

Dr. Kaushalendra P. Singh

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Work Experience:-

- **Assistant Manager Operations & Medical Quality (Max Healthcare) (July14 – present)**

Operations:

- Administration of Emergency, OT, IPD / Wards, Housekeeping & F&B departments.
- Taking responsibility of Hospital Operations in absence of Medical Superintendent.
- Spearheaded these departments in terms of overall streamlined functioning, Operational Issues & Assistance, Grievance Redressal, Customer concerns and complaints related to Medical Services.
- Coordinate with all clinical departments & support services for smooth functioning including manpower justification, training, coordination between departments, possible cost cutting. Liaise with HR for manpower, equipment & other resource optimization.
- Oversee financial counselling, patient counselling and handle the grievances if any.
- To smoothen the functioning of all the departments – Clinical (Wards, ICU, Laboratory, Radiology, Emergency etc.) & Non-Clinical (HRD, Medical Record Dept., Maintenance & Engineering Services, Front Office Housekeeping, F&B.)
- To ensure timely & effective Patient's care services & hospital support services.
- Developing policies and procedures to streamline all the processes operational within System.

Medical Quality:

- NABH Accreditation coordinator during NABH Accreditation Pre and Final Assessments at the hospital.
- To develop & refine policies and procedures and to ensure implementation of the same.
- Monitoring compliance to NABH standards, quality standards, patient safety & take necessary steps in consultation with Zonal Manager & central team.
- Hospital wide Training on Quality.
- Collect data on actual performance and evaluate the degree of conformity to the standards through audits.
- Report quality improvement outcomes to the management and recommend measures to improve health care processes.
- Other activities included – chairing & coordinating committee meetings, supervising & co-ordinating Safety rounds, Audits, Mock Drills.
- To Assist hospital in achieving the Quality Accreditation & ensure CQI.
- To manage the development and implementation of goals, objectives, policies, procedures and systems pertaining to the quality.
- Liaising with staff and ensuring the execution of corrective and preventive action and compliance.

- **Assistant Consultant Quality** **(Feb'14 - Jun'14)**
Octavo Solutions Pvt. Ltd
 - Worked with NABH Accreditation consultancy.
 - Pre NABH assessments of Hospitals on the basis of structure, process, outcomes.
 - Preparing gap reports after analysis and providing consultancy to client organizations about budget & implementation of reports.
 - Providing consultancy to organizations to achieve NABH Accreditation.
 - To arrange for external audit (NABH) as required and ensure completion of corrective actions on non-conformance raised during external audit.

- **Medical Officer** **(July'11- Jun'12)**
Navin Hospital, Greater Noida
 - Worked as a RMO.

- **Resident Medical Officer** **(May'09- Jun'11)**
Mohan Hospital
 - Worked as a RMO.

- **Management Trainee** **(April'13-May'13)**
Fortis Hospital, Noida
 - Study and Analysis of “Delay in discharge of TPA patients”.

Education:-

- **Indian Institute of Health Management & Research (IIHMR, Jaipur)**
Post Graduate Diploma in Hospital Management (PGDHM, 2012-2014)
 - Attended “Nation Conference on Management Strategies and Innovation” at St. Xavier’s collage Jaipur.
 - Attended “Pradanya” 17th National Conference on Healthcare Market 2020, “International Conference on Healthcare India” opportunities, challenges & innovations at IIHMR Jaipur.
 - *Activities and Societies:* Active team member in organizing committee at both school and college level. Winner in cultural activities and Sports competitions at college level.

- **CSJM University, Kanpur**
BAMS (2004-2009)
 - *Activities and Societies:* Active team member in organizing committee at college level. Winner in Sports (Cricket) competitions at college level.