

Ahed Al Najjar



Personal Data	
Name	Ahed Al Najjar
Nationality	Jordanian
Designation	Director Life Support Training center, EMS Researcher– Kingdom of Saudi Arabia
Volunteer	<ul style="list-style-type: none">• EMS Board Director for Middle East, Africa & Indonesia - Australasian Registry of Emergency Medical Technicians – Australia 2007• American Heart Association Fellow & International Mentor of Council of Basic Cardiovascular Sciences – United State 2011• Vice-Chair for the SSH Book (club) Salon, Society for Simulation in Healthcare - Stanford School of Medicine
Email	najjarahed@gmail.com web site: www.ahednajjar.com Tel:+966 54 684 4442
Education	
Master degree in International Management System (Health Management) University of Liverpool	
EMT Instructor – Center for Emergency Medicine, USA	
Administration and Quality Management for health Professional - University of Wollongong	
Diploma degree in Paramedic Science (Remote Medicine) - Australia	
Diploma in Occupational Health & safety – USA	
Construction Safety & Health – OSHA	
Certified General Industry Safety & Health (OSHA & GSO - GCC Standardization Organization)	
Flight Paramedic Instructor Assessor	
BSc. Nursing – Jordanian College of Nursing	
Conference	
Speaker & Moderator at Emergency Medical Services Education, 2012 & 2013 – Riyadh – KSA	

Speaker Resuscitation Science Conference 2013 Jeddah – KSA
Speaker EMS congress 2008, Abu Dhabi – UAE
Speaker Occupational Health & Safety 2005, Dubai – UAE
Speaker Occupational Health Cebu 2009– Philippines
Speaker AHA 2010 Guidelines update 2009– Nigeria
Speaker AHA Cardiovascular Science overview 2008– Sana – Yemen
Recent Journal Articles
NAEMSE - Why Should Every College, University Require CPR to Graduate? http://issuu.com/naemse/docs/springsummerissue/1?e=6297231/13922329
JEMS - Simulated MCI Training: Paramedic Students Practice Triage & Patient Care Saudi Arabia http://www.jems.com/article/training/paramedic-students-practice-traige-patie
EMS Educators embrace Moulage training, https://www.linkedin.com/pulse/ems-educators-embracemoulagetraining-ahed-al-najjar?trk=mp-reader-card
Emergency Medical Services in Synergy with Public Health, http://content.yudu.com/A1t0bk/AH03/resources/45.htm
Handling Inflight Emergencies, http://fac.ksu.edu.sa/sites/default/files/vital_signs_handling_inflight_v3.pdf
Professional Affiliated Bodies & Licensing
Training Officer - National Registry of Emergency Medical Technicians: NREMT, Columbus, Ohio – 2015
Occupational Safety and Health Administration – OSHA, Washington, D.C. – 2015
American Heart Association International Mentor for Council on Basic Cardiovascular Science - Dallas, Texas 2013
International Fellow of American Heart Association, Dallas, Texas 2011
Member of International Association of Flight and Critical Care Paramedics (IAFCCP), Snellville, GA 2011
Regional Faculty of American Heart Association (AHA) for Middle East, Africa and Asia since 2008
MedAire Instructor– Phoenix Arizona, 2008 – current
Technical Education and Skills Development Authority (TESDA), Manila, Philippines 2008
Lifetime Member of National Association of EMT (NAEMT), Clinton, MS 2005
National Association of EMS Educators (NAEMSE) Pittsburgh, PA 2005

Regional Instructor Trainer of American Safety & Health Institute (ASHI) Eugene, OR 2005

Emergency Care and Safety Institute Instructor Trainer for the Middle East, Africa & Australia - Burlington, MA 2006

Training Received/Delivered

International Trauma Life Support Affiliated Faculty, Instructor and Course Coordinator 2015

Technical Project Manager KSU Save a Life to train 11,000 students / year

Technical Project Manager AED Implementation KSU campus Project

How to Manage a Simulation Center certification – Society in Europe for Simulation applied to Medicine & Royal College of Physician and Surgeons of Canada

Advanced Causality Simulation - Trauma FX certification

METIman Simulation workshop 2012

3G SimMan advanced patient simulator Laerdal workshop 2012

ACLS megacode simulation workshop 2012

Workplace Based Assessment - Tools for Clinical Teaching and Assessment - February 2012

