



In the name of God

## CV (Curriculum Vitae)

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**Name:** Zahra Khakdel-Jelodar

**Title:** Assistant Professor, Ph.D. in Healthcare Services Management

**Appointment:** Faculty Member

**Institute:** Isfahan University of Medical Sciences

**School:** School of Management and Medical Information Sciences

**Department:** Health Services Management

**Research Center:** Health Management and Economics Research Center

**work address:** Hezar Jerib street, Isfahan, Iran, Post Code:8174673461.

Department of Health Management and Economics, 2th Floor, School of Management and Medical Information Sciences, Isfahan University of Medical Sciences.

**Phone:** +983137925179

**Email:**

- z.khakdel@yahoo.com
- z.khakdel@gmail.com
- zahra.khakdel@mail.ir
- z.khakdel@mng.mui.ac.ir
- z-khakdel@alumnus.tums.ac.ir

<p style="text-align: center;"><b>Education</b></p>	<ul style="list-style-type: none"> <li>• <b>Ph.D. in Healthcare Services Management</b> Isfahan University of Medical Sciences, 2017–2022 [A foresight study on the employment status and Nurse Workforce Supply Methods in Iranian Medical Universities for the Horizon Year 1410]</li>   <li>• <b>Masters in Healthcare Services Management</b> Tehran University of Medical Sciences, 2012–2014 [Examining the Relationship Between Professional Burnout and the Practice of Spiritual Leadership in Hospitals of Ardabil City]</li>   <li>• <b>Bachelors in Healthcare Services Management</b> Tabriz University of Medical Sciences, 2007–2011 [Assessing the use of Hospital Emergency Services by Children Aged 0-12 in Tabriz County in the Year 1389]</li> </ul>
<p style="text-align: center;"><b>Relevant Work Experience</b></p>	<ul style="list-style-type: none"> <li>• 2025- Present: Faculty Member, Isfahan University of Medical Sciences</li> <li>• 2023-2024: Social Work Expert, Fatemi Hospital</li> <li>• 2022: Executive Affairs Officer, Fatemi Hospital</li> <li>• 2017: Quality Improvement and Hospital Accreditation Officer, Fatemi Hospital</li> <li>• 2016: Strategic Planning Developer, Fatemi Hospital</li> <li>• 2014-2015: Medical Claims Reviewer, Fatemi Hospital</li> <li>• 2012-2013: Medical Records Expert, Fatemi Hospital, Ardabil University of Medical Sciences</li> </ul>
<p style="text-align: center;"><b>Professional Memberships &amp; Qualification</b></p>	<ul style="list-style-type: none"> <li>• 2017-2023, Main Member, Scientific Association of Health Services Management, Isfahan University of Medical Sciences</li> <li>• 2021, Member, Talented Students and National Elites</li> </ul>

