

Aruna Vadgama, RN, MPA, CPHQ, COHN-S, BCSP, BCPE, CHRM, SRN

Leader of Healthcare Practice for ETC

SUMMARY:

United States of America

Over twenty years experience as a healthcare executive in United States of America, including extensive experience in business development, directing human resources function and executing quality, risk, patient safety, occupational health, utilization and compliance activities. Strong management skills include excellent interpersonal communication, training, consulting, marketing and sales, contract negotiation, and analytical skills. Proven track record of professional and academic achievements. A true "Hybrid" healthcare executive with International clinical care and business development

International- USA, Canada and United Kingdom- RN-

Education, Licenses and Registration- Compliance expertise for: International Standards, ISO, The Joint Commission, Joint Commission International (JCI) Standards, OSHA, NFPA, HIPAA, FDA, Corporate Compliance, DHHS, Credentialing, CMS Standards

RN in United States of America, Canada and UK, with Masters Degree. Board Certified as healthcare quality professional, safety professional, human factors/Ergonomist, occupational health nurse specialist, healthcare risk management.

PROFESSIONAL EXPERIENCE

Ergonomist and Safety Professional Leader in Healthcare Practice for ETC 2006 to Present

- **Joint Commission International- International Healthcare Accreditation Surveyor- October 2008 to Present- (0.5 FTE)** – Conducted surveys in Europe: Greece, Italy, Cze Republic, Ireland, Asia: S. Korea, China, India, Thailand, Malaysia, Singapore, Africa: Egypt, Jordan, Saudi Arabia, UAE Countries, Turkey, Brazil, Costa Rica,
- Self-Employed Consultant/Interim Director: 12/07 to December 2009- Assisting clients nationally in preparing for The Joint Commission accreditation surveys, facilitating quality and clinical practice and monitoring licensed independent practitioners' ongoing performance practice evaluations for credentialing privileges activities, peer review process, infection control program

SOUTH COAST MEDICAL CENTER: (10/06-12/2007)

DIRECTOR/ ASSISTANT VP: Quality Resources: Performance Improvement/Patient Safety/Risk Management, Infection Control, Utilization Review Management, Safety Officer

Multiple clinical management and regulatory compliance responsibilities in acute care integrated hospital System with 207 licensed beds with average census 100-105.

- Responsible for managing and directing Quality, Risk, Infection Control, Utilization Review, Compliance and Occupational Health, Safety Program, clinical contract services, including dialysis service.
- Prepared and successfully accomplished The Joint Commission accreditation in April 2007.
- Developed policies and procedures for the patient, employee and community safety. Responsible for compliance activities for OSHA, HIPAA, Joint Commission, NFPA, etc.
- Chaired the Leapfrog project to develop and implement strategies to improve the hospital's score card, report and eventually increase pay for performance.
- Responsible for collecting, analyzing and submitting data for external benchmarking for the Joint Commission, CHART, NCQA, and corporate.
- Provided oversight for the utilization management department including tracking and trending utilization reports. Review the real time utilization with providers.
- Prepared and presented reports at the Medical Staff Meetings, Medical Executive Committee & Board Meetings for quality, risk, infection control, safety, compliance, Core Measure initiatives report cards, corporate wide quality dash board reports, patient satisfaction (Picker)
- Chaired the Pandemic Flu planning project for developing the surge policy for pandemic flu.

MENNINGER CLINIC, (Affiliated with Baylor and Methodist Hospitals) Houston, TX (2/04-11/06)

VICE PRESIDENT: Quality Resources: Direct Performance Improvement / Utilization Management Systems/Patient Safety/Risk Management / Medical Staff Office/ Credentialing / Corporate Compliance Officer / Patient Advocate / HIPAA Privacy Official / Health Information Management Systems / Safety/ Infection Control / Clinical Services

Multiple clinical management and regulatory compliance responsibilities in a specialty acute care clinic with 159 beds licensed beds with an average patient census of 105-110.

