**Dr. (Major) SANJEEV KUMAR GOSWAMI**

**QUALIFICATIONS--**

1 -PURSUING  **MBA  IN  HEALTH  CARE  SERVICES** FROM SMU.

2-PURSUING **PG DIPLOMA IN HOSPITAL MANAGEMENT** FROM ANNAMALAI UNIVERSITY.

3- CERTIFICATE COURSE IN **RISK MANAGEMENT FOR MEDICAL OFFICE STAFF** IN JAN 15 FROM EDUCBA.

4-CERTIFICATE COURSE IN **PEOPLE MANAGEMENT** IN JAN 15 FROM EDUCBA.

5-CERTIFICATE COURSE IN **HUMAN RESOURCE PROCESSES AND MANAGEMENT** IN JAN 15 FROM EDUCBA.

6-CERTIFICATE COURSE IN **CHANGE AND INNOVATION MANAGEMENT** IN JAN 15 FROM EDUCBA.

7-CERTIFIED  IN **NEGOTIATIONS  AND  CONFLICT  RESOLUTION**  FROM  UNIVERSITY  OF  AUSTRALIA  IN  MARCH  2014.

8-CERTIFIED  **CONFIDENT  TRAINER**  FROM  UNIVERSITY  OF  AUSTRALIA  IN  MARCH  2014.

9-QUALIFIED  IN **HUMAN  RESOURCE  MANAGEMENT**  IN 2013. FROM SMU.

10-QUALIFIED  IN  **BUSINESS  COMMUNICATIONS**  IN 2013  FROM  SMU .

11- CERTIFIED  IN **CREATIVE  LEADERSHIP**  FROM  ACADEMY  OF  HOSPITAL  ADMINISTRATION  IN  2013.

12-PG  IN  **QUALITY  MANAGEMENT  AND ACCREDITATION  OF  HEALTH  CARE  ORGANISATIONS**  FROM  ACADEMY  OF  HOSPITAL  ADMINISTRATION  IN  2012.

13-**MEDICAL  OFFICER S  BASIC  COMMAND  COURSE**  FROM AFMC  (  PUNE  )  IN  1987.

14-**MBBS**  FROM  AFMC  PUNE IN 1985

Mobile No: **9211990284 & 9971575948**; Email Id: **sgoswami55@hotmail.com**

|  |
| --- |
| **MEDICAL SUPERINTENDENT PROFILE**  ***Hospital Operations Management  General Administration NABH AccreditationQuality Management***  ***Career spanning 28 years of work experience*** |
| ***Seeking to be an effective catalyst in efficient hospital operations management and medical service quality improvement*** *in a….*  **TOP MANAGEMENT POSITION**  **I have  an experience  of  29 years in the  field  of  MEDICAL   ADMINISTRATION  ,  GENERAL   ADMINISTRATION   and  QUALITY   MANAGEMENT   and NABH ACCREDITATION  of hospitals as MEDICAL  SUPERINTENDENT     and as EFFICIENT   TRAINER  in MEDICAL  , NURSING  ,  and  PARAMEDICAL   PROTOCOLS  and SOFT  SKILLS  required  as per NABH STANDARDS  , in MILITARY   HOSPITALS  ,  RAILWAY   HOSPITALS   and  CORPORATE   HOSPITALS   of Delhi and NCR. I   am also EXPERT  in FORMULATING  NABH POLICIES AND PROTOCOLS  AS PER LATEST NABH STANDARDS AND TRAINING ALL  STAFF IN THE SAME.**  Top-performing, accomplished, **healthcare professional and army officer** executive with chronicled success in spearheading all facets of hospital operations management, service quality improvement and general management functions in the healthcare sector. Visionary leader with expertise achieving success in hospital startup operations. **Served as Medical Administrator & Senior Medical Officer in the Army Medical Corps for 12+ years.** Proven ability to plan and implement cost effective strategies streamlining medical services, security and administrative procedures in a hospital. Dynamic leader with strong motivational skills and documented track record of success in handling crisis situations, managing contingencies and steering all facets of security and administrative functions. Capable of leading through initiative and personal example with proficiency in improving processes and achieve organizational goals. Currently ensuring superior quality healthcare services and achievement of NABH accreditation for various projects as **COO/Medical Superintendent with Evolve Healthcare,**  **~Recipient Of Several Awards And Recognitions For Performance Excellence~**  **~Awarded With Best Administrator Award & Commendation By An International Management Institute~** |

