

# LOIS AZUPWAH

**Address:** University of Energy and Natural Resources, Box 214, Sunyani, Ghana

**Phone:** +233 (0) 55 330 7157

**Email:** lois.azupwah@uenr.edu.gh

## PROFESSIONAL SUMMARY

- 17+ years of experience in efficient and effective healthcare delivery and attending to staff and patients' complaints in the hospital.
- Deep understanding of healthcare delivery practices and operations following best healthcare standards and protocols.
- 8+ years of experience in managing patients, physicians, and nurses with excellent communication skills.
- Excellent interpersonal skills with the ability to build strong working relationships with all healthcare staff and patients of multiple cultures and religions.
- Fluent language skills in English language (verbal and written)

## WORK

### Chief Nursing Officer

## EXPERIENCE

*University of Energy and Natural Resources Clinic, Sunyani* **Jan. 2022 – Present**

- I formulated and implemented new nursing strategies with the various wards in charge, improving nursing procedures and increasing discipline by 40%.
- I draw a planned daily activities schedule for the nurses using my management skills and nurse involvement for the hospital, improving patient services and medical and health services by 20%.
- I used participatory action planning to organize, direct and coordinate to improve health care delivery by 30%, encouraging the nurses on duty to stick to Ghana Health Service health protocols.
- I developed a training schedule for upgrading the nurses' knowledge based on the daily routine checks that increased the nurses' ability to protocols and efficient health delivery.
- I employed the best healthcare standards to streamline the hospital's operations by involving hospital management in the day-to-day running of the hospital, which has drastically reduced client complaints.
- I designed an efficient communication channel between the nurses and the physicians, which improved the working relationship between the physicians and the nurses to boost health care delivery.

### Principal Nursing officer

*University of Energy and Natural Resources Clinic, Sunyani* **Feb 2021 – Dec 2021**

- I assessed, planned, and implemented efficient nursing care in the facility, which resulted in a 5% increase in efficiency of the nursing staff using the routine ward rounds mechanism.
- I developed a patient-centered approach to healthcare delivery, increasing patient participation in treatment by 50% and increasing patient satisfaction and recovery rate.
- I supervise nursing students on rotation which raised the practical knowledge level of the students and promoted quality healthcare delivery.
- I designed the duty roster of the nurses in the facility, which reduced conflicts, maintained harmony amongst nursing staff, and increased

participation in religious faith as a critical factor for the grouping.

### **Senior Nursing Officer**

*Tanoso Health Center, Tanoso-Sunyani*

**June 2019 – Jan 2021**

- I developed a scheme of training the nurses in the facility to improve their personal and professional skills to meet the changing demands of the nursing sector and raise the quality of healthcare delivery in the facility.
- I organized regular meetings to take the complaints of staff and sensitize them on how to treat patients and managements decisions; taken this increased team performance to healthcare by 10%.
- I educate the nurses regularly on new healthcare methods and techniques and as well teach good morals to them.
- I educated patients and their relatives on various disease conditions and provided the needed psychological support that boosts patient recovery by 10%.
- I kept up-to-date with the facility's health standards, which improved healthcare and related services with management support and endorsement.

### **Senior Nursing Officer**

*Sunyani Municipal Hospital, Sunyani*

**Nov 2015 – Jan 2020**

- I kept up-to-date with the facility's health standards, which improved healthcare and related services by 10% with management approval.
- I contributed to the clinical supervision and peer review that improved nurses' performance by 5%, improving healthcare delivery.
- I allocated tasks to the nurses based on their specialists and skills, which promoted efficiency in healthcare.
- I made available the necessary equipment and logistics by procuring them in advance, which promoted quality healthcare

### **Nursing Officer**

*Sunyani Municipal Hospital, Sunyani*

**Nov 2012 – Sept 2015**

- I ensured efficient planning, delivery and evaluation of patients' healthcare that addressed the changing needs of patients in the clinic.
- I developed a working document with management approval which promoted the rights of both patients and staff, resulting in the operational satisfaction of staff and improving performance.
- I protected confidential health condition information of patients. I only disclosed it when appropriately justified by law or patient consent, which increased patient confidence and trust in the hospital and increased patronage.

### **Senior Staff Nurse**

*Tamale Central Hospital, Tamale*

**Mar 2010 – Oct 2012**

- I administered various medications and therapies to patients accurately and timely, which helped patients' recovery and patient satisfaction.
- I tracked administered medications dosages and documented patients' conditions properly to help the doctors to evaluate and review patients' health conditions accurately.
- I assessed, planned, and implemented interventions to address patients' healthcare problems, creating an environment for patient's quick recovery.

### **Staff Nurse**

*Tamale Teaching Hospital, Tamale*

**Nov 2007 – Feb 2010**

- I evaluated patients' responses to medications and modified plans as needed, which promoted recovery and reduced patients' complications at the ward.
- I accurately took the patient's vital signs (pulse, BP, Temperature, and Respiration), which aided in diagnosing the patient's condition.
- I read the reports, took note of critical cases, and gave treatment according to prescription, promoting quality healthcare and aiding patient recovery.

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## **EDUCATION**

### **Master of Public Health (Population and Reproductive Health)**

Catholic University College of Ghana, Fiapre, Sunyani - Ghana

**2019 - 2021**

### **Bachelor of Science in Nursing**

University for Development Studies, Tamale, Ghana

**2009 - 2011**

### **Diploma in Nursing**

University of Ghana, Legon-Accra, Ghana

**01/08 – 12/08**

### **Certificate in General Nursing**

Tamale Nursing and Midwifery Training College, Tamale, Ghana

**2003 - 2006**

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## **SKILLS AND COMPETENCIES**

- Excellent problem-solving skills in the ward/clinic
- Knowledge in quality assurance and related issues in the wards/clinics
- Excellent understanding of health standards and protocols
- Experienced inward/clinic management and supervision
- Emotional stability in handling critical conditions in the ward/clinic
- Interpersonal Skills
- Communication Skills
- Respect and Quick Response
- Empathy in dealing with issues
- Excellent leadership skills in handling nursing staff

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## **AFFILIATION AND CERTIFICATION**

- Member, Ghana Nurses and Midwives Council **2007 – Present**
- Certificate in Health Systems Management, Leadership and Governance, Pentecost University **01/12/2019 – 20/12/2019**