

NAUSHIN FATIMA PALAWKAR

HEALTHCARE MANAGEMENT PROFESSIONAL

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KEY SKILLS

Healthcare
Administration
Patient Management
Quality Assurance
EMR/EHR
Implementation
Process Improvement
Patient Experience
Audits
Disaster Preparedness
HIPAA Compliance

PROFILE SUMMARY

In the complex orchestration of healthcare delivery, I stand as a seasoned Hospital Administrator, a conductor of care excellence, and an architect of operational efficiency. With a background defined by a masterful blend of healthcare administration expertise and visionary leadership, I have consistently championed transformative patient care journeys while navigating the intricacies of modern healthcare systems.

My passion for optimizing healthcare experiences, enhancing interdisciplinary collaboration, and driving quality improvement fuels my dedication to achieving not just top-tier clinical performance, but a holistic synergy that resonates throughout the entire patient care continuum. As a Hospital Administrator, I am committed to turning challenges into opportunities, breathing life into strategic plans, and fostering a culture where excellence is the baseline and innovation is the hallmark.

WORK EXPERIENCE

Kharghar Multi-Specialty Hospital as Operations Manager October 2023- January 2024

- Overseeing Daily Clinic Operations: Ensure the smooth running of day-to-day clinic activities, including patient appointment management, resource allocation, inventory control, and proper maintenance of patient records
- Managing Patient Feedback and Complaints: Handle patient feedback and complaints in a tactful and professional manner, establishing feedback collection mechanisms, resolution processes, and quality improvement initiatives.
- Monitoring Staff Performance: Continuously monitor and assess staff performance by setting performance metrics, conducting reviews, and identifying opportunities for training and development.
- Facilitating Effective Team Communication: Foster clear and efficient communication among the clinic team through regular meetings, defined communication channels, and staff training.
- Collaboration with Marketing Team: Collaborate with the Marketing Team to support clinic growth by developing marketing strategies, patient outreach, and incorporating patient feedback and marketing insights into growth strategies.
- Preparation for Inspections: Prepare the clinic for regulatory inspections, maintain accurate records, and conduct mock inspections to address potential issues.
- Mock Inspections: Conduct mock inspections to identify potential issues and address them proactively.
- Monitoring Staff Performance: Continuously monitor and assess staff performance by setting performance metrics, conducting reviews, and identifying opportunities for training and development.

Nanavati Max Super Specialty Hospital as CCU Operations Manager May 2023- July 2023

- Managing Patient Feedback and Complaints: Handle patient feedback and complaints in a tactful and professional manner, establishing feedback collection mechanisms, resolution processes, and quality improvement initiatives.
- Facilitating Effective Team Communication: Foster clear and efficient communication among the clinic team through regular meetings, defined communication channels, and staff training.
- Preparation for Inspections: Prepare the clinic for regulatory inspections, maintain accurate records, and conduct mock inspections to address potential issues.
- Policy Maintenance: Play a role in ensuring clinic policies and procedures are up-to-date, compliant with regulations, and effectively communicated to staff.
- Overseeing Daily Clinic Operations: Manage CCU operations and streamline processes. Ensure the smooth running of day-to-day clinic activities, including patient appointment management, resource allocation, inventory control, and proper maintenance of patient records.
- Mock Inspections: Conduct mock inspections to identify potential issues and address them proactively.

Millennium Hospital as Hospital Administrator

February 2023- May 2023

- Coordinating hospital's implementation on **Presco** a paperless Digital patient record system, and motivating employees to use less paper
- Managing Patient Feedback and Complaints: Handle patient feedback and complaints in a tactful and professional manner, establishing feedback collection mechanisms, resolution processes, and quality improvement initiatives.
- Monitoring Staff Performance: Continuously monitor and assess staff performance by setting performance metrics, conducting reviews, and identifying opportunities for training and development.
- Facilitating Effective Team Communication: Foster clear and efficient communication among the clinic team through regular meetings, defined communication channels, and staff training.
- Collaboration with Marketing Team: Collaborate with the Marketing Team to support clinic growth by developing marketing strategies, patient outreach, and incorporating patient feedback and marketing insights into growth strategies.
- Participation in Hiring and Onboarding: Take an active role in the recruitment process, including job postings, interviewing, and onboarding new employees to integrate them into the clinic's culture and practices.
- Preparation for Inspections: Prepare the clinic for regulatory inspections, maintain accurate records, and conduct mock inspections to address potential issues.
- Policy Maintenance: Play a role in ensuring clinic policies and procedures are up-to-date, compliant with regulations, and effectively communicated to staff.
- Overseeing Daily Clinic Operations: Ensure the smooth running of day-to-day clinic activities, including patient appointment management, resource allocation, inventory control, and proper maintenance of patient records.
- Mock Inspections: Conduct mock inspections to identify potential issues and address them proactively.
- Financial Planning: Created detailed financial plans that outline the projected income, expenses, and resource requirements thereby setting financial goals and objectives