**areas of expertise**

* + - * Hospital Administration
      * Hospital Operations Management
      * NABH Accreditation
      * General Management
      * Medical Services & Advice
      * Healthcare Management
      * Fire Safety and Security Operations
      * Quality Systems Management
      * Facility Management
      * Government Liaison
      * Support Services
      * Hospital Policies and Procedures
      * Process Improvements
      * Indian Army Experience
      * Human Resource Development
      * Organizational and Administrative Skills
      * Team Management
      * Training and Development.
      * Statutory and Regulatory Compliances
      * Proactive Leadership

**PROVEN COMPETENCIES**

* Formulating patient care strategies, outlining operational strategies and coordinating with management and medical staff.
* Ensuring NABH ACCREDITATION BY-
* - Gap Analysis
* -Closure of gaps in structure , processes and outcomes.
* - Drafting of Policies, Procedures and protocols as per Latest NABH STDS and training of staff
* · Responsible for review, Implement all clinical protocols and processes.
* · Identify the Areas of improvements in each department and improve the process and standards.
* · Co-ordinate with various department so that the flow of work is carried out in smooth and orderly manner.
* · Establish and maintain effective work procedures, review, assess and identify coaching & training needs.
* · Provide staff with necessary skills and knowledge. Also capable of training the same.
* · Responsible to do Quality Audits as per the JCI, NABH & NABL norms.
* · Ability to provide onsite consultancy service for NABH Quality standards to Hospitals.
* · Review performance of different processes regularly and strive for improvements in process.
* · Measure, monitor and help improve performance of each department.
* - Ensuring improved quality patient care through effective management of medical staff.
* Managing OPD and IPD, emergency & diagnostic, support & ancillary services.
* Formulation & Implementation of NABH policies.
* Discharging all responsibilities as head of all administrators, residents, senior residents, clinical assistants & consultants.
* As NABH trainer & facilitator, accountable for devising and effectuating NABH policies.
* Recruiting, interviewing and selecting staff along with their orientation & induction training.
* Liaising with ECHS Authorities, Delhi Health Service Hq’s & Civic Authorities, Labor Commissioner, Police Commissioner, Labor Courts & Various Licensing Authorities of The Govt. for securing various approvals.
* Monitoring, evaluating and promoting hospital services to ensure patient satisfaction.
* Managing events such as Annual Functions, CME’s, Seminars, and Inspection Visits by ECHS & CGHS & Delhi Govt.
* Executing all functions as Nodal Officer for liaison and reporting on infectious diseases surveillance programme of DHS.
* Imparting and conducting lectures on fire safety policy and conducting mock drills for the hospital staff on fire safety drills for NABH Accreditation.
* Formulating and implementing fire escape plans & all signage of the entire hospital.

**PROFESSIONAL EXPERIENCE**

**KUKREJA HOSPITAL AND HEART CENTRE PVT LTD DELHI**

**DIRECTOR QUALITY AND MEDICAL SUPERINTENDENT**

**01 JULY 15 till date**

**PROFILE**

**Key areas of responsibility:**

**1. Assist in handling the medical staff in the organization and is responsible for the effective functioning of clinical and ancillary services**

**2. Works closely with the nursing service in developing proper procedures for good nursing and supportive care to patients**

**3. Adopts systems to monitor and improve the quality of care, utilization of facilities, turnover and performance of staff**

**4. Develops policies and procedures to safeguard staff and patients against IATROGENIC injuries anD NOSOCOMIAL infections**

**5. Participate in the activities of the various committees of the hospital**

**6. Is responsible for effective communication between the hospital and its employees and thus issues circulars and attends interpersonal and departmental meetings.**

