Chirag Ojha

chiragojha@ymail.com | 8101555032

4+ years of experience in Business Analysis and Product Management in Healthcare IT, with a total of 9 years in IT. Expertise of managing HIMS (Healthcare Information Management Systems) system which includes several modules such as Electronic Health Records (EHR), Supply Chain Management (SCM), Patient Management, Pharmacy Management and Queue Management System (QMS). Proven track record of working on HIMS deployed across over 500 clinics, managing more than 5 million patient records.

Roles and Responsibilities

- **Analysing requirements** and evaluating viable solutions to achieve desired results.
- Collect and **document business requirements** through stakeholder interviews, surveys, and analysis of product goals.
- Defining clear specifications on 'Requirement Specification' document.
- Creating **supporting wireframes, flow-charts, and diagrams** alongside the requirement specifications document helps in achieving further clarity on project deliverables.
- Proper **impact analysis** saves the organisation several man hours down the road.
- **Proactive communication and coordination across all stakeholders**, maintaining a good relationship with clients.
- Assisting the project management team in the drafting and issuance of **project proposals, budgets, and preliminary schedules.**
- Support **agile development cycles,** including participation in sprint planning, daily scrum calls, and retrospectives to ensure timely and quality deliveries.
- Track project **progress and quality using project management tools**, ensuring quality, timely and cost-effective project delivery.
- **Administer Jira** to manage project boards, track issues, and automate workflows, ensuring efficient project tracking and task management.
- **Work closely with cross-functional teams,** including engineering, sales, and customer support, to ensure alignment and success of business initiatives.
- Use project management **tools like Jira and Teamwork to monitor project plans**, work hours, team allocation, and tasks.
- **Support product launches and release plans,** and oversee the creation of training materials for sales and support teams.

Relevant Experience

Company : Healthgraph India Period : May 2019 - Nov 2023
Job Title : Business Analyst / Product Manager

Previous Experience

Company : Codal Inc. Period : Nov. 2017 - Nov. 2018
Job Title : Business Analyst

Company : Provab Technosoft Period : Sep 2016 – Mar 2017
Job Title : Business Analyst

Company : Rorko Period : May 2016 – Aug 2016
Job Title : Lead Business Operations

Company : Radikal labs Period : July 2013 - Dec 2015
Job Title : Business Analyst

Certification

- JIRA : Advanced Administration - Certificate of course completion
- JIRA : Planning and Releasing Software - Certificate of course completion
- Preparing for 'Project Management Professional' (PMP) certification

Education

- Graduation (2012) – B.Com with Commerce Stream from B.C. College, Burdwan University
- Class 12 (2009) – Commerce Stream form A.G. Church School, Sodepur ISC
- Class 10(2007)– Science Stream from A.G. Church School, Sodepur ICSE

Skills

Business Analysis, project scope development, client communication, use cases, SDLC, team management, wireframes, Agile, SaaS, Scrum, Product Management, Jira

Relevant Work Portfolio

HealthGraph India, Bangalore, Karnataka **May 2019 - Nov 2023**

Industry : Healthcare IT

Product : HIMS

Role : Business Analyst / Product manager

I contributed to the development of an extensive EHR product (Electronic Health Record) along with other supporting products that made up the complete product suite such as SCM, RCM, QMS etc. Some of the key projects and my contributions are listed below :

