

Unnikrishnan.P

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Professional Summary:

- Healthcare operator, quality improvement facilitator possessing 15 years of experience; includes business excellence, knowledge on quality standards: NABH, JCI. Proficient in process-oriented trainings, process alignment, and data/trend analysis
- Ethical, open-minded, enthusiastic, able to plan and organise own work schedule effectively, able to think independently and exercise own judgement
- As AGM-Operations my work is to identify improvement areas, implement corrective and preventive measures, and oversee the day to day functioning of the hospital
- Prior to SAyH associated with Narayana Health (200 bedded), AyurVAID-National quality award winner for healthcare, leading quaternary care, multi specialty hospitals such as Amrita Institute of Medical Science, Cochin (1450 bedded) and Manipal Hospitals, Bangalore (600 bedded)
- Interests: Operational Excellence, Systems Thinking, General Management

Core Qualifications:

- 13 years continuous, progressive work experience in NABH accredited hospitals
- Trained in healthcare quality standards, systems and processes
- Knowledge of hospital practices and day to day functioning
- Understanding of NABH accreditation standards
- Familiar with regulatory requirements

Work History:

Assistant General Manager, Operations	12/2018 - 12/2021
Adjunct President - BNI Infinity Chapter and Member	
Sanjeevanam Ayurveda Hospital (SAyH)	Kochi INDIA

Responsible for smooth functioning of the hospital

Roles & responsibilities:

- Directs, supervise, and coordinate non-medical functions
- Ensure smooth operations as per the mission of the organisation, spot corrective actions, to identify areas for improvement followed by department meetings towards necessary CAPA with root cause identification
- Daily meetings to review department priorities and its implementation
- Conducts department trainings to introduce to the systems/functions
- Chair core committee (Steering) meetings weekly for overall improvement areas and supports the department heads to implement the requirements
- Discuss with Chief Physician and department heads to understand the need on regular basis and support the functions for smooth operations



- Encourages and engage department to identify cost saving areas and implement ideas
- Promote the facility through invitation and facility visits, and encourage all staff in promotion of the facility through medias in their circle of influence
- Facilitate revenue growth, identifying cost saving opportunities, and engage/encourage brand building activities
- Lead and support the team on projects to achieve different milestones for organisation
- Oversee and participate in internal audits NABH, Department specific
- Create operational policies and systems for improvement

Role as President:

- Was responsible to run the chapter meetings as per BNI agenda and policies. Attended leadership team round table meetings regularly, other leadership meetings, and reports the progress of the chapter in terms of chapter traffic lights. Upheld BNI core values through chapter engagements. Facilitated revenue the highest during the period, Improved chapter regional and national rankings.

Role as Lead Visitor Host:

- Was responsible for welcoming visitors to BNI Infinity, provide orientation to visitors regarding BNI system. Facilitates feedback with visitors about their experience. An excellent role to interact with visitors, to know their business, to help them understand how the system helps to do more and more business.

Assistant General Manager, Administration and Head of Non-Medical Operations

3/2018 - 10/2018

Narayana Health (NH)

Jamshedpur | INDIA

Responsible for Non-medical operations and administration. Implement best practices and oversee day to day functioning of the hospital.

Roles & responsibilities:

- Directs, supervise, and coordinate non-medical functions
- Supervise in administration and co-ordination of hospital activities
- Consult with and advises departmental needs on problems relation to operations of the hospitals
- Recommend changes in administrative policies so as to carry out objectives of the hospital more effectively
- Assist in preparation of budgets and allocations of funds based on studies of cost, review of departmental budget estimates, familiarity with operating procedures, and discussion with departmental heads
- Recommend improvement of hospital facilities, including construction or renovation of structure and purchase of new equipment based on personal inspection of premises, consideration of hospital policies, knowledge of community needs and resources
- Interpret hospital and departmental policies, objectives and operational procedures through department heads



- Resolve problems with department heads concerning such items as staffing, utilisation of hospital facilities, equipment and supplies
- Meet with staff members to interpret changes in operational procedures
- Meet with members of community and to promote good public relations for the hospitals
- Attend meeting of professional civic and service organisations as a representative of the hospital
- Recommends star of the month for team members demonstrate I-CARE values
- Works in association with Facility Director of the unit, and Regional Heads

**Assistant General Manager, Continuous Quality Improvement
Adjunct Accreditation Coordinator/Management Representative
AyurVAID Hospitals**

10/2008 – 12/2017

Bengaluru | INDIA

Responsible for the proper functioning of NABH/JCI based and aligned quality management system throughout the organisation. Working with senior management, oversaw projects, and ensuring quality across hospitals by contributing to continuous improvement in quality systems.

