




Dr. Rana Abdel Malak

RN, MSc, Ph.D., CPXP, CGNC, NEA-BC, FAAPM

Beirut, Lebanon

 rana.abdelmalak@gmail.com

 +9613808498

 <https://www.linkedin.com/in/ranaabdelmalakphd4499a228/>

Highlights of Qualifications

- Ph.D. holder with research focus on acute care leadership and followers' relations.
- Certified Global Nurse Consultant (CGNC) - Specialty Leadership | Granted by International Council of Nurses (Certification Number 805507294).
- American Board Certified – Nurse Executive Advanced | Granted by American Nurses Credentialing Center (Certification Number 2010005937) | First in the MENA region
- Certified Patient Experience Professional (CPXP) – May 2024 | First in Lebanon
- Appraiser for continuing education for providers and approvers programs with the American Nurses Credentialing Center (the credentialing arm of the American Nurses Association) | Granted the First international appointment (outside the USA).
- Consultant and Surveyor with Global Health Accreditation – The premier program for medical travel accreditation worldwide
- Intellectual Property owner for a growing number of accredited programs and courses related to latest topics in clinical processes and leadership in healthcare
- Reviewer in peer-review journals | (Nursing Forum- Impact Factor 2.84) and (Journal of Nursing Measurement-Impact factor 0.7).
- International Council of Nurses (ICN) Abstract reviewer (52 abstracts) for the ICN Congress, 9-13 June 2025, in Helsinki, Finland.
- A transformational acute care leader with 25 plus years of practice with a robust positive track record.
- In depth understanding of the acute care systems and clinical processes that are aligned with latest industry standards, including standards for patient and person-centered care. Quality key performance indicators performed at above national average in all practice settings under my leadership.
- Seasoned administrative, operational, and executive experience in the Lebanese health care industry. Experience in clinical processes related to mental health, women's health, emergency care and perioperative services.
- Integrated and operational experience in various hospital accreditation systems (JCIA, Lebanese MOH, American Nurse Credentialing Center, Magnet and Planetree Designation, CBAHI, Global Health Accreditation).
- A well accomplished professional trainer and educator. Taught in both academic and professional venues. Possesses a particular passion for leadership development.
- Diversified healthcare care consultancies portfolio in Lebanon and the MENA region including KSA, UAE, Kuwait, Jordan, (Turkey and Philippines upcoming).
- Progressive nursing research work pertinent to key issues at the point of care and social determinants of health.

Skills

- Healthcare Organizational Transformation & Operations • Healthcare Accreditation • Strategic Leadership • Healthcare Capacity Building & human development • Leadership Development • Instructional design and quality learning standards • Professional Health Training • Patient experience • System and Patient Centered Initiatives Development Nursing Administration • Workforce Management • Change Management • Clinical Operations Improvement • Project Management

• Scientific Content Writing • Health informatics • Emergency Preparedness • Recruitment and Talent Acquisition and Management

Languages

Arabic : Mother Tongue
English: Excellent Fluency
French : Fluent

Education



University of Texas at Tyler

Doctor of Philosophy (Ph.D.) | Nursing Administration | 2016

Research Focus: Nursing leadership and followers relations and its impact on determinant of RN job satisfaction



American University of Beirut

MSc | Population & Health Demographics | 2002

Research Focus: Fertility Preferences and Unmet Need in Rural South Lebanon



American University of Beirut

BSc | Nursing | 1993



College Protestant Français

French Baccalaureate | 1990

Licenses & Certifications

Certified Patient Experience Professional (CPXP)

Patient Experience Institute

May 2024- Valid till 2027

Certified Global Nurse Consultant (CGNC) - Specialty Leadership

International Council of Nurses

Issued June 2021- valid till June 2026

Certification Number 805507294

Nurse Executive Advanced Board Certified (NEA-BC)

American Nurse Credentialing Center

Issued Nov 2010 – valid till Nov 2025

Certification Number 2010005937

Fellow American Academy of Project Management (FAAPM)

- **Certified International Project Manager (CIPM)**
American Academy of Project Management | 2006
- **Master Project Manager (MPM)**
American Academy of Project Management | 2006

Honors & Awards

Lebanese Order of Nurses 10 years Achievements Award

Order of Nurses in Lebanon | Feb 2013

Recipient of the Herbert & Melvina Buie Presidential II Scholarship

University of Texas at Tyler | Aug 2013

Recipient of the Herbert & Melvina Buie Presidential IV Scholarship

University of Texas at Tyler | Aug 2014

Recipient of Drs. Haas Scholarship for Doctoral Nursing Student

University of Texas at Tyler | Aug 2014

Recipient of the Buie Presidential Scholarship for Doctoral Studies

University of Texas at Tyler | Aug 2015

Recipient of the Angel Saleh Award Scholarship Endowment in Nursing

University of Texas at Tyler | Aug 2015 Nursing

International Council of Nurses (ICN)- ICN 2025 Scientific Committee

Abstract Reviewer for ICN Congress-Helsinki 2025 | August 2024

Professional and Academic Experience



Consultant

CTserv | Lebanon

June 2024- till present

Role responsibilities are related to development of the Electronic Medical Record clinical requirements including:

- Clinical Feature Reviewer
- Clinical Data Integrity Specialist
- Clinical Workflow Consultant



Surveyor and Consultant

Global Health Accreditation | USA

April 2024- till present

Role responsibilities include:

- Act as a subject matter expert and consultant and survey applicant facilities and wellness centers as per Global Health Accreditation standards.
- GHA Standard reviewer (Infection Control)
- GHA Standard -Infection Control - clients and surveyors resources development
- GHA Standard development (Telehealth)
- GHA Standard -Telehealth- clients and surveyors resources development
- Certified Medical Travel Program CMTP, program adaptation to nurses and leading its accreditation process for CNE with a premier accrediting body.



