



Abigail Joy C. Radomes RMT, CSSBB

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A highly motivated licensed medical technologist with substantial experience in clinical laboratory operation, hospital performance improvement and quality management system.

WORK EXPERIENCE

August 2021 to Present

Hospital Improvement, Performance Measures Management Unit Manager

Makati Medical Center

2 Amorsolo Street, Legazpi Village, Makati, 1229 Manila, Philippines

- Facilitates assessment of the clinical and managerial indicators quality data to ensure that the outcome of quality and safety program and activities are implemented across the organization.
- Collaborates with hospital units/departments on identification of departmental and hospital-wide key performance indicators, data collection and analysis utilizing quality tools to analyze trends.
- Recommends and implement system and work processes that will enhance and improve the performance of the hospital's departments both clinical and corporate.
- Orients department leadership on the collection and analysis of quantitative and qualitative data and quality improvement tools (e.g., lean, control charts, PDSA).
- Human Resource Management

July 2019 to August 2021

Junior Clinical Performance Improvement Officer

Makati Medical Center

2 Amorsolo Street, Legazpi Village, Makati, 1229 Manila, Philippines

(Promoted)

- Collects managerial and administrative data for hospital performance indicators.
- Summarizes compliance. Deviation, trends and recommend potential improvement activities.
- Reports and coordinate with the department manager on the required data to facilitate analysis.
- Co-facilitate Quality and Patient Safety programs with hospital units/departments through roll-out, orientation and training.
- Validates the implementation of improvement activities
- Validates performance indicators collected by other units/departments

August 2017 to May 2019

Medical Technologist

American Bio-Clinical Laboratories International; ISO 15189 accredited laboratory

LG Richville Corporate Tower, Madrigal Business Park, Alabang Muntinlupa, Philippines

- Performed routine laboratory examinations and procedures for different laboratory sections (Specimen receiving and collection, Clinical Chemistry, Immunochemistry, Hematology, Clinical Microscopy, Microbiology, Virology, Parasitology, Phlebotomy)
- Section Head for Clinical Chemistry and Immunochemistry.
- Ensure compliance to proper laboratory quality data records and documentations for ISO 15189 standard.
- Reviewed, evaluated the quality and accuracy of laboratory tests results before releasing within the target expected Turn-around-time.

August 2013 to September 2016

Senior Medical Technologist/Laboratory co-owner

MRC Laboratory and Diagnostic Center, Family Care Hospital

Macaria Ave. Pacita Complex 1, San Pedro Laguna Philippines

- Performed routine laboratory examinations and procedures for different laboratory sections (Specimen receiving and collection, Clinical Chemistry, Immunochemistry, Hematology, Clinical Microscopy, Phlebotomy)
- Performed quality testing and calibration of laboratory equipment and machines
- Trained newly hired medical technologist and phlebotomist
- Managed the clinical laboratory day to day operations
- Responsible in reviewing the laboratory's compliance

EDUCATION AND QUALIFICATION

April 2014 – Present (Active License)

Passed the licensure examination for Medical Technologist in the Philippines

2010 - 2013

Tertiary Education: University of Perpetual Help System DALTA, *Bachelor of Science in Medical Technology*

Year Graduated: April 2013

2006-2009

Secondary Education: United Christian Academy

Year Graduated: March 2009

SKILLS AND EXPERTISE

- *Laboratory Quality Assurance and Management*
- *Clinical Laboratory Management*
- *Process Improvement*
- *Clinical and Managerial Key Performance Indicators*
- *Quality and Patient Safety*
- *Project Management (Lean Management and Six Sigma)*
- *Well verse in MS Office (Outlook, SharePoint, Power Apps.)*
- *Good communication skills (Oral and Written)*
- *Analytical and System Thinking Skills*

TRAININGS

Lean Six Sigma Black Belt – Certified

International Management Consultancy

Abu Dhabi, United Arab Emirates

* With CPD certificate from CPD certification services London, UK

ISO 9001:2015

TUV Rheinland Philippines, Inc.

- Quality Management System Awareness
- Quality Management System Documentation
- Managing and Conducting Internal Audit based on ISO 9001:2015 requirements and ISO 19011:2018 Guidelines
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REFERENCE

Available upon request.