

RICHARD JACKSON P

HOSPITAL ADMINISTRATOR



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📍 Thavakkal apartments,
Thiruvilwamala, Thrissur

🇮🇳 INDIA

🧠 SKILLS

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

🎓 EDUCATION

MASTERS IN HOSPITAL ADMINISTRATION

Westfort Institute of Paramedical Sciences

2019 – 2022

BACHELORS OF PHYSIOTHERAPY

Medical Trust Institute Of Medical Sciences

2011 – 2018

👤 PROFILE

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.

👜 PROFESSIONAL EXPERIENCE

SUNRISE HOSPITAL

ASSOCIATE MANAGER

06/2023 – present

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

LANGUAGES

ENGLISH

MALAYALAM

HINDI

TAMIL

COURSES

PROGRAMME ON IMPLEMENTATION OF NABH 5TH EDITION STANDARDS FOR HOSPITALS

National Accreditation Board for
Hospitals & Healthcare Providers

CONTINUAL QUALITY IMPROVEMENT : TOOLS AND TECHNIQUES

National Accreditation Board for
Hospitals & Healthcare Providers

DOCUMENTATION REQUIREMENT FOR PATIENT SAFETY AND QUALITY IMPROVEMENT

National Accreditation Board for
Hospitals & Healthcare Providers

REFERENCES

SHEEBA BHASKAR,

Head of Department,
Westfort Institute of medical sciences
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Dr. Guyton rebello,

Operations Manager, Sunrise Hospital
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ASTER MEDCITY HOSPITAL

IN PATIENT - TEAM LEADER

03/2022 – 06/2023

- To liaison between the patient and various departments of the hospital.
- To ensure flawless process flow in all In-Patient areas.
- To ensure effective functions at In-Patient department.
- To assess the performance of team members and support development.
- To identify service deficiencies and ensure remedial actions are taken by the concerned department.
- To ensure functions are carried out in the department as per the standards and norms set by the organization

SUSRUSHA HOSPITAL

CLINICAL PHYSIOTHERAPIST

12/2018 – 12/2019 | INDIA

- 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.

PROJECTS

A STUDY TO ASSESS THE QUALITY OF CARE IN AN EMERGENCY DEPARTMENT - STRUCTURE, PROCESS AND OUTCOME MEASUREMENT

2020 – 2021

A STUDY ON PATIENT FRIENDLY HOSPITAL

2019 – 2020

DECLARATION

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

RICHARD JACKSON