



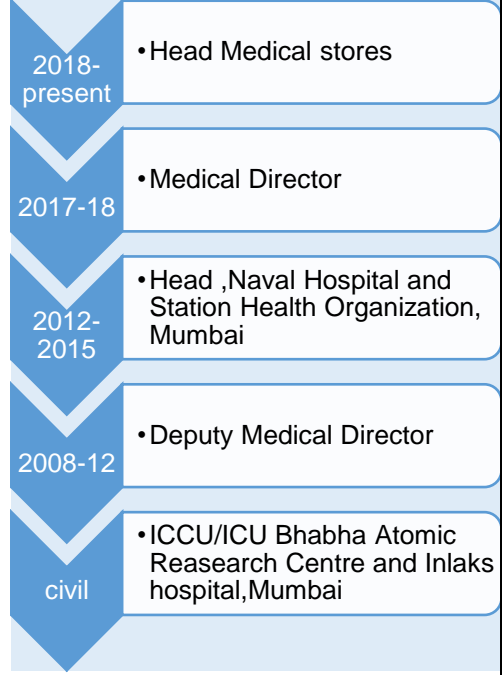
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A **Process Improvement expert** with 14 years of all-round health care administration experience in diverse scenarios and environment from the esteemed Army Medical Corps (Indian Navy) driving multi-site operations to growth and accomplishing all KPIs, hands on expertise in strategic and operational decision making and financial management .



CAREER HIGHLIGHTS

Supply Chain Management

- Successfully led the entire **pharmaceutical operations of a 333 bed multi-specialty hospital** including inventory management, warehousing, forecasting, budgeting and procurement.
- Headed the task force for continuous and timely procurement of medicines and equipment in addition to managing the complete supply chain network costing in excess of 15 crores for a dependency of approximately 3 lakhs patients ensuring no discontinuation in treatment protocol of patients
 - ✓ Using Lean techniques to all areas of operation created a lead time reduction by 60% using value mapping and optimizing the flow at the bottlenecks thus reduced the throughput in the procurement process.
 - ✓ Used pareto-approach to reduce non-compliance in vendors and also to be able to have the better statistics of stock delivery.
- Negotiated, Formulated **Price Agreements** in excess of 22 crores and completed **vendor registration** for consumable and non-consumable stores ensuring the availability of all items at the requisite specifications and lowest cost.

Hospital Management

- **Provided Leadership and change management to a Hospital** in a remote location to promote reputation for quality, innovation and clinical excellence. Revamped the old practices, as per latest guidelines with an aim to deliver finest healthcare to dependent clientele of 25000 population.
 - ✓ Improved service quality by introducing new OPDs, renovating the casualty, operation theatre, dental centre, laboratory and the wards .Focussed on patient safety by regular training of staff and formulated clear concise guidelines to drive the message.
 - ✓ For enhancing patient comfort, introduced innovative measures to reduce patient waiting time and patient transfer time. Introduced “café coffee day” outlet at the unit in addition to audio-visual recreational devices.

Education

Degrees

- Certificate Course In General Business Management, IIM Lucknow-2019

- Post Graduate Diploma in Hospital and healthcare management, Symbiosis (Pursuing)

- MBBS From Pune university-2002

Certifications

- Lean Six Sigma Green Belt from KPMG-2019

- Certificate course in Healthcare Org and Health systems ,Coursera

- Certificate course on NABH Accreditation standards for hospitals, Medvarsity

Project management:

- Strategized and directed the effort to transform the hospital both in terms of capacity and capability augmentation to a multispecialty hospital in a multi crore project.

- ✓ Proactively addressed the potential conflicts and mapped the critical pathway and worked with stakeholders to accurately understand and addressed their constraints in a time bound manner.

- ✓ Designed the extension of site and infrastructure modelling with the engineering service in compliant with statutory regulations.

- Planned and executed three end to end multi-speciality medical camps in remote places where medical support is scarce, some of them did not have access to electricity or through road.

- ✓ Liaised with civic authorities and successfully built up the camp from scratch integrating 8 specialities including a portable dental unit, bone densitometry and cancer screening

- ✓ Widely appreciated with approximately 1000 patients in one day and ensured follow up with nearest hospitals and NGO for surgeries and treatment at nominal rates.

Administration and Leadership

- Maintained excellent standard of medical care with **mentoring** of newly commissioned officers, conducted **training** sessions on administrative and medico legal procedures, record keeping and front desk behavior.

- Created an extensive compilation of standard operating procedures and clinical protocols in **emergency medical scenarios** and charter of duties for the medical and paramedical duty staff as well as designed a **first aid ready reckoner** for non-medical unit personnel.

- Medical advisor and educator to personnel, ensuring that correct clinical judgement and knowledge of policies are applied to medical decisions and adjudication of issues involving service authorization requests, claims, and settling disputes.

- **Head of the hygiene and sanitation** of over 2000 dwelling units ensuring awareness and prevention modalities for all communicable diseases.

Human Resource Management.

- Comprehensively implemented HR policies of the organisation, including career mapping, talent management, appraisals, team building, counselling, handling disciplinary cases, grievances and conflict resolution to ensure workforce satisfaction .Managed cross functional teams including civilians and applied process modifications to ensure operational effectiveness .



- Regular hiring and training of medical, paramedical and office staff as per scope and budgetary estimates. Resolving long term issues by new improved systems .Well-developed employee relations including employee union-hospital dynamics, motivation, management development and training qualifications demonstrated by higher than average retention rates

Head of Quality Control

- Director of the department of **NABH** (National Accreditation Board for Hospitals and Health care Providers) for a 333 bed tertiary care hospital with pre-entry level accreditation ensuring implementation and continued monitoring of quality standards.

Clinical Practice

- Led the medical services of my unit at different geographic locations, and facilitated the best possible healthcare delivery to the inland locations as well as inhospitable terrains with limited resources.
- Handled **several medical emergencies** like gunshot wounds, severe head injury, corneal injuries, burns, severe heat stroke, among others in an exemplary manner.
- As ICCU/ICU Resident Medical Officer trained in ACLS/BLS and handling critical life threatening emergencies

Activities

- Conducted various medical awareness camps including cancer screening workshops and social events like yoga, meditation ,marital harmony workshops for ladies and school health camps.
- Part of the team handling the **medical operations in Kochi during Kerala Flood relief operations** by Indian Navy.

