

DR. ARSHIYA DALVI

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SUMMARY

Experienced and dedicated healthcare professional with over 5 years of combined experience in patient care management and medical services administration. Proven track record in leading multidisciplinary teams, coordinating comprehensive patient care and optimizing clinical operations to ensure high quality service delivery. Skilled in developing patient-centered care plans, managing administrative workflows, ensuring regulatory compliance with NABH/JCI and driving continuous improvement initiatives. Adapt at balancing clinical priorities with operational efficiency, fostering collaboration between departments and enhancing both patient satisfaction and organizational performance.

ASSISTANT MANGER-MEDICAL SERVICES

AUG 2022-MAY 2025

K.J.SOMAIYA HOSPITAL AND RESEARCH CENTRE

- Assisted in overseeing and coordinating the clinical operational functions and administrative coordination across inpatient, outpatient and emergency services to ensure smooth and efficient patient care delivery
- Collaborated with clinical and administrative departments to facilitate communication, manage patient flow and support cross functional service alignment
- Supervised staff and clinical teams to ensure adherence to institutional policies, standard operating procedures and accreditation guidelines
- Handled patient grievances and service escalations, ensuring timely resolution and improvement of overall patient satisfaction scores
- Supported medical and nursing leadership in implementing care quality initiatives, process improvements and clinical safety measures
- Monitored and analyzed departmental KPI's including patient turnaround time, bed occupancy, discharge efficiency and admission workflows
- Participated in manpower planning, duty roaster preparation and shift coordination to maintain service continuity and coverage
- Contributed to hospital audits, compliance documentation and inspection including preparation for NABH/JCI accreditation
- Facilitated internal training programs for staff on documentation, soft skills, infection control and service excellence
- Prepared and presented regular operational reports to senior management to support data driven decision making
- Acted as a liaison between departments to streamline communication and resolve service related issues promptly
- Formation of checklist for various department to monitor and to avoid chaos in daily activity
- Prepared internal assessment report of each department
- Conducted audits to check the execution
- Looking after consultants appointment, joining, agreements and salary processing
- Hiring, training and developing new employees

- Assisted in preparing operational reports, departmental budgets and incident summaries for senior medical leadership and executive teams
- Contributed to internal committees such as patient safety, infection control and risk management as a part of the hospital continuous improvement initiatives
- Coordinated internal quality audits and participated in mock drills, infection control campaigns and emergency preparedness exercises
- Collaborated with IT and hospital information system (HIS) teams to enhance workflow automation and digital documentation
- Coordinated with quality assurance teams for JCI, NABH accreditation audits, ensuring readiness through proper documentation and process compliance
- Collaborated with senior management for strategic planning and policy implementation

PATIENT SERVICE MANAGER

APRIL 2020-JULY 2022

GALAXY MULTISPECIALITY HOSPITAL

- Managed and coordinated all aspects of patient care services, ensuring high quality, patient centered care across outpatient, inpatient and emergency department
- Led the front office and patient services department, managing end-to-end patient interactions from registration to discharge, ensuring a seamless and patient centric experience
- Supervised and coordinated daily operations of patient care services, ensuring high standards of clinical and non-clinical support
- Acted as liaison between patients, families, physicians and healthcare teams to ensure clear communication and patient satisfaction
- Monitored patient feedback and implemented service improvement plan based on quality metrics and outcomes
- Oversaw the admission, transfer and discharge process of COVID-19 patients
- Ensured effective bed allocation and managed patient movement to minimize infection risk
- Coordinated staff training in personal protective equipment use and hygiene practice
- Facilitated virtual consultations and updates to maintain patient-family connection
- Acted as a communication bridge between patient, families and clinical teams especially during visitation restriction
- Collaborated with supply chain teams to ensure availability of critical resources (PPE, Oxygen, Medicines)
- Managed space utilization in COVID wards, ICU's and isolation units efficiently
- Maintained accurate records for audits, reporting and contact tracing as required by health authorities
- Played a key role in COVID-19 care coordination, including setting up virtual communication system and managing isolation protocols

CLINICAL ADMINISTRATION TRAINEE

AUG 2019-OCT 2019

NANAVATI SUPERSPECIALTY HOSPITAL

- Internship at reputed and renowned Nanavati hospital during the pursuit of MBA. During this tenure, a detailed study on turnaround time of discharge patients conducted. This further led to a measurable reduction in discharge TAT and more efficient bed utilization by initiating early discharge planning and improving coordination among departments and implementing real time tracking system.

MANAGEMENT TRAINEE-MEDICAL SERVICES

MAY 2019-JULY 2019

GLOBAL HOSPITAL

- Interned at global hospital as a part of MBA programme. Conducted internal audits of Doctors Credentials. Detailed study on nurses handover process conducted, this further led to designing and implementing a refined and optimized nurses clinical handover form

PHYSICIAN ASSISTANT

MAY 2016-AUG 2018

K.J.SOMAIYA HOSPITAL AND RESEARCH CENTRE

- Conducted rapid and accurate patient assessment, including triage, history taking and physical exams in high acuity emergency settings
- Diagnosed and managed a wide range of acute and life threatening conditions under physician supervision
- Performed and assisted in emergency procedures such as wound suturing, abscess drainage, airway management and CPR
- Stabilized patients prior to transfer or admission, initiated IV therapy, administered emergency medications and provided advanced first aid
- Documented all clinical interventions, diagnosis and treatment plans in compliance with hospital and regulatory standards
- Collaborated with emergency physicians, nurses and staff to deliver coordinated, efficient and compassionate care
- Educated patients and families about emergency treatment, follow-up care and preventive health practices
- Supports physician in managing outpatient clinic workflows to ensure efficiency and quality of care
- Participated in mass casualty drills and emergency preparedness programs

RELEVANT SKILLS

- Attention to detail, time management, problem solving, multitasking, internal audit, patient centricity, leadership ability, knowledge of quality standards, data analysis.

EDUCATION

- Masters in Hospital Administration and Healthcare Management **JULY 2020**
(D.Y.Patil School of Management Studies)
- Bachelor of Homeopathic Medicine and Surgery **MARCH 2016**
(Yerala Homeopathic Medical College)

ACCOMPLISHMENTS

- Project Head for India's first multidisciplinary medical summit MEDINSPIRE held in 2019
- Participated in interactive workshop on program of implementation for pre accreditation entry level standards for hospitals and SHCO
- Active participation on promotion of menstrual cups and women hygiene programme
- Arranged musical jamming session for COVID patients
- Receiving a certification in appreciation of leadership and commitment during the COVID-19 pandemic for ensuring continuity of care, staff coordination and patient safety
- Led accreditation readiness for NABH, ensuring full compliance and successful certification within the first audit cycle