**Dr. Arti**

***Operations / Quality Assurance / Healthcare Coordinator Professional***

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Profile Summary

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| Versatile, Dynamic and Service-oriented Medical Professional equipped with multidisciplinary exposure and track record of delivering top quality performance in carrying out multifaceted functions. Possess the ability in providing administrative support for the management, including managing the schedule/calendar, screening, and handling telephone communications, greeting and directing visitors, and dealing with administrative problems and inquiries as appropriate. Demonstrated ability to lead by example for operations staff demonstrating integrity, reliability, strong initiative and work ethic, work attendance, and organization of work; Proactive, well-organized and innovative team player with strong communication, critical thinking, active listening, judgment and decision-making, problem-solving, time management and interpersonal skills; Seeking for a challenging work profile within a **Hospital or Insurance** industry that offer opportunity and rewards on merit.    **Strenght & Skills** |  | |
| * Accomplished Master’s Degree in Healthcare Management * Broad-based knowledge of clinic policies and procedures * Strong organizational, administrative and planning skills * Strict Compliance to Quality Standards and Procedures * Ability to deal effectively w/ phone and email inquiries | | * Operations, Quality & Admin Coordination skills * Exposure in Healthcare and Clinical Management * Ability to work independently and as part of a team * Critical thinking, questioning, and listening skills * Goal oriented – Dynamic – Vibrant Personality | |
| Educational Background   * **Master's Degree in Health Care Management –***Manipal Institute of Management, Karnataka, India* * **Bachelor's Degree in Dental Surgery –***M.G.M Dental College, Mumbai, India*   Career Snapshot  **Hospital Coordinator –** *lifeline hospital, India* **Jul 2018 – Jun 2019**  **Dentist / Clinic Manager –** *Lifeline Foundation-Dental Zone, India* **Apr 2015 – May 2016**  **Internship:**  **HR Assistant – Wochkardt Hospitals Ltd., New Mumbai, India Apr 2017 – Jun 2017**   * Assisted Human Resource unit head in NABH audit and worked on project titled (Functional study of Human Resource) at Sterling Wochkardt Hospital, India. * **Dentist Intern**– M.G.M Dental College and Hospital, Navi Mumbai, India **Mar 2014 – 2015**   Areas of Expertise | | |

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**Operations Executive**

* Responsible for overseeing the daily operations of an assigned unit or clinic section within a hospital.
* Apply continuous improvement methodology to identify areas of improvement for the hospital/clinic operations and procedures.
* Work with existing Hospital or Clinic management and staff to audit/review adherence to standards, identify areas of improvement, and coach the clinic to maintain standards.
* Communicate department policies and procedures change and provide training as needed to clinics within assigned region.
* Communicate with the higher management to prepare a strategy for operations to run efficiently. Assist in developing long term plans to achieve the goals and objectives which are already set.
* Assist in managing the company's commercial operations and various expenses and budget.Keeps a check on the performance of the operations of both internal service providers and external service providers.
* Maintain and/or update processes and policies for clinic operations. Provide on-site and phone support to the hospital/clinics in maintaining standards.
* Work with the Talent Development team to build and maintain learning solutions, and deliver annual training, developmental training, and other company initiatives.

**Healthcare Coordinator**

* Serve as a point of contact and link between employees, internal departments, and external parties, including vendors, lenders, and customers.
* Coordinate & performs a wide variety of administrative activities to support Department Director/Managers.
* Responsible for scheduling visits, compiles and maintains medical records of patients of health care delivery system to document patient condition and treatment by performing the following duties and other administrative duties as assigned.
* Review medical records for completeness and accuracy of documentation as per the specified standards. Monitors completion of medical records in accordance with time standards.
* Audits incomplete records and prepares reports on delinquencies. Confers with healthcare personnel to assure complete, current, and accurate medical records.
* Compiles, maintains, and reviews logs, reports, and statistical records, and researches records to locate health data as requested.
* Prepare input for computerized medical information systems and for processing vital statistics, insurance, and other forms and documents.

