



# MOHAMED AARIF. M.A

## Head – Operations & Quality

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### PROFESSIONAL SUMMARY

Motivated Healthcare Professional with 12+ years of experience seeking to apply my background in Healthcare Operations, Quality Systems and patient care services within a steadfast and competitive organization.

Possess strong knowledge in Hospital and Healthcare Accreditations, have the courage and visionary to form a strong team to reach the goal, and self-motivation.

Possess strong administrative and interpersonal skills and a positive attitude. Have excellent, dedicated, and Conscientious Work Ethic, desired to work independently, or as a participating member in a Team Environment with continuous learning and gaining new experience's in the corporate world.

### CORE COMPETENCIES

- Collaborative leadership
- Regulatory compliance and accreditation
- Improving patient experiences
- Quality assurance
- Internal Audit
- Community outreach
- Quick problem solver
- Employee training and development
- Clinical Audit
- Developing Forms and Formats
- Time and meeting management
- Microsoft Office
- Self starter and team player
- Active listening skills
- Strong organizational skills
- Customer service expert
- Government relations knowledge
- Relationship and team building

### Memberships & Positions:

- Certified NABH Assessor by the **QCI** (Quality Council of India)
- Internal Auditor at **QCI** (Quality Council of India)
- District Representative at **AHMP** (Association of Healthcare Management Professionals)
- Life Member at **AHMP** (Association of Healthcare Management Professionals)
- Annual Member at **CAHO** (Consortium of Healthcare Management Professionals)
- Annual Member at **AHPI** (Association of Healthcare Professionals India)

## PROFESSIONAL EXPERIENCE

VINAYAKA MISSION SUPER SPECIALITY HOSPITALS  
(VIMS HOSPITALS), SALEM

April 2022 –Present



**HEAD – OPERATIONS & QUALITY CONTROL** in VIMS Hospitals, Salem, Tamil Nadu. It is **220 bedded Super Specialty Hospital**.

### ROLES AND RESPONSIBILITY

- Oversee the daily functioning of the hospital along with the Operations Manager.
- Develop and implement effective policies for all operational procedures.
- To conduct daily meetings with the managers and heads of various departments.
- To conduct various committees along with NABH mandatory committees and conduct various audits.
- Being a responsible person to improve the Quality, conduct the quality improvement program by framing a **quality circle team** for RCA and CAPA process.
- Ensure good quality in non-clinical service areas like infection prevention, security, diet, etc.
- Conduct Periodic assessments of hospitals using an audit checklist and score the facility management, hospital management, and infection control management.
- Conduct Review meetings for all departments and make them present their department performance completion, status, achievements, and future plans every quarter.
- Identify gaps, develop an action plan under the guidance of the incharge of the hospital and monitor compliance.
- Ensure that the hospital meets all regulatory compliances such as BMW, Blood Bank/Storage license, AERB regulations, etc... and maintain the same.
- Conduct training for staff of the hospital on Soft Skills, Customer Satisfaction, Communication, NABH Standards, Audits, Incident reporting system and its importance, Infection Control practices, etc.
- Coordinate with the nursing team for conducting on-the-job training and provide feedback and input for improvement in inpatient care.
- Coordinate with the IP Manager and Guest Relations officer for collecting Patient feedback, analyzing, and reporting to the Medical Director.
- Provide feedback and inputs to the reporting head (**Medical Director**) for the development, implementation, communication, and maintenance of quality systems, policies, and procedures for the Hospital.

- Coordinate with department heads to regularize the **Accreditation Standards for NABH** 5th edition in Hospital. VINAYAKA MISSION SUPER SPECIALITY HOSPITALS (VIMS HOSPITALS), SALEM April 2022 – Present.
- Provide **education and training** to the staff on personnel management, soft skill, stress management, etc...
- Organize the **NABH audit programs** and assess improvement initiatives.
- Coordinate and conduct the periodical NABH **Core Committee Meetings** with a monthly calendar.
- Collect and analyze the **Key Performance Indicators (KPI)** from **Clinical & Managerial departments** based on NABH 5th edition standards.
- Conduct Mock Drills for Emergency codes and analyze RCA once in 6 months.
- Collect incident reports, analyze the root cause for the incidents (RCA), and take measures for corrective and preventive action (CAPA) by coordinating with the respective department heads.

