**Summary:**

Dedicated Project Implementation manager with a passion for leveraging technology to enhance healthcare delivery. Skilled in configuring and customizing EHR systems to align with organizational requirements and workflows. Experienced in leading data migration efforts and providing comprehensive training and support to end-users. Proven ability to coordinate project activities, conduct thorough testing, and ensure successful EHR implementation. Adept at analyzing workflows, optimizing processes, and driving user adoption. Strong communication and collaboration skills, with a commitment to delivering high-quality results and improving patient care outcomes. Over 10 years of management expertise in Hospital Operations and IT, including healthcare technologies like HL7, SQL, Python, and Power BI.

**Skill Set**

**Technical Skills**

* Proficient in SQL, Power Automation, and Ticketing System Handling
* Expertise in EHR platforms: EHR Go, HMIS, Nextgen EHR, Miracle EHR, and EPIC Systems
* Advanced proficiency in MS Excel and MS PowerPoint

**Healthcare-Specific Skills**

* Comprehensive knowledge of Hospital Process Flows and Healthcare Operations
* Strong understanding of Health Information Management (HIM) and Medical & Insurance Billing

**Analytical and Problem-Solving Skills**

* Adept in Analytical Skills and Problem Management
* Skilled in Conflict Management

**Project Management and Workflow**

* Experienced in Project Management and Workflow Design
* Proficiency in Implementation and defining Business Requirements

**System Development and Testing**

* In-depth knowledge of Software Development Life Cycle (SDLC)
* Experienced in System Testing

**Documentation and Demonstration**

* Strong Technical Documentation and Technical Demonstration abilities

**Soft Skills**

* Customer Support excellence
* Proven ability in Skill Development and Data Collection.

**Project Experience:**

* **Successfully led** the implementation of the Miracle HIS Healthcare Software for Care Hospitals across all branches in India, managing a project worth $1000 million and coordinating the efforts of a diverse team.
* **Effectively coordinated** the rollout of the Aria Software across various branches of the American Oncology Hospital, overseeing a $100 million project and ensuring seamless collaboration among cross-functional teams.
* **Expertly managed** $600 million operations of 439 ambulances for providing Emergency medical services throughout the state of Andhra Pradesh, leading a large team to achieve operational excellence.
* **Involved in the setup** of physiotherapy clinics, including manpower arrangements, equipment selection and deployment, handling in-patient and out-patient flow, and managing home visit cases.

**Employment History:**

**Data Analyst | Illinois College of Optometry | Chicago, IL | | Jan 2024 – Present|**

* Developed and automated daily patient flow reports using SQL queries, providing real-time insights for operational decision-making.
* Generated comprehensive reports on external doctor patient lists and revenue tickets, contributing to accurate financial tracking.
* Analyzed patient data and insurance claim data to identify trends, optimize processes, and drive revenue generation.
* Prepared and analyzed HEDIS data reports, identifying areas for quality improvement and ensuring regulatory compliance.
* Developed and presented interactive dashboards using Power BI, visualizing key performance indicators and facilitating data-driven decision-making.
* Analyzed patient no-show and cancellation data, identifying root causes and implementing strategies to improve appointment adherence.
* Streamlined patient interactions and operational workflows, resulting in improved efficiency and patient satisfaction.
* Ensured accurate patient claim submissions and ICD code verification, minimizing billing errors and maximizing revenue.
* Managed appointment scheduling and insurance eligibility checks, ensuring seamless patient access to care.
* Provided expert support and training on NextGen EMR, resolving issues and empowering team members to optimize system utilization.
* Ensured compliance with all healthcare regulations, including HIPAA, and Patient Financial Responsibility forms.
* Provided data-driven insights to support informed decision-making, contributing to process optimization and performance improvement.
* Analyzed business problems and developed data-driven solutions, leading to measurable improvements in operational efficiency.

