

Apicha Chaimongkolkarn

อภิชา ชัยมงคลการณ

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OBJECTIVE

- Quality Center Manager, Nurse Management, Health Medical Training, Emergency & Trauma Center, Critical Patient Care or UCEP (Universal Coverage for Emergency Patients) related role/position as integral part of medical and health services to drive excellence medical and health services achievement

SUMMARY OF QUALIFICATION

- Holistic health care management in emergency and critical patient cares with extensive education & experience in managing diverse arenas of inpatient and outpatient cares with specialty in Trauma Patient Care.
- Strong experience in redesigning end-to-end holistic medical and hospital service procedures across multi-functions related to emergency and critical patient cares including UCEP.
- Solid knowledge and experience in creating, designing and delivering the Staff Development covers technical, service management and leadership development programs for medical service professionals (Nurse, Nurse Assistant, EMT-B and support staff). The development programs also include the Patient-nurse communication, Medical unit revenue tracking, Reporting and Documentation.
- Proficient in analytical and problem solving skills with logical and structured thinking
- Creative in designing, innovating and creating Staff Development programs & service procedures
- Objective and result driven with commitment to excellence
- Energetic, Self-motivated and high agility under any circumstances
- Strong stakeholder management with excellent interaction and interpersonal skills
- Excellence in communication and presentation skills with ability to effectively interact with all levels of management, internal departments and external agencies
- Strong leadership with team engaging and inclusive as well as good as team player
- Enjoy working with people in different background and diversity
- Hardworking with adaptability determined, and well organized
- Quick learner and passion on continuous learning and improvement
- Friendly & out-going with empathy, great supportive and service mind

WORK EXPERIENCES

Bangkok Trat Hospital

- 1) Assistant Quality Center Manager
- 2) Head of Department - Nurse Professional Development (NPD)
- 3) Trauma Nurse Coordinator
- 4) UCEP Coordinator

Jan 2021 – Present

Assistant Quality Center Manager

The Quality Manager Hospital shall support the Quality Assurance Programme Cell at the Level and be responsible for devising and establishing quality procedures, standards and specifications in Hospitals. S/he shall promote Quality Improvement in all the process & procedures of the hospitals and share reports.

Key Job Responsibilities:

1. Ensuring good quality non-clinical services like infection prevention, security, diet etc.;
2. Ensuring clean surroundings, OPD Areas, Wards, Labour Room, OT and Patient amenities and outsourced services;
3. Periodical assessment of hospitals on quality check list and arrive at a score for the facility;
4. Identification of gaps, develop action plan under the guidance of in-charge of the hospital and monitor compliance;
5. Facilitate conduct of meeting.
6. Ensuring that the hospital meets all regulatory compliances such as Blood Bank/Storage license etc.;
7. Keep a record of non-functional equipments and time line for its repair along.
8. Planning and work-out modalities towards upliftment, preventive maintenance of equipments and vehicles and modernisation of hospital;
9. To institute an effective grievance redressal system both for employees and the patients;
10. Strengthen Hospital MIS, KPI and report actions taken.

Head of Department - Nurse Professional Development (NPD)

Feb 2020 – Dec 2020

Be responsible for all spectrums of Nurse Professional Development for Nurses includes Nurse Assistants and EMT-B in all medical departments to ensure the excellence medical & healthcare service delivery and individual professional development and growth. The roles covers all planning, development, execution and evaluation of the Nurse Professional Development and Educational programs

- **Development Needs Assessment:** Collaborate with all Head of Departments and Nurse Manager to assess educational and developmental needs of Nurse & related Healthcare Professionals. Determine educational gaps and priorities to meet the learning needs of each department and associates.
- **NPD Framework & Implementation:** Design NPD Framework & Roadmap as well as implementing NPD programs structured to address the needs (both organization and individual needs)
- **NPD Department Management:** Develop department goals, objectives, policies, and procedures. Ensures adherence to hospital entity/business unit policies, procedures, standards/guidelines and those of regulatory and accreditation agencies e.g. Thailand Nursing & Midwifery Council. Collaborates with Nurse Manager and other Head of Department, including nursing practice and informatics, in addressing priorities and implementation of effective educational/training programs.
- **Orientation & On-boarding:** Plan and conduct the orientation programs for new personnel to facilitate a new associate's transition to medical unit practice environment and meet competency assessment requirements in conformance with departmental objectives, regulatory requirements, and accreditation standards. Provides oversight to the unit-based orientation of associates new to the department of nursing and/or entity. Supports transition to practice for newly licensed nurses.
- **Competency Assessment:** Provide expertise for competency development, assessment and management across the departments. Set the standard and cooperate with Nurse Leaders in competency validation programs for all Nurses. Provide documentation of participation and level of success during competency and educational programs.

- **On-going Education:** Plan and implement continuing/ongoing education activities to expand current knowledge and where appropriate acquire and maintain certification using provider unit/interprofessional joint accreditation program and other resources. Conduct educational activities that inform, teach, and facilitate adoption of new procedures, technologies, equipment, and patient care trends with continuing education credits where appropriate. Facilitate the offering of clinical nursing specialty certification review programs.
- **Development Evaluation:** Develop evaluation plans and apply evidence-based evaluation models to determine the effectiveness of educational activities and learning programs. Disseminate the evaluation results of the learning activities and revise learning programs based on objective evaluation data.
- **Budget Management:** Develop and recommend department operating budget and manage resources according to approved budget.
- **Academic Progression:** Serve as an advisor to fellow Nurse Leaders on academic progression of Nurses. Collaborate with other Nurse Leaders on securing grant funds that support the ongoing professional development and academic progression.
- **Development Trends:** Maintain knowledge of current trends and developments in the fields of nursing, clinical instruction, and nursing education through a variety of professional activities including, but not limited to, reading the appropriate literature and attending related seminars and conferences.