Multiple Choice Questions Hands -on Training Workshop - December 2011

Curriculum and Intended Learning Outcomes Workshop - December 2011

Project management Professional (PMP) – December 2011

Paramedic Instructor, Global Assessor and coordinator – Australian Registry EMT

James Cook University - Examination Supervisor for Master degree – External 2011

Instructor in Aviation Medicine

Major Disaster Incident Response System

Major Incident Management

Training Methodology and Assessment Methodology – TESDA

Registered and training coordinator with NAEMSE (The National Association of EMS Educators)

EMT Instructor, Pennsylvania – CMI.

AED Manager Program for Department of Tourism and Commerce Marketing

PHTLS Instructor – NREMT

Summary

Ahed Al Najjar is the Director of Life Support, Emergency Medical Services – EMS Faculty and EMS Researcher of Prince Sultan Bin Abdulaziz College for EMS – King Saud University.

BCVS-Fellow of American Heart Association and Senior Regional Faculty.

He was the first to initiate Automated External Defibrillator - AED Access in Public location (Hotel) in Dubai - UAE. Nominated as EMS Consultant in Puerto Princesa, Philippines since 2007 appointed by the Mayor of the City. Establishing American Heart Association Training Sites in Lagos, Accra, Dubai, Muscat, Amman, Riyadh, Jakarta, Manila, Kazakhstan and Moscow. All activities have established itself as the main annual event for industry professionals for the period of 2006-2011.

He is a well-known expert in international emergency medical services. He worked in long and short projects with Saudi Ministry of Health, Royal Jordanian EMS, Philippine Government, Dubai Health Authority, Nigeria Immigration, Ghana Ministry of Health, Oil & Gas corporate and United Nations in developing partnerships to support health and EMS sectors, to provide a benefit and return to the local community in 2006-2011.

He is the inventor of the Emergency Medical Technician Basic Transition program (RN to EMT B) for the MEAA region on 2007 and a volunteer of the AREMT EMS Advisory Board Director for Middle East, Africa & Asia.

Ahed Al Najjar currently working on KSU Save a Life project as a Technical Project Manager of King Saud University.

Ahed Al Najjar wrote in several media: Medical & Health Tourism Magazine, Aviation, Journal of Emergency Medical Services – JEMS and NAEMSE.

Specialties: EMS education, EMS Research, Curriculum development, Paramedic training, Life Support training, Volunteer Management.

Activities and Achievements

	FIFA 17 Nigeria EMS advisor 2008
	American Heart Association Scientific Committee member, speaker and moderator for the 2 nd ME Regional Faculty Forum
	EMS advisor with Goldman Sachs 2008
	Established the Medical Emergency Response Training Program for SHELL within the MEA region
	SHELL Medical Emergency Response Advisor for the Middle East, 2006-2010

	Managing Emergency Medical Technician B program for ARAMCO – KSA, 2010
	Emergency Responder Course Director in the International Emergency & Catastrophe Management IECM Conference – Dubai 2005
Employment History	

Nov
2011

Director, Life Support Training Center, Paramedic Faculty, Prince Sultan

College for EMS, King Saud University, Riyadh, KSA

Paramedic Faculty:

- Teach and develop the curriculum. Prepare and provide students with course outlines that support learning objectives set forth in the course syllabus. Develop and measure learning outcomes. Assess student performance and maintain grade records.
- Create an effective learning environment through the use of a variety of instructional methods.
- Collaborate in the development and continued assessment of learning outcomes for use in program reviews and curriculum revision.
- Work with other program and/or discipline faculty to complete scheduled program reviews and to use the findings to revise the curriculum.
- Participate in appropriate professional development activities to assure currency in both discipline, knowledge and instructional methods.
- Participate in department/discipline, division, campus, and college meetings and committees.
- Participate in college projects, surveys, studies, and reports that relate to the discipline or program.
- Collaborate in the development of program and/or discipline promotional materials.
- Maintain nine office hours each week.
- Support the college's goals.
- Perform other related duties as required or assigned.

