



ARTHI MURUGESAN

HEALTHCARE QUALITY PROFESSIONAL

CONTACT

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Vellore, Tamilnadu

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SOFT SKILLS

- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

TECH SKILLS

- Microsoft office - Excel, Word, Power Point
- Google Forms and Sheets
- Data Analysis

LANGUAGES

- English
- Tamil

PROFILE

As a Dedicated and Dynamic healthcare professional , Comprehensive understanding of healthcare systems and policies. Skilled in managing hospital departments, coordinating patient care services, and implementing quality improvement programs. Committed to delivering high- quality healthcare services and fostering a collaborative work environment. I am Currently thriving as a fellowship in hospital quality management CMC Vellore. Skilled in implementing quality improvement initiatives, process optimization, and regulatory compliance. Aiming to contribute my expertise to elevate healthcare standards and patient outcome in a dynamic medical setting



INTERNSHIP- APOLLO HOSPITAL, BANGALORE

(AUG 4, 2025 - AUG 16, 2025)

- Completed a two-week internship focused on healthcare quality management and hospital operations.
- Observed ICU audits and assisted in monitoring key quality indicators to ensure compliance with NABH standards.
- Participated in Facility Management rounds, gaining exposure to hospital infrastructure maintenance and safety protocols.
- Gained hands-on insight into Key Performance Indicators (KPIs) tracking across departments.
- Familiarized with quality tools and techniques used in hospital committees, including Root Cause Analysis (RCA) and Fishbone Diagrams.
- Observed mock drills conducted for emergency preparedness and hospital staff responsiveness.
- Visited critical care areas to understand patient safety, infection control, and quality assurance practices.
- Learned about accreditation processes and internal audit procedures to maintain quality standards.



FELLOWSHIP IN HOSPITAL QUALITY MANAGEMENT
CHRISTIAN MEDICAL COLLEGE, VELLORE.

(AUG 2024-SEP2025)

- Coordinated in NABH Surveillance preparation, documentation, training and implementation and accreditation.
- Monitoring quality and health safety standards as per legal requirements and guidelines.
- Ensure that all hospital activities adhere to the standards established by the quality department. Identify ways to reduce waste and enhance operational efficiency.
- Monitors performance, conducts internal quality audits, and produces statistical reports. Conducting Quality and safety rounds to identify the problem areas and follow up on closures.
- Exposure to FIRE, CPR, MOB-VIOLENCE, CHILD ABDUCTION Mockdrills to ensure that hospital staff are well-prepared to respond effectively during an actual emergency.
- Conducting Institutional Audits, waiting time audits, and procedure room audits Identifying areas for improvement through regular interactions and monitoring the processes.
- Handling key performance indicators by working with clinical and non-clinical teams.
- Manage data for Audits, Incidents, Complaints and Patient feedback, Key performance Indicators, Licenses.
- Preparing reports for the management stating trends and patterns using relevant data.
- Handling Data - Data preparation, Data Sorting and analyzing. Ensure completion of all tasks.
- Attended CAHO webinar on every month 1st week Tuesday.
- Involved in "5S" Implementation in Christian Medical College, Ranipet campus.



EDUCATION

MBA in Hospital and Healthcare Management	-	2025 - Present
Dr.MGR Educational and Research Institute University,Chennai		
FELLOWSHIP IN HOSPITAL QUALITY MANAGEMENT	85%	2024-2025
Christian Medical College ,Vellore		
Bsc.DIALYSIS TECHNOLOGY	83%	2022
Sri sakthi amma institute of AHS , Dr.M.G.R Medical University		
HSC	79%	2019
St.Mary's Girls Higher Secondary School		
SSLC	76%	2017
Govt Higher Secondary School		

STRENGTHS

- Good interpersonal and communication skill.Ability to work collaboratively as a team.
- Good analytical skill.
- Analytical and Critical Thinking.

CERTIFICATION

- CERTIFIED PROFESSIONAL FOR QUALITY IMPLEMENTATION IN HOSPITALS (CPQIH - BASIC)- AFTER SUCCESSFUL COMPLETION OF ONLINE TRAINING ON IMPLEMENTATION OF NABH PRE-ACCREDITED ENTRY LEVEL CERTIFICATION STANDARDS IN HOSPITALS/HEALTHCARE ORGANIZATIONS - NOV 2024
- CAHO NATIONAL LEVEL QUALITY OLYMPIAD EXAM-STUDENTS (FEB, 2025)
- COMPLETED THE "PROBLEM SOLVING PRO" CERTIFICATION ISSUED BY QIMPRO - OCTOBER 2025.
- CAHO NATIONAL QUALITY OLYMPIAD EXAM FOR STUDENTS NOV 2025 - SECOND PRIZE & TAMILNADU STATE LEVEL FIRST

REFERENCE

- DR. LALLU JOSEPH, QUALITY MANAGER AND ASSOCIATE GENERAL SUPERINTENDENT, CHRISTIAN MEDICAL COLLEGE VELLORE | SECRETARY GENERAL, CONSORTIUM OF ACCREDITED HEALTHCARE ORGANIZATIONS-CAHO.
- MR. RONALD SIMON, GM OFFICER, INSTITUTIONAL SAFETY OFFICER - OVERALL CMC CAMPUSES.
- MS. ANITHA, QUALITY NURSE MANAGER - CHRISTIAN MEDICAL COLLEGE VELLORE - TOWN CAMPUS.

PERSONAL PROFILE

NAME: MS. ARTHI
FATHER'S NAME: MURUGESAN
AGE: 25
DATE OF BIRTH: 10/10/2000
GENDER: FEMALE
MARITAL STATUS: SINGLE
RELIGION: HINDU

YOURS FAITHFULLY,
ARTHI.M