

# DR. NAMRAH RAFIQ MALIK

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## SUMMARY

I am a development sector professional with more than 4 years of progressive work experience with WHO and Department of Health, Islamabad, Pakistan and providing technical support in Program management, Universal Health Coverage, Team management and Monitoring & Evaluation for attainment of SDGs.

## EXPERIENCE

### **DISTRICT UNIVERSAL HEALTH COVERAGE COORDINATOR (WHO) – MINISTRY OF NATIONAL HEALTH SERVICES, REGULATION & COORDINATION (MoNHSRC), ISLAMABAD**

JANUARY 2023 – PRESENT

- **Project: Universal Health Coverage (UHC) Benefit Package**
- Lead and coordinate the operationalization of Universal Health Coverage Unit in ICT, Islamabad, under the District Health Office Islamabad and Ministry of National Health Services, Regulations & Coordination.
- Responsible for facilitation of district health planning exercises in Islamabad.
- Facilitate the IT team for implementation of monitoring procedures and standards for administrative and the primary health care facilities' staff.
- Responsible for coordination and administration of LHWs' Strategic Plan 2022-2027 in ICT.
- Responsible for facilitating the District Health Administration of ICT in advising measures towards achieving health equity and UHC.
- Conduct weekly team meetings to synergistically improve team performance towards better results.
- Manage the UHC Team in liaison with the district health departments and donor agencies.

### **RESEARCH ASSOCIATE (WHO) – MINISTRY OF NATIONAL HEALTH SERVICES, REGULATION & COORDINATION (MoNHSRC), ISLAMABAD**

APRIL 2022 – DECEMBER 2022

- **Project: Universal Health Coverage (UHC) Benefit Package**

- Responsible for providing technical assistance to facilitate the Ministry of National Health Services, Regulations and Coordination (NHSR&C) by accelerating progress towards implementation of Universal Health Coverage (UHC) in Pakistan.
- Responsible for providing technical support and coordination to facilitate the World Health Organization Pakistan in any activity pertaining to Universal Health Coverage/Primary Health Care Model of Care.
- Technical support to Health Department, ICT and other district health departments for active coordination.
- Coordination and facilitation of Lady Health Workers (LHWs) Mapping in ICT and trickledown trainings of LHWs revised curriculum.
- Support and Coordination in Monitoring and Evaluation activities of ICT Health Facilities.
- Coordination in the pediatric COVID vaccination campaign held in August, 2022.

**REGISTRAR/LECTURER/COURSE COORDINATOR – WATIM DENTAL COLLEGE, RAWAT, ISLAMABAD**

JUN 2021 – MAR 2022

- Responsible for day-to-day operations of the department
- Demonstration of usage of practical equipment (including their functionality and health & safety implications), conduct experiments and answer questions related to those experiments
- Assistance and guidance to students as required regarding curriculum and practical exercises
- Provision of feedback on student performance and any issues arising in the course of demonstration.
- Maintenance of students' attendance record and marking students' exam papers using defined marking criteria.
- Engaging students in revision classes for improving their performance outcome.

**RESEARCH ASSOCIATE (PROGRAM MANAGEMENT UNIT) – DOPASI FOUNDATION**

AUG 2019 – NOV 2020

- Worked closely with the program management unit on research process regarding a project of TB (Screening of Coal Miners in a key population Setting of Balochistan, Pakistan: An active case finding ACF Approach), Traffic-Related Air Pollution, Health Globalization, COVID-19, Malaria.
- Assisted in the formulation of National/Provincial Strategic Plan for Malaria Elimination
- Assisted in formulation of Brief Report on World TB Day 2020 in Pakistan
- Designed review decks on MS PowerPoint for stakeholder meetings

- Designed interview questions for qualitative & quantitative interviews
- Formulation of policy briefs
- Assisted in operations' management duties when needed
- Planning, organizing, and conducting research on COVID-19 in ICT
- Formulation of data collection tool and conducted analysis using KoBo and SPSS
- Formulation of summaries of analyzed data
- Formulation of grant proposals for research purposes
- Formulation of directors' report for audit purposes
- Formulation of technical reports
- Formulation of quarterly and consolidated reports
- Formulation of press release documents and project reports
- Assisted in the Monitoring and Evaluation responsibilities regarding research activities

