**Dr. MUKTA NAGPAL, BDS, MBA (HOSPITAL MANAGEMENT)**

**Local Address**: 116-B Humayunpur, Safdarjung Enclave, New Delhi, 110029

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Post Graduate Diploma in Hospital and Health Management (PGDHHM) from IIHMR Jaipur, Bachelor of Dental Surgery (BDS) from Rajasthan University of Health Sciences. 3 years of relevant work experience (1 yr. clinical, 2 yrs. Quality Management). Professional areas include implementation of quality management systems and standards (NABH), Proposal writing, Monitoring and evaluation, education and training.

**PROFESSIONAL EXPERIENCE**

**Assistant Consultant at Octavo Solutions Pvt. Ltd, Delhi**- March 2013 - till date.

**Job Responsibilities**

* Coordination and Support to the onsite consultants in implementing the Accreditation program. (Gap Analysis of 117 District Hospitals of Uttar Pradesh in context of NABH- A project of World Bank with Uttar Pradesh Government).
* Monitoring of 23 Government Hospitals in Uttar Pradesh (NABH accreditation project).
* Providing technical solutions for the process of NABH accreditation to our clients (Mata Chanan Devi Hospital, Jeevan Anmol Hospital, Jeevan Jyoti Hospital, and Park Hospital, Crystal Dental Clinic, Eye 7 Clinic).
* Gap Analysis of the hospitals and formation of Gap Reports. This Includes identification of Structural, Process and Outcome gaps.
* Preparing Time Bound Action Plan (TBAP).
* Smoothen the functioning of all departments- Clinical (Wards, I.C.U., Laboratory, Radiology, Emergency etc.) and Non- Clinical (HRD, Medical Record Department, Front Office etc.)
* Formulation of various Policy and Procedures in Hospitals as per NABH standards and ensure the implementation of the same.
* Development of Forms and Formats for documentation of Hospitals.
* Maintain Compliance with National, State and Local Regulatory Requirements.
* Monitoring, Evaluation and Improving the Clinical and Non Clinical Key Performance Indicators under NABH and preparing Monthly/ Quarterly and Yearly report of Hospital Progress.
* Work on TNA and schedule various On-job trainings for Doctors, Nurses and other staff.
* Organizing and Conducting training programmes on clinical and administrative processes under NABH for medical and paramedical staff (Infection Control, Operation Theatre Management, Radiation safety, Hospital safety, Disaster management, Bio-medical waste management, Medical record management, Linen and Laundry management, Inventory and Store management, Housekeeping services, Ambulance services, Fire management, etc.).
* Assist in selecting, managing and leading Cross- functional Committees and teams to analyze performance data against defined parameters.
* Collect data on actual performance and evaluate the degree of conformity to the standards through audits.
* Establish Continuous Quality Improvement activities across the departments of the Hospitals.
* Conducting mock drills (Fire, Cardiac arrest, Disaster etc.) for preparedness of Emergency situations.
* Guide in overall Quality Improvement and achievement of Accreditation.

**PROJECTS UNDERTAKEN**

**Projects during Post Graduation Curriculum**

**Park Hospital, Gurgaon**(March 2013 to May 2013).

* Gap analysis of a Multi-specialty hospital of Gurgaon, as per NABH Standards which included, Structural Gap analysis, documentation and review of manpower, equipment, infrastructure, processes including training, services & facilities provided, legal compliances etc against NABH Quality Management System.
* Conducting Gap Assessment based on NABH, Statutory Requirements, Structural – Manpower- Equipment Requirements, standards protocols.

**Fortis Flt. Lt. RajanDhall Hospital, New Delhi** (April 2013 to June 2013).

* Successfully completing the project on Medical Audit of Documentation procedure.
* Assisting in FICCI and Leadership Development Initiative project.
* Learning about surgical safety audit, Patient Identification audit and Preventive maintenance audit.

**IIHMR, Jaipur**

* Understanding Human Resource Management in an organization through a simulation exerciseby making a fictitious organization ‘Life care hospitals’ in December 2011.

**Professional Experience after graduation**

**One-Year Internship from Surendra Dental College and Research Institute, Sriganganagar(Rajasthan)**

* Worked for two months, each in Oral surgery, Conservative and ProsthodonticsDepartments.
* Have also worked for one month, each in Oral Medicine, Radiology, Pedodontics, Periodontology and Orthodontics.
* Also have 15 days experience each in Oral Pathology and Community Dentistry.
* Have organized free dental check-up in various village camps.

**EDUCATIONAL BACKDROP**

* **Post Graduate Diploma in Hospital and Health Management** (2011-13) - Institute of Health Management Research, Jaipur- First Division.
* **Bachelor of Dental Surgery** (2005-10) - Rajasthan University of Health Sciences- First Division.
* **Class XII** (Medical Stream) (2004-05) - Rajasthan Board of SeniorSecondary Education- First Division.
* **Class X** (2004-05) - Rajasthan Board of Senior Secondary Education- First Division.

**CONFERENCE and WORKSHOPS ATTENDED**

* Workshop on **Implementation of NABH standard by the Quality Council of India**.
* Pradanya” – National Conference at IIHMR, JAIPUR in 2011.
* Conference at All India Institute of Medical Science on Emergency Medical Services.

**EXTRA CURRICULAM ACTIVITIES**

* Assisted in a study on Utilization and Awareness about Emergency Contraceptive Pills among adolescence and married women in collaboration with ICMR and IIHMR.
* Member of accommodation committee of national conference ‘Pradanya’ held at IIHMR,Jaipur in 2011.
* Organized various Dental checkup camps during graduation.

**IT FORTE**

* Operating System: Windows (XP, 7 and 8), Mac.
* MS Office Tools: MS Word, MS Excel, MS Power point.

**Languages Known**: English, Hindi, Punjabi and Rajasthani.

**REFERENCE**

* Mr. Jagmohan Roy, Vice President- Octavo Solutions Pvt. Ltd. 9911388606 -[jagmohan.octavo@gmail.com](mailto:jagmohan.octavo@gmail.com)
* Mr. Anup Kumar Mishra, Senior Manager- Operations & HR, Octavo Solutions Pvt. Ltd – 8447426589 - [anup.ospl@gmail.com](mailto:anup.ospl@gmail.com)
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