RESUME

**MRS. LEENA PAUL**

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| **Kerala Address** | **Delhi Address** |
| Kattady Puthenpurackel House, Muttathupadi  Veroor P.O., Changanacherry,  Kottayam Dist. Kerala  Mobile : 08447840811, 9560809229  E-mail : [leena.spj@gmail.com](mailto:leena.spj@gmail.com) | A-132, Dilshad Colony, Delhi - 110095 |

**Professional Qualification**

* Post Basic BSc Nursing from Madhya Pradesh Medical Science University, Jabalpur
* Diploma in Nursing and Midwifery from A.P. Nursing and Midwifes Council
* Pursuing MBA Hospital Administration & Health Care Management from YP Patel University, Pune (Last Semester)
* Knowledge of Computer, MS Office, PPT, Internet, CPRS BCMA, MMS regarding stock management etc.

**Educational Qualification**

* B Com from Mahatma Gandhi University
* Pre-Degree (12th) from Mahatma Gandhi University, Kerala
* SSLC (10th) from Board of Examination Kerala

**Other Certificate Courses Attended**

* 6 months course of Diabetic Educator
* 3 months course of New Born Care and National Neonatology Forum,
* Weekly ward classes about patient care, equipment management and ward management.
* NABH.
* Classes on Disaster Management and Fire Management.
* Leadership Course from Barkely

etc..

***Career Objective:***

* Acted as a NABH Internal Auditee for the Nursing Department in Max Hospital, New Delhi
* Acted as Nursing Quality Incharge and Nursing Superintendent for the establishment of NABH Standards in Nursing Depatment of Ananthapuri Hospital, Trivandrum
* Acted as the Nursing Head in the role of Nursing administrator and clinical establishment of NABH Standards and EMR in a newly opened hospital branch of Caritas Hospital & Institute of Health Sciences**.**

***Key Responsibilities Handled During my Professional Career:***

* Provision of comprehensive care to patients and evaluation of patient care services for continuous improvement in critical care Departments and wards
* Rendition of professional nursing care according to hospital standards and processes
* Administration of nursing objectives by providing managerial inputs needed in directing, planning, implementing, evaluating, and coordinating nursing care
* Devising efficient reporting system so that the managerial levels are aware of current patient conditions.
* Nursing protocols and review based on patient/employee feedback
* Compliance with protocols and accreditation standards with the aim to achieve desired patient outcomes
* Establishment and enforcement of Infection Control Standards
* Continuous education of nurses on Patient & Staff Safety, Medication Errors, Patient falls, Bed sores, etc.
* Investigation of Incident reports & patient complaints and root cause analysis for improvement in processes
* Introduction of new hospital equipment
* Budgeting for manpower and equipment
* Ensuring efficient patient services in order to achieve cost-efficient optimization and deployment of hospital resources
* Coordination with other departments in the hospital including Consultants
* Ensure proper implementation of hospital policies and protocols by the staff and also ensure good, efficient and qualifity care to the patient with full customer satisfaction.
* Maintain team spirit, cordination between Doctors, Staff Nurses, Staff of other department and HODs of various departments for smooth function of department and for good pt care.
* Ethical issues and concerns in the hospital
* Effective staff deployment & roster management.
* Critical incidents management
* Cost Effective Material Management with strict adherence of infection control policies
* Traing the nursing staff in good nursing practices and bedside manners in order to present the patient with a pleasant experience
* Systemic review and continuous improvement of patient care processes inorder to achieve time and cost efficiency and maximize patient satisfaction
* Technologically Savvy: HIS management, advanced equipments usage for patient care, medicine Indenting, billing management, handling HRMS etc.
* Staff Interview

**Work Experience**

1. **Institution: Caritas Hospital** & **Institute of Health Sciences, Kottayam, Kerala**

**Position :** Dy.Nursing Superintendent

**Period :** 01.12.2022 to till date

Worked as the Head of Nursing Department of a newly opened hospital of Caritas Group. Organizing of Nursing Stations, Wards, Equipments, Medicines consumables and EMR in different departments for this new hospital. Completed and handed over the same to my successor in 4 months.

Presently working as Dy. Nursing Superintendent of the main Hospital of Caritas, Kottayam, Kerala.

Caritas Hospital & Institute of Health Sciences is an NABH Accredited multispecialty hospital with 600+ beds and 134 ICU beds and one of the best hospital in Kerala.

1. **Institution: Ananthapuri Hospital and Research Institute, Trivandrum**

**Position :** Nursing Superintendent (NS) – In-charge of Nursing Quality

**Period :** 08.03.2021 to 31.12.2021

Ananthapuri Hospital and Research Institute, is a 350 bedded Multi-speciality Tertiary Care NABH Accredited Hospital located in Trivandrum.

1. **Institution: Max Super Specialty Hospital, Patparganj, Delhi**

**Position : Joined as a Nursing Supervisor and promoted as** Assistant Nursing Superintendent (ANS) of Critical Care Area, Also worked in other areas and wards of hospital.

**Period :** 01.12.2009 to 1st June 2020

I have been with Max Healthcare since December 2009 as Nursing Supervisor and promoted as Assistant Nursing Superintendent. In addition, I was also closely involved in NABH accreditation program of Max Hospitals. I was managing the entire critical department of approx. 110 hospital beds with effective nursing staff strength of 320.

I was responsible for supervising the patient care in Dialysis Unit, Emergency, Day Care, Ward, ICUs.

I was also responsible for proactive planning and implementation of policies for the improvement of patient care processes and effective staffing in order to achieve cost-efficient deployment of hospital resources.

Max Super Speciality Hospital is a 402 bedded NABH Accredited multi specialty facility for diagnosis and treatment of advanced and complex diseases according to international level. This hospital provides world class care with a service focus and setting unparalleled standards of medical and service excellence.

1. **Institution** : **Jaipur Golden Hospital**

**Period** : 04.09.1996 to Nov 2009

**Position** :Joined as a Senior Staff Nurse and Team Leader in MICU

Jaipur Golden Hospital is an ISO 9001 certified hospital with a total bed capacity of 350 beds.

**Personal Details**

**Father’s Name** : Late Sh. Mathai Paily

**Husband’s Name** : Sebastian.P.J.

**Marital Status** : Married

**Language Known** : English, Hindi, Malayalam

**D**.O.B : 04.04.1973

**KNC Registration :** Yes

PLACE (LEENA PAUL)

DATE