

# HARI KUMAR G

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## Career History

### I. *June, 2016 – Present*

*Assistant Manager - Operations*

*Travancore Medical College & Hospital, Kollam, Kerala.*

### Functional Roles

- General Safety Officer
- Core Committee
- Front Office and Guest Relations
- IP Billing and Discharge
- Insurance
- Facility
- Marketing
- Pharmacy Services
- Security Services
- Purchase
- Medical College

### Duties and Responsibilities

- Safety Committee
  - Conducted safety rounds in coordination with quality department and prepared reports in accordance with the audit reports.
  - Initiated measures to rectify defects and deficiencies observed in the safety audits.
  - Initiated installation of Anti-Slip liners in stairs and slopes to reduce the risk of fall.
  - Installed sign boards in the hospital premises, marking parking zones, no parking zones and reserved areas.
  - Initiated zone marking for disabled persons, marking the area in specific color code, and floor pattern.
  - Conducted audits for wheel chairs and initiated steps to rectify the deficiencies.
  - Conducted audit on temperature monitoring in all concerned areas and initiated steps to implement regular monitoring in these areas.
  - Conducted audits and checked the safety aspects of maintenance and engineering aspects including civil work like wall, floor and roof etc, fixed furniture like nurse station, and shoe racks etc loose furniture like emergency cart, chairs and trolleys.

- Initiated measures to build awareness among the staff in code white and code pink emergencies
  - Conducted audits on the provision of safe water, electricity, medical gases and vacuum systems.
- Core Committee
- Coordinate with various department heads and develop process improvement strategies for concerned departments.
  - Identify and rectify performance dips by continuous monitoring of performance indicators.
  - Develop and deploy strategies for risk analysis and management in concerned departments.
  - Coordinate with Department of Quality for the implementation of NABH standards.
- Front Office and Guest Relations
- Manage and supervise the front office comprising of Information desk, New Patient Registration, OP Counters, Casualty Reception, Admission and Counselling desk.
  - Monitor and ensure that the Counters are opened and are ready for work and ensure that sufficient staff are available on working hours
  - Monitor the work assigned to duty managers are doing correctly.
  - Monitor Telephone Exchange pertaining to the inquiries related to services provided in the hospital.
  - Monitor and ensure that registration services are according to established protocols
  - Monitor maintenance of records and documentations related to front office processes throughout the hospital are working properly.
  - Helps patients in distress by responding to emergencies
  - Monitor time taken for attending a patient and registration processes in each counters by front office assistants and if found any delay, it shall be corrected by taking appropriate corrective action
  - Monitor and maintain patient satisfaction through regular feedback review.
  - Management of feedback escalations received from Guest relations manager and Redressal cell.
  - Staff allocation and supervision on patient areas to coordinate and support services provided.
  - Implement strategies devised in core committee.
- IP Billing and Discharge
- Monitor and manage the IP Billing process.
  - Coordinate with Core Committee and develop improvement strategies for billing process.

- Maintaining staff allocation to various billing outlets and ensuring that the discharge process is completed within the stipulated TAT.
- Implement strategies devised in core committee.
- Devised audit methods for analysing discharge TAT and implemented strategies to reduce waiting time for patient discharge.
- Inspected and conducted audits to identified missing entries in the IP Billing process and implemented strategies to reduce missing entries from IP billing service sheets.
- Coordinated with Accounts and regularly monitored revenue loss risk through IP billing.

➤ Insurance

- Monitor and ensure proper processing of ESI and Karunya scheme payments
- Check all issues regarding pending payments receivable from insurance companies.
- Supervise and monitor the department of Insurance and Insurance Help Desk.
- Coordinate insurance related activities with Operations Manager and Accounts.
- Follow up payment retrieval from the insurance companies and Government bodies.
- Evaluation of comparison study of ESI patients before taking up to the procedure
- Communicate to patients about queries related in insurance, billing and discharge

➤ Facility

- Monitor and manage facility allocation to various asses in the organisation.
- Manage and maintain Hostel allocations and monitor resident protocols for accommodation provided to staff and students of the institution.
- Manage and maintain all logistics related activities and assets of the organisation.
- Coordinate Transport and accommodation of VIP guests and other dignitaries including International patients.
- Manage accommodation facilities for resident employees including doctors.

➤ Marketing

- Coordinated with various clinical departments and arranged medical camps in various locations in and out of the city.
- Coordinated with Registration desk, Pharmacy store, OPD's, Radiology, and Laboratory and maintained proper processing of camp patients registrations and processing.
- Managed and supervised Wellness clinic for devising attractive health packages targeting patients from various backgrounds of the society.
- Identified and procured advertisement opportunities in various hoarding installed in highways.

