

RAJA BABU LANKA

Senior Level Professional in Hospital Administration | Operations
Management (P&L) | Business Development/Human
Resources/Generalist/facilities management

"Sharp, dedicated administrative professional with long-standing and diverse
experience throughout healthcare industries and capacities"



Location Preferences: Gulf/African Countries/India

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Executive Profile

- Offering **26 years** of experience in managing **clinical & hospital administration** of large state-of-the-art specialty hospitals involving technical, administrative and manpower (non-medical) management
- Successfully managed entire operations; **expert at implementing quality parameters** for service areas in line with the standard guidelines; skillful at maintaining customer & employee satisfaction
- Extensive experience in **conceptualizing and implementing SOPs**, process improvement, resource allocation, costing and utilization in hospital operations
- Proven competencies in **rolling out the innovative hospital administrative strategies** to ensure highest level of healthcare delivery
- Distinguished capabilities in **policy designing, project management**, budgetary control, vendor negotiations, procurement, program development and facility expansion
- Coordinated several projects** entailing installation of new facilities & increasing the number of beds / capacities
- Showcased excellence in maintaining coordination** between Governing Boards, Medical Staff, Admin. Staff & Paramedical Staff and integrating the activities of all departments for business excellence
- Serve point person for managers, sales teams, clients and vendors to ensure proper lines of communication
- Maintain excellent communication skills, problem resolution capabilities and a high level of confidentiality

Education & Credentials

- Post Graduate Diploma in Hospital Administration & Management** from Air Force Medical Centre, Bangalore in 2002
- Master of Industrial Relations & Personnel Management (MIRPM)** **Equivalent to MBA** from Nagpur University in 2001
- Master of Arts in Public Administration** from Kakatiya University in 1996
- Diploma in Industrial Relations & Personnel Management** from Bharti Vidya Bhavan in 1995
- Bachelor of Arts in sociology** from Kakatiya University in 1994

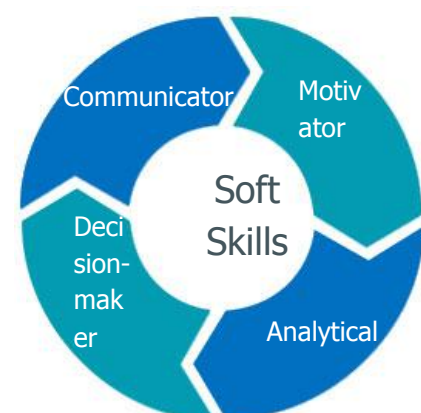
Other professional Courses:

- Basic Computer Course on Computer Applications and Usage of Internet, PC, Basics from Head Quarters, Maintenance Command, Indian Air Force, Nagpur in 2006
- Diploma in IT Foundation from CMC Ltd. (Joint Venture of TCS), Visakhapatnam in 2006
- Diploma in Pharmacy, First Aid, Fire-Fighting and Security from Indian Air Force Medical in 2006**
- Diploma in Hospital Administration and Hospital Management from Air Force Hospital in 2002**
- Diploma in Pharmacy from Indian Air Force Medical Centre in 1996**
- Hospital Operational Management Course for Junior Officers of Indian Air Force from MTC in 1993**
- Diploma in X-Ray Technician from Armed Forces Medical College in 1988**
- Diploma in Nursing from Indian Air Force Medical Centre in 1987**

Key Skills

Hospital Administration	Strategic Operational Planning
Business Development	Patient Healthcare Services
Project/ Commercial Management	Quality Management
Policy/SOP Formulation	Resource / Cost Optimization
Process Improvement	Team Management & Training

Soft Skills



Projects

- Commissioning of Poly Clinics
- Customisation & Implementation of Hospital Information System In Hospitals & Clinics (HIS)
- Customization & Implementation of Human Resources Management System in Hospitals (HRMS)

Notable Accomplishments Across The Career

- **Conferred with best employee award in pacific International Hospital By HR director of PIH**
- **Received Appreciation Letter from Management for smooth administration and operations of hospital**
- **Steered efforts in streamlining the existing systems/ processes by implementing HIS, thereby resulting in Paperless clinics**
- **Successful in increasing profits by cross referrals among hospitals by taking business) initiatives to reduce overall operating risk**
- **Formulated comprehensive HR policy for upcoming 4 new hospitals/establishments in tier II cities in India at Indian Air Force**

Professional Experience

GENERAL MANAGER –OPERATIONS & ADMINISTRATION LONDON HOSPITAL, KUWAIT
FROM NOV 2019 TO FEBRUARY 2021

Job Description: -

1. Over all management of hospital Operations and administration independently controlling all medical & Non-medical, administrative professionals.
2. Management of Indoor patients & OPD and monitoring the daily activities.
3. Hospital maintenance(Medical & Non-Medical), finances, security, housekeeping, facilities quality and other ancillary services supervision.
4. EBIDTA and P & L management
5. Cost cutting measures and cost effective measures in Operations and maintenance of Hospital

