

Vrushti Shah

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CAREER SUMMARY

- **Medical Laboratory Professionals' Association of Ontario (MLPAO)** certified Technician.
- **13 years of experience** in hospitals and diagnostic centers in India. Managed the smooth functioning of Laboratory along with compliance to **national and international regulations** and laws in healthcare industry
- **Certified Internal Auditor** in Quality Management system for Laboratory as per **ISO 15189: 2012**
- **Hired and managed a team** of 20 lab technical staff in a **350 bedded hospital facility**.
- Experienced manager with the ability to develop talent and building high performing teams
- An effective team leader and a **strong team player** with planning and execution skills coupled with **systematic approach** and **quick adaptability**
- Demonstrated customer focus with the ability to engage and **promote a customer centric** environment.
- Highly motivated individual with a proven track record of **delivering results** on multiple priorities while meeting **competing deadlines**.
- Knowledge of **technical procedures** as they apply to laboratory testing, **shipment logistics** and specimen.
- Excellent **communication skills** enable to relate with a wide variety of people.
- Excellent **computer skills** and knowledge.
- **Problem solving skills**, including the ability to identify and follow-up on issues.
- Ability to maintain the strictest **standards of safety, patient privacy and confidentiality**.
- Proficient in all areas of operations, including **quality control, staff development, safety** and take on challenging new role.
- Proficient in English, Hindi, Gujarati, Marathi, and **learning French**

TECHNICAL SKILL SET

- JCI, NABH and NABL Accreditation
- Inventory management
- Staff Scheduling, Hiring and Onboarding
- Planning and Budgeting
- Laboratory Information System (LIS)
- Quality Control and improvement activities
- Complex Problem Solving
- Communication skills
- Maintain standards of safety, patient privacy and confidentiality
- Proficient knowledge of Electronic Medical Records system
- Medical Terminology
- Critical Thinking
- Analytical Thinking
- Multi tasking
- Adaptability/Flexibility
- Team Player
- Time Management
- Leadership
- Innovation
- Detail oriented

EDUCATIONAL QUALIFICATION

- **Post Graduate Diploma Business Administration in Healthcare Management**, Welingkar Institute – India. Completed in December 2022 (**Recognized by WES as Post graduate Diploma**)
- **Master of Science in Medical Laboratory Technology**, Punjab Technical University – India. Completed in February 2014 (**Recognized by WES as master’s degree**)
- **Bachelor of Science in Microbiology**, University of Mumbai – India, Completed in April 2010 (**Recognized by WES as 4 years of bachelor’s degree**)

CERTIFICATIONS

- Certified **Medical Laboratory Assistant / Technician (cMLA/T)**
- Certified **Internal Auditor for Laboratory as per ISO 15189:2012**

REGISTRATIONS

Registered with **Medical Laboratory Professionals' Association of Ontario (MLPAO)**

WORK EXPERIENCE



- Planned, organized, directed, controlled and evaluated and improve the delivery of health care services.
- Physician management handled by providing support for physicians and specialists to address their complaints in a timely manner and ensure consistent client satisfaction.
- Ensured accuracy in OHIP and non-OHIP billing.
- Patient Management delivered by fostering a knowledgeable, friendly, and helpful atmosphere for patients, thereby delivering patient satisfaction.
- Consulted with colleagues and senior management to maintain and establish standards for the provision of health care services.
- Developed evaluation systems to monitor the quality of health care given to patients.
- Developed and implemented plans for new programs, special projects, etc.
- Planned and controlled departmental budget and managed inventory and procurement of supplies as required.
- Ensured compliance with legal issues including, but not limited to, patient confidentiality and risk management by ensuring compliance with HIPAA, IPAC, provincial, regional, and local laws and regulations.
- Maintained a comprehensive understanding of the EMR system (ACCURO) for accurate data input and quality checks.
- Monitored and supervised staff scheduling to ensure adequate staff availability for smooth functioning of the clinic operations.
- Evaluated employee performance and team building.
- Collaborated with the Regional Clinic Manager on all clinic operations.
- Ensured timely maintenance services for clinic facilities.

