

NIKHITHA KUMARI

+91 8904001124 ◊ Udupi, Karnataka

nikhithakumari321@gmail.com ◊ [linkedin.com/in/nikhitha-kumari](https://www.linkedin.com/in/nikhitha-kumari)

OBJECTIVE

Dedicated and motivated MHA graduate seeking to leverage strong analytical and leadership skills in a administration role. Committed to improving systems and outcomes through effective management practices, data-driven decision-making, and collaborative teamwork. Eager to contribute to innovative solutions and enhance operational efficiency in a dynamic environment.

EDUCATION

Master's in Hospital Administration: AJ Institute of Hospital Management, Mangalore under Rajiv Gandhi University of Health Sciences 2022-2024

Bachelor's in Neuroscience Technology: AJ Institute of Medical Sciences and RC, Mangalore under Rajiv Gandhi University of Health Sciences 2018-2022

Pre-University: Government Pre-University College Bailoor, Karkala 2016-2018

SSLC: Government Junior College Bailoor, Karkala. 2015-2016

SKILLS

Soft Skills Communication, Leadership, Team Management, Organisational Skills.

Technical Skills MS Word, MS Excel, MS Powerpoint, Data Analysis and Review.

INTERNSHIP

Intern in Operations Department 16/08/2024-31/10/2024
Kasturba (KMC) Hospital *Manipal, Karnataka*

- Responsible for understanding the process flow of various department and challenges faced by them.
- Responsible for providing solutions to improve the process flow across departments.

Intern as Neuro Technologist 03/03/2022-03/09/2022
Kasturba (KMC) Hospital *Mangalore, Karnataka*

- Responsible for conducting the tests such as EEG, Portable EEG, NCV, VEP, BAER, EMG to diagnose and report the conditions.
- Responsible for managing the Neurolab.

PROJECT/RESEARCH

- **Optimizing Linen Lifespan: A study on efficient Linen segregation and condemnation process in Hospital settings- AJ Hospital and Research Center, Mangalore** The study is mainly done to diagnose and give the remedies for the existing issue of increased condemnation rate mainly due to stains and tears.
- **A study on patient experience with Physiotherapy services ensuring Quality care in a tertiary care hospital- AJ Hospital Institute of Medical Sciences and Research Center, Mangalore.** The study is to assess patient satisfaction based on patient-reported experience and to analyze the quality of care based on patient experience and the service provided in the physiotherapy department.

- **Optimizing Front Office Operations: A Compliance Study in the OPD Setting- Kasturba (KMC) Hospital, Manipal.** Focused on enhancing efficiency and compliance in outpatient department (OPD) front office operations, this study examined workflow improvements to streamline patient check-in processes in the hospital.
- **Improving Patient Documentation Quality by Addressing Gaps in EHR Scanning Processes- Kasturba (KMC) Hospital.** This study targeted gaps in Electronic Health Record (EHR) scanning procedures to boost documentation accuracy, ensuring that patient records are complete, accessible, and meet quality standards.
- **Assessment of Emergency Code Training for Outpatient Department Front Office Personnel- Kasturba (KMC) Hospital.** Evaluated the effectiveness of emergency code training programs for OPD front office staff, emphasizing readiness and adherence to protocols to enhance patient safety during critical situations.

CERTIFICATIONS

- Received a Certificate of Participation for CAHO SAKCON 2024-CAHO in association with Narsee Monjee Institute of Management Studies (NMIMS), Mumbai National Conference on 'Patient-Centred Care: Strategies for Improving Patient Experience and Satisfaction' on August 2024 at Mukesh Patel Auditorium, NMIMS, Mumbai.
- Attended 'CERTIFICATE PROGRAM FOR QUALITY AND ACCREDITATION' organised by Consortium of Accredited Healthcare Organizations (CAHO) CPQA-2024 NABH 5th Edition.
- Achieved Certificate of Completion for 'Problem Solving Pro Digital Course for Qual Tech Prize Education-2024'.
- Participated in the National Conference CAHO SAKCON 2023 on 'Operational Excellence in Healthcare' held by CAHO in association with Institute of Health Management Research, Bangalore organised the National Conference held on September 2023 at NIMHANS Convention Centre, Bengaluru.
- Received a Certificate of Participation for 'Awareness Program on ISO 15189:2022 for NABL Accredited Labs' organised by National Accreditation Board for Testing and Calibration Laboratories (NABL), Gurugram and arranged by Consortium of Accredited Healthcare Organisation (CAHO) held on August, 2023 at Mangalore.

ACHIEVEMENTS/EXTRA-CURRICULAR ACTIVITIES

- Secured 1st Prize for the Research presentation at 'STUDENT ANNUAL KNOWLEDGE-SHARING CONFERENCE - 3rd Edition, CAHOSAKCON-2024' in association with QIMPRO Foundations, Mumbai.
- Awarded as a 'Junior Qualitist' for being part of the project team that demonstrated exceptional problem solving skills in identifying and solving a chronic problem at the Institution for QualTech prize 2024, Mumbai.
- Secured 2nd Rank in 1st BSc NST, 3rd Rank in 2nd BSc NST , 4th Rank in 3rd BSc NST and Overall 3rd Rank in Bachelors of Neuroscience Technology under Rajiv Gandhi University of Health Sciences, Karnataka.
- Received the exceptional honour of "Student of the Year 2023-2024" at AJ Institute of Hospital Management.
- Passionate about Hosting/Emceeing Public Events, Corporate Events, and Family Functions.

LEADERSHIP

- Represented as a Lead Presenter for AJ Institute of Hospital Management at STUDENT ANNUAL KNOWLEDGE SHARING CONFERENCE - 3rd Edition, CAHOSAKCON 2024 in association with QIMPRO Foundations, Mumbai.
- Elected as President of AJ Institute of Hospital Management, 2024. I was responsible for conducting various Student-Oriented and Hospital-Oriented events and implementing the latest requirements for the College by coordinating with the Management.

LANGUAGES KNOWN

- English, Kannada, Hindi, Tulu, Malayalam