



ADILA O M

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🌐 Healthcare Administration & Management - Quality & Accreditations

in ADILA O M

Objective

Meticulous and Proactive Healthcare Administrative Professional with experience in Quality Assurance, Hospital Administration, and Patient relations. Skilled in Accreditation compliance (NABH, JCIA), Process Improvement, Auditing, and Patient experience enhancement. Adept at handling crisis situations, data analysis, and ensuring seamless hospital operations. Seeking a full-time opportunity in a Quality or Administrative role to contribute expertise and drive organizational excellence.

Experience

- **Riaz Specialist Medical Center L.L.C, Sharjah UAE**

May 2025 - Present

Patient Admin Executive

1. Manage all non-clinical front desk operations including **reception, scheduling, billing, and insurance claim processing**.
2. Handle appointment bookings, cancellations, and follow-ups, ensuring minimal wait times and efficient scheduling.
3. Handle incoming calls, emails, and messages from patients, doctors, and internal departments.
4. Accurately enter and update patient records, billing information, and medical data.
5. Process billing and payments in line with clinic pricing and insurance policies, managing **cash/card transactions** accurately and resolve billing inquiries.
6. Verify insurance coverage, **collect co-payments/uncovered charges**, and ensure compliance with insurance guidelines.
7. **Address and escalate patient complaints** as needed; ensure high standards of customer service and satisfaction.
8. Assist patients with queries and direct them to appropriate departments or services.
9. Supports Continuous Quality Improvement and participates and contributes to all the quality assurance activities of the service.

- **Kinder Hospitals, Kochi**

February 2025 - April 2025 (Contract)

Quality Executive

1. Actively supported the hospital's successful **NABH full Accreditation Audit**, ensuring all departments met compliance and documentation standards.
2. Managed **quality documentation** including SOPs, Manuals, and Policies, aligned with regulatory and accreditation requirements.
3. Monitored **Quality Indicators (KPIs)**, prepared reports, and contributed to ongoing Quality Improvement Initiatives.
4. Handled **Incident Reporting**, including identifying Root Causes (RCA), implementing Corrective and Preventive Actions (CAPA), and following up on outcomes.
5. Presented incident findings in **Quality Committee meetings**, recorded minutes of meetings, and tracked action plans to closure.
6. Coordinated Internal Audits, supported external assessments, and ensured timely compliance with standards.
7. Provided **cross-departmental support** in compliance tracking, risk assessments, and promoting adherence to hospital safety and quality standards.

- **Rajagiri Hospital, Aluva.**

March 2024 - February 2025

Quality Trainee Executive

1. Assisted in ensuring adherence to **National and International Accreditation Standards**, including NABH, JCIA, and others, by monitoring and evaluating quality standards across various departments.
2. Monitored and analyzed **key quality indicators(KPI)** to assess the hospital's performance and identify areas for improvement.
3. Participated in Internal Audit processes, collaborating with Departmental Process Champions to ensure compliance with accreditation requirements.
4. Conducted comprehensive **Medical Documentation Audits** (both **Open and Closed Audits**) as per approved sample sizes, presenting detailed audit reports to management on a monthly basis.
5. Led and participated in various audits and inspections, including **IPSG (International Patient Safety Goals) Audits, Radiation Safety Audits(Radiology, OT, Cardiac Catheterisation (Cath) Lab, Radiation Oncology, Nuclear Medicine), Lab Safety Audit, Transfer and Transportation Audits, Ambulance Audits, and F & B Audits** ensuring compliance with best practices and regulatory standards.
6. **Incident Risk Management, and OSH hazards**; assisted in investigations, risk assessments, and safety improvement

planning.

- Maintained comprehensive records of all relevant Communications, Audit Reports, Incident Reports, and other Critical documentation for easy retrieval and compliance tracking.
- Conducted **training and guidance** sessions for staff on **quality management systems, best practices, and Occupational Safety & Health (OSH) protocols**.
- Provided **administrative and clerical support** to the Quality Department, including coordination of departmental activities and meetings, managing records, scheduling meetings, preparing minutes, and handling internal communication.
- Actively supported **Patient Safety and Quality (PSQ) improvement initiatives** through data collection, validation, analysis, and follow-up of action plans.
- Organized and documented essential Manuals, Policies, Procedures, Protocols, and Forms, ensuring that all documents were up-to-date and aligned with accreditation requirements.

- Mother Hospital (P) Ltd, Thrissur**

December 2023 - February 2024 (Contract)

Patient Relations Executive

Managed patient reception(**front desk operations**), appointment scheduling, and medical record updates. Handled **insurance registration**, obtained approvals, and followed up on claims. Processed **billing** for consultations and diagnostics, **addressed patient queries**, and ensured compliance with insurance and billing standards. Resolved patient complaints, supported service recovery, and performed **administrative duties** including schedule coordination, call handling, and shift-based responsibilities.

Education

Course / Degree	School / University	Grade / Score	Year
MHA - Master of Hospital Administration	Kerala University of Health Sciences (KUHS), Thrissur, Kerala. [M.O.S.C Institute of Allied Health Sciences, Kolenchery]	First Class - 70%	2021-2023
Bachelor of Commerce - BCom finance and taxation	Mahatma Gandhi University (MGU), Kottayam, Kerala.	First Class - A grade	2018-2021
Higher Secondary Education	Kerala HSE	First Class - A grade	2016-2018
SSLC	H.S.S.Valayanchirangara, Ernakulam	First Class - 85%	2015-2016

Skills

- Quality Assurance & Accreditation Compliance
- Quality Indicator (KPI) Monitoring
- Incident Risk & Management
- Root Cause Analysis (RCA) & Corrective & Preventive Action (CAPA)
- Patient Experience & Service Orientation
- Research & Data Analysis (Control Charts, RCA, Pareto, Fishbone Diagram)
- Policy & SOP Management
- Microsoft Office (Excel, Word, PowerPoint)
- OSH (Occupational Safety & Health) Compliance
- Internal & External Audit Coordination
- Front Desk Management
- Insurance Verification & Claims Handling
- Medical Billing & Payment Processing
- Knowledge of UAE Insurance Providers (Al Buhaira, Almadallah, Aafiya, Daman, Oman Sukoon, NAS, Nextcare, etc.)
- Appointment Coordination & Follow-up
- EMR/Data Entry & Records Management
- Customer Service & Complaint Resolution

Projects

- A study to assess the level of Organizational Identification and level of Personal Growth Initiatives and their impact on Employee Engagement among nursing staff at MBMM Hospital, Kothamangalam - March 2023 - May 2023
- A study to assess the impact of Health - Related Quality of Life and level of Patient Experience on Revisit Intention among the In- Patients at M.O.S.C Medical Mission Hospital, Kolenchery - June 2022 - July 2022

Languages

- Malayalam (Native)
- English (Fluent)
- Tamil (Conversational)
- Hindi (Conversational)
- Arabic (Basic)

Area Of Interest

- Quality and Accreditations
- Administration and Operations Management.

Reference

- **Anu Dany - Rajagiri hospital, Aluva**
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- **Merin Zachariah - Rajagiri hospital, Aluva**
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