Teaching Faculty | Faculty of Health Sciences – ARC SON

Lebanese American University | Lebanon

January 2023 - till present (part time)

Role responsibilities include:

- Co-developing course syllabi
- Teaching courses in the undergraduate program of FHS, ARCSO, and Continuing Education

- Conceiving new specialty courses (Nursing informatics course)
- Evaluating student performance using summative evaluation, assignments, and exams
- Conducting nursing research and presenting findings at professional health care conferences



Teaching Faculty | Faculty of Health Sciences

University of Balamand | Lebanon

September 2021- Present (part time)

Role responsibilities include:

- Co-developing course syllabi
- Teaching courses in the graduate and undergraduate programs (Leadership)
- Teaching specialty courses in the faculty for the Health Summer Institute (Health informatics course)
- Evaluating student performance using summative evaluation, assignments, and exams
- Conducting nursing research and presenting findings at professional health care conferences



Appraiser

American Nurse Credentialing Center | USA

2023-Present (Appraiser for Approver Unit)

Approvers are organizations in the US that approve NCPD providers for compliance with ANCC criteria.

Position will take effect in November 2023. Responsible for the review and evaluation of accreditation applicants' documentation, and assess adherence to accreditation standards for approver continuing education units.

2012 - Present (Appraiser for Provider Unit)

Responsible for the review and evaluation of accreditation applicants' documentation, and assess adherence to accreditation standards for provider of continuing education units. Providers are organizations in any country that develop NCPD activities using ANCC criteria.

Impact

- Selected as the first international appraiser for both programs' provider and approver (Outside USA).
- Accomplished numerous successful assignments and reviews of provider units with the majority being globally located including Europe, Turkey, the Arabian Gulf, Australia, and East Asia, in addition to USA based assignments.



Professional Trainer & Course Director - Healthcare

Virtual Medical Academy | KSA

2022- till present

Offer a growing range of capacity building solutions for healthcare professionals including SCFHS certified courses through the largest e-learning medical and healthcare providers' eLearning platform in KSA

1. *Wound Care: Latest Clinical and Professional Practice Updates* - (Accredited for 9 CMEs by the Saudi Commission for Health Specialties (SCFHS))-Presented in October 2022
2. *The Essentials in Telehealth Excellence*-- (Accredited for 6 CMEs by the Saudi Commission for Health Specialties (SCFHS))-Delivered in November 2022
3. *Medication Safety and Reconciliation*- (Accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS))-Delivered in December 2022
4. *Critical Thinking and Decision making* - (Accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS))-in January 2023
5. *Patient Experience Course in collaboration with the Saudi Commission for Health Services and the Saudi Ministry of Health* – March 2023
6. *Medication Safety and Reconciliation*- (Accredited for 6 CMEs by the Saudi Commission for Health Specialties

- (SCFHS))- May 2023
7. *Patient Experience Essentials* – (Accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS) is in progress)- June 2023
 8. *Conflict Management and Resolution* (Accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS))- August 2023
 9. *Wound Care: Latest Clinical and Professional Practice Updates* - (Accredited for 10 CMEs by the Saudi Commission for Health Specialties (SCFHS))-September 2023
 10. *The Secrets of Successful Service Recovery in Healthcare* (accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS))- October 2023)
 11. *Patient Experience Essentials* – (accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS))- November 2023
 12. *Patient Education Best Practices* (accredited for 4CMEs by the Saudi Commission for Health Specialties (SCFHS))- December 2023
 13. *Medication Safety and Reconciliation*- (Accredited for 2 CMEs by the Saudi Commission for Health Specialties (SCFHS))- January 2024
 14. *Introduction to Project Management Skills in Healthcare* accredited for **4 CMEs by the Saudi Commission for Health Specialties (SCFHS) and The International Project Management Association (IPMA)**-March 2024
 15. *Soft Skills for the Healthcare Professional* (accredited for 6 CMEs by the Saudi Commission for Health Specialties (SCFHS))- May 2024
 16. *Healthcare Leadership: An Essential Guide* (accredited for 6 CMEs by the Saudi Commission for Health Specialties (SCFHS))- August 2024
 17. *Advances in Wound Care: Clinical & Professional Practice Updates* (SCFHS accreditation for 8CMEs is in process)- upcoming November 2024



Executive Healthcare Partner

Partners & Beyond | Lebanon, KSA and Jordan

March 2021- Present

- **Partner and Portfolio leader** of the affiliation with the Lebanese American University - Academy of Continuing Education (LAU-ACE). Exercise Executive Leadership and management the learning and development plan and calendar of the affiliation. More than 150+ hours of accredited offering in healthcare are already in the execution phase for Q1Q2/2025.
- **Subject Matter Expert** : Offer specialized expertise on all healthcare executive matter and general operational strategic management including but not limited to strategic alliances, capacity building, talent acquisitions and recruitment solutions (pre hiring test selections and building, analysis, interviews, training and development etc.).
Projects Delivered:
 - Senior Healthcare clinical talent acquisition project for the largest PPP Hospitals chain in Kuwait (pre commissioning)
 - Pre-hiring testing solution and assessment related to store managers for the larger food market chain in KSA.
 - Training and development gap assessment and solution proposal for the largest restaurant management solutions provider in KSA and UAE
 - Commissioning nursing talent acquisition project for large medical center in Riyadh (KSA)
 - Talent Acquisition project for Large Medical Center in Mount Lebanon, Lebanon.
 - Training Need Analysis Solution for cybersecurity company in Riyadh (KSA)-proposal in process of agreement
 - Expedited Expatriate RNs Onboarding Program in KSA: An onboarding and capacity building program to render expatriate RNs practice-ready in KSA's governmental acute care systems (KSA) within the period 9-12 weeks.
 - Owns the IP for **Premier Talent Acquisition Program** addressing recruitment of placement of senior executives in healthcare (P-TAP).
 - Owns the IP for the **Expedited Expatriate RNs Onboarding Program in KSA**
 - Co Owns IP for the **Passing the Leadership Legacy Program**

- Executive leadership testing and coaching project (Abed Tahan, Lebanon)

Healthcare Consultant Executive

Self-employed

Nov 2011 - Present

Completed full range of professional healthcare consultancy and training projects in the GCC and MENA areas. Services included advancing gap analysis, training/ development, proposing and delivering solutions for improvements that are aligned with latest industry standards and international benchmarks of the industry.

