



RICHARD JACKSON

HOSPITAL ADMINISTRATION PROFESSIONAL

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Kochi , Kerala , India

ABOUT ME

Service Driven People management professional with 2+years of expertise in Health care industry . Adept in Hospital Administration skills -Quality control , patient relations , Department coordination and end to end hospital operations , successful at ensuring cent percent adequacy reports on customer satisfactions .

CORE SKILLS

- Team Management
- Customer service
- Communication Skills
- Patient Relations
- Decision Making
- MS office
- Time management
- Digital presentations
- Email Communications

EXPERIENCE

MAR 2022- TILL DATE

KOCHI , KERALA

IN PATIENT -TEAM LEADER

ASTER DM HEALTH CARE (P)LIMITED

Job Responsibilities as :

PATIENT RELATIONS - OPERATIONS

- Field all initial contacts from patients, families, staff, faculty, and others requiring follow up.
- Complete a thorough intake and coordinate appropriate follow up (ie: triage to Patient Relations Coordinator, other appropriate staff, or manage if situation is of low to moderate complexity.
- Carefully document all triage decisions and case management into the departmental database.
- Effectively communicate facts and information to all key stakeholders (both verbally and in writing).
- Ensure all hand-offs have been completed.
- Manage complex cases (complaints) and provide timely follow up to patients, staff, and faculty.

DATA MANAGEMENT

- Develop, design, implement, and maintain systems and tools necessary to manage monitor and report various departmental processes, data, and information.
- Collect, review, and input data into electronic processing system or application.
- Extract data from electronic applications and systems for departmental operations and decisions.
- Work closely with ITS to ensure systems and data compatibility and integrity where applicable.

QUALITY PATIENT/FAMILY EXPERIENCE

- Support departmental PFE projects as assigned by the Director
- Prioritize assisting internal and external customers above all other duties.
- Greet and create a welcoming environment for patients, families, visitors and staff
- Respond to Questions and complaints in a timely manner.
- Responsible for other miscellaneous duties as assigned by the Director, Patient Relations and Patient/Family Partnerships

DEC 2018-DEC 2019

TRICHUR , KERALA

CLINICAL PHYSIOTHERAPIST

SUSRUSHA HOSPITAL

- Assisted in International marathon, ISL(Indian super league), Laliga world tournament, CCL , Kerala state athletic championship, All india badminton tournament
 - Assisted in the rehabilitation of patients suffering from various illnesses,diseases or injuries including Arthritis,Stroke,Sports injuries,TMJ dysfunction
 - Liaised with other health professionals to come up with effective solutions for individual cases, such as treatment planning and rehabilitation techniques.
 - Conducted patient assessments through examinations and monitoring physical activity to determine effectiveness of treatment plans or changes required.
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EDUCATION

MHA: HOSPITAL ADMINISTRATION

Westfort Institute of Paramedical Science

BACHELORS IN PHYSIOTHERAPY

Medical Trust Institute of Medical Science

CERTIFICATION & TRAINING

PROGRAMME ON IMPLEMENTATION OF NABH 5TH EDITION STANDARDS FOR HOSPITALS

- Certified From NABH &QCI

CONTINUAL QUALITY IMPROVEMENT : TOOLS AND TECHNIQUES

- Certified From NABH &QCI

DOCUMENTATION REQUIREMENT FOR PATIENT SAFETY AND QUALITY IMPROVEMENT

- Documentation Requirement for Patient Safety and Quality Improvement

INTERNSHIP - APOLLO ADLUX HOSPITAL

- Duration : 1 month
 - Hopital Administration Practices
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LANGUAGES

ENGLISH - BILINGUAL
MALAYALAYAM -NATIVE &BILINGUAL
HINDI - INTERMEDIATE
TAMIL -BASIC

DECLARATION

I here by confirm the above facts are true to the best of my knowledge

RICHARD JACKSON