Sushma B.K.

#10, Narasamma Nilaya

KG Lakkenahalli,

Lakshmipura

Bangalore, Karnataka 562123

Ph: 7760122035

[pushpabsushma@gmail.com](mailto:pushpabsushma@gmail.com)

**OBJECTIVE**

Accomplished Process Specialist with extensive experience in healthcare industry with documentation and quality assurance. Proven track record in managing and implementing clinical services, ensuring high standards of quality, productivity, and efficiency. Demonstrated expertise in training and leading teams, fostering strong interpersonal relationships, and coordinating between clients and documentation specialists. Adept at using various EHR platforms and consistently delivering accurate medical documentation. Notable achievements include successfully transitioning over 30 clinicians and stabilizing major clients. Core competencies include leadership, workflow management, adaptability, multitasking, and conflict resolution. Process Specialist with comprehensive background in process optimization and continuous improvement. Skilled in identifying inefficiencies and implementing streamlined workflows to enhance productivity and reduce costs. Strong communicator with knack for cross-functional collaboration and stakeholder engagement. Delivers impactful solutions that drive operational excellence and foster innovation. With solid foundation in analytical thinking and problem-solving, I excel at identifying process improvements and implementing efficient solutions. My collaborative approach and strong communication skills ensure effective teamwork and clear project outcomes. Confident and adaptable, I am ready to bring fresh perspective to optimize operations and drive success. Experienced in streamlining complex processes to enhance efficiency and productivity. Focused on identifying and solving operational challenges with innovative solutions. Proven track record of improving workflows and driving continuous improvement initiatives.

**EXPERIENCE**

**Cognizant since June 2023** *– Process Specialist*

**Responsibilities:**

* Supervising quality of clinical services associate/quality documentation specialists.
* Monitoring QDS performance metrics including quality, TAT, and productivity to ensure that the team members are meeting the production standards.
* Managing implementations and transitions of new providers via careful planning, effective communication, and problem-solving approach.
* Ensure efficient coordination between clients and quality documentation specialists fostering a smooth experience for both parties.

**Microsoft + Nuance since January 2023** *– Special Teams Quality documentation specialist – 2023*

**Responsibilities:**

* Worked as Quality Documentation specialist; working in near real-time with a doctor and their medical team to help summarize, validate, and complete confidential medical documentation of patient visits – including patient histories, exams, radiographic findings, assessments, and treatment plans –helping to deliver accurate documentation within hours of the appointment and assisting with providing the best care for patients. Previously worked as an implementation specialist that is responsible for training scribes on clinicians that are new to the service.
* Successfully implemented and transitioned 30+ clinicians in the team along with stabilizing one of the biggest clients of Nuance (WellSpan Health)/RUSH.
* Worked closely with the quality documentation specialists and helped them achieve the direct status.

**Nuance since May 2022** *– Quality documentation specialist – 2022*

**Responsibilities:**

* Worked as Quality Documentation specialist; working in near real-time with a doctor and their medical team to help summarize, validate, and complete confidential medical documentation of patient visits – including patient histories, exams, radiographic findings, assessments, and treatment plans –helping to deliver accurate documentation within hours of the appointment and assisting with providing the best care for patients. Previously worked as an implementation specialist that is responsible for training scribes on clinicians that are new to the service.

**ScribeEMR since September 2019, Bangalore** *– SUMS – 2022*

**Responsibilities:**

* Scribing with live provider, experienced on Internal Medicine, General and endocrinologist.
* Having worked on different EHR platforms including NextGen, eCW and Medent.
* Trained my fellow team members who were newly recruited and new trainee scribes, on EHR and implementation.

**Nuance Transcription Services, Bangalore** *– MLS January 2017 – 2019*

* Delivery of customer-ready documents consistent within the standards defined in the National Quality Program.

• Identify, interpret, evaluate, correct, and report inconsistencies, discrepancies, and inaccuracies in transcribed or edited reports, according to criteria and methodology set forth in the Quality Program, including routine quality assurance and 100% quality assurance. Document review will incorporate customer specific rules as outlined in the Client Profile.

