

# Krishnapriya M

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Service Excellence | Patient Experience | Ops Coordination

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 conducting training across multi-disciplinary 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

Oct 2024 — Oct 2025

Kannur, India

- Provide patient interaction and support, ensuring efficient and accurate use of hospital management software for records and scheduling.
- Address patient queries related to services, doctors, and hospital facilities; facilitate smooth admissions and discharge procedures.
- Collect, document, and forward patient feedback to relevant departments; resolve concerns and complaints.
- Monitor service quality through periodic audits of patient facilities and processes.
- Organize and conduct training sessions on customer-service excellence, communication skills, and patient care for staff, trainees, and interns.
- Respond to emergency situations and provide information on post-treatment care, rehabilitation, preventive measures, and specializations.
- Research and implement best practices in healthcare service excellence across the hospital.

### Hospital Administration Intern — KS Hegde Medical Academy

Jun 2024 - Aug 2024

Mangalore, India

- Assisted with daily operations including scheduling, patient admissions, and record management.
- Collected and analyzed data related to hospital performance and patient satisfaction.
- Supported administrative tasks such as filing, data entry, and appointment scheduling.
- Participated in hospital events and community outreach programs.
- Assisted in budgeting, billing, and financial reporting processes.
- Coordinated facility maintenance, patient inquiries, complaint handling, and feedback management.
- Conducted documentation audits and implemented corrective actions to improve administrative workflows.

## 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, Nitte University, Karnataka

2022 — 2024

Bachelor of Biomedical Sciences, Nitte University, Karnataka

2019 — 2022