

Curriculum Vitae

Dr.Indu Bala

Objective

A passionate and enthusiastic healthcare professional with over 2 years of experience in Quality and Systems, Medical Administration and Hospital Information systems implementation, looking for Managerial role in Quality and Systems.

Skill highlights

1. Planning Hospital wide Quality Improvement program using Project Management Tools such as GANT chart.
2. Accreditation standards for JCI, JCQHC and NABH
3. Clinical Audits
4. DMAIC and Six Sigma tool implementation
5. LEAN tools-5S,PDCA
6. Japanese Quality tools: KYT, KAIZEN, Kanban, Toyota Production System, Time series analysis etc.
7. Good Communication and interpersonal skills

Education

- Post Graduate Diploma in Health and Hospital Management /MBA in health care Management (PGDHM) -2011-13, from **IIHMR, Jaipur**
- Bachelor in Ayurvedic Medicine and Surgery (BAMS)- 2004 – 2010 , from Shri Krishna Government Ayurvedic College and Hospital, Kurukshetra and Civil Hospital Rohtak

Experience: 2 years

Company name: Sakra World Hospital, Bangalore

Brief about company: Sakra World Hospital (A unit of Takshasila Hospitals Operating Private Limited) is a joint venture company between Kirloskar Group, Toyota Tsusho and Secom Hospitals. It is India's first MNC hospital committed to the advanced medical care.

Position:

Assistant Manager: Medical Admin: From June 2013 to July 2014

Assistant Manager: Quality and System: From July 2014 to Present

Responsibilities:

Assistant Manager- Quality and Systems

- Preparation and Implementation of JCI, NABH and JCQHC(Japan Council for Quality Health Care) standards across the hospital
- Implementation and Monitoring of Quality Improvement Programme
- Preparation, validation, Gap analysis of SOPs/Policies for various areas as per NABH and JCI requirements
- Prepared JCI hand book to facilitate the employees in understanding the JCI requirements
- Monthly capture, analysis of Quality Indicators and carrying out CAPA
- Audits and audit closures:
 - a) Internal audits for Clinical and non-clinical areas
 - b) Part of Various external audits carried out by Secom
 - c) Patient file audits
 - d) Focussed audit for lab(during NABL preparation), Medication management in various areas, IPSPG goal adherence
- Carried out various trainings across hospital
 - a) Incident and sentinel event reporting system,
 - b) JCI and NABH awareness,
 - c) Quality indicators
 - d) SOPs
 - e) IPSPG goals
 - f) Medication Management
- Active member of various hospital committees:
 - a) Blood Transfusion committee,
 - b) Infection Control Committee and
 - c) Quality and steering committee.
 - d) Have experience of organizing and coordinating and closing the Minutes of meeting for Mortality and Morbidity Committee meetings on monthly basis.
- Implementation of continuous quality Improvement activities using 6 Sigma and Lean methods

Assistant Manager-Medical Administration

- Manager-Ward, Cath Lab, Cardiac ICU, Laboratory, Blood Bank, Dialysis and Endoscopy
- Operationalizing the Dialysis unit of the hospital:
 - a) Took a lead in terms of coordination and signing MOUs with the vendors,
 - b) Coordination with the Consultants for preparation of SOPs, forms and formats, Dialysis Hand book
 - c) Coordination with in house project team
 - d) Coordination with HIS module Customization & implementation
 - e) Carrying out Mock Run before operationalization
- To monitor and streamline the Medical Operation

- a) Taking daily rounds to ensure the seamless functioning of the area and
 - b) addressing patient complaints to enhance patient satisfaction
 - c) Supervising and ensuring proper discipline of staff in the designated areas.
 - d) To guide & co-ordinate with the Medical officer and supportive staff in day to operations and
 - e) To initiate and implementation various Quality initiatives.
- Discharge process campaign across hospital.
 - Chapter champion for COP(NABH)
 - Closure of internal audit findings for the assigned areas
 - Active file audits as per NABH and JCI requirements

HIS Implementation:

