

CURRICULUM VITAE

RINSON KURIAN

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COO/ GM/ HOSPITAL ADMINISTRATOR

“Professionally qualified with an extensive exposure of 11 years”

A passionate & enthusiastic healthcare professional with well-versed knowledge and practical experience in Hospital Administration, Operations Management, Project Management, Business Development, Financial Management & Planning, Quality & Hospital Accreditation (NABH), HR Management, Material Management, Facility Management & Safety, Insurance/ TPA administration etc.

A highly motivated/ dedicated leader possessing a proven record of achievements in business development, profit center operations, effective utilization of available resources, operational cost control, team building, Standardization or Quality enhancement activities and the adaptability over the organization’s Vision, Mission and Values.

PROFESSIONAL SUMMARY

INSTITUTION’S NAME	PLACE	DESIGNATION	PERIOD
WALK IN HEALTHCARE CONSULTANTS PVT. LTD	KERALA	DIRECTOR & CEO	2018 JULY- PRESENT
MODERN MULTI SPECIALTY HOSPITAL (SYRUS GROUP)	KERALA	GENERAL MANAGER	2021 OCT- PRESENT
ANAAMAYA MEDICAL INSTITUTE	KERALA	COO	2019 JUNE – 2021 MAY
Dr. HASSAN GAZZAWI HOSPITAL	SAUDI ARABIA	OPERATIONS HEAD	2016 AUG - 2017 DEC
RIMS HOSPITAL	KERALA	ADMINISTRATOR	2018 JAN - 2018 JUN & 2016 JAN - 2016 AUG
ABHIJAY HOSPITAL	TAMILNADU	ADMINISTRATOR	2014 AUG - 2015 DEC
KIDNEY HOSPITAL & LIFE LINE MEDICAL INSTITUTIONS	PUNJAB	ADMINISTRATOR	2011 MAY - 2014 JULY

CAREER HIGHLIGHTS

Name of the Institution	Walk IN Healthcare Consultants Pvt. Ltd
Designation	Director & CEO
Period	2018 Jul – Present

Walk IN Healthcare Consultants Pvt. Ltd is a healthcare consultancy, guide and facilitate healthcare organizations to develop & maintain an error free system. The company provides Administrative Consultation, Healthcare Manpower Recruitment, Quality Standards implementation etc. to its clients. Being the CEO of the company, I contributed to plan and execute the company's Vision and Mission, to develop & establish a strategic business model, through a dedicated and passionate team. The company is growing with handsome number of projects across India.

Major Responsibilities:

1. To lead, Direct and Monitor the performance of the Walk IN Healthcare Team and guide them to achieve set goals as per the vision of the company without any compromise in its service quality.
2. Develop & maintain a sound rapport with Healthcare providers/ clients in the networks through prompt response, dedication and onsite consultation.
3. Consult with potential clients and had fruitful business negotiation/ dealings in the light of support study reports like Organization Study Report, Marketing analysis, SWOT Analysis etc.
4. Provide leadership direction and assistance for a strategic operational planning and the execution of the tied-up unit's business.
5. Lead & direct the client's team to achieve the set targets on regular intervals as per the Business Model through accurate evaluation and monitoring.
6. Review & Develop annual budget plan of the unit along with budgeting team.
7. Ensure that the available resources of the unit like Manpower, Machineries/ equipment, space etc. has been utilizing effectively & efficiently.
8. Formulate & Implement policies in the organization wide to curtail the operational cost.
9. Enhance the revenue of the unit by identifying the underutilized or average utilized specialties/ services and arrange marketing activities as per the marketing calendar.
10. Developing SOPS, Systems & Processes, Policies, Tariffs, etc. for the unit.
11. Help the unit to get accredited with ISO & NABH and ensure that the hospital quality standards are as per the guidelines of NABH
12. Make sure that the assigned tasks are completed on time & the budget.

Name of the Institution	Syrus Healthcare Group, Kerala
Designation	General Manager
Period	2021 Oct- Present

Syrus Healthcare group is having chain of Hospitals across Kannur district of Kerala. Currently I'm managing and operating Modern Multispecialty Hospital as General Manager. This is a Multi super specialty hospital catering vast group of population in the vicinity.

