

Ms. Seema Ghogale

Navi Mumbai, Maharashtra, India

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Job Role: Seeking a good position in Organization, where my expertise and experience can be leveraged to impact organization growth.

Skills: Hospital Operations management, Quality management system, Hospital Management information System, Human Resource management, Financial and Materials management and Health insurance and related claims risks, organizing medical review, Responsibilities of hospital's Legal, licensure and accreditation, Audit, Inspection and compliance programs.

EXPERIENCE:

Organization: KHARGHAR MEDICITY HOSPITAL, Kharghar, Navi Mumbai, Maharashtra, India.

Designation: Head of Operations

Reporting To: Director

Duration: 15/09/2014 To 31/08/2022 **Year of Experience:** 8 years

As a Management Representative Responsible for:

- Managing Quality Management system to achieved **Hospital Accreditation and Certification by National Accreditation Board for Hospitals & Healthcare Providers (NABH) certification** which is a constituent board of Quality Council of India (QCI).
- **Communication between hospital and Appropriate Authority/ departments of State and Central Government.** (1. Public Health Department, 2. PCPNDT, 2. AERB, 3. MPCB, 4. RAMKY – MWML, 5. FIRE Safety Measure)

As a Head of Operations Responsible for:

- **Headed the Hospital Team** and Responsible for operations, application and implementation of policies, Medico Legal System, Quality Assurance through appropriate departmentalization and delegation of duties.
- **Actively Participate for Audits-** Electrical Installation, Fire Safety Measures, Oxygen -O2 Audit, Structural Audit, Quality Management audit, Departmental audit.
- **Closed (NC) Non- Compliance report**, along with Department representative to achieve NABH accreditation
- **Tie up / Empanelment process with TPAs and Insurance Companies** for giving best service in class to the patients.
- **Resolving operational issues and analysis workflow /** Patient Feedback and Patient grievances in coordination with Medical Director, Director and Head of Departments.
- On time submission of MIS Report / follow-up of all statutory guidelines, Implementation of requirements required by the Government/ other Statutory Board Government offices.
- Influencing strategic decisions related to hospital functions.
- To maintain Records for All Mandatory Medical Records in Co-Ordination with Department HOD
- **Extensively worked as EDP Manager {User role}** for implementation **and functional process of Hospital Management and Information System Software.**
- **Strong Domain knowledge of HMIS Modules**, Functional Configuration, Error Analysis, Gap analysis and solution mapping of collected requirement for functional configuration, Functional Testing and End user testing for defined screen, Output and MIS report formats.

Organization: KHARGHAR MEDICITY HOSPITAL, Kharghar, Navi Mumbai, Maharashtra, India.

Designation: Admin Manager

Reporting To: Director

Duration: 01/11/2013 to 30/04/2014 – **Year of Experience:** 6 months

As a Management Representative Responsible for:

- Actively involved in managing Quality Assurance and Quality Control System for achieving Quality Management system for ISO 9001: 2008 and ISO 9001:2015 Certification.

As a Admin Manger Responsible for:

- To ensure that the **Hospital Services are focused on the needs of patients.**
 - Report to Management on the **performance of the improvements.**
 - **Control of documents** and all-master list of documents, forms, formats in the Hospital Identification, Storage, Protection, Keep records understandable, readily identifiable, Retrieval, Retention and Disposition Conduct
 - **Training and promote awareness** of patient requirements, workforce planning and development of all the staff within the hospital.
 - **Co-ordination with an Outsource Vendors/** Agencies for necessary requirements.
 - To establish strong communication links among the Patient and staff and Board of Directors.
 - **Implementation and functional configuration** of Hospital Management and Information System
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Organization: MGM New Bombay Hospital, Vashi, Navi Mumbai, Maharashtra, India.

Designation: Co-Ordinator and Radiology Technician

Reporting to: Director – MS and Administrator

Duration: 05/02/2009 to 14/06/2012- **Year of Experience:** 3 year 4 months.

