

Miss. Asha R. Gajbhiye (Mishra)

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Objective and Resume Summary Profile:

Having 14 years of experience in managing health care services. I believe in synergy and hence advocate working with a team and pulling out strengths from each individual to achieve a goal which is the organisation's as a whole. I rely on meticulous strengths, a 'can do' attitude, problem solving attitude, setting up newer horizons and sorting out the old ones, developing straight forward solutions to complex situations and persuading others to get involved to evolve, thus giving the system a boost for development.

Key Skills:

An Administrator & quality professional with a vision, Team leader, Operations Manager, analytical and problem-solving ability, planning and project management skills, ability to lead and motivate a team, a strategic approach to work, the ability to facilitate change, skills in numerical and statistical analysis, Manpower analysis, Hospital Information system Analysis and implementation, NABH Co-coordinator (3rd & 4th Edition), Certified JCI internal auditor, Sr. Quality Manager, Internal Auditor for NABH, JCI, QCI, NABL & NABH for blood banks. Management representative for ISO 14001 - 2004 (Environmental Mgmt Sys), ISO 9001 - 2008 (QMS), OHSAS 18001 - 2007.

Work Experience (current):

❖ Manager Quality (Head Quality)

Vedanta Medical Research Foundation (BALCO Medical Center), Raipur (CG.)

Jan 2019 till date.

Job Description

- Member of Executive committee.
- Co- Chairperson of Quality Assurance & improvement committee (Core committee of Hospital)
- To liason with top management for strategical planning.
- Project budgets for Quality
- Responsible for accreditations with local/ national & international bodies.
- Review customer/ Patient requirements & satisfaction.
- set standards for quality as well as health and safety
- monitor performance by gathering relevant data and produce statistical reports
- review existing policies and make suggestions & implementation for changes and improvements.
- measure performance and identify any areas of weakness, recommending and implementing improvements
- assess the effectiveness of changes made.
- use relevant quality tools and make sure managers and other staff understand how to improve the business.
- Responsible for contributing to hospital-wide and departmental quality initiatives. This involves performing the assessment and analysis of operations and processes.
- working collaboratively with staff and managers to promote, design and implement improvements and innovations
- Undertaking quality initiatives, audits, risk management as due in conjunction
- Consults with administrative and medical staff Managers, department heads, and critical committees to finalize and advance the project goals.
- Co-ordinates the assessment of current operational processes.

- Assesses institutional/ departmental readiness and identifies strategies to achieve goals of the organization.
- Leads teams by coaching and advising team members to fulfill their role in a team.
- Creates a supportive environment in the department that is sensitive to the issues and needs of that area
- To ensure that quality improvement and innovation work remains focused on one or more of the goals: patient-centeredness, staff vitality, process efficiency and waste reduction, and safe and reliable patient care.

Past Working Experience

Alexis Multispecialty Hospital, Nagpur. (NABH Accredited)

❖ **Sr. Manager Quality**

Aug 2017 – Oct 2018

❖ **Manager Quality**

Jun 2016 to July 2017

Was called to officiate as JCI Internal auditor for the Zulekha group of hospitals in the Middle East, namely Sharjah and Dubai.

Had an Exposure to JCI surveillance Audit for Zulekha Hospitals Dubai & Sharjah.

Job Description:

As a Sr. quality manager, my job is to coordinate the activities required to meet the quality standards set for the hospital. My pivotal role as a Sr. Quality Manager is to monitor and advise on the performance of the quality management system, produce data and reports on performance, measuring against set standards, to liaise with Top management, directors, other managers and staff throughout the hospital to ensure that the quality management system is functioning properly. Where appropriate, to advise on changes and how to implement them and provide training, tools and techniques to enable others to achieve quality standards.