Life Support Director

- Participating in developing Paramedic BSc degree program.
- Integrating life support courses within the Paramedic BSc degree.
- Lecturer for the Paramedic BSc program
- Responsible for planning and implementing the major programs of simulation training and the overall flow of operations in the center.
- Report to and support the Medical Director and Dean office with general business and administrative services including business planning, market research, promotion of the Center, development of business opportunities, preparation of the budget, procurement planning and schedule planning.
- Recruiting Committee member of EMS Faculty in the College
- Identify training needs within the entire staff base, Paramedic students including training requirements for entering into new market areas
- Develop and maintain up-to-date training and personal development plans for all staff and Paramedic students
- Ensure training targets are met and maintained in accordance with current international legislation
- Deliver appropriate training programmes in accordance with legislation and current industry best practice
- Monitor staff through training programmes ensuring personal and organisational targets are achieved
- Maintain up-to-date records of all training delivered in personnel and electronic files
- Identify and source training funding from various funding streams
- Establishing Life Support Training Center yearly budget
- Monitor the use of training funding
- Maintain up-to-date knowledge of legislation relevant to training and disseminate any new requirements appropriately to colleagues
- Maintain own personal development in relation to training and the social care industry
- Produce reports as required

April
2011 -
Nov
2011

Emergency Medical Services Quality Auditor – Consultancy base

Lloyd's Register Quality Assurance Ltd (LRQA) Dubai, UAE

- Collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies related to EMS and Ambulance Services.
- Report to management about asset utilization and audit results, and recommend changes in operations and educational activities. Prepare detailed reports on audit findings.
- Review data about material assets, operation, liabilities, education, patient's reports, logistics, and services.
- Inspect Ambulance Policy and EMS systems for efficiency, effectiveness, and use of accepted international procedures to record affiliation.
- Examine and evaluate operation and information systems, recommending controls to ensure system reliability and data integrity.
- Collect and analyze data to detect deficient controls, duplicated effort, extravagance, fraud, or non-compliance with laws, regulations, and management policies related to EMS and Ambulance Services for ISO standard.
- Report to management about asset utilization and audit results, and recommend changes in operations and educational activities. Prepare detailed reports on audit findings.
- Review data about material assets, operation, liabilities, education, patient's reports, logistics, and services.
- Inspect Ambulance Policy and EMS systems for efficiency, effectiveness, and use of accepted international procedures to record affiliation.
- Examine and evaluate operation and information systems, recommending controls to ensure system reliability and data integrity for ISO submission.
- Audit Program (audit plan, schedule, checklists for auditing), checking nonconformity reports closing, document change request forms, measurement of quality objectives, proof for continual improvement, usage of logo, customer complaints & resolution, training needs, training records, training plans, measurement of the effectiveness of the training provided, performance evaluation, applicable statutory & regulatory requirements and reviewing corrective and preventive actions taken.
- Proactively identifying the areas of quality failure using checkpoints and taking appropriate corrective/preventive measures for resolving customer complaints and implementing system for monitoring of process monitoring and action plans.
- Conducted Management Reviews and adequately communicating data, issues, impacts, such that management has the facts for decision-making.

Sep
2006 -
April
2011

Employer: International SOS MEA (Branch), Dubai Airport Free Zone

Position Held: Regional Training Manager Middle East & Africa

- Ensure that systems are in place for all staff to be trained and qualified in the provision of effective and professional development inclusive of Business Development personnel in all scopes of practice
- Administrative services including business planning, market research, promotion of the Simulation Training Center, development of business opportunities, preparation of the budget, procurement planning, and schedule planning, and managing of the Center.
- Responsible for market development and service delivery of the training to global and regional clients with operations within Middle East and Africa
- Researched and recommended partnerships in different countries which allowed a faster growing track to the company. Presented and expedited solutions to ensure a legal service delivery in different countries in the region
- Ensuring the representation of the company at corporate functions that impact market segment and maximize network opportunities
- Maintaining continuous travel plans to Saudi Arabia, Yemen, Oman, Jordan, Bahrain, Nigeria, Kazakhstan, Azerbaijan, Moscow, Indonesia and Philippines with a minimum of three destinations per quarter, as well as developing training marketing strategies and sales plans to maximize business opportunities in each market
- Restructured and improved strategic planning for MEA region
- Identifying key target potential clients within market segment, conducting surveys, analyzing findings. Face to face contact with global and regional clients, maintain an open and win-win approach through the process consultative selling.
- Prepared and presented company added value services to client's board members meetings
- Building credibility by communicating trust, morale, and professionalism with clients by fully understanding their needs, recommending the right range of services and advise appropriately on products, service benefits and features so that clients entirely understand the services they are purchasing
- Ensuring documents/proposals are in-line with the company corporate policies and procedures. Developed tailored proposals to the specific needs of clients. Ensuring contract for services have been through due to diligence with the company. Negotiating renewals and new contracts, manage account receivables with existing clients
- Trained and managed 4 Training sites Managers and achieved significant improvements in their productivity

