



MILA ROY

CONTACT ME AT

Ali plaza
Al muwaihet 2
Ajman


 milaroyson0404@gmail.com


 +971585960401


PERSONAL SKILLS

- Communication Skills
- Critical thinking
- Creativity and Decision making
- Flexibility
- Leadership and Teamwork
- Good interpersonal skills

ACHIEVEMENTS

 Coordinated
MHA conference "HOSCON
2018" organized by Little Flower
Institute of Medical Science
and Research, Angamaly

 Organized
Graduation Ceremony 2018
of LIMSAR

 Participated in National
conference Hospica En Masse
2k17 organized by Dr. John
Matthai Centre Thrissur

OBJECTIVE

Seeking a career to utilize my knowledge, personal skills to gain comprehensive understanding of a reputed organization to take responsibility and contribute significantly.

WORK EXPERIENCE

QUALITY COORDINATOR

WEST FORT HIGH-TECH HOSPITAL, THRISSUR | NOV 2019-OCT 2020

- Coordinated NABH entry level activities and ISO certification reassessment works.
- Been a part in interpreting and implementing NABH standards.
- Handled incident reports, RCA and CAPA.
- Key performance indicators of quality-collection, analysis and benchmark setting.
- Coordinated mockdrills, audits, various committee meetings and provided training to staff.
- Interviewed hospital personnels, patients to evaluate effectiveness of quality assurance program.
- Coordinated and conducted facility and safety rounds.
- Proactive and Reactive Risk assessment and management.
- Implementation and review of quality standards.
- Hospital policy and manuals-formulation, review and revision.
- Hospital forms, MOU's and checklists-review and revision.

EDUCATIONAL HISTORY

Little Flower Institute of Medical Sciences and Research, Angamaly (KUHS)

Masters of Hospital Administration | 2017 - 2019

Nirmala College of Information Technology, Chalakudy, Thrissur (MG University)

Bachelor of Business Administration | 2014 - 2017

Vimala Central School, Thanissery (CBSE)

Higher Secondary Education | Bio-Maths | 2014

Vimala Central School, Thanissery (CBSE)

Senior Secondary Education | 2012

Participated in CNE workshop on "Quality in Healthcare Practises" organized by Quality Assurance Department, LFHRC

Winner of Best Management Team competition conducted by Nirmala College College of Information Technology, Chalakudy in connection with the intercollegiate fest

Attended International Business Training Conducted by JCI

Completed training on Lean Six Sigma programme(virtual) conducted by Lean healthcare initiatives held on 04-7-2021

PERSONAL STRENGTHS

- ♦ Honest and sincere with systematic approach to work
- ♦ Determined to achieve goals, targets and improve performance
- ♦ Self - motivated and trustworthy
- ♦ Independently having good judgment power
- ♦ Ability to work under pressure

PERSONAL INFORMATION

Birthday - 04-04-1996

Gender - Female

Nationality - Indian

Passport No. - T1831926

Marital status - Married

Father's occupation -
Business

Mother's occupation - Home
maker

Languages known - English,
Hindi and Malayalam

PROJECTS

- ♦ Researched and completed a minor project report on the topic -To Assess the Level of Job Satisfaction of Nurses In Medical Department In Elite Mission Hospital, Thrissur--
- ♦ Researched and prepared a major project report on the topic -- To Study the Quality Of Services And Its Impact On Patient Satisfaction In Outpatient Department At Jubilee Mission Medical College & Research Institute, Thrissur--
- ♦ Completed a management project report on the topic - A Study on Levels of Employee Satisfaction at Eddy Current Controls (India) Limited, Chalakudy--.

REFERENCES

Mr.Sijo Antony

Operations Manager, West Fort High-Tech Hospital, Thrissur
aomwfht@gmail.com
9809855338

Prof. SARA MATHEW PRINCIPAL & HOD

MASTER OF HOSPITAL ADMINISTRATION

Little Flower Institute of Medical Sciences and Research,
Angamaly (KUHS)
sarahmathewv@gmail.com
8861427130

DECLARATION

I hereby declare that all the information furnished above is true to best of my knowledge and belief.

MILA ROY