



Joana Fernandes E Simão

Passport: CD215660 **Nationality:** Portuguese **Date of birth:** 17/10/1987

Gender: Female **Phone:** (+971) 0525523390 **Email:** jo.fernandes@gmail.com

Other: Al Rahah, Channel Sreet, Al Otaibi Buidling P2585 401, Abu Dhabi (United Arab Emirates)

ABOUT MYSELF

Healthcare leader driven by quality, safety, and purpose-led innovation. With over a decade leading clinical operations and digital transformation, I connect strategy to execution—making health systems smarter, safer, and more human. Currently shaping the future of digital care at the intersection of technology and patient outcomes.

WORK EXPERIENCE

InterSystems – Dubai, United Arab Emirates

City: Dubai | **Country:** United Arab Emirates

Clinical Safety Specialist - Middle East

[01/2025 – Current]

Digital Health Safety Leadership: At InterSystems, led the clinical safety assessment of advanced digital health solutions, ensuring full alignment with DCB 0129/0160, ISO 14971, ISO 13485, and regional regulatory frameworks for safe healthcare technology deployment.

User-Centered Technology Integration: Acted as a clinical liaison, translating frontline needs into actionable feedback for system developers. Ensured AI-enabled tools, diagnostic platforms, and EHR systems remained clinically usable, safe, and interpretable across diverse care settings.

Clinical Risk Documentation & Governance: Took charge of authoring and maintaining Clinical Safety Cases and Hazard Logs for software releases and configuration changes, supporting risk identification, mitigation planning, and ongoing clinical safety governance.

Human Factors & Safety-by-Design: Worked closely with product teams and regulatory consultants to integrate human factors principles and safety-by-design methodologies into digital solution pipelines.

Incident Review & Quality Assurance: Led root cause analyses and retrospective reviews of reported incidents involving clinical systems, contributing to regional safety learning, incident prevention, and continuous improvement initiatives.

Workforce Development & Ethical Practice: Initiated and delivered internal training programs to promote clinical risk awareness, digital ethics, and best practices in health technology safety among multidisciplinary teams.

Strategic Input on AI in Healthcare: Played an active role in regional strategy development for AI and predictive analytics, advocating for scalable, ethical, and safety-led implementation of clinical decision support technologies.

Royal Group - LifeCore Private Clinic – United Arab Emirates

Country: United Arab Emirates

Nursing & Allied Health Administrator, Quality & Clinical Operations

[09/2021 – 01/2025]

Quality Management Expertise: At LifeCore Private Clinic, demonstrated precision in quality management, ensuring top-tier service delivery to VVIP patients seeking cutting edge anti-ageing and biohacking interventions.

Strategic Healthcare Project Leadership: Spearheaded the commissioning of LifeCore's state-of-the-art clinic, coordinating multiple healthcare commissioning projects focusing on international talent acquisition, clinic licensing, and adherence to national and international accreditation standards.

Data-Driven Decision Making: Employed insightful decision-making strategies, optimizing resource use, developing strategic workforce plans, and establishing effective policies, procedures, and workflows tailored to the unique needs of a longevity clinic.

Risk Management & Regulatory Compliance: Demonstrated a strong track record in risk management, initiating systems and corrective measures to ensure regulatory compliance while achieving facility OKRs, including Quality, Staff Performance, Infection Control, and Occupational Health.

Team Leadership & Development: Excelled in coaching and counselling at LifeCore, ensuring team alignment with clinic goals. Led by example in fostering collaboration, succession planning, and staff training programs.

Operational Efficiency: Agile and results-oriented in overseeing daily clinical activities at LifeCore, ensuring swift action, efficient budget management, and prioritizing workload for optimal clinic operations.

Communication & Collaboration: Expertise in maintaining excellent oral and written communication skills, collaborating with key personnel, and demonstrating a professional approach to handling challenging interactions with patients, physicians, and other stakeholders.

Digital Transformation: Coordinated the development and implementation of healthcare information technologies at LifeCore, reinforcing the clinic's commitment to modern, efficient, and patient-centric care.

Ethics & Confidentiality: Emphasized the importance of discretion, maintaining the confidentiality of critical medical, financial, and legal information pertinent to VVIP patients and the clinic's operations.

Holistic Healthcare Vision: With comprehensive knowledge of healthcare services, consistently determined appropriate actions in complex situations, ensuring a balance of cutting-edge treatments and patient safety at LifeCore Private Clinic.

Cleveland Clinic Abu Dhabi – United Arab Emirates

Country: United Arab Emirates

Clinical Coordinator

[11/2014 – 08/2021]

Strategic Patient Care Leadership: Led the way in crafting personalized care plans for international, VIP, and Protocol patients, navigating the intricacies of their unique healthcare journeys and ensuring optimal care delivery within tight timelines.

Clinical Triage & Service Coordination: Developed initial clinical assessments, pinpointing precise patient needs. Seamlessly integrated appointment scheduling and streamlined coordination of pivotal medical services.

Cross-Functional Collaboration: Fostered synergistic partnerships with diverse healthcare professionals, heightening patient care and ensuring comprehensive and holistic patient experiences.

Quality Enhancement & Training: Coached the transformative HEART Program, elevating customer service standards —led soft-skills training for both clinical and non-clinical teams, with notable surges in patient satisfaction metrics.

Revamped Patient Experience: As the Nursing Lead, collaborated with the Patient Experience department, advocating for patient-centred care, amplifying patient and family feedback, and championing initiatives that bolstered overall patient experience.

Casa de Saude da Idanha – Portugal

Country: Portugal

Charge Nurse

[04/2010 – 09/2013]

Hospital de Egas Moniz – Portugal

Country: Portugal

Staff Nurse

[03/2010 – 09/2013]

EDUCATION AND TRAINING

Master of Science in Nursing and Healthcare Quality Improvement

University College Cork [2019 – 2021]

Country: Ireland

Ambulatory Nursing Board Certification

American Academy of Ambulatory Care Nursing [2018]

Country: United States

Nursing Degree (BSc Hons)

Escola Superior de Enfermagem Sao Francisco das Misericordias [09/2005 – 01/2010]

Country: Portugal

Hyperbaric Medicine Certificate

Serena Group [2021]

Country: United States

Functional Medicine in Clinical Practice Certification

Institute for Functional Medicine [2023]

Country: United States

Communicate with H.E.A.R.T. - Trainer Programme

Cleveland Clinic Foundation [2019]

Country: United States

Leadership Academy

ProTraining [2019]

Country: United Arab Emirates

Crucial Conversations

Vital Smarts [2016]

Country: United Arab Emirates

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C2 **READING** C2 **WRITING** C2

SPOKEN PRODUCTION C2 **SPOKEN INTERACTION** C2

Spanish

LISTENING C1 **READING** C1 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** C1

French

LISTENING B1 **READING** B1 **WRITING** B1

SPOKEN PRODUCTION A2 **SPOKEN INTERACTION** B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

HONOURS AND AWARDS

[2016] Cleveland Clinic Abu Dhabi

Individual Excellence Award

[03/2018] Daisy Foundation

Daisy Award nominee

[11/2017] Daisy Foundation

Daisy Award nominee

HOBBIES AND INTERESTS

- AI Technology
- Data Research
- Patient Experience
- Healthcare Innovation
- Longevity
- Wellness

SKILLS

Microsoft Office / Google Drive / Quality Management / Managerial decisions / Risk Management / Coaching / Negotiation / Time Management / manage time / Leadership / Project Management / Problem Solving / Communication