• Transcription, including editing of dictated jobs processed through speech recognition technology, of medical dictation by a physician and other healthcare providers, including the use of medical references, websites, quality feedback, and other educational materials to consistently ensure 99.6% or higher accuracy.

* Consistently meet 100% of the classification, schedule, hours, quality and production requirements of a Master Medical Editor.
* Member of the Operations Excellence Team responsible for onboarding of multiple high-priority and critical clients.

**MModal Global Services, Bangalore** *- Healthcare Documentation Analyst.*

* Quality Assessment & Reporting meeting industry standards consistently.
* Team building with feedbacks and training.
* Workflow management.
* Onboarding of new clients/customers.
* Transcribe and interpret recorded dictation into diagnostic test results, operative reports, referral letters, and other documents.
* Review and edit drafts, both speech recognized and manual.
* Maintain industry standard quality metrics consistently with high accuracy.

**PJO, Bangalore** *- MT/SMT/Editor*

* Extensively trained in medical transcription and documentation and absorbed into the company after successfully completing 3 months of training and 3 months of being an OJT with excellence.
* Transcribe and interpret recorded dictation into diagnostic test results, operative reports, referral letters, and other documents.
* Review and edit drafts for inconsistencies and errors with industry standard quality metrics.

**EDUCATION**

**SRS** *- Bachelor in Computer Applications*

2009 – 2011 Information Technology/Management.

**Sathya Jyothi College***- PUC*

2008

Iyer High School *- SSLC*

2005

**KEY SKILLS**

* Learned, through various training programs and through actual requirements of the job, the various skills necessary for leadership and being a successful SUMS Medical Scribe and EHR Trainer.
* Understanding various aspects related to succeeding in the field of quality by means of deep sense of commitment, sincerity, and perseverance.
* Developed much improved interpersonal relationships and various new approaches in dealing with difficult situations as well as dealing with different clients.
* Excellent Documentation and Proofreading Skills.
* Proficiency in all major healthcare documentation platforms like Escription, Fluency Editor, Dictaphone, EHR, Ruby etc.
* Worked on all major specialties and report types. Handled high-value clients (University/Specialty
* ‘Hospitals/Claims Clinics).
* Responsible for on-boarding of multiple new customers with successful team building/training and redemption, vendor and workflow management.
* Self-motivation, Conflict Resolution, Adaptability, Multitasking, Teamwork, Creativity.

I hereby declare that the information and details mentioned above are true and correct to the best of my knowledge and are liable to your kind confidential perusal.

Sushma B.K.

Accomplished Process Specialist with extensive experience in healthcare documentation and quality assurance. Proven track record in managing and implementing clinical services, ensuring high standards of quality, productivity, and efficiency. Demonstrated expertise in training and leading teams, fostering strong interpersonal relationships, and coordinating between clients and documentation specialists. Adept at using various EHR platforms and consistently delivering accurate medical documentation. Notable achievements include successfully transitioning over 30 clinicians and stabilizing major clients. Core competencies include leadership, workflow management, adaptability, multitasking, and conflict resolution. Process Specialist with comprehensive background in process optimization and continuous improvement. Skilled in identifying inefficiencies and implementing streamlined workflows to enhance productivity and reduce costs. Strong communicator with knack for cross-functional collaboration and stakeholder engagement. Delivers impactful solutions that drive operational excellence and foster innovation. With solid foundation in analytical thinking and problem-solving, I excel at identifying process improvements and implementing efficient solutions. My collaborative approach and strong communication skills ensure effective teamwork and clear project outcomes. Confident and adaptable, I am ready to bring fresh perspective to optimize operations and drive success. Experienced in streamlining complex processes to enhance efficiency and productivity. Focused on identifying and solving operational challenges with innovative solutions. Proven track record of improving workflows and driving continuous improvement initiatives.