1. **Project : Finance module revamp for OPD, IPD, Pharmacy and Optical department. Revenue Cycle Management (RCM)**
    a. Discount spread across items: Provision to distribute discounts across all the items on a bill with a single click. This discount distribution was done considering the fact that individual items within the bill may further have sub-items, e.g., in the case of packages. This update was applied to all OPD, IPD, pharmacy, and optical store billing.
    b. Draft bills: Provision to save a bill as a draft, which can be re-opened later and converted to an actual bill. This was especially important in the case of credit bills.
    c. Advance, refunds, and bill settlement upgrades: This included multiple updates to the finance module, such as:
        i. Provision to collect advance from the patient
        ii. Provision to generate a refund against the advance
        iii. Provision to settle a pending bill against payment or through advance
        iv. Establishing a proper tracking mechanism for all financial events such as advances, refunds, bills, and settlements.
    d. Financial reports: I worked with team on planning and development of the following key financial reports:
        i. Collection - Collection by branch, department, user etc.
        ii. Billing - Bills by branch, department, billing user, clinical practitioner, type (cash, credit) etc.
        iii. Payment pending
        iv. Advances and Refunds
2. **Project : Slot booking management to book doctors/clinical practitioner**
    a. Requirement brief : An internal time slot booking system to allow the authorised users to reserve a doctor's availability for a particular time-slot. This project included the following deliverables :
        i. Configuration module - This allows the admins to configure individual doctors availability considering that a particular medical practitioner can either be solely in OPD or in OPD and IPD both at different time-periods and can be also working in different branches at different time-periods.
        ii. Patient registration module updates - Provision to allow the users registering a patient for visits to be able to block slots for the medical practitioner.
3. **Project : Modular UI/UX enhancement**
    a. I have worked closely with designers and developers to enhance the UI/UX of the EHR product to be more modular and to give a better user experience. For any UI related decision for EHR the most important KPI is 'time-saved' i.e. how many unnecessary scroll and clicks can be saved.
4. **Project : ID sequence generation module**
    a. In the legacy system for each document that was generated a static format id was generated against it. With the growth of product and usage we kept getting requests for giving a provision to let administrators decide the format of these ids e.g. an organisation may want the bill numbers to be in this format : <department><YYYY><sequence>. I have worked with the team to develop the module that would allow for this configuration.
    b. The biggest challenge we faced was the wide coverage of scenarios. We had to put limits and restrictions in places so as to avoid mis-use or non-practical configuration.
5. **Project : Outreach module development**
    a. Worked with a team on complete outreach module development. This module would be useful for the hospitals who set up camps in remote locations where they have limited man-power and cannot afford to have multiple people working on individual systems. We had to develop a single-point solution that would allow the users to quickly capture all the key indicators associated with a doctor's diagnosis, prescription and advice for the future. Also there needed to be provision to pull this data into the EHR once the patient visits the clinic/hospital.
6. **Project : Patient Queue management system (QMS)**
    a. Worked with the team on development of a QMS the key requirement utility being to allow the hospitals to guide their patients when they visit at different stations/cabins.
7. **Project : Whatsapp integration**
    a. Lead team with successful integration of WhatsApp into the product, facilitating seamless communication between clinics and patients.

