

MUKUL KUMAR BHARDWAJ

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Multifaceted accomplished healthcare professional with extensive experience in General Administration Operations and training, service quality, process optimization, performance management and patient care.

CORE COMPETENCIES

Hospital Administration

Welfare management

Team management

Facility management

Process improvement

Training development

PROFILE SUMMARY

- Result-driven professional, offering a career of around **13** years in directing a wide spectrum of **Hospital Administrative functions**.
- Committed to helping healthcare organization achieve maximum benefit from their employee.
- Responsible for **managing Inter & Intra departmental coordination** for ensuring smooth business operations.
- Significant experience in managing complete hospital administration involving **technical, administrative and manpower management**.
- Implemented policies that promote and protect health, safety, security and quality of work life and organizational effectiveness.

WORK EXPERIENCE

Deputy Manager – Operations in Yatharth hospital, Greater Noida West since May'25

Key Result Areas:

- Manage day to day hospital operations & ensure smooth functioning of all clinical departments.
- Coordinate with consultants, nursing, diagnostics, pharmacy, housekeeping & support services.
- Monitor patient flow, bed management, admissions, transfers & discharge processes to improve turnaround time.
- Supervise the daily operations of departments such as ER and IPD.
- Prepare MIS reports for senior management.

PREVIOUS EXPERIENCE

Assistant Manager – Medical Administration in Max Hospital, Noida since Oct'16

Key Result Areas:

- Executing OPD and IPD Operations; following up & coordinating with all departmental heads for work in progress.

- Assist in development of strategic plans, implement and manage operational plan.
- Assist in minimizing the LAMA.
- Worked as Manager on duty and handling all operational matters.
- Assist in RCA and implementation of CAPA.

Floor manager in Shanti Gopal Hospital, Ghaziabad since August 2014 to October 2016

Key Result Areas:

- Supervise daily operations of assigned floors IPD, ICU, OT complex, specialty wards)
- Conduct regular floor rounds to ensure cleanliness, patient safety & operational efficiency.
- Monitor service TATs for diagnostics, pharmacy, housekeeping & patient transport.
- Prepare daily floor reports & communicate operational issues to medical administration.
- Coordinate VIP patient care.

Floor Coordinator in Rama Superspeciality Hospital, Ghaziabad since June'13 to Aug'14

Key Result Areas:

- Handle patient complaints and escalate unresolved issues to Operations Manager.
- Serve as the primary point of contact for patients and attendants on the assigned floor.
- Support compliance with hospital policies, infection control practices & NABH standards.
- Assist in discharge planning, billing coordination & patient transport.

PROFESSIONAL QUALIFICATION

- Completed MBA (Health & Hospital management) from Jamia Hamdard (7.37CGPA) in 2013.
- Completed Bachelor of Occupational Therapy from Santosh Medical College, Ghaziabad (61.5%) in 2009.

ACADEMIC QUALIFICATION

- Intermediate From Kendriya Vidyalaya, RK Puram, New Delhi (2005)
- High School from Kendriya Vidyalaya, RK Puram, New Delhi (2003)

INTERNSHIP PROGRAM

- Made project on Hospital Infection Control (Audit of Infection control measures taken in different departments) in Rama Superspeciality Hospital (Secondary Data) in 2013.
- Made project on Cashless Hospitalization Management in MAX Patparganj, New Delhi in 2012.
- Completed 6 months Internship in LNJP hospital, New Delhi in 2009-10.

PARTICIPATION AND ACHIEVEMENT

- Got Best Floor Coordinator award for the month of December,2013
- Participated in Workshop based on "Creative leadership in healthcare "in December 2013 held at Academy of Hospital Administration.
- Attended AIOTA Conferences (2007-2009).
- Attended Conference (Recent advances in Occupational Therapy) in Sir Gangaram Hospital, New Delhi (2007)

PERSONAL DETAILS

Father's Name	- Late Sh. Kamlesh Kumar
Date of Birth	- 04/02/1988
Address	- 328-A, Regal, Shipra Suncity, Indirapuram, Ghaziabad (U.P)
Marital Status	- Married
Languages Known	- English & Hindi
Hobbies	- Listening Music, Playing Cricket

I hereby declare that the above information is true according to My Knowledge.

(Mukul Kumar Bhardwaj)