- To set processes, and formulate quality standards, SOPs and protocols to earmark quality parameters for the hospital.
- To train staff and sundry in inculcating the quality set parameters, SOPs and protocols • To device policies in conformation to the NABH Standards (4th Edition).
- To analyze information, Strategic Planning, Quality Engineering, Emphasizing Excellence, Attention to Detail, Dealing with Complexity.
- To achieve quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change.
- To meet quality assurance financial objectives by estimating requirements; preparing annual budgets; scheduling expenditures; analyzing variances; initiating corrective actions.
- To develop quality assurance plans by conducting hazard analyses; identify critical control points and preventive measures; establish critical limits, monitor procedures, corrective actions, and verify procedures; monitor inventories.
- To validate quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures.
- To maintains and improve product quality by completing product, company, system, compliance, and surveillance audits; investigating customer complaints; collaborating with other members of management to develop new product and engineering designs, and manufacturing and training methods.

- To prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.
- To update job knowledge by studying trends in and developments in quality management; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- To enhance department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Meditrina Institute of Medical Sciences, Nagpur. (NABH Accredited)

❖ **Manager (Quality & Operations)**

Jan 2014- Jun 2016

❖ **Deputy Manager- Administration**

Jan 2013- Jan 2014

❖ **Assistant Manager- Administration**

Jun 2012- Dec 2012

Job Description:

- To process improvement, analyze information , Strategic Planning, Verbal Communication, Quality Engineering, Emphasizing Excellence, Attention to Detail, Dealing with Complexity.
- To achieve quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change.
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With regards my Job Description as a Deputy Manager

- To Ensure smooth functioning of the hospital by coordinating with all department coordinators.

- Monitoring standards of working practice within the departments Generating statistical information for decision making and planning.
- Arranging periodical meetings for increasing the efficiency of the system.
- Improve the systems to enhance the patient satisfaction Innovate and articulate the ideas for the smooth functioning of the Hospital.
- Preparing SOPs & policies for non clinical departments. Framing strategies & implementing for increasing patient load.
- Hospital Information System (HIS) analysis, Training & implementation.
- Providing Training of Quality standards for NABH Accreditation.
- Identifying Gaps & Implementing Systems in Place
- Preparing the hospitals for Audit and Conducting Internal Audits.
- Obtain adequate facts and evaluate data to identify and intervene in actual and/or potential safety and risk management issues.
- Communicate pertinent information (verbal and/or electronic) in a timely manner to hospital administration and department leadership.
- Document pertinent information, actions and decisions and communicates to appropriate leadership.
- Communicate issues identified by front line staff to appropriate administrative team related to new administrative or departmental initiatives.

Kunal Hospital Critical Care & Trauma Centre.(1 year) (NABH Accredited)

- **Deputy Manager (Admin)**
Jan 2012- April 2012
- **Administrator**
Jun 2011- Dec 2011

Job Description

- Developing job descriptions & training modules.
- Man power planning and setting goals for departments.
- Taking care of day to day operations/Setting protocols
- Patient rounds & counseling followed by maintaining patient feedback data for gap analysis and Framing strategies & implementing for increasing patient occupancy.
- Doing Empanelment /Organizing camps.
- Take corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules.
- Looking after front office (OPD, IPD & billing) & Waiting time analysis.
- Cost Analysis for various departments.
- Developing management information systems
- Looking after stock & inventory (Material management)
- Hospital Information system implementation.

Wockhardt Hospitals, Nagpur (5 Years) (NABH Accredited)

- ❖ **Customer Care Officer (H.O.D.)**
May 2009 -Jun 2011
- ❖ **Customer care Assistant Officer**
Jun 2008 – May 2009
- ❖ **Customer Care Executive**
July 2007- May 2008
- ❖ **Jr. Customer Care Executive**

Jun 2006- Jun 2007

Job Description

- Maintain interface with departmental personnel to ensure there is adequate space and facilities for patient care and coordination of facilities.
- Taking care of day to day operation & Patient rounds.
- Training & Educating new Staff about Specialties and facilities provided by the hospital.
- Taking care of Front office (OPD, Health check-ups & Admissions) & billing Department (For Cash/ Corporate & TPA patients)
- Generating weekly/ Monthly reports.
- Maintaining records as per ISO.
- Participated in some initial activities of NABH accreditation .

