

RESUME

Prem Nath Mishra
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Job Objective:

Looking for a position in a well organized and well reputed organization where I will be able to use my managerial skills, knowledge, abilities and experience to provide best quality services.

PROFESSIONAL EXPERIENCE

Four-year Working Experienced in Health Care Industry.

Current:-

Sr. Executive (Operations & Quality, April 13 to Till Date)

Vasan Eye Care Hospital, New Delhi Area India

Role and Responsibilities:

- Manage the OPD and advised Investigation procedures.
- Supervision of the floors that have been allotted to me.
- To coordinate activities between various departments, doctors, nurses and other health care professionals in the hospital to provide better patient care.
- Coordinating and communicating with the patients for any information as and when required by them.
- Conducts orientation program to new employees
Coordinates and liaises with external Consultants on employees training needs and arranges training schedules for employees.
- Evaluates the effectiveness of the respective training programs by obtaining feedback from employees
- Conducts interviews up to Senior Executive levels.
- Taking care of day to day admin, quality and operational activities, trouble shooting and business performances to achieve customer satisfaction and quality services.
- Preparing the Standard Operating Procedures & departmental manuals for the hospital as per NABH guidelines 3rd edition.
- Leading the hospital team (each department) for the implementation of NABH standards.
- Quality Indicators data collection, analysis & implementation of management tools such as PDSA, FMEA (Failure Mode & effect Analysis) for Quality Improvement.
- Root cause analysis & CAPA for various incidents at hospital.
- Monitor and update the QA Department Records Files Register Forms Soft copy.
Create, implement, collect data and prepare monthly report on Quality Indicators.

- Make sure that that the patients / attenders are kept comfortable at all times & make sure that to meet their requirements as laid down in hospital rules.

Past:-

District Quality Consultant:- Sep (2011) to October (2012) –Quality Consultant(NABH And ISO)

I have worked at Rural Hospital of Maharashtra Government with ACME Healthcare Consultancy as Quality Consultant for ISO 9001:2008,NABH And NABL Standards implementations.

Role and Responsibilities:-

- To coordinate, through organizational staffs, educational activities regarding quality systems, standards and other quality improvement methodologies.
- To prepare SOPs and quality manual in compliance with standards in consultation with relevant HOD's.
- To ensure the promotion of an awareness of customer requirements throughout the organization.
- To ensure that the process needed for quality improvement as ISO,NABH And NABL standards are established, implemented and maintain.

Regional Quality Consultant (NABH and NABL)

- Worked with consulting firm AHA, headquartered at Noida from January-August 2011.

I had work as Regional Quality Coordinator for NABH and NABL Standards implementation in Rural Hospital at Gandhinagar, Gujrat.

Role & Responsibilities

- Assisting core group in carrying out one day training at each CHC which among others will cover the NABH standards and steps to implement the same. The training will be attended by staff at CHC and relevant personal from the PHC's attached to that particular CHC.
- On site counselling of staff of PHC/CHC on implementation of the requirements pertaining to accreditation standards wherever required.
- Assisting core group in carrying out training on formation of quality assurance committee & orientation of committees on their functioning.
- Assisting core group in carrying out various other trainings required as per NABH standard.
- Analysis of the effectiveness of such training by carrying out patient satisfaction survey, employee satisfaction surveys etc.
- Assisting core group in carrying out training on Document & Policy development
 - ❖ SOPs
 - ❖ Manuals

VIMTA Group of Diagnostics, Noida, UP

Worked as a Lab Manager (Accessioning Dpt.) From March2008-March2009.

Roles and Responsibilities:

1. Performing test & Instrument Validations in the department.

2. Maintaining Quality Control & Assurance documentation in the departments.
3. All Routine and Special investigations including Stock Maintenance & Duty Roster.
4. Handling the special case and procedures.

Education:-

MBA and PGDHHM (2009-11).
 B.Sc.MLT (BMLT) from MANIPAL UNIVERSITY (2008).
 I.Sc (BIEC), Patna (2001).
 10th (BSSEB), Patna (1999).

Specialization

1. Quality Management & Accreditation
2. Human Resource Management

Computer skills:

- Microsoft Word
- Microsoft Excel
- PowerPoint
- Internet Applications

Achievements:

- Participated in the Speech and Finger-Lemon Trace Competition organized at District Level, and secured 1st position.
- I have received Star of the Month employee award in Vasan Eye Care.

WORKSHOPS / SEMINARS:

- National Meet on STD, HIV/AIDS Sex education and Reproductive Health & Hygiene by NACO (16-17th April,2007)
- A Workshop on Six-Sigma, Hierank Business School, Noida
- Quality Management in Hospital Operations, Academy of Hospital Administration, Noida (1st Nov. 2009)
- 5th National Quality Conclave ‘Leveraging Quality for Good Governance’ QCI, New Delhi (19-20 Feb.2010)
- National Conference on Best Practices in Healthcare Delivery 29th April 2011, Ahmadabad.
- International conference on Healthcare Infrastructure & Medical Technology 2nd – 5th February, 2011.

PERSONAL PROFILE

Date of Birth : 27:09:1984
Address for Communication : House No. 1856 (3rd Floor), S.Ravi Das Ngr (Near South Ex. I), New Delhi, PIN-110003
Languages known : English, Hindi, Maithili
Marital Status : Unmarried.
Nationality : Indian.
Sex : Male.
Hobbies : Travelling, Poem writing, Worship
Strength : I plan and schedule things properly before doing it. I am punctual and work hard to complete the task given to me.

Weakness : Nil
Place : Delhi

(Prem Nath Mishra)