**PROFESSIONAL SUMMARY**

**NEETHU MARIAT CHACKO**

**Current Add**: K, Sumith Villas, Karayampalayam, Chinniyampalayam, Coimbatore

P: +91-8754008200 neethuam@gmail.com

**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 and 1 Healthcare Consultancy Service organization) over a span of 12 years**

**KEY PROFICIENCY**

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| --- | --- |
| * Hospital Operations
* P&L Management
 | * Quality & Accreditation

(NABH, NABL, ACHSI) |
| * Project Planning & Management
 | * Process Reengineering
 |
| * Data Analysis
 | * Hospital Information Systems
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| * Laboratory Management
 | * Clinical Proficiency
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**SKILL SET**

|  |  |
| --- | --- |
| * Team Building
 | * Leadership skills
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| * Interpersonal skills
 | * Communication skills
 |
| * Analytical skills
 | * Computer proficiency
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| * Problem-solving skills
 | * Creative-thinking
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**WORK EXPERIENCE**

* **Senior Manager Operations -April’17 – Till Date**

**American Oncology Institute @ Royal Care Super Speciality Hospital, Coimbatore, Tamilnadu**

American Oncology Institute is a brand under Cancer Treatment Services Hyderabad Pvt Ltd, which is in process of setting up Cancer Care Cetres across different cities in India. Currently we have 6 centres at Hyderabad, Vijayawada, Coimbatore, Nagpur, Ludhiana and Bhuvaneswar. We provide Medical, Radiation and Surical Oncology.

* **Senior Manager Operations - March ’16 – April’17**

**Meenakshi Hospital, Tanjore, Tamilnadu**

*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).*

* **Sr. Manager – Operations - Nov'09 – December 2015**

**Meenakshi Mission Hospital & Research Centre (MMHRC), Madurai, Tamil Nadu.**

*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*

* **Dy. Manager - Hospital Quality Management Systems - Jan'09 - Oct'09**

**Value Added Corporate Services (P) Ltd., Chennai, Tamil Nadu.**

*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*](http://www.valueadded.in)

* **Sr. Executive - Quality Systems - Feb'06 - Dec'08**

**Kerala Institute of Medical Sciences (KIMS), Trivandrum.**

*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*](http://www.kimskerala.in)*.*

**PROFESSIONAL RESPONSIBILITIES**

***Current Responsibilities***

* Monitoring the performance of the centre (Top line and Bottomline)
* Analyse P&L and take necessary steps to keep it in track.
* Is responsible for human resource management
* Is responsible for Inventory Management of Pharmacy and to ensure minimum inventory holding days.
* Is responsible to fulfil legal requirements related to Pharmacy.
* Is responsible for consolidation of revenue details and analysing the revenue and cost per unit.
* Is responsible to coordinate with Corporate team in following up the upcoming Lineac Centre.
* Is responsible to report monthly revenue/performance parameters/quality parameters to the top management and participate in Monthly review meeting with Corporate team.

***Operational Management***

* Managing the whole operations of 200 bedded multispecialty hospital.
* 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.

***Project Management (MMHRC)***

* Supervised and coordindated 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.
* 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.
* 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.

***Quality Management Systems***

***At Meenakshi Hospital, Tanjore***

* Successfully completed Surveillance audit of NABH in July’16.
* Initiated NABL certification process.
* Coordinate quality activities in the hospital as per the requirements of NABH standard

***At MMHRC***

* 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.

***At Value Added***

* 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.

***At KIMS***

* 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.

**TRAINING PROGRAMMES ATTENDED**

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

**ACADEMICS**

* **Master of Hospital Administration 2006**

 (2nd Rank in the MG University)

 School of Medical Education, M.G. University, Kottayam

* **B Sc. Physics (Applied Electronics)** with 91% **2003**

 Mahatma Gandhi University, Kottayam

**PERSONAL DETAILS**

Date of Birth : 23-02-1983

Gender : Female

Marital Status : Married

Nationality : Indian

Religion : Christian

Languages Known : English, Hindi (*not fluent in speaking)*, Malayalam and Tamil

Permanent address: Mullassery House, Vallivattom P.O., Vellangaloor, Thrissur - 680124