

CV

Kalimullah Khan

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Goal: Excellence & Satisfaction
Mission: Patient Safety
Value: Integrity & Teamwork
Vision: Growth

Education:

01.09.2014 – June 2016	MSc. Health Care Management	Royal College of Surgeons	Ireland
04.08.2014 – 09.08.2014	Medical Staff Services Management	NAMSS	U.S.A
01.09.2006 – 01.08.2011	BSc. Health Care Management	Hochschule Niederrhein	Germany
01.08.2004 – 01.07.2005	Technical Foundation Training	Hochschule Niederrhein	Germany
01.04.1998 – 01.04.2002	High School	Sheikh Khalifa B.Z. School	U.A.E

Professional Courses:

- International Leadership in Global Healthcare Ireland
- Credentialing & Privileging U.S.A
- Role of Medical Staff Professionals in Patient Safety U.S.A
- Hospital Sustainability & Quality Improvement Germany
- Conflict Management Germany
- Hospital Staff Management Germany
- Managing Infection Control Dubai
- Intl Patient Safety Goals Dubai
- AED – CPR Dubai
- Risk Management Dubai

Work Experience:

12.01.2014 – Present

Sr. Medical Staff Officer
Sheikh Khalifa General Hospital – JCI Accredited
Operated by NMC Healthcare
Umm Al Quwain, UAE

- Reporting directly to the Chief Medical Officer (CMO)
- Took part in all cycles of hospital commissioning, service planning and project execution
- Maintain and update Medical Staff Bylaws in compliance with SKGH Quality improvement plan and comply by the Joint Commission International Standards.
- Active member of quality improvement and JCI accreditation projects
- Assist CMO in all medical staff activities, such as OPPE, FPPE, CME planning, CPG audits, clinical KPIs, policy compliance, case reviews, and quality assurance
- Assist CMO in policy development & implementation

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- Active monitoring of physician clinical productivity and utilization management
- Liaise between finance/insurance and physicians to ensure appropriateness of documentation for insurance billing
- Evaluate and assist in improving medical staff administrative procedures to ensure compliance with medical staff policies on a continuous basis.
- Work as a liaison between the Medical Staff and Administration
- Provide strategic support on to clinical service line development throughout the hospital
- Involved in planning and budgeting of prospective workforce as per strategic objectives
- Manage and monitor all aspects of privileging at the time of appointment, reappointment, and provisional status to ensure accurate and timely credentialing & privileging for prospective and current members of the Medical Staff.
- Oversee processes of medical staff contract renewals, clinical reviews, termination and clearance
- Keep an overview of all correspondence from Medical Executive Committee and its subcommittees to Department/Clinical Services.
- Involved in the planning, development and implementation of medical graduate students internship program
- Ensure appropriate medical staff compliance to standards & quality improvement action plans.
- Manage executive projects as & when assigned by SKGH senior leadership

01.12.2012 – 10.01.2014

Administrator (Operations & Quality)

BR Medical Suites (NMC Healthcare) – Dubai, UAE

- Overall management of surgical day care center with 4 ORs and 22 clinics
- Provide oversight in development of policies & procedures
- Ensure that all operations are aligned with DHCC regulatory standards
- Maintain strong professional relation with local authorities, hospitals & clinics
- Ensure maximizing revenues by negotiating better insurance factors
- Perform financial analysis on scope of services & expense forecasting
- Ensure daily financial controlling and review of physician productivity/revenue
- Ensure patient satisfaction and advise effective solutions to daily patient complaints
- Identify risks and ensure effective management of root causes
- Provide oversight and development of expense and revenue budget
- Provide investment recommendations to corporate management
- Ensure that the facility is ready for uninformed regulatory surveys
- Monitoring of day to day activities with on-site quick trainings & instructions
- Ensure that operational, financial and quality KPI targets are met on monthly basis
- Keep corporate office abreast of new rules, regulatory changes, market risks and business achievements

