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| **Dr. Ravi Pratap SinghC:\Users\ravi pratap\Pictures\Picture 004.jpg****E-Mail** :drravisinghpratap@gmail.com | **Mob** : +918953648121 | **DoB** : 15July 1982 |
| **Carrer Objective** |
| To act as catalyst to the success of the organization and to keep an open mind so as to facilitate continuous learning and play a participative role in helping the organization, achieve its goals and improving its core competency. |
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| **Self work**  |
| * Forms use in Hospital Prepare and maintains them.(lot of work on feedback forms, ER Assessment Forms)
* Analysis of Patient requirement on the basis of feedback analysis .(CQI)
* Doing small Project on Pain Management
* Responsible for managing all the administrative & official activities while maintaining the healthy work environment & discipline. Developing and implementing rules and regulations to maintain good medicalservices of the hospital
* Monitoring progress towards goals by collecting accurate, timely data to display the quality, cost, and service outcomes.
* Administrating all aspects of day-to-day operations while planning for adequate medical care. Interacting with the different departments for the proper implementation of orders.
* .Planning and implementing new innovative ideas and conducting audits to provide value added services for qualitative patient care.
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| **Quality Management (NABH)** |
|  **Policy & SOPs:** |
| Make and maintain Policy | Internal audit | Standard operating Procedures(SOP) |
| **Training** |
|  Employee Safety Training | Patient Safety Training | Fire Safety Training |
| **Utilization of ICU, Hospital beds,OTs . Arrange the Housekeeping ,Security ,Kitchen staff (General administration)** |
| Maintain guidelines by NABH | Medication Error, Incident /Near Miss Event  | Infection Control |
| Hospital Codes & Hospital Committee (Conduct meeting) | Hand wash  | Look like / Sound like Medicine |
| Patient Satisfaction Rate | Hand wash  | QI Monthly Report |
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| **Work / InternshipExperience** |
| **Company Name** | **DST Research Project on ‘Osteroarthritis’ in Bapu Nature Cure Hospital ,Delhi** |
| **Designation (Dept)** | **Clinical Physiotherapist** |
| **Duration** | **May 2014 to Current** |
| **Key Responsibility Areas** | **Followup the patient Blood report and X-ray (baseline,6 months,12 months)****Given physiotherapy treatment** **Maintain data of ROM, MMT**  |
| **Company Name** | **SRF Limited, Gwalior**  |
| **Designation (Dept)** | **Intern ( HR department)** |
| **Duration** | **From :Jan 2014 To : April 2014** |
| **Key Responsibility Areas** | **Workplace health and safty****Maintaing data of training employé****Co relate one industry to any other industry**  |
| **Company Name** | **Rockland Hospital, Maneser (Gurgaon)** |
| **Designation (Dept)** | **Intern (Quality)** |
| **Duration** | **From :Sep 2013 To : Nov 2013** |
| **Key Responsibility Areas** | **Feedback analyses****Medical audits (Cuncurrent audit)****Safety audits****Medication Error,**  |
| **Company Name** | **Columbia Asia Hospital, Gurgaon** |
| **Designation (Dept)** | **Intern(Operation)** |
| **Duration** | **From : January 2013** | **To : April 2013** |
| **Key Responsibility Areas** | * **Overview of Hospital functions :**Observation of process flow and working of different departments of the hospital.
* **ICU Department :** Analysis on utilization, Referral Pattern and Review of Admission / Discharge Criteria in ICU Department
* **5-S implementation :** Worked on 5S (Set, Sort, Shine, Standardize &Sustain) concept in MRD Department.
* **Radiology Department**: Revenue mapping and market analysis of radiology pricing
* Response time tracking for facility vendor
 |
| **Company Name** | **Vishal Physiotherapy Centre, Raebareli, U.P** |
| **Designation (Dept)** | **Physiotherapist / Managment** |
| **Duration** | **From :September 2007** | **To : September2012** |
| **Key Responsibility Areas** | * **Consultation &Treatment :** Approx 20 patients per day were treated & given follow up care.
* **Administration & People Management** : Coordinate with 20-25 customers per day, Supervise approximately 5 staff members, Conduct regular trainings so that chances of errors are reduced.
* **Patient Care Services** : Liaison with the staff to ensure the smooth functioning of the Clinic, Take feedback from the patients regarding the services provided to them, Strive to achève 80% patient satisfaction.
* **Marking** : Revenue mapping and market analysis of service provider pricing to improbe service better.
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| **Company Name** | **Hindu Rao Hospital, New Delhi** |
| **Designation (Dept)** | **Intern** |
| **Duration** | **From : January 2007** | **To : August 2007** |
| **Key Responsibility Areas** | * **Observation &Assessment** : Observe varoius treatment modalities, Evaluate & asses 30-40 patient daily, Hands on experience with various physiotherapy equipment
* **Rehabilitation** : Exercise & rehabtreatment was given to patients in ICU & IPD
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| **Professional Certifications / Training / Workshop / IndustryExposure** |
| * **Professional Certifications**

