

Dr. Dhanalakshmi. V(PT), MSHI, PMP®

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Summary

Results-driven healthcare operations leader with 10+ years of experience driving efficiency, enhancing patient outcomes, and optimizing revenue cycles. Expertise in data analytics (SQL, Power BI), EHR implementation, and team leadership. Proven ability to deliver measurable improvements in hospital operations, patient satisfaction, and financial performance. Excels in change management and stakeholder collaboration, fostering a culture of continuous improvement and innovation. Drives high-quality, patient-centered care through evidence-based strategies, integrating healthcare IT solutions and leveraging data analytics for better decision-making. Committed to sustainable improvements in hospital efficiency, cost reduction, and service delivery, ensuring seamless healthcare experiences through strategic execution.

Experience

Data Analyst | Illinois College of Optometry | University Park, IL | January 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.

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- 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.

Manager - IT | Care Hospitals | Hyderabad, India | March 2020 – August 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.

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- 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.
- Stayed up to date on changes in healthcare laws and regulations.
- Managed risk and ensured patient safety.

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

- Managed patient scheduling, billing, and customer service operations for a healthcare facility serving 100,000 patients annually.
- Led a team of 45 staff members, providing coaching and training to improve patient care and operational efficiency.
- Implemented process improvements that resulted in a 10% reduction in patient wait times and a 10% increase in patient throughput.
- Ensured timely and accurate billing and coding processes, reducing claim denials by 15% and improving revenue cycle performance.
- Collaborated with IT teams to improve EHR system functionality, resulting in improved data accuracy and accessibility.
- Designed and improved existing patient workflows.
- Redesigned the roles and responsibilities within the existing hospital.
- Increased overall hospital revenue by 10%.
- Oversaw daily operations of patient services, ensuring efficient processes and a high level of patient satisfaction.
- Coordinated with clinical and administrative teams to ensure smooth operations across departments.
- Developed and implemented training programs for staff to ensure adherence to best practices and regulatory standards.

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- Managed vendor relationships and contract negotiations to optimize service delivery and cost-efficiency.

Manager | BVG India Ltd | Guntur, India | December 2016 – December 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 center, 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 about 108 services.

Implementation Analyst | dwise Healthcare IT Services | Bangalore, India | March 2016 – December 2016

- Led implementation projects for EHR software solutions, ensuring seamless integration and functionality.

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- Collaborated with teams to gather requirements, customize software configurations, and optimize workflows.
- Conducted system testing, validation, and troubleshooting.
- Provided end-user training and support for EHR systems.
- Analyzed and documented business processes, recommending solutions to enhance efficiency.
- Managed project timelines and budgets.
- Communicated project status updates to stakeholders.
- Contributed to the development of implementation methodologies.

Clinical Physiotherapist | Sai Sree Physiotherapy Clinic | India | September 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.

Skills

- **Technical:** SQL, Power BI, MS Excel, MS PowerPoint, EHR Systems (NextGen, Miracle, EPIC, Aria, EHR Go, HMIS), Ticketing System Management, Power Automation.

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- **Healthcare:** Hospital Process Flows, Health Information Management (HIM), Medical & Insurance Billing, Regulatory Compliance (HIPAA, CMS), Patient Service Operations, Revenue Cycle Management.
- **Management:** Strategic Planning, Project Management (Agile, Waterfall), Team Leadership, Budget Management, Vendor Management, Stakeholder Management, Process Optimization, Change Management, Conflict Management, Data Analysis & Reporting.
- **General:** Analytical and Problem-Solving, Business Requirements Definition, System Development and Testing, SDLC, Technical Documentation and Demonstration, Customer Support, Skill Development and Data Analysis.

Education

- **Governors State University | University Park, IL | Master of Science in Health Informatics | 3.9 GPA | 2024**
- **IIHMR University | Bangalore, India | Post Graduate Diploma in Health Management with Specialization in Healthcare IT | 2017**
- **Sri Venkateshwara Institute of Medical Sciences | Thirupathi, India | Bachelor of Physiotherapy | 2009**

Certifications and Achievements

- **Project Management Professional (PMP)** 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.
- 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)**

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- 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).**