**Dr. S. SREELAKSHMIBSc BAMS PGDHM**

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**Dedicated to provide safe, efficient and patient centred care**

## PROFESSIONAL SYNOPSIS

A dynamic professional with over 12 years experience in the field of Ayurveda and working with Quality Improvement in Healthcare System for more than four years.

Presently contributing to improve quality by developing, implementing and properly monitoring the Hospital policies and procedures.

Excellent inter-personal relationship, communication, team building and management skills with experience in recruitment, policy development, training and development of workforce.

Trained and experienced in the field of Spa – Operation and Management.

***CORE COMPETENCY***

Dedicated Patient Care Leadership Qualities Operational Excellence

Teaching Abilities Project Management Skills Strong Interpersonal Skills

**SKILLS**

Excellent communication skills Ability to undertake system analysis

Capability to interpret data and statistics Planning and project management skills

Technological skills in the relevant field Leadership and management skills

Familiarity with quality standards and processes.

**ORGANISATIONAL & PROFESSIONAL EXPERIENCE**

**November 2014 – Present Manager – Quality PVS Hospital**

 **Kozhikkode, Kerala**

**PVS Hospital** is an **NABH accredited Multispecialty Hospital** situated near railway stationin Kozhikkode city. Started in 1976 by renowned entrepreneur Late Mr. PV Samy, a Pioneer in the field of private hospitals in the City, it still functions as refuge for many generations of different sections and walks of society.

**Job Descriptions**

* Develops and administers quality education process by formulating quality improvement programs in the entire hospital
* Conducting regular internal audits, educating internal audit team, analyzing audit results, reporting the audit findings to the Management and taking necessary corrective and preventive steps
* Recommends quality tools and techniques to be used in measuring the Hospital Quality Performance variations and solving quality problems
* Preparation and revision of hospital policies, protocols and guidelines by coordinating with the Management and Department Heads
* Cohere with the Department Heads for quality assurance and improvement
* Liaise with external assessment bodies on all matters related to the external accreditation processes
* Conducting mock drills at regular intervals and analyzing deviations if any in order to take appropriate corrective and preventive steps
* Analyzing of total incidents occur in the hospital and take necessary actions to eliminate or minimize such incidents. Co-ordination with the Infection Control Committee in minimising the incidence of hospital acquired infection.
* Identify and suggest improvement in management and getting advanced accreditations which may help in improving the quality of services as well as international reputation
* Maintain timely renewal and monitoring of all statutory requirements of the Hospital
* Coordinating and supporting with doctors for conducting clinical audits
* Conducting site visits and quality assurance audits in all outsourced facilities of the Hospital
* Developing, monitoring and analysing of all mandatory quality indicators applicable to the Hospital
* Ensure that all safety aspects of the Hospital are fulfilled and coordinated with safety rounds audits, etc to ensure all necessary corrective and preventive steps are taken
* Actively supports and participates in Quality Management System training and relevant quality related training programs
* Making all employees aware about policies and protocols of the Hospital through continuous training programs
* Any additional responsibility assigned by Medical Superintendent or the Management.

***In addition to this holds a position in core team which is constituted of seven administrative leaders of the Hospital.***

**March 2013 – October 2014 Sr. Consultant ACME India Consulting**

 **Thrissur, Kerala**

***ACME*** provides Professional Technical Consultancy Services which enhance clients’ Organizational Efficiency through excellence in Quality & Technology. ACME is the only Healthcare Quality Consultancy in South India accredited by the Quality Council of India, for providing consultancy to hospitals and health providers for getting accredited in NABH (National Accreditation Board for Hospitals and Health Care Providers) and NABL(National Accreditation Board for Testing & Calibration Laboratories).

**Job Descriptions**

* Preparing comprehensive System Study and Gap Analysis done across the Hospital. It covers even the Clinical Areas, especially those having a direct impact on patient care and safety
* Preparing report detailing the gaps with reference to the NABH or the NABL Standards and Clauses
* This is followed by several rounds of awareness programs on the NABH Standards, covering different groups of staff and explaining to them those parts of the Standards relevant to their function
* After creating a general awareness among staff regarding the NABH requirements in all major departments, start the system development process, with support of key hospital staff. Based on the progress of implementation, periodically monitored through a series of mock audits and internal audits, the Hospital is prepared for Assessment
* Doing expert mock audits in different hospitals before Pre Assessment and Final Assessment by QCI for preparing them to confidently face the Assessment
* Giving trainings in different departments on various topics related with health care quality
* Giving training in soft skills to the hospital staff, like effective communication skills.

