



## MAHEESH KUMAR.M

QUALITY & PATIENT SAFETY MANAGER AL SALAMA GROUP  
HOLDINGS LLC & COO AL MAFRAQ MEDICAL CENTER  
BOARD MEMBER OF AL MAFRAQ MEDICAL CENTER

Preferred Location: GCC

Email: [maheeshkumar0@gmail.com](mailto:maheeshkumar0@gmail.com)

Mobile: +971-568605477

Landline: 022050317



### Key Skills:

Process Enhancement



People Management



Gap Assessments & Quality Audits



Cost Optimization



Best Practices Implementation



Validations & Cross Audits



Business Excellence



Hospital Administration



Healthcare Operations



### Profile Summary

- Lead the quality initiative at the organization to meet the mission and strategic priorities of the hospital
- Expertise in mapping business requirements and coordinating in developing and implementing processes in line with pre-set guidelines
- Proficiency in setting out quality standards for various operational areas; implementing quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLA
- Merit of organizing, interpreting and communicating market information to facilitate the decision making process of the top management
- Expertise at designing procedures to ensure timely availability of business information necessary to facilitate critical decision-making process
- Insightful knowledge in tapping the prospects, analyzing their requirements, rendering guidance to the clients while maintaining cordial relations with them
- Proficient in designing / streamlining processes / procedures to facilitate robust Quality Management Systems
- Intensive Experience in developing a framework of quality standards, procedures & systems; provided support in problem and defect analysis in quality related issues
- Exceptional communication, presentations & mentoring skills with the distinguished capabilities in leading the teams for developing the plans, procedures and service standards for the business excellence

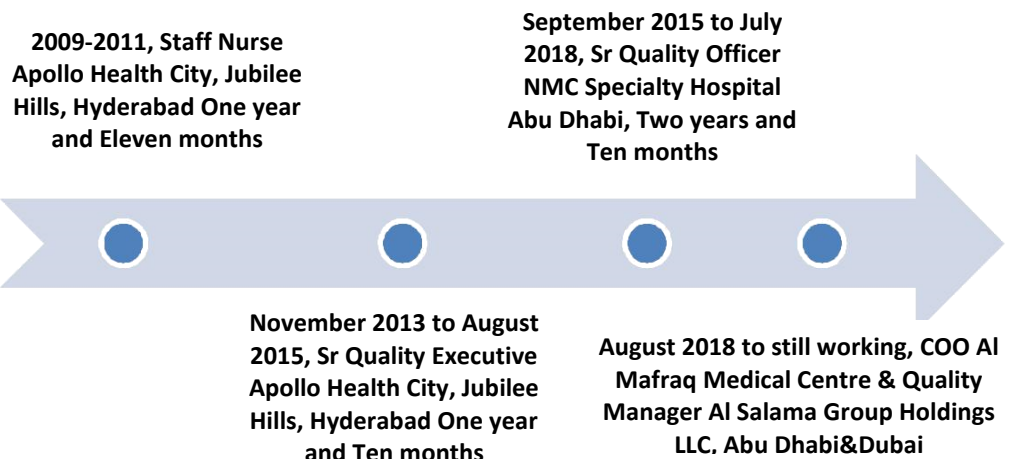


### Education

- Master's Degree in Finance (MBA) from Madhurai Kamaraj University, Tamilnadu in Year 2011-2013
- Diploma In Quality Management, Alison Training Centre Year 2016
- Bachelor Degree in Arts, History Kerala University, Year 2002-2005
- General Nursing and Midwifery (3 & 1/2 Years) Karnataka State Diploma in Nursing Examination Board Year 2005-2009



### Career Timeline



## PROFESSIONAL EXPERIENCE



### ADDITIONAL CERTIFICATIONS



### Notable Accomplishments

## PROFESSIONAL EXPERIENCE

Total Experience in Healthcare Quality and Administration	8 Years(Still Working)
Chief Operating Officer and Quality Manager	1 Year 2 Months (still Working)
Quality & Accreditation Department.	6 Years 2 Months(still Working)
Staff Nurse & In charge	One year and eleven months

