Dr.APARNA.B.A

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Summary

Hospital administrator with background as an ENT surgeon with a track record of managing personnel, finances, facility operations while providing highest quality care.

Skills

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| * Staffing management ability | * Financial aptitude |
| * Conflict resolution | * Relationship and team building |
| * Patient oriented | * Sound decision making |
| * Personal and professional integrity | * Government relations knowledge |
| * Critical thinking proficiency | * Knowledge of medical equipments |

Work history

* Medical Director, Pixel Health March 2016 to present

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| * Manager, Medical Programme Management , Medical Speciality Operations Group, Fortis Hospitals | September 2015 to February 2016 |
| * Program manager , Department of neurosciences, Fortis Memorial Research Institute, Gurgaon | May 2014 to August 2015 |
| * Deputy manager , operations , Fortis Memorial Research Institute, Gurgaon | March 2013 to May 2014 |
| * ENT surgeon , Private practice, Bengaluru | June 2007 to Nov 2012 |
| * ENT surgeon, SRL wellness centre, Bengaluru | Nov 2010 to October 2012 |
| * ENT surgeon , NPRPD scheme, Bengaluru | Mar 2009 to Nov 2010 |

Education

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| |  |  |  | | --- | --- | --- | | PG Diploma in Medical Law and Ethics | Pursuing | National Law School India University, Bengaluru | | MBA (healthcare administration) | 2012 | Sikkim Manipal University, Bengaluru | | DLO | 2007 | Bangalore Medical College | | MBBS | 2004 | JSS Medical College, Mysore | |  |

Experience

* Internal Auditor for NABH accredition
* Organized the department in accordance with administrative guidelines
* Liased between management , clinical staff and community
* Supervised and managed the daily activities of 4 clinical teams
* Maintained up to date knowledge of applicable laws and regulations
* Created annual goals, objectives , budget and plans to achieve them
* Demonstrated customer service to both internal and external customer
* Monitored quality assurance programme
* Served as primary liaison for hospital and client , provider and public policy associations
* Assisted in resolving and satisfying client requests and internal operational issues
* Introduced , negotiated and implemented new projects to expand scope of engagement
* Facilitated an ongoing assessment of patient/family needs and implementation of interdisciplinary team plan of care
* Investigated and reported issues relating to patient care and conditions that might hinder patient well being
* Managed operation of patient care including financial management , quality assurance , patient care, safety risk management , quality index scores
* Conducted monthly patient case conferences, staff meetings to educate staff and facilitate good communication
* Routinely evaluated overall resident care and enforced high standards of care
* Analyzed patient and family feedback to identify opportunities for recognition and improvement
* Initiated audit process to evaluate thoroughness of documentation and maintenance of facility standards
* Managed and directed fiscal operations, including planning budgets , authorizing expenditures, accounting, establishing service rates
* Write and review policies

References

Available if required