

JAYNA M

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SUMMARY

Recent Master's in Hospital Administration graduate with extensive experience in healthcare audits and a deep understanding of hospital operations. Passionate about improving patient care through quality management initiatives and streamlined processes. Seeking a suitable position where I can leverage my skills to enhance operational performance and ensure high standards of care.

STRENGTHS AND EXPERTISE

Patient-Centered Approach
Healthcare Audits
Problem gap analysing

Hospital Operations
Quality Management
Public Relationship Management

Team Leadership
Communication
Operations Management

EDUCATION

Masters in Hospital Administration | **2022- present**
A J Institute of Hospital Management, Kuntikana, Mangalore

Bachelor of Anaesthesia and OT Technology | **2018-2022**
Yenepoya School of Allied Health Science, Derlakatte, Mangalore

Higher Secondary Education | **2016 - 2018**
Biology Science
Chattanchal Higher Secondary School, Chattanchal, Kasaragod

SSLC | **2016 - 2018**
Chattanchal Higher Secondary School, Chattanchal, Kasaragod

PROJECTS AND ACHIEVEMENTS

QIMPRO Foundation Project

- Completed QIMPRO Foundation's Problem Solving Pro digital course.
- Conducted an audit on patient transitions from the emergency department to wards, ICUs, and OTs.

- Submitted the project for the "Qualtech Prize 2024" in the QIMPRO Foundation program. Shortlisted among the Top 20 at the national level and presented findings.
 - Demonstrated exceptional problem-solving skills in identifying and solving a chronic problem
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STUDIES CONDUCTED

- Audit on Initial Assessment, Triage, and Nurse Assessment Form Completion
 - Study on Impact and Effectiveness of Robotic Surgery on Patient Outcomes in a tertiary care hospital
 - Assessment of Medication Dispensing Errors and Delays in Inpatient and Outpatient Pharmacies
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CERTIFICATES

Certificate of program for Quality and Accreditation (CPQA) by CAHO (Consortium of accredited healthcare organisations) – NABH 5TH edition held on 5th to 7th february, 2024 at A. J. Institute of Hospital Management, Mangalore, Karnataka

Certificate of Participation in the National Conference CAHO SAKCON 2023 on 'Operational Excellence in Healthcare,' held on 15th & 16th September 2023 at NIMHANS Convention Centre, Bengaluru.

Certificate for Problem Solving Pro Digital Course completed for QualTech Prize Education 2024.

Junior Qualist Certificate for being part of the project team that demonstrated exceptional problem-solving skills in identifying and solving a chronic problem at their institute, and for submitting the project for QualTech Prize 2024.

Certificate of Achievement for the project 'Patient Care Transitions from the Emergency Department to Wards, ICUs, and OTs,' presented on 10th August 2024 at the national level Qualtech Prize 2024, under the QIMPRO Foundation, as part of the CAHO SAKCON initiative

EXPERIENCE AND CONTRIBUTIONS

- Completed 2 and half months of internship in quality Department at Rajagiri Hospital, Aluva
 - Gained six months of experience in operations postings within the Operation Theatre and Sub Store at A.J. Hospital and Research Centre, Kuntikana, Mangalore, while pursuing a Master's in Hospital Administration.
 - Completed a one-year internship as an Anesthesia and OT Technician at Yenepoya Medical College Completed a one-year internship as an Anesthesia and OT Technician at Yenepoya Medical College, Derlakatte, Mangalore.
 - Extensive experience in conducting audits and resolving issues related to healthcare operations and quality management.
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HOBBIES

Reading · Writing · Drawing · Listening to Music.