- Responsible for the performance management of staff, ensuring an integrated approach to service delivery and the consistent achievement of agreed company objectives
- Created and managed regional sales campaign focused on expanding client base in new markets (AED Manager program)
- Ensuring that legal, statutory and any other relevant provision governing or affecting the delivery of services provided by the company are strictly observed
- Run in-house training courses or arrange training for relevant GMS staff as required.
- Day-to-day management and co-ordination of training with particular emphasis on:

- Routine roster planning, - Analysis of Training Results for effectiveness, attendance, skill improvements or otherwise, - Standard Operating Procedures for Training but also for use in medical / non-medical operations (i.e. Customer service, communication skills)

- To evaluate the training needs of SOS client's staff
- Propose and sell appropriate training courses to the client
- Manage third party providers that act as service providers on behalf International SOS.
- Support and manage training divisions within the region
- Deliver client training
- Assist the Regional Medical Director with the recruitment and selection of Paramedical, National Medical- and Ancillary Medical Staff
- Ensure that all relevant staff are appropriately qualified and trained to provide effective and professional support to patients and service to GMS clients
- In relation with the Operations team in Dubai, ensure that all new staff attended a comprehensive orientation and induction program before being assigned to a GMS site
- Make recommendation to ensure that there are sufficient staff available to meet the staffing requirements of GMS sites on an ongoing basis

Sep
2006 –
Sep
2008

Employer: International SOS MEA (Branch), Dubai Airport Free Zone

Position Held: GMS Training & Medical Supervisor

- Supports and enforces daily implementation of HSE systems.
- Shows visible commitment to QHSE and be seen as a QHSE leader at all times.
- Ensures Enterprise Resource Planning (ERP) is followed for any accident.
- Immediately reports any HSE non conformance.
- Provides support in creating appropriate safety documentation.
- Ensures that company policies are posted, known, understood and applied by all employees.
- Reviews certification records and keep personnel aware of their QHSE training requirements.
- Conducts applicable training of personnel.
- Verifies QHSE compliance of contractors against the work they are contracted to do.
- Inputs monthly safety data accurately and in a timely manner.
- Verifies all new or transferred personnel have attended an orientation covering specific country and project topics, including HSE, and verifies that the orientation is documented.
- Ensures that regular meetings are held to maintain focus on HSE issues.
- Conducts site orientation meetings which include relevant emergency planning information, alarm signals and precautions to be taken before and during major emergencies.
- Maintain appropriate HSE and associated records.
- Participates in self audits and other audit protocols as required.

Aug
2005 –
Sep
2006

Employer: Ambulance Service Unit, Department of Health and Medical Services, Government of Dubai

Position Held: Head of Ambulance Training & Life Support Simulation Dept.

- Responsible for the design, development, implementation, and administration of a performance-based, training and evaluative program for fire-rescue- EMS personnel with Dubai GoV.
- Ensures adherence to established University and departmental policies and procedures, objectives, quality assurance programs, and safety standards.
- Responsible for maintaining functional agreements and practices with various allied educational, fire and EMS/public health agencies to enhance the educational capability of the Division, this would include, but not be limited to, local schools and colleges, hospitals and national educational and regulating agencies such as American Heart Association
- Develops and maintains programs for initial recruitment, candidate evaluation, and orientation training for new employees. Such programs may include, but not be limited to, partnerships with departments
- Develop inventory control procedures to monitor supply levels, allocate costs accurately, and ensure supplies are on hand when needed.
- Develop data collection and record keeping procedures to evaluate student learning that comply with standards for medical training.
- Provide lectures and demonstrations for professional simulation associations and local agencies.
- Develop relationships with medical equipment and pharmaceutical vendors to gain their support to supply goods and services in support of medical training
- Assures the maintenance of an effective records management system to report to various agencies and departments the training and performance of Ambulance staff. Evaluates effectiveness of programs through participant feedback, test instruments, and reports from supervisory and managerial personnel.
- Analyzes employee demographics and researches potential resources to design lesson plans, develop curriculum, assess learning types and determine specific teaching methods utilized in training delivery
- Assists in the development of Departmental policies and procedures related to training, health and safety
- Ensures adequate and well-maintained training materials, equipment, props, and resources are available for the programs, Ensures repair, maintenance, replacement, and disposal of same. Maintains complete inventory of equipment and, materials and works with various internal and external auditors of such inventory
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule. Required to work additional shifts or assignments from time to time as needed, especially during disasters or emergencies