Projects Delivered:

- Bekhazi Medical Group, Clinical Practice Review & Recommendation, Lebanon - 2011
- American University of Beirut Medical Center- Center of Medical Education, Accreditation for Pharmacy Education (ACPE) project gap analysis and strategy, Lebanon - July 2012
- Tathqeef, Nursing Quality Improvement Course (accredited by Abu Dhabi Health Authority), United Arab Emirates - May 2013
- Tathqeef, Nursing Quality Improvement Course (accredited by Abu Dhabi Health Authority and Dubai Health Authority), United Arab Emirates – March 2014
- Sahel Hospital (FAUMC), Nursing strategic plan consultation, Lebanon – May 2014, Lebanon
- Khoury Hospital, nursing executive coaching, Zahleh, Lebanon – May 2014, Lebanon
- Order of Nurses of Lebanon, Leadership training program for Community health Centers nurses, Beirut, Lebanon- November 2015
- Subject Matter Expert on the TrACC project for the review of Lebanese acute care center accreditation standards, Beirut, Lebanon- November 2016
- Health Medical Group (HMG), Project prospects assessment, Kuwait - 2017
- Clinical Leadership Training part 1 for UAE ministry of health nursing directors in collaboration with AUB School of Nursing - March 2017, United Arab Emirates
- White paper –learning need gap analysis for UAE ministry of health Training and Development center in collaboration with AUB School of Nursing -April 2017, United Arab Emirates
- Subject Matter Expert on communication for patient safety - Capacity building project of RN physical assessment Order of Nurses of Lebanon - July 2017, Lebanon
- Clinical Leadership Training part 2 for UAE ministry of health nursing directors in collaboration with AUB School of Nursing - October 2017, United Arab Emirates
- Al Najaf Medical Center- Partnership proposition for operational commissioning- Iraq -October 2019.
- University of Balamand School of Nursing – Contribution to the Senior Leadership Course (2019, 2020), Lebanon.
- Offer specialized proficient expertise and services in the formulation of professional content, delivery and co-delivery of courses and trainings relatable to Leadership Capacity Building and Sustainability and Professional Development with Stochos (January – June 2021) Australia, Virtual
- Nursing leadership coach for junior or aspiring leaders in 2021, Lebanon & KSA, Virtual
- Advisor for Strategy- International Nursing School –June 2021, International, Virtual
- Norwegian Refugee Council – Consultant for Scientific report writing (PR8100505) Tracking Adherence of Older Syrian Refugees To Covid-19 Preventive Measures In Response To Changing Vulnerabilities- A multi-level panel study to inform humanitarian response in Lebanon (January - June 2022), Lebanon
- Ain Wazein Medical Village – Learning and Development Gap Analysis (Sept – October 2023), Lebanon



Chief Nursing Executive

Clemenceau Medical Center | Lebanon

Jan 2018 – Jan 2021

Responsible to provide strategic leadership at the patient care executive level. Provides oversight of the overall delivery of nursing care and the professional practice of nursing in all areas of the medical facility in Beirut. Responsible for hiring and evaluating senior position of the department. Responsible for the operational budget creation, execution, and monitoring for all areas under jurisdiction. In addition, supporting CMC's offshore locations (Dubai and Riyadh) in operational commissioning.

Impact:

- Achieved Baby Friendly initiative for the maternity services as model hospital at a national level using the 2018 guidelines.

- Restructuring work plans and staffing methods for better productivity and efficiency (achieved reduction of overtime by 75 % by end of 2019).
- Introduced the role of the clinical service nurse leader in the organigram. The objective of this role was to ensure synchronization of administrative and clinical operations at service line level, In addition to liaising with counter partner off shore CMC location for smooth operational commissioning and practice transfer.
- Restructuring processed in Operating room and recorded improvement in Operating room efficiency measures to target levels and beyond
- Restructuring work processes in Emergency room and recorded improvement in Emergency room efficiency and clinical practice to target levels and beyond.
- Supported internal expansion of cardiac laboratory and radiology interventional suite in collaboration with Medtronic and the expansion of Emergency room to double bed capacity.
- Nursing indicators and quality of care reached above target level during mandate (such as pressure ulcer rate, VAP, HAIs, patient satisfaction, etc)
- Initiation of patient engagement programs
- Initiation nursing shared governance program
- Initiation nursing reward and recognition program
- Structured the nursing leadership development program for senior nurse leader and nurse manager succession planning in collaboration with Johns Hopkins International
- Structure OR improvement educational program with Johns Hopkins International
- Structured ER improvement educational program with Johns Hopkins International
- Improvement in patient experience, related measures reaching above 90% satisfaction
- Disaster planning and response: Supported all hospital operational functions and response during major disaster and crisis (Civil unrest period, COVID-19, and Beirut Blast) with return to normalization of functions within set timeline.
- Setting working plan and evaluation frameworks for academic –practice partnership.
- Expert support and delivered training for CMC offshore locations on operational commissioning matters.



Advisory Board

Tathqeef | UAE

2014 - 2018

Provided advisory consultation on nursing training and development programs.



Director of Nursing

Bellevue Medical Center | Lebanon

Feb 2013 - Jan 2018

Provides leadership and direction on all nursing related matters for a nursing workforce of more than 250 employees. Contributed in sustaining international standards of nursing practice and Joint commission requirements throughout the organization. Responsible for hiring and evaluating senior position of the department. Responsible for the operational budget creation, execution, and monitoring for all areas under jurisdiction.

Impact:

- High patient satisfaction rates & quality of care KPI (above national average)
- Restructuring the department of nursing and introduced and implemented the new roles to improve operational efficiency such as bed manager and advanced clinical resource nurse to improve clinical performance of staff at the point of care
- Responsible for the operational budget creation, execution, and monitoring for all areas under jurisdiction.
- Delivered a multidisciplinary Leadership Development Program for hospital management team
- Restructuring of nurses' recruitment, onboarding and transition to practice. Responsible for hiring professional staff reporting to the department and evaluating senior staff members.

