**Dr. Pankaj Kaushal**

**BHMS, M.Sc. Health Care Management**

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***In pursuit of challenging assignments that would facilitate the maximum utilisation and application of my skills and expertise in making a positive difference to the organisation***

Young, energetic and result oriented **M.Sc. (Health Care Management from Surrey Business School, UK)** professional with over **4 years** of experience with diverse roles in Health Care Arena; Persuasive communicator with good relationship management skills with the ability to relate to people at any level of business and management; highly ethical, trustworthy and discreet;

* Proven capability in tackling the issues of Health Care arena and other related lines
* Instrumental in administering and streamlining the Health Care Clinics
* Adroit in learning new technologies; Ability to work both in independent and collaborative milieu
* Proactive approach in initializing and accomplishing the tasks
* Sound communication skills through patient and persistent dialogue; Disciplined, versatile and big picture thinker

**Core competencies**

* Hospital/Clinic Management
* Health Policy & Management
* Health Care Management
* Health Economics
* Patient Handling
* Diligent

**Professional Experience**

1. **Sharp Sight Eye hospital (Presently working)**

**Operations Manager**

Responsible for complete operations management of hospital. Responsible for surgical conversions and P&L. Looking after AMCs, maintaining MIS and day to day reporting. Cooperating with marketing team for promotional activities.

* To develop, delegate and monitor operational goals of center and ensure their completion
* To ensure compliance with implementing company policies and procedures
* Responsible for achieving targets set by higher management
* To look in to patients’ suggestions and complaints, and ensure possible rectifications
* To ensure that the centre operates within the allotted finances, by limiting expenses and cost of goods and be responsible for P & L.
* Ensuring that patients and guests are greeted well and are provided accurate information. Front office is also instructed to register patients with in specified time limit, to maintain appointment lists of doctors and also to receive calls and maintain data for the same.
* To ensure that there is no undue waiting for patients and also to ensure that waiting time for both dilated and undilated patients do not cross specified time frame
* In billing closing of all the surgical, investigation and OPD bills and deposition of cash in accounts department is ensured on daily basis
* Investigations and optometry department (both clinical) are supervised. Maintenance of optimum records of optometry and doctors’ clinical data is ensured
* To ensure maximum footfall in optical and pharmacy for optimum sale and ARP.
* Ensuring that all the patients advised surgeries reach counseling department and also to closely monitor the conversions and data maintenance by counseling department. Regular follow up calls to the patients in pipeline for surgeries is also ensured
* Communicating regularly with doctors to make them aware about center targets (Financial & Surgical) to ensure maximum support and conversions
* Ensuring that OT is functioning well within specified guidelines
* To coordinate with purchase dept. to ensure all the stock requirements (Clinical and non clinical) fulfilled
* Coordinating with accounts dept. for vendor payments, raising PRS and sorting petty cash issues
* To plan and strategize to achieve center’s financial targets and maintenance of MIS reports
* To supervise that all the data and stocks (clinical & non clinical) are maintained for the audits and smooth functioning of Centre.
* Develop strategies to run activities in a profitable manner and minimizing losses

1. **HCL Avitas Pvt. Ltd. (Dec’13-Dec 14)**

**Site Administrator (Cluster Head)**

Responsible for day to day operations (including Front Office, Security, billing & collections and Housekeeping, attendance tracking, doctor handling, coordinating with marketing, finance, purchase departments etc.)

***Key Deliverables:***

* Implementation of **Quality measures**
* Coordinating in organizing **Training Module**
* Attendance process (Preparing staff roster and leave approvals)
* Roster Preparation (Clinical and non-clinical) and its Implementation
* Devising processes for smooth running of operations
* Arranging CME program logistics
* Mentorship Program logistics
* Renewal of Licenses and AMCs
* Implementing governance Processes
* Advise to the Area Sales Manager on the strategy for the cluster
* Coordinating with finance department for collections, reports and petty cash
* Reconciliation of day to day collection
* Preparing report on clinic performance with comparisons
* Maintaining MIS report
* Participation in local marketing and promotional activities
* Solving patients‘ and staff grievances
* Responsible for achieving targets & P&L of cluster

1. **Vasan Eye Care, New Delhi, India (Oct’11-Dec’13)**

**Centre Head**

Joined as Assistant Centre Head in the newly opened Pusa Road branch in Oct’11. There I helped settling and setting up of various departments and facilities for the center, and making them operational as soon as possible, such as the operation theatre, optometry division, OPDs, etc. The center soon turned into a profit making facility within a few months of its initiation. Later I was transferred to the JanakPuri branch to help streamline the functioning of that center (which opened simultaneously with the Pusa Road branch) as the working there was improperly managed. Based on my previous experience, few of the policies were corrected to soon bring the center back on proper track and thereby increasing the revenue output. Based on my performance, I was promoted as center head and was handed over the Ghaziabad center. My job there was to establish the center right from the beginning and to ensure it to become a fully operational center in least possible time.