<p><b>Extra-Curricular Activities/ Interest</b></p>	<ul style="list-style-type: none"> <li>• I enjoy participating in academic seminars, volunteering in health-related community programs, reading management and leadership books, and engaging in cultural and charity events.</li> <li>• I am also interested in health entrepreneurship events.</li> <li>• I enjoy volleyball and basketball as team sports that promote physical well-being.</li> </ul>
<p><b>Research</b></p>	<ul style="list-style-type: none"> <li>➤ Research Coordinator, Student Research Committee, Isfahan University of Medical Sciences (2018–2021)</li> <li>➤ Active member of research workshops, student research committee and science evaluation unit (2018–2021)</li> <li>• Managerial evaluation of defending natural disasters maneuver (A case study of Tabriz maneuver in October 2013). International Journal of Pharmacy and Technology (IJPT), (2015), VOL7, NO 2: 9088-9095 <a href="https://ipindexing.com/journal-details/International-Journal-of-Pharmacy-and-Technology/581#:~:te">https://ipindexing.com/journal-details/International-Journal-of-Pharmacy-and-Technology/581#:~:te</a></li> <li>• Investigating Dimensions and Impairments Caused by Shifts in Nurses Who Work in Constant Shifts. (2015) Health, 7, 665-671. doi: 10.4236/health.2015.76079.</li> <li>• Relationship Between Shift Work and Personality Traits of Nurses and Their Coping Strategies. Glob J Health Sci. 2015 Sep 28;8(5):166-74. doi: 10.5539/gjhs.v8n5p166. PMID: 26652076; PMCID: PMC4877235.</li> <li>• Occupational stress and cognitive failure of nurses and associations with self-reported adverse events: A national cross-sectional survey. 2019 Dec;75(12):3609-3618. doi: 10.1111/jan.14201. PMID: 31531990.</li> <li>• Nurses' perception of patient safety culture and its relationship with adverse events: a national questionnaire survey in Iran. BMC Nurs 20, 60 (2021). <a href="https://doi.org/10.1186/s12912-021-00571-w">https://doi.org/10.1186/s12912-021-00571-w</a></li> <li>• Exploring the challenges of Iranian government hospitals related to Covid-19 pandemic management: qualitative content analysis research from the nurse's perspective. BMC Nurs 21, 226 (2022). <a href="https://doi.org/10.1186/s12912-022-01008-8">https://doi.org/10.1186/s12912-022-01008-8</a></li> <li>• Picture of the employment status of nurses in the world: Scoping review on pros and cons. J Educ Health Promot. 2023 May 31; 12:151. doi: 10.4103/jehp.jehp_917_22. PMID: 37404919; PMCID: PMC10317262.</li> <li>• The economic cost of cancer treatment in Iran. J Educ Health Promot. 2023 Jan 31; 12:32. doi: 10.4103/jehp.jehp_928_21. PMID: 37034875; PMCID: PMC10079181.</li> <li>• The Relationship between Nurses' Perception of Patient Safety Culture and Self-Report of Adverse Events in Teaching Hospitals in Isfahan, Clinical Cancer Investigation Journal, issue (2), 2023.</li> <li>• The relationship between nurses' perception of patient safety culture and self-report of adverse events in teaching hospitals in Isfahan. Clinical Cancer Investigation Journal -ISSN: 2278-0513, Paper ID: CCLS220435, (2022), VOL11, NO 1 S <a href="https://ccij-online.org/article/the-relationship-between-nurses39-perception-of-pa">https://ccij-online.org/article/the-relationship-between-nurses39-perception-of-pa</a></li> </ul>

	<ul style="list-style-type: none"> <li>• Challenges of Implementing Telemedicine Technology: A systematized Review. Int J Prev Med. 2024 Feb 29; 15:8. doi: 10.4103/ijpvm.ijpvm_48_23. PMID: 38563036; PMCID: PMC10982727</li> <li>• The effect of the HIS on the knowledge management of hospital managers: A case study. Journal of Education and Health Promotion 14(1):325, August 2025. DOI: 10.4103/jehp.jehp_222_24</li> <li>• Peer Reviewer for Journal Articles and Academic Theses</li> </ul>
<b>Grants &amp; Awards</b>	<ul style="list-style-type: none"> <li>• 2022, National Exemplary Student, Isfahan University of Medical Sciences</li> <li>• 2017, University's Outstanding Student Award</li> </ul>
<b>Research Interests</b>	<ul style="list-style-type: none"> <li>• Health Services Management</li> <li>• Health Workforce and HRH Studies</li> <li>• foresight study on Health Sciences</li> <li>• Health Policy and Planning</li> <li>• Quality Improvement and Patient Safety Culture</li> <li>• Telemedicine and e-Health</li> </ul>
<b>Presentations &amp; Poster Sessions</b>	<ul style="list-style-type: none"> <li>• Multiple national conferences on health development, spiritual leadership, women's health, team care in cancer, and infodemic during COVID-19.</li> <li>• international conferences: (ICSM, ICDEM, ICH – 2021)</li> <li>• The Role of Health in the Country's Development Plans, National Conference on Seventy Years of Development Planning in Iran, 2018</li> <li>• The Role and Participation of People and NGOs in the Design and Implementation of Health Development Programs, National Conference on Seventy Years of Development Planning in Iran, 2018</li> <li>• An Analysis of Social Participation and Social Capital in Development Programs, National Conference on Seventy Years of Development Planning in Iran, 2018</li> <li>• Assessment of Spiritual Leadership Among Hospital Staff in Ardabil, 5th Annual Research Conference, Semnan University of Medical Sciences, 2018</li> <li>• Quantitative Optimization of Health Workers in an Urban Health Center Using Linear Programming, 3rd National Conference on Organizational Change and Innovation with an Approach to the Iranian-Islamic Model of Progress, 2018</li> <li>• Occupational Burnout Among Employed Women (Case Study: Women Working in Hospitals of Ardabil), 8th International Conference on Women's Health, 2019</li> <li>• Challenges of Team-based Care in Cancer Patients: A Case Study at Kashan University of Medical Sciences, 8th National Conference on Health Promotion Strategies and Challenges (Focused on Cancer), 2019</li> <li>• Infodemic During the COVID-19 Pandemic, 3rd International Congress on Social Studies in Health, December 2020</li> <li>• ICSM 2021: 23th International Conference on Strategic Management to be held in Dubai, UAE during Mar 22-23, 2021.</li> <li>• ICDEM 2021 :23th International Conference on Disaster and Emergency Management to be held in New York, USA during Apr22-23, 2021.</li> </ul>

