



**Dr. Manu Gupta**

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A Health systems professional with wide experience in digital health, quality and operations. Well versed with all aspects of health systems, including digital health, accreditation. Major skills include interpersonal, communication, analytic, and critical decision-making.

**Professional Experience:**

No.	Organisation	Designation	Responsibilities
1.	ART Fertility Clinics, India (September, 2022-to date)  ART is a leading institution of Reproductive Medicine with clinics in Abu Dhabi, Muscat , Dubai and India.	IT Manager (Clinical Lead, India center)	Module training of entire EMR for doctors, embryologists, nurses, administrative staff. Develop training manuals, problem escalation and resolution of HIS application issues. Customer support and communication. Implementation management. Project management. Work with Product Development team. User specific reports—user manuals. Usability issues and resolution, gathering user requirements, clinical process assessment, optimizing module usage and quality improvement audits. Calculation of KPI Indicators.
2.	Independent Consultant: (July 2020-August 2022)	Consultant	SWOT analysis, baseline assessment of hospitals, developing promotional material and web content.
3.	Medvarsity Online Ltd, Apollo-Hyderabad (March 2020-June 2020)	Medical Reviewer	Medical review, quality edits of course material with subject experts, medical and content writing, and stakeholder management.
4.	Quality Council of India (NABH), New Delhi (January,2016 to May,2019)	Accreditation Officer	Financial management. Guiding for NABH standards and process improvement. Provide guidance to hospitals for adoption of NABH standards. Organizing workshops.
5.	King George Medical College and UNICEF, Lucknow (November, 2015 to December, 2015)	Divisional Monitor	Home based new borne care program. Evidence-based recommendations including training of medical staff and health workers.
6.	Institute of Health Management Research (IIHMR), Jaipur (July, 2011 to October, 2015)	Research Officer	Work plans, literature review, research instrument and evaluation including qualitative and quantitative project data analysis. Well versed with Microsoft access and SPSS platforms. Writing, editing, formatting publications, proposals and reports. Information dissemination—social and print media through relevant communication strategies.

**Summer Internship:****Artemis Health Institute Gurgaon: April – May, 2010**

- Total quality management process in a paperless, tertiary care hospital.
- Quality management of the hospital.
- Worked on operational issues to identify areas of improvement.

**Training Programmes and workshop:**

Attended the following sponsored training and workshops.

- Database management (Microsoft access) Training at NIDI (Netherlands) specific to the project.
- Attended a workshop at Karolinska Institute, Stockholm, Sweden for preparing distant learning courses, both in self-study and blended learning models.
- Attended a workshop on “Enhancing student’s engagement in e-learning” organized by IIPH Gandhinagar.
- Attended a workshop on “blended learning” at School of Public Health at Tongji Medical College, Wuhan China.

**Publications:**

- Gupta et al., “Lessons learned from implementing IT based solutions in resource-constrained countries”, 2017, as a lead author in an international journal The Electronic Journal of e- Learning (EJEL). (<https://eric.ed.gov/?id=EJ1141880>) (Interviewed by George Washington and Georgetown Universities, as an individual expert, for the same paper.)
- Editorial published on “Accreditation: India’s Journey towards quality of care”, with the International Health Policies newsletter, published by Institute of Tropical Medicine, Antwerp, Belgium (<http://www.internationalhealthpolicies.org/accreditation-indias-journey-towards-quality-of-care/>) (2017)
- Designed and developed an online course on “Health Communication”, for master’s level students in low and middle-income countries. (2015) (<http://www.arcade-project.org/about/open-courserepository/>)
- Article published on “**Health Information System**” in Quality India Magazine, by Quality Council of India (Oct-Dec, 2018)
- Article published on “Project HOPE” in Quality India Magazine by Quality Council of India (Jan-Mar, 2019)
- Blog published on “India’s second Covid-19 wave: the impact of social determinants of health”, in IHP Newsletter by Tropical Institute Belgium (May, 2021)

**Achievements:**

- Funding from European Union project, to present paper on e-learning at Center for Health Policy Studies, Zhejiang University, School of Medicine, China, (2015).
- Presented paper “Responding to silent epidemic of Oral Diseases: A wakeup call to action” at an International conference on contemporary debate on Public Policy Management: IIM Kolkata. (2016)
- Keynote speaker: International Dental Conference by Dasana, 2018; New Delhi.
- Guest speaker at Mahaveer Institute of Medical Sciences, 2019, Vikarabad.
- Invited as Guest of Honor in the annual conference by Deccan school of Hospital management, Hyderabad, 23rd November, 2019.

- One of the 5 featured ideas, in an event organized by The Commonwealth Fund and the Global Health Delivery Project at Harvard University in health IT for patient engagement.
- Elected and worked as a global coordinator with the Health Systems Global, the first international membership organization, fully dedicated to promoting health systems research and knowledge translation. (<http://healthsystemsglobal.org/>)
- Served as a board member with Mercy Flow Innovative Systems and Technologies (MIST), Inc (a health information technology start up, Canada)
- Selected as a HIFA catalyst for the WHO-HIFA project on Learning for **Quality Health Services**. (<https://www.hifa.org/projects/learning-quality-health-services>)

#### **Educational Qualification:**

<b>Year</b>	<b>Qualification</b>	<b>Institute/University</b>
2009-2011	Post Graduate Diploma in Health and Hospital Management (Equivalent to MBA)	Institute of Health Management Research (IIHMR), Jaipur
2006	Bachelor of Dental Surgery (BDS)	Dr. B.R. Ambedkar University, Agra
1999-2000	Bachelor of Science	University of Lucknow

#### **Extracurricular Activities:**

- Trained Kathak dancer and have won various dance competitions.
- Permanent Member of a National NGO, Bharat Vikas Parishad at Hardoi and have actively participated in various dental health check-up camps organized by the NGO.
- Anchored events at Quality Council of India and United Nations Sustainability standards, New Delhi, 2018.
- Worked in a project as data analyst, qualitative (thematic analysis) with University of Tampere, Finland on Rural Health Services, in India. (2018)

#### **Additional:**

Currently pursuing a certificate course on data analytics.

#### **Personal:**

Date of Birth: 17<sup>th</sup> June, 1979