- Prepared and managed budget for multiple specialty departments.
- Prepared and presented performance improvement/risk management, credentialing and corporate compliance reports to the Board of Directors quarterly.

- Provided oversight for the utilization management department including tracking and trending utilization reports. Review the real time utilization with providers.
- Successfully prepared the Clinic for the Joint Commission Tracer Methodology Survey that was scheduled for July 2005. Excellent review from the Joint Commission surveyors.
- Provide extensive in-service training for physicians, nurses and other clinical support staff for the patient safety, employee safety and possible pandemic incident(s).
- Co-lead the management of surge population during the Katrina Disaster. Collaborated patient care management plan during the Hurricane Rita threat.
- Collaborated with the business development department for designing business strategy to increase profitability.
- Collaborated with the business development department for designing business strategy to increase profitability. Collaborate with the Manage Care Contract Director for implementation strategy for contractual agreement that included managing the ORYX and NCQA data.
- Chaired the Leapfrog project for implementing strategies for positioning the organization as the top percentile performer. This raised the hospital's national ranking from 10 to 5.

TEXAS WEST OAKS HOSPITAL, Houston, TX (9/01-11/03)

DIRECTOR: Human Resources, Performance Improvement / Utilization Review Management/Patient Safety/Risk Management / Credentialing / Corporate Compliance Officer / Patient Advocate / HIPAA Privacy Official / Health Information Management Systems / Safety Officer / Dietary & Food Services

Responsible for directing and managing multiple departments for a hospital and providing consulting services for an integrated health care delivery system with 27 hospitals throughout the United States.

Committee Membership: Board of Trustees, Medical Executive, Quality Council, Infection Control/Safety, Ethics, Research, and Functional.

- Developed and managed business plan in accord with the corporate business goals annually that roll up to the company's profitability and business growth goals.
- Developed and implemented interviewing, hiring, performance management, coaching, counseling, mentoring, program that included designing the succession planning to enhance retention of valuable resource-human. This resulted in reduction in errors and profitability.
- Prepared monthly productivity reports for my business to benchmark with other corporate partners.
- Provided oversight for the utilization management department including tracking and trending utilization reports. Review the real time utilization with providers.
- Designed and implemented multiple programs in compliance with local, state and federal regulations: **Served as an interim CEO**, developed operational and business plans, conducted FMEA and root cause analysis for sentinel events, implemented the Evidence Based Best Practice Guidelines, and Patient Safety Initiatives.
- Collaborated with the corporate HIPAA taskforce to design and implement the HIPAA compliance program for 27 hospitals and 56 satellite facilities.
- Designed and developed emergency response plan for managing weapons of mass destruction.

OCCU-SAFETY & HEALTHCARE QUALITY SOLUTIONS, (10/97-09/01)

PRESIDENT: Positions for Brockton Hospital, Exeter Hospital served as an organizational consultant

Consulted with 300 national and international clients. Developed and executed business development strategies and solutions for diversified clients including health care organizations with integrated healthcare systems. Managed health care quality, ethics, risk financing & risk management projects for clients that include developing corporate compliance program, medical records review, and general liability.

- Provided technical expertise for a start up business for a national healthcare service provider that included developing occupational health, safety, clinical and nursing practice guidelines, infection control, quality initiatives in accord with CMS/Medicare and JCAHO requirements, obtaining public health and Medicare licenses, submitting and preparing the organization for accreditation, complying with NCQA, JCAHO survey preparation, OSHA, FDA, NFPA, department of labor laws.

BROCKTON HOSPITAL, Brockton, MA (12/97-11/98)

DIRECTOR of QUALITY RESOURCES (Quality, Risk & Utilization Management Systems, Medical Records, Medical Office/Credentialing, Corporate Compliance Program).