- Initiated in collaboration with the Lebanese American University a full physical assessment courses for RNs
- Initiation nursing reward and recognition program
- Expansion of services: 30 percent in inpatient capacity, commissioning of a dialysis unit (8 beds)
- In addition to inpatient / outpatient units oversight, responsible for oversight of the psychiatry unit nursing team of the 12 beds inpatient including initiation of hospital structures and systems for psychiatry emergencies.
- Initiation of various patient engagement care programs
- Creating disaster emergency plan preparation, implementation, and testing.
- Achieved Joint Commission International Accreditation with exemplary ranking compared to counterparts
- Achieved Planetree Designation -Gold Standards for patient centeredness (first in Lebanon)
- Achieved AHA certification for BLS and ACLS life support center provider twice successfully during the term. In addition to successfully initiating and executing agreement for life support training sites based in the community.
- Achieved Baby friendly initiative for the maternity services as model hospital.



Faculty Member & Academic Associate

American University of Beirut | Lebanon

Dec 2011 - Jan 2018 (6 years 2 months)

Responsible for nursing undergraduate teaching and course coordination in areas of nursing leadership, informatics, and maternity. Clinical preceptor for graduate (master) nursing student (Administrative Track).



Chief Nursing Officer-Interim

American University of Beirut Medical Center | Lebanon

Jan 2011 - Dec 2011 (1 year)

Responsible for planning, directing, and evaluating nursing services at AUBMC for 1000+ workforce. Provides leadership and direction for all nursing related matters with the support of a nursing cabinet composed of divisional nurse leaders during a period of major transition in the medical center. Responsible for hiring professional staff reporting to the department and evaluating senior staff members. Responsible for the operational budget creation, execution, and monitoring for all areas under jurisdiction. Preserved all accreditations status during mandate. High patient satisfaction rates & quality of care KPI (above national average) during mandate.



Executive Leader & Project Manager

American University of Beirut Medical Center | Lebanon

Sep 2000 – Dec 2010 (10 years)

Highlights of Impact:

- Achieving Continuing Education Provider Unit Accreditation by ANCC
- Achieving Skill Competency Accreditation by ANCC
- Contributing to the Achievement of Magnet Designation (first in the Middle East)
- Intellectual property of the Nursing Career Advancement automated system (e-CAP)
- Responsible for the Labor & Delivery Service line management in addition to SOPs and manual creation for that service line according to the latest evidence-based requirement in coordination with various clinical teams.
- Proposing and executing multi-rater performance appraisal system for more than 1000 staff members
- Advancing and executing various workforce planning solutions
- Responsible for commissioning the first 9 beds inpatient psychiatry unit at AUBMC in coordination with Psychiatry department. Acting as Charge nurse for this unit serving patients with a wide range of mental illnesses including substance abuse, manic depressive acute care, obsessive compulsive conditions, and psychotic illnesses.

Intellectual Property

Programs

1. Co-owns Intellectual Property (IP) of the **Electronic Career Advancement Program** for Registered Nurse (eCAP).
2. Owns the IP for **Premier Talent Acquisition Program** addressing recruitment of placement of senior executives in healthcare (P-TAP).
3. Owns the IP for the **Expedited Expatriate RNs Onboarding Program in KSA**
4. Owns IP for the **REACH® program** – Healthcare leadership development program for middle career healthcare professional

Courses

1. Owns IP for the Nursing Quality Improvement Course (Accredited by HAAD for 16 CME/CPD) - Offered in UAE in 2013 and 2014
2. Co-owns IP for *Post Graduate Leadership Certification Course*-36 contact hours (approved by CPD UK for 25 CPD units) and (MECMP-2021-000180 and MECMP-2021-000181 for 26 CMEs by DOH, UAE).
3. Owns IP for *Charge Nurse Master Class*- 16 Contact hours - Approved as (MECMP-2022-000161) is designated for up to (26:30) CME by DoH, UAE
4. Owns IP for *Charge Nurse Master Class* -- 16 Contact hours -(DHA/MTS/ACC/22-0983/A) is approved for 7.5 CME by DHA, UAE
5. Owns IP for *Contemporary Leadership Practice in Healthcare*- 16 Contact hours
6. Owns IP for *Telehealth Excellence: The Future of Work in Health Care* – 8 Contact hours
7. Owns IP for *The Essentials in Telehealth Excellence*- (Accredited for 6 CMEs by the Saudi Commission for Health Specialties (SCFHS))
8. Co-Owns IP for *Health Informatics (FHSC306)*- 15 contact hours (1 credit - academic)
9. Co-owns IP for Nursing Informatics (NUR300)- 40 contact hours (3 credits - academic)
10. Owns IP for *Patient Experience Foundations for Healthcare Professionals*- 8 Contact hours
11. Co-Owns IP for *Wound Care Management Program* – 16 Contact Hours
12. Co-Owns IP for *Wound Care: Latest Clinical and Professional Practice Updates* (Accredited for 10 CMEs by the Saudi Commission for Health Specialties (SCFHS))
13. Co-Owns IP for *Medication Safety and Reconciliation* (Accredited for 4CMEs by the Saudi Commission for Health Specialties (SCFHS))
14. Owns IP for *Critical Thinking and Decision Making* (Accredited for 4CMEs by the Saudi Commission for Health Specialties (SCFHS))
15. Owns IP for *Conflict Management and Resolution* (Accredited for 4CMEs by the Saudi Commission for Health Specialties (SCFHS))
16. Owns IP for *Patient Experience Essentials* (Accredited for 4CMEs by Saudi Commission for Health Specialties (SCFHS))
17. Owns IP for *The Secrets of Successful Service Recovery in Healthcare* (accredited for 4 CMEs by the Saudi Commission for Health Specialties (SCFHS))
18. Co-Owns IP for *Patient Education Best Practices* (accredited for 3CMEs by the Saudi Commission for Health Specialties (SCFHS))
19. Co-Owns IP for *From Evidence to Practice* (to be accredited for 4CMEs by the Saudi Commission for Health Specialties (SCFHS))
20. Owns IP for *Introduction to Project Management Skills in Healthcare* accredited for **4 CMEs by the Saudi Commission for Health Specialties (SCFHS) and The International Project Management Association (IPMA)**- in March 2024
21. Owns IP for *Soft Skills Mastery for Healthcare Professionals* (accredited for 6CMEs by the Saudi Commission for Health Specialties (SCFHS))- May 2024
22. Co-Owns IP for *Navigating the Future of Nursing in the Age of Digital Revolution* (accredited for 3 CNEs by the Order of Nurses of Lebanon (ONL))- May 2024
23. Owns IP for *Healthcare Leadership: An Essential Guide* (accredited for 6CMEs by the Saudi Commission for Health Specialties (SCFHS))- August 2024
24. Owns IP **Charge Nurse Master Class** (accredited for 16 CNE by the American Nurses Credentialing Center) November 2024
25. Co-owns IP for **Mastering Healthcare Project Management: From Failure to Success** to be accredited by **The International Project Management Association (IPMA) for 24 CPD**- in March 2025
26. Own IP for **Patient Experience Fundamentals** to be accredited by the **Patient Experience -Beryl-Institute for 15 hours patient experience education units (PXE)**-June 2025

