**RESUME**

**NEHA KHANDELWAL**

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EXECUTIVE SUMMARY

A Resourceful, Dedicated and Proactive HealthCare professional with knowledge and exposure in the intricacies of healthcare domain along with comprehensive strategic planning and implementation skills.

**WORK EXPERIENCE**

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| * **Working as Assistant Administrative officer in**   **Quality Department**   * Ensuring implementation of NABH standards. * Working for Quality improvement of the hospital. * Taking daily rounds. * Implementation of policies. * Supporting hospital process audits and process   improvement.   * Working on NABL implementation. * Preparing and analyzing the data of Quality   Indicators.   * Coordinating training programs for employees. * Acting as an interface between higher authority and   other hospital staff members to provide best  healthcare solutions to patients, addressing and  resolving patient’s grievances.   * Working on feedbacks given by the patients and   hence fostering patient satisfaction.   * Giving suggestions and plans for improvement to the hospital. | Sri Balaji Action Medical Institute, Paschim Vihar,  New Delhi | 21 June 2013 – Till Date |
| * **Working as a Quality Executive on NABH accreditation.** * **Handling Training and Development of all the**   **staff in the Hospital.**   * Patient Feedback Analysis * CQI : Data collection, Analysis * Committee meetings: Committee calendar, MOM,   Action plan & follow up.   * Medical record Audit, Analysis of data & ppt. * Mock drills: Code Blue, Code Red, code Yellow. * Preparation of reports & Awareness & training prog. * Manual updation as per NABH 3rd Edition. * Audit of departments, Preparation of reports, CAPA   & implementation.   * Updation of Quality record matrix. * Review of Hospital signages * Maintaining Legal Calendar * Conducting Doctors Satisfaction Survey. * Time motion study and process tracking. * Preparation of training calendar and training module   for NABH topics & Technical topics   * Conducting trainings and taking the post assessment. * Maintenance of training attendance record | Rockland Hospital,  Qutub Institutional Area, Delhi | 3 October 2012 –  1 May 2013 |
| * **Worked on Maharashtra ISO and NABH**   **certification and accreditation project under**  **NRHM as a Quality consultant at Washim**  **District Hospital, Maharashtra**   * Gap analysis and Preparing the As Is report for the * hospital. * Preparation of the Action plan to fill the gaps. * Implementation of the Action Plan. * Training and Development of the staff. * Patient Satisfaction survey * Time motion study * Collection and compilation of Quality Indicators * Morning rounds of the hospital * Internal Audits * Review of Hospital Signages. | Hosmac India Pvt Ltd.  Mumbai | 1 Oct 2011 –  25 Sept 2012 |

* **Worked on the following projects during internship:-**

|  |  |  |
| --- | --- | --- |
| * Study of working conditions of nurses and its effect on patient safety. * To study the external disaster preparedness of the hospital. * To study the hand hygiene compliance in the hospital. * Gap analysis in quality assurance in the laboratory * Observed the quality assurance guidelines existing in the laboratory and analyzed the gaps on the basis of NABL guidelines | Dr. B L Kapur Memorial Hospital  Pusa road, Delhi | 30th April 2011 – 30th June 2011    May 2010 – June 2010 |

**EDUCATION**

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| --- | --- | --- | --- |
| **Masters in Hospital Administration**  Specialization   * Quality Assurance * Human Resource * Operations | Centre for Health Management Studies and Research  Bharati Vidyapeeth University,  Pune | 67.78% | 2009 – 2011 |
| **B. Sc**  Specialization - Zoology | Hansraj College  Delhi University, Delhi | 70.81% | 2006 - 2009 |

**OTHER SKILLS**

**Software skills**

* Microsoft – Operating systems; Office, including Word, Excel, PowerPoint.
* Internet Browsers
* HIS/LIS

**Soft skills**

* Presentation skill – with or without PowerPoint
* Interaction skills – in a group and one-to-one

I have always been an integral part of a group when any presentations or projects have been given.

**EXTRA CURRICULLAR ACTIVITIES**

* Class Representative for two years in MHA.
* Actively participated in Organizing annual Fest (Aarambh) twice during MHA which was organized for the following causes:
* Fight against Terrorism
* A fun filled day with singing and dancing competition for differently abled children.

**WORKSHOPS/ SEMINAR ATTENDED**

* International Convention at Project Management Institute, Pune
* Clairvoyance 2009, TISS, Mumbai
* Healthcape, KEM hospital 2011

**PERSONAL DETAILS**

Date of Birth: 29 June 1989

Sex: Female

Nationality: Indian

Marital Status: Single

**DECLARATION**

I hereby declare that the information provided by me is true to the best of my knowledge and belief.

**Date:**

**Place: Delhi Neha Khandelwal**