Directed and managed performance improvement, risk management, Corporate Compliance Program and utilization review activities. Provided expertise in developing and implementing systems for JCAHO accreditation, NCQA, Oncology, Vascular and Laboratory accreditation surveys. Managed general and medical malpractice claims. Interfaced with attorneys and insurance companies.

- Developed and revised standard operating procedure/policy manuals and systems for managing quality that included managing new risk areas such as sentinel events, EMTALA violations, recordkeeping, re-engineering computer information systems for submitting ORYX (JCAHO) and HEDIS (NCQA) data, and Credentialing for medical and allied professionals.
- Collaborated with department Medical Directors to develop clinical and medical practice guidelines/critical pathways for improving clinical outcomes that resulted in increasing revenue and decreasing utilization. Provide oversight for the utilization management department including tracking and trending utilization reports. Review the real time utilization with providers.
- As an appointee of the Board of Trustees as a Corporate Compliance Officer, collaborated with the Chief Financial Officer in developing and institutionalizing the Corporate Compliance Program for Medicare compliance requirements. Conducted ongoing training and audits of medical records to insure the systems for medical records coding, billing and reimbursement were in compliance with Medicare/Medicaid/HFCA Initiatives to prevent fraud and abuse.
- Collaborated with the finance department in negotiating managed-care, student affiliates', and professionals' agreement contracts.
- Developed and managed loss prevention activities which included conducting audits, reviewing all patient complaints, clinical incident reports, generic screen incidents, medical records, analyzing data, identifying trends and presenting findings and recommendations to senior management and Board of Trustees.

EXETER HEALTH RESOURCES, (12/96-11/97)

CORPORATE DIRECTOR: Compliance, Quality Systems, Infection Control & Risk Management

Directed and executed quality and risk management activities for an integrated healthcare delivery organization which include acute care hospital, corporate-owned physician practices, satellite clinics.

HEALTH RESOURCES CORPORATION (National Healthcare Consulting Company) (3/92-12/97)

EXECUTIVE VICE PRESIDENT / NEW BUSINESS DEVELOPMENT: Quality, Risk, Occupational Health, Safety, Risk Financing, Loss Prevention

Internal Board of Directors that was responsible for business development, expansion, mergers and acquisitions, ensuring corporate compliance with local, state & federal regulations, continuous quality improvement, Credentialing of physicians and allied professionals for national accounts. Provided technical expertise and consulting services for re-engineering organizational structure for profitability.

- Developed new business product for improving quality and managing risk-financing activities for over 400 national clients. This new business resulted in a 40% increase in revenue.
- Conducted local and national audits in compliance, quality, risk, and loss prevention.
- Provided technical and clinical expertise and conducted mock audits for compliance activities.
- Provided expert witness consulting for medical and occupational and health related issues.
- Developed and managed client retention and account service plan to meet the client's business needs.
- Developed continual pipeline for new business through networking and retention of existing accounts.
- Coordinated sales and service implementation that guides the start up of new strategies, facilitating with key stakeholders.
- Networked with existing Clients and prospects to uncover other decision makers for additional business at existing accounts as well as referrals.
- Consulted with clients for obtaining the department of health license and the Joint Commission Accreditation.

OTHER EMPLOYMENT:

- **Digital Equipment Corporation: International Business Director,** Human Resources /Environmental, Quality ,Safety, Risk Control and Occupational Health Services Global Services
- **City of Springfield, MA: Deputy Health Commissioner /** Risk Management Coordinator
- **Pioneer Valley Industrial Medicine,** Springfield, MA: Occupational Health Consultant
- **Mercy Hospital, Springfield, MA:** Staff Nurse Emergency Room
- **Queensway General Hospital, Toronto, Canada-** Emergency Room Coordinator
- **St. Cross Hospital, Rugby, UK-** Medical Surgical Staff Nurse

EDUCATION, CERTIFICATIONS & LICENSING

Graduate Student University of Massachusetts (Doctoral Candidate)

