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Anisha Catherine Dhan

CAREER OBJECTIVE

To be a successful professional in the field of Hospital and Healthcare Industry and to have a long and successful association with a well reputed firm and become an expert in hospital planning as well as other healthcare industries. Open to acquire experience and knowledge by working in Hospital and Healthcare Industry.

EDUCATIONAL BACKGROUND

POST GRADUATION: Jamia Hamdard, Jamia Hamdard University, New Delhi (2013-2015)

Course of Study: MBA in Healthcare and Hospital Administration
Specialization: Healthcare Management
Aggregate Percentage: 75% (CGPA -8.6)

GRADUATION : Vardhman Mahavir Medical College and Safdarjung Hospital, New Delhi

Course of Study: BSc.(Hons)Nursing
Aggregate Percentage: 75%

SKILLS:

1. 45 days internship at Saket City Hospital, New Delhi as a part of summer internship on the topic “To study the process of recruitment and selection at Saket City Hospital, New Delhi.” The key skills learned are:
 - a. Process of recruitment and selection
 - b. Auditing process
 - c. Updating master data
2. **Health planning project on Tuberculosis**

- a. Project name “**DISHA- a way to cure tuberculosis**”
 - b. Population coverage: **Sangam Vihar**
 - c. Using Logical Framework Analysis conducted street walk to make chappati diagram, identify stakeholders and their problems and then formulated strategies to solve the problems by linking with our objectives.
3. **Proposal for data collection agency for health and nutrition in Bihar**
- a. Using formative research design, a proposal was made for concurrent monitoring of health and nutrition in Bihar.
 - b. The proposal included the mapping, strategy, staff administration and budget allocation for the project.

WORK EXPERIENCE

**District Combined Hospital,
Noida Uttar Pradesh**

**Date of joining with present organization-27-01-2016 working till date (5 months)
Designation-hospital manager**

PROFILE/RESPONSIBILITIES

- Manage, Supervise And Help All Categories Of Staff In Accordance With Public Service And General Workers’ Regulations. Orientation Program Is In Place For All New Entrants, Carrying Out Exit Interviews, Satisfaction Surveys (External And Internal Customer), Time Motion Studies Etc.
- Coordinating The Activities Relating To The Quality Assurance Program In The Hospital And NABH Accreditation Process
- Assessing And Establishing Lab Quality, Imaging Quality, Record Maintenance, Infection
- Oversee Grievance Handling And Patient Related Issues And To Intimate The Higher Authority For Redressal.
- Manpower And Training Related Issues: Training Need Assessment Attends Meetings,
- Workshops, Seminars To Build Capacity For Efficient Execution Of Duties And Responsibilities For Self And Staff.
- Quality Indicators, Drug Procurement and Inventory Control System, PIS, And Monitoring.
- Ensure The Working Of The Data Entry Operator And Data Collection At Facility Level And

Transmission To PSU-UPHSSP And DGM&H.

PREVIOUS WORKING EXPERIENCE

OCTAVO SOLUTIONS PRIVATE LIMITED

Kailash Colony, New Delhi ,India

Dt. of Joining with present company – 26.02.2015 –till 26.01.2016 (11 months)

Designation – Management Consultant

PROFILE/RESPONSIBILITIES

A. QUALITY ACCREDITATION:

- Under Government of India, 23 Districts of Uttar Pradesh has been undertaken for the **NABH Accreditation Process** under Uttar Pradesh Health System Strengthening Project, I am presently an active onsite consultant of **District Hospital Gautam Budha Nagar**.
- **Support the technical team** to provide assistance in 23 District Hospitals of Uttar Pradesh.
- Visit/Audit to **Dayanand Medical College and Hospital, Ludhiana, Punjab** for assessment and closure of gaps before the final assessment of NABH by Quality Council Of India.
Preparation Of Internal Audit Report, Corrective and Preventive Action Report and Root Cause Analysis.
- Visit/Audit to **District Hospital ,Moradabad, Uttar Pradesh** , for the identification and closure of gaps before Entry Level Assessment of NABH by Quality Council Of India
Visit/Audit to **Crystal Dental Centre , Vasant Vihar ,New Delhi** , for the identification Cause Analysis.
- Visit/Audit to **District Hospital ,Moradabad, Uttar Pradesh** , for the identification and closure of gaps before Entry Level Assessment of NABH by Quality Council Of India
- Visit/Audit to **Crystal Dental Centre , Vasant Vihar ,New Delhi** , for the identification and closure of gaps before Entry Level Assessment of NABH by Quality Council Of India

B. SPACE PLANNING

C. HOSPITAL PLANNING

Currently working on **Financial Projections** of Fiji Hospital, South Pacific,Ociana.

- Fund Flow
- Revenue Statement
- Project Income and Expenditure

Projects Undertaken			
Serial No	Name of the Hospital	Bedded	Area
1	Malappuram Cancer Centre And Research Institute, Kerala	300	4 Acres
2	Eril Hospital and Research Institute,Jodhpur,Dhanbad	500	7.6 Acres
3	Norvic Hospital ,Nepal	100	3.6 Acres
4.	Presently Working On Fiji Hospital,Ociana	100	2 Acres

D. PREPARATION OF CAPA (CORRECTIVE AND PREVENTIVE ACTION) REPORT:

- District Hospital,Gautam Budha Nagar,Noida,Uttar Pradesh
- AMRI Hospital, Bhubaneshwar
- Dayanand Medical College and Hospital,Ludhiana,Punjab

SKILLS SETS

Skill	Level	Years of Experience
Microsoft Office	Intermediate	2 Years

SPSS	Intermediate	2 Years
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LANGUAGES

SKILL	LEVEL
Hindi	Fluent in Reading and Writing
English	Fluent in Reading and Writing

PERSONAL INFORMATION

Nationality:	Indian
Birth date:	11.08.1991
Gender:	Female
Marital Status:	Single
Number of Dependents:	None

REFERENCES

SERIAL NO	NAME	DESIGNATION	PHONE NUMBER	EMAIL ID
1	Dr. Shibu John	Head Of Department, Faculty Of Management , Jamia Hamdard, New Delhi	+91-9873668705	shibu.john14@gmail.com
2	Dr. Anup Kumar Mishra	Senior Manager in Operations and HR	+91-8447426589	Anup.ospl@gmail.com
3	Dr. Nagendra Mohan Mathur	Chief Medical District Combined Hospital , Noida	+91-9205691565	hospitalnoida@gmail.com

DECLARATION

I do hereby declare that the above-furnished information is true to the best of my knowledge.

Date:

Place: New Delhi

Anisha Catherine Dhan