	<ul style="list-style-type: none"> • Development and presentation of various budgets and program analysis to MCFR and allied educational agencies • Functions at t emergency scenes in various supervisory capacities at the request of the Incident Commander • Perform periodic reviews of programs and write summary reports. • Report budget and other operational variances and develop options to correct negative variances. • Audit faculty, instructors and student records to ensure that standards are met.
<p>Jul 2004 – Aug 2004</p>	<p>EMS Instructor – EMS Consultant, United Nation – UNOPS, Kabul-Afghanistan Mission</p> <ul style="list-style-type: none"> • Training of United Nation staff in a comprehensive range of emergency medical procedures • Training of United Nation Staff and other Local staff in Basic First Aid, CPR, AED, IV Therapy Module and Basic Trauma Life Support. • Co-ordination of continuing, in-service education for relevant Section of Training Unit and UN Staff. • Overseeing the logistics, equipment control and supervision of the Emergency Medical items. • Participate in committee when requested.

Jul 1996
– Aug
2005

Employer: Ambulance Service Unit, Department of Health and Medical Services, Government of Dubai - Position Held: Instructor of Emergency Medicine – Ambulance Training and Development

- Develop competency-based instructional materials that meet USDOT curriculum requirements.
- Ensures adherence to established University and departmental policies and procedures, objectives, quality assurance programs, and safety standards.
- Responsible for the recruitment with unit policy.
- Develop, update and implement the business plan
- Develop inventory policies to insure that levels are maintained in a cost effective way
- Develop inventory control procedures to monitor supply levels, allocate costs accurately, and ensure supplies are on hand when needed.
- Supervise, provide instruction, and evaluate students enrolled in paramedic programs.
- Work with the clinical coordinator to coordinate the activities associated with clinical rotations (scheduling, transportation, supervision, evaluation, etc.)
- Prepare reports as required by the Adult and Continuing Education Coordinator.
- Coordinate all activities associated with guest instructors.
- Report all incidents to the Adult and Continuing Education Coordinator immediately.
- Maintain professional standards at all times.
- Maintain necessary equipment and supplies inventory.
- Follow all policies and procedures required by: Clinical sites / EMS field sites / CME dept.
- Training of Ambulance medical staff in a comprehensive range of emergency medical procedures
- Training of doctors and other staff in Advanced Cardiac Life Support, Basic Life Support and Basic Trauma Life Support
- Co-ordination of continuing, in-service education for relevant Department of Health and Public.
- Co-ordinating and assisting in disaster management for the city of Dubai
- Assisting in and supervising cardiac arrest resuscitations at emergency calls, IMF - Dubai
- Assisting in the establishment of an Emergency Medical Services system for the Department of Health Ambulance Service
- Assisting in Implementation of strategies, protocols and procedures for the Department of Health Ambulance Service
- Overseeing the logistics, equipment control and supervision of the Department of Health of Ambulance Service
- Training of all Accident & Emergency and I.C.U staff in ACLS and BLS
- Conducting Disaster management program includes Triage and Multi Casualty Incident
- Comparative evaluations and selection of all new emergency equipment and training aids for the Ambulance Service Unit
- Involvement in the completion of financial reports for each financial year
- Conducting Basic Life Support programs
- Conducting Advanced Cardiac Life Support programs

References and Recommendation

Will be provided on request (USA, UAE, KSA, Nigeria, Indonesia, Australia)