## **PREVIOUS EMPLOYMENT**

**NEURO ONE HOSPITAL, TRICHY**

**April 2021 –Apr 2022**



**MANAGER – OPERATIONS & QUALITY** in Neuro One Hospital, Trichy, Tamil Nadu. **It is 100 bedded Multi Specialty Hospital.**

## **ROLES AND RESPONSIBILITY**

- Along with Manager Quality responsibilities.
- Oversee the daily functioning of the hospital.
- Monitor expenses and suggest cost-effective alternatives.
- Develop and implement effective policies for all operational procedures.
- Monitor and evaluate the administrative staff's performance.
- Will work in close collaboration with clinical & non-Clinical functions to ensure delivery of world-class healthcare services.
- Will responsible to create policy and flow chart for all department processes and work as a liaison between departments for policy-making and implantation.
- Coordinate with all department heads to solve the daily operational issues and do CAPA.
- Monitor the entire hospital operations activities and report to the Managing Director.

- Ensure the development and implementation of goals, objectives, policies, procedures, and systems pertaining to the quality assurance and NABH regulatory functions.
- Being a responsible person for conducting the circle meeting & HOD meeting, coordinating with all Managers, and supervisors in Hospital and responded to other managerial and supportive department staff for any queries of departmental system and procedures.
- Conduct Review meetings for all departments and make them present their departmental assignment completion, status, achievement and future plans on every quarter.
- Coordinate with the department incharges for the Quality Improvement Program and do the QIP every month using the Incidents reported.
- Educate the staff in improving the Audit culture in their department using the statistical and analytical tools.
- Formulate the Nursing Management Committee and initiated the NABH Nursing Excellence Standards at Neuro One.
- Formulate the Link Nurses in each unit for maintaining the Hospital Infection Control Practices.
- Liaise with government officials to coordinate the statutory requirements for the hospital.
- Collect daily, weekly and monthly reports from the administrative departments for monitoring their work status.
- To ensure 100% compliance with statutory, statistical and annual reports.
- Develops and implements policies, procedures and best practices in the administration of hospital with reference to corporate services, medical insurance, material management, pharmacy management and facility management.
- Monitors the training and development of the team, and administering disciplinary actions as needed.
- Ensures that the process needed for the quality management system is implemented and maintained in the hospital.
- Monitors quality assurance programs and mock drills concerned with safety and other quality control initiatives.
- Oversee practice of evidence-based medicine, safety initiatives, quality assurance, Improving clinical performance and implementation of NABH standards in medical staff.
- Reports to the Managing Director and supervises administration in the day to day activities.



**MANAGER - QUALITY** at Neuro One Hospital, Trichy, Tamil Nadu. It is **100 bedded Multi Specialty Hospital**.

### **ROLES AND RESPONSIBILITY**

- To conduct various committees along with NABH mandatory committees like Purchase, Internal audit, Linen Management, Canteen Management committees, etc.
- Being a responsible person to improve the Quality improvement program by framing a **quality circle team** for RCA and CAPA process.
- Ensure good quality non-clinical services like infection prevention, security, diet, etc.
- Conduct Periodic assessment of hospitals on the quality audit check list and arrive at a score for the facility management, hospital management and infection control management.
- Identify gaps, develop an action plan under the guidance of the in-charge of the hospital and monitor compliance.
- Ensure that the hospital meets all regulatory compliances such as BMW, Blood Bank/Storage license, AERB regulations, etc...
- Conduct training for staff of the hospital on Soft Skills, Customer Satisfaction, Communication, NABH Standards, Audits, Incident reporting system and its importance, Infection Control practices, etc.
- Coordinate with the nursing team for conducting on the job training and provide feedback and inputs for improvement in inpatient care.
- Coordinate with the Floor Managers for collecting Patient feedback, analyzing, and reports to the Managing Director.
- Provide feedback and inputs to the reporting head (**Managing Director**) for the development, implementation, communication, and maintenance of quality systems, policies, and procedures for the Hospital.
- Coordinate with department heads to regularize the **Accreditation Standards for NABH 5<sup>th</sup>** edition in Hospital.
- Implant the **5S standards** in the Neuro One and preparing for the certification.
- Provide the **education and training** to the staff on personnel management, soft skill, stress management etc...
- Organize the **NABH audit programs** and assess improvement initiatives.

