**Dr. Punyabrata Mukherjee**

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**Hospital Administration / Medical & Healthcare Services / General & Strategic Management**

***M. Phil*** *(Hospital Administration),* ***MD*** *(Pediatrics),* ***MBBS*** *offering over 19 years of rich experience in Healthcare Industry*

**Profile**

* **Dedicated and experienced Hospital Administrator with rich exposure to diverse areas** encompassing *General / Hospital Administration, Facility Management, Safety & Security, Service Operations & Maintenance, implementing Healthcare Services, Medical Practice / Consultation, HR Management, Finance / Accounts and Strategic Management, etc.*
* **Proven abilities to direct overall operations, business, technological, HR and administrative aspects of a Hospital / Medical Facility;** abilities in **implementing new systems and improve existing healthcare and social environment** by utilizing vast experience in conducting and supervising quality assurance, monitoring and evaluation at community level as well as healthcare facility level.
* **An assertive HR & Administrative Officer** with **commendable experience in managing a wide array of people management functions** including recruitment of Hospital Staffs, employee motivation, training & development, influencing manpower resources to perform optimally towards achieving organizational goals, and career enhancement
* **Technically competent professional** with proven aptitude in **automating the entire hospital operations,** maintaining online & fully integrated software & network for the hospital, ensuring smooth functioning of the hospital infrastructure with the latest technologies, and implementing computerized systems to handle procurement & logistics, etc.
* **Sound understanding of various guidelines, codes, standards and practices as applicable for the Medical Administration;** capable of supervising the **operations of Pharmacy** including purchase & procurement of medicines, inventory control and general supply of materials required for smooth functioning of a hospital

**Professional Experience and Accomplishment**

**Apollo Hospitals, Bhubaneswar**

**Apollo Hospital Bhubaneswar is a NABH Accredited 350 bedded Multi-Super Specialty Hospital**

**Medical Director, April 2015 – Till Date**

**Major Accountabilities**

* Looking after the overall administrative work in Patient care areas of the hospital for necessary corrective and preventive action for day to day issues.
* To deliver world class hospitalization experience to the patients.
* Taking care of documentation as per standards, in all the departments e.g. Medico legal records, consent form, initial assessment of patient by doctors and nursing staff, dietary screening, O.T. notes, complete discharge summary.
* Convener of various committees as per NABH, Medical Audit Committees, CPR committee, Adverse Events Committee, HIC Committee, Fire / Non-Fire Safety Committee.
* Crafted Data Bank for Bed Scores, Code Blue cases, medication errors, adverse drug reactions, various hospitals acquires infections, transfusion reactions, equipment down time, etc.
* Monitoring the efficiency of the staff and the quality delivery through an efficient performance management program and selection of medical and non medical staff with assistance from HR.
* Cost effective management of Hospital Operations.
* Managing a team size of 1100 employees, including Consultants, Jr. Doctors, Paramedics, Nursing and other Support Staff, HR, Marketing.
* Responsible for all policy formulation in consultation with the hospital management committee.
* Responsible for quality management, Medico legal issues, patients relations, interaction with statutory and government authorities, legal compliance.
* Prime focus on continuously improving the quality of the services and processes for better patient satisfaction. Conducting exit interviews of the patients at the time of discharge.
* Developing and implementing new customer service initiatives to match best service standards and providing a MIS on the customer satisfaction to the Management at a set periodicity.
* Prepare and monitor the accident/incidence reports and Overseeing & ensuring seamless day to day operations.
* Provide prompt, courteous, efficient and personalized service to all stakeholders.
* Co-ordination of CAPEX for Medical Equipments Budget.
* Planning and implementation of new Medical Programs like Heart failure and Chest Pain Pathway, Clinical Pathway etc.
* Coordination of NABH and Accreditation Protocols and responsible for execution, implementation and maintenance of NABH standards in the hospital.
* Responsible for providing an efficient and congenial work atmosphere for the staff and develop a training calendar for the staff with assistance from HR.
* Responsible for bottom line profitability, revenue generation and strategic business planning.
* Organize health talks and camps at corporate locations along with marketing team.
* Responsible for Budgeting of Human Resource, Marketing, Financial Management and responsible for Business Development & New Initiatives.
* Ensure that all clinical as well as non clinical processes and protocols are adhered to.
* Supervision of departments like Medical Records, CSSD, OT, Cath Lab, OPD and Casuality.
* Ensure optimum utilization of facilities & services and Responsible for Equipment maintenance and back-up along with Biomedical department.

**Selected Achievements**

* Improve customer satisfaction by 20%.
* Increased utilization of services by 15%.
* Increased TPA and Corporate business more by 18%.
* Decreased manpower cost by 12%.
* Successful NABH surveillance audit.
* Instrumental in achieving the best emerging hospital in Eastern India.

