# Diana Dhivakar

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Sharjah

## CAREER OBJECTIVE:

To secure the position providing the opportunity to make strong contribution to organization through continued development of my professional skills and seeking good career growth.

| DEGREE | INSTITUTION | UNIVERSITY | YEAR OF PASSING | PERCENTAGE |
|---|---|---|---|---|
| **MBA** ( Hospital Management & Health Care System ) | Sri Ramachandra College Of Management | Sri Ramachandra Institute of Higher Education & Research | 2015-2017 | 7.56 Grade points |
| **BSC** (Operation Theatre & Anesthesia Technology ) | MMM College Of Health Sciences, Chennai | TN DR MGR Medical University | 2011-2014 | 64% |
| XII | St. Anne's Girls Higher Secondary School, Chennai | | 2011 | 53% |
| X | St. Anne's Girls Higher Secondary School, Chennai | | 2009 | 64% |

## EXPERIENCE: (2 Years)

- Sri Ramachandra Hospital at porur worked as a Junior Administrator from November 2018 to January 2020.
- SRM Hospital worked as a Quality controller and NABH Coordinator at West Mambalam from October 2017
- ARC Fertility Research Centre at Egmore worked as an Admin Trainee for 5 Month. Duration: 2017(June- September)

## ROLES AND RESPONSIBILITIES:

### Junior Administrator:

- Supervising the clinical and Non-clinical staff workers and managing administrative day to day task and coordinating to various departments in hospital.
- Supervising of daily operations and maintaining the quality standards.
- Monitoring the admission to discharge process of patients.
- Visiting patients/attendants and coordinating with other departments in attending to the patients need.
- Handling the complaints and forwarding to Head of the Departments
- Ensuring all the equipment's are in good condition.
- Maintaining personnel data & department records.
- NABH related work.
- Attending training program /meeting on behalf of the department.
- Providing training classes to the staff.
- Ensuring various department functions are running in a smooth manner.

### Quality Controller:

- Ensuring good quality non-clinical services like infection prevention, security etc.
- Ensuring clean surroundings, OPD Areas, Wards, and Labour Room, OT and Patient amenities and outsourced services.
- Periodical assessment of hospitals on quality check list and arrive at a score for the facility.
- Identification of gaps, develop action plan under the guidance of in- charge Of the hospital and monitor compliance.

- ➤ Ensuring that the hospital meets all regulatory compliances such as BMW, Storage license Regulations etc.
- ➤ Keep a record of non-functional equipment's and time line for its repair along with AMC for all equipment's.
- ➤ Strengthen of Policy and Preparing Standard operating procedure According to the NABH standards.
- ➤ Internal auditing and documenting the every action plan.
- ➤ Implementing and maintaining the register in every department according the standards.
- ➤ Collecting feedback, filing complaints and filling the needs of the patients.
- ➤ Worked for Hospital License (eg. Fire safety License and Pollution control License)
- ➤ And also online birth and death registration.
- ➤ Giving training to the clinical & non-clinical staffs about NABH standards.
- ➤ And also Co-ordinating With Other Administrative Departments Activities.

## TRAINING:

- ➤ Orientation course on Healthcare Quality Accreditation in AHPI Institute of Healthcare Quality (Association with Acme Consulting).

- ➤ Billroth Hospital at Shenoy Nagar, Chennai, 2 Month on Trauma Care ,General Medicine & General Surgery Departments.
- ➤ Undergone Disaster Management Training Program.
- ➤ MMM Hospital Chennai Silver jubilee Cardiac Workshop (2012), ICVD.

## INTERSHIP:

- ➢ Christian Medical College & Hospital at Vellore for 1 month.
- ➢ Sri Ramachandra Medical Centre and University at Porur for 1 month.

## PROJECT:

➤  A study on continuous quality improvement strategies and systematic process to enhances
   Performance outcome in central sterile supply department at multispecialty hospital,  Chennai.
   Duration: 3 month
    Place: Madras Medical Mission

## WORKSHOP:

➤  Attended seminar on cardiopulmonary monitoring at Vijaya Educational Academy, Chennai.

➤  Attended Global hand washing day celebrations, Madras Medical Mission hospital, Chennai.

➤  Attended International conference on Accreditation of ethics committee clinical investigator
   & clinical trial site at Sri Ramachandra Medical Centre University.

➤  Undergone Workshop on application of SPSS for Data Analysis Workshop.

➤  Worked as junior executive in Internal Quality Assurance Cell of Sri Ramachandra
   Institute of Higher education & Research for the Purpose of NAAC cyele-3
   Accreditation.

## EXTRA CURRICULAR ACTIVITIES:

➤  Associate Individual Membership on the Consortium of Accredited Healthcare Organizations (CAHO).

➤  Student member of Madras Management Association.

➤  Participated in many Management events.

➤  Take part in organizing the events (Management & International conferences).

➤  Participated in many dance programs in school.

➤  Secured first position in group dance and Mehandi competition in college cultural.

## KEY SKILLS

➤  Computer skills like MS Office, Google Drive, Spreadsheets, Email, Presentation and Social Media.
➤  Confident in interacting with individuals of all levels.

➤  Superior problem solving and customer service.

➤  Strong Planning, Coordinating, Organizing and team leadership.

➤  Persuasive Negotiator.

➤  Pro-Efficient in Communication skills

## KEY SKILLS

➢ Health Care Administration.

➢ Patients Relations.

➢ Event Management.

➢ Quality control and NABH Accreditation.

➢ Healthcare Insurance

## PERSONAL INFORMATION:

1. Name: Diana Dhivakar

2. Gender: Female

3. DOB: 06.06.1994

4. Nationality: Indian

5. Visa Type: Husband Visa

6. Passport number: U7425023

7. Languages known: English (Read, Speak, Write) Tamil

(Read,  Speak, Write) Malayalam (speak)

## DECLARATION

I hereby declare that the information furnished above is true to the best of my Knowledge. I assure you that I  will be sincere and cooperative in my work

Place: Sharjah                                                          Yours Sincerely:

Diana Dhivakar