**7. Ensures proper upkeep and confidentiality of medical records and patients documentation.**

**8. Assist in the medico legal, ethical and research issues concerned with patient care and coordinates with the respective clinical heads in this regards**

**9. Promotes continuing professional education of medical and paramedical staff**

**10. Assisting in development of Medical Strategy, Service profile and Delivery strategies**

**11. Work in close collaboration with Nursing and other Clinical services to ensure delivery of world class Healthcare services**

**12. Assist for ensuring the statutory and regulatory requirements of the hospital**

**13. Supervise the hygiene condition and waste disposal of the hospital**

**14. Act as Custodian for Clinical protocols at unit level and ensure high standards of patient care**

**15. Manage and ensure coordination within medical and non-medical services to deliver on service quality standards**

**16. Set up & ensure the regular functioning of the following clinical committees, in consultation with the hospital management.**

**17. Hospital Infection Control Committee**

**18. Pharmacy therapeutic Council**

**19. Quality Management Services COMMITTEE**

**AND 07 OTHER COMMITTEES**

**20. Develop & implement regular Patient Feedback mechanism**

**21. Monitor Infection Control Department to ensure efficient functioning**

**22. Work closely with the Nursing Superintendent and take all necessary steps to ensure high standards of patient care. Ensure that proper Standard Operative Procedures are in place for the efficient admission, care & discharge of patients.**

**23. Coordinate with the Emergency team for all medico-legal cases received at the hospital.**

**24. Responsible for DRAFTING AND implementation of NABH /QUALITY POLICIES, PROCEDURES AND PROTOCOLS OF ALL HOSPITAL DEPARTMENTS AND TRAINING OF ALL MEDICAL AND PARAMEDICAL STAFF IN THESE POLICIES, PROCEDURES AND PROTOCOLS THROUGH PROPER PRESENTATIONS.**

**ENSURES PATIENT AND STAFF SAFETY BY TRG OF STAFF**

**25. Any other responsibility assigned by CHAIRMAN , MANAGING DIRECTOR .**

**PARK GROUP OF HOSPITALS NEW DELHI**

**DIRECTOR QUALITY FOR NABH PROJECT**

**APRIL 15 till JUNE 15**

**ASTRA HEALTHCARE- GHAZIABAD**

**CEO and MD --OCT 2013 TO MAR 15**

**Consultancy firm for Hospital Operations and Quality Management and NABH ACCREDITATION OF Hospitals**

**ReferenceS**

1. **LT GEN. DR. S.KAUL - EX- MEDICAL DIRECTOR DR B L KAPOOR MEMORIAL HOSPITAL, DELHI--0916735235**

**JAIN NEURO & IVF HOSPITALS PVT LTD, DELHI.**

**MEDICAL SUPERINTENDENT- DEC 12 TILL SEPT 13.**

**Achievements:**

* Successfully spearheaded operational and quality management project undertaken at the hospital entailing overall medical supervision of the medical care related activities, coordination of general administration of the hospital, preparing the hospital for NABH accreditation and medical administration of IPD, OPD services and front office operations, regarding improvements in infrastructure, creation of NABH POLICIES as per NABH 3RD STANDARDS, implementation of these policies, collection and analysis of CQI’s and management of the hospital as per NABH GUIDELINES, registration of the hospital with DHS, creation of administrative department in the hospital & it’s functioning, creation of 14 hospital committees as per NABH GUIDELINES and holding their regular meetings, signages, fire compliances and licensure, statutory compliances and licences for hospital and it’s empanelment with CGHS, ECHS etc. and training of entire staff as per NABH guidelines.
* Compliance of all NC’S raised during NABH PRE-INSPECTION of hospital & forwarding of NC CLOSURE REPORT TO NABH OFFICE IN APRIL 13, ALONG WITH APPLICATION FOR FINAL NABH INSPECTION.

28 yrs experience in hospital administration and quality management of army hospitals,

railway hospitals and corporate hospitals in Delhi and NCR.

