



Dr Jai Kumar(Ex-IAF)
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PROFILE SUMMARY

Professional with more than 15yrs in hospital and healthcare with demonstrated history of Operational Efficiency, Clinical Excellence, Process Improvement & Quality Management along with a proven capability of business turn around.

DEGREE & CERTIFICATIONS	INSTITUTE/UNIVERSITY	CGPA
Master of Hospital Administration (MHA/MBA-HA)	Tata Institute of Social Sciences(TISS), Mumbai, India (FULL TIME, 2 years)	6.6/10
Legum Baccalaureus(LL.B)/ Bachelor of Law	Chaudhary Charan Singh University, Merrut, India (FULL TIME, 3 years)	60%
Bachelor of Ayurveda(& MODERN) Medicine & Surgery(B.A.M.S)	Delhi University(DU), New Delhi, India (FULL TIME, 6 years)	60%
Senior School Certificate Exam (12 th class, National Board Exam)	Kendriya Vidyalaya School, UP, India, CBSE (Physics, Chemistry, Maths, Biology, English)	82%
Secondary School Certificate Exam (10 th class, National Board Exam)	K V, UK, CBSE (Maths, Science, English, Social Studies, Hindi)	75%

WORK EXPERIENCE

Hospital Manager Jan2025-contrn.	Saraswathi Institute of Medical Sciences & Hospital (1250 beds) Hapur-UP, India <i>Reporting:</i> Chairman/VCP <i>Responsibilities:</i> - All clinical and non-clinical administration - Quality Management, Inventory Management, Business analytics - Consultants, RMOs and staff planning, hiring - Monitoring and controlling Daily Operations of the Unit - Business Development & Process Re-engineering - Business planning and strategy development - P & L management - New Corporate & Government liasoning - Legal Tracker Manage. - Adding new Specialities & Services.
Facility Head Feb2024-Sept.2024	Medwin Hospital (75 beds) FBD-Haryana, India <i>Reporting:</i> MD <i>Responsibilities:</i> - All clinical and non-clinical administration - Consultants, RMOs and staff planning, hiring - Managing consultants & RMO's - Monitoring and controlling Daily Operations of the Unit - Business Development & Process Re-engineering - Business planning and strategy development - P & L management - Managing Medical Records Department - Insurance Companies, TPAs & Empanelled Corporate handling(Pvt. & Govt.) - New Corporate & Government liasoning - Legal tracker Management - Adding new Specialities & Services

DMS/ Unit Head June2023-Jan2024	Motherland Hospital(100beds)Noida, UP, India <i>Reporting:</i> Director <i>Responsibilities:</i> • All clinical and non-clinical administration • Quality Management(NABH & NeoNatal Forum of India accreditation Done), Inventory Management, Business analytics • Consultants, RMOs and staff planning, hiring & optimisation • Managing consultants & RMO's • Monitoring and controlling Daily working of the Unit • Business Development & Process Re-engineering • Business planning and strategy development • P & L management • Managing Medical Records Department, • Insurance Companies, Third Party Adminitrators & Empanelled Corporate handling(Pvt. & Govt.) • New Corporate & Government liasoning • Legal tracker Manage. • Adding new Specialities & Services
Operations Head/DMS Dec.2022-June.2023	Ayushman Hospital(120 bed) Dwarka-Delhi <i>Reporting:</i> Director/MS <i>Responsibilities:</i> • All clinical and non-clinical administration • Quality Management(NABH-5 Edition Done), Inventory Management, Businessanalytics • Consultants, RMOs and staff planning, hiring & optimisation • Managing consultants & RMO's • Monitoring and controlling Daily working of the Unit • Business Development & Process Re-engineering • Business planning and strategy development • P& I management • MRD Management • TPA & Corporate handling(pvt. & Govt.) • Corporate & Government liasoning • Legal tracker management & updation
CAO & Management Consultant June.2020-Nov.2022	Medwin Hospital(60 bed) FBD-Haryana, India <i>Reporting:</i> Director <i>Responsibilities:</i> • Designing & Planning of facility • Business Development & Process development • Business planning and strategy • P n I management • Budgeting • Quality Management • Consultants, RMOs and staff planning, hiring & optimisation • Managing consultants & RMO's • Monitoring and controlling Daily working of the Unit • Inventory Management • Business analytics