Occupational Safety and Health- Manager	March 2017	OSHAcademy
Diploma In Risk Management	November 2017	ALISON
Diploma In Six Sigma	November 2017	ALISON
TeamSTEPS Master Trainer	November 2016	AHRQ
OHS Practitioner Course	July 2017	ADVETI Abu Dhabi
Safety Supervision and Leadership	March 2017	OSHAcademy
Fire Prevention Plans	March 2017	OSHAcademy
Hazard Analysis and Control	March 2017	OSHAcademy
Emergency Action Plans	March 2017	OSHAcademy
Effective Accident Investigation	March 2017	OSHAcademy
Ergonomics Program Management	March 2017	OSHAcademy
Effective Safety Committee	March 2017	OSHAcademy
Operations		
Safety Management System	March 2017	OSHAcademy
Evaluation		
Introduction to Safety Management	March 2017	OSHAcademy
Fleet Safety Management	March 2017	OSHAcademy

#### ❖ JCI Survey Attended(Seven)

- Actively Participated as a staff nurse in Apollo Health City Jubilee Hills during the JCI Survey 2009 April
- Actively Participated in Apollo Hospital Bangalore JCI Survey on July 2014.
- Actively Participated in Apollo Health City Jubilee Hills JCI Survey on April 2015.
- Actively Participated in NMC Specialty Hospital Al Nahda, Dubai JCI Survey on October 2015.
- Actively Participated in NMC Specialty Hospital Al Ain, JCI Survey on November 2015.
- Actively Participated in NMC Specialty Hospital Abu Dhabi, JCI Survey on April 2016.
- Actively Participated in NMC Royal Hospital Abu Dhabi, JCI Survey on May 2017
- Actively Participated in Al Salama Hospital Abu Dhabi, JCI Survey on June 2019



## Notable Accomplishments

## WORK EXPERIENCE

## PROFESSIONAL EXPERIENCE

- ❖ **Actively Participated in Al Salama Hospital Abu Dhabi, JCI Survey on June 2019**
- ❖ **NABH Survey Attended(Two)**
  - **Actively Participated Apollo Hospital Secunderabad NABH Survey in September 2014.**
  - **Actively Participated Apollo Hospital Hyderguda NABH Survey in June 2014.**
- ❖ **ISO Audit**
  - **Actively Participated NMC Specialty Hospital Abu Dhabi ISO Audit in February 2016.**
- ❖ **HAAD Audit**
  - **NMC specialty Hospital HAAD audit**
  - **HAAD Audit for three clinics (ADIA Clinic 2017, sheikh zayed grand mosque clinic 2016, Etisalat clinic 2017) managed by NMC and one medical centre(NMC Royal Medical Centre January 2018)**
  - **DOH Audit for Al Salama one day surgery center**
    - **Change location new building: April 2019**
    - **Add Speciality- Ophthalmology(June 2019), Urology(July 2019), Orthopedics (July 2019), Dental (August 2019)**
  - **DHA complete audit for My Health Day Surgery Center Dubai on July 2019**
- ❖ **JAWDA Certification Audit**
  - **Actively participated for the JAWDA certification program 2017 and recertification program in 2018.**
  - **Actively participated for the JAWDA recertification program 2019 for Al Salama One Day Surgery Center(April 2019) and Al Mafrq Medical center(May 2019).**
- ❖ **EHSMS Audit.**
  - **Actively Participated NMC Specialty Hospital Abu Dhabi EHS Third Party Audit in October 2016 .**
  - **Actively Participated NMC Specialty Hospital Abu Dhabi EHS Third Party Audit in October 2017**
  - **Actively Participated NMC Specialty Hospital Abu Dhabi OSHMS Third Party Audit in October 2018**