• Certified in LEAD (Leadership Education & Abilities Development)• Certified in Six Sigma Training* **Training**

•Basis course on Neurodevelopment Principles (N.D.T. Bobath Technique) in 2006 at CAEHS, Merrut•Treatment Techniques and Principles of PNF (Proporeceptic Neuro Facilitation) in 2007* **Workshops**

•Interactive session on "Physiotherapy Management &Pateint’s Expectations" by Dr.Depak Kumar, Advisor CAEHS, Merrut•Attended a workshop on ‘Hospital Planning & Design’ by Dr. K B Sood, Managing Director, Nous Hospitals Consultant, New Delhi•Attended FICCI Conference 2012 on Health Insurance “Getting behind the numbers” in New Delhi •Session on “Basis Priniciples in wheel chair management” by Dr.Gaurav,HOD at LLRMedical College,Merrut. •Attended “POTTCON” conference in 2005 held at Lucknow• Interactive session on "Industry Orientation & Corporate Expectations" by Dr.Suniana Singh, Manager- Medical Administration, Medanta- The Medicity Hospital, Gurgaon.•Session on “Need of Quality Professionals in Healthcare Industry” by Mr. MehernoshBazun, Vice President, Talent Development, Max Healthcare, New Delhi•Interactive session on “Supply chain management” by Mr. Gaurav Khurana, Manager-Oncology department, Fortis Hospital, Noida* **IndustryExposure**

 •Visit to PushpanjaliCrosslay Hospital, New Delhi to give an over view of the areas of the hospital •Visit to Max Super speciality Hospital, Shalimar Bagh to understand the concept of Eco- friendly buildings with LEED  •Visit to Max Hospital, Saket to understand the clinical services in the hospital like OPD, IPD etc •Pain care check-up Camps organised by Hindu Rao Hospital Delhi. •Visit to ICU, CCU, General Wards, O.T of LLR Medical College,Merrut. •Clinical exposure of Disha Spastic Centre , Merrut to understand the treatment of children suffering from cerebral palsy •Visit to Kamna Medical Hospital, Merrut to get an insight into the Gynaecology practices followed in the hospital. |

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| **Education** |
| 2012– 2013 |  Post Graduate Diploma in Healthcare Administration (PGDHCA)Indian Institute of Learning & Advanced Development (INLEAD), Gurgaon. |
| 2002 – 2007 | Bachelor in Physiotherapy (BPT), College of Applied Education & Health Sciences,Merrut.(Registration in U.P State Medical Faculity) |
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| **Academic Project / Dissertation** |
| * Project on ‘ICU Utilization, Referral Pattern Analysis and Review of Admission / Discharge Criteria’ during on the job training at Columbia Asia Hospital, Gurgaon.
* Project Reports on ‘Physiotherapy Management in Close Heart Surgery’, during graduation.
* Project Reports on ‘Physiotherapy Management in Piolio’ at CAEHS, Meerut.
* Project Reports on Physiotherapy ICU Management.
* Presentation on the ‘Functioning of Electrotherapy Equipment ’ during Internship.
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| **Personal Strength** |
| * Team building
 | * Time Management
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| * Self Motivated
 | * Adaptability
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| * Positive Attitude
 | * Pleasing Personality
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| **Personal Information** |
| Marital Status | : | Single |
| Nationality | : | Indian |
| LanguageProficiency | : | English & Hindi |
| Computer Skills | : |  Basic MS Office (Word, Excel, PowerPoint) , Internet proficiency |
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