Roles & responsibilities:

- Takes a lead role, with support from AyurVAID's wider team, to drive Continuous Quality Improvement across the Organisation
- Ensures continued compliance with the requirements of the NABH standard; includes legal compliance and patient expectations
- Contributes to the development of the culture of quality improvement through training & development activities, role plays
- Contributes to the operating plan and strategy development
- Convenes Quality Improvement Core committee meetings to develop plan of actions
- Supports the development and monitoring of quality metrics. Monitoring 87 quality indicators as per Donabedian's model of structure, process, and outcome for assessing healthcare quality along with other key business performance indicators.
- Monitor and alert on the performance of quality management system, present data and report on performance, measure against set standards
- Works in association with Chief Quality Officer to develop quality strategies
- Works closely with all stakeholders, to ensure quality issues are identified, investigated, and improvement plans are developed
- Manages the quality management system and ensures accurate and timely reporting
- Plan, develop, and implement policies and procedures in relation to quality
- Promote and support training initiatives for all staff roles
- Identifies training and development requirements and develop plans to ensure that these are met as appropriate
- Makes suggestions for changes, improvements, and how to implement them to enable others to achieve quality standards, where appropriate
- Facilitate and implements the principles of business excellence as per EFQM model 2013
- Upholds vision-mission-values aligned team work
- Follows and maintains Quality of Service through process, detailed documentation, and metrics driven approach



- Conducts and organises internal audits as per the calendared plan
- Supports continual improvement process with assessment findings and assessment conclusions, data analysis, management reviews leading to Correction, Corrective action, and Preventive action plan

Role as Accreditation Coordinator:

- Responsible for planning of audit, records of audit, and involving other experts to complete the audit. Participated in a total of 13 accreditation/assessment audits across Bangalore hospitals, over the last 7 years
- Interface with NABH assessors to ensure the audit process is thorough and smooth

Business Impact-Gain: Economics (Pre-& Post NABH implementation)

- Patient referral performance has been significantly improved: Sustained impact of 125% growth Month on Month has been noted
- Patient traffic has shown a growth of over 300%
- Satisfaction and commitment of all stakeholders has increased as a result of quality driven mission
- Operational metrics significantly improved: revenue per patient, revenue per day
- Satisfaction and commitment of all stakeholders has significantly increased
- Average monthly contribution has significantly improved by 190%

Business Development Executive
Frankfinn Institute of Air-hostess Training

08/2007 – 09/2008
Cochin | INDIA

Was responsible for business development of the branch

Roles & responsibilities:

- Organised ‘Satellite Town Promotions’ for generating leads
- Plans and executed various promotion strategies
- Managed lead, prospect qualification process, identified new opportunities with existing base, and reduced churn during the qualification process
- Consistently met business goals through structured promotion activities

Accounts Assistant
Amrita Mahavidyalaya

10/2003 – 07/2005
Mysore | INDIA

Was responsible for compliance as per accounting systems (Amrita group of institutions at Mysore)

Roles & responsibilities:

- Maintained book of accounts as per the system
- Assisted the audit team in the annual audit process
- Managed financial assets

Education



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Master's Degree – Hospital Administration
Amrita Vishwa Vidhyapeetham

2007
Coimbatore | INDIA

Paper Presentation (2006) - Presented a paper on Trend setter in Hospital during HOSMAN 2006 (First Annual National Conference of Federation of Hospital Administrators)

Bachelor's Degree – Commerce (Computer Application)
Bharathiar University

2003
Coimbatore | INDIA

Honors & Awards:

- For contribution in the role of HT (Head Table) and facilitating the growth of BNI Infinity - Leadership Term March 2021 to September 2021
- Outstanding performer as Lead Visitor Host in the Leadership Term - October 2020 to March 2021
- Notable Networker Award from BNI for maximum referrals given - February 2020
- Notable Networker Award from BNI for maximum business given - September 2019
- Award of Excellence for the exemplary contribution as a member of the AyurVAID Hospital, Domlur team that succeeded in becoming the First Ayurveda Hospital to receive NABH Accreditation - 21 October 2010
- A-Why champ award for upholding core purpose and core values <http://tinyurl.com/award-citation>
- Economics of Quality: AyurVAID Hospitals in April 2012 won the most prestigious Quality Council of India - DL Shah National Quality Award in the Hospitals (small) category <http://ayurved.com/nationalqualityaward>

Trainings & Certificates:

- Pursuing a Professional certificate course in General Management-IIMK
- MSP - Jan 2019, Advanced MSP Feb 2020, Connect Workshop Feb 2020, Leadership Team Training April 2020, Mentor Training April 2020, Leadership Team Training September 2020, Power Team Training Dec 2020, Advanced feature presentation worksop Feb 2021, Leadership Training March 2021, Mentor Training April 2021 - BNI Learnings
- Participated in outbound leadership learning programme on 8 June 2018 conducted by NH Corporate
- “Leading Healthcare Quality and Safety” by The George Washington University through Coursera 2018
- Participated as an observer for JCI Mock audit conducted by Aster Medcity Hospital, Kochi, Cheranallor, held on November 2017
- Certified Lean Six Sigma Green Belt (CLSSGB) by KPMG, February 2017. License KCO22017109



