

CURRICULUM VITAE

DR. SMITA SAXENA



Phone no:- 919871134467(India)
Email id: smitasaxena01@gmail.com
Contact Address: Vikas Puri
New Delhi -18

OBJECTIVE:- To obtain a position where I can maximize the use of my multifaceted skills including operations and quality management , project management , accreditation , training experience and patient service

PROFESSIONAL EXPERIENCE:-

LLH HOSPITAL, MUSAFFAH, ABU DHABI (UAE) **OPERATIONS EXECUTIVE**

MARCH 2014-MARCH2016

- Managing day to day hospital related operational activities in coordination with internal / external departments for smooth business operations.
- Working with the management team and medical leadership of the hospital, serving as a resource to help reduce costs, enhance revenues, achieve effective utilization and quality goals and objectives, analyze and utilize information to develop and support management decisions.
- Participates with the leaders of the governing body, management and medical staff in development of hospital plans, programs and policies.
- Managing proper intake and outbound documents, patient condition according to the designated policies and procedures of facility.
- Conduct customer feedback analysis and implementing the corrections/recommendations.
- To meet with staff members to interpret changes in operational procedures
- Ensuring compliance with government regulatory agencies and accrediting bodies.
- Coordinating and organizing awareness trainings for SKEA (sheikh khalifa excellence award) for which the organization was awarded the SKEA APRECIATION AWARD in November 2014
- Collecting and analysis of data for Quality Indicator in line with the JCI standards.
- Handling functional areas such as health insurance, continuous quality improvement, costing & utilization protocols related to hospital operations
- Preparation and analysis of various OT and pharmacy related statistics
- Supported and implemented Quality improvements projects .

- Initiated the post discharge feedback calling system whereby my role was to call the discharged patients and assess their satisfaction with regards to services provided by the hospital and resolve any concerns highlighted by the patient
- Designed the brochure of International Patient Safety goals by HAAD (Health Authority of Abu Dhabi)
- Analyzing and submitting reports on data of the quarter (January to March 2014) for incidents reports, patient complaints and different codes.
- Spearheaded the Complaint Management system which included segregating the daily patient complaints based on department and then forwarding it to concerned head of department for closure of same, along with root cause and corrective and preventive action analysis.
- Analysis and submission of quarterly report of 'On-going Professional Practice Evaluation' for all the doctors.
- Coordinated the process of ensuring JCI accreditation standards continue to be adhered to and upgraded as required.
- **Successfully completed JCI –reaccreditation** (January 2015 – December 2015)
Successfully coordinated by performing as Key team member in JCI Re-accreditation 2015.
Getting policies and procedures in compliance with standards of JCI (Joint Commission International) for the assigned department.

Auditing services and department for ascertaining the compliance to JCI standards.

PROJECTS UNDERTAKEN:

- **Monitoring compliance of international patient safety goals of JCI (LLH HOSPITAL)**
GAP analysis was done to find the compliance rate of various hospital policies with respect to the policies procedures, SOP's, infrastructure according to the JCI chapter.
- **PDCA on OT Utilization (LLH HOSPITAL)**
Issues leading to improper utilization of OT were analyzed over a period of 6 months and measures were developed to improve the utilization along with decreasing the overtime allowance of the OT staff by 50 %

MAX SUPER SPECIALITY HOSPITAL, NEW DELHI

SUMMER INTERN

APRIL2013 - JUNE2013

- Waiting time for consultation in Out Patient department-
I was responsible to research the current status of waiting time, map the entire process and work out gaps and suggest the changes that could be implemented
- Conducted assessments in relation to safety , health and environmental issues across various departments of the hospital;

- Responsible for implementation of 5'S in the report dispatch area
- Conducted assessment of patient medication in inpatient department (BCMA-bar coded medication administration)

CHANDRA DENTAL CLINIC:- LUCKNOW

ASSISTANT DENTAL SURGEON

MAY 2011-DECEMBER 2011

- Responsible for the physical examination, check up, diagnosis, treatment and assessments of the patient.
- Check up of patient and prescribe relevant pharmaceuticals or referrals to specialists.

WORKSHOPS / SEMINARS ATTENDED:

- “ An International Conference on Enhancing Health, Wellbeing and Sustainability - Opportunities, Challenges and Future Directions(2013)” organized by Niramala Niketan College Of Home Science, Mumbai
- National Human Resource Development Network (NHRDN) Student Conference 2013: Shaping Careers-Lessons from veterans held in Jaipur
- St. Xavier's National Conference on Management Strategy and Innovation, on February 2013.
- National Conference on Healthcare market pradanya 2012 at IIMMR Jaipur.
- Active participation in various school dental health screening and treatment camps and programmes.

ACHIEVEMENTS:

- Trained and tested in LEAN healthcare management
- Successfully implemented the 5's in the report dispatch area at Max Super Speciality Hospital , New Delhi
- Qualified to render CPR (Cardiopulmonary resuscitation) by Indian Red Cross Society, New Delhi
- Participated in organizing the P.D.Agarwal Blood Donation Drive- 2012 held at Institute Of Health Management Research, Jaipur.

EDUCATIONAL QUALIFICATIONS:

Course	Institution	Board/University	Year
Post Graduate Diploma in Hospital and Health Management	Institute of Health Management Research, Jaipur	All India Council of Technical Education	2012-2014
Bachelors of Dental Surgery	Kanti Devi Dental College and Hospital Mathura	Dr. B.R.Ambedkar University, Agra	2005-2011

PERSONAL PROFILE

Parents : Mr. J.N.Saxena ,Mrs Jayanti Saxena
Date of Birth : 01 June, 1985
Sex : Female
Marital Status : Unmarried
Languages Known : English, Hindi

REFERENCES:- On request