-Operational excellence.

-Training and development.

-Manpower planning.

-Effective resource utilisation.

-Employee motivation.

-Best HR Practices.

-Recruitment of skilled manpower ( Medical, Nursing, technical and administration with requisite training and experience).

-Legal and statutory compliances.

-Infrastructure development and management.

-Equipment planning, procurement and installation.

-To network and liaise with the various--

-State Govt health departments.

-Medical establishments.

-Medical Practitioners.

-Directorate of health services.

-PNDT DEPARTMENT.

-DIVISIONAL Commissioner's office.

-NABH Secretariat.

-QCI.

-Director Nursing Homes.

-Labour Department.

-Police Department.

-DDA, DESU, MCD, DHS, BANKS.

-To submit monthly report of all clinical departments as well as the Medical administration to the MD and CEO.

-QUALITY AND NABH ACCREDITATION.

- GAP ANALYSIS FOR NABH ACCREDITATION.

-SUPERVISING THE DRAFTING, PREPARATION AND REVIEW OF ALL QUALITY MANUALS , POLICIES, PROCEDURES AND PROTOCOLS OF THE HOSPITAL AS PER LATEST NABH STANDARDS.

-COMPLETED ALL DOCUMENTATION OF NABH.

-HANDLED THE AUDITS OF HOSPITAL AS PER REQUIREMENTS OF NABH ACCREDITATION BODIES.

-HANDLED THE RESPONSIBILITY OF MANAGEMENT REPRESENTATIVE AND CHIEF COORDINATOR AND FACILITATOR FOR NABH.

-FORMATION OF, PROGRESS MONITORING OF AND DOCUMENTATION OF MINUTES OF THE MEETINGS OF ALL HOSPITAL COMMITTEES AS PER ACCREDITATION REQUIREMENTS AND STANDARDS OF NABH.

-IMPLEMENTATION OF ALL THE NABH GUIDELINES AND POLICIES.

-FORMULATION AND IMPLEMENTATION OF DRUG FORMULARY AND DRUG POLICY.

-FORMULATION OF SAFETY POLICY AND IMPLEMENTATION OF FIRE COMPLIANCES OF THE HOSPITAL AND PROCUREMENT OF FIRE NOC AS PER NABH REQUIREMENTS.

-IMPLEMENTATION OF THE ICD CODES AND MEDICAL DOCUMENTATION AS PER NABH ACCREDITATION REQUIREMENTS AND INSTITUTING A QUICK DOCUMENT RETRIEVAL PROCEDURES IN THE MRD.

- CHAIRMAN/ SECRETARY OF A NO. OF COMMITTEES FOR NABH.

-CSSD/ OT SET UP AND IT'S PROCESS IMPLEMENTATION AS PER NABH ACCREDITATION STANDARDS.

-ESTABLISHED A COMPLETE PATIENT FEEDBACK SYSTEM AND IT'S REGULAR MONITORING BY DESIGNING AND IMPLEMENTING A PATIENT AND VISITORS GRIEVANCE REDRESSAL SYSTEM AND IT'S CONTINUOUS MONITORING.

-WORKING TO ACHIEVE PATIENT / CUSTOMERS DELIGHT.

-COMPLETION OF AERB LICENSING / REGISTERING PROCEDURE AS WELL AS FINALISING THE RSO.

-ESTABLISHING THE QUALITY INDICATORS- BOTH MANAGERIAL AND CLINICAL INDICATORS- AND IMPLEMENTING A PROPER REPORTING SYSTEM FOR IT, WITH IT'S CONTINUOUS MONITORING BY RCA AND CAPA.

-STREAMLINING THE INFECTION CONTROL PRACTICES BY FORMING INFECTION CONTROL COMMITTEE / INFECTION CONTROL TEAM / INFECTION CONTROL MANUAL.

-STREAMLINING- OPD AND SPECIALITY CLINIC TIMINGS OF THE CONSULTANTS, TO REDUCE PATIENT WAITING TIME.

