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|  **Justine Joseph**  Email:justin85manikam@gmail.com Mob:9910075381   **Senior Manager Operations** **Professional Summary** Quality, expertise, and value-driven health care delivery systems executive with a verifiable record of achievement in creating and developing new efficiency strategies and quality control process improvement plans, resulting in explosive growth and business profitability. Proven competencies in improving organizational productivity through the development and implementation of strategies that foster operating synergies and facilitate lasting and positive change. Strong financial expertise in analysis, and developing cost reduction initiatives. Recognized for the ability to translate corporate vision and mission into division-level strategy in order to meet and exceed financial and organizational targets, maximizing asset utilization. Continual communication with C- level executives regarding operations, productivity, and performance gains. Promote a winning attitude and foster accountability to consistently exceed performance goals and expectations. **SKILLS**

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| •  | ***Change Management*** • ***Operations Management ,Commissioning various***  |
|  | ***departments , Software Migration and EMR implementation*** ***,NABH&NABL final assessment coordination*** • ***Productivity and*** ***Performance Gains Process Improvement*** • ***Risk Management*** • ***Staff***  |
|  | ***Training and Development***  |

   **Highlights of Relevant Experience**   ***Senior Manager Operations*** * Spearheaded daily staff meetings to identify improvement strategies, discuss policy updates and facilitate open communication.
* Monitor P &L of the institution.
* Develop a strategy for institutional growth
* Monitor statutory requirement status.
* Approve hiring and firing requests.
* Set organizational objectives. ...
* Make wise decisions on each subject
* Manage departmental budgets.
* Maximize employee performance.

 .Guide the marketing team for promoting and branding. * Keep tracking licenses & licensing process
* Teach employees how to collaborate on daily job tasks and achieve service targets.
* Supervise operations team to support operational excellence and excellent customer service.
* Coordinate with CEO,/COO in different operational issues and promotional activities.
* Manage daily operational activities of the hospital.
* Develop MRM report monthly and discuss with CEO
* Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.

 **Deputy Manager Operations** * Spearheaded daily staff meetings to identify improvement strategies, discuss policy updates and facilitate open communication.
* Monitor P &L of the institution.
* Develop a strategy for institutional growth
* Monitor statutory requirement status.
* Keep tracking licenses & licensing process
* Taught employees how to collaborate on daily job tasks and achieve service targets.
* Supervised operations team to support operational excellence and excellent customer service.
* Coordinated with CEO in different operational issues and promotional activities.
* Manage daily operational activities of the hospital.
* Develop MRM report monthly and discuss with CEO
* Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
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| * To lead the quality team to make sure the services are meeting the industrial quality standards like NABH and NABL.
* Process development and monitoring

   ***As Assistant Manager Operations,*** * Customer servicing
* Creative Decision Making
* Expert in Solving Administrative Issues
* Consistent Team Leader/Manager
* Excellent Interpersonal Skills
* Delivered a strong ability in multitasking under pressure while providing support to peers and colleagues.
* Integrated a strong sense of time management, organizational, interpersonal, customer service, and problem-solving skills as a whole.
* Ability to remain calm and professional during times of critical need. o Completed NABH training program on Implementation of NABH Standards for Hospitals
* Completed NABH accreditation work for MVR Cancer center
* NABH Re assessment coordinating committee member at VPS Rockland Hospitals
* Experience in commissioning hospital departments and projects
* Prepared External Disaster management plan &conducted a mock drill at Rockland Hospitals.
* Monitoring Critical care area utilization & management.
* Transplant legal file monitoring
* Discharge TAT monitoring
* ALOS follow up &presentation before the medical team for appropriate action • Clinical auditing
* Complaint handling both clinical and non-clinical
* Feedback analysis
* Daily activity monitoring
* Outsource service management ( Ambulance, Security, Lab, Housekeeping etc.)

   **CERTIFICATIONS**  * NABH & NABL Programme implementation Certificate

 * International Oncology Conference Organizing Certificate
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| **Professional Experience** * **SENIOR MANAGER OPERATIONS, Meditrina Hospitals Pvtld Kollam – 2022- Present**
* **DEPUTY MANAGER OPERATIONS, MVR Cancer Centre &Research Institute, Kozhikode .2018-2022**

* **Assistant Manager Operations, VPS Rockland Hospitals ,New Delhi . 2014- 2018**

 **Education / Affiliations**   |
|  |  **Year of Completion**  |  **Programme**  |
| 2021  |  Professional Certificate on Healthcare Management and Analytics **IIM KOZHIKODE**  |
|  2014  | MBA Hospital Administration,& Health care management **The Global university,New Delhi Centre**.  |
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| 2012  |  Degree,Kanpur Vidyapeeth university UP  |
| 2007 |  Nursing (Josco college of Nursing Nelamangala Bangalore) |
|  **Language skills** * **English**
* **Hindi**
* **&**
* **Malayalam**

 **References** **Dr.Jai Kishan (Chief Operating Officer Meditrina hospital)** **Dr. Anoop [Chief Operating Officer MVRCCRI]**  **Contact :8330014010**  **Dr. Renu [Adl. Medical superintendent VPS Rockland Hospital]**  **Contact :** **: 9971110480**  |