

# VISHNU SURENDRAN

Hospital Operations  
General Administration

## Summary

To work in a challenging and professional environment to establish myself as an competitive professional. Seeking a challenging position as a Hospital Operations Executive in a dynamic and progressive healthcare organisation where my skills an experience can contribute to improving operational efficiency and achieving strategic goals.

## Work Experience

02/05/22 - 02/05/23

### Operations Executive

*Sree Narayana Institute of Medical Sciences*  
Worked at Hospital Operations & Quality Department

26/Jul/21 - 18/Sep/21

### Project Trainee

*St Thomas Hospital Chethipuzha*  
Assisted PRO for 45 Days

26/Jul/20 - 18/Jul/20

### Project Trainee

*TMM Hospital Thiruvalla*

## Career Snapshot

### *Sree Narayana Institute of Medical Sciences*

- Address operational issues and concerns in timely manner
- Coordinate NABL and NMC works.
- Floor Management including handling patient grievance
- Oversee all aspects of Hospital Operations including Strategic planning, performance management, resource allocation etc..
- Develop policies and guidelines like, SOP, JD, Manuals.
- Collaborate with department heads and medical staff to identify opportunities for operational improvement to enhance patient care.
- Coordinate and facilitates departmental purchase.
- Utilize data analytics and performance metrics to monitor and evaluate operational efficiency
- Coordinate with Gov authorities in operational matters
- Assisted in staffing scheduling and budgeting.
- Conducted regular audits of patient care processes to ensure compliance with regulatory standards.
- IP Billing coordination and Surgery package revising
- Monitored and analyzed KPI to identify operational bottleneck and implement targeted process improvement.
- Done works to procure affiliation of New Nursing College.
- Develop and implement policies and procedure to ensure compliance with standards.

### *St Thomas Hospital*

- Assisted PRO for 45 days
- Coordinate Vaccination duties during covid 19 outbreak

## Key Skills

- Planning and Coordination
- Data analysis
- Patient Rapport
- Quality Improvement
- Technical Skills - MS Word , SAP

## Professional Strength

- Interpersonal Skill
- Leadership
- Problem Solving
- Team Management
- Technical Skill



## Contact



8075851448, 8281158642



achuvishnuetr98@gmail.com



<https://www.linkedin.com/in/vishnu-surendran>



Naduvilethottikalayil (H)

Ettumanoor P.O Kottayam, Kerala

## Education

### *Masters in Hospital Administration*

First Class

School of Medical Education

Kerala University of Health Sciences

### *B.sc Botany*

K.E College Mannanam

Mahatma Gandhi University

## Languages

- English
- Malayalam
- Tamil

## Certifications

- Basic Life Support Programme 2020
- Innovations and Development in Patient Safety
- Fundamentals of Health Financing and Health Technology Assessment
- Transformation of Healthcare : Impact of Digital Health - 2020
- Healthcare Excellence through Administration and Leadership - 2019

## Reference

- Mr. Santhosh Kumar  
Hospital Administrator, SNIMS
- Mr Christus K N  
Asst. Hospital Administrator, SNIMS
- Mr Ranjith Kumar K  
HOD, MHA, Aster MIMS Academy  
Number Available upon Request