**Fortis Vivekananda Hospital, Moradabad**

**Medical Superintendent Sept 2012 –April 2015**

**Clara Swain Hospital, Bareilly July 2006 - Sep’2012**

**Clara Swain which is a 300 bedded multi - specialty Hospital, established in 1870**

**Career Progression**

***Director & Medical Superintendent, Mar 2007 - Sep 2012***

***Medical Superintendent, Dec 2006 – Mar 2007***

***Pediatrician Consultant, July 2006 – Dec 2006***

**Major Accountabilities**

* Entrusted with the responsibility of overall management of the hospital including general administration, front office, patient care, material management, billing, finance, stores, (pharmacy & general) supplies &purchases.
* Responsible for the growth of the hospital, Overall Profit &Loss, Finances, Capital Expenditures, New Projects, Planning and Execution.
* Supervising the Marketing team, TPA& Insurances, Tie up with Industries, Advertising and Branding.
* Supervising the functioning all clinical departments and involved in developing and integrating systems for ensuring smooth day to day operations of the hospital and departments
* Coordinate with media for promoting the healthcare services of the hospital
* Liaising with appropriate authorities for sorting Medico/Legal cases, as well as successfully handling Union &Labor cases, Legal Cases/ Litigations
* Active member of the Management in handling Domestic Inquiries & all other committees.
* Supervise Transplant policies, Insurance Policy (fresh/ renewals) & Taxes Properties/Vehicles etc.
* Coordinate and arrange Health Camps as per Requirements.
* Monitor finances daily and do investments for organization as per Requirement
* Actively involved in performing a wide array of people management functions including recruiting, training and guiding new joinees as well existing staff members on various healthcare systems
* Frame achievable plans and targets to facilitate progressive growth of the Hospital and thus attain strategic goals and bottom line objectives
* Direct service operations & maintenance of hospital building, including interior utilities &equipments, purchase & procurement of hospital equipments, etc.
* Coordinate and negotiate with vendors for executing long term cost-effective contracts for medical supplies and equipment and non-medical items
* Handle the HR aspects and payroll of the staffs; manage employee grievances as well as personnel affairs like posting, placement, salary, etc.
* Facilitate training & development activities for different healthcare and allied processes and pivotal in ensuring optimal utilization of the infrastructure, biomedical waste management

**Selected Achievements**

* Successful at increasing the total number of seats of the School of Nursing for the G.N.M. by two times
* Established effective Standard Operating Procedures for all Departments in Clara Swain Hospital
* Supervised construction services for the expansion of Hospital, liaised with contractors/vendors for equipment planning and purchase
* Supervised the Burn Unit which was awarded the “Best” in all of Western U.P.
* Modified the processes of the Critical Care Unit

**CICM Hospital, Damoh Apr 2004 – June 2006**

**Head of Department – Pediatrics & Neonatology**

* Supervised the operations of the entire department right from purchase & procurement of hospital equipments to developing strategies, to hiring personnel, training & development of the staff
* Functioned as Practicing Consultant and handled several patients as In-charge Pediatric & Neonatology Department
* Handled daily outpatient clinic and on an average saw about 30 patients per day suffering from Acute & Chronic Hepatitis, Protein Energy, Malnutrition, Tuberculosis, Malaria, Measles, Bronchial Asthma, Bronchitis, Meningitis, Acute Diarrhoeal disease, Anaemia, Acute and Chronic Renal failure , Neprhotic Sysdrome , Attention Deficit disorder , Idiopathic Thrombocytic Purpura, Enteric Fever , Lactose Intolerance, Celiac diseases, Worm Infestation , Cerebral Palsy , Gullian Barre Syndrome , Rickets etc.
* Handled emergencies like Hepatic Coma , Electrolyte Imbalance, Acid Base Imbalance, Bronchopneumonia, with Congestive Cardiac Failure Status Epilepticus , Status Asthamaticus, Shock, Respiratory failure, Metabolic Acidosis, Hypertensive Encephalopathy, Diabetic Ketoacidosis, Accidental poisoning, Severe dehydration , Encephalopathy, Diptheria, Tetanus , Febrile Seizure , DisseminatedIntra vascular coagulopathy, Drowning, etc.
* Handled all types of neonatology cases like cases like Prematurity, Hyaline Membrane Disease, Haemorrhagic disease of newborn, Aspiration Pneumonia, Necrotising Enterocolitis, Birth Asphyxia, HypoxicIschaemic Encephalopathy, Neonatal
* Hyperbilirubinaemia, Hypothermia, Tetanus Neonaturum ,Neonatal Hypoglycaemia, Hypocalcemia, Meconium Aspiration Syndrome, Apnoeic spells, Neontal seizures

**Clara Swain Hospital, Bareilly Jan 2003 – Mar 2004**

**Consultant - Pediatrics**

* Practiced as a Physician in the Pediatrics department

**Christian Medical College & Hospital, Ludhiana Jul 1999 – Dec 2002**

A 750-bedded multi-specialty Hospital and a tertiary care centre

**Resident Doctor**

* Handled 30-40 cases per day and successfully handled premature babies as well as performed clinical procedures like Exchange transfusion, Bone marrow aspiration , Umbilical vein Catheterisation, Peripheral venous cut down, Lumbar Puncture, Pleural Tap, Endotracheal Intubation, Urinary Catheterisation, Peritoneal dialysis
* Handled a variety of equipments both pressure and volume Ventilators of make Evita, Dragger , Bear and administrating IPPV, CPAP, BIPAP mode of assisted Ventilation, phototherapy units, Radiant open care system, Incubators, monitors like Eagle (GE) 2000, Cardiac monitor, Pulse Oxymeter, investigated blood smear in light microscope, and urine and stool specimen; well versed in both direct and indirect laryngoscopy

**Academic and Professional Credentials**

**M.Phil. (Hospital Administration), 2007; The Global Open University.**

**Doctor of Medicine (MD, Pediatrics), 2003; Christian Medical College and Hospital, Ludhiana, Punjab**

**Bachelor of Medicine, Bachelor of Surgery (MBBS), 1996; Christian Medical College and Hospital, Ludhiana, Punjab**