

Curriculum Vitae



Mrs Jarunya Chantakit

24 M. 4 Theparuk Road, Theparuk, Samutprakarn, Thailand 10270

(Home phone) +6676 384 380 (Cell phone) +66 (85) 803 8899

email : jarunyao@gmail.com

Experience

Apr 2012-October 2012

Eye Institute Project Consultant (Part time)

Bumrungrad International Hospital, Bangkok

Report to CNO, matrix to CEO

- Entire facility planning involving liaising between Drs, Eye Centre staff, Engineers, Designers, Management Team for expansion from 300 sq.m. to 1,000 sq.m. to expand centre from servicing 200 patients to 400 patients / day.
- Development of Marketing plan and identified new market for expansion and new program or services ex. Initiate and create pre-school eye examination

Mar 2009-Mar 2012

Centre Director, Wellness Services

Bumrungrad International Hospital, Bangkok (538 beds)

Report to CNO

Operation Management

- Oversee all clinical and business operation of Wellness Services which consist of 6 departments: Health Screening Centre, Dental Centre, EENT Centre, Skin Centre, Plastic Surgery Centre and Plastic and Reconstructive Ward
- Develop annual plans, and budget for the Centre
- Collaborate with the team consisting of Physicians, Nurses and Service Line Managers to develop new services and new programs
- Develop policies and procedures and assure staff compliance with policies and standards
- Manage customer feedback
- Work flow process improvement
- Patient Satisfaction Management and quality improvement
- Nursing Informatics : collaborate with IS team and nursing end users to improve, change nursing documentation to e-documentation, and align with hospital information system (Amalga)

Clinical Management

- Work closely with Physicians, Service Line Managers and care team to assure quality, safety and effective delivery of services according to standard of practice and to meet patient and family needs
- Act as a consultant for Multidisciplinary Team to manage complex cases
- Administration Duty on Call covering 24/7 on office holiday or long weekend for any urgent cases or issues that may arise
- Working with the care team to ensure the proper process of triage and Outpatient services deliver in an effective and safety manner according to JCI standards
- Integrate services between OPD and IPD, assure the streamline of all services
- Review and Analyse data to identify opportunities of quality improvement and services development
- Identify and monitor performance indicators to ensure the efficient and quality care

Curriculum Vitae

Business Development

- Work with doctors, nurses and operative room team to create “Cornea Transplant Project” Cornea transplant 12 cases performed
- Expansion of Health Screening Centre package and products

International Projects Coordinator

Responsible for all Nursing Division international projects includes:

- Magnet Project Coordinator: target to become the first hospital in Thailand to apply for and receive Magnet Status
- Work closely with the US consultant to achieve all the Nursing Magnet Goals
- DAISY Project Leader and Coordinator with DAISY Foundation
- Nursing Representative and translator for the JCI Compliance Committee

Mar 2006-Dec 2007

Managing Director

Phuket Laser Centre, Phuket

Founder and Managing Director of a 50 million baht business providing state of the art laser technology and treatment, LASIK eye surgery, non-invasive skin rejuvenation and laser teeth whitening located on Patong Beach, Phuket: a world renowned tourist destination

- Develop business plan and securing 30 million baht bank loan
- Design and renovation of the premises including working with the architect, contractor and local authorities
- Management of Daily Operation: Operation Manager, patient care management, safety, maintenance of standard and quality
- Sales and Marketing: advertising, agent recruitment and contracts, media events, TV, website creation
- Financial Controller
- Human Resources; staff hiring, planning, training
- Resource planning and management
- Opened in September 2006 achieving an average income of around 3 million baht a month within 3 months

May 2005 –Feb 2006

Patient Care Director

TRSC International LASIK Centre, Bangkok

- Management of Patient Care Division which includes:-
Counseling Department, Examination Department, Surgery Department, Telemarketing
- Set up TRSC Phuket Branch, planning and implementation of patient care policies and procedure, staff policies on eye surgery safety, marketing strategy and public relations

Sept 2004 –Apr 2005

Senior Manager, Counseling Department

TRSC International LASIK Centre, Bangkok

- Management of Counseling Department, which includes: Patient counseling for Vision Correction both Thai and international patients, staff training and management, patient care within the centre
- First Eye Laser Centre in Thailand that have counseling services 24/7
- Conversion ratio 85%

Curriculum Vitae

2002-2004

Off work while I took care of my terminally ill father.