	<ul style="list-style-type: none"> <li>• ICH 2021: 23th International Conference on Healthcare to be held in Singapore, SG during Mar 29-30, 2021.</li> <li>• Presented at a Domestic International Conference: “The Hidden Cost of Sacrifice: An Examination of How Caregiving Burden Influences the Mental Health of Mothers of Children with Chronic Diseases (2015–2025).”</li> <li>• The Roadmap of Breastfeeding in Iran: From Policy-Making to Implementation in the Health Sector</li> </ul>
<b>Patents</b>	Patent is under patent review and evaluation
<b>Books</b>	<ol style="list-style-type: none"> <li>1. Entrepreneur and Entrepreneurial Culture (Farhang-Pajooan Danesh) -2022</li> <li>2. The Role of Women in the Quran and Hadith (Farhang-Pajooan Danesh) - 2022</li> <li>3. Islamic Management in Pursuit of Organizational Justice (Farhang-Pajooan Danesh) - 2022</li> <li>4. Insurance and Tariffs Worldwide (Farhang-Pajooan Danesh) - 2021</li> <li>5. Financial Strategies and Payment Systems in the Health Systems of Three Asian Countries (Farhang-Pajooan Danesh) - 2021</li> </ol>
<ul style="list-style-type: none"> <li>• <b>Teaching Interests:</b></li> <li>• Fundamentals of Health Services</li> <li>• Healthcare Delivery Models</li> <li>• Hospital Administration and Structure</li> <li>• Strategic Planning in Healthcare</li> <li>• Quality Management and Accreditation</li> <li>• Organizational Behavior in Health and Medical Services</li> <li>• Strategic Human Resource Management in Healthcare Organizations</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Research Projects:</b></li> <li>• Principal Investigator, A Study on the Use of Pre-Hospital Services by Children Aged 0–12, Tabriz University of Medical Sciences, 2011</li> <li>• Principal Investigator, The Relationship Between Patient Safety Culture and Unintentional Incidents Among Nurses in Public Hospitals of Isfahan, Isfahan University of Medical Sciences, 2018</li> <li>• Co-Investigator, Workload Measurement of Health Care Providers and Midwife Health Providers Working in Health Centers Affiliated with Isfahan University of Medical Sciences Using the WISN Method, Isfahan University of Medical Sciences, 2019</li> <li>• Co-Investigator, Foresight of Research at Isfahan University of Medical Sciences by the Horizon Year 2031, 2020</li> <li>• Co-Investigator, National Research Project: Assessment of Health Care Workforce Activity and Exit Rate in Nursing Career and Its Effective Factors, Health Human Resources Research and Studies Center, 2020</li> <li>• Principal Investigator, Identifying the Challenges of Implementing Home Quarantine in Managing the COVID-19 Pandemic in Iran, Isfahan University of Medical Sciences, 2021</li> <li>• Co-Investigator, Study on the Effect of Chito Powder in Burn Treatment, National Institute for Health Research, 2021</li> <li>• Main Co-Investigator, Identifying Knowledge Gaps on the Prevalence of Informal Payments in Iran's Health System and Proposing Reform Strategies Related to Health Financing Within the Framework of Achieving Universal Health Coverage, National Institute for Health Research, 2021</li> </ul>	