8. **Project : Supply Chain Management (SCM) development**
    a. Purpose : With the growing user base and clients for the EHR product we were getting constant requests for a supply chain solution. Till now the customers were relying on other vendors to handle their stocks. The key purpose of the project was to build a supply chain management solution that would cater to the growing needs of managing stocks and inventory for small, medium and large scale clinical chain operations.
    b. Objective :
        i. Cost saving : Enable cost savings for the key external stake-holders by enabling better demand forecasting based on previous consumption patterns and also by not relying on external measures.
        ii. Improve Operational Efficiency : There are clear benefits as far as operations are considered for the clinics/hospital chains. Enabling streamline procurement, inventory management, and distribution processes to increase overall operational efficiency.
        iii. Ensure Accurate and Timely Delivery of Supplies : Ensures that the medical supplies, medications, and equipment are delivered accurately and on time to the point of care. Thus supporting uninterrupted patient care and enabling availability when needed.
        iv. Enhance visibility of stock procurement : Provide real-time visibility into inventory levels, supply chain operations, and procurement activities.
    c. Context and Background
        i. The EHR product had a legacy billing system where in clinics/hospitals with pharmacy and optical stores were able to generate bills with some basic stock management features. As the product market share expanded and we started onboarding more hospital chains we received more and more feedback and inputs asking us to improve the legacy stock management and billing system.
        ii. Internally also I had this in the development pipeline and after conducting multiple interviews with key stakeholders who were getting impacted we decided to take this up as a project and I started to work on a project plan with the team.
    d. Role and Responsibilities : I played the role of a business analyst and product manager as well for this project. My key responsibilities were :
        i. Gathering requirements by conducting required interviews with key stakeholders.
        ii. Conduct subject specific research and generate documents identifying KPI improvements.
        iii. Managing internal teams working on individual deliverables as part of this project.
        iv. Administering Jira to manage projects, boards, team members, sprints, tickets and automation rules in Jira.
        v. Conducting daily scrum calls. Plan sprints by breaking up upcoming tasks and grooming backlog within Jira.
        vi. Manage release cycles, prioritisation and schedule.
        vii. Pre-development phase I had to sync on a regular basis with internal and key external stakeholders to carve out the scope of development and build a project plan.
        Post-development I had to conduct weekly and bi-weekly calls with key external stakeholders to gather and sync them with project updates.
        viii. Regular meetings with clear communication along with regular feedback loops are part of my key responsibilities while working on a dynamic product such as that of an EHR.
        ix. Training and support - Assist customer support team in generating training material for new and existing feature updates.
    e. Methodologies Used :
        i. Most of this feature development was done following Agile methodology with continuous deployment and collaborating with stakeholders and incorporating new changes based on the feedback as we proceeded.
    f. My Key deliverables as a Business analyst / product manager :
        i. Business Requirements Document (BRD)
        ii. Wireframes
        iii. Use case models and scenarios
        iv. Process flows
        v. Risk assessment and mitigation plans
        vi. Impact assessment report
        vii. Simulation models and scenario analysis
    g. Key Modules/features I worked on developing and executing under this project:
        i. **Settings configuration and guiding principles :** A master settings module was required to facilitate the configuration of the complete supply chain module (SCM) as per the needs and requirements of individual clinic/hospital administration. Each organisation has their own unique distribution mechanism for inventory. The solution had to be developed considering this so that it fits right in for small, medium and large organisations. The configuration module should reflect this key principle and allow the users to configure the module as per their needs. This included :
            1. Store configuration : Facilitating provisions to configure individual stores with features and functions as per the admin requirements.
            2. Items master managment : Authorised admin would be able to manage the inventory items master form this module. This included categorization of item, bulk update to items, defining dynamic generic composition and variables to item.

3. Vendor management : Provision to create and manage vendors with option to group vendors and fix vendor rates for individual items they deal in. Pre-defined vendor rates further would facilitate fetching of rates when purchase orders are created.
4. Auto-Requisition : Provision for admin to manage the stores and items against which auto requisitions are to be generated without any manual intervention. This is possible through a set of dynamic rules that are defined individually or in bulk for specific items. This saves a great deal of manual work hours and also improves the overall fulfilment cycle of stock.

ii. **Purchase department :** I have managed the development of the key modules for purchase department such as :

1. Indent : Provision for authorised users to generate indent of requests for items that they need to restock in their stores. Based on the admin rules it may require authorization form a person of rank to approve before indent is consumed for purchase order creation.
2. Purchase Order (PO) : Purchase order can be created for vendors to fulfil requested stock. provision to create independent PO and generate PO on top of an existing Indent. In order to give visibility to the end user while creating a purchase order we also introduced the provision for a quick view feature that facilitated visibility into data without navigating away such as 'previous rates of order', 'pending order quantity' against each item. Some key dynamic rules and features covered by team in purchase order module are :
    a. Vendor selection based on predefined rules associated with the store from where PO is getting created.
    b. Items selection based on the categories associated with the source store and vendor selected.
    c. Provision to add charges to the PO
    d. Terms and conditions
    e. delivery terms
    f. Authorization based approval mechanism
    g. Auto PO generation in case of repetitive activities such as optical orders that require fulfilment from external vendors.
    h. Discount distribution across the the PO
    i. Dynamic validation of rates considering free and discounted items
3. Purchase or Goods Received Note (GRN) : Provision to generate one or more GRN against an existing PO. Similar to PO we developed an authorization system for this module as well. One of the critical requirements that we solved was to introduce a provision to allow adding multiple lots/batches for the same item as part of a single PO.
4. Purchase bill - Provision to generate purchase bills against existing GRNs based on the bills received from vendors.