**Oct 2011 – Feb 2013 Physician & PNNM Ayurveda Medical College**

**Guest Lecturer Cheruthuruthy, Kerala**

Poomulli Neelakandan Namboothiripad Memorial (PNNM) Ayurveda Medical College, Cheruthuruthy, is a joint venture of Keraleeya Ayurveda Samajam, Shornur, more than 110 years of rich heritage in authentic Ayurveda., world’s very first Ayurvedic venture.

**Job Descriptions**

* Giving consultation to the patients whenever necessary
* Delivering lectures mainly in the subject of Stri Roga (Gynecology)
* Carrying out other operational responsibilities assigned from time to time.

**Apr 2010 – Oct 2011 Chief Medical Officer Al Rehab Ayurveda Center**

 **Muscat, Oman**

**Operational Incharge Rainbow Spa, Muscat, Oman**

Al Rehab Ayurveda Center for Health and Care is one of the best ayurveda clinics in Oman, in professionalism. The clinic tries to maintain the high end profile through professional and authentic approach towards ayurveda.

Rainbow Spa, a joint venture with Al Rehab Ayurveda Clinic is a Day Spa, with all modern facilities.

**Job Descriptions**

* Offer Consultation to the patients and provide treatment plan
* Ensure quality of service and desired benefits
* Supervise operational team and ensure they are well groomed and trained in all ayurveda therapies and Spa therapies
* In charge of overall operations of both the Centres.

**Nov 2004 – Mar 2010 Chief Physician Kerala Ayurveda Clinic**

**Angamaly, Kerala**

**Sr Faculty & Trainer Kerala Ayurveda Academy**

 **Aluva, Kerala**

Kerala Ayurveda Academy ([www.keralaayurveda.biz](http://www.keralaayurveda.biz)), a pioneer in ayurvedic institutions of Kerala, is a part of Kerala Ayurveda Limited, the first full spectrum ayurveda company in India, taking authentic ayurveda and ayurveda treatments across the world. The Academy is committed to give highest quality ayurvedic treatment training to therapists.

**Job Descriptions**

**Chief Physician**

* + - * 7 years of clinical exposure and experience
			* Skilled in effective management at the Out Patient Department
			* Skilled in the management of diseases through authentic ayurveda
			* Efficient in the management of cosmetic queries
			* Generally considered as a good and successful physician

**Senior Faculty**

* Six years experience in teaching
* Taking care of overall operations of Center and Academy
* Trained many international students from countries like Japan, USA, UK, UAE and from different parts of Europe
* Functioned as Curriculum Committee Member, designing different courses for doctors, therapists, specialists and public, also developing contents of the courses too.

**2003 – 2010 Visiting Consultant St Mary’s Detoxification Centre, Koratty**

 **Sree Chitra Ayurvedics, Aluva**

 **Kerala Ayurvedic Clinic, Manjapara**

**ACHIEVEMENTS**

Clinical Excellence Award from Dabur India Ltd.

 **ACADEMIC PROFILE**

Aug 2016 QCI-NABH Programme on Implementation of NABH 4th Edition

Jan 2010 **Ministry of Health (MoH) Examination** from Muscat, Oman, for Registration and Licence.

Aug 2009 **Diploma in Spa Management** from Ananda Spa Institute, Hyderabad, India (A branch of Ananda in Himalayas)

May 2009 **PG Diploma in Hospital Management** from Madhurai Kamaraj University, Madurai, Tamil Nadu, India

1997 – 2003 **Bachelor of Ayurvedic Medicine and Surgery ( BAMS)** from Rajiv Gandhi University of Health Science, Bangalore, Karnataka, India

1994 – 1997 **Bachelor of Science (BSc) in Botany** from Mahatma Gandhi University, Kottayam, Kerala, India.

**COMPUTER LITERACY**

Well versed with Windows OS, MS Office, Internet and Email.

**PERSONAL PROFILE**

Date of Birth: 23 October 1976

Strength: Ambitious, hardworking, patient and a perfectionist. Developing a doctor-patient relationship with good rapport, uphold patients’ dignity, respect their privacy and a good listener. A strong feeling for quality needs in health care system.

Language Known: English, Hindi, Malayalam, Kannada and Sanskrit

References: Can be provided on request.