

# DR UMA SANDHIYA D

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## SUMMARY

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Healthcare management professional with a Bachelor of Dental Surgery and PGDM in Hospital and Health Management, with hands-on experience in hospital operations, EMR/HMIS workflows, healthcare data analysis, process mapping, TAT analysis, root-cause analysis, and digital process improvement. Experienced in analyzing healthcare workflows and translating operational findings into technology-enabled improvement requirements, dashboard requirements, and workflow documentation. Seeking to build expertise in EMR/EHR platforms, healthcare IT implementation, managed services, and technology-enabled healthcare transformation.

## EDUCATION

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**INSTITUTE OF HEALTH MANAGEMENT RESEARCH**  
PGDM Hospital and Health Management

Bangalore  
June 2024-June 2026

**SRI VENKATESHWARAA DENTAL COLLEGE**  
Bachelor of Dental Surgery

Pondicherry  
Aug 2018 - Mar 2024

## EXPERIENCE

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### MEDICOVER HOSPITAL

Management Trainee-Operations

Bangalore  
Mar 2026 – Present

- Managed OPD operations, patient flow, appointments, registrations, and OPD-IP conversions.
- Analyzed operational KPIs, patient wait times, TATs, and conversion metrics to identify process gaps and improvement opportunities.
- Monitored EMR utilization through compliance monitoring, audits, and workflow adherence.
- Coordinated Insurance/TPA pre-authorizations, approvals, and discharge processes, ensuring timely documentation and clearances.
- Evaluated pharmacy and diagnostic workflows to identify revenue leakage and improve conversion opportunities.
- Coordinated with doctors, diagnostics, insurance teams, and front-office teams to resolve workflow issues and improve process efficiency.
- Supported process mapping, root-cause analysis, requirement identification, and workflow improvement for hospital operations.

### NARAYANA HEALTH

Intern – Quality

Bangalore  
Dec 2025 – Feb 2026

- Supported digital compliance monitoring and audit activities through Narayana Health Portal.
- Conducted OT and Clinical Pathway audits to identify workflow and compliance gaps.
- Maintained and updated SOPs, policies, and digital documentation to support standardized processes.
- Supported NABH accreditation readiness, data tracking, and process improvement initiatives.
- Participated in multidisciplinary teams to identify operational gaps and improve healthcare workflows

### MGM CANCER INSTITUTE

Intern - Operations and Quality

Chennai  
Apr 2025-July 2025

- Analyzed chemotherapy scheduling data to identify workflow gaps, TAT variations, and patient-flow inefficiencies.
- Conducted root-cause analysis and translated findings into process improvement opportunities.
- Managed and analyzed quality data through IPSG audits, SSI surveillance, and SOFA trend analysis
- Collaborated with clinical and operations teams to support healthcare workflow optimization and digital process improvement.

### SRI VENKATESHWARAA DENTAL COLLEGE

Intern – Dental Surgeon

Pondicherry  
Feb 2023 – Mar 2024

- Managed patient assessment, documentation, and communication.
- Supported patient flow and clinical workflow optimization.
- Assisted in dental camps and patient awareness programs.

## PROJECTS

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### **Assessment of Discharge TAT in inpatient Department in Medcover hospital, Bangalore** May 2026

- Analyzed 336 inpatient discharge records using TechPro HMIS data to identify TAT variations and workflow bottlenecks.
- Mapped the end-to-end discharge workflow and analyzed TAT across different stages.
- Performed data analysis and root-cause analysis to identify billing, audit, and insurance-related process gaps.
- Defined requirements for real-time TAT dashboard requirements to track pending cases, stage-wise delays, and TAT trends
- Recommended digital process improvements, including an insurance discharge checklist, pre-billing, and workflow monitoring

### **Optimizing Chemotherapy Workflow: A Data-Driven Evaluation of Scheduling Gaps and Operational Efficiency at MGM Cancer Institute, Chennai** Apr 2025

- Analyzed planned and unplanned chemotherapy sessions to identify scheduling gaps, workflow bottlenecks, and patient-flow inefficiencies.
- Evaluated Turnaround Time (TAT) across the chemotherapy workflow and performed root-cause analysis.
- Identified system and process requirements for improving chemotherapy scheduling and workflow visibility.
- Proposed a Chemotherapy Scheduler Module with features for scheduling, status tracking, session updates, and workflow monitoring
- Translated operational findings into technology-enabled process improvement recommendations for better efficiency and patient flow

### **Hospital Quality Excellence: Experiences From Internal Quality Operations and NABH** Apr 2025

#### **Surveillance Audit Assistance at MGM Cancer Institute, Chennai**

- Conducted IPSP audits and assisted in NABH surveillance, ensuring compliance with patient safety and hospital standards.
- Coordinated with consultants and operations teams; conducted staff training sessions on emergency codes, grievance handling, and infection control.
- Supported facility rounds, housekeeping, and patient grievance handling, aligning operations with SOPs.

## CORE SKILLS

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- **Healthcare IT & Systems:** EMR/HMIS Workflows, Digital Health, Healthcare IT Systems, Workflow Documentation
- **Healthcare Analytics:** Excel, Power BI, Tableau, SQL, MIS Reporting, KPI/TAT Analysis, Data Analysis
- **Process & Requirements:** Process Mapping, Gap Analysis, Root-Cause Analysis, Workflow Improvement, Requirement Identification
- **Quality & Operations:** SOP Documentation, Compliance Audits, NABH Support, IPSP Audits, Cross-functional Coordination

## SOFT SKILLS

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- Strategic Planning and Critical Thinking
- Teamwork, Leadership and Problem Solving

## COURSEWORK

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- Excel for Intermediate Level from Course Era
- Power BI from Office Master
- NPTEL Certification in Soft Skills
- HIPAA Compliance Training Program
- Healthcare management- Great Learning

## LANGUAGES

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- English – Professional
- Tamil - Fluent
- Kannada - Fluent
- Hindi - Basic