

# CURRICULUM VITAE



## **E.VIJAYABHASKAR**

### **GIST OF MY EXPERIENCE:**

22 years of experience in cross functional fields including Hospital Operations and Administration, Human Resource Management, Marketing Management, Public Relations etc.  
Experience of work in different type of hospitals such as Allopathic, Ayurvedic and Naturopathy hospitals.

<b>Position</b>	<b>Organisation</b>	<b>Period</b>
Hospital Administrator	Landour Community Hospital, <i>Mussoorie, Utrakhand</i>	July 2013- Present
Administrator	Emmanuel Hospital Association <i>New Delhi</i>	Feb 2006 - July, 2013
Chief Administrator	Jindal Naturecure Institute <i>Bangalore</i>	Jul 2005 - Feb 2006
Manager- Admin & PR	Kottakal Arya Vaidya Sala <i>New Delhi</i>	Oct 2001 - Jul 2005
Senior Manager - Corp Services	K.G.Hospital <i>Coimbatore, Tamil Nadu</i>	Jun 1995 - Oct 2001
Management Trainee	Aravind Eye Hospital <i>Madurai, Tamil Nadu.</i>	Jun 1994-May 1995

### **AREAS OF EXPOSURE:**

Hospital Administration, Public Relation-Press, Government , Hospital Human Resource Management, Hospital Marketing Management- Corporate

### **Objective:**

Seeking a challenging career in the highly enterprising area of management to carve out a niche for myself and make a positive impact.

### **WORK PROFILE:**

#### Present

#### **Organisation:**

**Landour Community Hospital, Mussoorie ( A unit of Emmanuel Hospital Association, New Delhi. )**

*EHA is a Group of 20 Hospitals and 35 Community Health Development Projects in Central, North and North east of India.*

<b>Position</b>	<b>Period</b>
<b>Hospital Administrator</b>	<b>Since July 2013</b>

#### **Key Responsibilities:**

- ^ Responsible for Hospital Operations.
- ^ Responsible for Hospital's Strategic planning and its implementation so as to achieve the Vision & Mission.
- ^ Responsible for the Growth & development of the Hospital and its services so as to meet the need of the target Communities.
- ^ Responsible for the Human Resource Planning & Development organization, so as to improve staff performance and to achieve the purpose for each Department.
- ^ Responsible for coordinating the activities of all respective services and departments and their smooth functioning.
- ^ Responsible for ensuring that the highest standard of care for patients and standards of work are practiced in the Hospital.
- ^ Responsible for fostering high Staff morale through programmes.

- ⤴ Responsible for maintaining a congenial environment in the Hospital and ensuring a strong code of conduct/ discipline so as to meet the standards of the organization.
- ⤴ Responsible for supervision & monitoring of the activities of all departments so that objectives of every departmental are met.
- ⤴ Responsible for settling legal disputes and problems that may affect the smooth functioning of the Hospital.
- ⤴ Responsible for safety of the Hospital properties and for the safe custody of the Hospital Important Documents
- ⤴ To be the channel of communication of the Hospital on behalf of Hospital Management Committee.
- ⤴ Responsible for networking with other mission organizations and maintaining a close ties with them.
- ⤴ Responsible for networking with local government, social and voluntaries bodies for maintaining goodwill in the Community
- ⤴ Responsible for meeting any emergency at any hour of the day.
- ⤴ Responsible for coordinating the activities of all administrative services and for the operation of the paramedical sections and ensuring their smooth functioning for staff and patients.
- ⤴ To be responsible for implementing, supervising and monitoring systems to control the financial operations of the Hospital
- ⤴ To be responsible for ensuring that the highest standards of work are practiced in the all department and at the same time fostering high staff morale.
- ⤴ To advise Management Committee on all services and areas of the hospital's work for which the Administrator has delegated responsibilities and to be responsible for implementing administrative programs, systems and procedures approved by the Management Committee.
- ⤴ Responsible for co-coordinating all planning of development, both in facilities and services.

