**RESUME**

**NEHA KHANDELWAL**

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EXECUTIVE SUMMARY

A Resourceful, Dedicated and Proactive HealthCare professional with knowledge and exposure in the intricacies of healthcare domain along with comprehensive strategic planning and implementation skills.

**WORK EXPERIENCE**

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| * **Working as Assistant Administrative officer in**

 **Quality Department*** Ensuring implementation of NABH standards.
* Working for Quality improvement of the hospital.
* Taking daily rounds.
* Implementation of policies.
* Supporting hospital process audits and process

improvement.* Working on NABL implementation.
* Preparing and analyzing the data of Quality

Indicators.* Coordinating training programs for employees.
* Acting as an interface between higher authority and

other hospital staff members to provide besthealthcare solutions to patients, addressing andresolving patient’s grievances.* Working on feedbacks given by the patients and

hence fostering patient satisfaction.* Giving suggestions and plans for improvement to the hospital.
 | Sri Balaji Action Medical Institute, Paschim Vihar, New Delhi | 21 June 2013 – Till Date |
| * **Working as a Quality Executive on NABH accreditation.**
* **Handling Training and Development of all the**

**staff in the Hospital.*** Patient Feedback Analysis
* CQI : Data collection, Analysis
* Committee meetings: Committee calendar, MOM,

Action plan & follow up.* Medical record Audit, Analysis of data & ppt.
* Mock drills: Code Blue, Code Red, code Yellow.
* Preparation of reports & Awareness & training prog.
* Manual updation as per NABH 3rd Edition.
* Audit of departments, Preparation of reports, CAPA

& implementation.* Updation of Quality record matrix.
* Review of Hospital signages
* Maintaining Legal Calendar
* Conducting Doctors Satisfaction Survey.
* Time motion study and process tracking.
* Preparation of training calendar and training module

for NABH topics & Technical topics* Conducting trainings and taking the post assessment.
* Maintenance of training attendance record
 | Rockland Hospital,Qutub Institutional Area, Delhi | 3 October 2012 –1 May 2013 |
| * **Worked on Maharashtra ISO and NABH**

**certification and accreditation project under****NRHM as a Quality consultant at Washim****District Hospital, Maharashtra*** Gap analysis and Preparing the As Is report for the
* hospital.
* Preparation of the Action plan to fill the gaps.
* Implementation of the Action Plan.
* Training and Development of the staff.
* Patient Satisfaction survey
* Time motion study
* Collection and compilation of Quality Indicators
* Morning rounds of the hospital
* Internal Audits
* Review of Hospital Signages.
 |  Hosmac India Pvt Ltd.Mumbai  |  1 Oct 2011 – 25 Sept 2012 |

* **Worked on the following projects during internship:-**

|  |  |  |
| --- | --- | --- |
| * Study of working conditions of nurses and its effect on patient safety.
* To study the external disaster preparedness of the hospital.
* To study the hand hygiene compliance in the hospital.
* Gap analysis in quality assurance in the laboratory
* Observed the quality assurance guidelines existing in the laboratory and analyzed the gaps on the basis of NABL guidelines
 |  Dr. B L Kapur Memorial HospitalPusa road, Delhi  |  30th April 2011 – 30th June 2011  May 2010 – June 2010  |

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Masters in Hospital Administration** Specialization* Quality Assurance
* Human Resource
* Operations
 | Centre for Health Management Studies and ResearchBharati Vidyapeeth University,Pune | 67.78% |  2009 – 2011  |
| **B. Sc** Specialization - Zoology   | Hansraj College Delhi University, Delhi  | 70.81% |  2006 - 2009 |

**OTHER SKILLS**

**Software skills**

* Microsoft – Operating systems; Office, including Word, Excel, PowerPoint.
* Internet Browsers
* HIS/LIS

**Soft skills**

* Presentation skill – with or without PowerPoint
* Interaction skills – in a group and one-to-one

I have always been an integral part of a group when any presentations or projects have been given.

**EXTRA CURRICULLAR ACTIVITIES**

* Class Representative for two years in MHA.
* Actively participated in Organizing annual Fest (Aarambh) twice during MHA which was organized for the following causes:
* Fight against Terrorism
* A fun filled day with singing and dancing competition for differently abled children.

**WORKSHOPS/ SEMINAR ATTENDED**

* International Convention at Project Management Institute, Pune
* Clairvoyance 2009, TISS, Mumbai
* Healthcape, KEM hospital 2011

**PERSONAL DETAILS**

Date of Birth: 29 June 1989

Sex: Female

Nationality: Indian

Marital Status: Single

**DECLARATION**

I hereby declare that the information provided by me is true to the best of my knowledge and belief.

**Date:**

**Place: Delhi Neha Khandelwal**