

DR. PRASHANT VASHISTHA

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HOSPITAL ADMINISTRATION / HEALTHCARE MANAGEMENT

Dedicated and experienced Healthcare Management professional with rich exposure of 10 years in diverse areas encompassing General / Hospital Administration, Facility Management, Operational strategy, program management, policy & documentation design, quality audits and data analytics.

Commendable experience in diagnosing process gaps and MUDA, identifying issues, forming hypothesis, designing & conducting analysis, synthesizing conclusions into recommendations & implementing change.

Technically competent professional with proven aptitude in **automating the entire hospital operations**, ensuring smooth functioning with the latest technologies, experience in directing the complete hospital administration involving technical, administrative and manpower (medical and non-medical) management.

Sound understanding of various guidelines, codes, standards and practices as applicable for the Hospital Administration; capable of developing the quality management systems including implementation of continuous quality improvement (CQI) systems and total quality management (TQM) protocols preferred as NABH.

Strong leadership traits and behavioral management skills; excellent ability to coordinate with different people at one time under difficult situations and bring out the best in others while creating a healthy and friendly work environment, thus enhancing operational efficiency and optimizing resource utilization

Key Expertise Areas

Six Sigma BB + Cert. in Finance + Internal Auditor + NABH + Hospital Design and Planning Health Management + Quality Management and Accreditation + Qualitative / Quantitative Research & Evaluation + Policy Development and Strategic Planning + Organization Systems Development + Change and Innovation Management + Health Communication + Monitoring and Evaluation

CAREER GLIMPSE

MAX SUPER SPECIALTY HOSPITAL, VAISHALI

Additional Medical Superintendent; Since January 2015

- Joined the erstwhile Pushpanjali Crosslay Hospital in January 2015 as Additional Medical Superintendent. The hospital is now a MAX HEALTHCARE Unit since July 2015.
- Worked as Officiating Medical Superintendent for 5 months in the Interim period.
- Managing the overall activities of Healthcare Facilities including full spectrum of Hospital Administration.
- Executing and directing the professional medical services program including all primary and specialty services for in-patient, out-patient, preventive and wellness programs
- Assisting in the development of budgets, staffing plans and medical staff ratio projections; ensuring the adequate allocation of resources to the medical management functions.
- Leading clinical effectiveness efforts, including clinical protocols, clinical benchmarking & best practice identification across the system.
- Reviewing the optimizing medical and non-medical operations for smooth patient flow and quality assurance in order to meet the workload, quality standards and operational commitments of the organization
- Recognized for developing the quality management systems including implementation of Continuous Quality Improvement (CQI) systems and Total Quality Management (TQM) protocols as prescribed by NABH
- Expertise in steering data management and creating quality reports as a part of medical operating system as well as developing SOPs as per NABH guidelines.
- Maintaining benchmarked utilization & cost management goals & clinical quality improvement objectives
- Possess comprehensive knowledge of medical ethics & law.
- A proactive communicator & negotiator with skills to analyze and interpret unique problems; brings logical thinking to find the right solution.

- Evaluating the aspects of medical services offered across the system & ensuring adherence to guidelines
- Developing , implementing and regulating clinical performance indicators in close association with the clinical leadership.
- Providing professional leadership and direction to the functions including Data analysis & performance interpretation of various departments while ensuring statutory compliance
- Revising standards for professional and technical staffing ratios for vendors and providers to ensure their capability to deliver medical services to plan members;
- Performed in-service staff training and education of professional staff
- Monitoring the functioning all clinical departments; developing and integrating systems for ascertaining smooth day-to-day operations of the hospital and departments
- Framing achievable plans and targets to facilitate progressive growth of the Hospital and thus attain strategic goals and bottom line objectives
- Participating in the grievance process, insuring a fair outcome for all members. Monitor member and provider satisfaction survey results and implements changes as needed to increase satisfaction and assure that satisfactory relationships are maintained between network and plan participants.
- Member secretary “Hospital Ethics Committee”
- Member “Hospital Transplant Committee”
- Member “Hospital P&T Committee”
- Member “Hospital Mortality & Morbidity Committee”
- Member “Hospital Medical Executive Committee (HMEC)”, the clinical governance body.
- Member “Management Committee (MANCO)”, the operations governance body.

