

AISHWARYA G

Healthcare Quality & Hospital Administration Professional

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PROFESSIONAL SUMMARY

Results-oriented **Healthcare Quality Professional** with an M.Sc. in Hospital Administration and expertise in high-performance corporate healthcare environments. Proven track record in leading **NABH (6th Edition)** and **NABL** accreditation processes, conducting systemic audits, and implementing **Lean Six Sigma** methodologies to enhance patient safety. Awarded for **Kaizen** initiatives that significantly improved operational productivity and EMR adoption. Expert in leveraging data-driven insights (Power BI) to meet corporate Quality Indicators (QI) and international safety benchmarks.

CORE COMPETENCIES

- **Quality Governance:** NABH & NABL Standards, Internal Auditing, Gap Analysis, CAPA & RCA.
- **Operational Excellence:** Lean Six Sigma, Kaizen, Workflow Mapping, TAT Optimization.
- **Project Management:** EMR Implementation (End-to-End), Stakeholder Management, Agile Methodologies.
- **Technical Proficiency:** Power BI, Excel Automation (AI-Driven), HR Analytics, Medical Coding.

PROFESSIONAL EXPERIENCE

Trichy SRM Medical College Hospital & Research Centre

Quality Executive | *May 2025 – April 2026*

- **Accreditation:** Coordination, Implementation and documentation for **NABH 6th Edition** and **NABL** surveillance Audits, ensuring compliance across all clinical and non-clinical departments.
- **Standardized Auditing:** Conducted monthly internal audits based on NABH checklists; identified operational gaps and implemented corrective actions to maintain "Audit-Ready" status.
- **Risk Management & Safety:** Led the protocol for **RCA** and **CAPA** closures for all adverse and sentinel events.
- **Data-Driven Reporting:** Managed the documentation and presentation of **Monthly Quality Indicators (QI)** to the Hospital Management Committee to influence strategic safety and performance decisions.
- **Emergency Preparedness:** Standardized and executed the hospital-wide mock drill calendar, improving staff response times and adherence to safety protocols.

Kauvery Group of Hospitals

Customer Success Management Trainee | *July 2024 – May 2025*

- **Digital Transformation:** Managed the end-to-end implementation of MHC EMR and OP EMR projects, driving digital adoption across multiple specialty units.

- **Requirement Engineering:** Collaborated with Unit Heads and Medical Administrators to gather specialty-specific requirements, facilitating the product development lifecycle from initiation to deployment.
- **Change Management:** Led stakeholder presentations and staff training sessions to ensure seamless implementation and high user adoption rates for new digital platforms.
- **Business Intelligence:** Utilized **Power BI** and Excel to provide senior leadership with real-time analytics on project milestones and vendor performance.

KEY ACHIEVEMENTS

- **7th QNK Kaizen Award (Kauvery Group):** Recognized for designing a productivity-enhancing template that significantly increased Adoption rates for OP EMR.
- **University Rank Holder:** Secured **4th Rank** in the University for M.Sc. Hospital Administration.

EDUCATION

- **M.Sc. Hospital Administration** | Shrimati Indira Gandhi College (2022 – 2024)
 - *Academic Performance:* **CGPA – 8.6**

CERTIFICATIONS & SKILLS

- **Accreditation:** NABH 6th Edition, Quality Management (PMI).
- **Methodology:** Lean Six Sigma (PMI & NASBA), Agile Project Management, Project Management Foundation.
- **Technical:** Power BI, Prompt Engineering, Excel Automation using ChatGPT, Medical Coding.

INTERNSHIPS & PROJECTS

- **Quality Project:** "Identifying Patient Satisfaction in Radiology Department" – Trichy SRM Medical College.
- **Rotational Internships:** Clinical and Administrative exposure at Gitanjali Medical Centre, Jeyam Multi Speciality Hospital, Sinduja Hospital, and GVN Riverside Hospital.

LANGUAGES

- English (Moderate), Tamil (Native), Hindi (Written)