

Curriculum Vitae

CAREER OBJECTIVE

An able **Chief Hospital Administrator & Unit Head** having more than **13 years wide experience** who leaves no stone unturned when it comes to working in harmony with the Clinical Staff, Administration, Patients and their Attendants to assure adherence to standards as well as procedures. I have done all statutory compliances for medical and non-medical services Fire NOC, closure of NABH Ncs, Atomic Energy Regulatory Board (AERB) and all government sector work.

SPECIALIZATION

- **Chief Hospital Administrator & Unit Head.**
- **General Manager & Regional HR Operations Head**
- **Communication Leadership**
- **Management Skills & Transferable Skills**
- **Problem Solving**
- **Time Management**

EDUCATION

Academic Qualification:

- **MBA** from Vivekanand Swami Subharti University Meerut
- **B.Sc.** IstDiv(ZBC) from Agra University, Agra (U P)
- **ADCA** One Year Advance Diploma In Computer Application
- **12th** Ist Div. (Science) from Allahabad Board (U P).
- **10th** Ist Div. (Science) from Allahabad Board (U P).



SUDHEER
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WORKING EXPERIENCE

1. Currently working with **ARYAN Hospital, Gurugram** as a **Chief Hospital Administrator & Unit Head**. Recently NABH assessment done and appreciate by **Principal Assessor Dr. Margeyi Mehta & Dr. Nageshwar Rao K** (Both names are also for my reference).
2. One & Half year worked with The Signature & Group of Park Hospitals as a General Manager cum Regional HR Head.
3. 10 Years worked with Sukhda Multispeciality Hospital, Hisar(NABH Hospital with multi superspeciality Hospital) looking all kind HR works Hospital round CME Management, staff salary & doctors shares work with software, Microsoft office, internet, Daily reporting, TPA coordination and Staff rules management, Staff attendance and Clint satisfaction index and cash transaction and controlling the center expenses
4. 1 Year Experience in Vodafone as a Field Officer in Hisar from 2009 to 2010.

KEY RESPONSIBILITIES

➤ PERFORMANCE LEVERS

- ❖ EBITDA
- ❖ Conversion: OP to IP Admission
- ❖ Footfalls (improvement on footfall YOY of total enrolment (OPD))
- ❖ Maximizing Human potential
- ❖ Other Personnel Costs as % of Revenue

➤ TALENT ENGAGEMENT

- ❖ Employee Engagement
- ❖ Attrition
- ❖ Training resources and implementation training plans for departmental staff

- ❖ Quality standard and process training

➤ **CLINICAL EXCELLENCE**

- ❖ Clinical Excellence Score Card (CESC)
- ❖ Improvement in Clinical Excellence Program Score (if applicable)
- ❖ Patient Satisfaction Index
- ❖ FOS (% improvement)

➤ **PROCESS**

- ❖ Quality Audit, Internal Audit & Compliance (incl. Medical Process Assurance)
- ❖ Rating
- ❖ Closure of NCs & Observation
- ❖ Implementing administrative policies and Non Medical SOPs to support business functions.
- ✓ Also working increasing departments and services from investment, implement to stream line like CATH LAB, MRI, and other department OPD, Surgeries etc.
- ✓ Tie-up with the surgeons and small setups who has not have good OTs and other services for increasing Footfall and business.
- ✓ Hold responsibility for service-quality standards and adherence to budgetary restrictions of Security, Housekeeping, Food & Beverages, Materials, Pharmacy, Engineering, Hospital Support Services, Patient Care Services, Ancillary business services, Biomedical Engineering, Dietetics.
- ✓ Manage and supervise coordination within support services to deliver on required quality standards & as per Standard Operative Procedures
- ✓ Act as custodian of all government and statutory compliances for medical and non-medical services
- ✓ Short-list, train, schedule and motivate all manpower (including contracted) for all non-clinical departments (that come under incumbent's direct preview) and get maximum output with respect to time and service standards
- ✓ Plan and control overall budget compliances.

- ✓ Prepare the 'Daily Business Report' of the hospital and communicate it to the Management
- ✓ Provide safe & secure environment in the hospital for patients, visitors & staff. Planning all security protocol and monitoring system, material management, emergency systems, death documentation etc.

STRENGTHS

- Positive Attitude, flexible nature and handling the Team.
- High energy levels with '**Never Say Die**' attitude.
- Ability to live and work in a group excellently.
- Expert in CME (Continuing Medical Education) & other hospital function.

ACHIEVEMENTS/EXTRA CO-CURRICULARS

- Special Achievement "**Appreciation Certificate**" for COVID 1st and 2nd wave Man Power planning and all arrangements related to Patients and staff safety & care.
- National Workshop on Healthcare Laws, ethics and Regulations.
- Indian Institute of Management "Lucknow Executive Programme in Marketing Analysis"
- Institute of Management studies "Seminar on sustainability & Growth of business in Digital ERA"
- Certificate of the completion CAHO Programme.
- Certificate of completion "How to use Smart Goal"
- LOINS Club Appreciation Certificate.
- Certificate of Completion BLS & ACLS Training
- Certificate of completion "Artificial Intelligence"
- Certificate of completion "Conquering of Fear.
- Certificate of completion Data Science

- 32nd Arm Wrestling Championship.
- Attends various Seminar and workshops on Management and Business Development.

INTEREST

- Photography and Creativity
- Searching New Things
- Swimming, Playing Cricket

PERSONAL PROFILE

Father's Name : Late Sh. Dr. Seeta Ram
Date of Birth : 15th March. 1991
Languages known : English and Hindi
Marital status : Married

DECLARATION

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Date : 10/10/2021

Place : Gurugram



(Sudheer Kumar Mishra)