

**TULSI KANNOJIA**

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**SUMMARY** Having working experience of 13 years in secretarial field in Automobile, Pharmaceuticals & Baby Products industries.

 **9 y*ears in Healthcare industry***

 ***PGDHM- Post Graduation Diploma in Hospital Management.***

 ***MHA - Master of Hospital Administration***

**WORKING EXPERIENCE**

**Working with M/s Satyabhama Hospital, Nangloi, Najafgarh Road, Delhi as a Hospital Administrator since 13th March, 2014 which is a 55 bed multi-super specialty hospital equipped with all modern facility.**

**Satyabhama Hospital has applied for NABH and in process of quality certification.**

***Currently assigned a job of QCO who is responsible for Making hospital Policy & Procedures, get them finalized by Higher Authority, Generating Formats as per requirement, providing training to staff towards filling up those formats, executing and implementation of the policies.***

**Apart from the above Responsible too for:-**

Man & Machinery Management, Negotiation with Vendors for medical and non-medical goods, monitoring and co-ordination with HICO, NS and MD for smooth functioning of paramedics and non-medical personnel, Ensuring timely submission of PNDT & MTP Reports, Liaison with Government and Non-Governmental Authority as and when required, Strong Communication and drafting skill in English, Administration of patient care services through key personnel.

**Since 2nd August, 2013 – February, 2014 PARAS HOSPITAL, Ghaziabad**

***A Multi-specialty 52 bed hospital in service of the society for the last 10 years, successfully run by Dr. Deepak Jain (Laparoscopic Surgeon) & Dr. Ina Jain (Surgeon-Ophthalmologist) :-***

Worked as a Hospital Administrator:-

* Hold responsibility for service-quality standards and adherence to budgetary restrictions of Security
* Housekeeping, Food & Beverages, Materials, Engineering through relevant personnel
* Hospital Support Services,
* Information Technology
* Patient Care Services,
* Ancillary business services,
* Biomedical Equipment
* Manage and supervise coordination within support services to deliver on required quality standards & as per Standard Operative Procedures
* Act as custodian of all government and statutory compliances for non-medical services
* Short-listing, training, schedule and motivate all manpower (including contracted) for all non-clinical departments (that come under incumbent's direct purview) and get maximum output with respect to time and service standards
* Plan and control overall budget compliances
* Prepare the Daily Business Report of the hospital and communicate it to the Management
* Provide safe & secure environment in the hospital for patients, visitors & staff
* Planning all security protocol and monitoring system, material management, emergency systems, death and birth documentation etc.

**Since Nov 2012 till 31st May 2013 NKS HOSPITAL, Gulabi Bagh, New Delhi.**

 *A super specialty hospital with a bed capacity of 102 equipped with technology.*

***Human Resources/ Administration In charge***

* Handling Human Resource functions comprising leave management, preparation and disbursement of Salary, advance, OTs and depositing PFs on time through respective consultants
* Supervising updating of HR related records, operating Attendance Machine Software and Annual Maintenance Contracts of machinery to ensure timely renewal
* Managing inventory of fixed assets, purchase of medical and non- medical consumables after getting Approvals from higher authority along with responsible for maintenance of infrastructure and machinery

**Oct 11 – Nov 12 KHANNA HOSPITAL & NURSING HOME JANAK PURI, New Delhi**

*A multi-specialty hospital with a capacity of 40 beds.*

***Hospital Administrator***

*Responsible for managing overall administration functions of hospital registered with Directorate of Health Services, besides liaison with TPA, Insurance Companies, Government Authorities for ensuring a timely renewal, releasing of payments and submitting monthly reports as required –*

* Handled human resources of Front Office, Housekeeping, Nursing Staff, Pharmacy, Billing,

O.T, and Consultants with respect to delegating duties, updating records of attendance, salary preparation and disbursement, Leave Management, Advance and OT, depositing timely PF through consultant, observing timely coming of employees.

* Managed vendors of medical and non-medical commodities for pharmacy, laundry & linen,

General and printed stationery, inventory management of fixed assets, placing orders for OT Gases.

Maintaining PNDT records and sending monthly reports to the CDMO office and the related Departments and responsible for statutory compliance pertaining to the department of DPCC.

* Maintenance of infrastructure and equipment’s through AMC on regular visits.

**Apr 07 – 2011 DR. SHARMA NURSING HOME, KAILASH COLONY, New Delhi**

*A multi-specialty hospital with 25 bed run by renowned* ***Surgeon Dr. P. Sharma*** *(FIMS, FSMA) who was awarded Limca Guinness Books of World Record for operating an 101 year old lady.*

***Hospital Administrator***

*Responsible for managing day-to-day operations along with administration of OPD, IPD, ambulance services, civil maintenance & waste management system, housekeeping, linen/ material/ personal/ security management and all TPA related matters.*

* Coordinated with medical/ paramedical staff, in-/ out-patients to ensure smooth functioning and maintenance of entire hospital
* Ensured timely submission of utility bills, monitoring of administrative utilization, inpatient and outpatient records, renewal of institution registration etc.
* Supervised timely submission of monthly reports/ records of consumption of narcotic drugs to the Government authority
* Conducted screening for recruitment of medical and paramedical staff along with appraisals to fulfill the needs as per rules and regulation of the institution

**Process Improvement**

* Implemented an MIS system to prepare reports besides recommending solutions to reduce cost and consumption through proper utility.
* Introduced a system for appraisals, employee / OPD patient satisfaction survey, checklist in housekeeping, linen and maintenance department, exit interviews & rewards in the hospital.
* Controlled pilferages in canteen, kitchen, OT/ OPD department and casualty, misuse of telephone facility by staff, absenteeism and late comings etc.

**PREVIOUS EXPERIENCE**

**May 06 – March 07 RAMA VISION LIMITED New Delhi**

 **Secretary to MD**

**Feb 06 – Apr 06 MEDI SHARE INDIA PRIVATE LIMITED New Delhi**

 ***Secretary to Chairperson***

**Oct 00 – Jan 06 NEW LIFE PHARMACEUTICALS New Delhi**

 ***Secretary to CEO***

**Apr 98 – Sep 00 INDO ITALIA MANUFACTURING COMPANY New Delhi**

 ***Office Secretary***

**EDUCATION**

**2014 Masters in Hospital Administration,**

ICFAI University (Tripura) through Distance Learning Program

**2009 Postgraduate Diploma in Hospital Management,)**

 BALAJI INSTITUTE OF MANAGEMENT STUDIES, (Pune) through Distance Learning

**2006 Bachelor of Arts (Correspondence)**

 UNIVERSITY OF DELHI

**ADDITIONAL QUALIFICATION**

Expert in computer functions i.e. MS Office, Tally, Attendance software Biometric (Devanshi and ESSL) and Hospital Software (AP), Fastest typing speed on computer, independent correspondence with the government and non-government authorities and strong English communication .

**PERSONAL**

Date of Birth : May 1, 1978

Husband’s Name : Shree Singh

Place: New Delhi

Date: Tulsi Kannojia