

**DR. KAVYA MENON**

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Location: India

**SUMMARY**

Senior Healthcare Operations Director with 12+ years of experience leading hospital workflow optimization, clinical and non-clinical team management, patient satisfaction strategy, healthcare compliance, and multi-department coordination. Expert in hospital administration, process improvement, digital healthcare technology adoption, and quality accreditation standards. Proven track record of transforming operational efficiency, reducing costs, and enhancing patient experience across large healthcare networks.

**EXPERIENCE****Director – Healthcare Operations, Lifeline Medical Group (2014 – Present)**

- Lead healthcare operations for a 1,200-bed multi-specialty hospital chain across 4 cities.
- Directed strategy for patient experience improvement, digital health integration, and workflow automation.
- Oversaw compliance with NABH, JCI, and other regulatory healthcare standards.
- Managed cross-functional teams across nursing, administration, diagnostics, pharmacy, and quality.
- Designed and implemented cost-saving initiatives reducing operational expenses by 30%.
- Strengthened partnerships with insurance providers, medical suppliers, and public health agencies.

**ACHIEVEMENTS**

- Awarded “Excellence in Healthcare Leadership – 2023”.
- Implemented India’s first digital OPD workflow model with 50% improved patient turnaround.

**EDUCATION**

Ph.D. – Hospital Administration

MBA – Healthcare Management

**SKILLS**

Healthcare Leadership, Hospital Administration, Regulatory Compliance, Patient Experience Strategy, Process Optimization, Cross-Functional Management, Healthcare Analytics, EMR Systems, Negotiation

**DECLARATION**

I hereby confirm that the above information is accurate and complete.