Publications & Research Projects

Peer Reviewed Articles Publications

Mandatory minimum staffing ratios in hospitals: Are they the right solution?

Author | **Abdel Malak, R.S.** | 2013 | *Lebanese Journal of Nursing*, 3, 5-9.

A concept analysis of “Follower” within the context of professional nursing

Author | **Abdel Malak, R.S.** | 2016 | *Nursing Forum*, 51. doi:10.1111/nuf.12158

Adding Sugar in Children’s Beverages: A Lebanese Mothers' Theory of Planned Behavior Study

Authors | Abdel Rahman, A., Abdallah, B., Kassem, N., Edwards, M., & **Abdel Malak, R.S. (corresponding)** | 2024 | Health Promotion International, Health Promotion International, Volume 39, Issue 6, December 2024, daae146, <https://doi.org/10.1093/heapro/daae146>

Determinants of Emotional Exhaustion in Lebanese Nurses COVID-19 Frontliners

Authors | Abdallah, B., **Abdel Malak, R.S.**, Abdel Rahman, A., & AL Firikh, A.W. | 2024 | Manuscript submitted for publication-under review in NursingOpen | [Manuscript ID NOP-2024-Feb-0401](#).

Dissertation & Thesis

- A Follower Centric Model Predictors of Job Satisfaction and Perception of Leader Effectiveness in Lebanese Registered Nurses | Doctoral Degree Dissertation | 2016 | https://scholarworks.uttyler.edu/cgi/viewcontent.cgi?article=1058&context=nursing_grad
- Fertility and Unmet Needs in Rural South Lebanon | Master Degree Thesis | 2002 | <http://hdl.handle.net/10938/6202>

Manuscripts & Research Projects

- **Testing Emotional Intelligence Ability in Nursing**, Author | **Abdel Malak, R.S.** | 2024 | Manuscript in revision for publication submission
- Occupational Emotional exhaustion in Healthcare Providers – A concept analysis | Principal investigator
- Drivers of Patient Experience: Overview of Evidence Based Frameworks and Practice Exemplars | Author
- Disaster Nursing at the Frontline: Lessons Learned from the Beirut Blast 2020 | Principal investigator

Contributing Author

Ready, Set, Magnet!

Authors | Cheryl A. May & Carolyn K. Lewis | 2006 | Marblehead, MA: HCpro Inc
ISBN 1578397456 | 9781578397457

Invited Talks & Presentations

- How a hospital creates a culture of Registered Nurses (RN) retention; presented in the Centennial Nursing Conference 100 years of nursing education at AUB: pioneering achievements and global vision, Beirut, Lebanon, Paper Presentation | 2005.
- Enhancing healthcare quality through nursing, a win – win solution, Medhealth 2007, organized by the Arab Hospital Federation, Beirut, Lebanon, Podium Presentation | 2007
- How Magnet will transform your environment: Videoconference Presentation, organized in collaboration with Children's National Medical Center (CNMC), Washington DC, USA | 2007.