- Product quality check by visual and measurement tests;
- Assisted the Quality Manager for surveillance audit of ISO 9001D
- Inspected documents, reports and logs; summarizing re-work and waste; inputting data into quality database for shipping to customer.
- Approved incoming materials by confirming specifications; conducting visual and measurement tests; rejecting and returning unacceptable materials.
- Approved finished products by confirming specifications; conducting visual and measurement tests; returning products for re-work; confirming re-work.
- Documented inspection results by completing reports and logs; summarizing re-work and waste; inputting data into quality database.
- Maintained safe and healthy work environment by following standards and procedures; complying with legal regulations as per AS 9100D ISO 9001:2015

- Coordinated the flow of patients in the examination and treatment areas to ensure efficient use of the facility and the Physician's schedule.
- Ensured proper and accurate documentation of patient information and test requisition forms (TRF).
- Liaised with medical laboratories and/or Physician offices for appropriate patient documentation, history & critical results communication
- Prepared patient for physician evaluation, including but not limited to, measuring vital signs, such as pulse rate, temperature, blood pressure, height, weight, and BMI and record information on patient's chart appropriately.
- Collected patient medical and family history & reviewed medication list for accuracy and completion.
- Promoted comprehensive, coordinated care for the patient.
- Prepared examination rooms with necessary medical supplies.
- Monitored various point of care testing (POCT) equipments including glucose meters, Arterial Blood Gas (ABG) analyzers
- Downloaded patient investigations from different electronic software.
- Co-ordinated and managed patient appointments, visits and monitored flow of patients at reception and proper test registration in software and checking schedules as per the organization policies.
- Handled all external referrals /services to other specialists, diagnostic bookings and other tests for all providers.
- Liaised with medical laboratories/physician offices for appropriate patient results and documentation.
- Responded to all patient inquiries and any feedback/complaints by email and perform Root Cause Analysis (RCA) and take necessary Corrective & Preventive actions (CAPA)
- Responded to all telephonic inquires and retrieved and returning messages.
- Handled incoming and outgoing mail, faxes and shipments of material, specimens and others.
- Participated and successfully completed assessments for - JCI (Joint Commission International), NABH (National Accreditation Board for Hospitals & Healthcare Providers) & NABL (National Accreditation Board for Testing and Calibration Laboratories).
- Managed the setup & launch of new LIMS (Laboratory Information Management System) software for all lab related processes
- Collaborated with Lab Head and Medical staff within the organization to set and implement achievable plans and work with team to meet these priorities.
- Liaise with Infection control team, doctors, facility staff, and Community care staff regarding patient problems, changes in scheduling, specimen collection procedures, and other matters.
- Prepared and reviewed Quality Manual, Safety Manual, departmental Policies and SOPs (Standard Operating Procedures).
- Monitored transportation of samples outsourced from the hospital for various purposes, managing courier facilities, specimen integrity and tracking of specimens.
- Monitored Inventory to reduce wastage and maintained enough supplies.
- Conducted meetings with management for smooth functioning and improvement.
- Build and managed an effective team through strategic hiring, training, performance management, coaching and recognition.
- Promoted a healthy and safe environment by means of training, communication, inspection, investigation and general safety promotion.
- Monitored daily Internal Quality Control (IQC) & periodic testing for External Quality Control (EQC / EQAS) & Proficiency Testing (PT)

- Performed phlebotomy & ECG when needed.
- Performed, interpreted, and released results, while ensuring the confidentiality of patient information.
- Communicated with direct reports, addressed employee feedback and input and ensured team understanding of corporate and departmental goals and performance.
- Conducted metric reviews of area Laboratory and Health Services Centres to ensure key indicators of cost, quality, delivery, safety and customer experience are being met or exceeded, and introduced corrective & preventive actions where required.
- Participated in continuous improvement projects along with regional goals and objectives aligned with corporate strategy.
- Pursued ongoing continuing education to ensure awareness of new industry or regional trends, developments, laws regulations, and technology.

