



JAYA PANDEY



CONTACT

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C-28 Sec-1 Ekta Nagar Gudhiyari
Raipur (C.G)



OBJECTIVE

To succeed in an environment of growth and excellence to meet personal and organization goals.



EXPERIENCE

Vista Hospital Pvt Ltd - Patna

10.04.2023 - Till Date

Quality Manager

- Worked on Quality Council of India (QCI) accreditation programme and achieved the same.
- Worked on license renewal process like clinical establishment, fire NOC and Tax exemption certificate.
- Prepare and implement the quality documentation.
- Conducted the training of staff on various NABH topics.
- Working on CGHS empanelment.

Anup Institute of Orthopaedic & Rehabilitation - Patna

21.12.2021 - 31.03.2023

Quality Manager

- Worked on NABH desktop surveillance assessment.
- Uploading quarterly quality indicators in NABH poartal.
- Managed and achieved the quality documentation and participated in external audit.
- Maintaining quality standards for NABH and evaluation of the data to see if quality being followed as per the NABH protocols.
- Wrote and implement new rework procedure to standardise processes and strimeline workflow.
- Conduct hospital - wide internal audits to meet the complaince requirements of NABH and do RCA & CAPA audit's non - Conformities.
- Record & analysed the hospital - wide key performance indicators.
- Identify and conduct regular trainings & drills to meet the quality standards.



SKILLS

Microsoft office (Power Point, Excel, Word)

Team work

Relationship building

Problem solving



LANGUAGES

Hindi

English



PERSONAL DETAILS

Date of Birth : 04.07.1996

Marital Status : Unmarried

Nationality : Indian

Shree Narayan Hospital - Raipur

17.04.2020 - 30.11.2021

Quality Executive

- Worked on NABH accreditation programme.
- Prepare and implement the quality documentation.
- Conduct various audit and do CAPA on NCs raised.
- Provided training to staffs on medication error prevention, documentation handling, and filing incident reports.
- Collecting of quality indicators data for all departments.

Suyash Hospital - Raipur

26.08.2017 - 10.04.2020

CT Scan & X-Ray Technician

PROJECTS

Worked as an Quality Coordinator in Following Hospitals.

- Pancardia Heart and Multi Super speciality Hospital Pvt. Ltd. - Patna
- Savera Cancer Hospital - Patna

EDUCATION

MBA in Hospital and HR Management from IIMT, Delhi - 2020

BBA from IIMT, Delhi - 2018

Diploma in CT Scan Technician from UP State Medical Facility, Lucknow - 2017

Higher secondary from Bharat Mata Higher secondary school, Raipur - 2014

Secondary From CG Board, Raipur - 2012

INTERESTS

- Reading
- Painting