

NEETHU MARIAT CHACKO (MHA + 12 Years)

+91 8754008200

@ neethuam@gmail.com

🏠 K, Sumith Villas, Chinniyampalayam, Coimbatore – 641 062

PROFESSIONAL SUMMARY

A Healthcare Management Professional with 12 years of experience in Hospital Operations, Quality and Projects. Committed and result-driven person with effective communication and leadership skills that help achieve organizational goals. In-depth knowledge and understanding of clinical and operational standards that help add significant value to the organization. Worked in 4 organizations (3 Multispecialty hospitals 1 Single Specialty and 1 Healthcare Consultancy Service organization) over a span of 12 years

KEY PROFICIENCY AREAS

• Hospital Operations	• P&L Management
• Process Reengineering	• Quality & Accreditation (NABH, NABL, ACHSI)
• Project Planning & Management	• Data Analysis
• Hospital Information Systems	• Laboratory Management

PROFESSIONAL SKILLS

• Team Building skills	• Leadership skills
• Interpersonal skills	• Fast Learner
• Analytical skills	• Computer proficiency
• Problem-solving skills	• Communication skills (English, Malayalam, Tamil, Hindi)

EDUCATION

COURSE	INSTITUTION	YEAR
Master of Hospital Administration	School of Medical Education, Kerala	2006
Bsc Physics (Applied Electronics)	St. Joseph's College, Kerala	2003

TRAINING PROGRAMMES

• Training on “Fundamentals of Operations” at IIM Ahmedabad in 2016
• Training on “Pricing for Profit” at IIM Ahmedabad in 2015

EXPERIENCE

Current: AMERICAN ONCOLOGY INSTITUTE As SENIOR MANAGER OPERATIONS

Organization Profile: American Oncology Institute is a brand under Cancer Treatment Services Hyderabad Pvt Ltd, which is in process of setting up Cancer Care Centers across different cities in India.

Period: April 2017 - Till Date

Key Responsibilities

- Spearheading the P&L Management of the Unit of American Oncology Institute @Royal Care Super Specialty Hospital, Coimbatore
- Identify the organization goals and strive towards achieving the same.
- Manage the multiskilled workforce and encourage them to achieve the goals.
- Improving the KPI's through standardization of critical processes, system and process conceptualisation and implementation
- Participate actively in Monthly BRM (Business Review Meeting) with Zonal Director
- Submission and follow up of Payable & Receivable statements to the partner hospital and ensure settlement in timely manner.
- Continuously monitor, analyse, improve inventory management and ensure that the inventory days fall within targeted limit.
- Ensure that the Unit comply to the various legal requirements of the unit and continuously monitoring the requirements.
- Pricing of the services in the unit in consideration with the rates provided by competitors.
- Monitor and achieve targeted EBIDTA
- Identify vendors, negotiate price to ensure purchase of items at lowest possible rate.
- Ensure compliance to clinical and non-clinical standards set by the organization
- Optimum utilization of resources
- Develop training programs to ensure skill development for the unit
- Lead Human Resource Management Functions such as performance management, grievance handling, payroll processing, recruitment
- Ensure optimum manpower utilization and control attrition.
- Maintenance of good relationship with partner hospital and other stakeholders.
- Coordinate with Internal and External Audits and ensure the timely closure of non-compliances.

MEENAKSHI MULTISPECIALTY HOSPITAL As SENIOR MANAGER OPERATIONS

Organization Profile: A 200 bedded multispecialty hospital, started in 2013. It serves the people of Tanjore and Delta Districts. It is the first multispecialty hospital accredited by NABH (2014).

Period: December 2015 - March 2017

- Managed the whole operations of 200 bedded multispecialty hospital.
- Monitoring income & Expenses and take necessary steps to keep it within limits.
- Spearhead NABH Assessment processes and ensure compliance.
- Standardization of processes and documentation.
- Process re-engineering based on operational feedback.
- Setting operational key performance indicators for all departments and continuously validating them.
- Standardization of pricing based on market study.
- Successfully introduced technology to ease operations like e-prescriptions, e-orders etc.
- Review and re-allot vital areas based on space utilization.
- Perform time and motion study of key patient areas and continuously evaluate the effectiveness of the operational system.
- Closely interact with the functional heads to understand and identify pain points in the operational flow process.
- Successfully implemented innovative systems to ensure productivity and efficiency.
- Coordinated implementation of Hospital Information System in MMHRC (Modules - Registration, Billing, Radiology, Ward management, Pharmacy, Health check-up, human resource management, laboratory information systems, CSSD & Blood bank).
- Submit weekly operational reports to the Chairman covering all functional domains.

