

MEHNAZ ABUBACKER

A fresher with an energetic personality looking for an opportunity to gain experience and advance her career in the field of Health care Management. Acknowledged for excellent communication and leadership skills with an optimistic attitude. Highly motivated to learn and grow a long-term career as well as undertake training by being a part of a progressive organization with sheer determination, dedication and hard work.



PERSONAL

- Name**
Mehnaz Abubacker
- Address**
Mavelipuram colony, Thrikakkara
682030 Kochi
- Phone number**
7619371606
- Email**
mehnaz_a13@hotmail.com
- Date of birth**
13-04-2000
- Place of birth**
Kuwait
- Gender**
Female

PERSONAL SKILLS

- Critical thinking and problem solving
- Teamwork and collaboration
- Professionalism and strong work ethic
- Oral and written communications skills
- Leadership Skills
- Analytical Mindset
- Presentation skills
- Technical skills
- Willingness to learn
- Positive attitude

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Access

LANGUAGES KNOWN

- English
- Malayalam
- Tamil
- Hindi
- Kannada



EDUCATION AND QUALIFICATIONS

- 2018 - Present**
Bachelor of Science in Health Information Management
Manipal Academy of Higher Education (MAHE), Manipal, Karnataka, India

Knowledge Acquired:
 - ICD-10, ICD-10-CM, ICD-10 PCS
 - Able to abstract information for ease of use
 - Able to collect, integrate, analyze, disseminate and maintain the confidentiality of health-related data
 - Able to retrieve, compile & present accurate data
 - Manage files paper and electronic (audit, respond to requests and track)
 - Able to research specific needs to ensure compliance
 - Able to analyze data in relation to licensing and accreditation standards
 - Able to assure that confidential information is secured and released in accordance with legal, ethical, and institutional requirements
 - Understand state regulations as they relate to health information
 - Can interpret legalities - rules & regulations
 - Competent in Medical Terminology, Anatomy & Physiology, Pharmacology, Pathology, Psychology and Biostatistics
 - Understand the Quality Improvement Process
 - Medical Transcription
- 2018**
Grade 12 - CBSE
Gulf Indian school, Fahaheel, Kuwait
- 2016**
Grade 10 - CBSE
Gulf Indian school, Fahaheel, Kuwait



CLINICAL EXPERIENCE

- Kasturba Medical College**
Manipal, Karnataka, India.

Acquired clinical experience during the course in the following areas of Medical Records Department.
 - Inpatient filing
 - Outpatient filing
 - Dispatch and Retrieval
 - Correspondence
 - Assembling and deficiency
 - Medical legal files
 - Statistics
 - Insurance cell
- Aug 2021 - Present**
Aster Medcity Hospital
Internship, Kochi, Kerala
 - Demonstrated active participation and gained hands-on working experience by coordinating with the quality department for the NABH and

JCI Reaccreditation during sept-21 and oct-21 respectively.

- Conducted qualitative EMR audit for OP, IP, Discharge summary and OT notes to find the non-compliances and further did a thorough analysis on a routine basis quarterly.
- Compiled and created PowerPoint presentations of KPI on monthly basis under the guidance of the group India Quality head.
- Participated with quality analyst for incident management process and was also actively involved with the team in streamlining the process by developing an incident management committee.
- Acted as a representative of the quality department for various audits such as facility and safety audits, and internal audits and also was a member of the team assisting the external surveyors for JCI and NABH surveillances.
- Compiled internal audit evidence by co-operating with other departments.
- Conducted analysis of various dashboards by
- Helped in creating various dashboards for the co-operate.
- Assisted in applying for various awards for the hospital under the guidance of the Quality Head.
- Have shown active participation in other departmental activities such as patient safety awareness week.

PROJECT

Department: Quality Assurance
Aster Medcity Hospital
Kochi, Kerala, India

- Topic: Quality Assessment of inpatient services using SERVQUAL framework in multiple healthcare settings-A cross-sectional study

COURSES

- **Coursera: Framework for Data collection and Analysis.**
- **Coursera: eHealth- More than just an electronic record**
- **Coursera: Introduction to Statistics and Data Analysis in Public Health**
- **Coursera: Qualitative Research Methods.**
- **Coursera: Excel Basics for Data Analysis-IBM**

CONFERENCES/WORKSHOPS ATTENDED

- Health Information Management Conference(MEDRECON 2020)
- National Health Information Management Seminar- (HIIFORMATIKS'19)
- "Quality Tools and Infection Control"-CAHOCON
- Awareness Programme on " Prevention of Substance Abuse "- Manipal College of Nursing
- "The 4 Step Method of Public Speaking" –Praveen Wadalkar

ACHIEVEMENTS

- Organizer and active participant for various cultural events at college
- College class representative
- Elected team captain at school
- Anchored for several events at school and college
- Prize winner for athletics and sports events