

AJAY KUMAR

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HOSPITAL OPERATIONS

Chronicled Experience of 10 years in Cross-functional exposure to Hospital Operations



- Competent and versatile Hospital Administration Professional offering a comprehensive experience of **19 years**.
- Currently spearheading with **Columbia Asia Hospitals Pvt. Ltd.**
- Keen strategist, adept at creating innovative strategies and formulating administrative policies for accelerated growth of the organization.
- **An all-rounder intellect of the Healthcare Industry** coupled with a wide range of skill in Credit Management, Quality Initiatives, Critical Thinking, Troubleshooting, Problem Analysis and Resolution.
- Demonstrated capability to bring out the best in others while creating a healthy and friendly work environment, thus enhancing operational efficiency and optimizing resource utilization.

Core competencies include:

• Cross-functional Coordination • Hospital Administration • Relationship Management • Business Development

Current Work Experience

Sr. Manager - Operations

Yashoda Hospital & Cancer Institute

April-2023- till now



Roles & Responsibilities

- Formulating strategies for operational efficiency to maximize realization and customer retention
- Working towards to achieve incremental revenue and EBITDA
- To ensure OP services conversion and Pharmacy sales
- Daily report focusing OP and IP conversion for all departments.
- Monthly reporting and presentation of MRM(MIS) with focus on revenue, realization and customer satisfaction
- Managing day to day operations of Customer Relations, OPD, IPD, Pharmacy, Stores, IT and facility management.
- Have achieved business target in Conversion, Laboratory, Radiology and Pharmacy conversion
- Ensuring overall Customer Satisfaction
- Meeting all In Patients daily and ensuring that their requirements are met.
- To monitor Patient's feedback for area of improvement and ensure that for all negative feedbacks root cause analysis is being done.

Associate Manager - Operations

Manipal Hospitals Pvt. Ltd

April-2023

March-2022 -



Roles & Responsibilities

- Formulating strategies for operational efficiency to maximize realization and customer retention

- Working towards to achieve incremental revenue and EBITDA
- To ensure OP services conversion and Pharmacy sales
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- Have achieved business target in Conversion, Laboratory, Radiology and Pharmacy conversion

Manipal Hospital, Ghaziabad as Head Customer Care, from May'2021 to Feb'22

- Ensuring overall Customer Satisfaction
- Ensuring staff briefing is done shift wise
- Updating of logbook and ensuring staff adheres to it.
- Responsible for OPD/IPD Management.
- Ensuring BSS is followed.
- Ensure that Registration is done with correct details.
- Meeting all In Patients daily and ensuring that their requirements are met.
- Effective bed management for IP patient for smooth operations in IP.
- Ensuring all Bills are Correct, and settlements are done on time.
- To ensure adequate amount is collected or approval from Insurance is taken before any Surgery is being performed.
- Ensuring all Patient getting admitted are given written estimate and as per requirement re-estimate is given.
- To ensure that all the admitted patients get the desired room as per the given estimate and to manage IP beds.
- To ensure that calls are done twice daily to reduce IP and OP outstanding.
- To ensure that Insurance Patient are given all information related to Discharge and Insurance process.
- To monitor Patient's feedback for area of improvement and ensure that for all negative feedbacks root cause analysis is being done.
- To identify training need analysis for Staff and ensuring training is planned and executed accordingly.
- To evaluate post training score for its effectiveness.
- Ensuring that hospital's registration done on time with local Govt. authorities.
- To ensure that quality indicators of the hospital are maintained across all departments.
- Handling NABH processes and documentation.

Joined as Technician- Non-Invasive Cardiology from October 2010

OPD in-charge from January 2011 to March 2015

Customer Care Supervisor from April 2015

Head Customer Care from April 2019 to April 2021

COLUMBIAASIA

Past Work Experience

Organization : Max Hospital, Gurgaon
Designation : Sr. Technician
Duration : December 2009 to September 2010



Job Profile

Supervise Inpatient and outpatient activities and processes related to department. Handle the International Patient of the organization autonomously. Provide financial counseling to the patient/attendant during the OPD visit. Provide training of various processes of hospital.

Organization : Shanti Gopal Hospital, Indira Puram
Designation : Sr. Technologist Cardiology & Respiratory Lab
Duration : May 2009 to December 2009



Job Profile

Handling the responsibility for Registration, OPD Billing. Assist Cardiologist in various procedures.

Organization : Delhi Govt. Hospital
Designation : ECG Technician
Duration : March 2008 to December 2009

Job Profile

Handling the responsibility for ECG.

Organization : Mool Chand Hospital, Delhi
Designation : Executive- Cardiology & Respiratory Lab
Duration : November 2007 to March 2008



Job Profile

Handling the responsibility for Registration, OPD Billing. Assist Cardiologist in various procedures.

Organization : Max Hospital, Noida
Designation : Technician
Duration : March 2005 to November 2007



Job Profile

Supervise Inpatient and outpatient activities and processes related to department. Handle the International Patient of the organization autonomously. Provide training of various processes of hospital and preparation for ISO & NABH audit.

Organization : Florence Hospital, Gurgaon
Designation : Technician
Duration : September 2004 to March 2005

Job Profile

Supervise Inpatient and outpatient activities and processes. Provide financial counseling to the patient/attendant during the hospitalization.

EDUCATIONAL CREDENTIALS

MBA (Operation Management)
NIMS University, Jaipur (Rajasthan)

Graduation
CCS University, Meerut

PERSONAL DOSSIER

Date of birth : 2nd, December'1983
Present Address : Yamuna Vihar, Delhi,