

## EDUCATION

Indian School of Business | AMPH (Healthcare Management) |

October'21 – Present

- **ALP (Action Learning Project) "Patient acquisition through social media"** Onus Hospital, **100 bedded** single speciality hospital
  - Aimed at increasing footfall by raising awareness in social media handles like YouTube, Instagram, Facebook
  - **Achieved 5% raise** in inpatient admissions by proposing Digital media strategy and implementing in a duration of 5 months
  - **GroupSPOC** liaise between School, Sponsor Organization and team members to coordinate all internal activities, report progress
- **Capstone Project:** Adopting **patient centricity** by deploying **Design thinking tools** in healthcare organizations within 2 months
  - **Reduced waiting times** by **50%** through **patient journey mapping** by conducting interviews of patients to address the pain points
- Conducted a **discussion circle** as a student moderator representing Max Institute of Healthcare Management on LinkedIn

Narayana Dental College: | Bachelor of Dental Surgery |

October 2002-December 2007

- Stood in **top 1** percentile in a class of 33
- Introduced regular use of **toothbrush in five tier-3 areas** by conducting initial survey, root cause analysis and raising awareness
- Stood **Top 2.5%** in Medical common entrance exam (2000/80000)

## CERTIFICATIONS

- **National Accreditation Board for Hospitals and Healthcare Providers Certifications (NABH)** (2022)
  - **Clinical Audit:** to prepare, select criteria, measure performance, improve, sustain improvements of Hospitals
  - **Documentation requirement for patient safety and Quality improvement**
- **Indian Dental Association Certification -Tobacco Cessation program** (2022)
- **"Role of Women in Entrepreneurship and Leadership"** certificate by HCU (2022)
- **Introduction to Data analysis using Microsoft excel – Coursera** (2022)
- **Fundamentals of Management with Goldman Sachs 10,000 Women, Coursera** (2022)
- **IBM Data analysis and Darden Digital Strategy -Coursera** (2022)
- **SIX SIGMA -WHITE BELT** (2022)
- **SAS Programming in clinical Research - Widely used Statistical Software in Clinical Trials** (2019)

## Current Memberships

Indian Dental Association, EHAC, Teeth Cloud Global Member

## WORK EXPERIENCE

Dedicated Dental care professional experienced as both **Clinician** and **Manager** helping over **20000 clients** and other **stake holders**

Clinic Manager, SREEHAAS DENTAL CLINIC, HYDERABAD

January 2016-January 2022

## Operational efficiency

- Boosted revenue by **25%** by conducting **time study for 3 months** on appointment scheduling, accounts receivable, high profit procedures
- Amplified operational efficiency by **25%** through adopting one-patient flow, four handed Dentistry and designing clinic layout
- **Initiatives**
- Enhanced treatment success rates by **15%** by introducing usage of new materials, latest equipment to prevent failed procedures
- Spearheaded **Teleconsulting**, online registration, latest administration software promoting a more productive workforce

## Stakeholder Negotiation

- Reduced **overhead costs** by **20%** by negotiating with vendors for PPE, covid test kits due to expenses demanded by new guidelines

## Strategy and Leadership

- Achieved **breakeven** by making clinic operational as an isolation centre by **networking** with covid hospitals during the pandemic.
- Prevented **staff attrition** post pandemic by implementing an effective performance reward system for a team of 10

Senior Dental Associate

2012-2016

## Process improvement

- Reduced no shows by **90%**, cancellations by setting up prepayment solutions, constant reminders eliminating wastage of resources
- Accelerated case acceptance rate by **90%** by offering same day treatment, alternate treatment plans and better communication
- Increased patient retention by **70%** by offering **customised** Oral wellness plan, extra benefits to high-risk patients
- **Recruited, interviewed and selected junior dentists, mentored** more than **20** junior dentists teaching relevant skills and training

Dental Associate, SREEHAAS DENTAL CLINIC, HYDERABAD

2008-2012

- Generated **500** New OP by conducting Tobacco cessation program in a period of 3 months as a part of National Health Mission
- Increased success rates of endodontic treatments by **40%** by adopting advanced sterilization methods

## Extra-Curricular Activities and Leadership

- **Leadership roles:**
- **Student Thought Leader, India** for **Teeth Cloud**, an initiative in **30 countries**, to collaborate and lead oral health professionals
  - to promote Dental informatics, Tele dentistry, research, public oral health
- **Led** a team of **10** during Oral cancer awareness month by collaborating with staff, sponsors and referring for further investigations
- **Volunteering**
  - **Associated with IDA KARKINOS program** for oral cancer screening at community outreach camps
- Conducted Radio programs, Awareness programs in schools on oral hygiene
- **Interests:** Book reading, public speaking, Data analytics