

CURRICULUM VITAE



Aiswarya C

Email : aiswaryac1999@gmail.com

Phone : 9037727143

9946869302

Objective

I am an MHA graduate and have experience in Hospital Administration at MAJ Hospital, Kochi. I am extremely motivated to join a renowned institution where I can enhance my skills and knowledge and to work for the growth of the organization.

Work Experience

1. Quality Officer - MAJ Hospital, Kochi

(October-2021- still working)

- Assuring the Hospital service quality
- Coordinating accreditation process
- Preparing policies for the Hospital and updating or amending whenever required
- Conducting training sessions for all categories of staff on general and management
- Analysing post-effectiveness of training
- Root cause analysis of incidents
- Daily rounds and reporting
- Monthly data collection for quality indicators and analysing the trend
- Discuss action plans with management team for the identified deviations in the quality indicators, audits and daily rounds and implementing the plans
- Solving the problems of different departments
- Coordinating and conducting Hospital committees
- Circulars issuing and filing
- Documentation of hospital day to day activities and record maintenance
- Coordinating with different departments

Academics

- Master of Hospital Administration from Amrita Institute of Medical Science and Research Centre, Kochi 2019-2021
- Bachelor of Chemistry from Sree Narayana College, Thrissur (Affiliated to Calicut university) 2017-2019
- Higher Secondary- 2016- Government Higher Secondary, Chathanur, Palakkad
- SSLC-2014- H.S.S, Peringode, Palakkad

Internships and Academic Projects

- Internship- NABH Assessment Quality Team Member at Amrita Institute of Medical Science and Research Centre, Kochi | August 2021- NABH internal auditing, discharge file auditing, documentation of root cause analysis and CAPA, waiting time analysis
- Mini Project on Financial Statement Analysis and Strategic Plan Preparation for Fortis Hospital – Analysis of operational efficiency, liquidity and profitability based on published financial statement of Fortis Hospital, developed strategic plan for Fortis Hospital based on the balance sheet
- Main Project on Satisfaction of Cashless Claim Process Among Insured Patients at Amrita Institute of Medical science and Research Centre, Kochi – Conducted survey using a questionnaire, examined statistical significance using SPSS software, recommendations to improve overall processing

Certifications

- Basic Program on Quality Management Practices in Medical Devices reprocessing in CSSD from State Resource centre, Kerala
- Basic course on Health care Quality management from State Resource centre, Kerala
- Excell skills for Business: Advanced, Course on Coursera
- Diploma in computer application, Centre for Continuing Education, Kerala

Personal Information

Date of birth : 23- 05-1999
Gender : Female
Marital Status : Single
Nationality : Indian
Languages known : Malayalam, English and Hindi

Declaration

I hereby declare that the information given above is true to the best of my knowledge.

Ernakulam

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