Key Achievements -

- ✓ JCI Internal auditor for the Zulekha group of hospitals in the Middle East, namely Sharjah and Dubai.
- ✓ Certified JCI internal auditor - certificate no SSSH/JCI/2018/05/005
- ✓ Core Member of JCI core team (Alexis Hospital & Zulekha group of hospitals).
- ✓ Am a "Certified Counselor on NABH Standards". Participated in the workshop conducted by Quality Council Of India in 2014 (NABH 3rd Edition). Certificate No. H-3D-2014-11-4368
- ✓ Participated in the workshop conducted by Quality Council Of India in May 2017 (NABH 4th edition).
- ✓ Successfully completed "Certificate" course on "Basic Life Support" in accordance with the European Resuscitation Council & American Heart Association Guidelines.
- ✓ Led my team to get ISO 14001 - 2004(Environmental Mgmt Sys), ISO 9001 - 2008(QMS), OHSAS 18001 - 2007 of Meditrina Institute of Medical Sciences.
- ✓ Led my team to get the NABH accreditation of Meditrina Institute Of Medical Sciences. •
Led my team to get the NABH accreditation of Alexis Hospital.
- ✓ Assisted in NABL accreditation of Meditrina Institute Of Medical Sciences.
- ✓ Have conceptualized, and executed lot many training programmes / symposiums / Workshops like Neurosurge, Cardiology - The Way Ahead, Nurses: Unsung Heroes & the backbone of healthcare, Infection control week, and further a lot many, by inviting participants from other hospitals as well.
- ✓ Reporting to Sr. Director Quality (Zulekha Hospitals, UAE).
- ✓ Have been involved in the ISO and NABH accreditation of Wockhardt Hospitals Nagpur

Awards

- ❖ Indian Icon Award winner for "**Management & Startegical Planning in healthcare**"
- ❖ Awarded as
"Problem Solving Manager "
"Hard Working Manager"
"Manager Leading by example"
 - ❖ 1st prize for Poster presentation (Performance Improvement Project - Medication Management) in First national conference of NABH-
 - ❖ 1st Prize in Poster presentation (Patient safety) in 4th National conference at Aditya Birla Hospital, Pune. Paper Presentation "Strategic Leadership knowledge needed for quality managers" in 4th National conference at Aditya Birla Hospital, Pune.

Professional Qualification

- MASTER DEGREE IN HOSPITAL ADMINISTRATION. (ICFAI)
- DIPLOMA IN AVIATION HOSPITALITY AND TRAVEL MANAGEMENT (Frankfinn Institute of Air Hostess Training)
- DIPLOMA IN HOTEL MANAGEMENT AND CATERING TECHNOLOGY. (Govt. Institute of Hotel Management and Catering Tech) Educational Qualification
- HIGHER SECONDARY CERTIFICATE EXAMINATION Nagpur Board (1999-2000) First Class - 60%
- ALL INDIA SECONDARY SCHOOL EXAMINATION C.B.S.C. Board (Delhi) First Class - 64%

Techno Commercial Experience/Training

- HOTEL MANAGEMENT 2ND YEAR 26TH May To 27th July 2002 "STERLING RESORT" MANALI
- HOTEL MANAGEMENT 1ST YEAR 26TH May To 21ST July 2001

Workshop/Theme Dinner

- 10TH Oct 2004 "Theme Dinner "

Hyderabadi Cuisine Names "DAWAAT-E-DASTARKHWAN"

- 22ND Sep2004

"ASTITWA" (Grooming & Personality Development Workshop)

Interests

- Practicing Meditation
- Drawing (sketching)
- Listening to Music.

Achievements

- Consolation prize in "International Drawing competition"
- 1st prize in flower arrangement, Rangoli, Chess, Dance.
- 2nd Rank in Diploma of Hotel Management & catering Technology

Languages Known

English, Hindi, Marathi

Personal Details

Date of Birth : 7th June 1982

Nationality : Indian

Height : 5.3"

Weight : 56 kg

Father's Name : Late Mr. Raybhan Gajbhiye

Mother's Name: Mrs. Shanta Gajbhiye (Retd. Govt. Employee)

Husband's Name- Mr Ritesh Mishra

Place: Raipur

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