

Dr.Rajarajeswari Arabi

Healthcare Operations & Management Professional

Nationality: Indian

Sex: Female


D.O.B: 23-01-1986


Languages: English, Hindi, & Tamil

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Career Summary

A proven multi-unit leader, with 10+ years of experience in building, training, and motivating teams to provide superior Healthcare service and full execution of operational functions. Patient-Centric professional consistently meet established financial and revenue goals as well as maintain profitability through the implementation and execution of best practices in diverse range of healthcare settings. Certified Lean six sigma processor with proven ability in strategic planning, improving operational efficiency, and increasing productivity. People engagement specialist excels at realigning work groups for efficiency, leading various teams to achieve significant growth and operational targets. Proven experience in establishing special cleaning & sanitation protocols bases on characteristics of building, usage & traffic patterns & attained nil nosocomial infections during the epidemics of swineflu. Excellent communicator distinctively committed to manage highest standards of professionalism within healthcare industry.

SKILLS

Operations & Business Management

Lean Process Integration

Medical Terminology

Quality Assurance & Control

Universal Healthcare Standards

Clinical Case Management

P & L Management

Budget Administration

EXPERIENCE

Deputy Medical Administrator-Managerial

Kauvery Hospital, Karaikudi, Tamilnadu, India (100 Bedded) Sep 2015 – Nov 2018

Kauvery Group of hospital - reputed secondary and tertiary care hospital with a bed capacity of 1200, offering multi-speciality healthcare services with global standards, having 7 units across 5 cities of tamilnadu.

Played an integral role, while serving as SPOC for hospital operations, such as HR, IT, Biomedical Engineering, Materials and Pharmacy. Established and maintained clinical as well as non-clinical committees with an aim to define areas of excellence and deliver tools for strategic planning. Assessed and evaluated continuous operations, while monitoring auditing team and ensuring incidents containment. Created balance score sheet for consultants to filling gaps; steered MIS accountability, while serving as a member of Group operational & clinical MIS & Representative of working unit. Oversaw 15 departments as well as conducted detailed forecasting income and cost analysis to ensure profitable operations.

Key Contributions:

- Accomplished NABH accreditation by developing and implementing structured processes and standards.
- Distinguished by optimizing pharmacy profit margin from 40 % to 46 %.
- Accelerated insurance and corporate income from 2 % to 18.28% of total income and perpetuated positive EBITDA.
- Reduced medication errors from 7% to 1.4% by assuring smooth running of operations.
- Increased employees' satisfaction by 99 %, by focusing on employee engagement activities & medical insurance benefits.
- Succeeded in ensuring quality assurance and cost containment up to \$2M per year by lean process integration in all areas of organization.
- Organized and maintained events, including 13 CMEs, 6 CNEs & Mega events Marathon & Walkathon to increase brand awareness.
- Enhanced referral rate by 35% with 95% satisfaction rate by deploying best business practices and maintaining relationships with key stakeholders.

Medical Officer-Mid Managerial

Senthil Hospital, Devakottai, India (100 Bedded) **Sep 2013 – Aug 2015**

Completed diagnostic formalities and defined clinical findings, while reviewing and evaluating case sheet of every patient. Incorporated surgeries and facilitated surgeons to streamline several significant surgical procedures. Ensured optimal level of healthcare by determining patient status for safety and identifying Medication errors. Enriched patients' satisfaction, while providing emergency care, as requires. Improved performance and operational efficiency by establishing C-level training programs.

Key Contributions:

- Improved patients' delight by 98% by providing exceptional patient counseling.
- Raised operational excellence from 40% to 90% by overseeing surgery department, Lab, and blood storage unit.
- Increased preauthorization and claim process rate up to 98% as well as promoted the hospital grade from A3 to A2.

Medical Officer-Mid Managerial

Chellam Hospital, Chennai, India (30 Bedded) **Jan 2013 – Aug 2013**

Delivered subject matter expertise, while performing multiple tasks, including managing OPD & IPD, delivering first aid and emergency care, and coordinating surgeries. Oversaw and maintained insurance department to enable the achievement of full operational potentials.

Key Contributions:

- Incorporated with directors in developing, establishing, and implementing operation plans, policies, and procedures for smooth running of hospital operations.

Medical Officer-Mid Managerial

Saravana Ortho Hospital, Chenna, India (30 Bedded) **Jan 2010 – Dec 2012**

Ensured the highest standard of medical care, while receiving and treating patients. Met and exceeded all healthcare regulations and safety standards. Served as a key point of contact between administration and medical staff. Led and trained all health care providers and support staff, while focusing on recruiting initiatives.

Key Contributions:

- Cooperated with the executive team to initiate procedures, regulations, and programs to benefit patients and support health center fiscally.

Medical Officer-Mid Managerial

Agash Nursing Care, Chennai, India (30 Bedded) **Dec 2008 – Dec 2009**

Handeled critical and highly stressful situations with efficiency and composure in ICU & CCU to provide intensive care to patients. Controlled all outpatient policies, procedures, and activities in OPD & IPD to protect the organizations patient relationship and public reputation.

Key Contributions:

- Successfully prevented mortality rate by delivering high level of support in cardiac emergencies.

EDUCATION**Bachelor of Homeopathic Medicine and Surgery**

Sri Sairam homeopathy medical college, Tamilnadu, Dr.M.G.R, Chennai (2003-2009)

Master of Business Administration (Distance Education)

Janardan Rai Nagar Rajasthan Vidyapeeth (2017-2018)

ONLINE CERTIFICATIONS

Operations Management | Lean Six Sigma Primer | Lean Six Sigma White Belt | Lean Six Sigma Yellow Belt
Six Sigma Black Belt-LinkedIn Online