**BhagwantiButaney**

Cell :**+91-9711028149+91-8963093955**

[E-mail : butanyb.007@gmail.com](mailto:E-mail%20# shaah.india@gmail.com)

Having achieved many goals in my career, I am interested in expanding my professional horizons by seeking new challenges in the area of Quality & Administration, am interested in a suitable position at your prestigious Hospital and I have enclosed my résumé for your review and consideration.

As you can see, my career in the area of Quality & administration is extensive. I have enjoyed a reputation as an efficient **Administrator** , **Quality & PRO** have a knack for immediately establishing a good rapport with the stakeholders of the organization.

As a team member of your organization, I can provide :

* Efficiency, reliability, accuracy with numbers.
* Maturity, honesty, ability to look at challenges as opportunities.
* Ability to develop and lead a team.

My objective is to establish a time when we can meet to discuss how my talent, professionalism and enthusiasm will add value to your operation. Thank you for your consideration. I look forward to have words with you soon.

Sincerely

**BhagwantiButaney**

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Enclosed : Résumé

## BHAGWANTI BUTANEY

**Call:** 9711028149 : 8963093955

**Email:** butanyb.007@gmail.com

## Career Objectives

To contribute dedicated and sincere efforts to the assigned job and work towards the benefits and progress of the organization.

**Skills**

***Experience of Accreditations in health care***

*Having thorough knowledge of NABH, NABL*

* ***Performance evaluation* & Capacity building**: I*mprovement programs & appraisal policies for the staff welfare*.  Training of Master trainers for various departments in the hospital
* ***Training & Development :*** **Voice & Accent training for telephonic support**, Training of trainers for various departments in the hospital related to Quality Standards & Patient Satisfaction. Training of doctors on formulation of clinical protocols, medical audit, clinical audit, hand – washing techniques, infection control measures.
* ***Conducting Orientation Programs****for the new employees and refreshing training sessions for the existing employee.*
* ***Patient Relationship Officer :*** *Patient*Grievances & Redress, Patient feedbacks, Analysis, Continual Quality Improvement.
* ***Purchasing:****purchasing & installation of the equipment.*
* *AMCs /CMC. and required calibrations & maintenance of the equipment*
* *Handling statutory requirements, License,*
* *Rapport with supplier for consumables & equipment s purchasing.*
* **Marketing: Branding**of the hospital.  *Setting strategies for marketing, Designing & printing of brochures and marketing material.  Handling  print media / Electronic media for branding & marketing, designing for news papers advertisements, hoardings at prime locations*
* **Internal marketing** (organizing camps, workshops, CMEs, event management, advertisement) **H*R:****Developing service rules for the smooth functioning of the hospital, managing complete HR Policies, Protocols, Job descriptions, personal files, Documentation,*managing duty rosters and leave records.
* ***Man power planning****, screening of CVs and recruiting staff*
* ***Cost Analyze & Budgeting :****Department wise cost analyzing on the basis of various parameters & cost effective planning for budgeting & profits purpose.*
* *Having thorough knowledge of NABH, NABL & JCI*
* Ensuring adherence to quality standards and monitoring quality of products and services.  Facilitating various departments in applying quality improvement initiatives.
* auditors.  Conducting & coordinating audits (internal & External) Timely monitoring and  Smooth and effective results of audit.

**EDUCATIONAL QUALIFICATION**

|  |  |
| --- | --- |
| Description | Institute |
| Masters in Economics (2-Year Degree). | Verdhman University(2003)Kota. |
| Bachelor of Arts (3-Year Degree). | University of Raj(2000)Jaipur |

