Dr.APARNA.B.A

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Summary

Hospital administrator with background as an ENT surgeon with a track record of managing personnel, finances, facility operations while providing highest quality care.

Skills

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| * Staffing management ability
 | * Financial aptitude
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| * Conflict resolution
 | * Relationship and team building
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| * Patient oriented
 | * Sound decision making
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| * Personal and professional integrity
 | * Government relations knowledge
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| * Critical thinking proficiency
 | * Knowledge of medical equipments
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Work history

* Medical Director, Pixel Health March 2016 to present

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| * Manager, Medical Programme Management , Medical Speciality Operations Group, Fortis Hospitals
 | September 2015 to February 2016 |
| * Program manager , Department of neurosciences, Fortis Memorial Research Institute, Gurgaon
 | May 2014 to August 2015 |
| * Deputy manager , operations , Fortis Memorial Research Institute, Gurgaon
 | March 2013 to May 2014 |
| * ENT surgeon , Private practice, Bengaluru
 | June 2007 to Nov 2012 |
| * ENT surgeon, SRL wellness centre, Bengaluru
 | Nov 2010 to October 2012 |
| * ENT surgeon , NPRPD scheme, Bengaluru
 | Mar 2009 to Nov 2010 |

Education

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| PG Diploma in Medical Law and Ethics | Pursuing | National Law School India University, Bengaluru |
| MBA (healthcare administration) | 2012 | Sikkim Manipal University, Bengaluru |
| DLO | 2007 | Bangalore Medical College |
| MBBS | 2004 | JSS Medical College, Mysore |

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Experience

* Internal Auditor for NABH accredition
* Organized the department in accordance with administrative guidelines
* Liased between management , clinical staff and community
* Supervised and managed the daily activities of 4 clinical teams
* Maintained up to date knowledge of applicable laws and regulations
* Created annual goals, objectives , budget and plans to achieve them
* Demonstrated customer service to both internal and external customer
* Monitored quality assurance programme
* Served as primary liaison for hospital and client , provider and public policy associations
* Assisted in resolving and satisfying client requests and internal operational issues
* Introduced , negotiated and implemented new projects to expand scope of engagement
* Facilitated an ongoing assessment of patient/family needs and implementation of interdisciplinary team plan of care
* Investigated and reported issues relating to patient care and conditions that might hinder patient well being
* Managed operation of patient care including financial management , quality assurance , patient care, safety risk management , quality index scores
* Conducted monthly patient case conferences, staff meetings to educate staff and facilitate good communication
* Routinely evaluated overall resident care and enforced high standards of care
* Analyzed patient and family feedback to identify opportunities for recognition and improvement
* Initiated audit process to evaluate thoroughness of documentation and maintenance of facility standards
* Managed and directed fiscal operations, including planning budgets , authorizing expenditures, accounting, establishing service rates
* Write and review policies

References

Available if required