CEO Dec2018-June.2020	Gurunanak Hospital(100bed) Palwal-Haryana, India <i>Reporting:</i> Director <i>Responsibilities:</i> • All clinical and non-clinical administration • Quality Management(NABH), Inventory Management, Business analytics • Consultants, RMOs and staff planning, hiring & optimisation • Managing consultants & RMO's • Monitoring and controlling Daily working of the Unit • Business Development & Process Re-engineering • Business planning and strategy development • P&I management • Managing Medical Records Department, • Insurance Companies, Thierd Party Adminitrators & Empanelled Corporate handling(Pvt. & Govt.) • New Corporate & Government liasoning • Legal tracker Manage. • Adding new Specialities & Services
Assistant Medical Superintendent AMS/DMS/AGM May2018-Dec2018	Asian Hospital (100bed) Moradabad, HO- Asian Institute of Medical Sciences, Faridabad, India <i>Reporting:</i> Chairman/MD/MS/Director <i>Responsibilities:</i> • All clinical and non-clinical administration • Business Development & Process Re-engineering • Business planning and strategy development • P& I management • Planning and Budgeting • Quality Management • Auditing(Departmental and Facility) • Consultants, RMOs and staff planning,hiring &optimisation • Managing consultants & RMO's • Monitoring and controlling Daily working of the Unit • MRD, TPA & Corporate handling(pvt. & Govt.) • Corporate liasoning • Government liasoning • Legal tracker management & updation • Public & Patient Management • OPD, IPD & ER Management
Operations Manager Nov.2015 – July2018	Sarvodaya Hospital and Research Center(450 bed), Faridabad, India <i>Reporting:</i> Chairman/MD/CAO <i>Responsibilities:</i> • Planning, Implementing, Monitoring and controllingoperations. • Worked in close relation with the quality department toimprove over processes and outcomes • Managing and Implementing programs and services. • Prepared daily report and updated the same to thesenior management. • Analyzed and reviewed the activities of health care staffas well as improved the utilization of services • Handled financial operations like authorizing expenditures according to the requirements, • Performedother administrative tasks as per requirements • NABH Audit done with the quality team

Clinical Care Manager Aug.2014-Oct.2015	Metro Heart Institute With Multispecialty (500 bed) Faridabad, India <i>Reporting:</i> Insurance head/clinical services head <i>Responsibilities:</i> - Managed the Cardiac/Surgical/Medicine/Neurosurgery floors staff and patients - Managed the H1N1 isolation & Dengue floor staff and patients - Managed approx. 50-60 employees on each floor - Co-ordinating with various super specialities for patient care and treatment - Monitoring the admission and discharge process and keeping standard TATS for all processes - Managing Corporates & TPAs along with the case followups with team.
MOD(Night)/ Operations & Quality/ TPA Manager Jan 2011-July 2014	Cygnus Sonia(100 -120 bed) & Hemraj Jain Hospital(25-30 Bed) New Delhi, India <i>Reporting:</i> Center Head <i>Responsibilities:</i> - Working in co-ordination with corporate quality team for NABH - Monitoring and controlling TPA department and did various audits - Worked on various legal compliances & Managed approx. 100-150 employees - MOD in night duties - Intensive implementation of infection control policies - Motivated people to use PPE and to do BMW segregation at the source - Worked closely with the corporate quality team to set SOPs and quality standards for the processes and outcome - Assessment for NABH with the corporate team
Independent Consultant (Hospital & Healthcare Managt., Online & Onsite) July.2011-contn.	- Clinical, Hospital and Healthcare consultancy(Online and Onsite for hospitals and clinics) - Planning, Designing, Implementing, Monitoring and controlling Brown and Green projects too. - BPR for running hospitals to increase efficiency and outcomes in terms of patients and revenue both. - Business Strategy Development & Process Re-engineering - Business planning and strategy development - P& I Insights - Quality Management, Auditing(Departmental and Facility) - Consultants, RMOs and staff planning, hiring & optimisation of Topline and Bottomline with costing - Inventory Management - Business analytics - COVID19 Management(Clinical & Administrative)

