

AKHIL JOSEPH

Quality & HR Executive

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PROFILE SUMMARY

Dedicated and results-driven Quality and HR Executive with proven expertise in hospital administration, accreditation compliance, and operational coordination. Skilled in NABH standards, clinical auditing, patient safety, and staff training to ensure continuous quality improvement and regulatory adherence. Adept at coordinating OT operations, managing data-driven KPI reports, and supporting accreditation readiness. Demonstrates strong communication, analytical, and leadership skills to enhance healthcare efficiency and patient satisfaction within dynamic hospital environments.

KEY SKILLS

- Quality Assurance & Accreditation (NABH / QAI / CAHO)
 - Communication & Interdepartmental Coordination
 - Root Cause Analysis (RCA) & CAPA Implementation
 - Hospital Operations & OT Coordination
 - Staff Induction & Training Management
 - HR Administration & Payroll Compliance
 - Document Control & Reporting
 - Clinical Auditing & KPI Analysis
 - Patient Safety & Risk Management
 - Data Analysis & Performance Monitoring
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WORK EXPERIENCE

Executive – Quality / OT Coordinator

Pushpagiri Medical College Hospital | Thiruvalla, Kerala, India

Mar 2023 – Sep 2025

- Coordinated and implemented hospital-wide quality initiatives under the General Manager – Quality Assurance.
- Oversaw NABH accreditation processes, audit readiness, and corrective action plans.
- Conducted facility inspections, safety rounds, and compliance monitoring.
- Managed incident reporting systems, conducted RCA, and followed up on CAPA outcomes.
- Organized safety committee meetings, mock drills, and staff training sessions on quality standards.
- Collected and analysed OT-related KPI data, verified safety checklists, and ensured documentation accuracy.
- Coordinated OT scheduling, ICU bed allocation, and pre-anaesthesia check-ups.
- Compiled monthly reports, trend analyses, and presented quality indicators for management review.

Quality Trainee

Caritas Hospital | Kottayam, Kerala, India

Sep 2021 – May 2022

- Supported NABH accreditation and periodic audits for hospital departments.
- Collected and analysed patient satisfaction surveys and presented findings for service improvement.
- Prepared KPI dashboards and monitored data accuracy for accreditation purposes.
- Assisted in staff education, quality training sessions, and emergency mock drills.
- Documented committee meeting minutes and ensured timely follow-up on action items.

Administration Assistant

P.K. Das Institute of Medical Sciences | Ottapalam, Kerala, India

Feb 2021 – Sep 2021

- Conducted induction and BLS training programs for clinical and non-clinical staff.
- Coordinated nurse credentialing, privileging, and verification with the Quality Department.
- Scheduled interviews and meetings for HR and management.
- Maintained employee records, appraisals, and attendance tracking using HRM software.
- Issued ID cards, experience certificates, and assisted in HR documentation.

HR Executive

Muthoot Hospital | Pathanamthitta, Kerala, India

Jul 2019 – Feb 2021

- Managed end-to-end HR operations including recruitment, onboarding, and documentation.
- Conducted orientation and induction programs to align new hires with hospital policies.
- Ensured compliance with NABH standards for staff files, credentialing, and evaluations.

HR Observer

Believers Church Medical College Hospital | Thiruvalla, Kerala, India

Jun 2019 – Jul 2019

- Shortlisted candidates, scheduled interviews, and facilitated joining formalities.
- Maintained staff credentialing records and ID issuance.
- Assisted in biometric registration and orientation for newly appointed staff.

EDUCATION

- **MBA – Hospital Management | 2019**
Bharathiar University, Tamil Nadu, India
- **B.Com – Co-operation | 2016**
Mahatma Gandhi University, Kerala, India

CERTIFICATIONS

- **Programme on Implementation of NABH Standards for Hospitals – 2024**
- **World Hand Hygiene Day Webinar – QAI (2024)**
- **ACE Advanced & Basic Courses – CAHO (2024)**
- **ENDOSAFE Endoscopy Webinar – CAHO (2024)**
- **Data Literacy & Data Visualization – MINITAB (2024)**

ACHIEVEMENTS

- Represented the organization at the International Conference on Healthcare Quality & Patient Safety (IQCON 2025).
- Participated in NABH Accreditation Assessments for Emergency and Endoscopy Departments (2023–2025).
- Served as Institutional Guide for NABH 5th Edition Assessment (2024).
- Coordinated NABH Ethics Committee Audit at Caritas Hospital (2020).
- Supported NABH 5th Edition Accreditation Process at Caritas Hospital (2021).
- Completed training in Shop Act Scheme and Interpersonal Relations at KILE, Pathanamthitta (2019).
- Attended HEAL Conference on Healthcare Excellence at Baby Memorial Hospital (2017 & 2018).
- Contributed to CAHO ENDOSAFE Assessment for Endoscopy Department (2025).

TECHNICAL PROFICIENCY

- MS Word & MS Excel

ADDITIONAL INFO

- Date of birth : 09.09.1994
- Nationality : Indian
- Gender : Male

LANGUAGES

- English (Professional), Malayalam (Native), Hindi (Conversational)