

Krishnapriya M

Service Excellence | Patient Experience | Operations Executive

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Profile Summary

Service Excellence Coordinator with hands-on experience in hospital operations, patient experience management, and quality compliance within NABH-accredited settings. Proven expertise in enhancing patient satisfaction, streamlining service workflows, and coordinating service recovery across multidisciplinary teams. Strong background in EMR/EHR systems, audit preparation, complaint handling, and data-driven quality improvement initiatives. Committed to delivering empathetic, professional, and high-standard care aligned with regulatory benchmarks.

Skills

Patient Experience & Service

Patient interaction · complaint handling · admission & discharge coordination · feedback systems · emergency response · post-treatment communication.

Healthcare Operations

Scheduling & resource allocation · facility oversight · billing support · vendor & SLA management · cross-functional liaison.

Quality & Compliance

NABH/JCI audit support · service quality audits · root cause analysis (RCA) · corrective action planning · safety protocols · compliance documentation.

Data & Reporting

Patient satisfaction metrics · KPI monitoring · statistical analysis (R, Excel) · reporting & documentation.

Training & Communication

Staff onboarding & training · workshop facilitation · empathy & professionalism training · communication protocols · community engagement.

Work Experience

Service Excellence Coordinator — Aster MIMS Hospital, Kannur, India

Oct 2024 — Oct 2025

- Managed patient interactions and ensured accurate use of hospital systems for records, scheduling, and service requests.
- Coordinated admissions and discharge; worked with nursing, billing, and clinical teams to resolve delays.
- Logged and resolved patient concerns/complaints; escalated issues and ensured closure with feedback.
- Conducted service quality audits and supported continuous improvement actions based on findings and patient feedback.
- Supported NABH documentation readiness: compliance checks, reporting, and coordination with unit heads.
- Delivered training on service excellence, communication, empathy, and patient-care protocols for staff and interns.
- Supported emergencies by coordinating information flow and guiding patients/attenders on next steps and post-treatment care.

Hospital Administration Intern — KS Hegde Medical Academy, Mangalore, India

Jun 2024 — Aug 2024

- Supported daily operations: scheduling, admissions support, and administrative record management.
- Collected and analyzed performance and patient satisfaction data; maintained trackers and prepared reports.
- Assisted with documentation audits, filing, and compliance records; supported corrective actions for workflow gaps.
- Coordinated front-desk/admin tasks: inquiries, routing requests, and departmental communications.
- Supported billing activities, appointment coordination, and routine office operations (printing/scanning).

Credentials

Certifications / Workshops

Workshop on Medication Safety · Workshop in Patient Safety · Statistical Analysis Using R Software · NABH Surveillance Assessment of the Hospital · Mock Drill on Disaster Management.

Relevant Coursework (MHA)

Healthcare Management · Health Economics · Quality Management in Healthcare · Strategic Planning in Healthcare · Patient Safety · Health Policies.

Project & Thesis

Morbidity pattern & treatment cost dynamics (Geriatrics): Retrospective inpatient-record study; used R to quantify direct and indirect cost drivers and proposed workflow/billing optimizations.

Education

Master of Hospital Administration
Bachelor of Biomedical Sciences

Nitte University, Karnataka — 2022–2024
Nitte University, Karnataka — 2019–2022