ADMINISTRATIVE INTERNSHIP

APOLLO INDRAPRASTHA HOSPITAL Jasola , New Delhi, India Subj.- HR, QUALITY & SUPPLY CHAIN Mx	<i>Case studies</i> - Manpower and Machine Optimization in Dialysis - Development of 3D-MATRIX for Apollo pharmacy - Study of workload variations in lab
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TATA MEMORIAL HOSPITAL(ONCOLOGY) Parel , Mumbai, India Subj.- OPERATIONS, HR, QUALITY & SUPPLYCHAIN Mx	<i>Case studies</i> • Reducing waiting time for CT and crosssubsidization of contrast. • Developing SOP & manuals for dept. • Gap analysis for NABH standards
HOLY FAMILY HOSPITAL Okhla , New Delhi, India Subj.- HR ANALYTICS & QUALITY CORELATION	<i>Case studies</i> • ESS,analysis and recommendations & comparison with the past reports. • PSS,analysis and recommendations & Finding correlation with employee satisfaction.

CLINICAL INTERNSHIPS	
DEPARTMENT/ SPECIALTY	HOSPITAL
Casualty(ER), Surgery, Derma, Gynae & Obs.	Sanjay Gandhi hospital , Mangolpuri ,Govt. Of NCT Delhi
Medicine ward & ICCU	Dr B R Ambedkar hospital , Rohini , Govt. Of NCT Delhi
Medicine OPD	Dr N C Joshi hospital , Karol Bagh , Govt. Of NCT Delhi
Medicine & Surgery	Babu Jagjivan Ram hospital , Govt. Of NCT Delhi
Casualty(ER) and ICU	Aruna Asaf Ali hospital , Govt. Of NCT Delhi
Gynae & Obst., Medicine, Surgery, Eye & ENT	A & U Tibbia Medical college & associated Hospitals

MANAGEMENT SKILLS	
• Clinical Services Mgt.	• Business Devpt.
• Quality Mgt.	• Operations Mgt.
• Customer Relation Mgt.	• Planning and Strategy Mgt.
• Supply Chain Mgt.	• ATLAS-TI
• Service Line Mgt.	• SPSS-IBM
• Marketing Mgt.	• UCINET
• Human Resource Mgt.	• NET-DRAW
• TPA and Corporate relations and Mgt.	• MS Office

STRENGTHS	
• Patience	• Communication skills
• Efficiency	• Fast and eager learner
• Self-motivated	• Discipline and integrity
• Self starter	• Quick decision making
• Team building	• Problem solving skills

CERTIFICATES/ WORKSHOPS/ CONFERENCES	
Clairvoyance “The challenges of change” 2016	TISS-Mumbai-India
SPSS-IBM and ATLAS-TI Workshop	TISS-Mumbai-India
Achievers program(Training the trainers)	SHRC ,Faridabad-India
Weekly presentations and CMEs	MHIM,Faridabad-India
National Leprosy Eradication Programme(NLEP)	Integrated District Health Society , State Health Mission , Delhi-India
Certificate course in MS-Office	SISI, Govt. of NCT Delhi.-India
Small arms training(SAT), Combat techniques, security and communication's systems on ground and in air	IAF, Bangalore, India

REFERENCES

1. Mrs Gena
General Manager(HR)
Holy Family Hospital, New Delhi, India
2. Mr Rohit Kapoor
Sr. General Manager(HR)
Apollo Hospital, New Delhi, India