- Nursing Career Advancement Program (CAP) at AUBMC a regional pioneering path from conception, through automation & evaluation: Poster presentation, Towards Better Nursing Accountability in Lebanon Symposium, AUB in Collaboration with AMIDEAST, USAID and the Nurses order of Lebanon, AUB, Beirut, Lebanon, Poster presentation | 2007
- AUBMC Nursing Career Advancement Program (CAP): A Pioneering Path with Effective Results, 4th International Nursing Management Conference, Antalya, Turkey, Paper presentation | October 2008
- CAP and Magnet achievement experience by AUBMC, oral presentation, EMMIT First International Nursing and Medical Informatics training course in the eastern Mediterranean region, AUB, Beirut, Paper Presentation | May 2010.
- Magnet Designation: Quality in Nursing Care, CHU Secours, Byblos, Lebanon, **Key note speaker** | May 2013.
- Organizational communication and Quality, Quality in Nursing Care, CHU Secours, Byblos, Lebanon | May 2013.
- Pay for performance and the impact on nursing quality, Medhealth 2013, organized by the Arab Hospital Federation, Beirut, Lebanon, Podium Presentation | November 2013.
- Leadership Development Course, Bellevue Medical Center, Lebanon, Presentation | February 2014
- Core Benchmarking Principles Applied to Nursing, Lebanese Hospital Syndicate, Beirut, Lebanon, **Invited Speaker** | May 2014.
- Followership the Flip Side of Leadership, Medhealth, 2014, organized by the Arab Hospital Federation, Beirut, Lebanon, Podium Presentation | November 2014.
- Root Cause Analysis (RCA) approach for Corroded Labor and Delivery Room Sets, Medhealth, 2014, organized by the Arab Hospital Federation, Beirut, Lebanon - Poster presentation | November 2014.
- Lebanese Public Health Nursing Professional Training, organized by the Order of Nurses of Lebanon, UNICEF, Lebanese Ministry of Public Health, **Invited Speaker** | November 2014.
- Online Data Collection in Nursing Research: Lessons Learned, 2nd International Congress of the University St Joseph Faculty of Nursing Sciences, Podium Presentation | November 2016.
- Accreditation and Designation: Drivers of Nursing Excellence, GCC Nursing Conference, Dubai, UAE, **Keynote Speaker** | March 2017
- Emotional Intelligence Ability Testing in Nursing: progress and Gaps, International Council of Nurses Conference, Barcelona, Spain, Poster Presentation | May 2017
- Impact of Emerging Technology on Nursing Care: A Transformation in the Caring Paradigm, First Emiratis Nursing Conference, Dubai, UAE, **Keynote Speaker** | May 2018
- Nursing Leadership Challenges with Emerging Technology: Leading the Nurses of the Future, First Emiratis Nursing Conference, Dubai, UAE, **Keynote Speaker** | May 2018
- Emotional Intelligence Ability Testing in Nursing: progress and Gaps, Second ONL International Conference, Podium Presentation | May 2018.
- A Follower Centric Model Predictors of Job Satisfaction and Perception of Leader Effectiveness in Lebanese Registered Nurses, Second ONL International Conference, Podium Presentation | May 2018.
- Bedside Intershift Report: The Lived Experience of Lebanese Registered Nurses, Second ONL International Conference, Oral Presentation | May 2018.
- Building Networks: What Affiliations Mean for the Healthcare Industry, Manilla, Philippines- **Invited Guest Speaker** | July 2018
- Quality and Patient Safety, University of Balamand, School of Nursing, Beirut, Lebanon – **Invited Guest Lecturer** | March 2019
- Patient Tracer Methodology & Its Impact on Healthcare Organizations, University of Sainte Famille Batroun , Faculty of Health Sciences, Batroun , Lebanon - **Keynote Speaker** | April 2019
- Quality Control and Patient Quality and Safety, University of Balamand, School of Nursing, Beirut, Lebanon- **Invited Guest Lecturer** | February 2020.
- Service Excellence Workshop for Partner Hospital in Riyadh, Clemenceau Medical Center, Beirut, Lebanon- **Course Coordinator & Presenter** | July 2020
- Fiscal Planning, University of Balamand, School of Nursing, Beirut, Lebanon- **Invited Guest Lecturer** | March 2021.
- Disaster Nursing at the Frontline: Lessons Learned from the Beirut Blast 2020, 2nd Virtual Conference on Nursing Education and Healthcare | **Invited Guest Speaker** | March 2021

- Post Graduate Leadership Certification Course (25 CPD UK units/26 CMEs), Stochos, Virtual | **Faculty and Co-planner**, Sydney Australia | April 2021
- Quality Control and Patient Safety, University of Balamand, School of Nursing, Beirut, Lebanon- **Invited Guest Lecturer** | April 2021.
- Disaster Nursing At the Frontline: Lessons Learned from the Beirut Blast 2020, Global Virtual Conference on Nursing Education (Nursing Convention 2021) | **Invited Guest Speaker** | May 2021
- Emotional Intelligence Ability Testing in Nursing: Progress and Gaps, International Conference on Nursing & Pediatrics 2021 | **Keynote Speaker** | June 2021
- The Drivers of Patient Experience and Why does it matter, Patient Centered Care Virtual Forum 2021, Hosted by Hamad Medical Corporation and Planetree Designation | **Speaker** | October 2021
- Determinants Of Emotional Exhaustion In Lebanese Nurses COVID -19 Frontliners, LEAD Program 2021: Flu & COVID-19: Vaccination and Nursing Research | Event Sponsored by Sanofi Pasteur and Hosted by Order of Nurses of Lebanon and Jordanian Council for Nurses and Midwives | **Keynote Speaker & Panelist** | November 2021
- Determinants Of Emotional Exhaustion In Lebanese Nurses COVID -19 Frontliners, LEAD Program 2021: Flu & COVID-19 | **Speaker** | Nursing Research Day, American University of Beirut, School of Nursing, May 2022
- Drivers of Patient Experience: Overview of Evidence Based frameworks and Practice Exemplars | **Speaker** | Virtual Medical Academy | Madinah, KSA, August 11, 2022.
- Elevate the Human Experience in Telehealth, Patient Centered Care Virtual Forum 2022, Hosted by Hamad Medical Corporation and Planetree Designation | **Invited Speaker** | Qatar, September 2022
- Drivers of Patient Experience: Overview of Evidence Based frameworks and Practice Exemplars - 6th World Congress on Nursing Education & Health Care | **Keynote Speaker** | November 14-15, 2022 in Rome, Italy
- Caring in the Digital Age – Lebanese Hospital of Geitawi University Center | **Panelist** | May 2023, Beirut, Lebanon
- Nursing in The Digital Healthcare Revolution Era, Awareness Webinar | Order of Nurses in Lebanon | **Speaker** | March 21, 2024, Beirut, Lebanon.
- Be future ready now: Navigating ethical and nursing leadership challenges during the healthcare digital revolution. Dar Al Shifa Hospital, 4th International Hybrid Nursing Conference 2024, | **Invited Speaker** | September 30th, 2024, Kuwait.
- Calm Under Pressure in Time of Crisis: De-escalation, Violence Containment, and stress management for frontline nurses Webinar | Order of Nurses in Lebanon | **Invited speaker** | November 8, 2024.

Professional Membership

- American Organization of Nurse Executive (AONE) International Committee Member - former
- Honor Society Sigma Theta Tau International, Iota nu Chapter, Member
- Honor Society Sigma Theta Tau International, Chi Iota Chapter, Member

Professional Trainings

2001

- Patient/ Family Education - granted by AUBMC, Nursing Staff development.
- Patient Physical Assessment- granted by the AUBMC, Nursing Staff Development.

2002

- Mentorship workshop-presented by Dr. Larry Affifi and offered by the Nursing Services at AUBMC.

