

CURRICULAM-VITAE

BASANT KULSHRESTHA

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Master in Hospital Administration

Over 15 years experience in the areas of Hospital Administration, Encompassing HR, Hospital Operations, New Initiatives & Healthcare Services in Healthcare sector.

Seeking senior level assignments in General Administration/ Operation/ Human Resources Development with a growth oriented organization of repute.

PRESENTLY WORKING

Currently I am working in **N C Medical College & Hospital (935 Bedded)** as a **Hospital Manager** from **Oct 2023** to till Date Where i am responsible for

Operational Management

- Overseeing the day to day operation across clinical and non clinical departments ensuring compliance with healthcare regulations and standards.
- Monitoring patient admission, discharge, and transfers to ensure smooth process.
- Ensure optimal utilization of hospital resources.
- Ensure equipment is functional, well-maintained and compliant with health standards.
- Monitor and optimize operational processes to improve efficiency and patient satisfaction.
- Develop and implement policies and procedures for hospital operations.
- Problem Solving in OPD & IPD Department.

Departmental reporting

- Analyze maintenance report from Electrician, Plumber, Carpenter, Painter, BME, ANS, DNS, Hospital Supervisor, Housekeeping Supervisor, Billing In charge, Ayushman Operator, Security Officer Store In charge, Quality Manager
- Prepare OPD & IPD DATA, AYUSHMANDATA, other Panel Work, and Daily collection report.
- Vendor Negotiation & Contractual Staff Management
- Scrutiny and sanctioning of all expenses related to repair and maintenance, Food and Beverage, staff welfare, Fixture and Furniture, Renovation, Purchase of new equipment.
- Conduct review of adverse events in the hospital as necessary.

Staff Management

- Collaborate with departmental heads to manage staffing needs, schedules, and performance evaluations.
- Facilitate training and development programs for staff to ensure high quality service delivery.
- Foster a positive work environment and promote teamwork.
- Plan, Co-ordinate and deliver the induction program to new joiners.
- Plans staff work, assignment, schedule, Recruitment Process with HR department.

Quality Assurance

- Establish and implement quality assurance programs to maintain high standards of patient care.
- Monitor patient outcomes and feedback to identify areas for improvement.
- Lead initiatives for accreditation and compliance with healthcare standards.
- Prepare and manage emergency response plans.

Patient Experience

- Enhance patient satisfaction by improving services, responsiveness, and addressing concerns promptly.
- Coordinate with clinical staff to ensure a seamless patient experience across departments.
- Implement patient engagement strategies to improve communication and service delivery.

Strategic Planning

- Contribute to the hospital's strategic planning efforts, identifying opportunities for growth and development.
- Analyze market trends and implement strategies to improve the hospital's competitive position.
- Collaborate with senior management to align operational goals with the hospital's mission & vision.

Worked Experience

Worked in **Bhagwati Hospital (100 Bedded)** as a **Hospital Administrator** from **May 2011 to July 2021**

Octavo Solutions Pvt. Ltd.(National Accreditation Board for Hospital & Healthcare Provider(Jan2010-July2010)

Escorts Kamayani (Cancer Care & Research Centre) Heart Centre
(July2010- Dec2010) as a Assistant Manager

TRAINING EXPOSURE

- (1) Training Exposure in **Fortis Escorts Hearts Institute & Research Centre Okhla New Delhi.**
- (2) Completed **First Aid Program** organized by **Indian Red Cross Society.**
- (3) Attended Scientific Meet on **Safe Blood Transfusion Practices Current Concepts & Guidelines** which Organized by **Lions Blood Bank Shalimar Bagh New Delhi**

PROFESSIONAL QUALIFICATION

- **Master in Hospital Administration** from Institute of Health & Management Studies, New Delhi.

ACADEMIC QUALIFICATION

- B.Sc. from Dr. Bhim Rao Ambedkar University Agra.
- Higher Secondary from U.P. Board Allahabad
- High School from U.P. Board Allahabad

SKILLS

- Excellent Interpersonal Skills
- People Management Skills
- Problem Solving

COMPUTER PROFICIENCY

- SOUND KNOWLEDGE OF MS OFFICE
- KNOWING INTERNET SYSTEM

PERSONAL DETAILS

Father's name : Shri Rakesh Kulshrestha

Date of Birth : July 9th 1988

Language Known : Hindi & English

Hobbies : Interest in learning new things, Listening News

Present Address : NC Medical college & Hospital Campus Israna Panipat
Haryana 132107

Place : Haryana

Basant Kulshrestha