### Key Result Areas:

- **Coordinate and update JCI survey activities and process, Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities**
- **Auditing of quality management system, reporting non-conformances, identifying root causes and effectively implementing corrective actions.**
- **Policy, procedure updation as per the required accreditation standard ad regulatory requirements. Stake holders involvement in the policy and procedure development.**
- **Taking stringent quality measures including preparation of necessary documents to ensure compliance with above standards & customer requirements**
- **Plan, implement and sustain quality and patient safety improvement activities. Oversight on quality and patient safety program in the hospital**
- **Identifying the training needs of the related staff and conducting the orientation & reorientation of programs for all the new staff on quality**
- **Realizing process improvements, applying in different business processes to enhance productivity & profitability**
- **Ensuring document control procedure is adopted to approve, review and update all changes to critical documents within the scope of the QMS**

## PROFESSIONAL EXPERIENCE

- Establishing and maintaining all the records to provide evidence that the QMS is being followed and ensuring that system is in place for the identification, storage, protection, retrieval, retention time and disposition of such records.
- Reviewing the performance at planned intervals to ensure its continuing suitability, adequacy and effectiveness; assessing opportunities for improvement and the need for changes to the QMS
- Setting the Quality Objectives in coordination with by top management for measuring the performance of the QMS and that these are regularly reviewed Undertaking periodic but regular assessments and ensuring consequent improvements are identified & implemented
- Conduct and coordinate internal and external audit of ISO, HAAD, OSHAD, JAWDA Tasneef Audit and FANR.
- Tracking performances of the team members and suggest / highlight areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis
- Analyzing data on the effectiveness of the QMS and evaluating where continual improvements of the QMS can be made.
- Coordinating continual improvements of the QMS, ensuring that evidence of corrective and preventive actions taken are recorded and reviewed
- Risk Identification and monitor risk management program and FMEA
- To lead the quality initiative at the organizational level to meet the mission and strategic priorities of the hospital
- Coordinate and organize measures throughout the hospital, provide support for measurement activities related to hospital priorities and implement sustainable improvements.
- Support and coordinate departmental/ service leader's for departmental or general meetings.
- Implement training program for all staff consistent with staff's roles and responsibilities.
- Follow current scientific and evidence based practice to support patient care, health professional education and management.
- Regular communication with department heads, management and staffs regarding quality & patient safety activities, performance measures and outcome
- Conducting unannounced internal audit program, daily rounds, Weekly tracers to verify that the QMS conforms to planned arrangements, QMS arrangements and is effectively implemented and maintained; taking appropriate action when this is not the case.
- Integrate the incident reporting systems, safety culture measures, and others to facilitate integrated solutions and improvements
- Visiting hospitals/centres to audit support and guide the regulatory/accreditation/certification compliance and survey.
- Market Survey & Healthcare Market Screening Organization Assessment Audits
- Strategic Advisor Operations & Management of Hospitals Worked for ISO 15189 for Labs
- Worked for Business Development
- Conducted Gap Assessment of the hospital in terms of Infrastructure, Processes and Statutory Licenses as per NABH

### Performance Measures

- Data Collection, data validation, bench marking, data aggregation, data analysis corrective and preventive action.
- Staff Training for performance measures data collection, data validation, data aggregation, data analysis corrective and preventive action
- Visited other hospital for gap assessment and mock pre assessment
- Increased awareness among the staff and trained them as per requirement of NABH Standards in coordination with HR department

## PROFESSIONAL EXPERIENCE

### Incident Reporting

- Incident reporting training, incident reporting, root cause analysis, Incident report analysis, corrective action, Safety culture training and support

### Committee Meetings

- Prepare committee terms of reference
- Conflict of interest policy and identify conflict of interest within the committee members.
- Prepare annual committee calendar and Conduct and coordinating hospital committees.
- Prepare the reports and presentation of the committee meetings.
- Prepare the minutes of the meeting.
- Circulate the minutes of the meeting.
- Maintain the documents and retain it as per the document control policy.

### Group level activities

- Guide, support to prepare and maintain documents and data as per the regulatory requirements for licensing and DOH audit for the clinics and centres managed by the group.