***Key Deliverables:***

* Implementation of policies and procedures of Vasan Health Care at the center
* Taking care of internal operations of center to ensure effective services are being provided and also to coordinate with marketing team for local marketing activities like camps, talk shows and door to door.
* To develop, delegate and monitor operational goals of center and ensure their completion
* Managing different departments such as front office, billing, investigations, optometry, MRD, lab, pharmacy, optical, contact lens, counseling, operation theatre, facilities & maintenance, housekeeping and security, and ensuring coherence in their working
* To ensure compliance with implementing company policies and procedures
* Responsible for achieving targets set by higher management
* To look in to patients’ suggestions and complaints, and ensure possible rectifications
* To ensure that the centre operates within the allotted finances, by limiting expenses
* Ensuring that patients and guests are greeted well and are provided accurate information. Front office is also instructed to register patients with in specified time limit, to maintain appointment lists of doctors and also to receive calls and maintain data for the same.
* To ensure that there is no undue waiting for patients and also to ensure that waiting time for both dilated and undilated patients do not cross specified time frame
* In billing closing of all the surgical, investigation and OPD bills and deposition of cash in accounts department is ensured on daily basis
* Investigations and optometry department (both clinical) are supervised. Maintenance of optimum records of optometry and doctors’ clinical data is ensured
* To ensure maximum footfall in optical and pharmacy for better sales
* Ensuring that all the patients advised surgeries reach counseling department and also to closely monitor the conversions and data maintenance by counseling department. Regular follow up calls to the patients in pipeline for surgeries is also ensured
* Communicating regularly with doctors to make them aware about center targets (Financial & Surgical) to ensure maximum support and conversions
* Ensuring that OT is functioning well within specified guidelines
* To coordinate with purchase dept. to ensure all the stock requirements (Clinical and non clinical) fulfilled
* Coordinating with accounts dept. for vendor payments, raising PRS and sorting petty cash issues
* To plan and strategize to achieve center’s financial targets and maintenance of MIS reports
* To supervise that all the data and stocks (clinical & non clinical) are maintained for the audits and smooth functioning of Centre.
* To supervise facilities and housekeeping and getting any facility issue sorted out by immediately escalating the matter to projects helpdesk
* Helping in center NABH pre-assessment and accreditation
* Develop strategies to run activities in a profitable manner and minimizing losses

1. **Sports Direct Private Limited, UK (Feb ‘11-Sep ‘11)**

**Team Member**

***Key Deliverables:***

* Worked in a team for developing the retail store for sports goods
* Worked in all sections of store i.e. Delivery, Tills, Close down and Front door

1. **United Health Care India, New Delhi (Feb ’10-Jun ‘10)**

**Quality Analyst**

***Key Deliverables:***

* Responsible for confirming the genuinity of medical reports of clients who claimed

Medical insurance

* Maintaining the database of all the reports checked
* Accountable for tackling the diagnostic centers of their shortcomings and directed them the methods of improvement

**Key Achievements:**

* Successfully maintained healthy record for analyzing maximum number of medical reports in comparison to all other branches in India

1. **Dr. GPS Dhingra's Homoeopathic Clinic, New Delhi (Oct ’08-Sep ‘10)**

**Homoeopathic Doctor**

***Key Deliverables:***

* Worked as Homoeopathic doctor
* Attended to patients and prescribed them Homoeopathic remedies
* Responsible for administering and running the clinic

**Key Achievement:**

* Successfully ran and managed Homoeopathic clinic

1. **Care and Cure Homoeo Clinic, New Delhi (Oct ’08-Sep ‘10)**

**Homoeopathic Doctor**

***Key Deliverables:***

* Worked as Homoeopathic doctor
* Attended to patients and prescribed them Homoeopathic remedies
* Responsible for administering and running the clinic

**Trainings**

* Undergone training on **MS Office**
* Attended basic **Cardiology** Course under the guidance of Dr. K. K. Aggarwal

**Academic Credentials**

**M. Sc (Health Care Management)** from Surrey Business School, University of Surrey, UK in 2011 with 59%

**BHMS** from Guru Gobing Singh Indraprastha University, New Delhi in 2008 with 58.5%

**Senior Secondary School Examination,** H.P Board in 2002

**Other Credentials**

Certified Course in **Computer Education** from HIC institute, New Delhi in 2008

**Participations**

* Formulated a thesis on **Doctor-Patient Relationship and Its Perspective in Different Health Care Systems**
* Participated in workshop organized on **Disaster Management** by The Indian Institute of Homoeopathic Physicians
* Participated in Perfect Health Mela as a Homoeopathic Physician under President of Heart Care Foundation of India, Dr. K. K. Aggarwal
* Basic life support training from American Medical Association
* Various CMEs organized at work place

**Personal Details**

**Date of Birth:** 21st June, 1982

**Languages Known:** English, Hindi and Punjabi

**Mailing Address:** H.No 216, Ward No 1, Krishnanagar, Hamirpur, H.P – 177001

**(Dr. Pankaj Kaushal)**