**Key Contributions**

* **Developed data visualization tools** to increase process efficiency by 30%, enabling data-driven decisions with a 45% improvement in turnaround time.
* **Retraced data using SQL**, leading to a 20% reduction in data retrieval time and a 35% increase in data accuracy.
* **Empowered data-driven decision-making** through insightful analysis, leading to a 23% increase in critical performance metrics**.**
* **Analyzed data** to identify and solve business problems, optimizing processes and performance, leading to an 18% increase in operational efficiency and a 15% reduction in costs.

**Manager - IT | Care Hospitals | Hyderabad, India | | Mar 2020 – Aug 2022 |**

* Directed the daily operations of various outpatient departments within a multi-specialty hospital, overseeing a team of employees and managing a budget of $200M.
* Developed and implemented strategies to enhance patient experience, resulting in a 15% improvement in patient satisfaction scores.
* Led cross-functional teams in the implementation of EHR systems, improving patient scheduling, billing, and documentation processes.
* Collaborated with senior leadership to ensure operational excellence and alignment with organizational goals and objectives.
* Ensured compliance with all healthcare regulations, including HIPAA, CMS, and state-specific guidelines.
* Oversaw patient intake processes, ensuring seamless coordination between departments for efficient service delivery.
* Developed and maintained key performance indicators (KPIs) to measure department performance and identify areas for improvement.
* Spearheaded a patient outreach program, increasing patient retention by 10% over two years.
* Oversaw the training of 200+ staff members on the newly implemented EHR system, resulting in a 90% system adoption rate within the first three months.
* Played a vital role in the EMR software transition by implementing Miracle Software across various hospital branches.
* Coordinated the implementation of all hospital EMR modules.
* Ensured compliance with all healthcare regulations and standards, including those set by organizations like The Joint Commission and CMS.
* Stay up to date on changes in healthcare laws and regulations.
* Managed risk and ensured patient safety.

**Key Contributions:**

* **Increased operational efficiency** by 60% through the optimization of patient data management processes using Miracle Software EHR.
* **Accelerated user productivity** by 36% and reduced onboarding time by 18% through effective training in essential software skills.
* **Achieved an 80% improvement in system utilization and functionality** by expertly rolling out modules such as EMR, Ambulatory Module, CSSD, and others.
* **Enhanced user satisfaction** by 48% through customized configuration and customization of EHR software.
* **Improved decision-making** effectiveness by 45% through the utilization of data analysis tools.

**Deputy Manager | American Oncology Cancer Institute | Guntur, India | | Dec 2018 – Dec 2019 |**

* Managed outpatient, inpatient, day care, and Aarogya Sree services, overseeing care for 4000 patients monthly and leading Profit and Loss activities, contributing to a 38% revenue increase within 12 months.
* Increased revenue by 20% through successful deployment of new software solutions (Medi-Bus and ARIA).
* Implemented standardized SOPs in credit billing processes, resulting in a 15% reduction in billing errors and a 25% improvement in efficiency.
* Identified operational bottlenecks using data analysis skills, collaborating across departments to implement streamlined measures, achieving a 20% increase in overall operational efficiency.

**Key Responsibilities:**

* **Implemented Medi-Bus and ARIA software** for oncology care, enhancing clinical information management.
* **Managed** outpatient, inpatient, day care, and Aarogya Sree services.
* **Profit and Loss activities**, optimizing revenue management strategies.
* **Prepared and Standardized SOPs** in credit billing and hospital processes.
* Prepared SOPs for inpatient clinical documentation.
* Provided comprehensive software EHR module training to new users.
* **Managed modules** such as Ambulatory, Optime, Billing, etc., ensuring seamless integration and functionality.

