



Managed Successfully Tertiary care hospitals capacity of 120-330 Beds, Multiple dialysis units across two zones, Eye Care & Cardiac Setups. Looking forward to accept new challenges to bring change management.

ASHWINI KUMAR VISHWAKARMA

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Milestones

- Commissioned three dialysis unit.
- NABH Surveillance audit at entry level, final assessment and Re- Accreditation with facility operations and front office department recognized as Best Department.
- Successfully added revenue generating beds within same infrastructure at Charnock Hospital 8 more beds in General ward, 2 beds in HDU and 4 Beds semi private and achieved 90% Occupancy.
- Turned around Narayana Hospital Raipur into positive EBITDA.
- Proven record of less attrition under leadership less than 10%.

Executive Leadership Competencies

*End to end Hospital Operations management.	*Strategic Planning and Execution.
* Integrated Front and back office operations	* Process Transition and Stabilization.
* Patient Centric Approach.	* Training and Leadership development.
* Quality Management.	* P – SAT & D – SAT Process.
* Statutory Compliances Management.	* Business Operations and P&L management.
* SOP's management & Implementation.	* NABH assessment & internal audit.
* Cost Management & Revenue Growth.	* EBITDA.
* MIS Documentation & Management.	* Strategy development & goal setting.
* Internal Audit.	* Internal marketing or brand value development.
* Marketing strategy.	* Recruitment & PMS.

Career Pathway

Sankara Eye Hospital, Ludhiana.

UNIT Head (CEO) – Dec'19 till Present.

Managing outreach activity effectively.
Corporate and TPA tie up.
Close monitoring and tracking of Income and Expense with strategic approach.
Effective Inventory management to avoid revenue loss.
Development of Speciality services.
Promoting Visibility of Hospital with Screening, Paid Screening, Outdoor Clinic and Marketing.
EMR implementation.

Asha Radha Krishna Hospital (Under Hospaccx Project).

Location: Nagpur

GM– Operations (Acting CEO), June'19 till Present

Devised the process for transformation of Trustee Hospital into Corporate one.

- Daily Hospital rounds with close supervision.
- Management of SOP department wise and implementation.
- Streamlined billing & discharge procedures with dues collection and management.
- To check marketing feasibility and made strategy for marketing of 90 days with ATL & BTL segment, which in turns achieved good OPD footfalls and conversion.

- Implemented Refund and cancellation policy.
- Successfully increased revenue at about 40-50% by adding consultant on sharing & incentive basis.

KarePartnersGroupIndiaPvt.Ltd.

Location: Kanpur.

Head Operations, November 2017 – May' 2019.

- Led business of the unit and developed marketing strategy with achievement of break even in seven months.
- Complete Patient care management to meet patient care excellence.
- SOP's management & implementation.
- Quality management and training on quality indicators.
- Inventory management.
- Internal audits to streamline the process and cost management.
- Business Operations and EBITDA.
- Recruitment, training & development with performance management.
- Implemented due collection strategy for IP patients to avoid last minute issue.
- Recruitment, training and leadership development.
- Build strong rapport with top notch referral Drs to increase the revenue.
- Revenue enhancement done by introducing incentive per procedure to cardiologist since inception of unit.

Dr Agarwal's Eye Hospital Ltd.

Location: Bhubaneswar. Unit

Head, Feb'17 – October 18.

- Achieved patient care excellence in first three months by developing leadership in teams.
- Led business of the unit and achieved 85% of break even in first six months.
- Developed rapport of unit in surrounding areas to get good patient referrals.
- Managed EBITDA of the unit to increase the profit.
- Implementation of EMR and streamlined its process.
- Developed multi task culture in team and achieved high success rate and patient satisfaction.
- Monitored OP & IP process to enhance the service level at its best in each department.

Narayana Health Limited.

Location: Raipur.

Sr Manager Operations, September 16 – January 17.