## PROFESSIONAL QUALIFICATION

|  |  |
| --- | --- |
| Description | Institute |
| Masters in Hospital Administration | ICFAI University  Project yet to submit |
| **ISO 15189-2012 for Laboratories** | **IIQM-Jaipur** |
| Certificate Course in HealthCare Quality Management | Medvarsity (2/08/2012) |
| Certificate Course in Infection Control for HealthCare Professionals | Medvarsity (20/7/2012) |
| Certificate Course in Medical Tourism & Medical Record Management | Medvarsity (2/08/2012) |
| Diploma in HealthCare Informatics | Medvarsity (2/08/2012) |

|  |  |
| --- | --- |
| Windows, Internet Fundamentals, HTML, Linux, C, C+. (1 Year) | IMPACT from Ssi. Jodhpur |
| Website Design with Front Page 2000, Database design with MS-Access 2000, networking with windows 2000 (1 Year). | CPISM from APTECH. Jodhpur |
| Windows, Ms word, PowerPoint, (1Month) | ACE Computers. Mumbai, India. |
| MS-DOS, WordStar, Lotus 123, Dbase and FoxBASE for Dos | Nehru Kala Kendra. Ajmer. |

## COMPUTER SKILLS

## Other Qualification

|  |  |
| --- | --- |
| Description | Institute |
| Diploma In Export Management. | IIIT, Banglore, India. |
| **Soft Skills & Personality Development.** | Indo American Institute, Mumbai |

## TRAININGS

## Attended 4 days training on POI( Program on Implementation in Jaipur by QCI for implementation of NABH standards and objective elements to achieve the goal of quality of services in the hospitals

## Attended 4 days training on Quality Management in Delhi Apollo by QCI.

## WORK EXPERIENCE

## Employment Details

* **Worked with Marudhar Hospital, Jaipur - Administration & Manager Quality**

**(March 2014 - April 2015)**

* **Bansal Hospital, New Delhi – Administrator & Quality Manager (Sep2012- Feb. 2014)**
* **RG stone Urology & Laparoscopy Hospital, New Delhi - Front Office & IPD Manager (Oct-2011-Aug.2012)**
* **Deepmala Pagarani Medical & Research Center, Ajmer - Administrator**

**(Sep.-2009 - Sep. 2011)**

* **S.K.Soni Hospital, Jaipur**- **Front Office Manager Cum PRO & Internal Marketing Manager (Dec. 2007 - Sep. 2009)**

**JOB RESPONSIBILITIES**

**GENERAL ADMINISTRATION**

* Overall Supervision of House Keeping, Security, and Campus/Office premise maintenance.
* Assisting the ADMIN team and Line managers in ADMIN process, communication and implementation of all ADMIN policies and initiatives, responsible for the entire gamut of administration.
* proper Management & discipline of staff in Wards/ Floors.
* Admissions & discharge management in time.
* Ward/Room Bed Management.
* Patient Grievance & redress, queries handling.
* Medical Audit of the files, Medical Record Management.  
  Supervision of the assigned staff on the floors ( Coordinators. housekeeping, Nursing etc.) Tracks movement of GDAs on the floors..
* Coordinating ward unit performance.
* Feedback to sr. Management on compliance to quality standards, Medical Record audit and significant incidences.
* File handling , documentation, and proper notes of the doctors nurses and the visits, and other bedside procedure /equipment charges.
* Management of the security / supplies /GDA / House Keeping / F&B issue.
* Infection control/General cleanliness and good appearance of wards
* Analyzes & streamlines the process in wards for e.g. attendant passes and suggest reform.
* Daily report of the floor to the reporting person.
* Feedback evaluation and suggestions for improvement.
* Coordinating with the staff those are responsible to take care of the patients to make sure that the situation is in control & confirming the smooth proceedings
* Maintaining the AMC details of the materials of the company and responsible for the renewal of the same.
* Organizing camps, CMEs, Workshops etc for the organizations promotion. Coordinating Electronic Media & Print media for advertisement, articles & designing
* Oversee duty roster & amp, performance analysis (TNI) and training & development.
* **Team management:**Capability for devising sourcing strategies, designing training modules and also for developing employee retention strategy.

