Niharika Khanal |



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 **Professional Summary**

# RPA BUSINESS ANALYST | HIS PROFESSIONAL| HEALTHCARE CONSULTANT| BHMS

A result-driven, versatile health care professional presenting with over 14 years international healthcare experience with extensive accomplishments within diverse environments utilizing exemplary management, analytical, organizational, and people skills. Experienced business analyst helping revenue cycle management companies. Highly analytical and performance-oriented with knack for identifying new automation opportunities, requirement gathering and report on trends. History of accepting full accountability for divisional direction and strategic management, provision of excellent customer services, and revenue management. A dynamic leader consistently achieved outstanding results in challenging environments while building and maintaining strong, loyal relations with both clients and colleagues.

**Skills**

Stakeholder management Analytical thinking

Verbal communication Multitasking

Analyze trends Analytical tool implementation

Business Solutions Development Collaboration

Task Prioritization

Coordination

# Experience

## Business Analyst- Grand River Hospital Canada, Oct 2023- Present

## Help to enhance HIS by working with the SWAT team to identify and implement improvements.

## Ensure that enhancements meet the business objectives and goals of the organization.

## Elicit and gather requirements.

## Understand the clinician’s preferences and behaviours, so you can provide valuable insights to the optimization team that can help enhance a tool that is tailored to the users' needs.

## Identify areas that need improvement, and work with the optimization team to make the necessary changes that can help to improve.

## Improved use of HIS features that support high quality care.

## Manager - Nature’s Signature Canada, Dec 2022

## Recruit, hire, and train top talent.

## Manage team and individual performances, delegation of responsibilities with clear expectations.

## Maximize profitability and profit margins. Create weekly action plans to exceed KPI.

## Maintain inventory management control, operational functions, administrative and task management.

## Digital Transformation Office - R1RCM India

## Business Analyst RPA Mar 2019-Aug 2022

## Coding Analyst

* Hands-on experience in a business analyst role in healthcare
* Connecting with stakeholders to gather requirements, create and present stories.
* Proficient with Tableau and SQL.
* Development of standard business process templates for the Clinical Systems Group.
* Facilitation of requirements sessions and prototyping for business partners.
* Trouble shooting, testing, and training to support project implementations.
* Contributes functionality and process design for new systems.
* Accurately assigned ICD 10 codes, sequencing diagnosis per patient medical record for physician billing in Same Day Surgery (SDS) specialty.
* Review and abstract relevant clinical data from electronic medical records to select the appropriate CPTs for procedures.
* Utilized strong assessment skills to determine medical necessity for post payment denials. Working knowledge of STAR, CERNER, 3M software.
* Consistently maintained a 98% or above accuracy rate.

**Dallas Fort Worth Hospital Council USA**

**Finance Intern Jun 2017- Aug 2017**

* Conducted staff interviews and write-ups necessary to complete the HIPAA self- assessment audit.
* Contributed to an Internal Process Flow Analysis Project of the background screening company.
* Participated in the administrative functions the DFWHC provides, including financial, budget, HR and IT. Walked through a monthly financial closing process to prepare for the monthly Board meetings, including accounts payable, accounts receivable, bank reconciliations, account reconciliations, cash management and financial preparation.
* Received an overview of the Grants Administration office to understand how the data is used to apply for grants.

## Texas Woman’s University USA

Graduate Research Assistant Dec- 2015 – May 2017

* Evaluated and measured big data of health and safety management systems.
* Risk assessment, modelling, and standardization in occupational health related data.
* Upload documents into Blackboard, printing responses, and responding to student emails and discussion postings.
* Perform research duties including collecting data, drafting research reports, assisting in community-based research activities, volunteer and internship opportunities, and research related to the academic program itself.
* Manage the curriculum maps and documentation on the blackboard and record minutes from every other week team meet.

## Dr. Batra’s Positive Health Clinic Pvt. Ltd India

## Head Medical Services June 2008-Dec 2014

* Effectively handle daily clinic operations while providing effective service as well as drive business.
* Conducting basic examinations such as trichoscan, BMI, etc. and recording the findings.
* Guide customers at the time of renewal regarding their terms and make relevant updates for the next term.
* Report regularly to corporate regarding sales assessments, branch goals, profitability, and staffing issues.
* Consult over 2000 regular patients in person and through Video Conference a month, enroll them into annual health plans and develop their treatment plan.

**Education**

## Masters in Health Information Science (Ongoing) Aug 2024

## Texas Woman’s University USA

## Health Systems Management Dec 2017

## EMBA

## Guru Gobind Indraprastha University India

## Bachelor of Homeopathic Medicine & Surgery (BHMS) Apr 2008

