

# ANILADEVI ANIL

## HOSPITAL OPERATIONS EXECUTIVE

DUBAI, UAE

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### PROFESSIONAL SUMMARY

Experienced Hospital Operations Executive with nearly 4 years of expertise in managing ICU and non-critical area operations, optimizing patient flow, and coordinating admission-discharge processes in JCI & NABH-accredited hospitals. Skilled in leading cross-functional teams, improving patient satisfaction, and ensuring compliance with healthcare standards. Served as Manager on Duty (MOD), overseeing hospital-wide operations to ensure smooth functioning. Proven ability in Turnaround Time (TAT) reporting, inventory management, and reducing Leave Against Medical Advice (LAMA) discharges. Adept at medical billing, patient and bystander counselling, and emergency response coordination. Currently seeking new opportunities to apply these skills in a dynamic healthcare environment.

### SKILLS

- Hospital Operations Management
- Patient Flow Optimization
- Hospital Information System (HIS)
- Team Leadership and Training
- Discharge and Admission Coordination
- ICU and Non-Critical Area Operations
- Turnaround Time (TAT) Reporting
- Manager on Duty (MOD) Leadership
- Data Presentation and Analysis
- Healthcare Compliance (JCI & NABH)
- Cross-Functional Team Collaboration
- Medical Billing and Documentation
- Inventory Management
- Patient and bystander counselling
- LAMA Prevention
- Emergency Response Coordination
- Time Management
- Problem-Solving
- Attention to Detail
- MS Office (Excel, Word, Power Point)

### PROFESSIONAL EXPERIENCE

**Rajagiri Hospital, Aluva, Kerala | Feb 2023 – Oct 2024**

**Executive - Hospital Operations & Manager on Duty (MOD)**

- Performed Manager on Duty (MOD) responsibilities, controlling the overall functioning of the hospital during assigned shifts, ensuring smooth operations across departments.
- Coordinated patient flow in the ICU and non-critical areas, optimizing resource allocation and improving bed turnover rates, leading to a 10% improvement in patient throughput.
- Led the patient care team and ICU operations team, providing training to enhance communication and interactions, resulting in a 20% increase in team efficiency and patient satisfaction.
- Prepared and maintained daily TAT (Turnaround Time) reports, tracking key performance indicators and ensuring that discharge activities were completed on time, reducing discharge delays by 50%.

- Provided basic admission counselling services to patient families, ensuring they had a clear understanding of treatment plans and hospital protocols, facilitating smoother admissions and patient satisfaction.
- LAMA Prevention – Proactively reduced the number of Leave Against Medical Advice (LAMA) discharges by addressing patient concerns, clarifying doubts, and offering financial assistance to those in need, ensuring better patient retention.
- Coordinated the entire Admission-Discharge process, ensuring seamless transitions and reducing administrative errors, which improved patient discharge efficiency by 40%.
- Managed hospital bed allocation for inpatient (IP) and ICU units, improving bed utilization and reducing patient wait times by 12%.
- Presented data on IP and ICU performance in monthly review meetings with senior management, providing insights on patient flow, bed utilization, and operational efficiency.
- Organized and attended weekly meetings with the Director of Administration and department heads to discuss operational challenges, leading to the implementation of initiatives that improved patient satisfaction by 15%.
- Ensured compliance with JCI & NABH accreditation standards, maintaining a 98% compliance rate during internal audits and inspections.

## Aster Medcity, Cochin, Kerala | Mar 2021 – Feb 2023

### Operations Associate - Outpatient (OP)

- Coordinated MRI, X-ray, CT, and Mammogram billing, ensuring accurate processing and scheduling of scans according to the appointment timetable for seamless patient experience.
- Managed front desk operations efficiently and coordinated over 500 patient appointments weekly with a 99% appointment accuracy rate.
- Scheduled appointments for MRI, CT, and radiology services, ensuring timely procedures and minimizing appointment delays by 15%.
- Led communication with patients and healthcare staff to ensure clarity on procedures and administrative protocols, achieving a customer satisfaction rating of 90%.
- Managed inventory control, ensuring the availability of essential resources and reducing stock shortages by 40% through proactive reporting and follow-ups.
- Worked closely with doctors and emergency teams to prioritize critical cases, improving response times for emergency patients by 10%.

## EDUCATION

- BSC. COMPUTER SCIENCE | 2019  
UNION CHRISTIAN COLLEGE, ALUVA | MG UNIVERSITY, KOTTAYAM, KERALA
- HIGHER SECONDARY | 2016 | GOVT. HSS NORTH PARAVUR

## LANGUAGES KNOWN

ENGLISH | MALAYALAM | HINDI

## PASSPORT & VISA DETAILS

|                  |            |                 |            |
|------------------|------------|-----------------|------------|
| PASSPORT NUMBER: | Y4111223   | PLACE OF ISSUE: | COCHIN     |
| DATE OF ISSUE:   | 18/06/24   | DATE OF EXPIRY: | 17/06/2034 |
| VISA:            | VISIT VISA | VALID UNTIL:    | 23/12/2024 |