital and Primary Health Centers. ▪ FOCUS – PDSA Approach as quality improvement tool. ▪ Performance Improvement Review (PIR). ▪ Hospital and Primary Health Care Accreditation Standards. • Working with Quality Directorate team to assist Ministry of health hospitals and Primary health centers to achieve HCAC accreditation standards. • Participate as a surveyor for : <ul style="list-style-type: none"> ▪ Reward and Recognition Program (R&R) for Primary Health Centers. ▪ Primary Health Care Accreditation Standards. ▪ Patient and Family Friendly Hospital Initiative. • Projects Involved in: <ul style="list-style-type: none"> ▶ World Health Organization (WHO): <ul style="list-style-type: none"> ▪ Regional Expert for patient safety friendly hospital initiative. ▪ Coordinator of national team in clean care safer care initiative. ▪ Coordinator of (Adopt the governorate team problem solving approach) project. ▶ Healthcare Strengthening System (HSS 1 & 2) Funded by USAID : <ul style="list-style-type: none"> ▪ Training session for Primary Health Centers in collaborative program to achieve Accreditation Standards. • Head and Member of committees to develop policy and procedure for hospitals and Primary Health centers. • Member of committee to develop and review informed consent forms and manual guidelines. • Developing and reviewing strategic plan, and annual action plans. • Organizing of National Quality and Patient Safety ceremony. • Volunteer Work: MOH Social Responsibility Team Coordinator 	Ministry of Health, Jordan. 2007 to 2015
Health care Quality management Part time lecturer	German Jordanian University Jordan Expert Team (JET) 2013 to 2015

Hospital and Health Centers management Part time lecturer	German Jordanian University Jordan Expert Team (JET) 2015
Health system management Part time lecturer	Al Balqa Applied University Rofida collage 2013-2015
Bone Marrow Transplantation Staff Nurse	Military Hospital Riyadh, KSA 2003- 2006 King Hussein Cancer Center Amman, Jordan 2000- 2003

Professional Certification	
Health Care Quality Diploma	German Jordanian University 2014
Accreditation Preparedness Consultant For HCAC Primary Health Care and Family Planning Accreditation Standards. Certificate of Achievement.	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan. March 2011
Certified Health Care Accreditation Council Hospital Surveyor Certificate of Achievement.	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan. January 2014
Certified Health Care Accreditation Council Primary Health Care Surveyor Certificate of Achievement.	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan. September 2013
Certified Healthcare Executive Quality Leader Health Care Accreditation Council (HCAC) Certificate of Achievement.	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan. December 2014 to April 2015
EFQM Mentor (King Abdullah II Center for Excellence)	King Abdullah II Center for Excellence April 2015 EFQM Representative
Certified Healthcare Quality Practitioner Health Care Accreditation Council (HCAC) Certificate of Achievement.	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan. June 2011 to October 2011
International Health care Management course	Taiwan International Training Center, Ministry of Health and Welfare. Taipei, Taiwan October 2013
Quality Improvement and Patient Safety Coordinator	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan.

Health Care Accreditation Council (HCAC)	October 2011
Certified Training of Trainers (TOT) for Hospital Quality Improvement Coordinators Trainer: Dr Thaida Bornstein, Training Director Quality Assurance Project, University Research CO, LLC, USA Certificate of Achievement.	Jordan Health Care Accreditation Project (JHAP) Implemented by URC and funded by United State Agency for International Development (USAID) Amman, Jordan. 18th– 23rd, April 2009.
Neurolinguistic Programming Diploma (NLP) Certificate of Achievement.	Mastery Academy of Training and Development in Britain . March 2007.
HealthCare Quality Certification Review and Study Course Certificate of Attendance	Quality Leaders For Assessment and Development Amman, Jordan 6th-10th , January 2013
Lean Six Sigma Course Certificate of Attendance	Quality Leaders For Assessment and Development Amman, Jordan 13th-17th , January 2013
Training of Trainers (TOT) Certificate of Achievement.	Talal Abu Gazaleh Company & Healthcare Strengthening System Project (HSS2) Funded by USAID , Amman, Jordan.19th –23rd, June 2011.
Advanced Training course for Professionals in Health Care “Managing and Improving Quality in health care”.	Jordan Society for quality. Amman, Jordan. 19th - 22nd August 2007
Quality Measurement from Data into Decisions	Health Care Accreditation Council (HCAC) " Accredited by ISQua ". Amman, Jordan. 19th ,November 2012
New Trends in Hospital Administration	Directorate of Human Resources Development / Ministry of Health. Amman, Jordan. 18th - 22nd January 2009
Conducting Health Research	Directorate of Information and Research, Amman, Jordan. 4th – 7th May 2009

Patient Safety Friendly Hospital Initiative	World Health Organization (WHO) / EMRO.Amman, Jordan. 11th - 13th April 2011
Statistical Package for Social Sciences (SPSS) Advance Course Certificate of Achievement	Department of Statistics (DOS) Amman, Jordan. March - April 2010
Stock Exchange Markets, Capital Markets, Financial Analysis, Technical Analysis, Stock Exchange Markets Law, Stock Exchange Market Client	Facility of Science, Cairo University Cairo, Egypt. 1stNovember – 30th December , 2011
Basic Cardiac Life Support Provider Course. Certificate of Achievement.	American Heart Association (AHA) and Saudi Heart Association. Riyadh Armed Forces Hospital. Riyadh, KSA 26 February 2005.

