

Sri Rakumari Mendu

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SUMMARY

Experienced Health Care Administrator with a Master's degree in Health Care Administration and over ten years of expertise in the healthcare industry. Proven track record in managing healthcare facilities, improving operational efficiency, and ensuring high-quality patient care. Passionate about enhancing health care access and committed to implementing innovative solutions to address the needs of diverse populations. Adept at leading teams, managing budgets, and navigating complex regulatory environments to deliver optimal health outcomes.

EXPERIENCE

Graduate Research Assistant

Grand Valley State University

August 2023 - April 2024

Grand Rapids, MI

- Integrated recent research into the Social Innovation course, enhancing curriculum relevance by 60 percent.
- Proposed 20+ assignments and reading materials, boosting student engagement by 25 percent.
- Facilitating regular team meetings every 2 weeks has enhanced collaboration and communication.

Digital Intake Coordinator

Guardian Angel Home Care and Hospice

May 2023 - August 2023

Rochester Hills, MI

- Streamlined referral processes and verified patient insurance, improving service delivery accuracy by 30 percent.
- Sent marketing materials to patients and partner hospitals, boosting engagement and partnerships by 5 percent.
- Produced daily reports on accepted patients for 22 branches, enhancing operational efficiency by 40 percent.

Simulation Lab Assistant / Ambassador / Standardized patient

Grand Valley State University

August 2022 - April 2023

Grand Rapids, MI

- Played diverse patient roles, contributing to over 50 simulation scenarios and aiding in the assessment of students' clinical performance.
- Enhanced team collaboration and developed strong communication skills by assisting students in practicing and evaluating clinical skills.
- Provided overviews of the lab to over 30 visitors, students, and family members, actively promoting the simulation lab's capabilities.

Interprofessional Education Intern

Mary Free Bed Rehabilitation Hospital

August 2022 - December 2022

Grand Rapids, MI

- Conducted PHQ audits for 400+ patients using EPIC, ensuring 98 percent accuracy and compliance.
- Researched and reviewed literature to develop Interprofessional educational materials, improving content quality by 30 percent.
- Organized over 5 Interprofessional educational events, enhancing planning skills and increasing attendance.

Physician

Andhra Hospitals

June 2016 - November 2021

Vijayawada, India

- Led a team of 7 staff in the Cardiac Outpatient Department, boosting team performance by 70 percent.
- Developed and reviewed study materials for NABH accreditation, enhancing compliance by 30 percent.
- Worked 12-hour shifts during COVID-19, ensuring continuous critical healthcare services.

EDUCATION

Grand Valley State University

Master's in Health Care Administration

GPA: 3.94

Grand Rapids, MI

January 2022 - April 2024

SKILLS

- Strategic Planning
 - Quality Improvement
 - HIPAA privacy compliance regulations
 - Canva
 - Healthcare Management
 - MS Office
- Project Management
 - Leadership and Team Management
 - Problem-solving and Decision-Making
 - Interdisciplinary Collaboration
 - Team Collaboration

CERTIFICATIONS

- Lean Six Sigma Black Belt May 2024 - No expiration date
- Certified Specialist Physician Practice Management (HFMA) Feb 2024 - Feb 2026
- Certified Specialist Payment Reimbursement (CSPR) Mar 2023 – Mar 2025
- Lean Six Sigma Yellow Belt Mar 2023 - No expiration date
- Basic Life Support(BLS) Aug 2022 - Aug 2024
- Responsible Conduct of Research, CITI Jan 2022 - Jan 2025

ACHIEVEMENTS

- Award for Excellence in Service to the Community/Profession. (2024)
- Graduate Student Outstanding GPA. (2024)

COMMUNITY SERVICE

- Kent County (CSFP)**

January 2023 - Present

 - Coordinated with 5 team members to ensure efficient handling and delivery of resources.
- Kauffman Interfaith Institute**

February 2023 - Present

 - Managed event registration and logistics for over 50 attendees while collaborating with a diverse team of over 10 volunteers and staff to ensure seamless event execution.