### DOH JAWDA Indicator

- KPI Process for Planning, Support and Operations  
Maintain Applicable KPI with List of all applicable KPI approved by the top management with a profile for each KPI addressing- KPI title, Description, Rationale, Target, Calculation, KPI Owner, Data Sources, Data Collection and validation methodology, Data collection frequency, Inclusion/Exclusion Criteria, KPI Reporting Frequency etc

### Data Quality lead:

- Documented appointment or assignment letter from top management, Job description with Clear roles & Responsibilities relating to Jawda KPI and healthcare quality and maintain Training records on healthcare quality

### Data collectors/validators

- Documented Appointment or assignment or nomination letter from KPI owner or Quality Lead, Assess the competency determined for personnel involved, Training records (on data collection and/or validation methods) and Performance evaluation at frequent intervals (at least annually, and with every new assignment to ensure the collectors/validators performance)

### Data Collection and Validation:

- Approved Data collection and validation plan with defined components of data sources, frequency, measuring tools, responsibility with well-designed structure for data collection and Validation of collected data and Data can be traced to the source

### Corrective / Preventive action

- Prepare Corrective / Preventive action policy, associated forms, Corrective / Preventive action and maintain the record.

### KPI Report

- Prepare KPI report with Names of the approval panel, designations, date of signature, signatures, Get approval of CEO prior to submission to DoH

## PROFESSIONAL SKILLS

### Data Submission

- Filled data checklist and signed/approved
- Signed Log of submission with Date of submission

### Management review:

- Annual meeting plan and Meeting agenda, maintain approved minutes of meeting

### DOH JAWAD Indicator internal Audit Internal Audits

### Jawda KPI Risk management: Documented risk assessment

### Specialties:

- Hospital Quality Management, Hospital operations, Healthcare Information Technology, EMR, Nursing ,Health-care personnel training & management
- Policy Development and Implementation
- Coordinate with Departments heads for arranging the training, Committee meeting.
- Coordinate for the Internal and External Audits.
- Trained in Lean Six Sigma
- EHSMS Internal Auditor
- ISO Internal Auditor
- Infection Control
- Risk Management program
- Incident Reporting and analysis
- Data Collection, Data Validation and Data Analysis.
- RCA's
- Quality Improvement Projects
- Coordinate for the development of Hospital Information Management System.
- Broad knowledge of Microsoft Office tools

### Conferences:

- Actively participated in second International Patient Safety Conference in Hyderabad conducted by Apollo Health City Hyderabad.
- 5th Middle East Patient Safety Conference at Dubai International Convention Centre, Dubai, United Arab Emirates on October 04 - 06, 2015.
- 7th Middle East Quality Management in Healthcare at Dubai International Convention and Exhibition Centre, Dubai, United Arab Emirates on January 27 - 28, 2016
- Seminar on Building Better Health Care in Beach Rotana Hotel, Abu Dhabi, UAE December 2015.
- American College of Health Care Executive Middle East and North Africa Group seminar held on 26th of May 2015 at NMC Specialty Hospital Abu Dhabi

### Trainings:

- Completed OHS Practitioner Course on July 2017 from Adveti Abu Dhabi, waiting to Enroll as a OHS practitioner
- Training of EHSMS Internal Auditor conducted by FAHSS in Abu Dhabi on 29th-30th September 2015

## CONFERENCE ATTENDED

## TRAINING ATTENDED



## ACTIVITIES

- Awareness and Internal Auditor training course for ISO 9001:2015 conducted by SQC in Abu Dhabi on 10th & 11th of January 2016
- Accident Incident Investigation Training

