# MANISHA KHURANA

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**CAREER OBJECTIVE:**

I want to grow my knowledge professionally and personally by interacting with skilled persons and always looking forward for a career in an organization where I can use my diverse skills efforts and knowledge for the growth of the organization.

**ACADEMIC QUALIFICATION:**

* 10th from CBSE Board in 2005
* 12th from CBSE Board in 2007
* B. Pharmacy from MD University, Rohtak.
* MBA- Hospital Administration from ICFAI University.

**WORK EXPERIENCE:** *(Total Experience: 4 years 2 months)*

**Presently working with QRG Central Hospital and Research Centre, Faridabad As Sr. Executive- Operations & Quality, since November 2014 .**

**JOB RESPONSIBILITIES:**

* Analyze and streamlining the Inpatient Admission and Discharge Processes.
* Maintain inter and intra departmental coordination.
* Convener of the Weekly Administrative Meeting of all department in charges.
* Supervise overall administrative and patient grievance activities.
* Analyzing inpatient feedbacks from patients.
* Tracking and analyzing the discharge activity.
* **Conducting and analyzing MRD audit on monthly basis.**
* Convening Operational Committee meetings and ensuring their preparedness.
* Establishment of new Operational processes by undertaking various projects.
* **Convener of the monthly Facility Management Rounds of the hospital.**
* Designing and revision of forms and formats of various departments.
* Mock drill coordinator
* **Conducting Internal Audits across the hospital.**
* **Core member of Quality team of NABH verification audit.**

**Worked with Sitaram Bhartia Institute of Science & Research As Floor Incharge (Sr. Executive-Wards) and OPD- Incharge, from January 2013 to October 2014.**

**JOB RESPONSIBILITIES:**

* Serving as a single point of contact for all the functioning in wards.
* Managing & staffing of ward assistants in a constructive manner.
* Individual handling & effective coordination of wards.
* Inter & intra departmental coordination for smooth functioning of IPD patient services.
* Handling patients & attendant’s queries.
* Coordinating shifting & receiving of patients from OT & recovery.
* Management of linen movement in wards by keeping a check on inventory.
* Roster management of Ward Executives as well & arranging various meetings to come up with the problems & new ideas that can prove beneficial for the organization.
* Managing the discharge process to avoid delays & completing it before defined TAT.
* Handling all OPD and effectively managing the department.
* As a facilitator, looks after the needs and queries of each and every patient, ensuring the smooth flow of processes.
* Ensuring and maintaining the waiting time track record for OPD patients.
* Active 5S auditor of OPD area.

**Worked with Max Healthcare, Gurgaon.**

**As a Patient Care Co-ordinator from May 2012 to December 2012.**

**JOB RESPONSIBILITIES:**

* OPD Complaints handling and satisfying the patient’s needs.
* Actively look up Executive Health Checkups and co-ordinate for the same.
* Giving doctor’s appointments and managing help desk.
* Managing Admissions for the patients through Emergency, OPD or Pre-admission.
	+ Coordinating IPD billing and ensuring timely Discharges.
	+ Explaining patients about their Rights & Responsibilities and policies of hospital to make their stay easy and comfortable.
	+ Actively and timely do the packetting and dispatch of OPD and IPD Credit bills like for NDMC, CGHS and other corporate credit bills.

**Worked with Columbia Asia Hospitals Pvt. Ltd, Gurgaon As a Pharmacist from May'11 to Feb. 2012**.

**JOB RESPONSIBILITIES:**

* Daily Pharmacy related activities (departmental & indoor patients supply), and Distribution of out patient’s medicines.
* Purchase of Pharmacy items & OTC products.
* MIS preparation on daily & monthly basis.
* Coordination with the doctors about their new requirement, brands & their specification and ensure availability of items with purchase department.
* Training and group discussions with other staff members.
* Patient’s complaints handling at OP pharmacy counter

**INTERPERSONAL SKILLS :**

Sincere and target oriented.

Confident with a positive attitude towards assignments.

Commitment to Hard work.

Willingness to share information and ideas.

Responsiveness to change.

Sense of ownership of work.

Ability to work under pressure.

Good Communication skills.

**PERSONAL DETAILS:**

Father’s Name : Sh. S.K. Khurana

Date of Birth :25th September 1989.

Permanent Address : 261 ,Sector 14 Part 2, Karnal

Gender : Female

Nationality :Indian

Religion : Hindu

Marital Status :Single

Languages Known :English & Hindi

**Date:**

**Place: (Manisha Khurana)**