

CONTACT

- **Address: SA, Jeddah**
- **Mobile: 0541432762**
- **WhatsApp: 00201019719023**
- **E-mail:** hossam3010@yahoo.com
- **Date of birth: 18/10/1981**

EXECUTIVE SKILLS

- Hospital & Multi-Site Operations
- OPD & Referral Management
- Capacity & Utilization
- Financial & Budget Oversight
- Revenue & Insurance Performance
- Patient Experience & CRM
- Business Development
- Workforce & Recruitment
- Quality & Clinical Governance
- Operational Transformation
- Risk Management
- Procurement & Resource Management

KEY IMPACT

- Gross revenue +50%
- Net profit +15%
- Insurance rejection rate 17% → 5%

Hossam Eldin Mohamed

Operations Director | Healthcare Operations Executive

EXECUTIVE PROFILE

Healthcare executive and physician with 15+ years of experience across hospital and clinic operations, medical leadership, business development, healthcare insurance, revenue-cycle performance, patient experience and workforce management. Currently serving as Deputy Hospital Director with responsibility across OPD referral KPIs, closed-unit capacity utilization, LSOA and discharge management, corporate operations and recruitment.

Brings an integrated clinical, operational and business perspective, with documented results including a 50% increase in gross revenue, 15% improvement in net profit and reduction of insurance rejection rates from 17% to 5%.

PROFESSIONAL EXPERIENCE

Deputy Hospital Director | 2024 – Present

- OPD management and referral KPI performance.
- Closed-unit capacity utilization, LSOA and case-discharge management.
- Corporate management and operational coordination.
- Staff recruitment and workforce deployment.

Operations Director – Andalusia Clinics Group | 2023 – Present

- Senior operations leadership with focus on operational performance, quality, patient experience and business results.

Medical Director – Andalusia Hospital | Dec 2022 – Aug 2023

Operational Director – Andalusia Family Wellness Medical Center | Aug 2022 – Dec 2022

KSA Regional Business Development Director – Andalusia Group | 2022

Operational Director – Andalusia Kids Wellness | 2019 – Jan 2022

Regional CRM Director – Andalusia Group | 2018 – 2019

- Front Office, Call Center and Internal Marketing.

Operations Director – Primary Care Medical Group | 2017 – 2018

Medical Insurance Manager – Primary Care Medical Group, Riyadh | 2015 – 2017

Medical Insurance Manager – Citycare Medical Insurance Company | 2009 – 2015

Medical Approval Manager – Care Plus Medical Insurance Company | 2008 – 2009

Medical Insurance Manager – Various Insurance Companies | 2008 – 2015

- Auditing, approvals, reconciliation, claims processing and refunds.

Resident – Abo-Elrish Pediatric Hospital | 2007 – 2008

G.P. – Ministry of Health | 2006 – 2007

House Officer – AlDemerdash Hospital, Ain Shams University | 2005 – 2006

EDUCATION

- Bachelor Degree of Medicine and Surgery – Faculty of Medicine, Ain Shams University, Cairo, Egypt – December 2004.
- 1st Degree of Master of Pediatrics – Ain Shams University. Master thesis: Infection Control in the Pediatric Clinics.



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EXECUTIVE VALUE PROPOSITION

Integrated Healthcare Leadership: Combines medical understanding with practical hospital, clinic and administrative management.

Operational Performance: Uses measurable KPIs across volume, productivity, referrals, capacity, LOS, discharge, waiting time, patient experience and revenue.

Financial & Business Orientation: Understands productivity, capacity, insurance performance, revenue leakage, procurement and resource utilization.

Transformation & Improvement: Assessment → root-cause analysis → prioritization → execution → measurement → sustainability.

Governance & Risk: Supports clinical governance, quality, patient safety, risk identification and regulatory compliance.

People & Workforce: Experienced in physician recruitment, workforce deployment and accountable team leadership.

CAREER NARRATIVE / PROFESSIONAL STORY

My career has developed through progressively broader responsibilities within healthcare management, moving from the clinical environment into hospital operations, administration and senior leadership.

My medical background has provided a strong understanding of clinical workflows, physicians' perspectives, patient expectations and the importance of clinical quality and patient safety. As my responsibilities expanded, I became increasingly involved in the operational and business dimensions of healthcare.

This progression has provided broad exposure to hospital and outpatient operations, capacity and utilization management, physician productivity, referral performance, patient flow, discharge processes, financial and administrative oversight, insurance and revenue-cycle performance, procurement, workforce planning, risk management, quality and patient experience.

My current Deputy Hospital Director responsibilities have reinforced an important leadership principle: healthcare performance cannot be improved by looking at individual departments in isolation. Patient demand, physician productivity, referrals, appointment availability, capacity, length of stay, discharge planning, staffing, insurance performance, quality and patient experience are interconnected.

My approach focuses on understanding the complete operational chain, identifying the major constraints and converting findings into measurable improvement initiatives.

As I progress toward broader executive mandates, my objective is to connect operational excellence with financial sustainability, clinical governance, workforce development and strategic growth.

LEADERSHIP PHILOSOPHY

Clarity: Clear objectives, measurable KPIs, defined responsibilities and transparent priorities.

Fact-Based Decisions: Validate data, identify trends and distinguish symptoms from root causes.

Clinical Quality + Business Performance: Align clinical quality, patient experience, operational efficiency and financial sustainability.

People Development: Develop leaders, delegate with accountability, coach teams and encourage multidisciplinary collaboration.

Decisive & Responsible Leadership: Assess facts and risks, then make clear decisions and take ownership.

Sustainable Systems: Build standardized processes, dashboards and governance mechanisms that continue to perform.