iii. **Stock entry, movement and fulfilment department :** In this department I worked on the following modules:

1. **Requisition generation (auto as well as manual) :** All departments in a hospital are always in need of different items such as reception may need stationary, housekeeping may need liquid soap, pharmacies may need medicines while OT departments may need prosthetics for a future surgery. All these requests are fulfilled through the requisition module. We developed a provision such that admins could decide whether they would like requisitions to be generated manually by a department or are they to be generated automatically based on the current stock-in-hand vs. required stock (as defined during the configuration of store). Some key aspects of the module that I worked on planning and executing with team are :
    a. Requisition rules development and implementation : After conducting several interviews with the stakeholders and drafting the exact set of rules / use cases that should be followed when generating requisition e.g. if ItemA already has a pending requisition of 10 units and if the configuration defines that itemA cannot have a requisition pending of more than 15 units then allowing the user to only add a new requisition of 5 units unless previous pending requisitions are fulfilled/satisfied.
    b. Facilitating multiple fulfillments against a single requisition
    c. Provision to auto-generate a requisition request whenever an optical order is placed - This would work based on the configuration and preferences of the organisation as in some setups the optical lens requires fulfilment through third party while in others the lens fulfilment may happen internally with stock library and fitting as well.
2. **Stock issue and direct Stock transfer :** Stocks can be issued against an existing requisition or transferred directly from one store to another (in the same organisation) as required. Again this was completely rules driven and controlled as per authorization rules set.
3. **Stock received against a pending requisition :** Once stocks are issued against a pending requisition the requesting store user would have the provision to receive the in-coming stock. There were different scenarios covered here like quantity discrepancies.
4. **Stock opening note :** For transitioning organisations that are trying to transition into our product would require provision where they can add their opening stocks.
5. **Direct stock entry :** This provision is made available only to authorised/privileged users within the organisation who are allowed to do a direct stock entry to update stock.

6. **Adjustment :** Post periodic audit sometimes it is identified that there are some discrepancies between the actual available stock vs. stock available in the system. These discrepancies are further investigated by the organisation but in the meanwhile they need to adjust the stocks to continue operations. This module allows for the same.

iv. **<u>Sales and Consumption department</u> :** In this department I worked with team on developing and upgrading of the following modules:
    1. **Pharmacy sales module :** This module covers the sales of medicines and other items to the patients through pharmacy stores. This module covers all the key elements required to operate a pharmacy such as quick stock search through barcode, prioritise near-expiry items, provision for sales return, dynamic discounts etc.
    2. **Optical store sales module :** This module covers the sales of items from optical stores mainly frames and lenses. We developed a system that would generate a auto-requisition > Indent > purchase order request as soon as an optical order with lenses was placed so that it can be procured from an external vendor.
    3. **Bills of Material (BOM) :** Provision to generate BOM in the IPD department. Provision to create a tray with stock of items that may be consumed on a particular patient on the operating table. This tray can later be converted to final BOM and be part of the discharge certificate.

v. **Reports :** I have planned and overseen the development of several dynamic reports as part of the SCM project for each of the above mentioned modules.

vi. **Audit :** A dynamic audit trail log was developed to track every action with the SCM module by different users systematically collected and presented to the authorised users to derive conclusions to any discrepancies and manual errors.

Some other projects that I have managed at Health Graph India :

9. Project : Patient search enhancement
10. Project : Internal admin app development to facilitate tracking product usage and managing contracts and packages with our clients subscribed to us under Saas model.
11. Project : Dynamic medicine search to facilitate quick doctor prescription
12. Project : Clinical module updates
    a. Investigations print layout restructuring
    b. IPD patient journey and milestone updates