- Coordinate and conduct the periodical NABH **Core Committee Meetings** with a monthly calendar.
- Collect and analyze the **Key Performance Indicators (KPI) from Clinical & Managerial** departments.
- Conduct **Mock Drills for Emergency codes and analyzed RCA once in 6 months.**
- To do the bed occupancy and patient flow analysis report every month and submit to the Managing Director.
- Collect incident reports, analyzed the root cause for the incidents (RCA), and taken measures for corrective and preventive action (CAPA) by **coordinating with the respective department heads.**

**ADHIPARASAKTHI HOSPITALS**

Feb 2019 – Jun 2019



**A Unit of Melmaruvathur Adhiparasakthi Institute of Medical Sciences and Research**

**MANAGER - QUALITY** in Adhiparasakthi Hospital, Melmaruvathur, Kanchipuram Dist., Tamil Nadu. **It is a 1000 bedded Hospital.**

### **ROLES AND RESPONSIBILITY**

- Initiated a new hospital requirement in Licensing, Pharmacy setup, Signage's, Forms & Formats, Safety initiatives, Blood Bank set up, etc... as per the NABH & MCI standard requirements in Adhiparasakthi Hospitals.
- Plan for Operations development by coordinating with the COO of the Hospital and give feedback about the strategic ideas for camp and other managerial improvements.
- Conduct training for staff of the hospital on Soft Skills, Customer Satisfaction, Communication, NABH Standards, Audits, Incident reporting system and its importance, Infection Control practices, etc.
- Coordinate with the Marketing team for specialty camp at the hospital and primary health centers.
- Coordinate with the nursing team for conducting on the job training and provide feedback and inputs for improvement in patient care.
- Coordinate with the guest relations department for collecting Patient feedback, analyzing, and reporting to Managing Director & COO.
- Coordinate with the ward secretaries in APH and conduct regular meetings for the smooth functioning of the Patient Discharge process.
- Coordinate with the entire hospital operations activities and report to the COO.
- Provide feedback and inputs to the reporting head (**COO & Managing Director**) for the development, implementation, communication, and maintenance of quality systems, policies, and procedures for the Hospital.

- Coordinate with department heads to regularize the **Pre Accreditation Entry Level Standards for NABH** in Hospital.
- Ensure the development and implementation of goals, objectives, policies, procedures, and systems about the quality assurance and NABH regulatory functions.
- Organize the **NABH audit programs** and assess improvement initiatives.
- Coordinate and conduct the periodical NABH **Core Committee Meetings** with a monthly calendar.
- Coordinate with the department managers for the Quality Improvement projects and do the QIP every month using the Incidents reported.
- Being a responsible person in the **initiating and approval of Signboards and Forms & formats.**
- Being a responsible person for **conducting the circle meeting & HOD meeting**, coordinating with all department Heads and Managers in Hospital and responded to other managerial and supportive department staff for any queries of departmental system and procedures.
- Collect and analyze the **Key Performance Indicators (KPI) from Clinical & Managerial** departments.
- Conduct **Mock Drills for Emergency codes and analyzed RCA once in 6 months.**
- Collect incident reports, analyzed the root cause for the incidents (RCA), and taken measures for corrective and preventive action (CAPA) by **coordinating with the respective department heads.**

**SRM MEDICAL COLLEGE HOSPITAL & RESEARCH CENTER, TRICHY**  
May 2018 – Jan 2019



**MANAGER - QUALITY** in SRM Medical College Hospital and Research Center, Irungaloor, Trichy, Tamil Nadu. **It is a 1000 bedded Hospital.**