**Organisation: Emmanuel Hospital Association, New Delhi**

*EHA is a Group of 20 Hospitals and 35 Community Health Development Projects in Central, North and North east of India.*

**Position:**  
**Administrator -CO**

**Period:**  
**February 2006 - July 16, 2013**

**Responsibilities:**

**HR MANAGEMENT - Corporate**

- ⤴ Planning Job interviews, organizing orientation for new employees,
- ⤴ Collating staffing requirements from various hospitals of EHA and appointments, postings, transfers and salary fixation.
- ⤴ HRM of Central office staff and maintaing Personnel files

**RECRUITMENT**

- ⤴ Advertising, Screening, Processing, for various positions in hospitals and Community Health Projects.
- ⤴ Promoting organisation through exhibitions for establishing contacts and recruitment.
- ⤴ Promotion through various medical colleges for recruiting doctors.

**TRAINING**

- ⤴ Responsible for Training all Professional Staff on Performance appraisal & Professional Development Planning where employee are guided to identify their long term vision and help in developing their career path for personal and professional growth.
- ⤴ Organising various training programmes on for Paramedical and Administration staff.

**SPONSORSHIP & SCHOLORSHIP:**

- ⤴ As EHA is one among the sponsorship bodies which sponsor candidate to Christian Medical College Vellore and Ludhiana. Responsible for Candidate Screening and Sponsorship to MBBS, PG courses to Christian Medical Colleges.
- ⤴ Scholarship for staff and others who are interested in pursuing professional development courses as a part of staff development.

**OVERSEAS VOLUNTEERS AND MEDICAL ELECTIVES:**

- ⤴ Responsible for processing Overseas Volunteers and Medical Electives, visiting EHA hospitals. Processing their Visa papers, contracts and invitation letters and per the country requirements.
- ⤴ Also incharge of orientation of volunteer / electives, regarding their do and don't while they are in India.
- ⤴ Coordinates in Posting volunteers / elective students in respective hospitals as per the requirement.

**Organisation: JINDAL NATURECURE INSTITUTE, (INYS), BANGALORE**

*A 230 bedded hospital Naturopathy hospital & MCH (Multi specialty Hospital and diagnostic centre) in Bangalore.*

**Position**  
**Chief Administrator**

**Period**  
**July 2005 - February 2006**

**Responsibilities:**

- ▲ Responsible for the day-to-day administrative functions of the hospital and diagnostic center.
- ▲ To look after that the system functions as per procedures.
- ▲ To ensure effective coordination between the staff and patients.
- ▲ To conduct periodical meeting and take decision on various aspects to improve the Organisation.
- ▲ To ensure discipline is maintained.
- ▲ To ensure to receive regular feedback from patients and take appropriate action for patient satisfaction.
- ▲ To plan and appoint staff to different department of the hospital as and when required.
- ▲ To conduct interview and appointment.
- ▲ To coordinate in purchase of necessary consumables and equipment for the hospital.
- ▲ Streamlined management of :
  - Hospital Treatment Sections, Diet Center, Yoga Complex, Deluxe Accommodation ( Green Plaza)
  - Farm (Growing Vegetables and fruits for the use of patients), Manav Charitable Hospital : OPD, Lab, Pharmacy, Physiotherapy, Accupuncture

**Organisation: ARYA VAIDYA SALA KOTTAKKAL,**

*Ayurvedic Hospital & Research Centre, Delhi having Head office at Kottakkal, Kerala, South India a century old organization known all over the world for Ayurvedic treatment and medicine. Patients from all over the world utilize the treatment facilities.*

