

CONTACT

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EDUCATION

Research Scholar

Karnavati University, Ahmedabad

PGDHQM (2024)

Tata Institute of Social Sciences, Mumbai

MBA in Hospital Administration (2008)

Devi Ahilya University, Indore

BBA in Hospital Administration (2006)

Devi Ahilya University, Indore

RELEVANT SKILLS

- Hospital Operations & Administration
- Quality Accreditation & Documentation
- Training & Development
- Patient Safety and Grievance Handling
- Budgeting & Resource Management
- Staff Supervision and Team Building
- Data-Driven Decision Making
- Excellent Communication & Coordination

PROFILE

Dedicated and result-oriented Hospital Administrator with over 15 years of progressive experience in healthcare operations, quality management, patient services, and accreditation processes. Skilled in strategic planning, resource optimization, and implementation of NABH/NABL/NQAS/LaQshya/MusQan standards to improve patient outcomes and institutional efficiency. Seeking to contribute expertise in healthcare leadership and administrative excellence.

PROFESSIONAL EXPERIENCE

Assistant Hospital Administrator

Nov 2024 – Present

Aug 2022 – Feb 2024

- Spearheaded hospital operations for a 2000-bedded government/multispecialty hospital.
- Oversaw budgeting, manpower management, and coordination with clinical departments.
- Managed hospital support services including HR, housekeeping, biomedical waste, and facility maintenance
- Led quality improvement initiatives under MusQan/LaQshya programs.
- Conducted internal audits and training sessions for MusQan/LaQshya documentation and compliance.
- Acted as a liaison between management and clinical teams for policy implementation.
- Liaises with district administration, police, NGOs, and community organizations for smooth hospital functioning.
- Coordinates during public health emergencies, epidemics, and disaster management operations.
- Represents the hospital in official meetings, inspections, and reviews.

Assistant Hospital Administrator

Feb 2024 - Nov 2024

Jan 2016 – Aug 2022

- Maintenance of Total Quality Improvement (5s, Kayakalp, Swachhata Mission, LaQshya, NQAS, EQAS, MusQan)
- All Legal Proceedings Related to The Hospital Like MoUs, Fire NoC, Lift Services, AERB, BSU, GPCB Etc
- Scrutinizing and analysing Hospital Data, KPI and Performance Indicators.

CERTIFICATION

Internal Assessor under National Quality Assurance Program

Clinical Research from ICRI, Delhi

MS Office & DOS from NIIT

LANGUAGE

English (Speak/Read/Write)

Hindi (Speak/Read/Write)

Gujarati (Speak/Read)

SUMMER TRAININGS

Inventory Control Methodologies - P.D.

Hinduja National hospital, Mumbai

(2007)

Management and Planning of Operation

Theatres - Sir Gangaram Hospital, New

Delhi (2006)

Study on Marketing Mix of Hospital

Services (Services Marketing) -

Bombay Hospital, Indore (2006)

Study of the Biomedical Waste

Management System - Choithram

Hospital and Research Centre, Indore

(2006)

- Monitoring of Implementation of All National Programs in Hospital
- PIP Budget Preparation and Utilization with Respect to FMR
- Strict Supervision of Purchase Procedures
- Management of Support Services, Logistics, Equipment and Supply. Proper Utilization of Hospital Services to Avoid Wastages
- Taking Care of External Rogi Kalyan Samiti Meeting (Quarterly) Held under the Chairmanship of Respected Collector sir.
- Conducting Monthly Audits Like Clinical, Refer, Death, LSCS, Prescription
- Taking Care of Any Grievance Related to Internal Hospital or Patient
- Smooth Implementation of ABPMAJAY. Taking Care of Claims Processing & Incentives, Reporting of Issues at State Level
- Supervision of All Major/Minor Construction in Hospital in Detail; Co-Ordination with PIU. Maintenance & Management of Hospital Infrastructure through Liaison with PIU, Plumber, Carpenter, Mali Etc.
- Giving Regular Trainings to Hospital Staff Regarding Quality, Fire & Infection Control
- Conducting and coordinating smooth completion of Interviews for SNCU Staff-Nurse Recruitments
- Liaisoning with Outsource Agency for Filling Up of Vacant HR
- Hospital Website handling and maintenance