-IMPLEMENTATION OF THE BAR CODING SYSTEM FOR LAB SAMPLE COLLECTION AT THE WARD LEVEL.

- INSTALLATION OF HOSPITAL SIGNAGES INCLUDING FIRE SIGNAGES.

-ALL HOSPITAL BROCHURES.

-TEXT INPUT FOR HOSPITAL WEBSITE.

-BRANDING AND STANDARDISATION OF HOSPITAL SIGNAGES AND ALL STATIONARY AND FORMS.

-DEVELOP HEALTH CARE QUALITY AWARENESS AMONGST ALL STAFF, BY REGULAR PERSONAL NABH TRAINING.

-ESTABLISHING VARIOUS CLINICAL CARE AND PATIENT SAFETY PROTOCOLS.

-TRAINING OF ENTIRE HOSPITAL STAFF IN THEIR DUTIES AND RESPONSIBILITIES IN ALL EMERGENCY CODES AND DRILLS AS PER NABH STANDARDS.

-FORMATION / BUILDING UP OF INTERNAL AUDIT TEAMS AND CONDUCTING VARIOUS INTERNAL AUDITS, INCLUDING INITIAL GAP ANALYSIS OF THE HOSPITAL.

-APPLICATION FOR NABH ACCREDITATION.

-PREPARING FINAL SURVEILLANCE REPORT FOR NABH.

- COMPLETING NC CLOSURE / COMPLIANCES REPORT AND FORWARDING TO NABH AUTHORITIES.

- ACTING AS MANAGEMENT REPRESENTATIVE DURING PRE-ASSESSMENT AND FINAL ASSESSMENT AND REVIEW ASSESSMENT FOR NABH INSPECTION.

-LEADING THE HOSPITAL'S -PATIENT SAFETY AND WASTE MANAGEMENT PROGRAMME AND MENTORING THE STAFF ABOUT PATIENT SAFETY AND WASTE MANAGEMENT.

-SUPERVISING BOTH MEDICAL AND GENERAL ADMINISTRATION OF HOSPITAL.

-FOLLOW UP OF MAINTENANCE OF BIOMEDICAL AND ENGINEERING EQUIPMENTS OF THE HOSPITAL.

-SUPERVISING PREPARATION OF DUTY ROSTERS OF ALL STAFF INCLUDING DOCTORS/ CLINICAL ASSISTANTS/ SENIOR RESIDENTS/CONSULTANTS/ TECHNICIANS.

-TO ENSURE THAT THE ANNUAL LEASE MONEY, INSURANCE PREMIUMS, AMC / CMC MONEY, PROPERTY TAX ETC ARE ALL PAID WELL IN TIME.

-ORGANISING CME PROGRAMMES, WORKSHOPS AND CONFERENCES.

-HOSPITAL MIS.

**ASTRA HEALTHCARE, GHAZIABAD**

CEO AND MD/Medical Superintendent, Jan 2011 till Nov 12.

**Achievements:**

* Successfully spearheaded operational and quality management project undertaken at Ojjus Medicare, Noida a 220 bedded hospital entailing overall medical supervision of the medical care related activities, coordination of general administration of the hospital, preparing the hospital for NABH accreditation and medical administration of IPD, OPD services and front office operations,
* Played a key role as NABH coordinator/ facilitator in the successful conduct of final assessment of RLKC– Metro hospital, Patel Nagar by the NABH Assessors, leading to NABH certification of hospital.

**Dr B.L. Kapur Memorial Hospital, Delhi**

Deputy Medical Superintendent May 2009 to Jan 2011

**Achievements:**

* Successfully discharged all functions as NABH Coordinator/ Facilitator to execute successful conduct of final assessment by the NABH assessors, leading to achievement of NABH certification of hospital in first chance, within six months of starting operations.
* Played a key role in enhancing brand awareness of the hospital by organizing the shooting of the film “Rockstar“in the hospital.
* Steered all administrative functions of the most modern hospital in India with respect to infrastructure, latest equipments with considerable success.
* Integral role in establishing the most modern chemotherapy preparation room.
* Achieved success in conducting fire-safety mock drills, lectures & formulation, implementation & trainings on fire safety policies.
* Imparted highly effective trainings to staff on NABH policies.

