



2. Updating academic files and folders to know about what documentation is filed during DNB, FNB ISNAAC or FAT courses.
3. Checking the DNB and State Medical Faculty website for various updates on exam schedules, admit cards and other important updates.
4. Visit the State Medical Faculty office to ascertain co-ordination.
5. Co-ordinate with the various DNB, FNB students about the various documents and exam schedules, stipend.
6. Co-ordinate with Paramedical Students regarding internship, stipend and classes.
7. Coordination on Annual fees, Exam fees, Inspection and Deficiency closing.
8. Coordination with faculties and students for DNB classes and arrangement of the same (Physical Class and Online class) and Classes for Paramedical Students of all courses and the same has been regularized.
9. DNB, FNB, Paramedical course internal and external examination
10. SMF paramedical courses with examination along with all documentation.
11. ISNACC inspection and audit.
12. FNB Spine surgery documentation and inspection.
13. Institutional Ethics committee documentation and conducting periodic ethics committee meeting, submission of proposals to ethics committee.
14. Formalities of re-accreditation, Annual review and new accreditation as and when required.
15. Complying with any requirement made by NBE or SMF through mail or website notification.
17. Any other assignment as and when required.
18. Coordination with clinical research team for ethics committee meeting, documentation of projects and protocols.
19. Functioning towards Ethics Committee registration under Dept of Biomedical Health and Research (DHR)

**February 2018 to February 2021 as Manager & In-charge-Quality, Accreditation(NABH,JCI) & Academic Coordinator at Woodlands Multispeciality Hospital Limited.**

The objective of this role is to conceptualize, formulate, plan and facilitate execution of the organization's quality assurance, process compliance and documentation compliance strategies, towards quality and accreditation journey of the healthcare settings.

- Adherence of Patient and Staff safety management through daily clinical and safety round.
- Initiating NABH, NABL, JCI Accreditation process.  
Initiating different Hospital Committee Meetings & implementation programme for Committee decisions-Hospital Committees.  
Restructuring of standard Operating procedures (SOPs), QSPs & departmental manuals, implement the same for all the departments. (Medical & support services)
- Process mapping and process restructuring for efficient and effective processes with desired outcomes.
- Monitoring process steps by designing and implementing appropriate forms and formats.
- Documentation of SOPs, QMSPs, QSDs as per accreditation standards.
- Hospital wide gap analysis for identifying faults in structure, processes and outcomes and rendering appropriate suggestions for rectification.
- Designing and implementing Departmental Audits with the help of Departmental Heads.
- Training staffs on topics as per NABH requirements.
- Organizing and coordination meetings of Hospital Committees for identifying and correcting issues pertaining to Quality.
- Uniform Documentation / Medical Record Coding system for all the documentation as per the NABH, NABL & JCI Compliance protocols.
- Coordination of Hospital Safety Management–Fire, Disaster management (Internal & external), HAZMAT and Infection control.
- Initiating Training for professional development & accreditation standards among Clinicians & all Hospital Staff (Medical, Nursing & Support Services).

- Task Leader for Gap Analysis & Internal Audit (Medical & Non-Medical) for various aspect- Infection control audits, Documentation & Medical Audit, Process Audit etc.
- Create a proper Incident Management System through uniform Sentinel Event Reporting protocol.
- Analysis of departmental loop holes and tries to rectify.
- Regulating the requirements of Statutory /Legal Compliance as per the accreditation standards.
- **Achievements & Accolades as Manager & In-charge-Quality at Woodlands Hospital:**
- Under my leadership Woodlands Hospital Pharmacy has been Certified as 1<sup>st</sup> Hospital Pharmacy in Eastern India with **Pharmacie-De-Qualite**,1<sup>st</sup> it's kind of Good Pharmacy practice certification which includes the following-
  - Scientific Medication Management
  - Administrative Control & Responsible Procurement
  - Storage Practices & Inventory Management
  - Competency & Collaboration
  - Drug Distribution & Control
- Under my leadership Woodlands Hospital Operation Theatre has been certified as 1<sup>st</sup> Hospital Operation Theatre Complex in Eastern India with **Environmental Friendly OT (EF OT)** which includes the following-
  - Effective Low Flow Anaesthesia Gas Management
  - Scientific Engineering Control of Operation Theatre
  - Infection prevention and control in surgical procedure
  - Proper effect of Green House Gas Management
  - Fire Safety & Occupational Safety for OT Staffs
- Conducted various Seminars, Internal & External Healthcare Conferences in collaboration with Indian Chamber of Commerce (ICC), Indian Society of Critical Care Medicine (ISCCM).
- Conducted BLS ACLS Training and various other educational programme in collaboration with **American Heart Association (AHA)**.
- Nominated as Scientific Editor of Woodlands Newsletter.
- Awarded "**Best Employee for Extra-Ordinary Performance**"

