

TINU JOHN

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Career Objective

Every assignment taken up by me, I consider it as a unique opportunity to create and add value through a learning approach. I take up each one of such tasks, contribute my work as per the objectives of my Organization and its growth and development.

Experience

1. Operations Manager (3 Yrs 5 Months)

Currently working as Operations & Quality manager in Silverline Hospital, Kochi from December 2014 to till dated

Job Profile

Operations

- Provide leadership, planning, staff management, patient management
- Oversees the overall daily management and direction of all hospital-floor activities
- Work to continuously improve the Hospital's patient care and customer service.
- Reviews the financial statements and data. Utilize financial data to improve efficiency. Prepare and control operational budgets. Control inventory.
- Responsible for implementing policies and guidelines in accordance with compliance regulations
- Planning of the strategic and operational plans of the organization
- Enforce policies and oversee the staffs' compliance to policies.
- Oversee organizational insurance policies and corporate tie - ups
- Liaison between the international and national medical coordinator
- Assist in recruitment and placement of required staff; establishment of organizational structure; delegation of tasks and accountabilities. Establish work schedules.
- Organize and coordinate outreach programme of the hospital

Quality

- Preparation and implementation of NABH process.
- Regular monitoring, interpretation and data updating of Quality & Performance Indicators of all the departments and evaluation of the same.
- Undertakes quality initiatives, audits, risk management
- Conduction of regular meetings of the committees as per the schedule by coordinating with committee members and recording of Minutes of Meeting
- Prepares summary report of internal audit and corrective & preventive actions
- Support data collection through various ways in the hospital, identifying what data to collect, how to validate, how to analyze and how to use to achieve required objective
- Reviews departmental records to ensure compliance to the quality assurance criteria
- Compiles statistical data for analysis of quality assurance findings

- Evaluates departmental performances through regular observational and monitoring of records and personnel
- Regularly update all documents, reports and records as per the protocol for the Quality Department

2. Quality Consultant (1Year 4 Months)

Worked as Quality consultant for NABH in ACME INDIA marketing services from July 2013 to Nov 2014

Following are the Hospital projects assigned to me

1. Cancer institute, Chennai
2. Sooriya Hospital, Chennai
3. Indira Gandhi institute of child health , Bangalore
4. St. Philomena's Hospital , Bangalore
5. LN medical college, Bhopal
6. Raja Rajeshwari Medical college, Bangalore

Responsibilities

- Studying the hospital process and continuously assessing the standards of the hospital in comparison to the NABH standards
- Providing guidance to Hospital on NABH Accreditation process
- Providing guidance to Hospital Management to fulfill the statutory and regulatory requirements.
- Providing guidance to form the Quality Assurance Committees and activities in their meetings to disseminate Quality management information to all employees, and solicit response to work-related problems specifically in relation with quality criteria.
- Preparation and providing guidance on implementation schedule.
- Providing Guidance on preparation of Policy manual, Quality manual, Safety manual, Infection control manual.
- Designing of Forms and register formats for raw data collection required for Quality Indicators.
- Designing of staff training modules.
- Providing training on data collection and documentation to respective staff.
- Providing guidance on Committees formation, conducting meetings, assigning roles and responsibilities.
- To evolve a structured quality improvement program based on continuous monitoring of patient care services and Medical audit.
- Providing guidance on formation of internal audit team and conduct audit.
- Providing guidance to the hospital management in the closure of NC report of NABH

Educational qualification

QUALIFICATION	SPECIALISATION	INSTITUTION	UNIVERSITY
PG	MBA [Hospital & Health System Management]	Sri Ramachandra College Of Management	Sri Ramachandra University
UG	B B A [Bachelor in Business Administration]	University Of Madras	Madras University
	Diploma In Nursing	M V J Institute Of Nursing, Bangalore	Karnataka State Diploma In Nursing Examination Board
XII	Commerce With Mathematics	Kerala Education Sr.Sec. School, Delhi	Central Board Of Secondary Examination
X	English ,Hindi, Social Science, Science, Mathematics	Kerala Education Sr.Sec. School, Delhi	Central Board Of Secondary Examination

Certificate course

AO Sec Course Principles in Operative Fracture Management for Operating Personnel

Organized activities

- 1) Participated and Organized in National Entrepreneur Network E week
- 2) Participated and Organized National level management meet

Seminars & Conference Attended

- 1) Healthcare informatics & Management Conference (HIMAG'CON 2017)
- 2) Quest (National Level Management Meet 2012)
- 3) Karka Kasadara (National Management Meet 2012)

Computer Skills

MS Word, MS Power Point, MS Excel, MS Visio

Declaration

I hereby declare that, all the above furnished details are true to the best of my knowledge.

TINU JOHN