

Dr. Chetna Chaudhary

New-Delhi | 23-03-1989 | +91 9537433072 | chetna2303@gmail.com

SUMMARY

Accomplished Public Health Professional with a strong background in drafting comprehensive reports, managing health IT platform for Govt of India and conducting research for leading organizations. Skilled in analyzing public health data, identifying trends, and providing actionable insights to improve health outcomes. Experienced in designing and executing research projects, managing data collection, and interpreting complex findings to influence policy recommendations and strategic decisions. Proven ability to collaborate across multidisciplinary teams, engage with key partners, and contribute to the development of evidence-based solutions that address public health challenges.

PROFESSIONAL EXPERIENCE

Associate Program Manager, Everwell Health Solutions Pvt. Ltd, New-Delhi

(April 2023-Present)

Everwell is a health IT organization that innovates & builds user-centric technology for healthcare programs across the world. Involved in handling Ni-kshay T.B project: NI-KSHAY (a web-based platform for TB control under the National Tuberculosis Elimination Programme (NTEP)) launched by the Government of India.

- Managing ICT Helpdesk Team: Managing Ni-kshay helpdesk team, focusing on conducting Root Cause Analysis of user-reported issues. Ensured prompt resolution of these issues through effective collaboration with the Engineering team.
- Implement, customize, and configure JIRA workflows, projects, and dashboards to align with latest requirements.
- Training Material Development and Master Trainer Trainings: Developed comprehensive training materials, user guides, FAQs and conducted Master Trainer sessions to ensure optimal adoption and effectiveness of the devised ICT solutions.
- Project Documentation and Reporting: Created detailed project documents and internal review reports, ensuring transparent and accurate communication with program partners and Government Authorities.
- Dashboard and Report Design: Expertly designed insightful dashboards, reports, and registers, deriving from system-collected information and precisely defining user needs.

Analyst, Everwell Health Solutions Pvt. Ltd, New-Delhi

(October 2019-March 2023)

- Analyzing and ensuring prompt resolution of issues reported by users pertaining to Nikshay application all over India.
- Daily maintenance of application systems in operation, including tasks related to identifying and troubleshooting application issues
- Perform root cause analysis of recurring issues, suggest process improvements, and implement corrective measures.
- Coaching and mentoring team members on Nikshay application
- Provide regular reports on ticket resolution trends, SLA compliance, and overall team performance for senior management.

Hospital Quality Manager, Haryana State Health Resource Centre, Panipat

(September 2017-September 2019)

National Quality Assurance Program: A comprehensive quality assurance framework for public health facilities implemented by Ministry of Health & Family Welfare. My specific roles in the program were:

- Periodical assessment of Government Hospital and other public health facilities against National Quality Assurance Standards (NQAS) checklist and to develop action plan as per gaps identified.
- Managed and ensured good quality non-clinical services (like infection prevention, security, diet).
- Ensuring that hospital meets all regulatory compliance.
- Strengthened District Hospital Management Information System and Key Performance Indicators.
- Facilitated hospital committee meetings and analyzing financial outlays and its effective utilization.
- Carried out exit interviews, satisfaction surveys and time-motion surveys.
- Instituted an effective grievance redressal mechanism.
- Prepared monthly progress report & prepare yearly plan for expenditure after assessment.
- Achievement – Led NQAS certification of two public health facilities (PHC Siwah and PHC Ujha, Panipat)

Assistant Research Officer, International Clinical Epidemiology Network (INCLEN)

New-Delhi (Feb 2016-Nov 2016)

INCLEN is a research organization conducting collaborative, multi-disciplinary studies on high priority global health issues.

• **CS 28 Saving Newborn Lives (SNL) End-line Project (Uttar Pradesh)**

- The project (implemented by *Save the Children* and funded by *USAID*) addressed intra-partum neonatal deaths and stillbirths associated with low-quality delivery services at 42 public health facilities in three districts of Uttar Pradesh.
- Prepared study protocol, study tools and training documents; data analysis and report writing.
- Coordinated administrative activities at different sites and planned training sessions and field activities in coordination with site investigators; Prepared technical and financial report for submission to SNL.
- Collected data from 696 women who delivered in the last 6 months of the study.
- Conducted knowledge and skill assessment of Doctors and Nurses.

Results: Reduction in the number of neonatal deaths from 7%(Baseline) to 2% (End-line) in the households surveyed and Improvement in majority of the signal functions for maternal and newborn care.