Jun 1999-Oct 2001

Centre Manager

Rutnin Gimble Excimer Laser Eye Centre, Bangkok

- Manager of Bangkok's premier laser eye correction facility, patient counseling, patient care, patient & staff education, staff management and administration throughout the whole facility

Aug 1998-Jan 1999

Agency Nurse

Montague Nursing, London, UK

- Working as a part time /agency nurse, nursing home and long term care duties as a nursing assistant

1993-1998

Charge Nurses

Thainakarin Hospital, Bangkok (200 beds)

- Management of 32 bed acute surgical and medical unit

1991-1993

Staff Nurses

Samrong General Hospital, Samutprakarn (100 beds)

- 20 bed surgical and medical unit. General staff nurse duties

Personal Information

Marital status	Married
Nationality	Thai
Date of Birth	14/09/68
Age	45
Place of Birth	Bangkok
Spoken languages	English, Thai

Education

1986-1991	Khon Kaen University, Thailand	BSc Nursing Science
1998-1999	London Study Centre, London, UK	English (Cambridge Preliminary, Intermediate)
2003	The Commission of Graduated Foreign Nursing School (CGFNS) PA, USA	Certified
2004	The International Commission of Healthcare Professional (IChP) Visa Screen, PA, USA	Certified Valid through July 2018
2004	TOEFL	210 (CBT)
2009	IELTS	overall 6.5 (Academic certified) 7 (speaking)
2013	IELTS	overall 7 (Academic certified) 7 (speaking)

Additional Skills

Computer: Highly proficient in Windows, iOS, Microsoft Office (Outlook, Excel, Word, PowerPoint, OneNote, Publisher)
HIS –Hospital Information System
Adobe Illustrator, Photoshop, Light Room

Curriculum Vitae

Community Services

- 1999-2012** World Vision Organization (Educational Sponsor for 1 child)
2008 Volunteer for Wishing Well Foundation (Dream come true for Late Stage Cancer Children)
2009 Habitat for Humanity-Jimmy and Roselyn Carter Project, Mekong Build, Chaing Mai, Thailand

Personal Interest

Meditation, Technology, Underwater Photography, Beach Volleyball, Ultimate Frisbee, Biking

Supporting Information

My professional career to date has always been in the healthcare industry which I feel displays my commitment in utilizing and developing my skills to the well-being of society. I am a fast learner and enthusiastic, with strong interpersonal skills, management skills and able to communicate and listen to others on many levels and I enjoy the challenge of working under pressure.

I am used to working in multicultural environments and feel that the experience I have gained from working in both nursing and management, in Thai and International environments, has helped develop my teamwork skills to a very high standard and also improved my self-discipline, accountability, professionalism, and problem solving using appropriate initiative.

I am confident in my abilities to provide a high standard of customer care and service and feel that I am a valuable asset to any team.

References

Mack Banner, CEO
Bumrungrad International Hospital
Bangkok, Thailand
Phone: +66 2667 1256
Mack.Banner@bumrungrad.com

Jiraporn Lekdumrongsak, CNO
Bumrungrad International Hospital
Bangkok, Thailand
Phone: +66 89 811 1059
Jiraporn@bumrungrad.com

Karen Carter
Business Development Consultant
Phone: +66 81 649 7205
karen.carter@bumrungrad.com

Laurie Colyer
Business Unit Director
Bumrungrad International Hospital
Bangkok, Thailand
Laurie@bumrungrad.com

Dr.Prin Rojana-pongpan, MD
Eye Project Consultant
Chief of Glaucoma Unit and International
Affair's, Chulalongkorn University &
Hospital
email: rprin@chula.ac.th

Connie Ma, RN, MNA, NEA-BC
Independent Nursing Consultant,
Los Angeles, CA
conniema@gmail.com