

*Dy. Lead – SPR
Quality Executive
Administrative Assistant*

Arya P.R
“Baby Vilasam”, Thekkumkara, Pullichira P.O,
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Career History

I. **21 August 2017 – 10 September 2018**

Travancore Medical College Hospital
Deputy Lead SPR – We Work (Guest & Patient Relations)

Key Roles

- Guest Relations
- Customer Feedback Survey
- IP Admission counselling
- Medical Camp Coordination
- Pay ward lead officer – Patient relations
- ER Coordination – Patient relations
- IP Billing & patient discharge coordination - Patient relations
- Insurance billing coordination - Patient relations

Responsibilities

- Ensure patients and bystanders are properly greeted and addressed upon their arrival at the main lobby.
- Ensuring and providing flawless, upscale, professional and high class guest service experiences.
- Analysing customer feedback and providing strategic direction to continuously improve overall rating.
- Responding to patient needs and anticipating their unstated ones.
- Provide upscale patient service experiences throughout their stay.
- Monitor daily OP/IP bookings and ensure assigned IP rooms are prepared prior to admission of the patient.
- Oversee admission and discharge procedures, including coordination's with insurance department.
- Actively listen to and resolve complaints pertaining to the patient care services.
- Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services.
- Coordinate and manage communication between patients, clinical and non clinical staff and follow up to resolve concerns.
- Promote all wellness clinic programs.
- Manage guest relations activities of designated pay wards to ensure that the service standards are met.
- Liaise with Housekeeping and Maintenance staff to provide timely resolutions for concerns and requests of Patients.
- Analyse customer feedback and take measures to ensure patient satisfaction.

June 2014 – November 2015

Azeezia Medical College Hospital, Kollam

Administrative Assistant (June 2014 – November 2014)

Quality Executive (November 2014 – November 2015)

Key Roles

- Patients Relations
- Employee Coordination
- Training & Development
- Team Building/Leadership
- Internal Audit – Quality Assurance

Responsibilities

- Involved in the end to end administrative activities of the hospital.
- Coordinated with doctors, nursing staff, paramedical staff and other supporting staff to ensure better service to the patient.
- Collected and analysed feedbacks and monitored net promoter score.
- Assessing and establishing lab quality, imaging quality, record maintenance, disaster management, hospital infection control, ambulance services and fire safety.
- Biomedical waste management, radiation safety.
- Generating and implementing various quality policies and procedures.
- Identifying and solving health care service related problems.
- Researching to identify new opportunities to improve quality of health care service.
- Directing safety programs for patients and assistant staffs.
- Coordinating the internal quality audit issues.
- Establish and prioritize performance indicators in all clinical, managerial, and technical areas.
- Provide guidance and training to hospital staff on quality management principles.
- Report quality improvement outcomes to the management and recommend measures to improve health care processes.
- Directing and supporting the Departmental Quality Improvement Teams (DQIT), Quality Facilitators.
- Other activities included – coordinating committee meetings, supervising & co-coordinating Safety rounds, Audits.

Education

MBA – Hospital Management

TKM, Kollam, Kerala(Awaiting results)
(Madurai Kamaraj University -
Directorate of distance education)

Diploma – E Commerce,

MMNSS College – 2011,
(Kerala University Affiliation)
Kottiyam, Kerala

MA - Public Administration

St' Johns College – 2013,
(Kerala University Affiliation)
Anchal, Kerala

H S E – 2008

NSS Chathannoor,
(Government of Kerala)

Bachelor of Science - Zoology

MMNSS College – 2011,
(Kerala University Affiliation)
Kottiyam, Kerala

S.S.L.C - 2006

Mayyanad HSS,
(Government of Kerala)

Core Competencies

- Highly positive attitude, adaptable to demanding situations.
- Keep up dated constantly with trends and practices in area of specialization, good learner.

Personal Details:

Address : Baby Vilasam,Thekkumkara,
Pulichira(P.O),Kollam

Date of Birth : October 14, 1990

Name of Father : Ramanujan. M

Gender : Female

Language Proficiency : English, Hindi, Malayalam.

Religion : Hindu

Marital Status : Married

Reference

1. Mrs. Bobby Ramesh
+91 9846035880
Group Director of Nursing
Parkway Pantai India
2. Mr. Akash S.
+91 9746595495
Assistant Operations Manager
Travancore Medical College Hospital