

## **Curriculum Vitae**

### **Kazi Saddam**

Majherchar II, Mahendraganj, South West Garo Hills  
Meghalaya – 794106.  
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### **OBJECTIVE**

To obtain a challenging Quality Management Position which would allow me to utilize my experience and skills for improving customer satisfaction along with the overall quality of the organization.

### **PROFILE OVERVIEW**

Audit  
Documentation  
Training  
Quality Indicators  
Policy Implementation  
Crowded management  
Observation/Monitoring etc.

### **WORK EXPERIENCE**

| Sr. No. | Name of Organization                       | Designation               | Duration          |
|---------|--------------------------------------------|---------------------------|-------------------|
| 1.      | Hayat Hospital Pvt.Ltd                     | Quality Manager           | Currently working |
| 2.      | Holy Spirit Hospital, Andheri East, Mumbai | Quality Manager           | 2019-2019         |
| 3.      | Father Muller Medical College, Mangalore   | Assistant Quality Manager | 2017-2019         |

### **FIELDS OF INTEREST**

Hospital Administration & Quality Control

### **GOVERNMENT ID CARD**

Voter ID:TNZ0038323

## **JOB DESCRIPTION-QUALITY MANAGER**

1. Works collaboratively with physicians, nurses, employees, and other professional entities to develop, implement and manage programs to enhance the quality of patient care and maintain and improve patient and staff safety.
2. Internal auditor
3. Guide to the NABH assessment team
4. Defines and reduces variation in clinical and non-clinical processes by developing standards of service that are clear, realistic, measurable and responsive. This includes monitoring the policies and procedures of organization and ensuring they are reviewed and revised regularly.
5. Operational In charge of Medical record Outpatient and Inpatient department, biomedical department and Laundry department.
6. Maintain quality department inventory
7. Conduct patients assessment indicator monthly audit & Medical record audit
8. Manages plans, implements, communicates, delegates as appropriate to maintain and improve the day-to-day operational quality.
9. Responsible for the continuous improvement in the hospital.
10. Improves the quality of patient care through assessment and evaluation of the functions, Processes and outcomes affecting patient care. Develops and follows through on quality initiative.
11. Monitors, evaluates, and responds appropriately and in a timely manner to patient, nursing staff and physician expectations, satisfaction and performance through one-on-one communication, surveys, focus groups, regular memoranda, committee meetings, formal and informal communication methods.
12. Maintains an open-door policy to facilitate communication with all staff and encourages teamwork. Holds regularly scheduled departmental and individual meetings. Attend all the meetings related to NABH.
13. Ensures that all members of the hospital are aware that Quality Patient Care is everyone's responsibility.
14. Recommends Quality tool and techniques to be used in measuring the Hospital Quality performance, variation and solving quality problems.
15. Recommends procedures & Guidelines to direct the practices used in performing corrective action.
16. Actively Supports and participates in quality training programmes and other quality related training and maintains the integrity and on-going function of the Hospital and facility safety program.
17. Lead, Guide and work with specific department for Quality (Nursing Excellence, Infection control etc.) besides NABH.
18. Prepare SOPs and generate various documents/reports and forward the finding to the superior person.
19. Maintain confidentiality of critical information.
20. Reporting to superior.

## EDUCATIONAL QUALIFICATION

| Qualification                            | Institution                                                                                | Year of Completion    | Grade        |
|------------------------------------------|--------------------------------------------------------------------------------------------|-----------------------|--------------|
| MHA (Masters in Hospital Administration) | Father Muller Medical College, Mangalore(Rajiv Gandhi University Health Science,Bangalore) | 2015-2017 (Full Time) | First class  |
| Bachelor of Business Administration      | Asian institute of Management and Science                                                  | 2011-2014             | First class  |
| HSC                                      | Meghalaya Board of school education                                                        | 2010                  | Second Class |
| SSC                                      | Meghalaya Board of school education                                                        | 2008                  | Second Class |

## COMPUTER SKILLS

Proficient in the use of MS Word, MS Excel, Power Point, Process Mapping, Coral Draw, etc.