MAX SUPER-SPECIALTY HOSPITAL, SHALIMAR BAGH, DELHI
Assistant Medical Superintendent; March 2014 – October 2014

- Accountable for the management of hospital resources and also coordinating, scheduling & supervising daily activities of the hospital.
- Overall responsible for the general check up & treatment of dental patients & maintaining a chart for daily maintenance of oral hygiene of the in house admitted patients.
- Instrumental in data Management and creating quality reports- as a part of Medical operating system as well as developing SOPs as per NABH guidelines & monitor its implementation with perfection.
- Responsible for monitoring expenditures, prepared budget forecasts, inventory tracking, control & optimization while liaison with suppliers & also managed conflicts.
- Implemented and reviewed the schemes, programs and plans pertaining to Personnel in co-ordination with the Department of Human Resources Recruitment and performance evaluation of executives.
- Involved in the Patient counseling and quality assurance. Supervised the arrangement of trainings for nursing staff & technician staff including infection control, handling bio medical waste management & quality parameters.
- Accountable for finalizing Key Result Areas of the Departmental Heads as well as initiated and coordinated new medical programs and patient safety initiatives

BSES YAMUNA POWER LIMITED

Manager Medical (A4 Level); August 2005 – February 2014

- Provided Physician services for running of medical OPD for the Retirees, Employees and dependents with daily registrations of around 100 patients.
- Analyzed records/reports/test results & examination information to diagnose medical condition of the patients. Treating and administering Seasonal and Chronic ailments of a population base of 20,000 families as a physician and coordinating their management with tertiary care centers.
- Monitored project planning, implementation, budget, coordination, evaluation, and close out of grantee project milestones and tasks.
- Reassessed policies and plans to ensure compliance to funding expenditures.
- Reviewed health care reimbursement bills as per CGHS and CSMA rules.

- Functioned as member of the:
 - Procurement board for purchase of medicines and equipments.
 - Medical board for inspection and empanelment of health care units.
 - Clinical audit board for review of health care reimbursement bills.
 - Board for review of permission for sanctioning of special procedures and equipments that are not covered under CGHS.
- Evolved standard criteria for empanelment of health care units for secondary/tertiary level of care.
- Prepared reports and financial data.
- Ensured compliance in good standing with all government and regulatory agencies.

VAR-SIGMA CONSULTING (AN ACADEMIC VENTURE)

Vice President – Healthcare Operations; Since January 2015

VarSigma is an operational strategy consulting firm focusing on Strategy, Innovation, Operational Excellence, Lean Six Sigma, Decision Sciences, Big data analytics and Change Management

- Work with market leading organizations across multiple industry verticals solving high impact business problems in key horizontals such as Marketing, Risk and Supply Chain.
- Challenge organizations with scaling the use of analytics and making it an integral part of all business decisions. The dynamic nature of business requires Decision Sciences, an interdisciplinary approach of business, applied math, technology, design thinking and behavioral sciences, to solve constantly shifting and ill-defined business problem
- Holds the distinction for the successful execution of medical operations including patient care activities, optimizing the utilization of services, addressing patient complaints and ensuring that all clinical as well as non-clinical processes and protocols are adhered to.
- Responsible for manpower planning, recruitment and credentialing of consultants and coordinating with the Medical Practices Committee for decisions relating to the medical aspects of the facility.
- Implemented medical and administrative policies for the hospital and medical staff.

Other Assignments

Sanjeevani (2011-2012) as Head of the project:

- This project involved end-to-end dispensary automation project for dispensary OPD services, medicine inventory and bills reimbursement.

Corporate Wellness Center (2012-13) as Head of the project:

- This project included development of a modern Polyclinic for the employees.
- Key role in envisioning, strategizing, liaison, development & commissioned entire project.
- Strategizing for extent of services, civil layout & interiors, type & specifications of the equipments, selection of staff, developing software & planning for processes.
- Managing CBA for the project and ROI

ACADEMIA

MBA HCA, Faculty of Management Studies 2014

Delhi University

MBBS 2003

Maulana Azad Medical College

Technical Proficiency

Mini-TAB ®, MS Office, SAP®, HIS, CPRS , R ®

Certifications

- Certified Internal Auditor NABH; AHPI-CIA 2015
- LEAN Six Sigma BLACK BELT; Exemplar (Previously Benchmark), RAB QSA 2014
- Certificate in Finance; KPMG, India 2014
- IELTS 7.5

Memberships

- Delhi Medical Council DMC/ R/ 01866
- Indian Medical Association
- Research Society for Study of Diabetes in India
- FMS Alumni Association

Date of Birth: 16th October 1979