**FRONT OFFICE, IPD &BILLING**

* ·Co-ordinate &handling of complete billing. System including Cash, Credit and TPA Billing
* ·Managing front office team (OPD / IPD / Billing)
* ·Auditing of final bills of in - patient and out - patient, for smooth billing process
* ·Experince of managing the 24hrs manned cash counter and also for the total cash/ payment collection of the hospital and deposit without any discrepancy

**PATIENT RELATION OFFICER**

* To study the **‘Grievances Redresser System’** for the In Patient Department to analyze the problem area and to overcome the grievances for providing the quality care services. Front Office & Housekeeping training for quality management, infection control, patient safety etc. as per NABH norms. Front office staff management and handling duty rosters co-ordination for outsourced services. Floor Management, Handling day to day activities. Handling Internal Marketing. Patient’s feedback analysis and documentation. Maintaining CAPA.

**TRAINING & DEVELOPMENT**

* Training of trainers for various departments in the hospital related to Quality Standards & Patient Satisfaction. Training of doctors on formulation of clinical protocols, medical audit, clinical audit, hand – washing techniques, infection control measures.
* ***Conducting Orientation Programs****for the new employees and refreshing training sessions for the existing employee.*

**PURCHASE**

* Responsible for end to end purchase activity of the Organization.
* Analyzing the requirement needs and finding the right solution of the same in the given span of time that is beneficial to the internal team and the management.
* Negotiating & finalizing the vendors as per the requirements of the Organization.

**POLICY MAKING:**

Implement and enforce policies and procedures according to NABH guidelines, 100 percent adherence to policies and procedures for the safety, health, and security of patients and staff, identify potential breaches of policy and implement corrective measures to ensure adherence.

**INTERNAL MARKETING, BRANDING & STRATEGY DEVELOPMENT AND PLANNING:**

Marketing & Branding of the hospital.  *Setting strategies for marketing, Designing & printing of brochures and marketing material.  Handling  print media / Electronic media for branding & marketing, designing for news papers advertisements, hoardings at prime locations*

**Capacity to assist the top-management in developing operations strategy for effectively scaling the operations. and to liaison between the strategy team and implementation team**.

**Implementation of policies :** Ability to design processes, optimise operations and effectively launch and implement various operations strategies for the organization. Collect feedback and tweaking processes to make them robust.

* Setting high standards of customer experience.
* Proven leadership capabilities with ability to lead cross functional teams using strong planning and organizational skills.
* Ability to evaluate and manage the resources and processes required for the successful completion of projects. Ensuring that the individual departments focus on Safety, Quality, Patient satisfaction, and profitability to deliver an excellent patient experience and address escalated patient's concerns as necessary .
* Improve the operational systems, processes and policies in support of organizations mission — specifically, support better management reporting, information flow and management, business process and organizational planning.
* Provide individual coaching feedback sessions, and weekly one-on-ones that focus on improving patient satisfaction .
* Monitor real time service levels and schedule adherence.
* Serve as leaders and point of contact for escalated contact resolution of a supervisory nature or complex problems.
* Manage and drive staffing plans, cost analysis, schedules, quality initiatives, process change initiatives, projects and other *change* initiatives as require

**QUALITY MANAGEMENT:**

Interpretation and implementation of quality assurance initiatives as per NABH & NABL standards in hospital and to ensure delivery of quality care to patients. Writing SOPs and adherence & amp compliance to standard operating procedures at all times and to also make sure that that standards are driven while providing ownership value. To oversee achievement of budgeted sales targets on quartely basis or as and when required Development and implementation of departmental policies and Procedures, as per NABH/NABL norms Ensure compliance and continual improvement of Quality indicators by undertaking surprise audits and mock survey

## Personal Details http://sphotos-h.ak.fbcdn.net/hphotos-ak-ash3/33777_162226517140756_2434913_n.jpg

* **Father’s Name**  **:** Shri.V.P.Butaney
* **Nationality**  **:** Indian
* Marital Status : Single
* Languages Known : English, Hindi

BHAGWANTI BUTANEY

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