**Manager | BVG India Ltd | Guntur, India | | Dec 2016 – Dec 2018|**

* Played a lead role as a state-level manager in creating workflow efficiencies for the 108 (like 911) emergency services.
* Managed daily operations of the 108 communications centers, ensuring prompt call answering and efficient emergency service dispatch.
* Managed staffing levels and shift schedules, maintaining and updating operational procedures.
* Supervised, trained, and evaluated dispatchers and other staff, addressing performance issues and fostering a positive work environment.
* Ensured all communication systems, including telephones and computer-aided dispatch (CAD) systems, were functioning properly.
* Oversaw technology maintenance and upgrades, staying up to date on advancements in emergency communication technology.
* Developed and implemented policies and procedures to ensure compliance with regulations.
* Monitored call handling and dispatching performance to identify areas for improvement, implementing quality assurance programs.
* Analyzed data to identify trends and patterns.
* Liaised with law enforcement, fire departments, emergency medical services, and other agencies, coordinating responses to incidents.
* Developed and managed budgets, monitoring expenditures.
* Addressed public inquiries and complaints, educating the public with about 108 services.

**Key Contributions:**

* **Developed and implemented** a data-driven training program for emergency medical technicians (EMTs), enhancing skills and increasing successful patient interventions by 29% through scenario-based simulations.
* Executed a **comprehensive analysis** of emergency response times, identifying bottlenecks and proposing improvements, resulting in a 20% decrease in average response time through optimized dispatch procedures and vehicle allocation strategies.
* **Conducted workload assessments** of 200 employees, identifying productivity improvement opportunities.
* **Administered and monitored 200 employees directly**, ensuring efficient resource utilization.

**Implementation Analyst | dwise Healthcare IT Services |Bangalore, India | Mar 2016 – Dec 2016|**

* **Led implementation projects for EHR** (Electronic Health Record) software solutions, ensuring seamless integration and functionality.
* Collaborated with **cross-functional teams** to gather requirements, customize software configurations, and optimize workflows according to healthcare industry standards.
* Conducted system testing, validation, and troubleshooting to ensure software stability and user satisfaction.
* Provided **end-user training and support**, facilitating smooth adoption and utilization of EHR systems.
* Analyzed and documented business processes, identifying areas for improvement and recommending solutions to enhance operational efficiency.
* Managed project timelines, milestones, and deliverables, ensuring projects were completed on schedule and within budget constraints.
* Communicated project status updates and issues to stakeholders, maintaining transparency and facilitating informed decision-making.
* Contributed to the development and refinement of implementation methodologies and best practices for **EHR software deployment**.

**Clinical Physiotherapist | Sai Sree Physiotherapy Clinic |Tirupati, India | Sep 2009 – July 2015 |**

* Managed daily clinic operations, including scheduling, patient flow, and resource management.
* Ensured the clinic was organized and stocked with necessary equipment.
* Managed the clinic's budget, including expenses, revenue, and payroll.
* Recruited, hired, and trained staff.
* Ensured high-quality patient care and satisfaction.
* Maintained knowledge of current physiotherapy practices.
* Developed and implemented marketing strategies.
* Ensured compliance with healthcare regulations.
* Managed inventory.

**Achievements**

* Drafted a Research Article on **“Patient Appointment System” (2023)**
* Completed a Research Article on **“Study on Health Data and Its Privacy” (2023)**
* Authored a Research Article on **“Exploring the Impact of Interoperability in Healthcare: Improving Patient Outcomes” (2023)**
* Wrote a Research Article on **“Impact of Maternal Mortality Rate in US Healthcare” (2022)**
* Facilitated poster presentation on “**Functioning and impact of Dispatch Closure officer Desk on Patient Care Record”** at Adwitiya National Conference of IIHMR College, Bangalore **(2017).**
* Facilitated poster presentation on **“Effective Usage of Electronic Health Records** **in India (EHR)”** at Adwitiya National Conference of IIHMR College, Bangalore **(2016)**
* Led poster presentation on **“Public Private Partnership for Health Care Model in Punjab”** at Adwitiya National Conference of IIHMR College, Bangalore **(2016)**
* Presented poster presentation was **“Acceptance of Primary Care EHR By the Doctors “**at IIHMR College Bangalore **(2016)**

**Certifications**

* **Project Management Profession Certification by PMI**
* Power BI for beginners by Simplilearn
* Introduction to SQL by Simplilearn
* Received **Upsilon Phi Delta (UPD) honor Society membership** in April 2024 for academic excellence in healthcare management and policy at Governors state university under Dr.Jennnifer B. Groner.