Major Responsibilities

- Responsible for the smooth and efficient operations of the hospital.
- Responsible in decision making process to achieve hospital's mission, Business plan and Budget preparation.
- Responsible to ensure successful implementation of changes in healthcare matters.
- Analysis of last year budgets and plans and its evaluation to take strategic decision over the Cost control and leakages.
- Maximum utilization of underutilized area or departments with service improvement plans.
- Formulation and Implementation of administered hospital Policy
- Implementation of hospital policies through department heads with the schedule and improvement plans and evaluation.
- Prepare the hospital for attend quality accreditation program.
- Represented the hospital at various professional and governmental organizations and meetings.
- Recruiting and inducting physicians and paramedical ensuring maximum retention.
- Initiated and implemented new services to generate additional revenue to optimize profit
- Carried out cost analysis, review of service, budgeting and operational procedures.
- Developed and executed operational strategies based on the operational plans.
- Developed, managed and maintained high quality relationships with internal and external agencies.
- Retained the patients and enhanced their satisfaction level by providing quality care services and ensured the quality in all service areas by collecting and analyzing the quality Indicators.

Name of the Institution	Anaamaya Medical Institute, Kerala
Designation	Chief Operating Officer
Period	2019 Jun- 2020 May

Anaamaya Medical Institute is a 250 bedded, multi-Super specialty hospital in the district of Kannur, Kerala.

- As a Chief Operating Officer of this institution, I am responsible for the smooth and efficient operations of the hospital, including the P&L of unit, as well as the related resources associated with the hospital operations.
- Designed a Business Model for the financial year with the coordination of BODs & Top brass with a view to escalate the business and the patient footfall by utilizing the current resources efficiently and effectively.
- Contribution in the areas of financial planning, budget preparation and the allocation of funds, cash flow management etc. according to the business model.
- Analysis of MIS reports and its evaluation helped to take some strategic decision over the Cost control and the improvement in business, especially on underutilized departments.
- Headed the quarterly meeting with all the in-chargers for evaluating the variance and took decisions to overcome the changes.
- Delegated the authority and the responsibility to the right position to increase the operational income & quality by identifying the unwanted leakages and low hanging fruits.

- Taking initiatives to keep a sound rapport with Doctors, Employees and the Vendors and which improved the retention.
- Retained the patients and enhanced their satisfaction level by providing quality care services and ensured the quality in all service areas by collecting and analyzing the quality Indicators.

Name of the Institution	Dr. Hassan Gazzawi Hospital, Jeddah, Saudi Arabia
Designation	Operations Head
Period	2016 Aug-2017 Dec.

Dr. Hassan Gazzawi is a 100 bedded tertiary care hospital at Jeddah, Saudi Arabia. The hospital is managed by Abeer Medical group. Being an Operations Head, I was responsible for Hospital Operations by leading the employees through the Organization's set targets/ goals and results a consistent improvement in financial viability and continuous quality.

Major Responsibilities:

- Provided Strategic Planning & Direction to the overall efforts of the organization/management by establishing apt strategies and policies in the system along with effective operation management.
- Design the Revenue & Growth planning of the unit – (Business Model setting)
- Lead Budgeting and fiscal management activities of the institution.
- Quality Standards implementation- CBAHI
- Lead costing of departments, equipment, services etc. and ensured the available resources had been utilized effectively.
- Reduced operational cost of the unit through the effective utilization of available resources and elimination of errors from the system.
- Lead the Hospital Business development team through the planned marketing activities/program, and the evaluation of the same.
- Boosted the patient foot fall through various marketing activities and increased the patient retention rate.
- Achieved quarterly/yearly business targets of the unit.
- Ensured that the patients and their bystanders are happy/satisfied with the given facilities & safety.

Name of the Institution	RIMS Hospital, Kottayam, Kerala
Designation	Hospital Administrator
Period	2018 Jan- 2018 Jun & 2016 Jan- 2016 Aug (1.4 yrs.)

