



Jerin mathew

Hospital Administrator

📍 Kollam, Kerala, India

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Carrier objective

To work and grow in a professional atmosphere, where in most of my skills will get utilized to the fullest and help me to adapt to the dynamic environment, and to become an experienced and successful hospital administrator.

Work experience

OPERATIONS SENIOR ASSOCIATE

APRIL 2019 - PRESENT

ASTER MEDCITY

Providing care that is respectful of, and responsive to individual patient preferences, needs, values and ensuring that the patient values guide all clinical decisions.

Coordination of front line patient care, clinical care and ancillary & support services. Receiving the patient to the ward & give a brief about the facilities & also coordinate with the doctors, nurses, dietary, billing & maintenance to facilitate utmost care.

Check with the patients for their suggestions/complaints, if any solve them and make sure they have a pleasant stay in the hospital. Maintenance & quality analysis (root cause analysis, six sigma analysis etc) of JCI documents for departmental quality initiative. Educate the new joiners to maintain the quality standards.

OBSERVATORY TRAINEE

OCTOBER 2018 - JANUARY 2019

RAJAGIRI HOSPITAL (JCI & NABH Accredited)

Involved in medical record audits, IPSP audits and an active team member of quality improvement projects and quality bulletin.

Education

MHA (Master of Hospital Administration)

2016 - 2018

Amrita Institute of Medical Sciences and Research Centre. Ernakulam

- Main project - A study on patient reported outcome measures of hepatocellular carcinoma patients at Amrita Institute of Medical sciences and Research Centre.
- Mini project - Workflow comparison of bank and primary health centre.
- Percentage score received for the course - 68

BSc Botany and Biotechnology

2013 - 2016

Marthoma College of Science and Technology. Ayur

- Main project - Effect of chemical parameters on citric acid production by aspergillus niger using citrus peel waste.
- Percentage score received for the course - 80

Higher Secondary Education

2011 - 2013

Lords Public School

- Percentage score received - 72.2

- Percentage score received - 88

Conference attended

- International Conference on Hospital and Healthcare management conducted by Amrita Institute of Medical Sciences and Research Centre.
- International Conference on Current Trends in Public Health & Hospital Administration conducted by School of Medical Education, Kottayam.
- International Conference on Healthcare Informatics & Management, organised by Sunrise Hospital, Kochi.
- National Conference on Recent Trends in Biosciences- Challenges and Future Prospects.
- International Conference on Stem Cell Therapies.

Skills

Flexibility



Quickly adaptable to changes.

Critical thinking



Solve any issues in the best interests of the facility, the patients and the employees.

Organisation



Perform general office duties and administrative tasks. Prepare weekly reports for evaluating the quality standards. Manage the internal and external mail functions.

Team work



Mediate problems between team members. Negotiate with team members to settle disputes and make sure everyone is happy with the team's choices. Educate the new joiners to maintain the quality standards

Responsibility




Check with the patients for their suggestions/complaints, if any solve them and make sure they have a pleasant stay in the hospital.

Communication



Excellent verbal and written communication skills. Listen to the ideas and concerns of peers.

Problem solving



Approach problems with creative solutions, positive thinking and confidence to act quickly.

Computer proficiency

- MS Word
- MS Excel
- MS Powerpoint

Personal Address

Puthiyaveetil Thekkathil
Kallelibhagom P.O
Karunagappally, kollam
690519

Declaration

I hereby declare that all the above statements made are true to the best of my knowledge. I forward this resume for your kind perusal. I shall be highly obliged if a personal interview can be arranged. So that you can gauge my credential on an interactive level.

References

- **Mrs.Dhanya Shyamalan**
Senior manager (operations)
Aster Medcity
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- **Dr.DINESH NAIR**
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