

DR.NITIN SINGH CHAUHAN (BDS, MBA, CHQM)

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“Excellence is not a skill. It is an attitude”

OBJECTIVE:

To work in a Healthcare Organization that gives me a potential for consistent growth and to duly contribute for the achievement of the objectives and advancement.

STRENGTH

- Flair for understanding organizations work culture.
- Good Communication Skills.
- Ability to work in a team and willingness to learn.
- Working with a feeling of Empathy at the Workplace.
- Self-Motivation and Interest in exploring and understanding advancement in the field of Healthcare.

SUMMARY/ EXPERIENCE

Working as Hospital Administrator at Indian Spinal Injuries Centre, Vasant Kunj, New Delhi from 1st March 2014.

● **Job Description:**

- ✓ To look after the functioning of the hospital during morning and evening shifts under guidance of Medical Superintendent.
- ✓ To monitor timely start up of morning O.T. surgeries under guidance of Additional Medical Superintendent.
- ✓ To monitor the pharmacy and consumables report of free bed patients on daily basis and reduce any deviations from targeted maximum daily expenditure.
- ✓ On daily basis to check detailed bill of two inpatients (cash and insurance patients).
- ✓ To monitor smooth discharge process and admission process. Solve any issues related to admission, billing, corporate desk and wards.
- ✓ To monitor smooth functioning of Out Patient Department and supervise patient care executives.

- ✓ To personally assist VIP guests or High ranked Corporate/Government/Defence Officials.
- ✓ Actively engaged in audits related to Legal compliances, NABH Compliances.
- ✓ Disaster Management Trainer for the hospital.
- ✓ Monitor Emergency Department response time by CMO, Junior Residents and Senior Residents.
- ✓ Monitor recording of Medico Legal cases & inform to Police for Internal and External MLC by CMO.
- ✓ Attend internal meetings as and when called by M.S. / M.D.
- ✓ Report any non compliance related to active medical record of patient to the Quality Manager.
- ✓ Resolve any administrative problem.
- ✓ As Night Administrator, take complete rounds of the Hospital and solve any grievances/issues.
- ✓ During night to monitor alertness of residents, clinical staff, supportive staff and security staff.
- ✓ To get financial clearance for next day O.T. and Pre- anaesthetic clearance along with necessary investigations.
- ✓ Report any sentinel event or untoward incident in detail with conclusion to the M.S. or M.D. through e-mail as well as report book.
- ✓ To monitor all new admissions in detail regarding response time of residents and nursing staff, starting of treatment.

- **Floor Manager under Administration Department at Kailash Hospital and Heart Institute, Noida, India from 22nd June 2013 to 22nd February 2014.**

- **Job Description:**

- ✓ Entire Management of the assigned floors.
- ✓ Taking Daily rounds in the ward and resolving Patient Grievance and Queries.
- ✓ Monitoring financial status of admitted patients (Cash and Credit).
- ✓ Coordinating with Consultants, O.T. Manager, T.P.A. Manager, Billing Manager and Administration Head for smooth functioning of Inpatient Department.

- **Management Trainee at P.D. Hinduja National Hospital & Medical Research Centre, Mumbai, in BPR (Business Process Re-engineering) Department, from 1st December 2011 to 14th June 2013.**

- **Job Description** : Involved in various projects like :

- ✓ Business Process Re-engineering and implementation of IT solutions for Hospitals.
- ✓ Process Mapping of OPD, IPD and HRD.
- ✓ Planning for Technological Up gradation of Time Attendance and Access Control from RFID system to Palm Vein Biometrics System.
- ✓ Actively engaged in the Customization, Testing and Implementation of Care 5000 Healthcare Management Information System (HMIS) at Hinduja Hospital.
- ✓ Actively engaged in HR Management System Implementation. Comparison and follow up with vendors providing solution for new HRMS.

- ✓ Organizing Demonstrations and Training Program for key users of OPD and IPD for HMIS; and for key users of HR and Time Attendance Office for HRMS.
- ✓ Actively engaged in Quality Check of Medical Records for Document Imaging Project.
- ✓ Training key users from Marketing, Costing and OPD Billing for Care 5000 “Tie-up and Entitlement, Registration, Appointment, Billing and Payment” Modules.
- **Worked as a Dental Practitioner from 1st January 2010 to 1st July 2010 in Jaipur, Rajasthan, India.**

SUMMER TRAINING

S L RAHEJA HOSPITAL (A Fortis associate) Mahim, Mumbai

- ✓ **Project Title: “Audit of Surgical Safety in S.L.R.H. As per WHO Guidelines for Safe Surgery & Study of Flow of Admission and Discharge process”**

Description:

- Studied the current safety protocols in the Operation Theaters.
- Quality check of 5 months records following up WHO guidelines documents for Safe Surgery.
- Recommended inclusion of WHO Safe Surgery Format in the MRD for maintaining quality standard in OT.

FINAL PROJECT

P.D. HINDUJA HOSPITAL & MRC, Mahim, Mumbai

- ✓ **Project Title: “Complete Enhancement and Re formatting of Patient related Out Patient Billing Documents for new HMIS”**

Description:

- Studied the currently used formats of Out Patient Billing Documents (Billing, Payment, HPC and Registration form).
- Studied the formats of Out Patient Billing Documents (Billing, Payment, HPC and Registration form) defined in the New HMIS CARE 5000.
- Revision and Enhancement to design new formats which will be apt for new HMIS from the point of necessary information contained and technical consideration.

ACADEMIC CREDENTIALS

- **CHQM (Certificate in Healthcare Quality Management) from Apollo Hospitals-Medvarsity with 88.3% in final exam.**
- **Master of Business Administration, Health and Hospital Management:** Dr. D Y Patil University, Mumbai
70% aggregate of all Semesters.
- **Bachelor of Dental Surgery (BDS):** Jaipur Dental College, Rajasthan University of Health And Science, Jaipur, Year of Passing 2009 with 60% Aggregate of all 4 years.

- **H.S.C:** CBSE, Kendriya Vidhyalaya Ballygunj, Kolkata. Year of passing: 2003 with 71% aggregate.
- **S.S.C:** CBSE, Kendriya Vidhyalaya CLRI, Chennai. Year of passing: 2001 with 70% aggregate.

ADDITIONAL SKILLS

- Marketing Head in National Conference on Hospital and Health Management “Kairos”, organized in year 2011.
- **Technical skills:** MS Office, photo shop.

PERSONAL DETAILS

- **Date of Birth:** 20th June 1986
- **Family:** 4 members, Father serving in Ministry Of Shipping as “Deputy Director General”, Mother is a Housewife and Wife is Ayurveda Doctor .
- **Address:** C/O Capt. J.S. Chauhan, 11-B, Nilgiri- III, Sector 34, Noida, U.P. 201301
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REFERENCE

- 1) Dr. Durgesh Bailoor, Senior Professor, Oral Medicine and Radiology, People’s Dental College, Bhopal(M.P.), Contact Number: +919179584504
- 2) Dr. Sabina Sheikh, Hospital Administrator, Govt. of Gujarat, Jamnagar (Guj.)
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- 3) Mr. S.N. Dubey, Deputy Administrator, Kailash Hospital and Heart Institute, Noida (Uttar Pradesh)
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- 1) Dr. Jyothi Gottipamula, Manager, Prince Ali Hospital, Mumbai
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