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Equity Impact Scholarship Winner for Healthcare Leadership Programme by prestigious **Dignity Health Global Education (DHGE)** from West Bengal which impacts the follows-

1. Association as a researcher with Duke CE, part of Duke University, USA
2. Committed to providing exceptional, innovative and best-in-class healthcare education and custom solutions - made for Global Healthcare Industry.

**April 2017 to January 2018 as Advisor-Quality Assurance and Accreditation & NABH Coordinator at Kothari Medical Centre & Kothari group of Hospitals (Kolkata & Bikaner)**

- Implementing whole systems & processes for floor management, admission & discharge procedure, safe & uniform patient care.
  - Initiating NABH, NABL Accreditation process.
  - Patient and Staff safety management.
  - Started a new initiative of "**Quality and Community**" towards community connect towards quality assurance strategies, i.e-hand hygiene compliance to schools, fire safety and disaster management to residential communities, Medication Safety during home medications.
  - Process mapping and process restructuring for efficient and effective processes with desired outcomes.
  - Monitoring process steps by designing and implementing appropriate forms and formats.
  - Documentation of SOPs, QMSPs, QSDs as per accreditation standards.
  - Hospital wide gap analysis for identifying faults in structure, processes and outcomes and rendering appropriate suggestions for rectification.
  - Designing and implementing Departmental Audits with the help of Departmental Heads.
  - Training staffs on topics as per NABH requirements.
  - Organising and coordination meetings of Hospital Committees for identifying and correcting issues pertaining to Quality.
  - Implementing Customer Feedback system and appropriate actions thereto.
  - Coordinating with Departmental Heads regarding all issues pertaining to implementation of Quality System.
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**Aug 16 to April 2017 with Narayana Health (NH) Eastern Region as Regional Manager- Quality Assurance & Accreditation and NABH Coordinator.**

Managing Quality and Hospital accreditation process for Narayana Health (Eastern region) for NH Rabindranath Tagore International Institute of Cardiac Sciences, NH Multispecialty Hospital, NH Superspecialty Hospital.

NABH coordinator for NH group Eastern Region.

Implementing whole systems & processes for floor management, admission & discharge procedure, safe & uniform patient care

Implementation of PEARLS(Patients and Employee Ailment and Resolution and Learning System)Internal Complaint management system.

Initiating different Hospital Committee Meetings & implementation programme for Committee decisions-Hospital Committees.

Restructuring of standard Operating procedures (SOPs), QSPs & departmental manuals, implement the same for all the departments. (Medical & support services)

**October, 09 to August,16 with Medica Superspecialty Hospital, Kolkata, & Medica Hospitals group (a largest healthcare group of eastern India) as Manager & In charge-Quality Assurance / Processes & Accreditation and also a member of Central Operating group (COG) at Medica group of Hospitals.**

- ✓ Assigned as a **Task Leader for NABH,NABL and Accreditation Process (i.e-Green certification,OSHA's for Medica group of Hospitals**
- ✓ Making the designs & contents for Patient Registration Card, Visitors passes, designing of Medical record files, Medical record forms & all the stationary formats (different type of departmental charts & Formats of checklists for Medical & Non medical (support service ) departments.
- ✓ Uniform Documentation / Medical Record Coding system for all the documentation as per the NABH, NABL & JCI Compliance protocols.
- ✓ Implementing whole systems & processes for floor management, admission & discharge procedure, safe & uniform patient care.
- ✓ Create overall **QMS (Quality Management System)**, Data collection & trend analysis of all departmental Quality Indicators (QI).
- ✓ Monitoring all statutory Compliances (Licences & Acts) as per Accreditation Guidelines & Standards.
- ✓ Proper benchmarking protocol for all Dept. Quality Indicators & performance indicator system.
- ✓ Initiating different Hospital Committee Meetings & implementation programme for Committee decisions-Hospital Committees.
- ✓ Experienced in Night Administration as Manager on Duty, Implement the policy & protocols to be maintained at night as night administrator.
- ✓ Preparing **standard Operating procedures (SOPs), QSPs & departmental manuals**, implement the same for all the departments. (Medical & support services)
- ✓ Functioning as a core team member of **Hospital Infection Control committee** & implement the various strategies & policies regarding Hospital acquired infection (**HAI**),Policies for Handwashing, standard precautions, patient safety,Bio hazards & Occupational Health Hazards.(Needle Stick Injury protocol)

