Ronica D. Ganesh

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**Experience:**

**Senior Risk Analyst**

01/2016 – Present **One** **Brooklyn Health System/Interfaith Medical Center** Brooklyn, NY

* Coordinate all aspects of the Hospital’s Risk Management Program. This includes, but is not limited to development, implementation and monitoring of Risk Management projects, policies and procedures.
* Participate in hospital-wide daily Patient Safety Call and report on all Risk Management issues and concerns.
* Handle all Workers’ Compensation claims from commencement to closure; included but not limited to: thorough claim investigation, claim submission, reserve approvals, SLU negotiations and analysis of monthly loss runs to identify loss exposures and loss trends.
* Ensure compliance with legal and regulatory requirements, including but not limited to those regarding: coordinating service of legal documents, review of all hospital incident/occurrence reports, QA referrals, select patient complaints. NYS Department of Health/Office of Health Systems Management Patient Complaint and Article 28 (NYPORTS) process, NYS Office of Mental Health (OMH) reporting requirements, reporting requirements of the NYS Commission of Quality of Care (CQC) for the mentally disabled.
* Provide consultations/assistance to medical and administrative staff on legal issues and hospital policy.
* Collaborate with other departments to design methods to achieve optimal patient safety initiatives via review and trending of patient safety data. Participate in monthly Patient Safety meetings.
* Coordinate adverse event review process; including thorough review and analysis of medical records and Root Case Analysis for defined events.
* Coordinates with other clinical and administrative departments regarding risk management issues; Available to provide direction and coordinate counsel to physician, nursing and administrative staff regarding medical-legal issues.
* Review electronically reported events on a daily basis; investigates events that led to real or potential patient harm. Identifies trends in reported event types and address these trends with the particular unit/department leadership.
* Provides direction and counsel regarding safety/risk issues to professional and departmental staff.
* Assist Patient Relations with the resolution of complaints when warranted.
* Complete annual insurance renewals of several product lines including: Directors’ and Officers’, Workers’ Compensation, Fiduciary, Crime, Cyber, General Liability, Property, Umbrella Excess Liability, Professional Liability and Automotive.
* Work alongside Chief Risk Officer with daily tasks and negotiations of all product lines.

**Human Resources Generalist**

10/2012 – 12/2015 **Interfaith Medical Center**  Brooklyn, NY

* Managed Workers’ Compensation Program and acts as point of contact for worker compensation claims and administering best practices for compensation management.
* Handled all Workers’ Compensation claims from commencement to closure; included but not limited to: thorough claim investigation, claim submission, reserve approvals, SLU negotiations and analysis of monthly loss runs to identify loss exposures and loss trends.
* Conducted employee workplace incident investigations, documentation and reporting.
* Attended all Workers’ Compensation hearings alongside counsel.
* Reviewed and processed all FMLA & PFL requests, LOA’s and sick leaves; ensured that time used is recorded and reflected accurately in our timekeeping database. Processed a weekly LOA payroll in addition to generating all unproductive time reports while focusing heavily on attendance reconciliation and subsequent disciplinary actions.
* Processed all union & non-union disability claims, no-fault insurance claims and pension data requests; provided all requested information to the Insurance Carrier, 1199 Union, Federation, CIR and the New York State Nurses Association in a timely and confidential manner; followed-up with all involved agencies and subject employee in a timely manner to ensure compliance.
* Project Manager for ADP/EV5 & eTime implementation. Successfully implemented new system and data conversion from ABRA to ADP/EV5 platform providing a combined HRIS system for the Human Resources and Payroll Depts.
* Handled timely and accurate maintenance of HRIS – ADP/EV5 records ensuring data integrity and synchronizing position control. Processed all employee status changes (ie. new hires, terminations, contractual salary increases). Created standardized and custom reports. Performed ongoing data analysis and provided metrics for monthly senior management meeting.
* Managed applicant tracking system to ensure efficiency and data integrity. Provided direct recruitment for Psych nurses, management and highly specialized level jobs.
* Administered all employee benefit programs including health and welfare, dental, vision, flexible spending accounts, transit, life insurance, disability and 403b plans. Maintained the Benefits Module of the HRIS – ADP/EV5 system.
* Provided individual and group advice, guidance and professional support to employees, union representatives, and other parties with respect to interpretation and application of employee relations and associated policies, practices, contracts and procedures. Represented the organization and management in union grievances and contract negotiations.
* Chairperson of the Wellness Board. Partnered with community organizations to introduce topics on health and wellness best practices, initiatives and trends.

**Human Resources Customer Service Representative / Special Short-Term Project**

09/2011 – 01/2012 **Delta Global Staffing Inc.**  JFK Airport, NY

* Utilized the E-Verify web-based employment authorization verification system to confirm an employee’s eligibility to work within the United States.
* Assisted employees of various titles to complete the online I9 forms and submit for processing.
* Maintained confidentiality and professionalism while handling the employee’s personal documents.

**Staff Analyst Level II - Human Resources / Examinations Unit**

10/2005 – 05/2011 **New York City Transit / MaBSTOA** Brooklyn, NY

* Conducted the English Oral Pre-Screening Interviews and NYS English Language Assessment Examinations for potential New York City Transit / MaBSTOA employees of various operating titles, to ensure the candidates ability to understand and be understood in the English language.
* Assisted in the administration of the Bus Operator Selection Survey, handled download of grades and generation of result letters to candidates.
* Assisted in generating New York City Transit and MABSTOA Monthly Lists Pending Reports which summarize the current total number of candidates who file, show up, pass, fail, and withdraw from Open Competitive, Promotional, and Reclassification examinations.
* Reviewed high-volume of resumes, contacted numerous candidates, scheduled interviews, present employment offers, and commence the employment process for various provisional operating titles.
* Assisted in the administration of Open Competitive and Promotional NYC Transit and MaBSTOA examinations and prepared all administrative examination documents.
* Generated various correspondences to candidates and the Department of Citywide Administrative Services to ensure accuracy with all employment applications and availability of employment opportunities.
* Supervised a staff of four to ensure accurate and efficient work flow processes and handled all conflicts and discrepancies in a professional manner.

**Junior Pension Administrator - Employee Benefits / Pension Department**

06/2004 – 10/2005 **American International Group, Inc. (AIG)** New York, NY

* Performed mathematical calculations using the DBConnect participant database to provide all retirement benefit estimates and actual retirement payment set-ups for participants.
* Assisted participants and retirees with their various inquiries pertaining to the laws governing the American General and American International Group Retirement plan.
* Set-up and processed pension payments for retirees and lump sum payments for eligible terminated employees.

**EDUCATION: Bernard Baruch College, The City University of New York**

Bachelors of Business Administration, June 2004

**Course of Study**: Finance and Investments

**Minor**: Psychology / Social Work

**SKILLS:** Windows (Access, Excel, Outlook, PowerPoint, Word), PeopleSoft 8.0+, Abra Suite and Crystal Reports, Kronos, ADP Payroll System, DBConnect, Cyborg Payroll System, excellent written and verbal communication skills, exemplary customer service skills.

**REFERENCES:** Available upon request