**Position**  
**Manager- Administration & PR**

**Period**  
**October 2001 - July 2005**

**Responsibilities:**

- ▲ Responsible for the day-to-day administrative functions of the hospital
- ▲ Responsible for looking after personnel matters and ensuring discipline and smooth functioning of the unit.
- ▲ Responsible for maintaining close co-ordination and liason with various government agencies and authorities in connection with the activities of the hospital
- ▲ To evolve suitable marketing strategies of the health care services available in the hospital.
- ▲ To furge ties with corporate and the institutional segment especially public section undertakings to obtain empanelment with a view to improve the occupancy level in the hospital
- ▲ Function as an effective link with personnel department at H.Q
- ▲ To invite application and conduct interview for any manpower requirements.
- ▲ Responsible for proper house keeping and related activities including utilities.
- ▲ To carry out work related to arranging staff duties
- ▲ Arrange to issue of certificates and other related documents.
- ▲ Ensure maintenance of necessary records.
- ▲ Liason with government departments such as Ministry of Health, Ministry of Finance in connection with the activities of Head office.

**Organisation: K.G.HOSPITAL & POST GRADUATE MEDICAL INSTITUTE,**

*Super Speciality 500 bedded Hospital, Coimbatore, Tamil Nadu.*

**Positions**  
**Senior Manager - Corporate Services**

**Period**  
**June 1995 - October 2001**

**Responsibilities:**

- ▲ Developing marketing and business development strategies of health care strategies of healthcare services for corporate clients.
- ▲ Overall in-charge of marketing of hospital services, client management and effectively developing & using marketing skills for positive client response.
- ▲ To develop formal business arrangement with corporate clients in consultation with the chairman. Maintaining regular contacts with industrial medical officers, key welfare officers and H.R.Managers

of various companies.

- ▲ Organising health checkup programmes for corporate sectors.
- ▲ Business contracts development with insurance companies and government agencies.
- ▲ To carry out all kinds of market assessments and customer satisfaction feedback studies with corporate clients.

#### **Achievements:**

- Increased Hospital revenue through corporates tieups and Third Party Insurance companies.
- Increased Corporate Tie-ups from 10 companies to 150 companies.
- Conducted National Conference involving International Faculties.
- Conducted more than 300 Continuing Medical Education programmes and updates for doctors.
- Member in Top management Team
- Member in Internal Audit Team for ISO 9002.
- Involved in the process of starting a 4 digit number telephone line for any emergencies related to heart: "The Heart Brigade Services which work for 5 different hospitals in the city.
- Involved in starting a Heart surgery center for K.G.Hospital.
- Involved in developing MIS for K.G.Hospital.
- Organized more than 250 Health checkup camps for corporates.
- Organised more than 300 Health Awareness Programmes for Corporates.

**Organisation: Aravind Eye Hospital, Madurai, South India.**

A1400 bedded eye hospitals , WHO Collaboration Centre.

**Position: Management Trainee**

**Period : June 1994-May 1995**

Started as Management Trainee. This involves: Coordinating, documenting, implementing, guiding other operation flows of the hospital smoothly, and reporting to the top management.

#### **Summary of Qualities:**

Ability to handle complaints, serve customers, and deal with different kinds of difficult people and management ability to lead, organize, plan , motivate others, and coordinate all activities in a well maintained time span.

Experience in Liason for Hospital with Ministries, Government departments, Police etc., Organizing meetings for Government department at the hospital. Result oriented, Excellent communicator and perceptive manager. Focused, Creative, Enthusiastic and highly motivated team player. Perform well in high stress situation. Highly recognised by management.

#### **Academic Profile**

1992-1994: **Master in Hospital Management** (Duration: 2 Years - full time)  
Madurai Kamaraj University, Madurai, Tamilnadu

1989-1992: **Bachelor of Commerce** (Duration: 3 Years - full time)  
Madurai Kamaraj University, Madurai, Tamilnadu

#### **Personal Profile**

Date of Birth : 26.04.1971  
Nationality : Indian  
Linguistic Adroit : English, Hindi, Tamil, and Malayalam  
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