

# AKHILA SAJEEV

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## SUMMARY

Results-driven Clinical Quality Manager with a strong background in U.S.-based home health agency, committed to enhancing patient outcomes and operational efficiency. Expertise in minimizing documentation errors, improving patient satisfaction, and ensuring adherence to regulatory standards. Proficient in managing quality improvement initiatives, overseeing patient care processes, and utilizing data analysis to guide strategic decisions and streamline clinical workflows.

## TECHNICAL SKILLS

- **Clinical** : Clinical Trial Management , Clinical Quality Assurance , Patient Care Coordination , Regulatory Compliance, Adaptability
- **Software & IT** : Well Sky Kinnser, Electronic Health Record Systems (Epic, Cerner), Microsoft Suite , Electronic Data Capture , Typing Master (40wpm)
- **Quality Assurance** : CAPA( Corrective and preventive action), Quality Auditing , Root cause Analysis , Six Sigma
- **Management & Leadership** : Schedule Management, Process improvement , Team Collaboration , Resource Allocation , Operational Efficiency, Lean Six Sigma

## PROFESSIONAL EXPERIENCE

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|---|----------------------------|
| <b>Clinical Quality Manager, Ecorgy Solutions</b>   | <b>Dec 2023 - Oct 2024</b> |
| <ul style="list-style-type: none"><li>• Initiated and led quality improvement projects that resulted in a 20% increase in patient satisfaction scores, showcasing leadership in enhancing healthcare delivery.</li><li>• Collaborated with interdisciplinary teams to develop and refine patient care plans, improving operational efficiency and patient care outcomes.</li><li>• Analyzed clinical data to identify trends, reducing documentation errors by 15% through targeted interventions.</li><li>• Ensured compliance with regulatory standards, resulting in zero compliance breaches during tenure.</li></ul> |                            |

## EDUCATION

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|--|----------------------------|
| <b>Master of Science in Botany</b>   | <b>Dec 2020 - Apr 2023</b> |
| <ul style="list-style-type: none"><li>• Fatima Mata National College, Kollam</li></ul> |                            |
| <b>Bachelor of Science in Botany</b>   | <b>Jun 2017 - Mar 2020</b> |
| <ul style="list-style-type: none"><li>• St Stephens College, Pathanapuram</li></ul>    |                            |

## ADDITIONAL INFORMATION

- **Languages:** English, Malayalam, Hindi, Tamil
- **Certifications:** Medical Coding and Billing, Medical Records Assistant, Medical Scribing
- **Awards/Activities:** Best Employee Award (2024) for exceptional contribution to achieving a 17k billing was made through significant improvements in both clinical and operational areas.