✓ **Hospital Safety Management –Fire & Disaster management (Internal & external)**

- ✓ Daily operational issues like solving day to day problems in different departments, analysing day to day patient feedback & creating **VOC ( Voice of Customer)** data for value addition & better quality of services.
- ✓ Signage Management & other Facility / safety management (i.e-Emergency Alert Code Management, HAZMAT, Spill Management & Training) issues throughout the hospital
- ✓ Working for all the certifications & accreditation like **NABH, NABL, Green OT, JCI** etc.
- ✓ Initiating Training for professional development & accreditation standards among Clinicians & all Hospital Staff (Medical, Nursing & Support Services).
- ✓ Task Leader for Gap Analysis & Internal Audit (Medical & Non Medical) for various aspect-Infection control audits, Documentation & Medical Audit, Process Audit etc.
- ✓ Create a proper Incident Management System through uniform Sentinel Event Reporting protocol.
- ✓ Working as a core team member of Clinical Research & Clinical Trial process as per the industry requirement.
- ✓ Initiating Project & Internship programme for trainees & interns undergone Hospital Administration.

**1<sup>st</sup> March 2014 onwards - Designated as Manager-Environmental and Social Governance (ESG) of Medica Group of Hospitals to oversee the environment and social aspect of entire group including safety, security and energy consumption.**

- Overall in-charge for implementation and communication of the SEHS Policy, and meeting SEMS performance objectives at corporate and individual subsidiaries respectively;
- Ensuring compliance of existing and future operations with respect to the applicable national laws, rules and regulations, permits pertaining to Environmental, Safety, Health and Social as well as international best practices including reference frameworks such as the IFC Performance Standards, IFC EHS Guidelines for Health care facilities and other similar guidelines whenever applicable across MSPL's operations;
- Ensure compliance and implementation to NABH / ISO and other relevant management systems;
- Liaising with the individual EHS & S officers at the asset level in order to monitor and improve SEHS performance;
- Procure and provide adequate resources for effective implementation, operation and continuous management of Environmental, Safety, Health and Social management systems within the organization;
- Shall include explicit and quantifiable SEHS activities and results in performance plans and appraisal systems at the asset level ;
- Will assess overall performance and effectiveness of the subsidiary level EHS & S officers.

**December'05 to October,09 with Apollo Gleneagles Hospitals, Kolkata & Apollo Hospitals, Bangalore & Apollo Hospitals Group as Senior Officer.**

- ⇒ Taking care of all Departmental process analysis (**Medical & Support Service**), Maintenance & overall Operations, Service wise Revenue, Utilization study of resources-OT, Ambulance, Major Medical Equipments
- ⇒ Depth knowledge in Hospital **Ward / Floor Management**.
- ⇒ Utilization of resources –OT, Ambulance, Medical Equipments.
- ⇒ Analyzing the documentation & policy of respective departments (Medical & Non medical)
- ⇒ Co-ordination with different Floor co-ordinator for smooth functioning of Patient admission, discharge & safe patient handling.
- ⇒ Analysis of departmental loop holes and tries to rectify.
- ⇒ IT & Software Audit, analysis of MIS & HIS (**Hospital Information System**)
- ⇒ Software Module Study & Verifying the status of report generation, proper capturing of tariffs for Cash & Corporate Patients, Data entry in software by the user Departments.
- ⇒ Analysis of Health packages & Tariff implementation for different specialties to ensure better **quality** control.

### **August'05 to October'05 with Wockhardt Hospital & Kidney Institute, Kolkata as Management Trainee**

- ⇒ Involved in functions such as Floor Management, Medical Record Management, Public Relations & Corporate Affairs.
- ⇒ Understanding Client's need about better healthcare service & customer (Patient) satisfaction.

