DR S RANJIT CHRISTOPHER DHAS

**B.D.S (CDC), M.H.A (TISS), P.G.D.M.L.E (NLSIU)**

Lady Willingdon Hospital, Manali, District Kullu, Himachal Pradesh

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| PROFILE OVERVIEW |
|  | * Ethical, result-oriented, experienced professional with over 15 years of experience in Healthcare.
* Adaptable Administrator accustomed to restructuring of work in a complex regulatory and multi-cultural environment, introducing innovative models of healthcare delivery keeping need and context in mind.
* Proven track record of successfully managing personnel, finances, facility operations, purchases and legal compliance.
* Ability to use strong organizational, problem solving and communication skills to liaise with various departments, institutions, government and public to raise awareness and get support for the objectives of the institution.
* Initiate quality improvements in various departments keeping pace with current changes in technology and advances and incorporating cost effective methods.
* Constructively create right organizational atmosphere with team work for sustainable work incorporating continuous feedback from all key stakeholders.

**Areas of Expertise Include:**

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| * Staff Recruitment & Training
* Staff Evaluation & Payroll Management
* Financial Management
* Negotiation & Purchase
* Decision making and Problem solving
* Counselling
 | * Legal drafting of rules/policies/MOU
* Public Relations & Publicity
* Project Management
* Organizing medical camps in needy areas
* Organizing disaster relief response
* Facility & Assets Management
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| Professional experience  |
|  | **[ April 2006 - Till Date] Lady Willingdon Hospital, Manali, Himachal Pradesh****Hospital Administrator involved in:**OPERATIONS MANAGEMENT * Managed day to day work of Maintenance, Security, Accounts, Pharmacy, OPD, Office, Stores, Housekeeping, Purchasing and in-charge of all non-clinical management of the hospital
* Established and implemented supervisory systems for effective decision making and reporting.
* Designated a team of second tier managers to supervise focussed area wise efficient work to improve services.
* Implemented measures like public announcement system in OPD, better signage systems to increase awareness, help in smooth workflow.
* Optimised staff utilization by creating multi-tasking roles and optimal scheduling of personnel.
* Implemented periodic quality control check for medicines.

FINANCIAL & MAJOR PROCUREMENT MANAGEMENT* Implemented three tier checks of all financial transactions for better accountability and reducing errors in accounting.
* Implemented forms/protocols for advances/vouchers for better accountability and financial control.
* Instrumental decision maker of earmarked funds for equipment replacement and maintenance.
* Formulated system of regular complete financial reporting (Cash Flow statements) for evaluating financial health of hospital on monthly basis with the assistance of the Finance Manager.
* Determine and implement timely pricing decisions of services based on costing.
* Implementation of online EPFO/ FCRA returns system as per new laws.
* Negotiated major assets purchase like Ventilators, Lab analysers, Operation Theatre equipment, CT Scan machine, Computerised Radiology, Critical Care Ambulance, Colour Doppler, etc.

HUMAN RESOURCE MANAGEMENT* Implemented procedural protocols for joining and clearance for all employees.
* Developed roles for supervisory and managerial level staff.
* Staff salary scale modifications for all staff and implementation of Revised Consultant Salary Grade.
* Timely evaluations of work of various staff and make future terms of engagement letters.
* Starting Staff Health Contingency Fund.
* Start a crèche for staff children.

MATERIAL/ASSET/MAINTENENCE/IT MANAGEMENT* Initiated and Implemented Competitive pricing negotiation system for purchases of all major consumables and medicines.
* Implemented periodic stock evaluation system to check loss from inventory.
* Implemented effective maintenance schedules and optimal spares utilization in management of biomedical, general maintenance and IT areas.
* Reduced breakdown downtime of major equipment/repairs through implementation of detailed utilization logs and daily maintenance rounds and analysis of failure reports and timely decisions on repair/replacement/Annual Maintenance Contract.
* Key decision making and supervisory role in undertaking many renovations and constructions carried out.
* Implemented the OTRS (Open Source Ticket Request System) with IT department for better problem/grievance redressal and intra-hospital communication.

POLICY & RULES DRAFTING/LEGAL* Played a key and decisive role in managerial teams and as member of the Executive Committee and Governing Board of Lady Willingdon Hospital and Day Star School Society.
* Instrumental in revising Service rules for hospital and formulating consolidated rules for Lady Willingdon Hospital and Day Star School Society.
* Directive advice and suggestions given for implementation of amendments to Memorandum of Association and the Society's Constitution.
* Implemented Legal Compliance as per laws of all clinical and non-clinical areas.
* Represented for all legal purposes externally relating to assets of the organisation especially in Civil disputes, Consumer forum, labour office issues, Income Tax, VAT assessment, etc.

