



Dr.Omveer Singh Baghel(PT)
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Academic Profile-

- Master in Hospital Administration (MHA) 2010-2012
- Bachelor in Physiotherapy (BPT) 2003-2008
- Certified Internal Auditor-NABH

Work Profile-

Health care professional with Quality Improvement, Patient Safety, Risk Management and Accreditation experience, working actively with Health Care Sector for the last 5 years.

WORK EXPERIENCE

ASSISTANT QUALITY MANAGER- Aug 2014 – Today

Pushpanjali Crosslay Hospital, Ghaziabad, India

Serve as a resource for quality improvement work focused on the following goals: Patient care and support of systems to achieve high quality, process efficiency, and safe and reliable patient care.

- Consults with administrative and medical staff Managers, department heads, and critical committees as appropriate to finalize and advance the project goals. Where monitoring functions and activities are performed, and preparation and maintenance of minute of various committee meetings.
- Provides strategic oversight of proactive and reactive patient safety activities including root cause analyses, failure mode effects analyses and Sentinel Event Alerts in regards to the facilitation of process, planning, implementation and evaluation of effectiveness of process changes.
- To maintain proper and accurate filling of all documentation related to quality and accreditation.
- To audit various clinical and non-clinical departments.
- To be responsible for analysis of Key Performance Indicators, along with 64 mandatory indicators given by NABH.
- To prepare the departmental presentation required time to time.
- Responsible to prepare audit checklist for various process and department.

QUALITY OFFICER- March 2013 – June 2014

Jabalpur hospital and Research Centre, Jabalpur Area, India

Responsible for planning, administration, and monitoring of consistent readiness of all quality management, regulatory requirements, and quality improvement processes, and coordinate Risk Management and compliance for hospital efforts to monitor and maintain compliance with all regulatory, State, Federal government, and National Accreditation Board for Hospital and Healthcare Organization standards.

- Provides overall direction necessary to ensure that clinical services are provided in accordance with standards established through state and federal regulations and NABH accreditation standards, including the National Patient Safety Goals and that are evidence-based.
- Provides strategic oversight of proactive and reactive patient safety activities including root cause analyses, failure mode effects analyses and Sentinel Event Alerts in regards to the facilitation of process, planning, implementation and evaluation of effectiveness of process changes.

- Assesses entity compliance with accreditation standards and regulations related to clinical care in collaboration with entity leadership and staff. Identifies areas of vulnerability and directs the development of strategies to enhance compliance.
- In conjunction with the medical staff and system leadership, directs and coordinates safety/quality/performance improvement initiatives.
- In collaboration with clinical staff and services chiefs, participates in the monitoring, reporting, and improvement activities related to clinical guidelines, health care quality/safety initiatives, accreditation and regulatory requirements.
- Proactively educates leadership and staff regarding regulatory issues, new statutes/guidelines, and safety/quality/PI activities.
- Regularly communicates PI and quality/safety activities to leadership and staff.
- Manages the departmental budget effectively and determines fiscal requirements and prepares budgetary recommendations.

(NABH)CONSULTANT-HEALTHCARE QUALITY CONSULTANT, March-2012 to Feb-2013

ACME Consulting-Chennai, India

Responsible for providing an efficient and professional service in developing India's first approved Patient satisfaction survey program (PSS), and simultaneously work for NABH (National Accreditation Board for hospital and health care providers) process.

- Providing services to launch PSS in different hospitals.
- Analyzing suitable hospitals for PSS.
- Along with senior did System study and gap analysis in CHL and Rajshree hospital Indore, (M.P)
- Along with senior did Training and Documentation in UMA EYE care hospital, Chennai.

PHYSIOTHERAPIST, Feb-2008 to July 2010

Healing Hand Physiotherapy Clinic-New Delhi, India-Clinic for physiotherapy and Rehabilitation services

Responsibility in handling, managing and providing the physical therapy at clinic and home visit for the appropriate cases

- Attending patient for necessary examination and preparing clinical report and advising the clinical treatment according to patient condition.
- Managing patient schedule along with volunteers.
- Giving rehabilitative and necessary treatment to patients.

KEY SKIL

- Analytical ability and a logical approach
- Good planning and project management
- Customer focus and good business sense
- IT and mathematical skills, for interpreting statistics
- Familiarity with a range of quality standards and models

TRAINING

- A Project on "Patient care and surgical measure in ICU and patient satisfaction" in the session of 20th dec2011 to 20nd Jan 2012.in Fortis Escorts Heart Institute, New Delhi.
- One month Practical training in Patient care and Supportive services management in Fortis Escorts

- Heart Institute, New Delhi in the session of 1st Oct to 31st Oct in the year of 2011.
- One month Practical training in operational management function in Meenakshi Mission hospital and research Centre MADURAI (T.N) in the session of 1st March to 31st March in the year of 2011.
 - Six month Internship from Rajan Babu T.B. Hospital and Babu Jagjeevan Ram Hospital, New Delhi.

CONFERANCES

- Participate as an Organizer in (6th annual conference (23/11/14) of Pushpanjali Crosslay Hospital) in Association of Healthcare Providers of India (AHPI) in association with PCCON, session on 'Quality & Ethical Issues in Healthcare Delivery'.

REFERANCES

Name : Dr.Shubhra Kulshrestha
Designation : Principal Assessor in NABH
Phone : +91-9818859832
Email Add- : shubhradoc@yahoo.co.in
Name : Mr.Prakash B. Dhirawani (Director)
Designation : M.D-Jabalpur Hospital & Research center Jabalpur (Madhya Pradesh)
Phone : +9300104469
Name : Mr.B.G Menon
Designation : M.D-(ACME Health Care Consulting)
Phone : +91-9841042264
Email Add- : bgm@acmeindiaconsulting.com

Declaration: I Dr. Omveer Singh Baghel hereby declare that above mentioned facts are true to the best of my knowledge. "Taking full respect and magnitude of your Healthcare Hospital/ Institution, I am please to inform you that, if you give me an opportunity to prove myself I try my level best for the satisfaction of Healthcare Hospital/ Institution and the superiors.

Date: _____

Place: _____

SIGNATURE

(Omveer Singh Baghel)