District Programme Officer - RSBY

Nov 2014 – Dec 2015

- Assist Chief District Health Officer and Member Secretary of District Health Society in all the matters relating to overall management of human and financial resources under Rashtriya Swasthya Bima Yojana.
- Coordinate and liaise with representatives of the Insurance Company, Empanelled Hospitals, Consultant of the RCH Programme, various government departments like rural department, urban department etc. at the district level.
- Provide managerial support to district and peripheral level Programme support staff and grass root functionaries.
- Assisting Chief District Health Officer in matters related to RSBY beneficiaries enrollment, hospital empanelment, DKMA, FKO, MHC, KIOSK card issuance, DKMA backup management, claims management and performance monitoring etc.
- Monitor managerial, administrative and financial aspect of RSBY Programme in the district and provide feedback for improvements
- Provide logistic support to the field staff for implementation of RSBY Programme.
- Provide necessary support to technical consultants appointed at state and field level during their field visits.

Study of the Medical Records
Department - Sanjay Gandhi
Postgraduate Institute of Medical
Sciences, Lucknow (2005)

General Administration - Nazareth
Hospital, Allahabad (2004)

PERSONAL PROFILE

Marital Status Married

Date of birth 22nd October 1986

- Analyze financial and physical progress report and take corrective measures for improving output.
- Identify the cause of any unreasonable delay in the achievement of milestones and propose corrective action.
- Provide regular report feedback on RSBY to the Chief District Health Officer of the district.
- Take appropriate actions in relation to feedback provided by medical officers/Programme officers of the district in consultation with Chief District Health Officer.
- Undertake any other duties assigned by Chief District Health Officer and his team.
- Advise on the further development of the Scheme.

Assistant Consultant

May 2011 – Oct 2013

- Worked in the area of Quality Accreditation (NABH) of Public Health Projects.
- Took care of 14 Hospitals in U.P. as a team leader
- Implementation of established policies as per NABH norms
- Structure, process and outcome alteration according to NABH standard.
- Develop policy procedure manuals.
- Internal assessment and reporting
- Indicators capturing and analysis for Continuous Quality Improvement.
- Implementation of forms format and signage.
- Equipment maintenance plan development.
- Patient and employee satisfaction survey analysis.
- Biomedical Waste Management
- Training to hospital staff

In charge - Administration

March 2010 – April 2011

- Acts as the overall administrative head ensuring smooth day-to-day functioning of the hospital.
- Coordinates between medical, nursing, paramedical, and support departments.
- Implements directives from higher authorities such as the Directorate of Health Services, District Health Officer, or Medical Superintendent.
- Conducts staff orientation and capacity-building programs.
- Addresses grievances, conflict resolution, and feedback systems

- Ensures availability of essential facilities — OPD areas, wards, pharmacy, laboratories, ambulance, and administrative offices.
- Ensures efficient patient flow and satisfaction in OPD, IPD, emergency, and diagnostic areas.
- Oversees medical record management and confidentiality of patient data.

Executive - Administration (Operations)

Feb 2008 – Jan 2010

- Managed Admissions & Billing with an average rate of admission & discharge of 50 patients per day.
- Management Reporting (MIS Preparation & Analysis)- Operational, and Clinical Indicators.
- Conduct process enhancing studies like Reduce waiting time and increase capacity utilization& kept a track of optimal utilization of Beds.
- Ensured implementation of minimum admission & discharge time
- Ensured Settlement of Accounts
- Ensured smooth final discharge process
- Monitored the outstanding cases.
- Assigned duties and responsibilities to the clerical staff for effective utilization of manpower.
- Managing the team of cash and corporate billing dept and Insurance/TPA Desk.
- Worked as a part of OE (Operational Excellency) team in supporting organization for finding and applying evidence to operational practice & to advocate for system change and process improvement.
- Conducted various studies at all levels of the administration departments

I hereby declare that all the above-mentioned information is true to the best of my knowledge and belief.

(Ankita Singh)

Date: 01.11.2025

Place: Rajkot