



Nino Mikava

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WORK EXPERIENCE:

2016-present “Healthcare Association” (founded by the largest private hospital chains in Georgia
“EVEX”, “Geohospitals”, “New Hospital”, “Aversi Clinics”)

Director

2019-present **BTU – Business and Technology University**

Assistant Professor

2018-present **Ilia State University**

Invited Lecturer

2016-present **University of Georgia**

Invited Lecturer

Course Coordinator: “Insurance and Risk Management”

2013-2016 **Ltd. International Insurance Company IRAO**

Deputy General Director/Director of Health Insurance Line Development

2011-2013 **Ltd. MEDISON Holding (chain of outpatient clinics)**

General Director

2007-2010 **Insurance Company Aldagi BCI**

Tbilisi, Georgia

Director of Personal Risks’ Insurance Department (Member of the Board of Directors)

- Aldagi BCI held 36% of Insurance market, having 220,000 insured customers*
- Managed staff consisting of 100 employees under direct supervision*
- Responsible for design of insurance programs, claims settlement, provider relations, customer relations*
- Developed the strategy of the company in personal risks lines; was actively involved in the planning processes and in all important decisions of the company*
- Developed budget, designed structure of the department, identifying KBOs for middle level managers in the department*
- Supervised performance of Aldagi BCI’s daughter companies: My Family Clinic (chain of outpatient clinics) and St. Nicolas Clinic (Inpatient Clinic in Kutaisi)*
- Formed quality control and improvement unit*
- Formed customer club: club consisting from main Aldagi BCI’s corporate client representatives and opinion leaders to improve services etc.*
- Formed expert panel unit consisting of various Doctor-specialists in Georgia to monitor quality of services provided by providers*

2006-2007 **Insurance Company Aldagi BCI**

Tbilisi, Georgia

Head of Aldagi BCI Assistance

(Four Insurance Companies Selbi, Europace, Aldagi and BCI merged and transformed into Insurance Company Aldagi BCI)

- *Developed provider network, service and claims reimbursement schemes for state funded projects (vulnerable, teachers, prisoners insurance, Ministry of Internal Affairs staff insurance, municipal programs etc.)*
- *Worked out bancassurance schemes with Bank of Georgia (Credit life insurance, bank's customers' medical insurance programs etc.)*
- *Developed medical insurance programs for retail sales (first precedent of health insurance retail sales in Georgia)*

2004-2006 Insurance Company BCI Tbilisi, Georgia
Head of BCI Assistance

- *Formed medical department in Insurance Company BCI*
- *Developed provider network for insurance programs*
- *Developed claims reimbursement procedures, service schemes*
- *Designed health and life insurance programs*
- *Price fixing for health and life insurance programs*
- *Recruited staff-GPs, specialists and others, worked out profile of clinic, list of services to be provided by the clinic, worked out price list and strategies to attract insured and noninsured customers etc.*

EDUCATION:

2018-2020 University of Georgia Tbilisi, Georgia
PhD in Public Health (*Research topic: Perspectives of Georgia in Medical Tourism*)

2016-2018 Caucasus University Tbilisi, Georgia
PhD in Business

2008 University of Scranton and Caucasus University joint project Tbilisi, Georgia
Healthcare Management Concentration Course

2002-2004 Caucasus School of Business Tbilisi, Georgia
MBA in General Management

1996-2002 Medical School "AIETI" Tbilisi, Georgia
(Davit Tvildiani Medical University)
Faculty of General Medicine, Doctor's Degree

ACHIEVEMENTS:

2020 Lean Management Course Tbilisi, Georgia
Yellow Belt Certificate/Kaizen Institute Georgia

2020 Author of the research article, published in Georgian Medical News
"Georgia's Perspectives in Medical Tourism: Challenges, Barriers in Healthcare Sector"

2019 Research Project – Needs Assessment in Primary Healthcare System in Georgia
Principal Researcher/Expert

2018 Winter School on Global Health Tbilisi, Georgia
Participation Certificate/Winner of the contest

2018 Innovations in Women's' Health (MASHAV Program) Haifa, Israel
Participation Certificate