### ACTIVITIES

- To conduct Stroke Club every month third Saturday for the patient who got admitted in Apollo Health city with the primary or secondary diagnosis stroke which includes the patient and family members of stroke patients. In this program includes Doctors speech regarding the disease condition recovery and follow up, Functional assessment and advise for the follow up exercise will be done by the physiotherapist, Dietician will assess the nutritional status and will give the dietary advise, Medical social worker will give the family support and counselling and Psychologist will be the special attendee in some occasion.
- Silver Jubilee Celebrations at Apollo Hospital, Hyderabad
- Conducted World Stroke day campaign on 29th October 2014
- Monthly Quality Activities as per Quality Watch Calendar.
- Analysis of Acute stroke clinical Pathway
- Handling of incident reporting and analysis
- Data collection Validation and analysis of LSCS Pathway
- Data collection Validation and analysis of TKR Pathway
- RCA's

## QUALITY & PATIENT SAFETY PROJECTS

- Lab Turnaround Time for Acute Stroke Patient.
- "A Study On Process flows, transfers and Overcrowding at Emergency Department"
- Project on Pain Management.
- QI project for Increase Compliance to Acute Stroke Clinical Pathway.
- Coordinate for the QI Project of Stroke Nutrition Counselling & Documentation, To Increase the Follow-ups of Stroke Patients and Conduct Stroke Clubs Regularly, Implementation of Standardized Swallow Test Protocol Across the Hospital, Functional Improvement of Stroke Patients.
- QI Project on Reduction of Needlestick injury.
- Coordinate for the development of online Incident reporting in Apollo Health City( Internally) and coordinating for the Online incident reporting in NMC Specialty Hospital with Contractors

## PERSONAL INFORMATION

Date of Birth: 25<sup>th</sup> May 1985

Languages Known: English, Hindi, Malayalam, Telugu and Tamil

Address: PO Box No. COO Al Mafraq Medical Centre, Banyans East

Driving License: Yes (UAE & India)

Passport Details: S9822103

Visa Status: Employment Visa

Visa Validity: 2 Years

## ANNEXURE



### Organizational Projects

#### JCI Accreditation Participation

**Title:** Accreditation, June 2019  
**Location:** Abu Dhabi, UAE  
**Organization:** Al Salama Hospital  
**Features:** Joint Commission International third Re Accreditation  
**Role:** Quality Manager

**Title:** Accreditation, May 2017  
**Location:** Abu Dhabi, UAE  
**Organization:** NMC Royal Hospital  
**Features:** Joint Commission International Initial Accreditation  
**Role:** Sr Quality Executive

**Title:** Accreditation, April 2016  
**Location:** Abu Dhabi, UAE  
**Organization:** NMC Specialty Hospital Abu Dhabi  
**Features:** Joint Commission International third Re Accreditation  
**Role:** Sr Quality Executive

**Title:** Accreditation, November 2015  
**Location:** Abu Dhabi, UAE  
**Organization:** NMC Specialty Hospital Al Ain  
**Features:** Joint Commission International third Re Accreditation  
**Role:** Sr Quality Executive

**Title:** Accreditation, November 2015  
**Location:** Al Nahda, Dubai, UAE  
**Organization:** NMC Specialty Hospital Dubai  
**Features:** Joint Commission International third Re Accreditation  
**Role:** Sr Quality Executive

**Title:** Accreditation, April 2015  
**Location:** Hyderabad, India  
**Organization:** Apollo Health City  
**Features:** Joint Commission International third Re Accreditation  
**Role:** Sr Quality Executive



**Title:** Accreditation, July 2014  
**Location:** Bangalore, India  
**Organization:** Apollo Hospital  
**Features:** Joint Commission International second Re Accreditation  
**Role:** Sr Quality Executive

**Title:** Accreditation, April 2009  
**Location:** Hyderabad, India  
**Organization:** Apollo Health City  
**Features:** Joint Commission International First Re Accreditation  
**Role:** Staff Nurse

### **NABH Accreditation Participation**

**Title:** Accreditation, September 2014  
**Location:** Hyderabad, India  
**Organization:** Apollo Hospital Secunderabad  
**Features:** NABH Survey  
**Role:** Sr Quality Executive

**Title:** Accreditation, June 2014  
**Location:** Hyderabad, India  
**Organization:** Apollo Hospital Hyderguda  
**Features:** NABH Preliminary Assessment  
**Role:** Sr Quality Executive