**Metro Hospital, Preet Vihar & Patel Nagar, Delhi**

Medical Superintendent, Sept 2008 to Mar 2009 & Mar 2011 to June 2012

**Select Achievements:**

* Holds distinction of success in quality management and NABH accreditation of the 2 hospitals within a span of 3 months.
* Instrumental in the installation & commissioning of effluent treatment plant, mortuary, bio-medical waste management, medical stores & pharmacy as per NABH guide-lines.

**Rockland Hospital, New Delhi**

Asst. Medical Superintendent & GM-Operations, Oct 2006 to Oct 2008

**Select Achievements**

* Successfully managed the organization and execution of events like annual functions, seminars, inspections, CME’s, camps etc. to improve employee and customer satisfaction.
* Effectively managed OPD, IPD and Support services.
* Recipient of the Best Administrator Award.
* Awarded with the sweat equity shares of the company worth Rs 5 lac for exceptional performance and committed work.

**Sanjivini Clinic & LAB, LOCATION**

Medical Director, Sep 2003 to Oct 2006 and Nov 1999 to Aug 2000

**Select Achievements:**

* Spearheaded all spheres of functions pertaining to Medical & General Administration, supervision Of Various Consultants, supervision Of Path Lab and supervision of Emergency services

**Railway Hospital, Saharanpur ( U.P.)**

Medical Superintendent, Aug 2000 to Aug 2003

**Select Achievements:**

* Pivotal role in providing comprehensive & quality health services to the employees & retired personnel & their families.
* Supervised the Medical Services at 13 other Railway Stations between Ambala, Saharanpur, Muzaffarnagar, and Roorkee & Shamli.
* Key role in the supervision of accident relief trains.
* Efficiently carried out inspection of medical services at various railway stations in coordination with the CMD Northern Railways.

**MILITARY EXPERIENCE**

**ARMY MEDICAL CORPS, Dec 1985 to July 1998**

**~Major, 1991 To 1998**

**~Captain, 1986 to 1991**

**~Lieutenant, 1985 to 1986**

**Career Milestones:**

* Awarded **High Altitude Service Medal** for serving in in-hospitable & cold border high altitude areas of Kashmir.
* Recipient of **Service Medal** for Long Service and for services in Jammu & Kashmir.
* Awarded with **Brigade Commander’s Award** for excellent performance in battle physical efficiency tests & shooting skills with all kinds of fire arms.
* Recipient of awards by Brigade Commander for control of infectious diseases and for winning the badminton tournament in the army centre.
* Conducted key recruitment and selection of a large no. of recruits into the army from UP & Rajasthan.
* Worked in various Millitary Hospitals in J &K, Haryana, Rajasthan, Maharashtra, U.P., AND Bihar.

**Responsibilities Accomplished:**

* Outstanding success in performing the duties of commanding officer of a field hospital (ads) in Kashmir for 2 yrs ( 1987 to 1989), entailing overall administration and extending key medical advice to the sector commander in an area of 30 square km.
* Discharged all duties of a Divisional Medical Officer in HQ. 12 Infantry Division and as Medical Administrative Head of the divisional hospital.
* As Medical Administrator discharged with quarterly & half-yearly medical inspection of staff, monthly medical inspection of cook houses & its staff, the sanitary inspection of unit lines, family quarters & medical inspection of families & maintenance of its medical records.
* Performed the duties of Medical Officer in- charge of unit & the duties as a Medical Adviser to the unit commander on preventive medicine & other medical matters. Of various Army units & Centers viz. Bihar regiment, 48-Armoured regiment, 299 Mountain regiment & Bengal engineering centre & group- Roorkee.
* Led Casualty, Emergency, IPD, OPD, LAB. & Radiology services as Medical Administrator of Military Hospitals such as Military Hospital Ambala, Field Military Hospital in Kashmir, Military Hospital Jodhpur, and Military Hospital Roorkee.
* As a senior medical officer in various military hospitals, worked as medical administrator of all wards & OPD’s
* Performed the duties of a Recruiting Medical Officer for Army and Navy for 4 yrs at Roorkee & whole of Rajasthan.