### **ROLES AND RESPONSIBILITY**

- Initiated and implemented the NABH entry level standards in the hospital.
- Completed the NABH assessment with the team of Assessors and Hospital Directors.
- Established quality management systems leading to improved and continuous quality health care services through operational and administrative activities of Clinical and Non-Clinical departments and to ensure the quality of services are standardized.
- Developed **documentation, refine and review the Policies and Procedures** to ensure implementation of the **Quality Programs.**
- **Collected and maintained the quality indicators and data analyzing, interpreting and reporting in the Quality improvement committee.**

- Conducted **Training & development Program** for all levels of employees in **Clinical & Managerial** on various health care and organizational subjects.
- **Chairing & Coordinating Committee meetings** and document the minutes & follow up of the action required.
- Supervising & coordinating **Safety rounds, Audits & Mock Drills** for quality improvement.

**MEENAKSHI HOSPITAL, TANJORE**

Sep 2013 – Apr 2018



**Assistant Manager - Quality** in Meenakshi Hospital, Tanjore, Tamil Nadu. It is **250 bedded Multi Specialty Hospital** and **1st NABH Accredited Hospital** in Delta Districts.

### **ROLES AND RESPONSIBILITY**

- Provide feedback and inputs to the reporting head for the development, implementation, communication, and maintenance of quality systems, policies, and procedures for the Hospital.
- Coordinate with department heads to regularize the **Full Accreditation NABH 4<sup>th</sup> Edition Standards** activities in Hospital.
- Ensure the development and implementation of goals, objectives, policies, procedures, and systems pertaining to the quality assurance and NABH regulatory functions.
- Coordinate with **NABH Accreditation for Blood Bank & NABH Certification for Nursing Excellence & Emergency Department** and implemented the standards.
- To Organize, Manage, and maintain the **NABH internal quality audit program** and assess improvement initiatives resulting from all quality audits.
- To conduct the monthly feedback analysis report and provide the consolidated report using the statistical analysis to the top management for the further follow-up and action.
- To conduct the Customer Satisfaction Survey Meeting (CSS) once in 3 months based on the Patient and staff feedback.
- Maintain the data of the staff satisfaction survey, suggestion boxes maintenance at Quality and the same is submitted to the top management.
- To conduct and participate in the Quarterly Review Meeting at the MHT and maintain the minutes of meeting with CAPA.
- To follow the nursing team in implementation of NABH Nursing Excellence.
- To follow the feedback and suggestions from the Special and VIP room patients.



- Been a responsible person to organize periodical Core Committee Meetings.
- Been a responsible person for the implementation of the quality improvement program and responded to other managerial and supportive department staff for any queries of the departmental system and procedures.
- Monitor and analyze the Key Performance Indicators (KPI) in Clinical & Managerial areas.
- Conduct **Mock Drills for Emergency codes and analyzed RCA for CAPA.**
- Collect incident reports, analyzed the root cause for the incidents (RCA) and taken measures for corrective, and preventive action (CAPA) by **coordinating with the respective department heads.**
- Conducted and given **training for all staff regarding NABH Standards and other topics.**
- Conducted the **Kaizen Day** program once in every three months in which the best employees were recognized and motivated.

## CARRIER ACHIEVEMENTS

- Implemented **NABH Accreditation Standards** based on **5<sup>th</sup> Edition** at VIMS Hospitals and received the **Accreditation Certificate on Oct 2022.**
- Implemented the **NABH Nursing Excellence and NABH Emergency Medicine Standards** at VIMS Hospitals and awaiting for the assessment.
- Implemented 5S in Pharmacy, and other supportive departments at VIMS Hospitals.
- Achieved **2<sup>nd</sup> price** at **CAHOCON 2022** for the **Platform Presentation on the topic of Neuro Battle against DVT, also presented 2 Videos and 2 Platforms** which is shortlisted for Final at **CAHOCON 2022 conference**, held at Kochi, Kerala on behalf of Neuro One.
- Successfully completed the **NABH full Accreditation Assessment** for Neuro One Hospital based on **5<sup>th</sup> Edition with minimum NC's** and made the hospital as **1<sup>st</sup> Neuro Hospital** received NABH Accreditation in Tamil Nadu.
- Developed the **Annual plan for the Quality Department** in every organization and achieved it successfully.
- Participated at **CAHOCON 2022** conference and presented 2 Videos and 2 Platforms which are shortlisted by the committees and received **2<sup>nd</sup> Price** for the best Platform Presentation.
- Managed and formed procedures for handling COVID cases without spread to the employees. (Result – No employees are affected by COVID in 1<sup>st</sup> and 2<sup>nd</sup> waves).
- Formed and Implemented Policy for the **Internal Audit Committee** for Purchase, for procurement in Pharmacy store, General store, and Canteen Store at Neuro One Hospital.
- Developed software in coordination with the IT team for the Vendor selection, quotation collection, and purchase of the item in a transparent manner.

