

TANNU DHAWARIYA

Field of Specialisation: Quality & Hospital Operation

CAREER OBJECTIVE: To perform, utilizing my skills and knowledge, in a manner which will lead to the successful growth of the organization.

Professional Education:

- ✚ MBA, Hospital Administration at SGT University (2019-2021)
- ✚ Leading Healthcare Quality and Safety (The George Washington University)
- ✚ Healthcare Organization Operations (Rutgers the State University of New Jersey)
- ✚ Certified Internal Auditor of SHCO & HCO as per NABH ISO 9001
- ✚ Certified Internal Auditor for Central Laboratory as per NABL ISO 15189:2012.
- ✚ White & Yellow Belt- Six Sigma
- ✚ Introduction to Six Sigma (Green Belt)
- ✚ Lean management
- ✚ Total Quality Management (TQM)
- ✚ Certified Clinical Auditor

Additional Education:

- ✚ Diploma, International Marketing & Cross Industry Growth (Yonsei University 2020)
- ✚ Diploma in Cardiac Care Technician (Vivo Healthcare)

Academic Education

- ✚ BSc. Medical Science (Maharishi Dayanand University, Rohtak, Haryana (2016–2019)

WORK EXPERIENCE

- ✚ **Currently- Senior Quality Executive**, Aarvy Healthcare, Sec 90 Gurugram
- ✚ **Senior Quality Executive** -SGT Medical College Hospital & Research Institute (SGT University, Gurugram). April 2021- Sept 2023
- ✚ **Executive - Cardiac Care Unit (May 2018- July 2019)**, EXPRESS CLINIC, Gurugram.

Internships

- ✚ **Medical Operation & Quality** at SGT Medical College Hospital & Research Institute. (August 2019 - March 2021)
- ✚ **Quality Intern** at Paras Hospital, Gurgaon (Sept.2020 -Oct.2020)
- ✚ **Intern at Cardiac Care Unit** at Fortis escorts, Okhla, New Delhi (Dec.2017-April 2018)

SKILLS

- ✚ MS-Office Advanced
- ✚ Leadership
- ✚ Data Analysis
- ✚ Managerial Skill ✚ Executing Training ✚ Time management.
- ✚ Problem-solving.
- ✚ Organising Health Events
- ✚ Public Speaking

Current Job Responsibilities

- ✚ Overall responsibility of executing the work associated to accreditation (NABH & NABL) and quality maintenance in the hospital.
- ✚ Development and implementation of Quality Indicators
- ✚ Analyse the indicators regularly and identify the areas of improvement
- ✚ Define, develop, and carry audits for continuous quality improvement
- ✚ Actively audit and generate reports regarding the issues of poor quality
- ✚ Design the methodology of effective training for departmental and hospital wide policies
- ✚ To regularly receive feedbacks from departments regarding status of their work related to accreditation preparation
- ✚ Analysing Patient Feedback.
- ✚ In charge of Training and Development Cell
- ✚ Organizing Annual Health Events

<i>Organized events</i>	<i>Projects</i>
<ul style="list-style-type: none"> ✚ World Patient Safety Day ✚ National Nutrition Month ✚ Workshop on Infection Prevention ✚ International Women Day ✚ No Smoking Day ✚ Workshop on Clinical research 	<ul style="list-style-type: none"> ✚ 5s Implementation ✚ 3M ✚ Hand Hygiene ✚ OPD Waiting Time ✚ Incidents reporting Trends ✚ Discharge process ✚ Implementation of EMR records
<i>Public Health Certifications</i>	<i>Health Care</i>
<ul style="list-style-type: none"> ✚ Foundations of Public Health Practice: Behaviour & Behaviour Change (Imperial College London) ✚ Global Health: An Interdisciplinary Overview (University of Geneva) ✚ Epidemics, Pandemics and Outbreaks (University of Pittsburgh) ✚ Healthy Practices: Nutrition, Physical Activity, and Community and Family Participation (University of Colorado System) ✚ Managing ADHD, Autism, Learning Disabilities, and Concussion in School (University of Colorado System) ✚ Managing Asthma, Allergies, Diabetes, and Seizures in School (University of Colorado System) ✚ Providing Social, Emotional, Behavioural, and Special Education Services in School (University of Colorado System) ✚ Easing the burden of obesity, diabetes and cardiovascular disease (The University of Sydney) ✚ Nutrition and Lifestyle in Pregnancy (Ludwig-Maximilians-Universität München (LMU)) 	<ul style="list-style-type: none"> ✚ Healthcare Marketplace (University of Minnesota) ✚ Business Models for Innovative Care for Older People (University of Copenhagen, Copenhagen Business School) ✚ A Crash Course in Data Science (Johns Hopkins University) ✚ Health Care IT: Challenges and Opportunities (Icahn School of Medicine at Mount Sinai) ✚ eHealth: More than just an electronic record (The University of Sydney) ✚ Pharmaceutical and Medical Device Innovations (University of Minnesota)
	<i>WHO Certifications</i>
	<ul style="list-style-type: none"> ✚ Operational Planning ✚ Introduction to COVID-19 ✚ Personal Protective Equipment (PPE) ✚ E-PROTECT Respiratory Infections (EN) ✚ Severe Acute Respiratory Infection (SARI) Treatment Facility ✚ Standard precautions: Hand hygiene ✚ Waste management ✚ Incident Management System (Tier 1&2) ✚ WHO Clinical Care Severe Acute Respiratory Infection Training
	<i>Rehabilitation</i>
	<ul style="list-style-type: none"> ✚ Hacking Exercise for Health. The surprising new science of fitness. (Mc Master University) ✚ Managing Your Health: The Role of Physical Therapy and Exercise (University of Toronto) ✚ Science of Exercise (University of Colorado Boulder)

CONTACT INFORMATION

Miss Tannu Dhawariya
dhawariyatannu01@gmail.com
 +919873323196