DR UMA GAUTAM

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I help healthcare organisations bring structure to how their services are designed, delivered, and improved

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Healthcare organisations don't struggle due to lack of effort, but due to lack of clarity in how systems are designed. This often leads to inefficiencies, fragmentation, and difficulty in scaling effectively.

WHERE I STEP IN

I work with leadership teams when they are dealing with situations like:

- ***"We are expanding, but things are starting to feel difficult to manage."***

Operations become increasingly dependent on individuals, and processes are not clearly defined or scalable.

- ***"We have an EHR in place, but it is not really working for us."***

Documentation feels burdensome, workflows are not aligned with clinical practice, and teams are not using the system optimally.

- "***We want to build or expand a service, but need clarity before we move forward."***

There is a strong vision — but no clear structure for how care will be delivered end-to-end.

- ***"Patients are moving through the system, but not smoothly."***

Disconnects between departments, unclear pathways, and gaps in follow-up begin to show.

- ***"We are exploring AI, but not sure how to make it work in our setup."***

There is interest in AI, but underlying systems, workflows, and data are not structured to support meaningful implementation.

- ***"We want to improve quality and consistency across the organisation."***

Clinical care is strong, but systems for governance, standardisation, and measurement are not fully established.

- ***"We are busy, but not as efficient or effective as we should be."***

Effort is high, but outcomes are not optimised due to lack of structured workflows.

WHAT I DO

My work focuses on bringing clarity, structure, and practical design to healthcare systems:

- Defining care pathways and patient journeys
- Structuring clinical and operational workflows
- Aligning teams around clear roles and responsibilities
- Optimising EHR systems to support real clinical and operational needs
- Building systems that support quality, consistency, and scale

Always with a focus on: what works in real-world healthcare environments

EXPERIENCE IN PRACTICE - CASE EXAMPLES

- Translated a healthcare concept into a structured, implementation-ready service model, defining care pathways and operational workflows.
- Designed a clinical setup with clear patient flow, structured workflows, and scalable operational systems from the outset.
- Worked with teams to align EHR systems with real clinical workflows, improving usability and reducing documentation friction.

LET'S CONNECT

If you are building, expanding, or trying to bring more structure to a healthcare service — or improve how your systems (including EHR) are working — I'd be happy to have a conversation.

If there are challenges you're facing that are not clearly defined or don't fit neatly into the areas above, that is often where this work begins.

Let's talk it through! Feel free to connect!