**OTHER ASSIGNMENTS**

* **Mangalam Hospital, New Delhi, Medical Director ,** March 1999 to Oct 1999
* **Pushpawati Singhania Research Institute, New Delhi, Sr. Resident,** Oct 1998 to Feb 1999

**EDUCATION**

**\*Member of Quality council of India.**

**\*Life Member of Academy of Hospital Administration.**

**\*Member of Alumini Association of Armed Forces Medical College.**

* **1. Pursuing MBA, Healthcare Services**
* 2- PURSUING **PG DIPLOMA IN HOSPITAL MANAGEMENT** FROM ANNAMALAI UNIVERSITY.
* 3- CERTIFICATE COURSE IN **RISK MANAGEMENT FOR MEDICAL OFFICE STAFF** IN JAN 15 FROM

EDUCBA.

* 4- CERTIFICATE COURSE IN **PEOPLE MANAGEMENT** IN JAN 15 FROM EDUCBA.
* 5- CERTIFICATE COURSE IN **HUMAN RESOURCE PROCESSES AND MANAGEMENT** IN JAN 15 FROM

EDUCBA.

* 6- CERTIFICATE COURSE IN **CHANGE AND INNOVATION MANAGEMENT** IN JAN 15 FROM EDUCBA.
* **7. CERTIFIED IN NEGOTIATIONS AND CONFLICT MANAGEMENT FROM UNIVERSITY OF AUSTRALIA IN**

**MARCH 2014. WITH 92.5 % MARKS**

* **8. CERTIFIED CONFIDENT TRAINER FROM UNIVERSITY OF AUSTRALIA IN MARCH 2014 WITH 85%**

**MARKS.**

* **9. Workshop IN ACADEMY OF HOSPITAL ADMINISTRATION IN DEC 2013 on--------------**
* **\* CREATIVE AND TRANSFORMATIONAL**
* **LEADERSHIP IN HEALTH CARE.**
* **\*FUTURE TRENDS IN HEALTH CARE.**
* **\*SAFETY AND QUALITY .**
* **\*MOTIVAT I ON OF STAFF.**
* **\*DELEGATION AND EMPOWERMENT.**
* **\*COLLABORATIVE DECISION MAKING & PROBLEM**
* **SOLVING.**
* **\*COMMUNICATION SKILLS FOR HEALTH CARE**
* **PROFESSIONALS.**
* **\*EMOTIONAL INTELLIGENCE & STRESS**
* **MANAGEMENT.**
* **\*BRANDING OF HOSPITAL S.**
* **\*THEORIES OF LEADERSHIP.**
* **\*INFORMATICS IN HEALTH CARE.**
* **\*ORGANISATIONAL CULTURE AND TEAM**
* **BUILDING IN HEALTH CARE.**
* **\*TIME MANAGEMENT.**
* **10. QUALIFIED IN BUSINESS COMMUNICATIONS WITH 92 % MARKS IN 2013.**
* **11. QUALIFIED IN HUMAN RESOURCE MANAGEMENT WITH 84.5 % MARKS IN 2013.**
* **12. PG in Quality Management & Accreditation of Health Care Organizations**, Academy of Hospital

Administration, 2012 with 72% marks

* **13. Certified course on Migraine Prophylaxis & Management in special patient Population**, Migraine
* Education & CME network with educational grant from Nicholas Piramal
* **12. Medical Officers Basic Command Course**, AFMC, Pune, 1987
* **13. M.B.B.S.,** AFMC, Pune, 1985

***Date of Birth****: 5th Jan 1963*

***Languages Known****: English, Hindi and Punjabi*

***Address:*** *C-202, Neelpadmkunj Appartments, Near Ansal Plaza, Vaishali, Sector-01, Ghaziabad. U.P*