Training Courses and Workshops

Jordan Health Care Accreditation Project (JHAP) Implemented by URC and funded by United States Agency for International Development (USAID) workshops:

- Performance Measurement and Improvement.
- Meeting Management and Leadership standards and Developing Strategic Plan.
- Developing Environmental Safety Plan
- The Safety of Care Environment and Risk Assessment.
- Infection Prevention through Surveillance.
- Facilitating Quality Improvement of Medication Use and Pharmacy Services.
- Support Services Standards Review (HCAC standards).

Conferences

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| 20th to 21st,November 2012 | • Second HCAC Health Care Quality Conference, Amman, Jordan |
| 2nd to 4th , December 2007 | • Quality in Healthcare and Education, Jordan Society for Quality Amman, Jordan |
| 11thto 12th , March 2009 | • Seventh Congress Simultaneously with the Arab Ministers Council, Damascus, Syria |
| 17th to 18th ,September 2008 | • Administrative leadership excellence in the strategic thinking and a holistic perspective Leading to the Total Quality Management Bright Minds for Human Resources Development , Amman , Jordan |
| 1st to 4th , December 1999 | • The second Public Health Conference
Public Health Society, Amman, Jordan |

Publication:

- Transformational leadership impact on innovative behaviour as perceived by healthcare workers in private hospitals in Jordan, Cogent Business & Management, 10: 2265606 <https://doi.org/10.1080/23311975.2023.2265606>, Index Scopus.
- Relationship between adopting servant leadership style and employee commitment: Empirical evidence from Jordanian governmental hospitals, Problems and Perspectives in Management, Business Perspectives, Volume 20, Issue 1, 2022, Index Scopus.
- The Impact of Financial Management on Improving Quality at Jordanian Public University Hospitals. Journal of Information Knowledge Management, World Scientific Publishing Co., Vol. 19, No. 3 (2020), Index Scopus.
- The impact of information sharing on the quality of decision-making: From the point of view of employees in Jordanian private hospitals, Cogent Business & Management, 10:1, 2023, Index Scopus.
- The impact of organizational storytelling on organizational performance within Jordanian telecommunication sector, Journal of Workplace Learning, Emerald Publishing, Vol. 32 No. 5, 2020 pp. 335-361,
- Factors affecting the stability of faculty members at Jordanian public universities, Int. J. Public Sector Performance Management, Vol. 5, No. 2, 2019, Index Scopus.
- Areas of Corruption in the Health Sector in Jordan as Perceived by Local Community Representatives, European Journal of Business and Management, Vol.9, No.3, 2017, Musa T. Ajlouni, Ashraf A'aqoulah, Atef Al-Raoush, (2017)
- Staff Perceptions of Obstacles to Quality Management Systems in Low-and High-Performing Hospitals in Jordan. International Journal of Business and Management, 11(2) 232-240. Ashraf A'aqoulah, Ahmed Bawa Kuyini, Musa T Ajlouni, Naser Saif, Atef Al-Raoush (2016).
- The impact of applying Total Quality Management principles on the overall hospital effectiveness: An empirical study on the HCAC accredited governmental hospitals in Jordan. European Scientific Institute, ESI, European Scientific Journal April 2015 edition vol.11, No.10 ISSN: 1857 7881 (Print) e - ISSN 1857-7431
- Differences between leaders and non-leaders in their perceptions of the organizational commitment to quality. European Scientific Institute, ESI, European Scientific Journal April 2015 edition vol.11, No.10 ISSN: 1857 7881 (Print) e - ISSN 1857- 7431
- Is the organizational leadership commitment principle the most significant TQM Principle on hospital effectiveness? European Scientific Institute, ESI, European Scientific Journal April 2015 edition vol.11, No.10 ISSN: 1857 7881 (Print) e - ISSN 1857- 7431
- Patient's Safety Culture: Principles and Applications: Review Article. European Scientific Institute, ESI, European Scientific Journal May 2015 edition vol.11, No.15 ISSN: 1857 7881 (Print) e - ISSN 1857- 7431

Languages

Arabic(native)

English (Excellent)

References

Academic and professional references will be available upon request