### **ISO Certification**

**Title:** Certification, February 2016  
**Location:** Abu Dhabi, UAE  
**Organization:** NMC Specialty Hospital  
**Features:** ISO 9001:2015  
**Role:** Sr Quality Executive

### **DOH Audits**

**Title:** DOH Audit, 2015, 2016, 2017 & 2018  
**Location:** Abu Dhabi, UAE  
**Organization:** "NMC Specialty Hospital, Various centres and clinics managed by NMC (ADIA, NMC Royal medical centre, CPC, Etisalat, Shaik Zayed Grand mosque etc..)"  
**Features:** DOH regular and ranking audits  
**Role:** Sr Quality Executive

**Title:** DOH Audit 2019  
**Location:** Al Salama One Day Surgery Center  
**Organization:** Abu Dhabi, UAE  
**Features:** Change location new facility  
**Role:** Quality Manager

**Title:** DOH Audit June 2019(On site)  
**Location:** Al Salama One Day Surgery Center  
**Organization:** Abu Dhabi, UAE  
**Features:** Add Speciality (Ophthalmology)  
**Role:** Quality Manager

**Title:** DOH Audit July 2019(DOH Desktop audit)  
**Location:** Al Salama One Day Surgery Center  
**Organization:** Abu Dhabi, UAE  
**Features:** Add Speciality (Urology)  
**Role:** Quality Manager

**Title:** DOH Audit July 2019(On site)  
**Location:** Al Salama One Day Surgery Center  
**Organization:** Abu Dhabi, UAE  
**Features:** Add Speciality (Orthopaedics)  
**Role:** Quality Manager

**Title:** DOH Audit August 2019(On site)  
**Location:** Al Salama One Day Surgery Center  
**Organization:** Abu Dhabi, UAE  
**Features:** Add Speciality (Dental)  
**Role:** Quality Manager

**Title:** DHA Audit July 2019  
**Location:** My Health Day Surgery Center  
**Organization:** Dubai, UAE  
**Features:** Complete audit  
**Role:** Quality Manager

### **OSHMS Audits SRA & Third Party**

**Title:** Audits, 2015, 2016 and 2017  
**Location:** Abu Dhabi, UAE  
**Organization:** NMC Specialty Hospital  
**Features:** OSHMS SRA and third party audits

**Role:** Sr Quality Executive  
**Title:** Audit 2018  
**Location:** Abu Dhabi, UAE  
**Organization:** Al Salama One Day Surgery Center  
**Features:** OSHMS third party audits  
**Role:** Quality Manager

### **JAWDA TASNEEF Certification**

**Title:** Certification, 2017 and 2018  
**Location:** Abu Dhabi, UAE  
**Organization:** NMC Specialty Hospital  
**Features:** "DOH JAWDA TASNEEF Certification preliminary and recertification 2018 "  
**Role:** Sr Quality Executive

**Title:** JAWDA Re Certification  
**Location:** Abu Dhabi, UAE  
**Organization:** Al Salama One Day Surgery Center and Al Mafrq Medical Center  
**Features:** DOH JAWDA TASNEEF recertification  
**Role:** Quality Manager & COO Al Mafrq Medical Center

### **Civil Defence Inspection**

**Title:** Civil Defence Audit 2018 & 2019  
**Location:** Abu Dhabi, UAE  
**Organization:** Al Salama One Day Surgery Center and Al Mafrq Medical Center  
**Features:** Civil Defence License renewal  
**Role:** Quality Manager & COO Al Mafrq Medical Center

### **REFERENCES**

1. Mr. Gaurav Loria  
JCI Surveyor  
Head, Quality,  
Apollo Hospitals, Hyderabad.
2. Dr Saritha Margret  
JCI Surveyor  
Assistant Manager Quality-Apollo Health city, Hyderabad
3. Dr. Amnish Ravindranath  
Senior Manager – Quality & Accreditation  
NMC Specialty Hospital, Abu Dhabi