

ANISH KADYAN

OPERATION MANAGER



EXECUTIVE SUMMARY:

Having 5-years of experience in hospital operations & quality. Experienced in hospital portfolio management of hospitals. Lead NABH hospital accreditations & achieved. Expert in developing SOP & QMS. Experienced in implementing QMS to achieve quality objectives in delivering patient care. Having experienced in change management. Zeal for performance improvements. Performing as Head of Operations of 150 beds multispecialty hospital. Facility enhancements and department development. Statutory & Legal Compliance of the hospitals.

PROFESSIONAL SKILLS:

Operation Management – SCM & Procurement–Branding & Content Creation – Facility & Maintenance– P&L – Patient Relations– Hospital Accreditations & Quality– HR– Inpatients & Out Patients Operations– Hospital IT– Equipment Planning & Brown Field Projects – Strategic Planning–MIS & Analytics

CORE STRENGTH:

Coordination | Team Building | Negotiations | Planning | Peoples Management | Decision Making | Monitoring Communication | Conflict Management

PROFESSIONAL EXPERIENCE:

Currently working with Park Hospital from April 2021

Designation: Operation manager

- Leading the hospital operation of 200 beds multispecialty hospital with 25 beds ICU, 2 Modular OT's, 10 Beds Dialysis Centre, Cath-Lab & reporting to DGM & AGM.
- To manage conversion ratio from consultants, referrals and other departments to enhance revenue and value additions.
- Identify opportunities, market needs and industry developments while maintaining the flexibility and preparedness to proactively respond to shifting threats and opportunities.
- Serve as a liaison between the staff, management and patients.
- Streamline the operational procedures of the facility to provide patients with the best care.
- Ensure compliance with various government policies and legal regulations.
- Manage the insurance reimbursement for patients by ensuring tie-ups with insurance providers.
- Ensure the security and safety of patient healthcare records and other facility data.
- Communicate with doctors, specialists, nurses, ward attendants and vendor.

Worked with Ravindra Hospital from Dec 2019 – March 2021

Designation: Reception incharge

- Managing Patient Reception and Registration
- Handling Patient Inquiries and Concerns
- Managing Patient Flow
- Coordination with Hospital Departments
- Administrative Duties
- Handling Emergencies and Special Situations
- Maintaining Confidentiality and Compliance
- Managing Patient and Visitor Records
- Training and Supervising Reception Staff

SKILLS

- Computer Skills
- MS Office
- HIS
- Empanelment & cashless portals
- Ayuhsman Portal
- TPA Portal

EDUCATIONAL QUALIFICATION:

10th CBSE BOARD

12th CBSE BOARD

6 Month computer Diploma

Bachelors of Arts in Kalinga University

MBA (Hospital Administration) Vikrant University

PERSONAL DETAILS

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