**Dr. Lakshmi Bindu BDS, MBA**

**Dentist, Quality Manager**

**ABOUT ME**

* Health care and dental professional with 6 years of experience focusing on quality of health services and patient safety.
* Professional deals with the provision of leadership, guidance and management in health systems and to create a work environment that treats patients in the most effective and financially responsible way possible.
* Diligent and enthusiastic dental professional with outstanding knowledge in performing standard and complex dental procedures, including extractions and root canals.

 **Personal Info**



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 **Areas of Interest**



* Accreditations
* Hospital Quality, Operations management, patient safety
* Public health

 **Education**



|  |  |
| --- | --- |
| **2013 - 15** | M.B.A - Healthcare Management and Hospital Administration |
| **2007 - 12** | (Great Eastern Management School; Bharathiar university)  BDS - Bachelor of Dental Surgery (SRM University, Chennai) |

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Description automatically generated **Certification**



* **University of Harvard:** Certification on improving global health, quality and patient safety
* **NABH**: Program on patient safety & quality improvement

 **Experience**



**2019/02 - Dentist**

**2019/08** **Sudanta dental clinic, Bangalore**

* Assisted senior consultants in performing root canals, extraction of unfavorable tooth, impactions.
* Handled the responsibilities of assisting senior dentist in performing dental implant procedures
* Responsible for performing dental X-Rays, carrying out diagnosis treatment plan
* Efficiently performed scaling and root planing
* Handled the tasks of maintaining and evaluating the record of patients in the clinic
* Performed non-surgical extractions and dental restorative procedures
* Responsible for developing dental care awareness programs and camps
* Performed other tasks under the instructions of Senior Dentist

**2017/07 Dentist**

**2018/12 Dental connect, Bangalore**

* + - Performed duties of scaling, restorations, screening,
    - Taken x-rays, assisted senior dentist in arriving at diagnosis
    - Performed extractions
    - Educated patients regarding oral dental hygiene

**2016/11 - Quality Manager**

**2017/06 Rangadore Memorial Hospital, Bangalore.**

* Actively involved in development and implementation of health and hospital policies, strategies and plans in health system strengthening
* Efficiently delivered quality and improved health services
* Laid down certain development goals for the healthcare organization which aided in increasing access to quality, safe and affordable medical services
* **Drafted and implemented work plans for patient safety**
* Developed effective strategies to strengthen capacity on patient safety
* Provided technical support to the top management to implement patient safety goals.
* Collaborate and coordinate with various departments of the hospital to work on quality of health services, infection prevention and control (IPC)
* **Undergone NABH training in patient safety, infection prevention and control and area of health care quality and safety, development of policies, procedures and manuals.**
* Thorough understanding of the need for **patient safety** and **infection control** and the challenges faced during implementation of the same.
* Undertaking technical initiatives that support patient safety keeping in mind the motivational factors responsible to achieve the goal.
* Conducted **internal audit** for hospital and NABH-Laboratory
* Formulated various committees of the hospital in regulation with NABH standards and convene regular meetings.
* Summarize SOPs and assisted in formulation of policies of the hospital.
* Supervising the daily activities of the hospital to make sure they are in line with the quality standards.
* Provide in house training for infection control and prevention and fire hazards

**2013/07 - Management Trainee**

**2015/07 HCG** (Health Care Global) **cancer care hospital, Bangalore**

* Create the Quality indicators for patient safety and check the quality improvements periodically as per the standards
* Worked on National Accreditation Board for hospitals & Healthcare providers (**NABH**)
* Adherence to departmental and hospital policies & procedures
* Acknowledge employee efforts to improve performance & reward their achievement; welcoming their feedback and participation.
* Conducting and coordinating drills (Fire evacuation, Hazmat, Bomb threat, Disaster) as per the schedule.
* Facilitating **NABH** accreditation process of various projects.
* Making a Standard Operating procedure (SOP) for all the Clinical & Non-Clinical areas and implementation.
* Attending Regular Committee meetings, operations meeting and quality meetings

**2012/12 - Dentist**

**2013/05**  **Apollo clinic, Greams road, Chennai**

* Assigned the tasks of providing diagnosis and treatment plan
* Educated patients regarding teeth and mouth care
* Carried out scaling, root planning and restorative dental procedures

 **Core Competencies**

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* + - Excellent motivational and leadership qualities
    - Strong hold on communication, coordination and team work
    - Respecting and promoting individual and cultural differences
    - Goal oriented
    - Good liaison between organizations and between top management and staff
    - Strong analytical and technical background
    - Ability to adjust to changes and innovations in extremely diverse and complex environment

 **Other skills**

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* Ability to make oral and written presentations on technical issues
* Ability to create and write documents and manuals
* Excellent knowledge of computer applications

 **Languages known**

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* + - Hindi
    - English
    - Kannada
    - Tamil
    - Telugu