

GAYATHRI LELLA

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Education:

Master of Science in Health Informatics | August 2023 – May 2025

George Mason University, Fairfax, VA | GPA: 3.9/4.0

Bachelor of Naturopathy and Yogic Sciences | August 2016 – Apr 2022

S-VYASA University, Bangalore, India | GPA: 3.44/4.0

Skills

- **Compliance & Regulatory Frameworks:** HIPAA, HITECH, NABH accreditation, CMS Conditions of Participation, NABH/IPHS guidelines, CDSCO, EMA, WHO-GMP and OIG guidance.
- **Audits & Investigations:** Proficient in chart audits, crash cart and equipment audits, consent form and infection control audits, EMR access monitoring, PHI security audits, root-cause analysis (RCA), incident investigation and CAPA tracking. Skilled in preparing hospitals for NABH and CMS surveys and accreditation reviews.
- **Documentation & Data Tools:** ICD-10, CPT, CDT coding, informed consent protocols, template governance, Excel (macros, pivot tables), Power BI, SQL and Tableau for compliance dashboards, KPI trackers and audit reporting.
- **Risk Management & Policy:** Conduct compliance risk assessments, review and draft SOPs, manage CAPA and policy lifecycle, monitor PHI handling, maintain audit logs, develop regulatory submission trackers and compliance dashboards. Adept at fraud and abuse detection and monitoring chart traceability.
- **Training & Communication:** Develop and deliver compliance training programs, facilitate cross-functional meetings, draft policies and SOPs, and promote effective lines of communication to maintain a culture of regulatory readiness.
- **Soft Skills:** Cross-functional collaboration, analytical thinking, leadership, regulatory presentation readiness, training and mentorship, problem solving.

Experience

National Health IT Collaborative for the Underserved (NHIT),

Health Informatics Intern

February 2025 to May 2025

- Co-led the design of a \$150 K AWS-based predictive analytics proposal targeting social determinants of health: developed stakeholder personas and data architecture to serve more than 200 K individuals.
- Presented the initiative at HIMSS 2025 to over 10 000 industry professionals, advocating for equity-focused digital health solutions and demonstrating thought leadership.
- Worked with compliance officers to conduct a preliminary HIPAA and HITECH risk assessment of the proposed AWS environment, identifying PHI security requirements and recommending data encryption, access controls and audit logging.
- Drafted data governance protocols and business associate agreements to support secure data sharing with community partners; ensured alignment with federal breach notification rules and patient privacy regulations.
- Assisted in developing a training plan for project staff on privacy considerations, informed consent for data use and best practices for maintaining confidentiality in population health analytics.

Pragati Sparsh Medical Centre

Compliance & Documentation Analyst

October 2022 to May 2023

- Conducted comprehensive compliance audits of patient records, clinical documentation and departmental processes, ensuring strict adherence to NABH standards and IPHS guidelines; identified deficiencies and coordinated corrective actions that reduced compliance issues by 30%.
- Designed and maintained compliance dashboards using Power BI to track audit findings, CAPA plans and compliance KPIs; facilitated data-driven decision making and improved accountability across departments.
- Collaborated with clinical, nursing, pharmacy and IT departments to conduct root-cause analyses of compliance breaches; implemented targeted remediation strategies that reduced repeat violations by 40%.
- Managed regulatory documentation for audits and inspections; prepared corrective and preventive action (CAPA) plans and ensured timely follow-ups to maintain continuous accreditation readiness.
- Automated compliance reporting using SQL and Excel macros, improving reporting efficiency by over 40% and enabling real-time monitoring of compliance metrics.
- Developed and delivered training sessions for clinical and administrative staff on compliance requirements, proper documentation practices and regulatory changes, fostering a proactive compliance culture.
- Monitored critical compliance areas including emergency preparedness (crash cart audits), medication management audits and incident reporting procedures; ensured timely escalation and corrective action.
- Prepared and presented monthly compliance reports to senior management, clearly communicating risk exposures, compliance gaps and improvement strategies, secured resources and leadership commitment for remediation.
- Supported interdisciplinary teams during regulatory inspections, ensuring readiness and adherence to standards; facilitated successful survey outcomes and reduced audit findings.

S-VYASA University & HCG Hospital,

Regulatory Assistant

March 2020 to April 2022

- Conducted thorough audits of inpatient and outpatient documentation (SOAP notes, physician orders, discharge summaries, procedure coding) to verify accuracy and completeness, highlighted discrepancies for corrective action.
- Participated in internal risk assessments and confidentiality compliance audits; reviewed user access within EMR systems, ensured appropriate role-based permissions and promptly deactivated inactive profiles to reduce unauthorized access risks.
- Developed and maintained Excel-based audit tracking tools to monitor department-level compliance KPIs, closure of audit flags, RCA status and incident trends; enabled data-driven oversight and continuous improvement.
- Led pre-audit preparation for NABH accreditation cycles, ensuring infection control records, medication administration logs and informed consent forms were current and compliant.
- Managed incident reporting workflows, performing RCAs for documentation errors such as missing discharge summaries or incorrect consent linkage; coordinated corrective actions and verified closure.
- Drafted and updated policies and SOPs on record retention, clinical hand-off documentation and verbal order protocols; communicated changes to staff and ensured adoption.
- Collaborated with IT to implement documentation standardisation modules in the EHR; created field validation checklists and mandatory entry compliance prompts to improve documentation quality and reduce missing data.