



AREAS OF EXPERTISE

Hospital Management and Administration

Strategic Planning and Budgeting

NABH Accreditation Expertise

Revenue Cycle Management (RCM) Optimization

Marketing and Brand Positioning

Patient Care and Safety Standards

Cross-Border Healthcare Consultancy

Leadership and Team Management

Regulatory Compliance and Audit Coordination

Project Management & Coordination

Strategic Marketing & Brand Development

Data Analysis & Performance Metrics



EDUCATION

- MBA in Healthcare Management at DY Patil Medical College, Navi Mumbai – 2022
- MBA- Marketing Distance Learning University - 2015
- BA at William Carey University – 2012

STUTI SAXENA

Results-driven healthcare management professional with over 11 years of experience in hospital administration, operational optimization, and revenue growth. Committed to driving strategic initiatives that enhance healthcare delivery, ensure regulatory compliance, and align with global accreditation standards. Skilled in leading cross-functional teams, fostering innovation, and achieving measurable improvements in efficiency, patient satisfaction, and business performance in fast-paced healthcare settings. Seeking to leverage expertise in healthcare operations to contribute to organizational success and continuous improvement in a dynamic healthcare environment.



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Doha



CERTIFICATIONS

Healthcare Quality Management (Astron E-College)

Six Sigma Green Belt (EY Virtual Academy)



WORK EXPERIENCE

Operation Manager

Carefuls Home Care, Doha, Qatar

11/2024 - Present

Achievements/Tasks

- Driving business growth by identifying and capitalizing on new market opportunities, expanding the client base, and enhancing the company's presence within the healthcare sector.
- Cultivating and maintaining strategic relationships with healthcare providers, hospitals, and individual clients to ensure long-term partnerships and increased service utilization.
- Developing and executing comprehensive business plans to boost revenue, increase market share, and improve overall sales performance while aligning with company goals.
- Leading sales initiatives, negotiating high-value contracts, and consistently achieving sales targets, while overseeing marketing efforts and managing brand positioning in the healthcare market.
- Managing and mentoring a high-performing business development team, setting clear objectives, tracking performance, analyzing industry trends, and providing actionable insights to senior management for informed decision-making.

Freelance NABH Accreditation Consultant

Ekta Hospital, Mumbai, India

04/2024 - 11/2024

Achievements/Tasks

- Spearheaded the NABH accreditation project, ensuring full compliance with patient care, safety, and quality standards, and facilitated seamless preparation for accreditation inspections.
- Conducted thorough gap analysis and internal audits, identifying key areas for improvement and developing tailored action plans to address them effectively.
- Delivered targeted training to hospital staff on NABH guidelines, focusing on quality practices, safety protocols, documentation, and infection control measures.
- Collaborated with management to ensure staff preparedness through mock surveys and continuous support for maintaining accreditation status.
- Served as the liaison with accreditation bodies, ensuring clear communication and alignment with NABH criteria, while assisting in policy development and reviewing hospital practices and documentation.

PROJECTS

NABH Accreditation for Ekta Hospital (2024)

Successfully led Ekta Hospital through the NABH accreditation process, optimizing hospital processes to meet regulatory standards and preparing the facility for inspections, ensuring full compliance and operational excellence.

Comprehensive Audits at Lifeline Hospital

Conducted detailed audits, including Antenatal and Newborn Screening, DOH & CTQ, JPNS, and Jawda, ensuring strict adherence to healthcare regulations and identifying areas for continuous improvement in quality management.

High-Impact Projects at Burjeel Holdings

Delivered significant achievements such as leading a Guinness World Record attempt, developing a centralized call center, and implementing a cross-referral tracking system to enhance operational efficiency and streamline patient services.

International Joint Venture Marketing in Tanzania

Drove hospital revenue growth by executing strategic marketing campaigns and community engagement programs, strengthening the hospital's brand presence and visibility within the local market.

Operational Improvements at Doc Medical Center

Oversaw operational enhancements to ensure compliance with regulatory standards, optimizing workflows and improving healthcare delivery to enhance both patient satisfaction and operational performance.

SOFT SKILLS

Leadership

Team Management

Strategic Thinking

Problem Solving

Communication

Decision Making

Time Management

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

WORK EXPERIENCE

Operations Manager

Doc Medical Center, Doha, Qatar

06/2023 - 07/2024

Achievements/Tasks

- Managed daily operations of the facility, overseeing staff, budgets, and resource allocation while ensuring compliance with federal regulations and MOPH laws.
- Developed and implemented strategies to optimize operational efficiency, improve healthcare delivery, and enhance patient care processes across departments.
- Led the healthcare operations team, maintaining a strong focus on safety, quality standards, and patient satisfaction, while driving continuous process improvements.
- Directed the hiring, training, and performance management of staff, ensuring alignment with company policies and maintaining a high level of operational excellence.
- Monitored the reliability of operational data, integrated departmental systems, and ensured the proper functioning of ICT devices and the implementation of new products and services.

Quality Executive

Lifeline Hospital (A Sister Concern of Burjeel Holdings), Abu Dhabi, UAE

07/2022 - 06/2023

Achievements/Tasks

- Coordinated and managed the hospital accreditation processes, driving cross-functional collaboration to ensure compliance with quality standards and regulations.
- Led training programs for staff on Revenue Cycle Management (RCM) systems and accreditation requirements, enhancing operational knowledge and adherence to industry standards.
- Introduced innovative RCM technologies to streamline workflows, improve operational efficiency, and optimize cash flow management.
- Implemented continuous process improvement initiatives to refine hospital operations, ensuring consistent revenue performance and enhancing service quality.

PREVIOUS EXPERIENCE

Burjeel Holdings, Abu Dhabi, UAE (11/2021 - 06/2022)

Project Coordinator

St. Francis Referral hospital, Tanzania (08/2017 - 02/2021)

Marketing Consult

QRG Hospital Faridabad (05/2016 - 10/2017)

Floor coordinator- Hospital operations

Blk Super Specialist NABH & JCI Delhi (08/2015 - 05/2017)

(Admission) - Patient Care Coordinator

Artemis Hospital NABH AND JCI – Gurgaon (12/2013 - 07/2015)

Department Medical Service Coordinator (Pulmonology and Critical Care)

REFERENCES

Dr Abdur Rehman Khan

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