- Participated in 'NABH Documentation Requirement for Patient Safety and Quality Improvement' held at AyurVAID Hospitals, Domlur, 18 December 2016, Bangalore; organised by QCI-NABH.
- Certified Internal Counsellor (CIC) by Quality Council of India, July 2016. License AH-POI-2016-02-0106
- Business Excellence Facilitator-EFQM Model (2013)-Completed Business Excellence Facilitator program held on 9th to 11 December 2013 at Bangalore organised by Institute of Quality, CII
- Completed and attended the National workshop on Train the Master Trainer program-Communication skills in healthcare held on 24 & 25 October 2013 at Bangalore Baptist Hospital
- Attended an Employee Development Programme-Emotional Balance on 19 December 2012 held at AyurVAID Hospitals, Bangalore
- Attended the one day workshop-Basic GCP workshop at AyurVAID Hospital conducted by Quintiles on 25 September 2012
- Attended a one day workshop on Enhancing productivity and quality through 3M & 5S on 25 May 2012 at Kochi organised by CII
- Participated in 7th National Quality Conclave-Improving Quality of public & private sectors from April 27 – 28, 2012 in New Delhi, organised by QCI
- Attended 24 CII QC Circle Convention-National Finals on 19 April 2012 at Chennai
- Participated in the one day conference Fire safety and disaster management for hospitals and healthcare Organisation in Bangalore on 6 January 2012. Organised by Weisermann Quality on behalf of Central Government Health Scheme, Koramangala, and Sagar Hospitals, Bangalore
- Attended the one day workshop-Statistics for Non-statisticians organised by the council of Indian society for clinical research, at Bangalore on September 24, 2011
- Participated and completed the Management Development program on Six sigma techniques and its application in hospitals held on 18 December 2010

Projects, Achievements-Operations & Quality Improvement

- Developed and Implemented a model for Operational Excellence called IRCP @ Sanjeevanam Ayurveda Hospital, Kochi
- WASH (Workplace Assessment for Safety & Hygiene in workplace) @ Sanjeevanam Ayurveda Hospital, Kochi (2021)
- ET Health Awards shortlisted for Best Patient Care @ Sanjeevanam Ayurveda Hospital, Kochi (2020)
- Halal India Certification @ Sanjeevanam Ayurveda Hospital, Kochi (2019...)
- Diamond Classification from Department of Tourism @ Sanjeevanam Ayurveda Hospital, Kochi (2020)
- NABH Accreditation @ Sanjeevanam Ayurveda Hospital, Kochi (2019)
- Implementation of BMW amendment rules (2018)
- Facilitated NABH Surveillance audit corrective action taken and closure (2018)



- Development of clinical pathways for the unit: TKR, THR, et al (2018)
- Implementation: Gap analysis and implementation process of operational guidelines of NH (2018)
- RO plant maintenance review for operational effectiveness and safety (2018)
- Cost per bed analysis, operational guidelines implementation for operational effectiveness (2018)
- Medical HDU, Chemotherapy unit making it operational (2018)
- Centre for Integrated Medicine, Hospital Accreditation Programme (2017)
- Panchakarma Clinic Accreditation @ Jayanagar, Bangalore (2017)
- Set up Clinics @ Jayanagar, JP Nagar in Bangalore (2014-2015)
- NABH Accreditation for Hospital @ Ramamurthy Nagar, Bangalore (2013)
- Economics of Quality-National Quality Award Winning Project (2012)
- NABH Accreditation for Hospital @ Domlur, Bangalore (2010)
- Developed a framework for quality indicators and its continuous tracking (2010)
- Developed a framework for Medical Records Management across the organisation (2009)
- A Comparative analysis of Pricing Strategy used by Corporate Hospitals @ Manipal Hospital, Bangalore (2007)
- EMR Implementation in Hospitals @ Amrita Institute of Medical Sciences and Research Centre (2006)

Personal Profile

Date of Birth: 20/02/1983

Nationality: Indian

Gender: Male

Marital Status: Married

Languages Known:

- English-Read, Write, and Speak (Professional working proficiency)
- Hindi-Read, Write, and Speak (Limited working proficiency)
- Malayalam-Read, Write, and Speak (Native)

Residential address:

48/1649 A, Kayampilly Thundi, Poothanapilly Road, Ponnurunni, Vyttila P O, Ernakulam-682019, Kerala, INDIA.

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief.

Signature

References

- Mr. Sajan Ganapathy
 - Contact# - +91 7907 968 136



- ContactEmail- sajanganapathy@gmail.com
- My supervisor @ AyurVAID during the period from November 2009 to February 2017
- Mr. Ganesh Subramaniam
 - Contact# - +91 9677 183 594, 9742 573 651
 - ContactEmail- fortune1940@gmail.com
 - My senior colleague @ AyurVAID
- Mr. Satheesh Kumar C.S.
 - Contact# - +91 9846 416 123
 - ContactEmail - satheeshmha@gmail.com
 - Senior Manager - Operations, Apollo Adlux Hospital, Kochi
- Mr. Mohana Kumaran
 - Contact# - +91 6282 999 741
 - ContactEmail - hr@sanjeevanam.com
 - Head - HR, Sanjeevanam Ayurveda Hospital, Kochi

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