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01.06.2012 – 30.11.2012

**Patient Administrator
Mediclinic City Hospital – JCI Accredited
Dubai, UAE**

- Reporting directly to OPD Manager
- Provision of information in response to queries about the hospital's services and handled/resolved complaints
- Manage and generate physician appointment reports
- Generated timely and accurate bills, receipts and refunds
- Collected cash, updated patients' account, attended to all formalities regarding admission and discharge of in-patients including accident and emergency cases, and patients' further deposits and interim bills
- Check of the eligibility of credit customers
- Check for the limits, if any, for corporate clients and also for covered/ uncovered treatments
- Check for the pre-authorization of specific treatments whenever required
- Generating of daily cash summary and reports
- Performed daily reconciliation of collection summary with cash remittance
- Involved in patient safety campaign for JCI re-accreditation

01.01.2012 – Present

**Educational Consultant, Healthcare
Hhelios GmbH – Munich, Germany**

- Part time educational counselling for international students in the area of Healthcare Sciences
- Candidate application assessment and university admission support
- Professional behavior & communication coaching for international students

01.07.2011 – 31.12.2011

**Marketing Executive
AVOCIS Healthcare – Essen, Germany**

- Reporting directly to department supervisor
- Communicating with target audiences and managing customer relations
- Involved in cross selling activities of products
- Maintaining and updating customer databases
- Conducting market research such as customer questionnaires and focus group surveys
- Contributing to, and developing, marketing plans and strategies
- Supporting the marketing manager in acquiring new projects

01.10.2010 – 29.06.2011

**Junior Research Consultant & Bachelor Thesis
Faust Consult GmbH – Muenich, Germany**

- Bachelor thesis on evidence based healthcare design with an impact on cost
- Project study on safe health design with focus on international projects such as Al Ain Hospital construction project
- Research on Evidence-based Healthcare Design and hospital planning
- Provided day-to-day assistance in all aspects of ongoing project; and ensuring effective communication with all stakeholders

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- Team member in developing a project budget and deliverable timeline
- Developed and presented project updates that include process and outcome evaluation measures
- Interfacing and communicating with various stake holders, and participated in topics related to project initiatives
- Involved in hospital Space optimization task force
- Involved in developing hospital hazards & safety manuals
- Involved in development of evidence based concepts on process improvements
- Assisted in preparation of proposals for tendering hospitals/department construction projects
- Participated in Hospital Concept Berlin “Going Green”
- Participated in German-Arab business conference “GHORFA”
- Communication partner for delegations from UAE , Saudi Arabia and Egypt
- Provide an overall administrative support as & when required

01.03.2007 – 28.02.2011

**Research Assistant & Admin Support
Niederrhein University of Applied Sciences (HELIOS Hospital)
Faculty of Healthcare Sciences, Krefeld, Germany**

- Report to the Rector/Professor of the faculty
- Provided admin support to partner hospital HELIOS (via faculty professor)
- Provided services such as Patient reception, registration and record entries
- Prepared and arranged patient files for appointments
- Involved in ICD code verification with doctors upon suspected documentation errors
- Involved in yearly calculations of bed utilization and outcomes for budgeting
- Passed entries into ID DIACOS for generating credit bills
- Provided IT and technical assistance to university faculty
- Assist professors in organizing & coordinating conferences and symposium
- Act as contact point for faculty student counseling & career guide
- Provide tutor support to students in coordination with faculty professor
- Coordinated & organized educational conferences & events

01.01.2005 – 31.12.2006

**Senior Stock Auditor (Healthcare & Retail)
RGIS Inventory Specialists – Germany & Europe Wide**

- Europe wide quarterly/yearly hospital & stores stock audit
- Lead and assign junior auditors different tasks for electronic merchandise count
- Provided prompt and courteous customer service to clients and customers
- Reviewed audit reports of negative inventory counts, items in stock without sales and item markdowns
- Presentation of reports to senior management

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IT Skills

- Excellent with using MS Office & Hospital Information Software
- Competent to create, compile and manage general to complex databases
- Competent to pick-up work flow of new software systems (ERP, SAP, Oracle etc.)

Professional Skills

- Highly adaptive to new work environment
- Empathy & patient service
- Fact driven
- Teamwork & communication
- Diligence with readiness for new Challenges
- Timeliness of assigned work
- Coaching & Motivation
- Psychology & Behavior
- Highly analytical with critical approach to delicate information/financial data

Languages:

- English Excellent
 - German Excellent
 - Urdu Excellent
 - Hindi Fluent
 - Arabic Fluent
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