

Chandrima Ghosh, PGDM, BHM**+91 8335990846 | Chandrima.ghosh851@gmail.com****1. Work Profile:**

A diligent professional with **8 years of extensive experience** in Operation, Customer Relationship and Stakeholder engagement. Possess excellent interpersonal communication & organizational skills with proven abilities in team management & coordination with stakeholders.

2. Expertise

▪ Patient Service Management	▪ Operations Handling	▪ Teambuilding & Training
▪ Complaint Handling & Resolution	▪ Front-End Supervision	▪ Revenue Enhancement

3. Summary of functions handled:

Operations	▪ OPDs, Diagnostics & Radiology, OT & Discharge Department. ✓ Collaboration and coordination: collaborate with other departments, such as the nursing department, pharmacy, laboratory, and radiology, to ensure seamless coordination of services and interdisciplinary care. ✓ Documentation & Reporting: responsible for maintaining accurate and up-to-date records of patient visits, treatments, and procedures. Additionally, required to generate reports and statistics related to OPD activities for management review. ✓ Continuous professional development: engage in ongoing professional development activities, attend conferences or workshops, and stay informed about relevant policies and regulations. ✓ Emergency response: emergency response coordination and management within the hospital. ✓ Patient Relations: played a crucial role in maintaining positive patient relations within the OPD. This includes addressing patient concerns and complaints, ensuring patient satisfaction, and promoting a patient-centered approach to care.
Admin	▪ Coordination with multiple departments and other stakeholders. ▪ Maintenance of training calendar for all clinicians as per NABH. ▪ Work along with finance department for performance review of doctors.
HR	▪ Proper handling of doctors/ consultants to enhance the experience for group hospitals / clinics (single point contact for all clinicians) ▪ Induction of new-joiners in the OPD
PR & Stakeholder Management	▪ Organization & Management of department specific CMEs and coordination with all stakeholders. ▪ Patient specific grievance handling ▪ Client handling (pharma-companies etc.) as and when required.
Medical Data Analysis	▪ Analyze data to prepare reports & documents. ▪ Department wise output analysis and adding value to the decision making.

4. Education

- **Post Graduate Diploma in Management (PGDM)**, Specialization in Operations Management from AIMA, Institute of Business Management – Jadavpur University Campus, Kolkata
- **Bachelor of Hospital Management** [Hospital administration, Management, Operations] from West Bengal University of Technology – Kolkata

5. Training & Certifications :

- **NABH Certified Professional** –Completed Implementation of NABH Hospital / SHCO Standards Course by National Accreditation Board for Hospitals
- **Transplant Coordinators Course** from Mohan Foundation, Chennai

6. Employment Record :

From: April 2019 to April 2020	From: April 2018 to October 2018	From: August 2014 To March 2018	From: November 2012 to July 2014
Employer: Medica Super- Specialty Hospital, Kolkata	Employer: Medica Super specialty Hospital, Ranchi	Employer: Medica Super-Specialty Hospital, Kolkata	Employer: Sankara Nethralaya
Position held: Assistant Manager – Operations & OPD in-charge	Position held: Assistant Manager – Operations	Position held: Secretary to the Sr. Vice Chairman & Transplant Coordinator	Positions held: Patient Service Coordinator

7. Detailed Tasks Assigned:

Name of Organization	Medica Super-Specialty Hospital, Kolkata and Ranchi [Assistant Manager – Operations]
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OPD-Operations (in-charge)

- As an Operational management team member, skillfully developed departmental goals, objectives, and standards of performance, policies and procedures.
- Developed a system of staff communication that ensured proper implementation of treatment plans and comprehensive patient care.
- Routinely collaborated with departmental coordinators to correct problems and improve services.
- Supervised and managed the daily activities of a clinical team consisting of physicians, nurses and support staffs.
- Confidently managed the overall operation of patient care, including financial management, quality assurance, patient care, safety risk management, teammate satisfaction.
- Provides statistical reports by controlling the collection of treatment and non- clinical data.
- Provide effective decision making by coordination with other departments regarding patient issues.
- Daily Inspection of facility for cleanliness.
- Implementing quality and patient-service standards; resolving problems; identifying system improvements.

- Facilitated an on-going assessment of patient/family needs and implementation of interdisciplinary team care plan.
- Identified process improvements in the day-to-day functioning of the department.
- Coordinated nursing department activities to ensure availability of appropriate clinical and support staff for resident care.
- Reviewed customer survey information to prioritize areas of improvement.
- Maintained good communication between department heads, medical staff and governing boards by attending communication meetings and synchronizing interdepartmental functions.
- Created and maintained computerized record management systems to record and process data and generate reports.

Operations - Discharge Department

Work History

- To facilitate early and effective discharge process. Handling of IP patients on a regular basis. Guiding and facilitating discharge plans (To check the discharge Summary status, bill settlement, oversee the handover process , maintaining post discharge protocol).
- To arrange all lab/radiology reports according to the TAT.
- To coordinate with the team to finalize the discharge summary.
- To coordinate with the ambulance department for transportation.
- To collect the Patient feedback and forward the same to the PR Department for analysis.
- To adhere to the safety norms of the hospital, follow both patient and staff safety rules.
- Confirmed accurate completion of forms/reports for the admission, transfer and/or discharge of each resident.

Operations - Radiology Department

- Provided diagnostic services by directing and coordinating the services of radiology and diagnostic imaging procedures.
- Overseeing staff in operation of imaging equipment, such as x-ray machines, computerized tomography (CT) scanners etc.
- Supports patient care by resolving radiology issues with physicians, radiologists, radiology technologists, and ancillary staff.

Name of

Sankara Nethralaya , Kolkata

Organization

- Created and maintained computerized record management systems to record and process data and generate reports.
- Billing and cash handling MIS maintenance
- Strategically planned methods to achieve operational goals and targets.
- Routinely collaborated with department managers to correct problems and improve services.
- Assisted in resolving and satisfying client requests and internal operational issues.
- Confidently managed the overall operation of patient care, including financial management, quality assurance, patient care, safety risk management, teammate satisfaction and facility maintenance.
- Certified that equipment and supplies were properly maintained for quality patient care and safety.
- Prepare and manage departmental reports and documents.
- Generating and reviewing the monthly MIS reports.
- Maintaining departmental statistics including graphical analysis based on number of patients, number of surgeries and other departmental

Work History

activities.

- Maintaining patient database and tracking patient data.
- Supporting in processes related to Accreditation.
- Monitoring day-to-day operations.
- Preparation of master data bank of all departmental doctors and updating the same. Maintaining training cards of all clinicians.
- Daily work scheduling of the Director & appointments
- Coordinating & organizing all internal and external events, meetings, conferences, seminars, workshops related to department.
- Responsible for all the internal & external correspondence of the department, including important mails on daily basis ensuring its review.

8. Personal Information :

- **Date of Birth** : 15th April 1985
- **Address** : Avidipta Phase-1, Flat no-605, 6th Floor, Block 1 C, Mukundapur, Pin-700099
- **Marital Status** : Married
- **Languages** : English, Hindi, Bengali

References will be provided upon request.

I acknowledge that the information provided here is true to the best of my knowledge.

Chandrima Ghosh