Dec'18-Apr'19 with Dhaman Health Assurance Hospitals Company, Kuwait as PHC Administration Manager

Key Result Areas :-

Taking efforts to start up of PHC and establishments of 12 PHCs and Readiness of 12 PHCs for commissioning and licensing

- Spearheaded the entire **Operations & Administrative functions** of Primary Health Centres, a day care clinic covering Family Physician(Adult), Family Physicians(Pediatrics) & Dental Services
- Contributed in:
 - Facilities management, MEP services, security and housekeeping services
 - Man power management, finance management, cash collection, customer services, bio-medical services and other medical services
 - Responsible for facilities management, MEP services, security and housekeeping services

Jul'16-Dec'18 with Bahwan Medical Centre LLC Division (Suhail Bahwan Group Holding Company Muscat, Sultanate Of Oman) as General Manager –Operations & Administration, Projects & Facilities

Key Result Areas :-

- Managed multiple clinics like American Spine Centre (ASC), Bahwan Multi Speciality Clinics (MSC), Bahwan Medical Centre (BMC), Bahwan Medical Imaging And Diagnostic Centre (BMIDC).
- Directed the project construction, infrastructure & commissioning of clinics as per Ministry of Health - Oman Standards.
- Interfaced with cross-functional departments for ascertaining procurement plans of medical & non-medical equipment, consumables & drugs.
- Mapped the possibility of developing the supply of manpower resources with the requirements by introducing necessary changes in the functions of HRM.
- Guided the team members in the preparation of monthly progress reports entailing progress & details for engineering, procurement, construction and commissioning activities.
- Formulated long-term/short-term strategic plans and SOPs to enhance operations; executed new projects and collaborating with hospitals.
- Conceptualized measures in operating procedures to optimize resource/capacity utilization
- Spearheaded cost saving and improvement initiatives in processes.
- Designed and implemented business plans and standard operating procedures; dealt with Hospital Operations Admissions, Discharge, Billing Credit (TPA) & Cash, Hospital Information Systems, Facility Management, Bed Management & so on.
- Headed administrative matters in multi-specialty hospitals; ensured compliance to statutory processes relating to occupational health.
- Ensured proper implementation of policies towards promoting & protecting health & safety and environment & organizational effectiveness.
- Scrutinized the working / performance of other functional groups; provided them assistance to improve their functioning & processes.
- Coordinated between internal departments and external bodies like Government agencies for permits, conducted Investigators meetings & so on .

Highlights of senior personnel working profile:

- **Managed:**

- Day-to-day hospital operations and administration; devised & executed policies for operational excellence
- Operations supervising ancillary services like canteen facilities, transport management, housekeeping services, security services, maintenance of campus & so on.
- Planned & managed the manpower requirements including selection, recruitment & fixing of salaries
- Resolved & managed all complaints (from staff, patients & clients), monitored emergencies and ensured timely update to the CEO and the Hospital Management Team.
- Administered the effective maintenance of property, facilities, equipment, grounds and other physical resources used by the hospital staff, visitors and patients.
- Monitored all key business initiatives across functions in the organization including Pharmacy Sales, Supply Chain Management, OPD and IPD Services and Billings, F&B Sales and Maintenance & Clinics Business at outlets.
- Gained exposure by managing international projects with ISOS tie-up.
- Contributed in cost savings by restructuring organizational matrix; revised Bio-Med, Engineering, F&B, Security, AMC/CMC/ contracts.
- Formulated SOPs & recruitment policies and fixed salaries for employees.
- Ensured that staff understand & promote emergency & evacuation procedures in line with relevant regulations and/or requirements.
- Bagged yearly bonus plus increment consistently.
- Designed comprehensive HR policy for upcoming 4 new hospitals/ establishments in tier II cities in India
- Devised the new reward & retention policy to reduce attrition and generated revenue through attrition
- Led global HR & staffing operations for the group.
- Hired & trained medical staff (Consultants & Medical Officers) and non-medical staff.
- Assigned duties to nurse as per their experience & specialization and provided increment based on their performance.

Previous Work Experience

May'13-Jun'16 with Pacific International Hospital, Port Moresby, Papua New Guinea as Hospital Administrator & Operations Manager

May'12-Apr'13 with Global Baroda Group of Hospitals, Vadodara as Group Head-- General Manager (Operations & Administration)& Human resources

May'09-Apr'12 with Hanumant Hospital, Mahuva, Gujarat as General Manager (Operations) & Unit Head(P&L) & Human resources

May'07-Apr'09 with Kasturba Hospital, Valsad, Gujarat as General Manager & Unit Head (Operations & Administration) & Human resources,recruitment

May'86-May'06 with Indian Air Force as Hospital Administration & Operations Manager (Operations & Administration) & Human resources



Personal Details

Date of Birth: 28th July 1969, **Passport No** :N 9315994 valid till Apr 2026

Languages Known: English, Hindi, Telugu, Tamil, and Kannada & Malayalam

Address: Bungalow NO:108,meerpur,harding road, Cant Kanpur ,PIN:208003