Raihan Institute of Medical Sciences (RIMS) is a 250 bedded Multi – Super Specialty Hospital (Tertiary care) in Erattupetta, Kerala. As a Hospital Administrator I've provided leadership, direction and revamped the system according to the Vision of the hospital/ Board of directors.

Major Achievements:

- Enhanced OP patient foot fall about 50-60%
- Increased bed occupancy rate up to 85-95%

- Taken over the Hospital expansion (50 more beds added to the existing capacity)
- Scaled down the operational cost/ expense about 3- 5%.
- Closely worked to get accredited with NABH safe-I and ISO 9001-2015
- Started satellite centers and got associated with other hospitals on profit sharing model.
- Administered and managed the team to achieve the quarterly revenue targets.
- Scaled up the patient retention rate.
- Developed a highly motivated professional team and employee retention rate was high, especially consultants/ doctors.

Major Responsibilities:

- Managed & Controlled day to day operational activities of the business unit.
- Strategic planning, Execution, Monitoring and Evaluation of the business.
- Contributions in the areas of financial planning/budget preparation, cash flow management & allocations, analysis of financial statements/ reports, Cost analysis (CVP) of clinical/ clinical supportive departments etc
- Execution of manning according to the planned human resource allocation and effective decisions on attrition/others if any.
- Concentrating on key areas of purchases, negotiations and inter related activities for optimum utilization of resources along with up gradation of the system.
- Maintaining an employee friendly management with optimum utilization of their talents, skills and involvement by providing a satisfactory environment.
- Developing strategies for promotional activities with main focus on spreading healthcare education and its availability to common public.
- Maintained a constant touch with maintenance / supportive team for the maximum available facilities & safety to the patients and their bystanders.
- Review of existing policies & procedures, formation & execution of required policies – related to organizational culture & growth development.
- Ensured all legal documents are up to date/ renewed.

Name of the Institution	Abhijay Hospital, Chennai, Tamil Nadu.
Designation	Hospital Administrator
Period	2014 Aug-2015 Dec (1.6 yrs)

A multispecialty Hospital situated at the Perambur region of Chennai with bed strength of 120. As an administrator, I was responsible for the General administration, operations management, quality, business development activities etc. of the Hospital. The overall performance of the unit has improved during my tenure. Especially patient foot fall and retention rate has increased. The Quality of service has checked and monitored without any compromise.

Name of the Institution	Kidney Hospital & Life line Medical Institutions,
Designation	Hospital Administrator
Period	2011 May-2014 Jul (3.2 years)

A tertiary care hospital with 150 bed capacity, Kidney Hospital & Life line Medical Institutions, situated in Jalandhar, Punjab. I started my career as Assistant hospital Administrator about two years and eventually promoted as Administrator. Being in the position of administrator I provide leadership, direction and the administrative & operational support to the Clinical Service, Clinical Support Services and Non-Clinical services of the Hospital to ensure quality services & compliance with established objectives & quality standards.

Major achievements of the tenure were,

1. Safe-I accreditation- 2nd hospital in the country.
2. Operational Cost Control, about 2%.
3. Enhancement on Patient Foot fall and business development.
4. Employee retention, especially Consultants/ Doctors.
5. Implementation of NABH standards across hospital.
6. Staff's productivity and satisfaction level has improved.

Hospital Training/ Internship:

Name of the Institute	Topic/ Subject	Period
CMC Vellore	Internship –Hospital /Departmental Orientation	3 Months
St. Isabell Hospital, Chennai	Framing & Implementation of HR Policies	1 Month

Academic Excellence:

Degree	University	Year
MBA- Hospital Administration	Karpagam University	2009-2011
BBA	Kannur University	2006-2009

Personal Dossier:

Age & Date of Birth : 35 Yrs, 26/11/1986
 Father's Name : Late. Mr. M.J Kuriachen
 Nationality : Indian
 Marital Status : Married (Spouse- Administrative Officer at MES Medical College, Kerala)
 Language Known : English, Hindi, Malayalam & Tamil Passport
 Details : U3685319 (10/09/2020 to 09/09/2030)

Declaration:

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

Place : Perinthalmanna

RINSON KURIAN

Date : 31/03/2022