**DATA COLLECTOR (TEAM LEAD) – SERVICE AVAILABILITY READINESS ASSESSMENT SURVEY (SARA), WORLD HEALTH ORGANIZATION**

FEB 2020 – MAR 2020

- Team Lead for the health facility assessment using SARA Tool by WHO, of 118 public health facilities in Islamabad Capital Territory including the BHUs, RHCs, Dispensaries, Family Welfare Centers and Tertiary Care Hospitals such as FGH, NIRM, PIMS, POLYCLINIC, CDA Hospital
- Conducted interviews of the administrative staff and doctors for the collection of accurate data and also assessed the infrastructure and equipment for its functioning
- Maintained and synchronized the collected data via the SARA tool tracking server
- Worked along with the research coordinators to review survey logs and ensure that the most efficient procedures were being used
- Coordinated day to day survey logistics with my team members to perform efficiently and fulfill the tasks in due time

**PROGRAM OFFICER (PROGRAM MANAGEMENT UNIT) – INTEGRATED HEALTH SERVICES (IHS), ISLAMABAD**

JAN 2018 – JUN 2019

- Formulation of policy briefings on key topics.
- Keeping up to date with the policy interventions to entail a forward thinking.
- Working closely with the technical advisor on research strategies and implementation of health-related projects in Sindh.
- Performance evaluation of public health facilities in Sindh after the provision of healthcare services by HIS.

- Formation of quality assurance checklist for the dental section of public health facilities in Sindh
- Formation of weekly/monthly reports on the performance of Health Facilities Daily Reporting (HFDR) App.
- Established protocols for basic dental practices in public health facilities of Sindh, Pakistan.
- Formation of recruitment test papers and conducted interviews.
- District Health Information System (DHIS) - Data management.
- Aided in the compilation of monthly progress reports.
- Assisted in the formation of information & educational material for various on-job training for field office personnel.

**DENTAL DEMONSTRATOR/LECTURER**– *INTERNATIONAL ISLAMIC DENTAL COLLEGE (IIDC), ISB*

DEC 2015 – JAN 2016

- Worked at **Department of Community and Preventive Dentistry**
- Lecture planning, preparation and research
- Course coordinator for Research Methodologies
- Evaluate student learning
- Manage course-related practical activities
- Consult and mentor students

## EDUCATION

**MASTERS OF SCIENCES IN PUBLIC HEALTH (MSPH)** – *HEALTH SERVICES ACADEMY, ISLAMABAD (PAKISTAN)*

2016 – 2017

**BACHELORS IN DENTAL SURGERY (BDS)** – *FMH COLLEGE OF MEDICINE AND DENTISTRY, LAHORE (PAKISTAN)*

2009 – 2013

## SKILLS

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|-----------------------------------|-----------------------------------|
| • MS Office, SPSS, KoBo Toolbox   | • Outcome-oriented/problem solver |
| • Ability to work independently   | • Attention to detail             |
| • Strong management skills        | • Multitasking                    |
| • Ability to work under deadlines | • Encourage diversity of culture  |

## WORKSHOPS/TRAININGS

- Participated in workshop on research projects by Institute of Advanced Dental Sciences and Research (IADSR), University of Health Sciences, Lahore. **(July 2017)**
- Coordination and facilitation of Training of Trainers Workshop on the Implementation of Patient Safety Friendly Hospital Framework for ICT Hospitals organized by Ministry of National Health Services Regulations & Coordination in collaboration with World Health Organization. **(Feb 2021)**
- Facilitation of Three Days Training on District Health Planning in Abbottabad, KP province. **(June 2022)**
- Coordination and facilitation of One-day training on Online DHIS-2 Reporting Tool in ICT. **(July 2022)**
- Coordination and facilitation of LHWs Training of Trainers for Provincial Master Trainers, organized by Ministry of National Health Services Regulations & Coordination in collaboration with World Health Organization, Karachi. **(Aug 2022)**

## SOCIAL ACTIVITIES

- Coordinated and facilitated as a General Dentist during a 3-days medical and dental camp at one of the Shifa Tameer-e-Millat Foundation schools at Ratwal, Fateh Jang.
- Conducted a dental camp on oral hygiene and brushing techniques at an orphanage in Naval Anchorage, Islamabad, Pakistan.
- Conducted COVID-19 awareness camps in rural settings of Sihala.
- Coordinated in various outreach public health nutrition surveys at old age homes in Islamabad.
- Conducted visits to schools to assess the status of health services being provided by School Health Services, Integrated Health Services, Pakistan.