• **Rotavirus Vaccine Implementation Project (Kangra, Vellore, Pune): Implementation Research**

- The project (funded by *Bill and Melinda Gates Foundation*) aimed to provide technical information to state and district program managers and to strengthen capacity of health workers for effective delivery of Rotavirus vaccine & Routine immunization
 - Coordinated the training activities in the three districts and tracked implementation activities at sites and vaccine logistics & shipment to sites; Site monitoring, reports on site visits and prepared technical and financial report for SAS/BMGF
- Published **Research Papers in Public Health International Journals:**

- “Experience of skill labs to improve quality of newborn care at birth in three districts of Uttar Pradesh, India” in International Journal of Community Medicine and Public Health. <http://dx.doi.org/10.18203/2394-6040.ijcmph20175363>
- “Impact of Neonatal Resuscitation Capacity Building of Birth Attendants on Stillbirth Rate at Public Health Facilities in Uttar Pradesh, India” in Indian Pediatrics. <https://indianpediatrics.net/may2019/369.pdf>
- “Improvements in essential newborn care and newborn resuscitation services following a capacity building and quality improvement program in three districts of Uttar Pradesh, India” in Indian Journal of Community Medicine. <http://www.ijcm.org.in/text.asp?2018/43/2/90/232756>

District Program Coordinator (DPC)-Nutrition, Integrated Child Development Scheme (ICDS), Tapi, Government of Gujarat (March 2015- Feb 2016)

- Provided managerial and administrative support to district and block level staff (50 Supervisors and 21 Block coordinators) and grassroots functionaries (1049 Anganwadi workers) for implementation of ICDS Mission in tribal district of Tapi.
- Analyzed financial and physical progress report to take corrective measures for improving output; coordinated to provide support to other technical consultants at state level and various department of the state government.
- Field visits to Anganwadi centers to assess the need for nutrition related training & planning for the same with training institutes. Achieved improvement in **Malnutrition rate (decline from 15% to 12%)**.
- Contributed to the **District Human Development Report of Tapi District (2015):** By United Nations Development Programme and Government of Gujarat.

Summer Intern, UNICEF, Rajasthan (April 2014 – May 2014)

Project – “Assessment of Special Newborn Care Unit (SNCU) at Government Hospital, Barmer (Rajasthan)”

- Key tasks of the project included observing the quality of care provided at SNCU and comparing certain parameters with the standard guidelines given by National Neonatology Forum.
- Studied major indications for admission and causes of death of newborns and to find out survival status of admitted newborns and discharged newborns by follow up. **Recommendations based on our findings were implemented.**

Dentist, Seth's Dental Centre, New-Delhi (August 2012-July 2013)

- Primary responsibilities included: Diagnosis & treatment planning for oral health problems, Preventive treatment based on caries risk assessment: oral hygiene measures/ instructions, fluoride treatment, pit & fissure sealant application and Restorative procedures and Oral surgical procedures: including extraction of teeth.

EDUCATION			
M.B.A. (Hospital and Health Management)	IIHMR University, Jaipur	78%	2013-15
Bachelor of Dental Surgery	Manipal College of Dental Sciences, Mangalore	72%	2007-2012
CONFERENCES AND KEY PROJECTS			
<ul style="list-style-type: none"> Presented a poster on ‘Barriers to preventing anemia among pregnant women’ in International Conference on ‘Inequity in Maternal and Child Health, at Indian Institute of Public Health, Gandhinagar (October 2013) Attended ‘Pradanya’, International Conference on ‘Health Care India: Opportunities, Challenges & Innovations’ at IIHMR, Jaipur (2013) Food Fortification Project (an initiative of Global Alliance for Improved Nutrition and IIHMR, Jaipur): Prepared Behaviour Change Communication material for promoting food fortification. Assessment of Facility-based management (Nutritional Rehabilitation Centre/Child Malnutrition Treatment Centre) of children with Severe Acute Malnutrition at Tapi District, Gujarat A survey on ‘Health of Urban Poor’ conducted to study maternal and childcare practices with a focus on antenatal, natal and postnatal care, immunization and childhood illness in identified slums of Jaipur, Rajasthan. ‘Comprehensive Health Survey’ conducted in Nevta village of Rajasthan to study demographic profile, disease profile and health seeking behaviour of the families Contributed to the book titled <i>‘Swasthya Maata Swasthya Baal’</i> (Healthy mother, Healthy child) published in Gujarati language in Tapi district, Gujarat (April,2015) 			
EXTRA-CURRICULAR ACTIVITIES			
<ul style="list-style-type: none"> Member of Campus Welfare Committee at IIHMR, Jaipur (2013-2015) Completed Jaipur ‘Run for Inclusion’ marathon (an initiative of Aide et Action International for social cause) (2013) DISHA – Direction in Society for Human Awareness (2007-2011): Collected money from students and donated to an orphanage and old age home in Mangalore and organized blood donation camps. 			