

Dr. Pooja Vinod

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Gandhi Square, Maradu, Kochi

QUALITY MANAGEMENT

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.

KEY COMPETENCIES

Quality Control Oversight
Compliance Implementation
Audit and Issue Mitigation

Data Analysis
KPI monitoring
Customer Service

Team leadership
Healthcare Ethics
Training & Development

PROFESSIONAL EXPERIENCE

ASTER DM HEALTHCARE, DUBAI

Aug 2023 - Mar 2024

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.

ASTER DM HEALTHCARE, DUBAI

Sep 2022 - Jul 2023

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

COORG INSTITUTE OF DENTAL SCIENCES

Sep 2019 - Dec 2020

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

MANIPAL ACADEMY OF HIGHER EDUCATION,

Master of Hospital Administration

Aug 2021 - Jul 2023

COORG INSTITUTE OF DENTAL SCIENCES

Bachelor of Dental Sciences

Jul 2015 - Sep 2019

INDIAN SCHOOL MUSCAT

High School Graduate

Apr 2013 - Mar 2014