### **February'05 to August'05 with North City Hospital & Neuro Institute, Kolkata as Internee & Summer Project**

Involved in functions such as scientific segregation of Bio-Medical Waste & proper Disposal, Health hazards Overall functions of Front office Management, Hospital Quality control & Material Management System.

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### **Professional Accolades**

- ⇒ Promoted to post of Senior Officer directly from Junior Officer on account of performance within one year of joining the organisation.
- ⇒ Establishing new policies regarding Hospital operations, implemented the same with help of Management for better internal control.

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### **Professional Courses**

- Doeacc 'O' Level
- Developed understanding of Microsoft Office (Dos, Windows, Excel, Powerpoint, Foxpro)
- Programming Language - C, C++
- Depth Knowledge of Internet, E-Mail
- Certificate Course in Information Technology Application (Youth Computer Centre - Govt of WB)

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### **Academic Projects:**

- ✓ **Title:** Hospital Waste/Biomedical Waste Management  
**Organisation:** North City Hospital & Neuro Institute, Kolkata  
**Duration:** 30 days  
**Scope:** The scope of the project was to suggest scientific segregation of Bio medical Waste as per Hospital Law & Ethics and proper disposal of the waste, scope of recycling to avoid health hazards.
- ✓ **Title:** Effective Hand off communications  
**Organisation:** Woodlands Hospital, Kolkata  
**Duration:** 6 months  
**Scope:** Towards Optimization and standardization of the sign-out/handoff process during transfer, shift handover and time out during surgical procedures.  
Implementation compliance of IPSC 2 (Improve effective communication) as per JCI

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### **Publications:**

- **"Enhancement of Clinical Communication"** at Indian Journal of Quality and Patient Safety 2014
- **"Food Drug Interaction and its effect"** at Journal of Current Medical Research and Opinion - 14.04.2021 Vide ISSN (O) 2589-8779 / (P) 2589-8760

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### **Workshops/Seminars attended/Membership/Affiliations:**

- 1) Represent Medica Superspecialty Hospital at "National Workshop for NABH Accreditation" held in Kolkata, organized by ACME Consulting Services & Quality Council of India (QCI).
- 2) Organized Hand Hygiene Awareness Program for all healthcare workers & Infection Control Compliances as per Accreditation Guidelines.
- 3) Active member of **AHA (Academy of Hospital Administration)** for Kolkata Chapter.
- 4) Certified NABH Internal Assessor from Quality Council of India (QCI).
- 5) Lifetime Member of **CAHO (Consortium of Accredited Healthcare Organizations)**.
- 6) Certified **"Awareness - Compliance - Excellence"** (ACE)-CSSD Auditor by CAHO and NABH and carried out assessments in various hospitals in India.

## **Academic Credentials:**

- ⇒ **Post Graduate Diploma in Business Administration (PGDBA) from Symbiosis Institute (Pune).(2009-2011).**
- ⇒ **Certified Six Sigma Green Belt/Lean certification in Healthcare from Qimpo Consultancy (Mumbai) & QCI (2011)**

**Specialization – Operations Management.**

- ⇒ **PG in Hospital Administration (MHA) & Health Management**

**Birla Institute of Futuristic Studies (BIFS), Kolkata (2005)**

**Specialization:** *Hospital Administration– Planning & management of Hospitals, supportive services, personnel management, Material procurement & management, public relation in hospital, management principle, healthcare in India, Hospital Ethics.*

- ⇒ Bachelor of Science (Bio-Science) – With 58.9% from Calcutta University(2004)
- ⇒ (10+2)Science – from West Bengal board of Higher Secondary Council(2001)
- ⇒ 10<sup>th</sup>-from West Bengal Board of Secondary Education(1999)

## **Personal Details:**

<b>Full Name</b>	:	Sudip Dey
<b>Date of Birth</b>	:	March 28, 1983
<b>Marital Status</b>	:	Married
<b>Linguistic abilities</b>	:	English, Hindi, Bengali, Oriya,Tamil
<b>Personal Traits</b>	:	Confident, Enthusiastic and Decisive.
<b>Hobbies/ Interest</b>	:	Playing, Visiting new Places, Reading Magazines

I hereby declare that above-mentioned information's are true and correct to the best of my knowledge and\_ belief.

**Sudip Dey**