**Quality Assurance**

* Support the Hospital or Medical Centre’s mission to deliver exceptional patient care in an environment where quality, respect, caring and compassion is the core of the practice.
* Responsible for contributing to hospital-wide and departmental quality initiatives and perform the assessment and analysis of operations and processes.
* Encourages cultural changes, disseminates information, and provides support for behavioural safety process changes, patient-centeredness, staff vitality, process efficiency and waste reduction, and safe and reliable patient care. Ensure good quality non-clinical services like infection prevention, security, diet etc.
* Assess institutional/departmental readiness and identify strategies to achieve goals as directed by the Patient Safety and Quality Manager. Perform periodical assessment of hospitals on the quality checklist.
* Support the Quality Programme and be responsible for devising and establishing quality procedures, standards, and specifications in the Hospital/Medical Center.
* Promote Quality Improvement in all the process & procedures of the hospitals and share reports.
* Identify the gaps, develop action plan under the guidance of in-charge of the hospital & monitor compliance.
* Ensure that the hospital meets all regulatory compliances such as Bio-Medical Waste (BMW), Blood Bank/Storage license, AREB regulations, etc.
* Provide assistance related to an effective grievance redressal system both for employees and the patients.

Proven Job Role

**Hospital Coordinator – Criticare lifeline hospital, India**

* Managed daily administrative operations, technical, clerical and clinical staffs of the hospital.
* Leveraged leadership, guidance, and expertise to supervise individuals in charges, directing department meetings, reviewing competency on a routine basis for following departments such as (OPD, Billing, Health Check-up and Front office, IPD Bed allocation, and availability of operation theatre).
* Oversaw and maintain Inventory, Engineering maintenance, Purchasing of materials and equipment.
* **Quality Management** – Assist the Hospital Administrator in various certifications and audits.
* **Recruitment of Staff** – Monitor the leaves & attendance of the staff, ensure that the company’s code of conduct is followed & discipline is maintained in the center.
* Monitored the expenses and recommend cost-effective alternatives.
* Responsible for the Housekeeping & Facility Services including Contractual Labours.
* Effectively resolve potential issues with patients.
* Reviewed and analyse the utilization of resources, including personnel, facilities, equipment, records, supplies, and capital to achieve optimal efficiency and effectiveness in all administrative areas.

**Dentist / Clinic Manager – Lifeline Foundation-Dental Zone, India**

* Supervised daily administrative work of the clinic. Resolved potential issues with patients.
* Ensured prompt order of all stock for medical and office supplies. Responsible for recruitment of staff, and maintaining a record of doctors and patients record.
* Examined patient’s teeth and diagnose their dental conditions. Dealt with routine appointments and check-ups, taking impressions, emergency cases like relieving a patient’s pain.
* Administered filling cavities, performed scaling, extraction of teeth and replace missing teeth.
* Diagnosed and treat conditions such as decaying teeth and gum disease.
* Safeguard anxious patients and explain in a friendly manner related to all the procedure.

Accolades / Trainings

* Submission of the manuscript, research paper on social media inundation and academic engagement on 13 November 2018 in Elsevier journal.
* Presented paper on the overview of religious views on euthanasia a challenge in India on 31 march 2017 in 3rd International Conference cum workshop on Multidisciplinary business research - the new driver of business innovation at St. Aloysius College Mangalore.
* Attended workshop on (**Synergios**) on 6th November 2016. Participated in (**Bizzinga**): A business idea certification on 11th and 12th November 2016.
* Attended Healthcare Conference Sehat and played as an executive member of the club which is organized on positive disruptions in the healthcare industry and income security in India on (11th-12th November 2016).
* Participated in various Dental related training sessions’ workshop programs from 2014-2015.

I.T Skills

* Proficient in MS Office application (Word, Excel, PowerPoint, Email applications & Internet).

Personal Details

Nationality : Indian

Date of Birth : 26th Nov 1990

Marital Status : Single

Visa Status : Visit Visa

Languages : English, Hindi

Reference : Available upon request