



# Dr. Pooja Vinod<sup>B.D.S., M.H.A.</sup>

## Quality Management Associate

Highly organized, resourceful, and accomplished Dental professional, with a master's degree in Hospital Administration, with experience in assisting in healthcare operations. A motivated leader with strong organizational and prioritization abilities. Areas of expertise include communication, management and relationship building. Multifaceted, performance-focused, and results-oriented professional, offering wide-ranging experience in healthcare management. Offering hands-on management skills in performing all mandatory case review, preparing inventory of all pharmacy supplies, and training medical staff.

## Contact

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Kochi, Kerala

## Skill

- Good Knowledge of Regulatory standards and protocols.
- Proficient in clinical documentation management
- Records Management, Proficient in Medical Terminologies, Administration, Feasibility Study.
- Efficiency in Conflict resolution
- Strategic Planning, Report Preparation, Research, Customer Service, Business Analysis, Leadership, Business Planning, Evaluations, Human Resources, Project Coordination, Problem solving.
- Proficient in Microsoft Word, Microsoft Outlook, PowerPoint, Data Entry, Data Analysis, Managing Activities, Risk Assessment and Analysis,
- Inventory Control and Inventory Management

## Certifications

- Certified Healthcare Quality Expert (CHQE)
- Trained Certified Professional in Healthcare Quality (CPHQ trained)
- Lean Six Sigma Yellow Belt
- Supply Chain Logistics Certification
- Supply Chain Sourcing Certification
- Data Visualization Certificate

## Language

English



Hindi



Malayalam



Kannada



## Experience

Aug 2023 - Mar 2024  
Aster DM Healthcare, Dubai

### Quality Management Associate

- Oversaw quality control for multiple clinics, covering clinical and non-clinical aspects.
- Implemented and maintained compliance with DHA standards through quality management systems.
- Conducted regular audits to identify improvement areas and ensure adherence to standards.
- Analyzed data to pinpoint trends and develop solutions for clinic performance enhancement.
- Established and monitored KPIs to measure clinic performance against benchmarks.
- Ensured high-quality customer service delivery and prompt resolution of patient concerns.
- Fostered a culture of continuous improvement and innovation among staff.
- Upheld ethical standards in healthcare decision-making and activities.
- Provided leadership and guidance to foster a collaborative, quality-focused team environment.

Sep 2022 - Jun 2023  
Aster DM Healthcare, Dubai

### Medical Affairs Intern

- Interned under Dr. Malathi Arshanapalai, Chief Quality Officer, Aster DM Healthcare, Dubai.
- Conducted Clinical Documentation Audits at Aster Clinics, adhering to JCI guidelines.
- Developed Patient-Centric Care Plans and analyzed doctor-wise patient feedbacks.
- Assisted in auditing clinical documentation for Top 100 doctors facing Medical Insurance Rejection.
- Evaluated EMR Compliance at MedCare Orthopedic and Spine Hospital (MOSH) using TrakCare EMR System.
- Supported Quality Teams during JCI Inspections at Medcare Hospital and MOSH.
- Collaborated with the Radiology Manager to develop a Quality Improvement Project Presentation for JCI Inspection.
- Validated Patient-Identification Audit Tool for Radiology Department, Laboratory, Day Surgery Unit, and Recovery Room.
- Conducted Time Motion Study for Patient's Initial Assessment at MOSH.
- Conducted compliance training sessions for hospital staff and generated associated Analysis Reports.
- Documented Critical Reports and ensured regular updates of monthly KPIs.

Sep 2019 - Dec 2020  
Coorg Institute of Dental Science

### Dental Intern

- Proficient in written and verbal communication, facilitating understanding of patient concerns.
- Utilize intermediate diagnostic tools effectively.
- Apply problem-solving skills to address pain and dental issues.
- Maintain updated knowledge of dental techniques and practices through keen research.
- Managed operations in a busy dental setting, delegating duties to dental assistants.
- Provided patient education before and after procedures.
- Skilled in performing restorative procedures and collaborating with multidisciplinary teams for optimal patient care.
- Participated in weekly meetings with main dentist and associate dentists to discuss ongoing cases and patient issues.

## Education

### Master of Hospital Administration (MHA)

Prasanna School of Public Health- MAHE, Manipal

### Bachelor of Dental Surgery (BDS)

Coorg Institute of Dental Sciences- Coorg, Karnataka