- Module owner for various clinical areas: Laboratory, Blood bank, Speciality modules(Day care services: Endoscopy and Dialysis) and Cath lab
- Worked on Wipro HIS, Moksha (RIS and PACS) and Atharvan HIS for various HIS modules during project and implementation phase
- Suggesting and sharing the requirements with in house and outsourced IT for incorporating into HIS to make the system more user friendly and meeting the optimal needs of the customers
- Extensive testing and retesting of new release, User Acceptance testing of various modules with the help of predefined test scenarios as well as the suggested test scenarios to find out the errors and bugs also Doing away with the redundant steps in the Screens to help complete the flow in application
- Preparing CRD(Customer requirement document) for critical additional features requested by end user
- Regularly interacting with various end users to understand their requirements and delivering their requirements to the best of knowledge
- Doing master entries in the application to help complete the circle of application.
- Training of End users and preparation of the training material

Time Period: May 2010 to May 2011

- Resident Medical Officer at Delhi Hospital and Nursing home, Bahadurgarh.

Milestones

- Securing NABL accreditation for Sakra World Hospital
- Secured Asian Hospital Management Award, 2014 as a team member
- Trained in Japanese quality tools and accreditation standards

- Reduced the discharge **TAT up to 40%** for cash and **up to 30%** for TPA in **15 days** during the Discharge campaign project
- Increased the planned discharges from 42% to around 80% in month during the discharge campaign project
- Scholarship holder for good academic performance from IIHMR, Jaipur
- Secured 4th rank at state level in Haryana B.A.M.S. entrance examination 2004.
- College topper in Final Prof of graduation
- Awarded as Ayurvedvisharda and scholarship by Himalaya Drug Company for outstanding academic achievement in graduation.

Dissertation Project-

- Organisation: Sakra World Hospital, Bangalore
- Time Period: Feb 2013 – June 2013
- Topic: Developing Process based Clinical Quality Indicators for upcoming Sakra World Hospital

Internship and other Projects:

- 2 months of summer internship from **AIIMS, New Delhi.**
- Projects:
 1. Process mapping, Time Motion Study, Patient Satisfaction and Gap Analysis of Admission and Discharge of patient in AIIMS (Main Hospital), New Delhi
 2. Patient assistance services of AIIMS(Main Hospital)
 3. Case study on training need assessment of Medical Social Service Officer (MSSO)
 4. Observational Study on various departments of AIIMS. Departments covered were OT, ICU, IPD, OPD, CSSD, Laundry, Manifold, NICU, Kangaroo Mother Care etc.
- Other projects:
 1. Conducted a rural health survey as Know Your Rural Family Program (KRPF), IIHMR, 2011.
 2. A case study on Human Resource Management of Tagore Hospital, Jaipur

Conferences and Paper Presentations

- Presented and published a paper titled “Universal Immunization Program- Major Challenges and Managerial Interventions”, at Joint Annual Conference of Indian Association of Preventive & Social Medicine held at IIPH, Gujarat in 2012

- Presented and published a paper titled “Rural Health Care Delivery System- Major Challenges” at 1st National Conference PANACEA-2012 on Indigenous Management Practices held at Wardha, March 2012.
- Presented and published a paper titled “Human Resource in Health Sector” at 1st National Conference PANACEA-2012 on Indigenous Management Practices held at Wardha, March 2012.
- Delegated in 8th Biennial Conference on Medical Informatics held at AIIMS, New Delhi, 2012
- Delegated in NHRDN student conference 2012: From Campus to Corporation, held at IIHMR, Jaipur.

Extracurricular Activities

- Won First Prize as a Team in the In-house Rangoli Competition, Sakra World Hospital
- Participated as Judge in various activities as Patient Identification Campaign, Nursing Quiz on Blood transfusion, Nursing Quiz competition
- Active member of the Placement Committee of IIHMR, 2011-13
- Awarded as Best Singer of the college twice during graduation
- Awarded as Best Speaker of the college during graduation

Personal Details:

Date of Birth: 02 February 1986

Nationality: Indian

Marital Status: Married

Reference:

Mr. Deepak Agarkhed

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