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|  | Pooja **Shah**  Hospital Administration   |  |  | | --- | --- | | Address C 513, Sunshine Heights 1 Besides NEXA Service Center, Kudasan, Gandhinagar, GJ, 382421  Phone +91-9265571707  E-mail poojashah8994@gmail.com | LinkedIn https://www.linkedin.com/in/pooja-shah-731070125/ | |

Hospital Quality Executive offering Accreditations' expertise gained through 2 years of Hospital experience. Thorough Quality Executive capable of creating successful quality audit. Accomplished at identifying deficiencies and initiating solutions to problems. Experienced performing both process and outbound inspections. Quality control professional experienced in developing organization's quality strategy, procedures and processes.

Manage quality audit program to identify and resolve non-conformities and embed culture of continuous improvement. Methodical Quality Assurance Manager with problem-solving and analytical abilities. Keeps meticulous records and identify and troubleshoot problems. Specialties include operational improvements, program implementation, and documentation.

I aim to strive for a better Quality Standards, Globally by analysing, articulating and strategizing the SOP for Hospitals, based on the frameworks of Accreditation bodies, such as JCI, NABH, ISQUA etc.

**Work History**

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| 2019-03 - 2019-07 | **Quality Executive**  *Aashka Hospital, Gandhinagar, Gujarat*   * Improved quality processes for increased efficiency and effectiveness. * Updated quality control standards, methods and procedures to meet compliance requirements. * Adhered to all legal, safety and health standards. * Increased patient satisfaction. * Scheduled work assignments and set priorities for each member of department. * Monitored staff organization and suggested improvements to daily functionality. * Managed quality assurance program including on site evaluations, internal audits and patient surveys. * Created customized care plans, working with hospital staff and families to assess and meet individual needs. |

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| 2018-06 - 2018-11 | **Quality Executive**  *Savior Hospital, Ahmedabad, Gujarat*   * Established and tracked quality department goals and objectives. * Implemented new quality assurance and patient service standards. * Scheduled and chaired quality review meetings to review effectiveness of performance mitigating risk, improving throughput and achieving customer satisfaction. * Monitored staff organization and suggested improvements to daily functionality. * Used Microsoft to document internal audits and other quality assurance activities. * Determined quality department standards, practices and procedures. * Identified and tracked defects with Microsoft and supported developers in resolving problems by completing additional tests. |

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| 2017-06 - 2018-07 | **Floor Manager**  *CIMS Hospital, Ahmedabad, Gujarat*   * Room allocation for patient admission according to the category of the patient's age, sex, diagnosis, consultant doctor. * Hospital information for the patient for the awareness of the hospital environment. * To monitor the all services are providing to the patient and relatives. * To maintain the patient privacy and confidentiality. * Shared patient status updates during shift changes to ensure continuum of care. * Managed hospital admissions and patient flows while organizing patient care. * Collaborated with colleagues to maintain and upkeep office and waiting area to provide clean and organized environment for patients. * Contacted insurance company to verify patient coverage before visit. * Reviewed customer survey information to prioritize areas of improvement. * Implemented necessary changes based on evaluation of staffing requirements and floor assignments. * Patient satisfaction survey during discharge process of the patient. |

**Education**

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| --- | --- |
| 2015-06 - 2018-10 | Master of Hospital Administration: Healthcare  *Gujarat Forensic Science University - Gandhinagar* |

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| --- | --- |
| 2012-06 - 2015-11 | Bachelor of Science: Zoology  *M.G. Science - Ahmedabad* |

**Languages**

|  |  |
| --- | --- |
| Gujarati | Native |

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| --- | --- |
| Hindi | Superior |

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| --- | --- |
| English | Advanced |

**Software**

|  |  |
| --- | --- |
| Microsoft Excel | Good |

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| Microsoft Word | Good |

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| Microsoft Powerpoint | Good |

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| Hospital Information System Software | Very Good |

**Certifications**

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| --- | --- |
|  | **Health Informatics Current and Historical Perspective**  **Certificate ID: on going**  **Certificate URL: on going** |

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|  | **How to prevent Healthcare Violence**  **Certificate ID: UC-JAX5Z17A**  **Certificate URL: ude.my/UC-JAX5Z17A** |

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|  | **Improving Global Health: Focusing on Quality and Safety**  **Certificate ID: on going**  **Certificate URL: on going** |

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|  | **Leadership transition for Healthcare Leaders**  **Certificate ID: UC-PBDNHD7V**  **Certificate URL: ude.my/UC-PBDNHD7V** |

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|  | **NABH Accreditation Standards for Hospitals**  **Certificate ID: NA**  **Certificate URL:** **e82adcf0-628b-11e9-92ec-491a44e18e95** |

**Skills**

|  |  |
| --- | --- |
| Team management | Good |

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| --- | --- |
| Quality Management | Good |

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| --- | --- |
| Administration | Good |

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| --- | --- |
| Health Informatics | Average |

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| --- | --- |
| Leadership | Good |

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| --- | --- |
| Customer Relationship Management (CRM) | Good |

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| --- | --- |
| Quality Improvement | Good |

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| --- | --- |
| Healthcare Management | Very Good |

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| --- | --- |
| Quality Assurance | Average |

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| --- | --- |
| Healthcare Violence prevention | Very Good |

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| --- | --- |
| Global health quality | Good |

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| --- | --- |
| Global health safety | Good |

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| --- | --- |
| NABH Accreditation Standard | Good |

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| --- | --- |
| Monitoring quality | Very Good |