



SUJAYA

Master in Hospital
Administration

CONTACT

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SKILLS

Soft Skills

- Leadership,
- Team Management
- Communication
- Decision Making
- Organizational Skills
- Confidence
- Hardworking
- Helping nature
- Self-motivation
- Computer skill
- Documentation & Reporting

Technical Skills

- Basic Knowledge of Computer
- Tally with GST
- MS-Word
- MS Excel
- PowerPoint
- Diploma in Computer Financial Accounting,

Career Objective

To pursue a promise and challenging career where my education, potential skill and abilities can be fully utilized towards achievement of organised goals and in turn offer me future prosperity.

Being a Post graduate in Masters in hospital administration (MHA) from A.J Institute of Hospital Management (AJIHM) Mangalore, under Rajiv Gandhi University of Health Science (RGUHS) Bangalore, India I would like to work in an organization where I would get a chance to use my knowledge, skills and capabilities to do things in an outstanding manner and to achieve objectives of the institution, I here by promise to give my best and to prove my excellence.

Academic Profile

Masters in Hospital Administration:

A.J Institutes Of Hospital Management (Affiliated By Rajiv Gandhi University Of Health Science Bangalore) (2022-2024) 30th October.

Bachelor of sciences in Physics, Chemistry, Mathematics (PCM) :

Sri Bhuvanendra College Karkala (2018-2021)

PRE UNIVERSITY COLLEGE

Government PU College Karkala (2018)

SSLC

Government High School Nakre (2016)

EXPERIENCE

AJ Hospital and Research Centre Mangalore

August 2024 - October 2024

Operations executive

AJ Hospital and Research Centre Mangalore

2024 - May 2024

Operations in Emergency department

INTERNSHIP

Intern in Operations Department at A.J Institutes of Hospital Management, Mangalore, Karnataka

16/08/2024 - Pursuing

- 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.

LANGUAGES

- English
- Kannada
- Hindi
- Tulu
- Malayalam

HOBBIES

- Best of waste
- Material Designing
- Drawing
- Reading Books
- Singing
- Paper craft
- Rangoli

RESEARCH

- Industrial visit
- Hospital visit(college)
- Research
- Blood Bank Visit (college)

PARTICIPATION

- NSS Training
- NABH 5th Edition, Program
- Vriddhi program
- Monthly Webinar/Webinar
- QIMPRO Training
- QIMPRO Competitions

PERSONAL DETAILS

Name : Sujaya
Father name : Neeladhar Shettigar
Date of Birth : 22/06/2000
Religion : Hindu
Nationality : Indian
Gender : Female
Marital Status : Single

Worked alongside the Hospital Administrator for 6 months during Operations, focusing on enhancing operational efficiency through analysis of patient flow, resource allocation, and departmental processes, resulting in smoother transitions and reduced wait times. Assisted in quality improvement initiatives by collecting and analyzing patient feedback (PREMs) and ensuring adherence to healthcare standards and accreditation requirements.

Audit topic :

- A study on the challenges and strategies in managing Discharge against Medical Advice (DAMA) in hospital settings.
- Audit of Radiology Department: Analyzing turnover time from patient arrival to reporting for external references from doctors and hospitals.
- Completions status of discharge form

PROJECTS/RESEARCH/PRESENTATIONS

- **A study on patient-reported experiences measurement (PREM) of ward patients following their stay in the Emergency Department.** The study is mainly done to to measure and improve patients' experiences of care in the ED using the PREM tool and to use PREM effectively in the ED.
- **PATIENT CARE TRANSITIONS FROM THE EMERGENCY DEPARTMENT TO THE WARDS, ICUS AND OT.** To evaluate the Turnaround Time (TAT) involved in transferring inpatients from Emergency Department to wards/ICUs/OT.

ACHIEVEMENTS / EXTRA-CURRICULAR ACTIVITIES

- Certificate of program for Quality and Accreditation (CPQA) by CAHO (Consortium of accredited healthcare organizations) 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 15 & 16 September 2023 at NIMHANS convention Centre, Bengaluru
- Certificate for Problem Solving Pro Digital Course completed for QualTech Prize Education 2024
- Certificate for Junior Qualitist from QIMPRO Foundation.
- State level Drawing competitions
- Participated in NSS 7 days camp
- Collected by 4 certificate from NSS Camp
- 12certificate received

I hereby declare that the information given above are true , complete & correct to the best of my knowledge and belief