LAB QUALITY MANAGER | SIR H.N. RELIANCE FOUNDATION HOSPITAL

Sept 2015 – Oct 2019

- Prepared the documentation in Laboratory for JCI (Joint Commission International), NABH (National Accreditation Board for Hospitals & Healthcare Providers) & NABL (National Accreditation Board for Testing and Calibration Laboratories) accreditations
- Prepared Quality Manual, Specimen Manual, Safety Manual, QSP's & SOP's
- Monitored and analyzed Quality Indicators, Quality Control (Internal & External)
- Conducted sessions for staff as a part of Continuous Medical Education
- Performed Incident reporting, analysis, Patient feedback
- Managed materials in the laboratory to maintain adequate supplies
- Performed and supervised routine processes, Quality control & proficiency testing in the lab
- Analyzed and made recommendations to continuously improve workflow processes to assure consistency and quality in the delivery of service to customers, laboratory operations and clients
- Prepared and reviewed departmental Policies and SOPs (Standard Operating Procedures), Quality Manual, Specimen Manual, Safety Manual, QSP's & SOP's
- Collaborate with Lab Head and Medical staff within the organization to set and implement achievable plans and work with team to meet these targets.
- Interviewed, hired and trained lab technicians to perform experiments and analyze results.
- Conducted meetings with management for smooth functioning and improvement.
- Ensured Safety practices are always adhered to.
- Supervised a wide range of diagnostic and interpretive specimen testing.
- Performed, interpreted, and released results, while ensuring the confidentiality of patient information.
- Work in coordination with Infection control team, doctors, facility staff, and Community care staff regarding patient problems, changes in scheduling, specimen collection procedures, and other matters.
- Monitored transportation of samples from the hospital & track courier facilities, specimen integrity and for specimens and reports
- Monitored Inventory to reduce wastage and maintained enough supplies.
- Coordinated with management for upgrading of lab technology, methods, equipments in order to be able to provide faster, accurate results

- Monitored patient, doctor & staff feedback and analysed for improvements

DEPUTY QUALITY MANAGER | i-GENETIC DIAGNOSTICS PVT. LTD Sep 2014 – Aug 2015

- Followed quality standards and procedures
- Supervised a wide range of diagnostic and interpretive specimen testing.
- Perform and supervise routine processes in the lab
- Improved quality processes for increased efficiency and effectiveness.
- Prepared Quality Manual, Specimen Manual & General Manual
- Internal Quality Control & External Quality Control programs (EQAS, CAP etc.)
- Prepared Levey-Jennings Chart
- Handled Stock & Inventory.
- Performed phlebotomy & ECG tracings

SCIENTIFIC OFFICER | SRL DIAGNOSTICS

Sep 2013 – Sep 2014

- Performed phlebotomy & ECG tracings.
- Performed routine tests as per S.O.P. especially for Electrophoresis
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Worked on dedicated equipment for test processing.
- Performed gel electrophoresis and its result interpretation
- Maintained quality control data & regular documentation work

SENIOR LAB TECHNICIAN | SHAHBAZKER'S DIAGNOSTIC CENTRE PVT LTD

Aug 2010 – June 2013

- Performed testing and quality control using approved laboratory procedures and instrumentation.
- Calibrated and maintained instruments to keep equipment fully operational.
- Executed corrective actions when test controls were outside specified limits.
- Managed operational documents and produced reports detailing activities.
- Performed phlebotomies & ECG tracings.
- Contacted physicians, nursing stations or reference laboratories for resolution assistance with unusual test orders.

EQUIPMENTS HANDLED

XL 300 & EM 360 Chemistry analyser (Transasia)

ERBA CHEM (semi automated analyser)

VITROS 5600, VITROS 250 & VITROS ECi (dry chemistry analyser)

TOSOH 600

Siemens Chemistry analyser

Sysmex CA360 (coagulation analyser)
Sysmex XT 2000i (Hematology 5part analyser)
Sysmex XP1 00
COBAS 6500 urine analyser
Radiometer ABG machine
VITEK 2
VIDAS/MINIVIDAS

REFERENCES

Available on request