2003

- Performance Appraisal workshop- offered by the Human Resources Department, AUBMC.
- Balanced Score Card Initiative - presented by AUB Service Quality and Organizational improvement office, AUB.

2004

- The Foundation Course on Quality Improvement Activities & Review of The Standards and Guidelines- presented by the health consultants Pam Buckley & Dr. Noel Barrett, Syndicate of Hospitals in Lebanon, January /February 2004.

- American Organization of Nurse Executives (AONE) 2004 Annual Meeting: Nursing Leadership Rising on the Wings of Change- AONE, Phoenix, Arizona. April 17-21, 2004 (earned 19.20 continuing education contact hours)
- Magnet Collaboration Meeting- Georgetown University Hospital, Washington DC, April 2004.
- Lebanese Ministry of Public Health Accreditation Survey Process- presented by the health consultants Pam Buckley & Dr. Noel Barrett, Beirut, Lebanon, October 2004

2005

- Motivational Strategies Workshop - presented by the Lebanese Management Association (LMA), AUB, January 2005.
- Introduction to Strategic Planning Workshop- presented by Mr. Andre Nahhas Director of Service quality and organizational improvement, AUB, March 2005
- AUB School of Nursing Centennial Celebration, International Conference , AUB, July 2005

2006

- Understanding JCIA standards workshop - presented by AUBMC Office of Accreditation, January 2006.
- Magnet Designation, the Acadia Hospital Experience- Presented by Stephanie Partridge (Guest lecturer from the Acadia Hospital Maine, USA), June 2006.
- Infection Control Practices In Hospitals- Infection Control Week AUBMC Infection Control Program, June 2006.
- Resilience in Time of War- AUBMC, Sept 2006.
- FOCUS-PDCA ; A nine step process guide to quality Improvement- AUBMC Accreditation office , November 2006

2007

- Med health, Beirut 2007, organized by the by the Arab Hospitals Federation, Metropolitan Palace Hotel, Beirut, Lebanon, July / August 2007.
- Videoconference, organized in collaboration with Children's National Medical Center (CNMC), Washington DC, USA, August 2007.
- Towards Better Nursing Accountability in Lebanon Symposium, AUB in Collaboration with AMIDEAST, USAID and the Nurses order of Lebanon, August 2007.

2008

- JCIA survey Preparedness sessions, presented by AUBMC office of Accreditation, AUBMC, Beirut, Lebanon.
- Competency Based Management (For managers and leaders), workshop presented by AUBMC Human Resources Department, AUBMC, Beirut, Lebanon.
- Peer Review: Growth and Development, ANCC, Newport , California , USA (July 2008)
- ANCC Magnet Training, Hoag Memorial Presbyterian Hospital, Newport , California, USA (July 2008)
- 4th International Nursing Management Conference, Antalya, Turkey (October 2008)

2009

- ANCC National Magnet Conference, Louisville, Kentucky, USA (October 2009).

2010

- EMMIT, The First International Nursing and Medical Informatics training course in the eastern Mediterranean region, AUB, Beirut (May, 2010).
- Understanding Statistics, AUB, Hariri School of Nursing, Beirut, Lebanon.

2011

- The First International Nursing Conference by the Order of Nurses of Lebanon: "Globalization and Nursing Challenges and Perspectives", May 2011.

2012

- Preceptor education workshop – February 2012.
- AACN webinar, Making Your Message Count – February 10, 2012.
- AACN webinar, Integrating the Patient Experience into the Nursing Curricula – February 16, 2012.
- AUB School of Nursing Workshop, Inter-professional Education, March 14, 2012.
- Simulation and training; A new standard in healthcare education, presenter Dr. Kris Berckman, University of Toledo, March 19, 2012.
- AUB, Center of teaching and learning, Faculty Seminar on Teaching and Learning, March – April 2012
- Crucial Conversations in Nursing –Workshop - Lebanese American University-April 2012

- 45th MEMA, School of Nursing Workshop, Selected Topics on Screening and Women’s Health Promotion in Lebanon” Workshop, May 2012.
- Scholarship on Writing for PhD- University of Texas (Tyler) - June 2012
- Caring theory as guide to transforming nursing from inside out: exemplars from around the world- Workshop AUB SON- Dr. Jean Watson- June 2012
- AUB, Center of teaching and Learning, Faculty Workshop on Tools for Assessing Learning Outcomes, August 2012.

2013

- University of Texas at Tyler, Internship, June 2013
- Nursing Leadership Practice Training at East Texas Medical Center (ETMC), Tyler, Texas- June 2013
- Nursing Leadership Practice Training at University of Texas Health Science Center at Tyler, Texas- June 2013
- First Nursing National Orthopedic Congress, Bellevue Medical Center, Lebanon – October 2013

2014

- University of Texas at Tyler , Internship, June 2014
- Sigma Theta Tau AUB School of Nursing Chartering Ceremony- Nursing Research Agenda, Beirut, Lebanon - September 2014
- Lebanese Society for Quality and Safety , 2nd annual meeting, Beirut, Lebanon - September, 2014
- Medhealth, 2014, organized by the Arab Hospital Federation, Beirut, Lebanon - November, 2014.

2015

- University of Texas at Tyler, Internship, June 2015
- Certified Professional Health Quality Course, Offered by the AUBMC Center of Medical Education – November 2015.

