**Dr. Jaskiran Trehan**

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**Career Objective**

- To pursue my professional career in a globally recognized organization that can help me explore my potential fully and undergo training to enhance my managerial skills.

-I aspire to achieve professional excellence in pursuance of organisational goals while seeking professional growth and development and utilising my experience and skills to the fullest,taking the job with a sense of responsibility and making my contribution by learning and working positively.

**Work Experience**

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| **Organization** | **Designation** | **Duration** | **Job Description** |
| IKS Health, Mumbai | **Physician partner**  **Medical Analyst** | August’15- 29 November’15  8 December’14 – August’15 | Working in close relationship with the client ( US physicians).  Review medical records of patients and screen the medical charts based on Medicare guidelines -(using tools like Interqual and Milliman).  Working on US EHR sotwares like NextGen. |
| Ivy Hospital, Mohali | **Coordinator- Operations** | 10 April’14 – 12 November’14 | Providing additional support and working closely with the COO and the senior management, to focus on streamlining of processes and implementation of solutions. |
| SPS Apollo Hospitals, Ludhiana | **Executive- Business & Strategy**  **Executive to the Managing Director** | 1st Feb,2013 -2nd April,2014  1st Jan 2014-2nd April,2014 | - Analysis & interpretation of MIS reports  - Working on key projects and initiatives related to hospital improvement  -Supporting and assisting the Managing Director in the preparation and presentation of reports, proposals, budgets and related activities.  -Coordination with other departments and timely follow-ups of various projects and initiatives. |
| Fortis Hospital , Mohali | **Management Trainee** | 14th may 2012- 14th july,2012 | Data analysis & interpretation, helped with HR interviews, created database for an upcoming hospital, recruitment, projects |

**Educational Qualification**

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| --- | --- | --- | --- | --- |
| **Degree/Exam** | **Univ/Board** | **Institute** | **Session** | **Stream** |
| **MBA** | Symbiosis International (Deemed University) | Symbiosis Institute of Health Sciences | 2011-2013  (Regular) | Hospital and Healthcare Management |
| **PG Diploma in Medico Legal systems** | Symbiosis International (Deemed University) | Symbiosis Centre for Health Care | 2012-2013 | Medico Legal Systems |
| **PG in Quality Management & Accreditation of Healthcare Organizations** |  | Academy of Hospital Administration (AHA), Noida | 2014-2015 | Healthcare Quality |
| **BDS** | Himachal Pradesh University, Shimla | DAV Dental College and Hospital , Solan | 2005-2011 | Dentistry |
| **Internship** | Punjab University | Punjab Government Dental College and Hospital, Amritsar | 2010-11 |  |
| **Certificate Course** | Quality Control of India  American Heart Association | Symbiosis Institute of Health Sciences  Symbiosis Institue of Health Sciences | Oct, 2012  2011 | NABH  Heartsaver First Aid Certificate Program |
| **Membership** | American College of Healthcare Executives |  | 2014 - Present |  |

**Job Responsibility as Physician Partner**

-Worked in close relationship with the client (US physician), and as a key member of the client management team.

-Acting as a single point of contact between the client and the management, maintaining and developing client –business relationships.

-Drive customer loyalty and retention through excellence in physician service and support.

-Understanding the client preferences and modifying our deliverables based on the client needs, and deriving insights based on their needs and processes.

Handling a team of physicians, developing creative solutions and taking complete responsibility of the quality of services provided to the client (US physicians).

-Communicate effectively with our client (US physicians) and our service team to resolve issues without escalation and ensure the physician’s expectations are met.

-Acting as a subject matter expert on US electronic health records, NextGen and patient charts.

-Auditing and analysing the patient chart notes created by the Virtual Scribe team.

- Worked on US EHR sotwares like NextGen.

**Job Responsibility as Medical Analyst**

-Review the medical records of a patient and screen the medical chart based on Medicare guidelines to determine if the patient’s presenting medical condition is eligible for an inpatient admission versus and observational care.

-Selecting the patient chart with the highest priority in regards to the time spent in the queue.

- Reviewing and screening the patient chart on the basis on medicare guidelines.

-Based on the criteria points reviewed and collated determining the level of care and intensity of services.

- Worked on US EHR sotwares like NextGen.

**Job Responsibility as Coordinator - Operations**

-Reporting directly to the COO.

-Providing additional support and working closely with the COO and the senior management, to focus on streamlining of processes and implementation of solutions.

-Assisting and coordinating the internal audits of all the facilities.

- Also assisted with the Hospital branding and communications.

-Conducting process improvement studies within the organization to enhance customer satisfaction and experience

-Carry out manpower utilization and cost effectiveness projects from time to time.

