

## **Najwa Shujaa**

### **Nurse Manager- Medical, Surgical, and Infectious unit**

#### **Consistent high quality customer service beyond call of duty:**

Ms. Shoujaa has been an exemplary employee throughout her 36 years at AUBMC, with distinctive management style, high competence, courage, spontaneity, fairness, initiatives and an exceptional sense of belonging to AUB. Being very resourceful and having diverse social connections, she gladly offers assistance to anyone whether patient, family or staff asking for guidance. She always walks the extra miles: she is passionate in delivering care and makes herself available 24hours a day /7 days a week, even during war and most critical time. Najwa is always cheerful with positive attitude, very good listener and empathize with others, which help people around her feel good.

#### **Creativity and innovation:**

Najwa is always abreast of new technology, continuously initiating new procedures and techniques. She has also been the pioneer in working in AIDS campaigns with World Health Organization (WHO) and the Ministry of Health. As a manager, she has been able to promote a culture of innovation and creativity within her unit that fosters shared decision making, feedback and introduction of new ideas. Ms. Shoujaa has actively participated in every performance improvement activity that can enhance the performance of her unit and has encouraged the participation of all those working with her.

#### **Customer satisfaction covering different aspects of her job:**

Ms. Shoujaa is a highly active member who has been involved and excelled in social, professional, community, and alumni activities. She has gained the respect of everybody, internal and external stakeholders, and received many written formal and informal praises related to her contributions.