- Oversaw the complete operations of 237 Bedded facility and coordinated with departmental heads to increase profits in sync with budget.
- Administered the support service departments comprising BME, Maintenance, HK, F&B, Security etc.
- Developed operational support to achieve P-SAT, D-SAT with TAT.
- Conducted internal audits to streamline the process of a department and developed an audit protocol thrice weekly with various team member from each department as to streamline the billing discrepancies (error), medical records and delay in discharge.
- Improvised management of IP billing outstanding with daily review.
- Ensured close monitoring of the bills of various corporate & TPA for timely submission.
- Handled recruitment, selection, PMS and imparted on job training for enhancing their productivity.
- Liaised & coordinated with various corporate CMO's to get good referrals.
- Implemented 5S System for Inventory management and review of non/slow moving items.
- Oversaw the statutory compliance management.
- NABH assessment and internal audit according to quality indicators.

Nephrocare Health Services Pvt Ltd (NephroPlus)

Base Location: Agra.

Cluster Manager Operations UP & East Zone, May 15 – July 16.

- Spearheaded complete administration & operations of 13 units across UP & East Zone with new transitions.
- Successfully done three new transition of dialysis unit by establishing good rapport with hospital partner and streamlined the operations within timeline.
- Established MRN method of monthly indent to streamline inventory process as well to avoid any revenue blockage.
- Managed and implemented quality protocol's with internal audits.
- Steered efforts in implementing preventive maintenance of HD machines & RO Plants.

- Analyzed COGS and initiated training for positive outcomes and achieved positive EBITDA.

Fortis Healthcare Limited.

Location: Kolkata.

Service Line Officer, July 2012 – April 2015.

- Devised the process of conversion and achieved higher OP to IP conversion.
- Developed MIS related reports on daily and monthly basis for analysis.
- Managed FOS (Fortis Operating System).
- Achieved high patient satisfaction level with feedback analysis and addressing grievances on time.
- Developed multi-tasking culture in team to utilize manpower.
- Coordinated with outdoor clinics & their conversion to achieve OPD business targets.

Charnock Hospitals Pvt Ltd.

Location: Kolkata.

Front Office Manager, October 2009 – June 2012.

- Managed operations of 120 bedded facility with close monitor on IP, OP & Emergency process.
- Functioned as a single point of contact to address patient grievances.
- On Call Rota and OPD Slots management of new Drs.
- Led NABH & NABL entry level, Final assessment and reaccreditation audits.
- Day to day operations management.

Anandalok Hospital.

Location: Kolkata.

Floor Manager cum Front office In-charge, June 2005 - September 2009.

- OPD billing and making MIS Reports.
- Conversion management of OP to IP & in Diagnostic.
- OT Coordination of floor wise patients.
- Duty roster and manpower management at IP & OP Desk.
- Strong coordination with Doctor's and Patient to fill the gap.

SPECIAL TRAINING

- ✓ Patient care management, Financial Management, Support services management workshop by Education Times.
- ✓ Workshop on Quality Management by QCI.
- ✓ TPA process and management by Apollo Munich.
- ✓ Stress Management, Leadership development & Motivational Skills by Education Times.

EDUCATION

- ✓ Post Graduate Diploma in Hospital and Healthcare Management, Symbiosis Centre of Healthcare 2007.
- ✓ Bachelor of Science (Bio), Calcutta University, 2005.
- ✓ Higher Secondary (10+2), WBCHSE, 2002.
- ✓ Madhyamik (Secondary), WBBSE, 1999.
- ✓ Google Fundamentals of Digital Marketing.
- ✓ Creating Interactive Effective Dashboards from JS ACADEMY.

HONORS & AWARDS

- ✓ Best Employee Awards in Anandalok Hospital for quick learning and managing front office.
- ✓ Best Employee twice in Charnock Hospital Pvt.Ltd for achieving patient care excellence.
- ✓ Green Brigade Award twice at Fortis Hospital for achieving best conversion rate.
- ✓ Star performer for increase and achieving of Business for consecutive months at KarePartners.

PERSONAL DETAILS

- Father's Name: Late Shri Suresh Chandra Vishwakarma
- Mother's Name: Mrs Asha Vishwakarma.
- Date and Place of Birth: 28th August 1983, Howrah.
- Languages Known: English, Hindi and Bengali.
- Interests: Playing Carom, Cricket, Badminton.