

SHIKHA SINGH

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HEALTHCARE CONSULTANT - *leveraging 8+ years of experience*

Healthcare Consultant having a track record of success in assisting hospitals and their workers, reviewing medical data, and representing the organisation at various industry events. Provides in-depth expertise of a variety of hospital administration software solutions. Skilled in collaborating with teams and project managers to create and implement actionable strategic plans that connect stakeholder vision and strategy to deliverables and key performance metrics. Successful in collaborating with sponsors, stakeholders, and key client people to build strategies for achieving operational goals using enterprise-wide technology solutions on a national scale.

PROFILE SUMMARY

- Skilled to assign territory and coordinate conversion sales, research alternative patient funding options, and integrate quality program metrics.
- Proficient to manage A/R aging reports and other reports that resolve unpaid claims and ensure timely follow-up and resolution.
- Adept to manage and coordinate health information technology projects for electronic health records (EHR), in physician practices.
- Competent to initiate research & manage conversion plans to new billing & EHR software with automated eligibility and appointment confirmation modules. Project Planning/Scheduling

CORE COMPETENCIES

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|---------------------------------|-----------------------------|----------------------------------|
| ▪ Strategic Planning | ▪ Testing Procedures | ▪ Healthcare Quality Improvement |
| ▪ Full Lifecycle Implementation | ▪ Project Costing/Budgeting | ▪ End User Training |
| ▪ Stakeholder Communication | ▪ Root Cause Analysis | ▪ Risk Assessment/Mitigation |

PROFESSIONAL EXPERIENCE

Apollo Hospitals, Noida

Jan. 2017 – Dec. 2021

Healthcare Consultant

- Collected and analyzed medical data and worked with multiple healthcare organizations and hospitals to provide them recommendations on how to decrease unnecessary expenses and increase efficiency.
- Collaborated with doctors and other medical professionals, evaluated administrative operations, and completed post-project reports.
- Built and maintained strategic relations with clients, represented the company at various industry events, and served as the first point of contact between clients and the company.
- Maintained and organized confidential documents and records and pro-actively participated in team meetings with the hospitals' executives.
- Established benchmarks for patient care, administrative costs, and medical supplies/equipment/pharmacy formularies.
- Established and implemented a corporate compliance plan by monitoring compliance score cards/risk assessments, and risk management services.

Seven Consultancy, Greater Noida

Jan. 2013 – Aug. 2016

Healthcare Consultant

- Supported major healthcare projects by assessing client business needs and applying IT solutions.
- Established and implemented a corporate compliance plan by monitoring compliance score cards/risk assessments, and risk management services.
- Established liaison with independent healthcare consultants to identify and support joint ventures.
- Developed effective competitive analysis for perinatal monitoring systems in home healthcare market resulting in corporate focus on technology solution development.
- Initiated and implemented consulting relationship program between Digital and healthcare consulting community to highlight Digital's expertise in Healthcare industry.

ACADEMIC CREDENTIALS

Education – BSc (Hospital Administration) New Delhi 2011

PERSONAL DOSSIER

- **Languages Known:** English, French & Hindi

~References and other documents available upon request ~