MEENAKSHI MISSION HOSPITAL & RESEARCH CENTRE as MANAGER OPERATIONS & QUALITY

Organization Profile: A 250-crore Multi-specialty healthcare group which serves the people of South Tamil Nadu through its 1000-bed hospital facilities for over 25 years is considered to be the largest tertiary-care Multispecialty hospital in the region. Over the years, the group has expanded itself to several verticals like the Educational institutions, Multi-specialty hospital, Super-specialty hospital, Rural Sub-centres, Telemedicine and many more. www.mmhrc.in

Period: November 2009 - December 2015

- Successfully completed NABL accreditation for the Laboratory in MMHRC.
- Coordinated and supervised the NABH and NABL accreditation process in the hospital.

- Coordinate and guide quality improvement activities in the hospital.
- Constituted and led a team to collect feedback from in-patients and out-patients.
- Analysing the patient feedback and taking proper corrective and preventive actions.
- Implemented a system to encourage suggestions from employees on operational systems.
- Prepared standard operating procedures for the smooth functioning of the hospital.
- Inspired, motivated and created a platform for technical team to break chains and face challenges at work.
- Supervised and coordinated functional teams in the construction and operation of a new multispecialty hospital of 200 beds (Meenakshi Hospital, Tanjore) with 3 major operation theatres and 1 Cathlab. As part of that, the following responsibilities were successfully fulfilled.
- Interacted with the architects & interior designers to evaluate, design and finalize plans.
- Ensured that the Hospital architectural design conforms to NABH standards.
- Interacted with MEP Consultants to technically explore, assess, design and finalize drawings.
- Supervised the work progress in the site and ensured that each process is being completed within the time frame.
- Been a vital part in Manpower planning and training for the new hospital.
- Pricing of all services after comparing market standards.
- Lead team to customize and implement hospital information system.
- Ensured that projects are handed over within the stipulated time and budgets.
- Coordinated project to start a Cardiac Clinic with Laboratory and Cardiac investigation facilities.

VALUE ADDED CORPORATE SERVICES PVT LTD as DEPUTY MANAGER HOSPITAL QUALITY MANAGEMENT SYSTEMS

Organization Profile: A consultancy firm which evaluates Hospitals and organizations in other sectors on national and international quality standards like ISO 9001:2000, NABH, NABL, ISO 17025.

www.valueadded.in

Period: January 2009 - October 2009

- Coordinate NABH and NABL accreditation of various Hospitals (clients)
- Guide clients throughout the implementation of NABH & NABL.
- Conduct system study and preparing gap report.
- Conduct audit in hospitals (clients).
- Prepare policies and procedures.
- Conduct training programmes for clients.

KERALA INSTITUTE OF MEDICAL SCIENCES as SENIOR EXECUTIVE QUALITY SYSTEMS

Organization Profile: KIMS, a 600-bed multi-specialty hospital, is the first Indian hospital accredited by both national (National Accreditation Board for Hospitals & Healthcare Providers) and international (Australian Council on Healthcare Standards International) accreditation boards. www.kimskerala.in.

Period: April 2006 - December 2008

- Coordinate quality systems department to maintain national (National Accreditation Board on Hospitals & Healthcare Providers) & International (Australian Council on Healthcare Standards International) Accreditation programmes.
- Documentation and implementation related to the national and international standards.
- Guide and monitor activities of various committees like Safe Operations & Patient safety Committee.
- Played an active part in Pharmacy & Therapeutics Committee, Medical Records Committee etc.
- Coordinated ISO and NABH surveillance audits.
- Conduct training programmes.
- Coordinate seminars and conferences.
- Conduct projects to solve various operational issues like delay in discharge, improving nursing & reducing workload of nurses etc.
- Implemented and directed quality activities in the hospital.
- Continuous improvement in various departments of the hospital.
- Streamlining work flow.
- Setting Performance indicators in the clinical and non-clinical departments of the hospital.
- Prepare Policies & procedures.

PERSONAL DETAILS

Date of Birth	23.02.1983
Marital Status	Married
Nationality	Indian
Religion	Christian - RC
Languages	English, Malayalam, Tamil, Hindi
Permanent Address	Mullassery (H), Vallivattom P.O, Thrissur, Kerala, - 680 124