-Communicate with and report to COO regarding issues concerning hospital operations.

-Communicate and coordinate with other department or unit managers for follow up or actions required on an operational level.

-Support on in-service trainings, process improvement, team meetings and quality assurance.

-Coordinating with the floor managers in Analyzing patient/visitor concerns and provide technical expertise for appropriate course of action to be implemented.

-Assess inter-/intra-departmental issues. Facilitate interdepartmental communication, and decision-making.

-Document pertinent information, actions and decisions to appropriate leadership.

-Conducting rounds of the hospital and assessing and analyzing the smooth functioning of the hospital wide processes.

**Job Responsibility as an Executive- Business & Strategy**

- Reporting directly to the Managing Director & Project Leader- Strategic Inititatives.

- Formulating and analysing of various MIS Reports.

-Suggesting the management on key issues with the help of MIS Reports.

- Involvement in the Strategic Planning for the hospital.

- Working on projects related to branding of the hospital.

- Carrying out initiatives on improving the efficiency of the organization.

- Active role in the formulation of the Annual Operating Plan.

- Assisting in various Departmental and Scorecard reviews.

- Managing and tracking the key Strategic and Business Development Projects, like manpower utilization and cost effectiveness.

- Assisting in the branding activities of the hospital.

-Creating, implementing and monitoring external communications like advertisements, articles & press releases.

**Job Responsibility as an Executive to the Managing Director**

- Supporting and assisting the Managing Director in the preparation and Presentation of Reports, Proposals, Budgets and related activities.

-Coordination with other departments and timely follow-up of various projects and inititatives.

- Document minutes of all meetings, communication to other departments as directed by the Managing Director.

-Any other duties appropriate to the post.

**Summer Internship Detail**

Worked at Fortis Superspeciality Hospital, Mohali (Punjab) for 2 months on 2 projects

“**To assess, analyse and compare the Emotional Intelligence Quotient of the staff of Fortis Hospital,**

**Mohali”**

“**Comparison of the salary packages offered, and the trend in Career Progression of various hospitals of Chandigarh, Panchkula, Mohali and Ludhiana”**

Helped with data analysis & interpretation, helped with HR interviews, created database for an upcoming hospital, and recruitment for Fortis Hospital, Ludhiana and Mohali.

**Seminar & Workshops Attended**

* Attended workshop on “**Composite materials”** at Chandigarh( under Punjab Dental Council) on 26th Sept, 2010.
* Attended Seminar and Workshop on “**Dental Implants and Progressive Dentistry**” at Uttranchal Dental College, Dehradun from 31st March-1st April 2011( in association with Indian Dental Association , Uttranchal)
* Attended conference on Healthcare Management- **Clairvoyance 2011**, held at Tata Institute of Social Sciences, Mumbai on 20th December, 2011.
* Attended 3 days workshop on “**Adolescence Education Programme** (AEP) in 2011.
* Attended a 3 day workshop by Quality Council of India, on “**NABH Standards**”, in 2012.
* Attended conference “ **National Seminar-2012**” held in May,2012 by Symbiosis Institute of Health Sciences.
* Attended conference “ **National Seminar-2013**” held in May,2013 by Symbiosis Institute of Health Sciences.

**Achievements & Recognition**

1. Received certificates of Appreciation for conducting free dental checkup at J.K. Public School, Jammu; Xavier Public School ,Jammu; Mother’s Pride School, Jammu.

2. Received certificate by “Heartsaver First Aid” in association with American Heart Association, for training in first aid.

3. Received Certificate of Appreciation by State Institute of Education, Jammu, for participating in “Adolescence Education Programme”

**Key Skills**

* Excellent organizational skills, ability to multi-task and organize others.
* Excellent oral and written communication skills .
* Ability to work under pressure and be flexible as part of a small team.
* Attention to detail and deadlines.
* Ability to filter information and assess priorities.
* Ability to develop and maintain good working relationships at all levels, including during difficult or challenging circumstances.
* Ability to prioritize and manage own workload amid conflicting demands and busy work periods.
* Ability to think ahead and anticipate needs before they arise.
* Ability to exercise discretion in dealing with confidential or sensitive matters.
* Confident and able to work with own initiative and with limited supervision.
* **Computer Proficiency :**MS Office (word, excel,powerpoint), html, POMQM
* **Languages Known :** English, Hindi, Punjabi

**Personal Details**

**Date of Birth:** 02/08/1987

**Gender:**Female

**Marital Status:** Married

**Correspondance Address:**  1021, Sector 8 –C Chandigarh.

**Permanent Address**: 76 C/D Green Belt Park Road, Gandhinagar, Jammu.