

NEETHU V

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EXECUTIVE SUMMARY

A highly skilled MHA graduate from Manipal University. A talented and accomplished hospital administrator with diverse knowledge of providing quality healthcare services, capable of dealing with various administrative operations and skilled in maintaining relations with the hospital staff. Have sufficient knowledge about hospital economics, labour relations, and human resources and have proven management skills. Seeking for a position in a healthcare organisation to utilize my skills and abilities. Wishing to gain more experience in this profession by assisting the renowned medical organizations.

EDUCATION

2014-2016	Masters in Hospital Administration Key Subjects –Quality in healthcare, Human Resource Management, Marketing, Public Health, Accounts and Finance, Organisational Behaviour, Non clinical and Clinical Operations, Hospital Planning, Principles of General Management, Material Management, Health Economics, Medico legal Aspects, Operational research, Disaster Management.	Manipal University
2011-2014	BSc Biotechnology Subjects: Human anatomy, Physiology, Biochemistry, Microbiology, Genetics, Plant Biotechnology, Molecular Biology and Bioinformatics	Manipal University
May 2018	CERTIFICATIONS Anexus Europe – Lean and Six Sigma Green Belt Certified Quality Council Of India - 3 Days NABH-POI certification program	

KEY SKILLS

Communication

- Confident verbal skills developed by delivering various subject –related presentations in university and talks in conferences.
- Consistently high academic results evidence of good written communication skills
- Routine communications with patients as a Floor Manager, demonstrates knowledge of fluency of various languages.
- Debating on current issues in the hospital hurdle meetings on a daily basis.

IT Skills

- Specialized Microsoft office operating skills by dealing with course work completions and displaying of daily reports of the hospital setting.
- Good understanding of IT systems in a hospital environment. (HINAI, YASASII)

WORK EXPERIENCE

Oct 2018 – till date Operations head - Royal Bahrain Hospital Medical Center, Riffa, Bahrain

Roles and Responsibilities

- Supervising and directing the staff in daily operations, ensures high level of patient care.
- Spearheading business plans for the clinic to meet monthly and annual revenue targets.
- Consistently increase the business through service and marketing initiatives/strategies.
- Network at marketing events and corporates/ministries to drive business development.
- Liaising with the finance team and COO in setting the monthly and annual budget of the clinic.
- Analysis and review of key operational and financial metrics against the budget through monthly MIS.
- Works with accounts team to monitor OP revenue leakage on a daily basis and implementing systems to reduce the same.
- Delivering clinical operational performance against KPI's.
- Work closely with the finance team to develop and execute cost control methods / strategies.
- Managing inventory and making purchasing decisions. Daily monitoring of purchase orders.
- Reviews monthly/ annual profit and loss statement.
- Monthly tracking and reporting of referrals to the hospital.
- Identifying areas to improve the customer experience and monitors feedback.
- Interview and hire sales professionals.
- Facilitates Quality Assurance Audit processes to monitor compliance with NHRA and ACHSI accreditation standards, ensures regulatory inspection readiness.

Jan 2018- July 2018

Clinic Manager – Incharge , Narayana Health Electronic city, Bangalore

Roles and Responsibilities

- Chase up new business opportunities for the clinic to meet monthly /annual revenue targets.
- Implementing systems to maximize productivity.
- Implementing systems to improve the customer service experience and feedback.
- Handling communications and tie-ups with key clients and corporates.
- Overseeing the outbound camp and marketing activities of the clinic.
- Managing and assessing the needs of clinical, professional, administrative, and clerical staff.
- Overlooking the recruitment, development of, and appraisal of staff.
- Overseeing day-to-day operations of the clinic.
- Implementation and development of policies and directives.
- Planning, setting and monitoring the short term/long term budgets of the clinic.
- Monitoring the day-to-day expenses & inventory of the clinic.
- Analysing monthly/ annual profit and loss statement, and taking appropriate decisions.

**July 2016 to December 2017 Floor Manager/ Senior Executive -Operations /Administration
Narayana Health-Bangalore**

Operations responsibilities:

- Assessing and optimizing organizational and operational workflows
- Offering support, development and leadership to our team in non-clinical matters.
- Managing assigned departments to exceed budgeted financial expectations.
- Working in unification with the management team to methodically assess the efficiency and effective flow of clients throughout their visit to ensure the best possible practice while taking into consideration team workflow and demands
- Ensure smooth function of F &B, HK, Security, Laundry and other support services.
- To look into the complete operational efficiency by identifying process gaps & fixing the same

Patient care:

- Counsel the patients for complex surgeries and procedures.
- Keeping track of the patient's progress and patient follow ups.
- Accountable for OPD patient conversions to in patient.
- Financial counselling and also aiding the fundraising for the patients.
- Monthly reporting of the analysis of productivity.
- Patient feedback analysis
- Looking into the admissions, discharge process and the insurance formalities

Quality

- Oversee the process, procedures and equipment and other facilities employed to ensure highest standards are followed.
- Overseeing the safekeeping of all records and documents for auditing purpose.
- Prepare & maintain all Department MIS, forms & formats checklist
- To ensure timely delivery of the services as per the TAT set by the hospital.
- To ensure along with the manager that the hospital services are carried out as per the SOP's of the hospital.
- Part of the NABH implementation team.

Reporting:

- Maintaining database of all the cases and OT scheduling of the cases every day.
- Oversee materials managements and indents of materials.
- Ensuring ethical medical practice.
- Coordinating with the managers and following the hospital protocols as per NABH rules.

People management:

- Handling doctor issues and demonstrating problem solving skills.
- Participating in and facilitating conflict resolution.
- Assisting clients and employees with concerns to ensure the best possible outcome.
- Managing the staff liaise effectively with clinical and non clinical staff.
- Coordinating with doctors for marketing activities.
- Problem solving skills and critical thinking demonstrated whilst working alone as a MOD in the hospital .
- Flexibility and adaptability administered while working as a Floor Manager

PROJECTS

- MHA Project- Concepts of Microteaching in a tertiary care teaching Hospital.
- Biotech Project- Screening of Anti Cancer Metabolites from Fungal Endophytes.

POSTER PRESENTATIONS

- Presented a poster in Student Research Poster Competition held by Manipal University in 2014.
- PROJECT: Screening for anticancer metabolites from fungal endophytes

CONFERENCES ATTENDED

- CME on 'Emerging Trends in Hospital Management-2014' A.J. Institute of Hospital Management, Mangalore.
- HOSPICON-2015 on 'Exploring New Avenues in Healthcare', Sancheti Healthcare Academy, Pune.
- CME on Disaster Management- Planning, Preparedness and Response - 2015, 2014' A.J.Institute of Hospital Management, Mangalore.
- HiNCON-2015, 1st National Conference on Health Informatics, Manipal.
- 5th International Patient Safety Congress-2015, Apollo Hospitals, Bengaluru.
- SASH 2015 by Academy of Hospital Administration at Yenepoya Medical College, Mangalore

PERSONNEL:

DOB : 11TH April 1994

Marital Status: Married

Languages Known: English, Hindi, Tamil and Malayalam

Hobbies-Travelling and exploring, Music, Reading.

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REFERENCE: AVAILABLE ON REQUEST