PROJECT/SERVICES MANAGEMENT* Helped in hospital tie-up with Health Department, Himachal Pradesh for NHM (National Health Mission) sponsored camps in rural needy areas helping in organizing them.
* Organized focused interventions in needy areas (with hospital team) including surgical, medical, immunization, and humanitarian with the help of community and local government.
* Managed the three rural centers of the hospital located in Kaza(Spiti), Madgram(Lahaul) and Jibhi(Banjar).
* Working on strategic projects like Heli-ambulance project initiative with non-profit NGO from Switzerland to provide free air rescue services to the needy in snow bound isolated areas of Himachal.(The project is presently under consideration by the Himachal Pradesh Government and likely to be implemented soon.)
* Helping add new services of hospital like CT Scan, Patient Counseling Centre, Blood Storage Centre, ICTC Centre etc.
* Facilitate empanelment with RSBY (Rashtriya Swasthya Bima Yojana), JSSK (Janani Shishu Suraksha Karyakram).
* Empanelment- H.P Government Employees and their dependents', Rohtang Tunnel Project Employees.
* Implement response on behalf of hospital to community needs/disasters like the recent village Kotla(Kullu) fire tragedy, Nepal Earthquake, Kashmir floods(2014), .
* Represented organization in the District Disaster Management Authority (DDMA), Kullu forum and played active role in its constitution.

PUBLIC RELATIONS & PUBLIC AWARENESS* Established and maintained public relations with major stakeholders of community including leaders, to get direct feedback to further improve service delivery.
* Mobilised support for projects/initiatives from state leadership like Health Minister and Chief Minister of Himachal Pradesh.
* Coordinated district wide awareness among public to our community health initiatives.
* Implemented a system of bulk SMS service to be used to disseminate useful health information and increase awareness for hospital programs and camps using database of patient mobile numbers.
* Event management of all programmes/functions aimed at increasing community participation in our work and to increase awareness of our programmes.

**[ May 2005 - Till Nov 2005] Acharya Vinoba Bhave Rural Hospital, Datta Meghe Institute of Medical Sciences, Sawangi(Meghe), Wardha, Maharashtra****Assistant Medical Superintendent involved in**GENERAL ADMINISTRATION * In the absence of the full-time Medical Superintendent during the period, managed all day to day non-clinical administration of the 850 bedded multi-speciality hospital.

EFFICIENT PURCHASE SYSTEMS* Initiated the tendering system for purchase of all medicines and consumables and negotiated bulk discounts for major purchases and the system still continues there.
* Suggested and implemented non-outsourced medical store for hospital patients.

**[1998 - Till 2003]** **Christian Medical College Hospital, Ludhiana****Head / In-Charge, Dental OPD and Demonstrator involved in*** Heading Dental OPD department in CMC Hospital OPD-Manage Department & Clinical Work.
* Demonstrator-Conservative Department-Clinical work ; Guiding Interns ; Teaching BDS students ;
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| **EDUCATION** |
|  | **Indian Institute of Management, Bangalore; 2015**Introduction to Operation Management -1, Certificate Course (edx.org)**National Law School of India University-Bangalore; 2010**Post Graduate Diploma in Medical Law and Ethics**Tata Institute of Social Sciences, Mumbai; 2003-2005**Master of Hospital Administration**Christian Dental College, CMC Ludhiana; 1992-1996**Bachelor of Dental Surgery**Kendriya Vidyalaya Sector VIII, R.K.Puram, New Delhi; 1992**AISSCE (CBSE) ; 1992

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| Additional professional development & AFFILIATION |

* Attended workshops on: Medico-Legal issues facing Hospital, FCRA Workshop, Financial Management of Organizations, Advanced Leadership by Haggai Institute, 'Workshop on Pro-active involvement of NGOs/CBOs in Disaster Risk Reduction'
* Attended 3 days Implementation Training course for NABH Hospital Standards in Delhi- 2012.
* Associate Life Member of Research Foundation of Hospital & Healthcare Administration(RFHHA)
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| RESEARCH AND STUDIES UNDERTAKEN |
| * Research - ¨A study of communication skills of doctors and their relationship with patient satisfaction in two hospitals of Delhi.¨ TISS Mumbai
* Study on Bio-medical waste management at Khan Bahadur Bhabha Hospital, Kurla (Mumbai)
* Study to develop Standard Operating Procedures for the out-patient department at Watumull Hospital, Mahim (Mumbai)
* Study on the Job Satisfaction of resident doctors. Study on the Manpower assessment of the nursing staff at Bhatia Hospital, Tardeo (Mumbai)
* In-depth study & Strength, Weaknesses, Opportunities and Threats (SWOT) Analysis of the Pharmacy Department. To assess feasibility of: Prime Supplier Contract System for Purchasing at Christian Medical College, Vellore (Tamil Nadu)

LANGUAGES KNOWN |
|  | Read-Write-Speak: English & Hindi: Speak; Tamil & Punjabi; Working knowledge: Malayalam, Marathi, Oriya |
| COMPUTER SKILLS |
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| Trained in SPSS and Atlas Ti, 2004; Well versed in usage of Microsoft Office – Word, Excel, PowerPoint, Tally ERP 9  |