**HARISH GAWANDE**

Mobile Number : +971-56-5909490

E-mail : [harishgawande19@gmail.com](mailto:harishgawande19@gmail.com)

**Healthcare Quality Professional- 6 Sigma Professional**

**PROFESSIONAL EXPERIENCE**

1. **Medeor 24x7 Hospital, Dubai**

**Quality Executive**

**July 2015- Till present**

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| --- | --- | --- |
| Year | Achievement | Brief Description |
| 2016 | **Joint Commission International** | **Successfully assisted Quality team** of Medeor 24x7 Hospital, Dubai in reviewing all documents and procedures as per the 5th edition of JCI standards. Provided training to staff, conducted inspection, emergency code drills and prepared action plans to meet the gaps |
| 2015 | **Dubai Health Authority - Site Inspection** | **Successfully assisted Quality team** of Medeor Downtown Medical Center to prepare for DHA inspection by educating staff on daily practices and ensuring all relevant policies, guidelines were in place |

* **On-site responsibilities**
  + Collection, analysis of departmental **key performance indicators**, preparing dashboard for Executive Committee
  + Conducting and analyzing regular **Inpatient and outpatient satisfaction surveys**
  + Assisting updating of **Risk Register**
  + Assisting in conducting **patient safety culture survey**
  + Creating Hospital **Emergency Safety Plans**
  + Conducting **emergency code drills** and educating staff, creating action plan and taking regular follow-ups
  + Random/ regular **inspection of facility** with committee (Infection Control, Patient Safety, Facility Safety) creating action plan and taking regular follow-ups
  + Giving **General Orientation** to all new joiners (Quality, Incident Reporting, Risk Management, Infection Control, Fire Safety, Customer Care)
  + Follow up on all **incident reports** and assisting in Root Cause Analysis
  + Conducting biannual **Staff satisfaction** survey and analyzing results
  + Extensive **data submission to Dubai Health Authority** (monthly, quarterly and annually- total 85 reports)
  + Drafting **Scope of Services** for all departments
  + Updating **annual staff language list**
* **Off-site responsibilities**
  + **Meeting with contractors** related to safety, pest control, linen management, food safety issues
  + **Site inspection** at outsourced services (Linen, Catering, etc.)
  + **Group level (VPS Healthcare) Quality Forum** inspections and meetings- discussing gaps and solutions
  + Attending **DHA/ DSC workshop** on data collection and submission to government authorities
  + Preparing sister facilities (hospitals/ clinics) for **safety inspections by Dubai Health Authority**

1. **Civil Hospital, Gujarat**

**Assistant Hospital Administrator**

Feb 2014 – May 2015

* Liaise with departmental heads to **reduce turnaround time** for various diagnostic reports as well as improving efficiency of processes such as discharge and admission.
* Ensure that the **departmental safety standards/ protocols** are strictly adhered to in areas under direct responsibility, viz., lab, pharmacy and customer care.
* Set up a **structured Quality Assurance program** to include Safety and Risk Management aspects.
* Ensure **audit** process for all areas on a continuous basis.
* Ensure effective **reporting of incidents** including Sentinel events; carry out appropriate analysis and institute corrective and preventive actions.
* Evaluate/ oversee the **work performance** of the departments under command.
* **Counsel** staff on personal and work problems.

1. **Marathe Nursing Home, Pune, Maharashtra, India**

**Clinical Physiotherapist**

(Duration : 13 Months)

* Evaluate and treat a wide range of conditions, including chronic and acute pain, disc prolapse, whiplash, dislocations, arthritis, multiple sclerosis, Parkinson's, stroke and neuropathies.
* Worked with senior staff and doctors of the hospital to discuss the potential rehabilitation plan for effective outcome & prognosis.
* Handled the tasks of interviewing and training of new staff and intern students under PT department.

1. **Sahara Life Care Hospital, Akola, Maharashtra, India**

**Clinical Physiotherapist**

(Duration : 14 Months)

* Management and planning of department expenses and new staff recruitment procedures with hospital administration staff.
* Performed other administrative tasks as per requirements.

**EDUCATION/ TRAINING**

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| **Course** | **Institution** | **Year** | **Attempt** |
| MS Office – **ADVANCED** | Knowledge and Human Development Authority, Government of Dubai | 2015 | First |
| Internal Assessor’s Training on **National Quality Assurance Standards** | Ministry of Health Family Welfare,  Govt. of India | 2014 | First |
| **Six Sigma - Green Belt** Program | KPMG | 2014 | First |
| Post Graduate Diploma  in Hospital and Health Management  (**PGDHM**) | Institute of Health Management Research,  Jaipur, Rajasthan | 2012-2014 | First |
| Bachelor of Physiotherapy  (**BPT**) | Rajiv Gandhi University of Health Sciences,  Bangalore, Karnataka. | 2005-2009 | First |

**PROJECTS, INTERNSHIPS**

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| --- | --- | --- | --- |
| **Year** | **Title** | **Type** | **Institution** |
| **2014** | * Assessment of **Janani Shishu Suraksha Karyakram** (Mother & Child Health Care Program) * “**Functioning of Rural Health Mission**” (NRHM) | MBA-Summer Training Project | National Rural Health Mission, Mumbai |
| **2013** | To Ensure “S**afe Biomedical Waste Management**” Of the Hospital | Dissertation Project | Civil Hospital, Gujarat |

**DETAILS OF PUBLICATIONS, POSTERS & CONFERENCES**

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| When | Title | Conducted By |
| 2013 | **Healthcare: Opportunities, Challenges & Innovations** | Annual Conference **PRADANYA**  Jaipur, India |
| 2013 | **Lean Healthcare** | The MHA Training Company  Jaipur, India |
| 2014 | **Sustainable Quality Healthcare** | Federation of Indian Chambers of Commerce and Industry, **FICCI Heal**, New Delhi, India |
| 2012 | **Healthcare Market** | Annual Conference **PRADANYA**  Jaipur, India |

**REFERENCES**

Will Be provided on Request

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