➤ Pharmacy Services

- Overall supervision of pharmacy outlet including monitoring of SOP, stock and staff management.
- Screening of eligible candidates as pharmacists to be assigned to specific responsibilities inside the pharmacy.
- Infrastructural and policy implementations in coordination with Quality and Clinical pharmacology department.
- Initiated installation of pharmacy racks, defining color coded racks for sound alike, look alike and high risk categories.
- Monitored cold chain management in pharmacy outlets and implemented regular audits for temperature monitoring in all outlets.
- Conducted regular stock audits in all pharmacy outlets to rule out dispensing errors, stock variations and damage risk.
- Conducted stock audits to find out the ROL excess items stocked in pharmacy outlets and initiated steps to reduce excess stock.
- Implemented medicine baskets for transportation of medicines and consumables from pharmacy outlets to dispensing areas.
- Coordinated with quality department, accounts and ITD in separation of medicines and consumables, storage and sales through the software.

➤ Security Services

- Supervise the services provided by the security department, including the staff strength for the institution.
- Coordinated with Quality department in formulating the policies and regulations pertaining to the security department.
- Introduced an SOP and a policy for managing lost and found.
- Supervised and managed the staff appointments.

➤ Operations In-charge (Acting)– Department of Purchase

- Created a database consisting of all the manufacture's details with the contact details of representatives, area managers and regional managers-division wise and identified the lead time of individual suppliers in a district wise manner.
- Routinely verified purchase orders generated for medicines and consumables, and issued first level approval of the same.
- Short term member of the Pharmacy and Therapeutic Committee representing the Operations department to verify and analyze the potential of new medicine entry to the formulary.
- Supervise the rate negotiations of medicines and consumables between the company representatives and Purchase manager, and analyze the profit margin and sales pattern.
- Supervise the preparation and dispatch of purchase orders and their follow up by purchase department.

- Participated in administrative level meetings and provided feedback and solutions for the betterment of the routine activities of the hospital.
  - Maintain good communication between department heads, medical staff and governing boards by attending board meetings and synchronizing interdepartmental functions.
  - Initiated audit process to evaluate thoroughness of documentation and maintenance of facility standards.
- Operations In-charge – Medical College & Nursing College
- Conducted Nursing College library audit, completed the stock taking process. Supervised the preparation of index based data list for the resources available for library utilization.
  - Supervised the installation of Medical Education Unit, as mandated by the MCI, and coordinated Revised Basic Course in MEU.
  - Supervised the infrastructural maintenance of the medical college, utilizing the departments of IT, Maintenance, Engineering and Housekeeping.
  - Renovation of lecture halls, and Exam hall, incorporating the installation of projectors, screens, and computers.
  - Identified the needs and requirements of the College for its smooth functioning and coordinated the fulfilment, given the requirements spanning to all the support sectors such as engineering, maintenance, IT, housekeeping, Projects and Installations etc.
  - Renovation of Auditorium as per the requirements with ample audio visual systems and installation of a sports room.

**II. August 2014 - May 2016**

*Apollo Hospital (Main), Chennai, Tamil Nadu*

*Operation Theater Coordinator*

- Organized the department in accordance with administrative guidelines in order to provide specified nursing services to meet the legal, organizational and medical staff guidelines.
- Led the planning and achievement of goals and objectives consistent with the quality mission and philosophy.
- Consistently complied with applicable laws and regulations and ensured facility adhered to Medicare and Medicaid regulations.
- Interpreted and communicated new or revised policies to staff.
- Strategically planned methods to achieve goals and targets.
- Reviewed customer survey information to prioritize areas of improvement.
- Achieved high staff morale and retention through effective communication, prompt problem resolution, proactive supervisory practices and facilitating a proactive work environment.
- Assisted in resolving and satisfying client requests and internal operational issues.
- Investigated and reported issues relating to patient care or conditions that might hinder patient well-being.

- Confidently managed the overall operation of nursing services and patient care.
- Identified process improvements in the day-to-day functioning of the department.
- Continually improved knowledge, skills and performance based on feedback and self-identified professional developmental needs.
- Initiated audit process to evaluate thoroughness of documentation and maintenance of facility standards.

## Education

MBA - Hospital Management  
Bharath University– 2014,  
Chennai, Tamil Nadu

Higher Secondary Education  
NIOS – 2007,  
TKM Center for Higher Education  
Kollam, Kerala

B-Tech – Bioinformatics  
Bharath University- 2011,  
Chennai, Tamil Nadu

Secondary School Exams,  
CBSE - 2005,  
St' Mary's Residential Central School,  
Kollam, Kerala

## Co-Curricular Activities

- ~ Hands on training program & demonstration of techniques in System Biology & Computational Biology, Neogen Biosolutions Pvt. Ltd.
- ~ International workshop on cardiovascular drugs, University of Southern Queensland, Australia.
- ~ International Seminar on Designing of Newer Experiments using Biomedical Equipment's, University of Southern Queensland, Australia

## Skills

- ~ Judgment and Decision making
- ~ Promotes positive behavior
- ~ Strong presentation skills
- ~ Project management
- ~ Effective staff training skills
- ~ Planning and development
- ~ Resource management

## Reference

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Manager Human Resources  
Travancore Medical College Hospital
2. Mr. Arun  
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Manager House Keeping  
Travancore Medical College Hospital
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Vice Principal,  
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Deputy Medical Superintend,  
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