## QUALITY IMPROVEMENT PROJECT

1. Project on Digitalization of Medical Record Department at Father Muller Medical College Hospital.Mangluru, Karnataka
2. Project on Hospital Singes and Floor marking at Holy Sprit hospital. Guwahati,Assam.

## EXTERNAL HOSPITAL TRAINING

### Yenepoya Super specialty Hospital, Mangalore

- Worked as a Student Trainee in Human Resource Department for NABH (National Accreditation board for Hospitals and healthcare Providers) pre Assessment Audit

### Indiana hospital and Heart Institute Manglore, as Trainee Administrator May 08/05/2017 – 08/06/2017

- Posted in Quality Assurance department
- Posted in Dept. of Medical Record and Emergency Department
- Posted in Dept. of Marketing and worked on a project of customer complaints and clustering Exposure to General Hospital Administrative setup

## INTERNAL HOSPITAL TRAINING

### Father Muller medical college & hospital,Mangaluru, as Hospital Administrator Trainee (2015-2017)

Department wise exposure to administrative and working setup in the hospital as a MHA trainee

## ACADEMIC PROJECT WORK( MASTER IN HOSPITAL ADMINISTRATION)

- **PG Dissertation: Social Security measures: A study on Employee's satisfaction in a selected hospital** in Mangalore.
- **PG internship project:** A Study on the Quality of Services in the Emergency Unit in Indiana Hospital and Heart Institute Mangalore.

## SPECIAL ACHIEVEMENT IN QUALITY

1. Worked as a Student Trainee in Human Resource Department for NABH (National Accreditation board for Hospitals and healthcare Providers) pre Assessment Audit
2. Conducted a study on Social Security measures: A study on Employee's satisfaction in a selected hospital
3. I provide training for the students in quality tools and techniques used for the hospital.

## COMMITTEE RESPONSIBILITIES

1. NABH Core Committee
2. Medical Audit Committee
3. Infection Control Committee
4. Safety Committee
5. Patient Feedback Committee
6. Clinical Audit Committee
7. Grievance Committee
8. Document Control Committee
9. Blood Transfusion Committee
10. All Hospital Codes Committee
11. Pharmaco-therapeutic Committee

## CONFERENCE AND WORK SHOP

1. Attended **COVID-19 training program** conducted by BD India Pvt. Ltd.-2020
2. Attended a National Conference on **Health Informatics** Organized By Manipal University,Manipal- Tiger Circle Road, Madhav Nagar, Manipal, Karnataka 576104
3. Attended a CME on **Planning Of Hospitals-III** organized by the Department of Hospital Administration, Yenepoya Medical College, Mangalore- Manipal Chapter-University Road Deralakatte Mangalore, Karnataka 575022.
4. Attended a National conference on **Safe & Sustainable Hospital (SASH 2015)** **organized** by AHA Mangalore –Manipal chapter.
5. Organized a Conclave on **“Go Green In Health Care”, 2016-Father Muller Medical College-Mangalore -575002.**
6. Organized a Workshop on **“Trends 2K17”.**
7. Organized a Workshop **“Trends 2015”**– Costing of Hospital Services.
8. Organized a Workshop **“Changing Skills Among Healthcare Administrators”**

## PERSONAL DOSSIER

C/O:Halima Khatun

Name: Mr Kazi Saddam

Date of Birth:19<sup>th</sup> Feb 1993

Gender: Male

Marital Status:Single

Hobbies:Organizing Events,Travelling,Reading and Music.

## LANGUAGES

|            |         |       |         |          |
|------------|---------|-------|---------|----------|
| Read       | English | Hindi | Bengali | Assamese |
| Write      | English | Hindi | Bengali | Assamese |
| Speak      | English | Hindi | Bengali | Assamese |
| Understand | English | Hindi | Bengali | Assamese |

## PERMANENT ADDRESS

Majehechar 2,

P.O-Mahendraganj

Dist: South West Garo Hills

State-Meghalaya

PIN-794106

## DECLARATION

I, Kazi Saddam, hereby declare that the above furnished information is true to the best of my knowledge and belief.

Yours Sincerely

Kazi Saddam

Signature:Skazi

Date:26-03-2021