As a Co-Ordinator: Department Representative and Responsible for:

- To follow, conduct training & maintained policies of PCPNDT, NABH, AERB and Internal Quality Assurance for Radiology and Cardiology Department, Multidisciplinary team of the hospital.
- **Accountable for point of contact** between hospital and vendor
- Co-Ordinated, scheduled and **participated in the Management Meetings**
- **Headed the Radiology Team and Responsible** for Operations, application and Implementation of establish policies that adequately support sound patient care, the medical service is rendered with efficiency, paying attention to the quality of care and keeping in mind the objectives of hospital through appropriate departmentalization and delegation of duties.
- Extensively worked for **implementation and functional configuration of Hospital Management and Information System Software.**

As a Radiology Technician - Responsible for:

- Assist Radiologist for **Ultrasonography and Special Procedures.**
 - Assist **Gynecologist, Pediatric Surgeon for Special Procedures** in Radiology Department
 - Extensively worked for **Mammography**
 - **To check** all the pre authorized and authorized diagnostic Reports for technical Errors.
 - **For functional Training** of Trainee Radiology Technician & Delegates of other Institution.
 - To maintain medical records and MIS reports of Radiology department in co-ordination with Medical Record Department.
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Organization: MGM New Bombay Hospital, Vashi, Navi Mumbai, Maharashtra, India.

Designation: X-Ray Technician

Reporting to: Director, MS and Radiologist

Duration: 01/12/1997 to 03/03/2007 - **Year of Experience:** 9 year 3 months

Responsibilities:

Department Representative and Responsible to follow, conduct training & maintained policies of PCPNDT, AERB and Quality management System [ISO, **International Organization for Standardization**]

Worked as X-Ray Technician in Radiology Department and Cardiology Department with senior level duties and responsibilities.

Organization: MGM New Bombay Hospital, Vashi, Navi Mumbai, Maharashtra, India

Designation: Trainee Technician

Reporting to: Radiologist

Duration: 04/11/1996 to 30/11/ 1997 - **Year of Experience:** 1 year 1 month

Job Profile : Worked as Trainee Technician in Radiology Department and Cardiology Department.

Awards, Achievements & Certificates:

- Awarded for Corona Warriors Honour - Certificate of appreciation of Outstanding Dedication and Service to the Nation and Fight against Covid 19 at Kharghar Medicity Hospital.
 - Awarded for Achieving NABH accreditation - Certificate of appreciation of Outstanding Dedication and Service and true team spirit for achieving the to the NABH accreditation at Kharghar Medicity Hospital.
 - Awarded for Best X-ray Technician at MGM New Bombay Hospital Vashi Navi Mumbai.
 - Awarded for the excellent appreciation as team member for conducting Cardiology Camp by Rotary Club, Vashi, Navi Mumbai
 - Appreciated By Kellogg's PVT LTD for the excellence in Health Check Camp for team member.
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Participated in Seminar / Conference and Training Programme:

- Participated- internal training Programme in the hospital.
 - Seminar organized Maharashtra State commission for Women (**Maharashtra State Commission for Woman**) in association with Purander Sneh Samajik Kalyan Sanstha, Kharghar, Navi Mumbai, and Maharashtra.
Subject: Constitution of Internal Complaint Committee (ICC) / Sexual Harassment of Women(SHW) considering complaints of sexual harassment of women employees as per the Guidelines by The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013,
 - Symhealth 2017, International Conference on Healthcare in a globalizing World [Enriching Healthcare Delivery through an Interdisciplinary Approach]. Organized by – Faculty of Health and Biomedical sciences [FoHBS]- Symbiosis International University [SIU], Pune, Maharashtra, India.
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Educational and Professional Qualification:

- Masters In Business Administration with Dual specialization - 1. Hospital Management
2. Information Technology and System from Indian Institute of Business Management, Pune, Maharashtra, India
- Bachelor of Science (B.Sc. CBZ) From Shridhar University, Pilani, Rajasthan, India
- Certificate course in Medical Transcription from Transphonic Solutions, Navi Mumbai, Maharashtra.
- Certificate- Completed the Two years vocational Training in the Subject – X-ray Technician from Mahatma Gandhi Mission's Junior College Vocational.
- Certificate of Proficiency from Board of Apprenticeship Training [Western Region] Ministry of Human resource Development- Government of India.
- Passed HSC & Vocational course in (MCVC) in X-Ray Technology from Maharashtra State Secondary & higher Secondary Board.
- Passed SSC from Maharashtra State Secondary & higher Secondary Board.

Personal Details:

Date of Birth : 12/10/1978
Gender : Female
Marital status : Single
Languages known : English, Hindi, Marathi
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