2016

- Second International Congress of the Faculty of Nursing Sciences At University of St Joseph, Beirut Lebanon- November 2016

2017

- GCC Nursing Conference, Dubai, UAE - March 2017
- International Council Of Nurses Congress 2017, Barcelona, Spain- May/June 2017

2018

- First Emirati Nursing Conference - May 2018
- Second Order of Nurses of Lebanon , Nursing Conference - May 2018

2019

- Global Human Resources Trends Summit , Beirut 3 – April 2019
- University Sainte Famille Batroun, Alumni Conference, Batroun – April 2019
- Leading for safety workshop in the 7th Annual congress quality and safety in healthcare , leading sustainable change , Lebanese Society of Quality and Safety in healthcare – August 2019
- 7th Annual congress quality and safety in healthcare , leading sustainable change , Lebanese Society of Quality and Safety in healthcare – August 2019
- Mindfulness based stress reduction (MBSR) – American University of Beirut Medical Center Continuing Medical Education Center- September 2019
- Lean Awareness in Healthcare, Medtronic Integrated health Solutions - Clemenceau medical Center - October 2019

2020

- Emergency Management : Evolving from COVID19, Joint Commission International, September 2020
- Post COVID-19 Capacity Building, STOCHOS and Knowledge Zone- October 2020
- Pathway to impactful leadership, STOCHOS and Knowledge Zone, October 2020
- National Association for Healthcare quality through the NAHQ week 2020-October 2020
- Role of Emotional intelligence in healthcare Leadership workshop, STOCHOS, November 2020

- Emergency Preparedness Questions and Answers Session, Joint Commission International, November 2020

2021

- Early palliative care of patients with cancer, Emirates Oncology Society | February 2021
- Series of leadership panel discussions “From setback to breakthrough”, Link Advisory and 2X3Y| March - April 2021
- Food, Mood and Performance, STOCHOS and Knowledge Zone | April 2021
- Leadership Post COVID-19, STOCHOS and Knowledge Zone | April 2021
- Daring & Dreaming Big as a Leadership Style, STOCHOS and Knowledge Zone | April 2021
- The future of healthcare in KSA : Healthcare economics and policy perspective | April 9-10th , 2021
- Customers acquisition B2B and B2C tactics, STOCHOS and Knowledge zone | May 2021
- Management Consulting Essentials Training Course leading to CMC certification, Offered by the Society of Management and Development Consultants | May 20- 21, 2021,
- Leading healthcare digital transformation , STOCHOS and Knowledge zone | June 2021
- Person Centered Care Virtual Forum 2021 , Hamad Medical Corporation and Planetree Designation | October 2021
- FLU & COVID-19: Vaccination and Nursing Research, LEAD project with SANOFI in collaboration with the Order of Nurses in Lebanon and Jordanian Nurses Council, November 2021

2022

- Nursing Research Day, American University of Beirut , School of Nursing , May 2022
- Monitoring , Evaluation, and Learning, USAID Learning Lab, ‘ how to work with USAID” training series, Webinar , June 2022
- Moving Towards Sustainable Health System in Lebanon, ISPOR Annual Meeting, Beirut, Lebanon, June 2022
- New Technology Trends, By Modern International Education, Virtual, Beirut- September 2022
- Person Centered Care Virtual Forum 2022, Hamad Medical Corporation and Planetree Designation, Virtual, Qatar, September 2022
- Why you need to realign your focus on human potential, Investor in people, virtual by Eventbrite, September 2022.

2023

- Lebanese American University, 5th Education Conference, March 2023
- Lebanese American University, Workshop Walking the Talk: From Interprofessional Education to Collaborative Practice, April 2023
- Navigating Undergraduate Education: Future Proofing the Profession, Sigma Theta Tau Webinar, May 2023
- 2nd GeoHub Health Conference: Climate Change and Health in the MENA Region, University of Balamand, Koura, Lebanon, June 2023
- The Future of Work, Dr. Rand Ghayyad, LAU Global Affairs Service Center, Lebanese American University, Byblos, Lebanon, August 2023
- Essentials & CBE: Enhancing Nursing Education with VR/AR, American Association of College in Nursing, September 2023
- Essentials & CBE: Beginning Steps for Building a Competency-Based Curriculum, American Association of College in Nursing, October 2023
- Artificial Intelligence in Education: Challenges and Benefits, Austrian educator in digital literacy expert Alicia Bankhofer, Austrian Embassy in Beirut, November 2023
- White Phosphorus in War and How to deal with it as Health-care provider, Dr. Atika Berri, LMOPH Department of preventive medicine, in collaboration with Lebanese Order of Nurses, November 2023
- Take Leadership to the Next Level: The Global Nursing Leadership Competency Framework, Sigma Theta Tau International, December 2023
- Course: Support Strategies for Staff Under Stress, Sigma Theta Tau International, December 2023.

2024

- Organization for Economic Cooperation and Development (OECD): Artificial Intelligence and Health: Risks, Opportunities and Social Impacts, Financial Times, Live Webinar, January 22, 2024.

- 2nd Public Health Conference, Unlocking the future of public health with Ai, Virtual Medical Academy, Kingdom of Saudi Arabia, January 29-31, 2024.
- Innovations and Ai in health: Empowering the future more details, Department of Health Abu Dhabi, Arab Health 2024, Dubai, UAE, January 31, 2024.
- Planetree Webinar: New PCC Certification Prep Support, Planetree, Connecticut, USA, February 15, 2024
- Building Resilient Healthcare Systems, Financial Times and IFC, Live Webinar, February 26, 2024.
- Let's Talk Change Management, OD & Talent Management Community, Live Webinar, Riyadh, KSA, February 27, 2024.
- ISPOR Lebanon Chapter Webinar: Innovative Health Financing, Live webinar, Beirut, Lebanon, March 8, 2024
- The Ultimate Tableau Toolkit, Live Webinar, Uniathena & Westford Education Group (WEG), UK, March 30, 2024
- Demystifying AI: 3 Key Insights Sales Enablement Leaders Need to Know about Health System AI Strategy. The Healthcare Management Academy, Webinar, USA, April 25, 2024.
- Building Trust, Driving Growth: A Success Story in Medical Travel Through Exceptional Patient Experiences, Live Webinar, Global Health Accreditation, Florida, USA, May 8, 20024
- The future of hospitals and health systems for people, places, and planet, International Hospital Federation in Collaboration with Geneva Health Sustainability Center, Live Webinar, Zurich, Switzerland, June 6, 2024
- Ethics and Governance of Artificial Intelligence for Health, World Health Organization, 3.5 contact hours, Webinar, August 2024
- DASH 4th International Nursing Conference, Dar El Shifa, Kuwait, 5.5 contact hours, September 30th 2024
- The Path to Excellence: Boosting Your Medical Travel Program's Potential, Global Health Accreditation, Live Webinar, Florida, USA, October 9, 2024.