

COVER LETTER

Mohammad Asif Abedin

Healthcare Quality | Operations | Strategic Initiatives

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Healthcare Quality, Patient Safety and Risk Manager

Dear Recruiter,

Greetings!

I am a healthcare professional with more than 16 years of experience in managing Healthcare Quality, Operations, and Strategic Initiatives. I have been instrumental in driving projects on quality, patient safety, risk management, and accreditations/certifications with JCI, NABH, and ISO. Tracking and upkeeping of regulatory requirements and compliance have been checks and balances for the flawless operation of healthcare institutions.

The multi-tasking approach has always been my way of working, believing in expanding scope as a platform to learn and improve competency. Hence my role has not been only limited to quality operations, whereas scope has been expanded to the tracking of clinical improvement goals, performance reviews, work to developing annual operations plan in line with the budget with the stakeholders, leadership, and finance. Review of performance outcome v/s committed budget and EBITDA periodically for the financial year and so on and so forth.

I have managed multiple units as a team leader for quality and patient experience assignments. In Abu Dhabi, I manage five Hospitals and fourteen medical centers associated with Burjeel Holdings as Regional Quality Manager. In India, I have worked as Dy General Manager and regional Head for Quality Assurance and Strategic Initiatives for the central region hospitals for Apollo Hospitals Enterprises Ltd. and other roles including Operations Management with my other previous hospitals.

I am ready to commute and will be available to start work in a very short time upon satisfying recruiters' requirements.

Sincerely,

Mohammad Asif Abedin

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Specialist in Healthcare Quality Assurance, Operations Management, Service Excellence and Strategic Initiatives with leading healthcare Institutions in India and UAE.



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Career overview

I have been working with healthcare institutions for more than 16 years with a specialty in managing Healthcare Quality Assurance, Hospital Operations, Accreditation processes and implementing sustenance strategies. Lead various Accreditation and certification processes which include JCI, ISO, NABH, and Abu Dhabi regulatory standards. Sound experience in Operational management includes but is not limited to Working for Annual Operating Plans, Budgeting, Cost saving initiatives, Patient satisfaction and safety drives, and Implementing state regulatory standards.

Effective implementation and sustenance of quality plans and initiatives has been my key role with my previous hospitals. As regional head, I have been responsible for keeping the unit CEO, CEO for Central Region, and corporate quality head updated on the progress.

My present role with Burjeel Holdings is to ensure Quality department operations for five Hospitals and fourteen Medical Centers in Abu Dhabi, UAE.

Key Skills

- Accreditation process lead for JCI, NABH, ISO, and Abu Dhabi regulatory surveys
- Manager, Regional Quality team
- Annual quality plan – preparation and execution
- Strategic Initiatives & Special projects
- Quality compliance auditor
- Quality policies, adherence, and compliance review
- External surveyor
- Patient safety and Risk management
- Annual Operating Plan & Budgeting
- Healthcare Operations
- Effectiveness of quality committees
- Training & Education
- Service Excellence initiatives
- Patient Experience, Complaints management & review
- Statistical Analysis & KPI review

Employment Details



Burjeel Holdings

Abu Dhabi, UAE

UAEs leading healthcare Institution founded in 2007. Previously known as VPS Healthcare. Burjeel operates its multiple hospitals and medical centers under different brands in UAE, Oman and KSA. The group started expanding its services and scope broadly after releasing its initial IPO in 2022.

Regional Quality Manager

Jan 2022 - present

- As a Regional Manager, I am responsible for ensuring quality operations for five hospitals and fourteen linked medical centers in the Abu Dhabi Emirate. The scope of my assignment includes but is not limited to; Medeor 24x7 Hospital, LLH Hospitals, Lifecare Hospitals, and all its associated medical centers.
- Accomplishing JCI re-accreditation successfully for Medeor 24x7 Hospital, Abu Dhabi was among the initial assignments.
- I am responsible for coordinating with multilingual and multinational quality teams across healthcare entities.
- Strategic planning to introduce annual quality plan following monthly updates on key assignments targeting timebound accomplishment of activities.
- Weekly quality progress review in line with the annual quality plan.
- Periodic team interaction, education program, and sharing good practices through regional team meetings.
- Planning and preparing team to facilitate authorized compliance agency [Tasneef](#) for the state regulatory requirements under the [Department of Health](#), Abu Dhabi including but not limited to; [Muashir Ranking](#) (Abu Dhabi Healthcare Quality Index), JDC Methodology ([JAWDA](#) on compliance of key clinical and managerial indicators set by DOH), Injury and Poisoning notification system (IPNS), Cancer Screening program, Vaccination and Cold Chain Management program, Medical centers Quality Standards, Survey on initiating/adding specialties/services and Facilitating ad hoc audits by DOH.



Apollo Hospitals Enterprises Ltd.

India

Apollo Hospitals is among the largest Hospital chain in India. Founded in 1983. Group extends its healthcare service with 55 hospitals and >10,000 beds pan India. During my tenure, I got opportunity to manage >500 bed capacity from hospitals in the region I was responsible for.

