**Curriculum Vitae**

**Dr. Chaudhary Navin**

**Objective:**

A passionate and enthusiastic healthcare professional with over 2.5 years of experience in Operations and Quality and Medical, looking for Managerial role in Operations and Quality.

**Skill highlights:**

1. Developing, implementing and streamlining the processes in operations for various clinical areas

2. Accreditation standards for NABH

3. DMAIC and Six Sigma tool implementation

4. Good Analytical and Interpretation skills

5. Good Communication and interpersonal skills

**Education:**

* MBA in Hospital and Health care Management 2011-13, from **IIHMR, Jaipur**
* Six Sigma Champion from Indian Statistical Institute, Delhi (2015)
* Bachelor in Ayurvedic Medicine and Surgery (BAMS)- 2005 – 2011 , from Akhandanad Ayurvdiec College and Hospital, Ahmedabad, Gujarat.

**Experience:** 2.5 years

**Company Name: Narayana Health, Ahmedabad**

**Brief about company:** Narayana Multispeciality Hospital, Ahmedabad is tertiary care Hospital which is pioneer of affordable high quality healthcare in Gujarat. NH Headquarter is located in Bengaluru, and operates a national network of hospitals in India which includes 56 facilities in India and 1 in Cayman Islands.

**Position:** Assitant Manager/Incharge Administration with 10 Team Members directly reporting.

**Responsibilities: Assitant Manager-Administration (Operations and Quality)**

**Administration:**

* Process Owner ofOPD and Support Services which includes Billing/Health check-up/ Emergency/ Radiology/Pathology /Corporate Desk/EPABX/PEARLS.
* Leveraging skills in developing, coordinating and supervising day-to-day operation for smooth, efficient functions of the department and to deliver quality healthcare services through continuous training and refining all process as part of NH Service Excellence initiative.
* **Streamlining the Operations of OPD/Radiology/Pathology**

1. Implementing the TAT to monitor waiting Time for Consultation/Radiology Investigation and Reporting Time also waiting Time for Sample collection at Pathology.
2. Implemented Tracking mechanism for Call Center and PHC
3. Taking daily rounds to ensure the seamless functioning of the area
4. Addressing patient complaints to enhance patient satisfaction by reducing resolving time in PEARLS (Patient’s Complain logging System on Telephone.)
5. Supervising and ensuring proper discipline of staff in the designated areas.
6. To co-ordinate with the Consultants and supportive staff in day to day operations

* **Generate monthly reports:** Patient Satisfaction, Patient Complaints, Conversion report (Call Centre and PHC), and Various Financial Reports (Discount ,Refund and Cancellation).
* **Account Manager:** for Salesforce.com (CRM Product) which helps in Tracking the conversion and Revenue generation. Team member of Gateway (Conversion Project initiated from Corporate level).
* **Quality Team:**

1. Chapter Champion for NABH accreditation. Team member of core Quality Committee and had actively participated in Pre-assessment and Assessment for NABH in Feb and July - 2015 for Narayana Health.
2. Responsible for entire chapter for policy Making, Implementation, Indicators and Training.
3. Monthly capture, Data Analysis of Quality Indicators and carrying out CAPA.

**Milestones:**

* Securing NABH accreditation for Narayana Multispecialty Hospital as a Team Member
* Reduced the discharge ***TAT up to 60%*** for cash in ***2 months*** during the Discharge Process Owner
* Increased the planned discharges from 18% to around 60% in during the discharge process ownership by implementing Planned Discharge Card
* Increased conversion by tracking system through follow-up of Potential Patients
* Reduced Response and Resolution Time of complaint for (Internal and External Customer) to **15 Mins.**

**Dissertation and other Projects**:

* Turnaround Time of CT scan in Radiology Department
* Designing New Packages and Assessment of Preventive Health check-up services

**Other projects:**

1. Conducted a rural health survey as Know Your Rural Family Program (KRPF), IIHMR, 2011.
2. 2. A case study on Human Resource Management of S K Soni Hospital, Jaipur
3. 3.Team member for writing a research proposal for grant for Head and Neck Oncosugery Department.

**Conferences and Paper Presentations:**

* Presented Poster and published Abstract in Journal on “Child Healthcare -Challenges and Measures” at joint annual conference at Indian Public Health Association (IPHA) Gandhinagar, Gujarat Chapter- 2012.
* Presented and published paper at 1st National Conference Panacea on Indigenous Management Practices Wardha, Maharashtra on “HEALTH AND EQUITY”.

**Participations and Achievements**

* Awarded and Appreciated as Employee of the Month at Narayana Multispecialty Hospital for out-standing performance during NABH Assessment and Delivering highly satisfactory services in Operations.
* Attended three days workshop on Leadership by Narayana Health-Banglore and conducted by VP HR at Narayana Hospital, Jaipur between November 26 and 28, 2012.
* Appointed as a Physician in School health Program under Ahmedabad Municipal Corporation (AMC) in year 2010.

**Personal Details:**

Date of Birth: 21st February 1988

Nationality: Indian

Marital Status: Unmarried

**Contact Details:**

*Dr.Chaudhary Navin*

Asst.Manager-Administration

Narayana Health, Ahmedabad.