Vasta Global – Omega Healthcare as Medical Data Analyst

June 2022- February 2023

- Designed and validated record-keeping processes that significantly improved healthcare operations.
- Performed complex data abstraction (i.e., Requiring interpretation) and data entry for Bladder cancer project and requirements by Concert AI, US, consistently complies with minimum quality levels indicated in the QA plan for Concert AI (>95% or higher accuracy).
- Utilized data modelling to enhance healthcare quality while achieving cost reduction objectives.
- Provided critical insights that contributed to informed decision-making and process optimization. Created comprehensive models capturing a diverse range of healthcare data.
- Collaborated with management and internal teams to implement and evaluate improvements.

Samarth Nethralaya Multispecialty Eye Hospital as an Optometrist

March 2019-January 2021

- Collaborated with management and internal teams to implement and evaluate improvements.
- Assisted hospital for NABH accreditation, Prepared KPI's for NABH inspection
- Examined, diagnosed & managed diseases and disorder of eyes, interviewed and examined patients with full range of vision problems. Conducted fundus examination, prescribed corrective glasses and contact lenses
- Performed diagnostic tests such as refraction, slit- lamp examination, A-scan, OCT, Perimetry test.
- Promoted safety among patient about eye safety and hygiene.

Utsav Eye Clinic & Surgery Centre as an Optometrist

June 2018- February 2019

- Examined, diagnosed & managed diseases and disorder of eyes. Interviewed and examined patients with full range of vision problem, conducted fundus examination prescribed corrective glasses & contact lenses
- Performed diagnostic tests such as refraction, slit- lamp examination, A-scan, OCT, Perimetry test.
- Promoted safety among patient about eye safety and hygiene

POST GRADUATION INTERNSHIP
MGM group of hospitals (Vashi, Belapur and Kamothe)

- Acquired Knowledge of functioning of different departments, Formulation of report of IPD& OPD patient satisfaction
- Conducting audits as per **NABH** standards through **Medq-pro App**
- Conducted Research, gathered information from sources, departments and presented in form of project – Discharge turnaround time, an analysis on percentage on medical records with incomplete or improper consent as per NABH, provided training to various staff members on Hand hygiene, successfully implemented Executive health checkup packages and collaboration with various TPAs regarding the same. Function of General Store department & Maintenance of medical Oxygen Supply (Post-Covid), Analysis on percentage on medical record with incomplete or improper consent
- Engaged in Managing the hospital operations, Daily facility rounds as per hospital policy
- Assisted In HR dept. as per the policy and standards of hospital & NABH
- Successfully handled the Covid-19 Vaccination drive successfully during the peak of the Pandemic, along with crowd handling and grievance redressal.
- Led Prescription Audits for Pharmacy and medical records department audits during **JCI** accreditation process

EDUCATION CREDENTIALS

- **Masters in Hospital Administration** from MGM Institute of Health Sciences, Mumbai, India
- **Bachelors of Optometry** from MGM Institute of Health Sciences, Mumbai, India

CERTIFICATIONS

- **Innovation in Healthcare: Thunderbird School of Management, Arizona State University.**
- Volunteered for COVID-19 Vaccination Drive under the supervision of the Government of India.
- Volunteered for Pulse polio Camp by Government of India
- Volunteered for various community eye checkup camps

PERSONAL SNIPPETS

- Language spoken: English, Hindi and Marathi
- Resident: Navi Mumbai, India