

SWATHI DURAI KRISHNANKANTH

Email: swathikrsh@gmail.com **Location:**
Chennai, India

Professional Summary

Clinical Informatics, Healthcare Quality, and Healthcare Operations professional with over 6 years of healthcare experience, supported by an MSc in Health Informatics from Swansea University, an MBA in Hospital & Healthcare Management from BITS Pilani, and a Bachelor of Dental Surgery (BDS).

Experienced in healthcare quality improvement, clinical governance, patient safety, healthcare workflow analysis, clinical documentation, risk assessment, governance reporting, stakeholder engagement, and digital health systems. Strong understanding of clinical audit methodologies, NABH standards, healthcare compliance, Electronic Health Records (EHR), health information management, infection prevention and control, healthcare data governance, and quality management principles.

Recently completed training in Programme on Implementation of NABH Standards for Hospitals (5th Edition) and Clinical Audit (Quality Council of India), strengthening knowledge of accreditation standards, clinical audit methodology, patient safety, healthcare quality improvement, regulatory compliance and continuous quality improvement practices.

Demonstrated experience in healthcare operations, process improvement, safeguarding policy development, governance activities, multidisciplinary collaboration, and healthcare technology adoption. Passionate about improving patient outcomes through evidence-based quality initiatives, clinical governance, patient safety and healthcare innovation.

Core Competencies

Clinical Governance

- Clinical Audit
- Patient Safety
- Quality Improvement
- Continuous Quality Improvement (CQI)

- Risk Assessment
- Healthcare Compliance
- Governance Reporting
- Healthcare Quality Standards
- Infection Prevention & Control
- Safeguarding Awareness
- Health Information Management
- Root Cause Analysis (RCA) - Foundational Knowledge & CAPA Principles
- Healthcare Data Quality
- Clinical Documentation Review

Healthcare Operations

- Process Improvement
- Stakeholder Engagement
- Operational Reporting
- Change Management
- Project Coordination
- Service Improvement
- Team Collaboration
- Performance Monitoring

Analytics & Technology

- Microsoft Excel
- Power BI & Tableau
- HubSpot CRM
- Trello
- Monday.com
- Data Analysis
- Data Validation
- Microsoft Office Suite

Professional Experience

Operations Manager (Volunteer) Walk N Talk 4 Mental Health, United Kingdom | Sep 2025 – Present

- Coordinate operational activities across multiple volunteer workstreams and healthcare-focused initiatives.

- Maintain governance documentation, operational records, and performance reports.
- Support stakeholder communication, meeting coordination, and service improvement activities.
- Support the development and review of safeguarding policies, governance documentation, risk monitoring processes, and quality improvement initiatives within a UK mental health charity.
- Designed tracking systems using Trello, Monday.com, and HubSpot CRM to improve workflow visibility and accountability.

Healthcare Operations Intern Aarogya Aadhar Digital Health Platform | Mar 2026 – Jun 2026

- Supported healthcare workflow analysis and digital health operational activities.
- Reviewed healthcare processes and identified workflow improvement opportunities.
- Maintained issue logs, documentation records, and operational reports.
- Assisted with healthcare documentation review, reporting activities, and service improvement initiatives.
- Collaborated with stakeholders to support operational efficiency and healthcare quality improvement.

Lead Dentist & Clinical Manager Dr Steve's Dental Care | Nov 2020 – Dec 2023

- Led implementation of a digital patient management system supporting workflow redesign and operational improvement.
- Improved appointment workflow efficiency by approximately 40% through process evaluation and optimisation.
- Coordinated multidisciplinary teams and supported adoption of digital workflows.
- Conducted workflow assessments, clinical risk evaluations, infection control reviews, and quality improvement initiatives.
- Developed operational reports and dashboards to monitor service performance. • Maintained clinical documentation, patient records, governance standards, and regulatory compliance requirements.

General Dentist Brite Smile Dental Clinic | Dec 2017 – Nov 2020

- Delivered patient care while maintaining accurate clinical documentation and healthcare records.
- Performed clinical assessments, treatment planning, and patient education.
- Maintained confidentiality and documentation standards in accordance with healthcare requirements.

- Participated in oral cancer awareness activities, preventive health education, and patient screening initiatives.

Education

MSc Health Informatics (Merit) |
Swansea University, United Kingdom

Relevant Areas:

- Clinical Audit
- Health Information Management
- Electronic Health Records
- Digital Health
- Clinical Decision Support Systems
- Healthcare Data Analytics

MBA – Hospital & Healthcare Management
BITS Pilani, India
|CGPA: 8.24

Bachelor of Dental Surgery (BDS)
Meenakshi Ammal Dental College

Certifications

- Programme on Implementation of NABH Standards for Hospitals (5th Edition)
- Clinical Audit (Quality Council of India – QCI)
- PRINCE2® Foundation – Peoplecert
- Lean Six Sigma Yellow Belt
- Lean Six Sigma White Belt
- Good Clinical Practice (NIHR)
- Good Clinical Practice (NIDA Clinical Trials Network)
- Change Management - Packt
- Diagnosis Coding: Using the ICD-10-CM (CMS, USA) & SNOMED CT Fundamentals
- Healthcare IT Support – Johns Hopkins University
- Power BI Fundamentals

- Agile Project Management Fundamentals

Healthcare projects

Perception and Attitudes of Healthcare Professionals About Wearable Technologies in India (MSc Dissertation)

- Conducted qualitative healthcare research exploring perceptions of wearable technologies among healthcare professionals.
- Investigated adoption barriers, privacy concerns, reliability challenges, and opportunities for digital health implementation.
- Conducted literature review, semi-structured interviews, thematic analysis, and evidence synthesis.

Electronic Health Records (EHR) Implementation and Governance Project

- Analysed EHR systems, interoperability standards, healthcare information management practices, and data governance frameworks.
- Evaluated implementation approaches, access controls, healthcare data security, and information governance principles.

Assessment and Improvement of Infection Control Protocols in Dental Clinics

- Conducted a healthcare quality improvement project evaluating infection control protocols and compliance practices.
- Performed SWOT analysis to identify strengths, weaknesses, opportunities, and risks impacting patient safety and quality standards.
- Developed recommendations to strengthen infection prevention measures, operational effectiveness, and healthcare quality outcomes.

ICD-10 Evaluation Using the Bramley Framework

- Evaluated ICD-10 coding standards, governance principles, classification structures, and usability considerations.
- Assessed the role of ICD-10 in healthcare reporting, documentation quality, and health information management.