- Co-Investigator, Global Experiences in Dealing with Biological Epidemics with Emphasis on COVID-19: Approaches and Strategies, 2021
- Co-Investigator, The Impact of Hospital Information Systems on Knowledge Management Among Hospital Managers in Selected Medical Universities in Iran, 2022
- Co-Investigator, Evaluating the Challenges of Telemedicine Implementation in Iran: A Systematic Review, 2022

- **Articles Published in Persian:**

- Does Occupational Burnout Decrease with the Practice of Spiritual Leadership in Hospitals?" Khakdel Jolodar, Zahra; Mosadeghrad, Ali Mohammad; Rahimi, Abbas; Jafari Pouyan, Ebrahim. Journal of Medical Ethics and History, Vol. 9, No. 1, pp. 74–85 (2016)
- The Impact of the Health Transformation Plan on the Satisfaction of Family Physicians in South Khorasan Province. Health-Oriented Research Journal, 2019

- **Experience in Innovation-related Events:**

- Participated in the Product-oriented Proposal Writing Workshop, IsfahanUMS, 2018
- Participated in the Workshop on Launching Knowledge-based Businesses in the Health Sector, IsfahanUMS, 2018
- Participated in the Kando Innovation Event, Health Innovation Center, IsfahanUMS, 2018
- Member of the executive team, Health Hackathon Event, School of Management and Medical Information Sciences, IsfahanUMS, in collaboration with Johns Hopkins University (USA) and the HUB Isfahan Entrepreneurship and Accelerator Center, 2019
- Participated in the Health Business School Workshop, IsfahanUMS, 2021
- Member of the executive team, People's Vaccination Startup Event, IsfahanUMS, 2021

- **Cultural, Scientific, and Literary Activities:**

- Awarded 2nd place in report writing in the university section of the 11th National Student Publications Festival, 2018
- Active contributor to the student journal "*Disaster Management*", 2018
- Awarded 2nd place in the Hadith category (students section), 23rd Quran and Etrat Festival, 2018
- Awarded 2nd place in the Familiarity with Nahj al-Balagha Concepts category (students group), 24th Quran and Etrat Festival, 2019
- Achieved 2nd place at the university level in pistol shooting at the 14th National Championship Olympiad, Isfahan University of Medical Sciences, 2019
- Contributor to the student journal "*Harkat*", 2021

- **Volunteer Activities:**

- Participated as a vaccine stabilizer in the COVID-19 vaccination campaign, Isfahan County Health Center, 2021
- Volunteered as a vaccine stabilizer in the Jihadi team of the Monji Medical Relief Institute, 2021

- **Training Courses:**

- Participation in Seminars, Congresses, Symposiums, and Training Courses including:

- Specialized Healthcare & Clinical Skills
- Management & Professional Skills Development
- Professional Ethics, Patient Rights & Communication
- Religious & Cultural Education
- COVID-19 & Public Health Seminars
- Information Technology & Innovative Teaching Method

1. Specialized Healthcare and Clinical Skills:

- Hospital Construction and Resource Management Seminar- SBMU, June 2014
- Global Polio Eradication Conference- Iranian Virology Association, Sep 2014
- Environmental Health Course- ARUMS, Fatemi Center, Nov 2015
- Hospital Infection and Infection Control Course- ARUMS, Fatemi Center, Nov 2015
- Influenza Conference- ARUMS, Jan 2016
- Nursing Care for Critically Ill and Emergency Patients- ARUMS, Nov 2016
- Occupational Health and Safety Conference- IsfahanUMS, Oct 2017
- Health Ambassadors and Self-Care in Puberty- ARUMS, Nov 2021
- Infection Control and Prevention Workshop- ARUMS, Dec 2022
- Home Health Care (Palliative Care)- ARUMS, Fatemi Center, Sep 2021
- Health Promotion Programs Workshop- ARUMS, Feb 2022
- Health Informatics Workshop-ARUMS, July 2022
- Advanced Clinical Skills Workshop- ARUMS, Aug 2022