Achievements

- Successfully develop the Competency Assessment Programs
- Establish and lead the Basic Life Support & First- Aid Training Team

Trauma Nurse Coordinator

Feb 2020 – Dec 2020

Roles & Responsibilities

- Coordinate and facilitate effective pathways of care for patients optimizing their safety and wellbeing.
- Work as a key member of the trauma team under the direction and guidance of the lead clinician and senior nurse to provide a coordinated service with excellent care for patients.
- Work closely with teams across the network to ensure that all patients have robust plans for admission and treatment to maximize best clinical outcomes.
- Work closely with the Trauma Working Team and ensure effective management of admissions and patient flows.
- Maintain an excellent knowledge base that reflects contemporary issues in Trauma Care and Trauma Nursing.
- Contribute to and work within the Quality and Governance framework, particularly in relationship to Patient Safety and Risk Management.
- Improve timeliness and quality of nursing and trauma care to patients with policy trauma in conjunction with clinical and professional leads.
- Provide highly specialized advice to the patient, family and carers regarding the management of trauma related conditions.
- Ensure accurate written and electronic records are maintained for Trauma registration & records.
- Actively participate in the discharge planning process to ensure patients are transferred safely to network trusts following their acute episode.

- In conjunction with the Trauma Fellow, to lead the daily trauma ward round
- Review the case study in Death, Complication, Risk cases

Achievements

- Successfully improved of Incentive Care of “Trauma Fast Track” to reduce Mortality Rate
- Initiated and established “Trauma Fast Track” team (30 team members)
- Serve as Head of Business Unit Trauma Team including formulate & execute the Marketing Strategy as resulting in 30% revenues increase in Trauma Business Unit

UCEP Coordinator

Feb 2018 – Present

UCEP is Universal Coverage for Emergency Patients (UCEP) policy which launched by Ministry of Public Health (on March 28, 2017) which requires all hospitals, state or private, to treat emergency patients for free for the first 72 hours. Emergency patients can go to any nearby state of private hospital for 72 hours free emergency treatment.

Roles & Responsibilities:

- Ensure the effectiveness of screening process to identify patient in case UCEP
- Coordinate with all relevant medical units to treat UCEP patients comply with the Guidelines for emergency care and referral if the emergency case is beyond their capacities to prevent death or after the first 72 hours of critical care.
- Design the UCEP’s Fee Charge procedures and process flows to ensure the compliance with UCEP policies with efficient maximum reimbursement from various funds regarding the regulations. (Note: Various funds: Emergency Medicine, National Health Security Fund, Social Security Fund, Government Welfare Fund, etc.)
- Coordinate with all medical units and departments as well as serve as the Main Contact to liaison with all above funds to ensure maximum UCEP reimbursement aligned with policies and regulations

Achievements

- Successfully developed the UCEP Reimbursement Procedures and on-board all relevant units to understand and follow the procedures effectively
- Achieved in re-designing the UCEP Reimbursement Mapping Codes as resulting in 44% incremental reimbursement in 2020 (compared to 2017 as baseline)

Assistant Head of Department – Emergency Room

May 2017 – Jan 2018

Management and Leadership Roles

- Directed and supervised nursing activities related to patient care
- Initiated new methodologies to maintain and upgrade nursing care standards and professional practice models
- Investigated unit related incidents and reported as appropriate
- Maintained monitoring of system for requisition of supplies and equipment on unit
- Prepared and forecasted budgetary requirements for personnel, supplies and equipment’s as directed
- Developed short and long term plans for the department required

- Developed and implemented unit policies and procedures and standards of nursing care
- Responded to situational opportunities and/or problems that occur in a timely manner

Service Development Roles

- Submitted monthly reports and statistics in a timely manner as directed
- Exhibited courtesy, cooperation and respect towards patients, visitors, physicians and co-workers in all personal interactions in order to create a positive public image and harmonious work environment
- Planned and monitored Performance of Quality Improvement indicators for better quality care to patient

Educational Responsibilities

- Provided for appropriate unit/orientation, and in-service in coordination with in service education
- Maintained infection control practices and provided a safe environment for patients and staff per hospital standards
- Documented performance and review by staff of CPR, infection control, fire and disaster plans

Professional Development Roles

- Conducts performance evaluations, advises, counsels and disciplines staff per hospital policy

Siriraj Piyamaharajkarun Hospital

Nurse – Emergency Room & Operation Minor Room

2016 – 2017

Chaing Rai Prachanukroh Hospital

Nurse – Emergency Room

2014 – 2016

Sri Nakarind Hospital (Khon Kaen)

Nurse – ICU Neuro & Surgery

2012 – 2014

EDUCATION BACKGROUND

Walailak University, Thailand

Bachelor of Nursing Science; Graduated with GPA 2.90/4.00

2008 - 2011

ADDITIONAL CERTIFICATES & TRAINING

Chulalongkorn University, Thailand

Nursing Management Program : 2017

BDMS, Thailand

Trauma Nurse Coordinator ,BLS, ACLS, PALS, Training Officer, Trainer Technique : 2016

PERSONAL INFORMATION

- Date of Birth: 5 February 1989

Language & Computer Literacy

- Good in both spoken and written English and Thai
- MS Office, Outlook 365, MS Team, Zoom, Skype

Extracurricular Activities

- Chairman of Walailak University Alumni - Nursing (#11)
- University Athlete (Volleyball)

Award

- Thailand National Outstanding Youth Award (2007)

REFERENCE

- Upon request