



ANKITHA UDAYKUMAR

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Gender: Female **Date of birth:** 13/11/1998 **Nationality:** Indian

ABOUT ME

Hard working and passionate individual skilled in organizing, controlling, and coordinating services, seeking a challenging and rewarding opportunity to work in an environment which encourages to succeed and grow professionally where the skills and knowledge can be utilized for the betterment of the organization.

WORK EXPERIENCE

[01/10/2022 – 31/05/2023]

Operations and Quality Intern

Aster MIMS

City: Kannur

1. Assessed department wise discharge Turn Around Time of both cash and insurance patients.
2. Handled Patient Reported Outcome Measures (PROM) using Knee surgery and Osteoarthritis Outcome Score (KOOS) and Hip Disability and osteoarthritis outcome score(HOOS).
3. Handled Patient Reported Experience Measures(PREM) for outpatients (OP) and inpatients (IP).
4. Performed quarter wise EMR compliance audit for outpatient, inpatients, operation theatre and Discharge summary.
5. Monthly analysis of Emergency department Turnaround Time(TAT), stroke TAT, Acute Coronary Syndrome(ACS) TAT, Sepsis TAT and Trauma TAT.
6. Conducted open audits for medical records.
7. Assisted in the pilot implementation nursing assistant transportation software 'see my portals' by comparing the TAT of pre and post implementation of the software
8. Routine supervision of the process after implementation.
9. Assisted in the process of incident reporting investigation, root cause analysis, corrective and preventive actions and feedback to the concerned stakeholders.

[01/06/2021 – 03/07/2021]

Internship - Hospital pharmacist

JJS Kannur Medical Centre

Address: JJS Kannur Medical centre, Opp. Makkani, South Bazar, 670002, Kannur, India

1. Contacting all healthcare provider for medication-related issues
2. Dispensing for indoor & outdoor patient department.
3. Filling & labeling of medical containers
4. Detailing about medicine to physicians, internees & nurses etc.
5. Maintainers of proper system of all records.

EDUCATION AND TRAINING

[01/08/2021 – 29/06/2023]

Master of Hospital Administration, MHA

Prasanna School Of Public Health, Manipal <https://manipal.edu/psph.html>

Address: Madhav Nagar, Eshwar Nagar, Manipal, 576104, udupi, India

[01/07/2022 – 31/07/2022]

Microsoft Excel

Sree Shankaracharya computer centre Pvt Ltd <https://sreesankaracharya.ac.in/contacts/>

Address: Behind KVR Tower , Kannur-2, Kerala, 670001, Kannur, India

[2017 – 2021]

Bachelor Of Pharmacy, B pharm

Nitte Gulabi Shetty Memorial Institute Of Pharmaceutical Sciences <http://ngsmips.nitte.edu.in/>

Address: NGSMIPS, Deralakatte, Paneer Campus, 575018, Mangaluru, India

Final grade: 8.2

[2015 – 2017]

Pre university Graduation

Ursuline Senior Secondary School <https://www.ursulinekannur.com/>

Address: near Lions Club, Payyambalam, Kerala, 670001, kannur, India

[2014 – 2015]

Secondary School Graduation

Ursuline Senior Secondary School <https://www.ursulinekannur.com/>

Address: near Lions Club, Payyambalam, Kerala, 670001, kannur, India

LANGUAGE SKILLS

Mother tongue(s): Malayalam

Other language(s): English , Hindi

DIGITAL SKILLS

DIGITAL SKILLS

Microsoft Word | Microsoft Powerpoint | Microsoft Excel | WhatsApp

KEY STRENGTHS

Good listener and communicator | well organised | team management

CONFERENCES AND SEMINARS

HEAL: the National Conference on Healthcare Excellence through Administration and Leadership, 2023

Baby Memorial Hospital, Calicut

Attended the Hospital Management Conference conducted as a two day programme that brought together senior level experts from the healthcare industry.

Recent Trends in Digital Transformation of Hospitals St. Johns Medical College, Bangalore

ICAPHS 2020 NGSM Institute Of Pharmaceutical Sciences

Attended three days international seminar ICAPHS 2020(International Conference on Advances in Pharmaceutical and Health Sciences) organized by NGSMIPS based on interdisciplinary research from a global perspective for better health care

New Products and Applications in Hard Capsules NGSM Institute Of Pharmaceutical Sciences

Attended the webinar on 'New Products and Applications in Hard Capsules' held jointly by NGSM institute of pharmaceutical sciences and ACG capsules.

Assessment of time taken for discharge process and its associated factors in a tertiary care hospital in South India

1. Identified the discharge process in the inpatient department.
2. Assessed the discharge process turnaround time
3. Identified value-added and Non-Value added activities within the process using value stream mapping.
4. Identified the factors affecting the discharge process through root cause analysis.

Group project

Created a Hospital 3D walk through model for non-clinical services in a Hospital

[10/05/2022 - 14/05/2022] **Manpower Planning**

Worked as a student administrative intern for Manpower planning study at Kasturba Hospital, Manipal.

AREA OF INTEREST

Quality Assurance and Accreditation

Operations Management

CERTIFICATES

Participation certificate for the seminar on "Recent Trends in Digital Transformation of Hospitals" at St. Johns Medical College, Bangalore

Coursera certificate on Supply Chain Logistics by Rutgers University

Coursera certificate on Supply Chain Sourcing by Rutgers University

Participation certificate for the conference "HEAL"

Coursera certificate on Data Visualization in Excel, by Macquarie University

Coursera Certificate on Six Sigma and the Organization (Advanced) by Kennesaw state University

I hereby confirm that the information given above is true and correct to the best of my knowledge and belief.

Kannur, 03/07/2023



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