

Rashmi Rao

+91 89040 01124 | rashmirao1410@gmail.com | www.linkedin.com/in/rashmi-rao-6b9a38329

An aspiring professional with a background in Hospital Administration and practical internship experience, seeking an entry-level position to leverage strong organizational skills and a passion for employee development in a dynamic hospital or organization.

EDUCATION

Masters in Hospital Administration: AJ Institute of Hospital Management, Mangalore under Rajiv Gandhi University of Health Science. 2022-2024.

Bachelors in Hospital Administration: Alvas college of hospital Administration, Moodbidre under Rajiv Gandhi University of Health Science. 2018-2022.

Pre-University: Sri Bhuvanendra College, Karkala. 2016-2018.

SSLC: Sunder Puranik Govt High School Pervaje, Karkala. 2015-2016.

INTERNSHIP

1. Intern in Operations Department 16/08/2024 – 31/10/2024 (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
2. Completed 2 months internship program from 11/09/2021 to 11/11/2021 at Niramaya Hospital Moodbidri.
3. Completed 1 month internship program from 28/02/2022 to 28/03/2022 at CURRAE Gynaec / IVF / Birthing Hospital, Mumbai.

SKILLS

Soft Skills: Leadership, Team Management, Communication, Decision Making, Organizational Skills.

Technical Skills: MS Word, MS Excel, MS PowerPoint, Data Analysis and Review.

CERTIFICATIONS

- **Patient-Centered Care:** Participated in CAHO SAKCON 2024, National Conference, NMIMS, Mumbai.
- **Quality & Accreditation Program:** Attended CAHO CPQA-2024 for NABH 5th Edition.
- **Problem Solving Pro Digital Course:** Certificate from QualTech Prize Education, 2024.
- **Operational Excellence in Healthcare:** Participated in CAHO SAKCON 2023, National Conference, IHMR, Bengaluru.
- **ISO 15189:2022 Awareness:** Completed NABL Certification Program organized by CAHO, Mangalore, 2023.

PROJECTS/RESEARCH/PRESENTATION

- 1) **“Optimizing Linen Lifespan:** A study on efficient Linen segregation and condemnation process in Hospital settings.” The study aims to diagnose and address the high condemnation rate of linen,

primarily due to stains, tears, and improper segregation of soiled, infected, and damaged items. Inefficiencies in linen management processes have led to patient dissatisfaction and resource wastage. (AJ Hospital and Research Center)

- 2) **“A study to assess functional recovery following caesarean section in the OBG department.”**
The study aims to evaluate patient health outcomes based on patient-reported outcome measures and to analyze the quality of care through patient experience and recovery outcomes. (AJ Hospital and Research Center)
- 3) **“Optimizing Front Office Operations: A Compliance Study in the OPD Setting.”** focuses on identifying areas of non-compliance in OPD processes to address gaps and enhance overall service quality. (Kasturba Hospital Manipal)
- 4) **"Improving Patient Documentation Quality by Addressing Gaps in EHR Scanning Processes."** "Improving Patient Documentation Quality by Addressing Gaps in EHR Scanning Processes" focuses on fixing scanning issues to ensure accurate, complete, and accessible patient records, enhancing care quality and compliance. (Kasturba Hospital Manipal)
- 5) **“Assessment of Emergency Code Training for Outpatient Department Front Office Personnel.”** evaluates the knowledge and preparedness of front office staff in handling emergency codes, identifying areas for improvement to ensure swift, effective responses during emergencies. (Kasturba Hospital Manipal)

ACHIEVEMENTS

- 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 1st Prize in Poster Presentation at STUDENT ANNUAL KNOWLEDGE-SHARING CONFERENCE - 3rd Edition, CAHOSAKCON-2024, Mumbai.

LEADERSHIP

As Team Leader for the study titled 'Optimizing Linen Lifespan: A Study on Efficient Linen Segregation and Condemnation Process in Hospital Settings,' Led the team to secure 1st prize at the 3rd Edition of the Student Annual Knowledge Sharing Conference (CAHOSAKCON 2024) in association with QIMPRO Foundation, Mumbai.

LANGUAGE KNOWN

- English
- Hindi
- Kannada
- Tulu