

DR ARSHIA SUMAN

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Experienced healthcare management professional with a proven track record at one of India's leading hospitals, enhancing operational efficiency and patient satisfaction.

With a Master's in Hospital Administration and a background in dentistry, I aim to combine operational excellence with patient-centred care to elevate healthcare delivery.

Education

- Masters of Hospital Administration, June 2023 | *Tata Institute of Social Sciences*, Mumbai
- Bachelor of Dental Surgery, September 2020 | *Dr Syamala Reddy Dental College & Research Centre*, Bengaluru

Skills

- Healthcare Management
- Leadership & Communication
- Project Management
- Agile & Jira
- Excel
- Lean Six Sigma
- Power Bi

Experience

July 2023 - Current

Associate Operations Manager | Manipal Hospitals - Bengaluru, IN

- **Increased hospital revenue by ₹4.03 Cr (Apr–Dec '24)** through standardizing biomedical coding and implementing tariff corrections via telescopic pricing.
- **Enhanced patient experience and service excellence, raising NPS from 73 to 78** by fostering cross-functional collaboration and **effective grievance management**, proactively addressing service recovery and ensuring prompt feedback resolution, resulting in higher patient satisfaction.
- **Budgeted and prepared the Annual Operating Plan (AOP)** for the Patient Experience Management department while providing key insights and actively participating in overall hospital budgeting and AOP discussions to drive strategic decision-making.
- **Improved operational efficiency and patient flow, reducing discharge TAT from 300+ minutes to under 250 minutes and optimizing health check TAT from 7+ hours to under 6 hours**, enhancing the health check experience (NPS increase from 55 to 80+).
- **Drove patient acquisition, boosting footfall and conversion rates from 10% to 27%** through targeted neighbourhood marketing and outreach campaigns.
- **Implemented Treatwell-CRM, optimizing real-time ticket tracking** and enhancing coordination between patient services, which led to quicker response times, better resource allocation, and improved overall patient service delivery.
- **Led hospital-wide rebranding and signage overhaul, significantly improving brand visibility** and patient navigation, making it easier for patients to locate departments.
- **Developed new revenue-generating services**, including newborn and maternity photography, as well as gifting solutions, creating additional streams of revenue.
- **Redesigned patient education materials (brochures, pamphlets, digital content)**, ensuring clarity, compliance, and greater engagement, fostering better patient-provider communication.
- **Reduced insurance claim rejections, improving approval rates** by streamlining documentation processes across billing, insurance, and medical teams, resulting in faster claim processing.

April 2021 - March 2022

Covid Medical Officer | BBMP - Aramane Nagar UPHC - Bengaluru, IN

- **Managed physical triaging and coordination of all COVID-19 cases** at the ward level, including hospital admissions through the central COVID Hospital Bed Management System (CHBMS), as well as overseeing vaccination, testing, and contact tracing efforts.
- **Led and coordinated large-scale vaccination drives and targeted testing campaigns** at the Assembly Constituency level, ensuring efficient implementation and wide-reaching coverage.
- **Recommended strategies for streamlining triaging and management of patients for the West Zone, BBMP**, which were successfully adopted to optimize processes, improve patient care, and enhance operational efficiency.

October 2020 - June 2021

Associate Dentist | Confidential Clinic - Bengaluru, IN

- Performed dental procedures, including endodontic treatments, cosmetic restorations, surgical extractions, and prosthodontic rehabilitation.

Internships

- **Apollo Hospitals**, Bengaluru 02/2023-04/2023
- **Bangalore Baptist Hospital**, Bengaluru 09/2022-11/2022
- **Motherhood Hospitals Corporate Office**, Bengaluru 06/2022-08/2022
- **St. John's Medical College and Hospital**, Bengaluru 03/2022-06/2022

Research Project

- TISS, Mumbai - A Study on The Legal and Ethical Challenges Faced by Hospitals in The Organ Donation and Transplantation Process.