MPA: University of Hartford

BS: American International College, Spfld, MA

RN: St. Cross Hospital, Rugby, England, UK-
RN: USA (MA- TX-CA) & Canada (Ontario)
COHN-S: Board Certified Occupational Health Nurse Specialist
BCSP: Board Certified Safety Professional
BCPE: Board Certified Professional Ergonomist
CHRM: Certified Healthcare Risk Management Professional: ASHRM certification
CPHQ: Board Certified Professional Healthcare Quality Management
ARM: Completed one module towards ARM1 certification

PUBLICATIONS & PRESENTATIONS:

Emerging Issues in Healthcare Industry- Presenter - ASSE International Conference June 2008
"Avian Flu: Planning for Pandemic Surge Population"- HealthBeat -June 2007,
"MRSA: Infection Control Challenges: Has No Boundaries: HealthBeat November 2007
"Managing Health & Safety- Latex Products"- .Presentation to ASSE International Conference June 2007
"Avian Flu: Planning for Pandemic Surge Population"- HealthBeat March 2007
"Avian Flu- Business Readiness Plan"- HealthBeat, November 2006
"Avian Flu: Infection Control Guidelines": HealthBeat, March 2006
"Hurricane Rita: Riding It Out: Preparation and Mitigation": HealthBeat, December 2005
"Preparing for Successful JCAHO Accreditation-A Success Story": HealthBeat, October 2005
"AED Saves Lives": HealthBeat, June 2004
"Emerging Issues: Sarbanes-Oxley Act": HealthBeat, August 2004
"National Strategic Alliance for Managing Occupational Hazards in the Healthcare Industry": HealthBeat, August 2004
"Managing Occupational Exposure to Latex": HealthBeat, August 2004
"Physicians and Allied Health Professionals Competence - A Paradigm Shift": HealthBeat, March 2004
"Competence of Temporary Workforce in the Healthcare Industry": Presentation to ASSE International Conference, 2003
"Designing Staffing Effectiveness Program & Emergency Response": HealthBeat, September 2002
"Developing Effective Emergency Response Program": Published in HealthBeat, March 2002
"OSHA Bloodborne Pathogens Standard": Professional Safety, February 2002
"Effective Disability Management Systems": SHRM White Paper, 2001
"OSHA's Bloodborne Pathogens Standard Revisited: Includes Needlestick Prevention Act Requirements": ASSE Professional Magazine, ASSE Healthcare Newsletter, 2001
"OSHA's Bloodborne Pathogens Standard Revisited": SHRM -White Paper
"HEDIS Quality Initiatives Measure Practitioners' Performance": 2000
"ISO and American Quality, Compliance and Risk": ASSE Manuscript 1996
"Bringing Total Quality Management to the Loss Control Process": The John Liner Review / The Quarterly Review of Advanced Risk Management Strategies, Spring 1996
"Managing Quality and Risk Control Systems in the 90's": The Northeast Workplace Safety Publication, 1996
"Managing Biological Hazards from Cradle to Grave": Presented at ASSE
"Managing Quality and Risk Through Incentive Programs": Presented at the Safety Technology 2000 International Conference, 1996 (ASSE)
"Integrating Safety into ISO Registration": Presented at the ASSE Safety Technology 2000 International Conference, 1996

NATIONAL ASSOCIATIONS MEMBERSHIPS:

National Association of Healthcare Quality Management- Professional Member
American Society of Healthcare Risk Management- Professional Member
American Society of Safety Engineers- Administrator- Healthcare Specialty
Appointed at the Society of Human Resource Management
National Leadership Committee- Workplace Health, Safety & Security
International Health Care Specialty Committee – Administrator

NATIONAL AWARDS:

Safety Professional of the Year- American Society of Safety Engineers – June 2009 and June 2004
Best Newsletter Article- Avian Flu- Infection Control Guidelines- June 2006