Dy General Manager & Regional Head Quality Assurance & Strategic Initiatives (Central Region)

Feb 2021 - Nov 2021

- I was responsible for ensuring implementing and sustaining quality standards for central region hospitals primarily Apollo Hospitals, Bilaspur, and Apollo Hospitals Bhubaneswar.
- Scope of service included but was not limited to the Apollo hospitals in Odisha and Chhattisgarh states in India however hospitals in Andhra Pradesh have extended support when required.
- Acted as a crisis manager and successfully completed re-accreditation for Apollo Hospitals Kakinada, Andhra Pradesh in 2021.
- Coordinate with the corporate team to develop an annual plan and execute it across the hospitals in central region hospitals.
- Coordinated with the support teams in the right placing of every component of quality standards required for flawless operations.

- Worked as a guide to chock-out systemic plan, staff education, and inter-department discussions.
- Liaison with the stakeholders for the cost saving and special initiatives.
- Regular interaction with the senior medical team to evaluate and take proactive measures to overcome various care issues.

Head, Department of Quality Assurance

 Apr 2010 - Jan 2021

- Headed Quality department from a very initial stage and built a mature team to prepare for the quality functions.
- Worked in developing quality structure in coordination with various stakeholders.
- Formulated various guiding documents, policies, SOPs, set KPIs, laid down structure of various committees, safety policies and practices and staff training to understand and adopt guiding principles of standard requirements of NABH.
- In 2013, successfully accomplished and became first hospital in state of Chhattisgarh to get NABH accreditation. And further, leaded the team to continue with re-accreditation in 2016 and 2019.
- Acted as a crisis manager to lead the team for re-accreditation for Apollo Hospitals Bhubaneswar in 2019 on deputation.
- Alongside of heading quality department, I have been involved in multi-tasking for operations, patient experience and business promotional assignments.
- Worked for preparing Annual Operating plan in line to the hospital budget and EBIDTA projection. Review and analysis on functional outcomes and highlighting shortcomings for the leadership to take proactive measures to keep business targets on track.



Sharda Hospital, Hindustan Institute of Medical Sciences & Research

 Greater Noida

Sharda Hospitals has been established under Sharda University to serve as teaching institute and got MCI approval in 2010. Dering my tenure I got opportunity to manage a 700 bed hospital for its day to day operational needs as Operation Maager.

Manager Operations

 Apr 2008 – Nov 2009

- Head Operations department for a 700 bed capacity hospital in Greater Noida near New Delhi.
- Key assignments were including but not limited to the management of all non-clinical operations, support medical facilities for Out-patients, In-patients, Diagnostics.
- Patient happiness and complaints management.
- Vendor management and seamless operations of all outsourced facilities includes Security, Housekeeping, Transport, Laundry etc.



K M Memorial Hospital & Research Centre

 Bokaro Steel City, India

KMMH&RC is a 150-bed capacity multispecialty renowned hospital in the region. This was my initial association immediately after completion of my academics as a multi-task role player as manager of marketing as well as portfolio for hospital operations.

Manager Marketing, Corporate Relations

 Jun 2007 – Apr 2008

- Liaison with various partners, business associates, and clients for business promotions, campaigns, and patient assistance.
- Assist the Managing Director with the business meetings.
- Coordinate with operations teams to review operational outcomes.
- Work with the business development team for camps and outreach clinics.

Academics

- [MBA, Total Quality Management](#)
SMU, India  2012
- [Bachelor in Hospital Management](#)
Maulana Azad University of Technology
(Previously WBUT), Kolkata  2007
- [PGDCA](#)
Dr C V Raman University  2015

Language proficiencies

English ●●●●
Hindi ●●●●
Bengali ●●●●

Other details

Resident: Abu Dhabi, UAE
Nationality: India
Marital status: Married
Religious belief: Islam

Certification

- [Business Continuity Auditing](#)
(BCM) AE/HSC/NCEMA 7000 Standards & ISO22301 –
Department of Health, Abu Dhabi
- [CPHQ](#) (Preparatory)
Raghava International Statistical Institute, KSA
- [Gold Badge in Quality Excellence](#)
Apollo Hospitals Enterprises Ltd. India
- [Migration to the 5th Edition NABH Hospitals Accreditation Standards](#)
National Accreditation Board for Hospitals and
Healthcare Providers, India; Certificate No. NABH-QC-H-
5EM-001-2020-0219; 30/10/2020
- [Lead Auditor program QMS, ISO 9001:2015](#)
National Institute of Training for Standardization, BIS
(Bureau of Indian Standards)
- [Environment, Water and Disaster Risk Reduction](#)
National Institute of Disaster Management - Ministry of
Home Affairs, Govt. of India
- [Program on Implementation of NABH Standards for Hospitals](#)
National Accreditation Board for Hospitals and
Healthcare Providers, India.
- [Six Sigma](#)
Indian Statistical Institute, Chennai (India), Certificate
No. APOLSSGB34;11.01.13
- [Internal Counselor Program on NABH Standards](#)
QCI (Quality Council of India) & CII (Confederation of
Indian Industries); Certificate No: H-3D-2011-17-1427

Declaration

I hereby declare that all the information given is true and best of my knowledge.

Mohammad Asif Abedin