

Dr Abhishek Malik
New Delhi
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Summary: Accomplished hospital management professional seeking with skills in achieving operational efficiency, business process improvement, data analytics, asset management, and root cause analysis. Exceptional planning, implementation and monitoring skills. Strategic and change management skills.

WORK EXPERIENCE

Manager-Medical Operations

(April, 2015- Present)

Motherhood Hospitals, Bengaluru

- ✓ Managing the entire spectrum of hospital operations and administration including planning, organizing, directing, controlling and coordinating administrative and supportive services.
- ✓ Managing day to day operations of the Hospital and setting up processes & SOPs for clinical and non-clinical departments and matrix for their constant monitoring.
- ✓ To ensure that the operations of the organization meet the expectations of its boards and the shareholders.
- ✓ To oversee the efficient and effective day-to-day operation of the organization
- ✓ To oversee operations of all clinical, non-clinical and nursing services of hospital to deliver desired quality health care.
- ✓ Front Office Operations (OPD, IPD, TPA, Health Check,etc)
- ✓ Ensuring maintenance and safety of equipment and environment for patient's staff and visitors by establishing and overseeing compliance with safety norms and regulations
- ✓ Patient Support Services Management (F&B, Housekeeping, Laundry, Security, CSSD, Patient Care Etc.)
- ✓ Supply Chain Management (Purchase and Material, Inventory Control)
- ✓ IT and HMIS functions of the Hospital.
- ✓ Overview of the centre's P &L and break even analysis.

Assistant Manager- Medical Operations

(April, 2014- March, 2015)

Motherhood Hospital, Bengaluru

- ✓ A key player in setting up & commissioning of a 50 bedded unit in Bangalore.
- ✓ Contributing in planning, designing and commissioning of all Clinical and Support Services of the Hospital.
- ✓ Contributing in equipment planning and commissioning for all support services of the hospital.
- ✓ Contributing in planning and commissioning of all general and patient care furniture at hospital.
- ✓ Development of hospital management structure along with master operational plan for hospital commissioning.
- ✓ Developing and implementing hospital commissioning plan in phase manner.
- ✓ Coordinating all legal and statutory compliances for hospital pre commissioning and operations.
- ✓ Planning and functional implementation of IT systems and HMIS.
- ✓ Talent Acquisition for Hospital Commissioning and Operations
- ✓ Part of team responsible for setting up Business Intelligence tools and Data analytics platform for the hospital to monitor and improve operational and financial efficiency.
- ✓ Successfully set up a dedicated Central Customer Care Cell across the group.
- ✓ Developed Patient feedback system (Feedback Form for OP & IP patients) and report generation for service improvement.
- ✓ Involved with the Post acquisition Change management strategy for new unit in Hyderabad.
- ✓ Part of project on NABH Accreditation by supervising mock drills and coordinating multiple stakeholder meetings.
- ✓ Front Office Operations (OPD, IPD, TPA, Health Check,etc)
- ✓ Management of day to day smooth operational functioning of the hospital.
- ✓ OP & IP management
- ✓ Daily monitoring of all Operational key performance indicators for the unit.
- ✓ Report & MIS formation.

Project Work Experience: (cumulative 6 months)

1. Medanta-The Medicity

- ✓ Business Process Reengineering (BPR) of Cross Referral System within Hospital.
- ✓ Medication Management System within Hospital
- ✓ Conducted Facility Audit for Hospital for NABH re-audit.

2. Sri Balaji Action Medical Institute, Delhi

- ✓ Productivity analysis and Turnaround time (TAT) of the Clinical laboratory department.
- ✓ Inventory control techniques being followed in the Medical Stores of the hospital.
- ✓ Market and Situational analysis of the Hospital and Innovative marketing strategies.

3. V.N Desai Municipal Hospital, Mumbai

- ✓ Study of Clinical Departments: Casualty, ICU and Blood Bank
- ✓ Study of Non-Clinical Departments: CSSD, Dietary & Catering, Laboratories and Pharmacy

Medical Manager

(Sept, 2011- May, 2012)

Vipul Medcorp TPA, Gurgaon

- ✓ Adjudication of files in the cashless department and maintaining the specified turnaround time for the corporate clients and resolving the issues concerning the claims.
- ✓ Onsite visits to the corporates and the insurance companies and resolving their case related queries and litigations.
- ✓ Drive the team and maintaining the optimal performance of the team players.

Medical Officer

E-Meditek TPA Services, Gurgaon

(Dec, 2010-Spet, 2011)

- ✓ Been an active part of the management in improvising the process and development of new software for the system by giving the inputs to the IT team and successfully launching the new software and assisting the colleagues in its training and execution.
- ✓ Successfully reduced the Turnaround time (TAT) for corporate claims by 50%.
- ✓ Trained the new joiners as mentor in learning the process of the department
- ✓ Managed the cashless team of 16 colleagues for 1 month in absence of Manager.

ACADEMIC**Masters in Health/Hospital Administration**

Awarded in 2014

School of Health System Studies, Tata Institute of Social Sciences, Mumbai

- ✓ Core Subjects: Healthcare System in India, Healthcare financing, Health economics, Research methodologies, Biostatistics, Health service evolution, National Health programs, Operations research, Planning, HMIS
- ✓ Research Project: Application of Six Sigma in Improving Hospital Discharge Process
- ✓ Grades: 7.2/10

Bachelors of Homoeopathic Medicine & Surgery

Awarded in 2010

Dr. B. R Sur Homeopathic Govt. Medical College, Delhi

- ✓ Core Subjects: Anatomy, Physiology, Pathology, Medicine, Surgery, Obs & Gynae, Peads, PSM
- ✓ Grades : 60 %

Intermediate (Class XII)

Rukmini Devi Public School, CBSE, Delhi

Awarded in 2004

- ✓ Grades: 71%
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SKILLS & PROFICIENCIES

- ✓ Research & Analytical Skills: Proficient with Statistical Software - SPSS, ATLAS TI and Minitab
- ✓ Report writing skills
- ✓ Relationship and stakeholder management skills
- ✓ Proficient in working with MS office
- ✓ Negotiation Skills, Time Management Skills, Team Management Skills
- ✓ Intermediate Level competency in Six Sigma

ACHIEVEMENTS & ACTIVITIES

- ✓ Active Clairvoyance team member – Flagship Health Conference, TISS and helped in raising funds in form of sponsorships and organizing the whole event
 - ✓ Hosted Clairvoyance, 2013
 - ✓ 1st prize winner in play at Clairvoyance, 2012 and Graduation, 2009.
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