- Achieved 2<sup>nd</sup> price at **Association of Healthcare Management Professionals (India) – AHMP** for the **Essay contest on Experiences during COVID 19 and learning** on behalf of Republic Day 2021.
- Created 10 safety teams at Neuro One Hospital for maintaining safety in the organization in all areas.
- Became a life member of the **Association of Healthcare Management Professionals (India) – AHMP** and was appointed as **District Representative** (Trichy).
- **Initiated and Implemented the NABH Full Accreditation standards 5th Edition standards**, scheduled that as the next level of achievement for the Neuro One Hospital, Trichy.
- Initiated and completed the **NABH entry-level certification assessment** with at Neuro One Hospital and SRM Medical College Hospital.
- Formed Quality Circle team for RCA and CAPA process in Neuro One Hospital.
- Initiated the Continuous Quality Improvement program by involving the staff of the Neuro One hospital by selecting the incidents, delays and errors that happen for analysis.
- Implemented **5S standards in Neuro One Hospital** and **Meenakshi Hospital**.
- Successfully initiated and implemented usage of the **Electronic Medical Record** of Nursing Department documentation by selecting a model ward in a 100 days plan at Neuro One Hospital.
- Prepared a plan for **admitting and managing COVID – 19 Patients** at **Neuro One Hospital**.
- Completed the **NABH Accreditation process with 100 days’ plan** in Neuro One Hospital and Adhiparasakthi Hospital.
- Become the **membership at AHPI, CAHO & AHMP** for the Neuro One Hospital, Adhiparasakthi Hospitals and Meenakshi Hospital.
- Implemented the **Calendar system for conducting Training & Committees** in Adhiparasakthi Hospital.
- Introduced new forms and formats for hospitals as per the IMA & NABH guidelines.
- Initiated 3 medical centers of Adhiparasakthi Hospitals in Uthiramerur, Madhuranthagam & Venmalagaram areas of Kanchipuram Dist coordinated with COO.
- Initiated the document control system and forms & formats to the case sheets in Medical College hospitals.
- Initiated & Achieved the **NABH activities and obtained NABH accreditation for Meenakshi Hospital within a year and it is the 1<sup>st</sup> NABH Accredited Hospital in delta districts**.
- Initiated & Achieved **NABH Nursing Excellence Certification** and Certified on Feb 2018.
- Initiated & Applied **NABH Accreditation to Blood Bank** and implemented the standards for Blood Bank.

- Successfully completed **more than 20 NABH Assessments (Pre-Assessment, Final Assessment, Surveillance, Verification Assessment, and Re-Accreditation Assessments)** in my Journey Towards Quality.
- Initiated & Faced Audit for **AHPI (Association of Healthcare Providers India) Awards** in the Category of **“QUALITY BEYOND ACCREDITATION”, “NURSING EXCELLENCE” & “GREEN HOSPITAL”** at **Meenakshi Hospital** and won the award for the Category **“QUALITY BEYOND ACCREDITATION”** on **Feb 2018 at Kochi.**
- Lead the **Eight teams** for **Meenakshi Hospital**, participated in the **“Quality Improvement Program Presentation”** conducted by the **Quality Council Forum of India** at **Ooty & Mysore** and achieved **Golden and Par Excellence Awards.**
- Lead the **Five teams** of **Meenakshi Hospital**, participated in the **5S Competition** held at **Bannari Amman Institute, Sathyamangalam** on **9<sup>th</sup> & 10<sup>th</sup> Feb 2018**, and achieved **Par Excellence and Excellence Awards.**
- Implemented and achieved **5S Certification for the Meenakshi Hospital** by coordinating with the **Quality Council Forum of India.**
- Initiated and achieved the **Centre for Quality Promotion (CQP)** for Meenakshi Hospital.
- Conducted analysis on **Discharge time taken** and successfully reduced the processing time from **6 hours to 2.30 hours.**
- Conducted various **Conferences on Nursing, Physiotherapy, Diet, Housekeeping, World Quality Day, and Patient Safety of Meenakshi Hospital** under **CQP.**

