

Hilayel Al-Enazi

Hospital Administrator (Case Manger)

Quality-driven, Healthcare administrative with more than seventeen years of experience. Have excellent knowledge in healthcare regulation, clinical processes, public relations, case management and resource management. I deliver high degree of operations backed up with professional medical knowledge, Exceptional communication and leadership skills. Awarded Best Employee in KFSH&RC and KFSH-Dammam for my contributions in team supervision.

Contact

Address

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Skills

Organization and time management

Supervision

Strong decision maker

Behavior pattern recognition

Certified Environmental Manager

Staff education and training

First Aid/CPR

Critical Thinking

Conflict resolution

Training and Development

Work History

**2016-01 -
Current**

Case Management Assistant I

King Faisal Specialist Hospital & Research Centre, Riyadh

- Essential Disaster staff for KFSH&RC
- In charge of health outreach program for Pediatrics ICU and inpatient.
- Interview committee member in patient service.
- Initiator and supervisor of pediatrics nephrotic syndrome project
- Resource Case manager for pediatrics ICU and inpatient .
- Investigate length of stay for Pediatrics inpatient units.
- Ensure efficient management of cases progress through auditing and effective Planning and reporting.

**2012-01 -
2016-01**

Case Management Assistant II

King Faisal Specialist Hospital & Research Centre, Riyadh

- Coordinate and facilitate patient care through assessment, evaluation, planning, and implementation of treatment plane .
- Manage discharge plans upon completion of treatment.
- Work collaboratively with patients, families,

physicians, nurses and higher administration to ensure high quality care.

- Communicate patient needs to a variety of care team members and follow up accordingly.

**2009-09 -
2011-09**

Case Management Supervisor

King Fahad Specialist Hospital , DAMMAM

- Managed and monitored program activities and evaluated quality of services .
- Provided leadership and assistance for Case Managers and other related departments staff members as needed through planning and implementing Organization Policies and Procedures
- Member of admission and discharge committee.
- Member of Disaster committee.
- Delegated as Acting head of Case Management department.
- Structured standardized case management processes to comply with hospital vision .
- Streamlined, standardized and implemented case management processes and techniques to maximize efficiency .
- Guided and supervised case management programs to promote principles.

**2006-03 -
2009-09**

Ward Clerk

King Faisal Specialist Hospital & Research Centre, Riyadh

- BPX (Shift Team Leader) Coordinate the work of the ward Clerks and Patient care assistant
- Supported office staff and operational requirements with administrative tasks.
- Filled out records, staffing sheets and patient documents.
- Executed administrative duties to meet team goals.
- Answered multi-line phone systems to manage incoming and outgoing calls for busy emergency department.

Education

**2003-01 -
2005-06**

**High Diploma Degree: High Diploma
Degree in Hospital Administration**

*Institute of Public Administration - Kingdom Of
Saudi Arabia*

Certifications

2020-08

Just Culture

2019-11

Medical Terminology Intensive Program

2019-11

Transforming Patient Experience

2019-05

Orientation To Baby-Friendly Hospital Initiative

2018-03

Basic Performance Improvements

2017-07

Certified in Achieving Service Excellence

2014-01

Licensed Environmental Manager

2008-01

Licensed Hospital Administrator by Saudi
Commission for Health Specialties