

# Dr. Anupreet Vig

EXECUTIVE PROFILE | 9958368881

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## Summary

Strategic, decisive, and collaborative leader with diverse management and academic experience in healthcare operations and quality. Experienced in guiding teams in implementing operational best practices to ensure quality, consistency and compliance with industry standards

## PROFESSIONAL EXPERIENCE

**Jesus & Mary College, Delhi University, New Delhi- ASSISTANT PROFESSOR-Healthcare Management**  
AUGUST 2018 - TILL PRESENT

- Developed in-depth lectures based on books, personal research, and course objectives to drive students' learning.
- Encouraged debates during and outside of class to develop students' understanding of Healthcare Management.
- Adapted syllabi to provide consistent engagement through both in-person and online instruction formats.
- Designed and developed course materials from learning objectives and selected ideal textbooks.
- Mentored and Coached graduate students as they completed advanced degrees, overseeing their research and helping each make career plans.
- Training the students on Healthcare Industry and making them job ready.
- Working as Team Leader in organizing Internships/Recruitments for Healthcare Management students.

## INDEPENDENT CONSULTANT

MARCH 2016 – JULY 2018

- Worked as Visiting Faculty for Healthcare administration in one of the esteemed Business institute and keeping abreast students about importance of quality and operations in Healthcare
- Being a team member of leading healthcare Consultancies and collecting, analysing on different Market surveys to bring in new technologies in healthcare.
- Organizing and supervising training programs for critical health care team.
- Understanding the needs of Quality Accreditation of client and working and supervising end to end services for Accreditation
- Implemented quality and performance-related strategies to improve service, productivity, efficiency and ensured regulatory compliance.

**MAX MULTI SPECIALITY CENTRE, New Delhi - Deputy Medical Superintendent**

JUNE 2015 -- TILL MARCH 2016

- Managing service and Medical quality and enhancing Patient care with respect to Quality.
- Project Maxima Championing
- People management and reducing attrition rate.
- Interdepartmental coordination
- Deriving quality initiatives with respect to NABH Standards
- Fabricating and Implementing effective SOP's

**MAX SUPER SPECIALITY HOSPITAL, New Delhi - *Manager -Operations, Service Quality & Legal Compliance***

**MAY 2013 - TILL JUN 2015**

- Customer Feedback & Complaint Management
- Tracking and analysing Performance Indicators at Unit Level
- Facilitating regular scheduled process Audits & Ensuring 100% effective closures of non-conformities.
- Developing Improvement Projects.
- Identify need and facilitate training on Complaint Management System.
- Analysing effectiveness and efficiency of the process based on audit findings & Customer feedback
- Monthly management review meetings (MRM) and inputs for monthly business review meetings (MBR)
- OPD and Discharge TAT monitoring and generating monthly reports and sharing with unit stake holders.
- Monitored processes, identified gaps, and resolved operational issues to correct organizational deficiencies.

**MAX SUPER SPECIALITY HOSPITAL - *PROGRAMME MANAGER(PEDIATRICS)***

**MAY 2012 -- TILL JUN 2015**

- Conducted in-depth data analysis projects to better understand and improve patient care services.
- Looking after the overall functioning of the Department of Paediatrics.
- Managing operational concerns of the area.
- Revenue planning of the department in conjunction with marketing.
- Ensuring quality patient care, statutory compliance and quality assurance in the department.

**MAX MEDCENTRE, New Delhi - *PHYSIOTHERAPIST***

**APRIL 2006-TILL FEB 2011**

- Responsible for overall administration of the department.
- Developed rehabilitation programs and exercise routines designed to gradually restore function, strength, and mobility.
- Provided consultation to patients in constant pain and worked to uplift spirits and encourage motivational attitude.
- Educated patients and their family members or caregivers about at-home care, exercise and treatment strategies.

## **EDUCATION**

- **ASSOCIATE CERTIFIED COACH-INTERNATIONAL COACHING FEDERATION-JULY 2021**
- **ICF ACSTH (APPROVED COACHING SPECIFIC TRAINING HOURS) - ACSTH Feb 2021**  
*Regal Unlimited, Bengaluru, KARNATAKA India*
- **MASTERS OF PHILOSOPHY (M.PHIL) IN HOSPITAL AND HEALTH SYSTEMS MANAGEMENT - HOSPITAL & HEALTH SYSTEMS May 2011**  
*BITS,Pilani, Pilani, Rajasthan India*
- **B.PHT(BACHELORS IN PHYSIOTHERAPY) - PHYSIOTHERAPY Dec 2003**  
*Guru Nanak Dev University, Amritsar, Punjab India*

## **CERTIFICATIONS**

- Certified Six Sigma Green belt from KPMG
- ICF ACSTH (Approved Coaching Specific Training Hours) from Regal Unlimited
- Positive Psychology from University of North Carolina at Chapel Hill
- Psychological First Aid from The Johns Hopkins University
- Mindshift: Break Through Obstacles to Learning and Discover Your Hidden Potential from Mc Master University