## EDUCATION QUALIFICATION

- Completed the certificate course on **CERTIFIED EXECUTIVE PROGRAM IN HEALTH CARE MANAGEMENT**, conducted by **TwinTech Academy Chennai**
- **MA (Economics)**, 2013 from **Jamal Mohamed College, Trichy, Tamil Nadu. (Autonomous), Trichy, affiliated to Bharathidasan University).**
- **BA (Economics)**, 2011 from **Jamal Mohamed College, Trichy, Tamil Nadu. (Autonomous), Trichy, affiliated to Bharathidasan University).**

## CONFERENCES & CERTIFICATIONS

- Participated at **CAHOCON 2022** conference and presented **4 Videos and 4 Platforms Presentations.**
- Completed the **Master Class Series 2 (NABH 5th edition Requirement)** commenced from **06.01.2021 to 31.03.2021.**
- Completed the **“Occupational Health – Convergent solutions for divergent problems”** organized by **AHMP** on **27th February 2021.**

- Completed the “Basic CPHIC Training Program” conducted by CAHO on 20th December 2020 and declared as Certified Professional for Hospital Infection Control.
- Completed the “Workshop on Clinical Audit” conducted by CAHO on 19th December 2020.
- Completed the NABH Interactive Workshop on Continuous Quality Improvement – Tools & Techniques conducted by NABH on 11<sup>th</sup> October 2020.
- Completed the NABH Interactive Workshop on Clinical Audit conducted by NABH on 06<sup>th</sup> September 2020.
- Completed the NABH Certificate Course on Migrating to the 5th Edition Hospital Accreditation Standards conducted by NABH on 29<sup>th</sup> & 30<sup>th</sup> August 2020.
- Completed the Webinar on the topic of COLLABORATIVE CHANGE MANAGEMENT IN HEALTHCARE, organized by TwinTech Academy in association with Chitkara University on 25<sup>th</sup> July 2020.
- Completed the certificate course on CERTIFIED EXECUTIVE PROGRAM IN HEALTH CARE MANAGEMENT, conducted by TwinTech Academy Chennai on 6<sup>th</sup> to 22<sup>nd</sup> May 2017.
- Participated in the 7<sup>th</sup> International Patient Safety Conference “Exploring New Dimensions in Patient Safety” on 1<sup>st</sup> & 2<sup>nd</sup> December 2017, Mumbai.
- Participated in the AHPI Global Conclave “Future Model of Healthcare Integrated Care” on 9<sup>th</sup> & 10<sup>th</sup> February 2017, Chennai.
- Participated in the “CAHOCON 2016 - QUALITY BEYOND ACCREDITATION” on 19<sup>th</sup> & 20<sup>th</sup> March 2016, Bangalore.

## **MEMBERSHIPS**

- Associate Individual Member at CAHO, AHPI and AHMP
- District Representative in AHMP (Trichy Dist.)

## **EXTRA – CURRICULAR ACTIVITIES**

- Served in NCC (2004 – 2006)
- Served in RSP (Road Safety Patrol) under Trichy City Police Guidance in (2007)
- Served in NSS (2006 – 2008)

## **LANGUAGE PROFICIENCY**

- English
- Tamil
- Malayalam

**PERSONAL DETAILS**

Name	Mohamed Aarif MA
Date of Birth	14/03/1989
Gender	Male
Marital Status	Married
Father's name	V.H. Mohamed Ansar
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**DECLARATION**

I, hereby declare that, all the above furnished particulars are true up to my knowledge and belief.

**Yours faithfully,**



**Date:**

**(MOHAMED AARIF M.A)**