2. Management and Soft Skills Training Courses

- Training on Staff Role in Identifying Patient Values and Beliefs- ARUMS, Feb 2013
- Communication Skills with Patients Course, ARUMS, Fatemi Center, Sep 2015
- Patient Safety Standards Course, ARUMS, Fatemi Center, Aug 2016
- Leadership Styles and Emotional Intelligence Workshop, ARUMS, Mar 2022
- Stress and Anxiety Management Workshop, ARUMS, Mar 2022
- Customer Relationship Management in Healthcare, ARUMS, Mar 2022
- Healthcare Quality Improvement Workshop, ARUMS, Apr 2022
- Organizational Change and Resistance Management Workshop-ARUMS, Feb 2022
- Time Management and Productivity Workshop-ARUMS, Sep 2022
- Teamwork and Collaboration Workshop-ARUMS, Oct 2022
- Health Policy and Planning Workshop-ARUMS, Oct 2022
- Nursing Management Workshop-ARUMS, Nov 2022

3. Professional Ethics, Patient Rights, and Communication Courses

- Patient Rights Course- ARUMS, Fatemi Center, Sep 2015

- Communication with Patients Course- ARUMS, Fatemi Center, Sep 2015
- Professional Ethics Conference- IsfahanUMS, Jan 2018
- Patient Safety and Risk Management Workshop- ARUMS, June 2022
- Principles of Correspondence with Scientific Journals Webinar-TUOMS, Oct 2020
- Status and Challenges of Treatment Contracts Webinar- Kharazmi University, Oct 2021

#### 4. Religious and Cultural Education

- Translation and Concepts of Surahs Hud and Ahzab- ARUMS, Fatemi Center, Jul 2015
- Participation in Nahj al-Balagha Program- ARUMS, Mar 2017
- Iranian and Islamic Lifestyle Course- Student Affairs Deputy, Mar 2017
- Translation and Concepts of Surah Yasin-ARUMS, Fatemi Center, Jul 2017
- Training on Religious Lifestyle with Focus on Surahs Nas to Zalzal- Administrative Organization, Apr 2018
- Quran Special for Ramadan-ARUMS, Jun 2019
- Knowledge and Insight of Hosseini-ARUMS, Oct 2021
- Role of Hijab in Preserving Family Privacy-ARUMS, Oct 2021
- Introduction to Sacred Defense Sciences and Knowledge- ARUMS, Nov 2021

#### 5. COVID-19 and Public Health Related Training

- Hospital Preparedness for COVID-19 Symposium- BMSU, Nov 2020
- Social Studies of Health and COVID-19 Conference- SUMS, Dec 2020
- COVID-19 Hospital Risk Management Conference- TUOMS, Jan 2021
- SARS-CoV-2 Prevention and Control Webinar Series- Tarbiat Modares University, Feb 2021
- COVID-19 Vaccination Strategies Webinar- Ministry of Health, May 2022
- Challenges to Universal COVID-19 Vaccination Coverage Conference-BMSU, Dec 2021
- COVID-19 Pandemic Webinar- KUMS–Kurdistan, Dec 2021

#### 6. Information Technology and Modern Educational Methods

- Familiarity with Product-Oriented Proposal Writing- IsfahanUMS, Oct 2018
- Workshop on Launching Knowledge-Based Businesses in Health- IsfahanUMS, Dec 2018
- Webinar on Advanced Search of Clinical Resources- SKUMS, 2020
- Virtual Workshop on Article Writing- IsfahanUMS, Fall 2020
- Basic Workshop on Systematic Review and Meta-Analysis- KUMS–Kermanshah, Mar 2021
- Professional Course on Infographics and Visualizing Data Using PowerPoint — Roshd System, Jan 2022
- Professional Course on Tools and Information Management — Roshd System, Jan 2022

#### **Email address:**

z.khakdel@gmail.com

#### **Contact settings:**

031-37925179