**RAJA BABU LANKA**

**Chief Operating Officer/chief Administration officer**

***Email:*** *lanka.rajababu@gmail.com/ rajababupih@gmail.com* ***Phone:*** *+916362509870*

*Result-driven professional, targeting assignments in in* ***Operations & Administration Management and insurecne/TPA tie up management*** *with an organization of high repute preferably in* ***Healthcare sector***

***Location Preference****:* ***India, Gulf & Kenya***

**PROFILE SUMMARY**

**SKILL SET**

* Strategic Operational Planning
* Hospital Administration & Management
* P&L Accountability
* Business Expansion & Growth
* Human Resource Management & Development
* New Set-ups/ Establishments
* Patient Healthcare Services
* Policy/SOP Formulation
* Project/ Commercial Management
* Quality/ Process Improvement
* Team Building & Leadership
* Insurence empanelment&TPAtieup
* Highly skilled professional with **20 years** of experience in **Hospital Administration & Operations Management, Insurence empanelment & TPA tie-Ups**
* Currently associated with **Suhail Bahwan Group Holding Company Muscat, Sultanate of Oman as Project Manager**
* Performance-driven professional with excellence in **budget planning, and management of utilization activities and empanelement of insurence companies and TPA tie ups** to assure quality services being delivered to the patients.
* **Directed clinical & administrative operations**; managed development and implementation of plans, operations & programs within assigned service units
* Extensive experience in **managing project activities** from conceptualization to execution including business definition, feasibility and optimization, **project planning**, implementation, site management and **manpower planning**
* Formulated long-term/short-term **strategic plans & SOPs** to enhance operations; spearheaded **cost saving initiatives** in various processes
* Resourceful in **maintaining coordination** between governing boards, medical staff, admin. staff and paramedical staff and integrating the activities of all departments for business excellence
* Ensured organizational efficiency through proper implementation of policies towards promoting & protecting health & safety and environment effectively
* Impeccable record of establishing **new hospital infrastructure, recruiting & training** high performance teams
* Delivered leadership, direction, strategy and vision for facilitating growth & business agility

**ORGANISATIONAL EXPERIENCE**

**Bahwan Medical Centre LLC Division July’16-Feb’19**

**(Suhail Bahwan Group Holding Company Muscat, Sultanate of Oman)**

**Project Manager in following:**

1. **American Spine Centre (ASC)**
2. **Bahwan Multi Speciality Clinics (BMSC)**
3. **Bahwan Medical Centre (BMC)**
4. **Bahwan Medical Imaging and Diagnostic Centre (BMIDC)**

**Key Result Areas:**

* Directed the project construction, infrastructure & commissioning of clinics as per Ministry of Health - Oman Standards
* Prepared project baselines; monitored and controlled projects with respect to cost, resource deployment, time overrun and quality compliance to ensure satisfactory execution of projects
* Interfaced with cross-functional departments for ascertaining procurement plans of medical & non-medical equipment, consumables & drugs
* Monitored the preparation of monthly progress reports entailing progress & details for engineering, procurement, construction and commissioning activities
* Liaised with government authorities for licenses
* Supervised the possibility of developing the supply of manpower resources in order to match it with the requirements by introducing necessary changes in the functions of HRM
* Recruited & conducted training of Doctors, Clinical Staff & Interns
* Managed the overall administration & operations of all clinics; removed unnecessary procedures in processes and ensured uniformity in the process understanding at the patient’s and the organization’s end
* Implemented security policies / guidelines for ensuring ongoing maintenance of campus & clinic security
* Developed & executed effective plans including rates setting for health services and P&L structures to assure achievement of agreed-to volume, market share and profit objectives
* Ensured continuous interaction with the client to make sure that area of concern can be worked upon for improved service levels

**PREVIOUS EXPERIENCE**

**Pacific International Hospital, Port Moresby, Papua New Guinea May’13-Jul’16**

**Hospital Administrator & Operations Manager**

**Global Baroda Group of Hospitals, Vadodara May’12-Apr’13**

**Group Head (Operations & Administration)**

**Hanumant Hospital, Mahuva, Gujarat May’09-Apr’12**

**General Manager (Operations) & Unit Head**

**Kasturba Hospital, Valsad, Gujarat May’07-Apr’09**

**Hospital Administrator & Unit Head (Operations & Administration)**

**Queens NRI Hospital, Visakhapatnam May’06-Apr’07**

**Senior Manager (Operations & Administration)**

**Indian Air Force May’86-May’06**

**Hospital Administration & Operations Manager (Operations & Administration)**

**Highlights:**

* Managed:
* Day-to-day hospital operations and administration; devised & executed policies for operational excellence
* Operations supervising ancillary services like canteen facilities, transport management, housekeeping services, security services, maintenance of campus & so on
* Planned & managed the manpower requirements including selection, recruitment & fixing of salaries
* Resolved & managed all complaints (from staff, patients & clients), monitored emergencies and ensured timely update to the CEO and the Hospital Management Team
* Administered the effective maintenance of property, facilities, equipment, grounds and other physical resources used by the hospital staff, visitors and patients
* Monitored all key business initiatives across functions in the organization including Pharmacy Sales, Supply Chain Management, OPD and IPD Services and Billings, F&B Sales and Maintenance & Clinics Business at outlets
* Gained exposure by managing international projects with ISOS tie-up
* Contributed in cost savings by restructuring organizational matrix; revised Bio-Med, Engineering, F&B, Security, AMC/CMC/ contracts
* Formulated SOPs & recruitment policies and fixed salaries for employees
* Ensured that staff understand & promote emergency & evacuation procedures in line with relevant regulations and/or requirements
* Bagged yearly bonus plus increment consistently
* Designed comprehensive HR policy for upcoming 4 new hospitals/ establishments in tier II cities in India
* Devised the new reward & retention policy to reduce attrition and generated revenue through attrition
* Led global HR & staffing operations for the group
* Hired & trained medical staff (Consultants & Medical Officers) and non-medical staff
* Assigned duties to nurse as per their experience & specialisation and provided increment based on their performance

**PROJECTS UNDERTOOK**

* Worked as a team member of commissioning of International Hospital
* Commissioning of Poly Clinics
* Customisation & Implementation of Hospital Information System In Hospitals & Clinics (HIS)
* Customization & Implementation of Human Resources Management System in Hospitals (HRMS)

**HEALTHCARE PROFESSIONAL & HEALTHCARE IT COURSES**

**2006** **Basic Computer Course on Computer Applications and Usage of Internet, PC, Basics** from Head Quarters, Maintenance Command, Indian Air Force, Nagpur

**2006** **Diploma in IT Foundation** from CMC Ltd. (Joint Venture of TCS), Visakhapatnam

**2006** **Diploma in Pharmacy, First Aid, Fire Fighting and Security** from Indian Air Force Medical Centre

**2002** **Diploma in Hospital Administration and Hospital Management** from Air Force Hospital

**1996** **Diploma in Pharmacy** from Indian Air Force Medical Centre

**1993** **Hospital Operational Management Course** for Junior Officers of Indian Air Force from MTC, Air Force

**1988** **Diploma in X-Ray Technician** from Armed Forces Medical College

**1987** **Diploma in Nursing** from Indian Air Force Medical Centre

**ACADEMIC DETAILS**

**2002 Diploma in Hospital Administration & Management** from Air Force Medical Centre, Bangalore

**2001 Master of Industrial Relations & Personnel Management (MIRPM) (Equivalent to MBA)** from Nagpur University

**1996 Master of Arts in Public Administration** from Kakatiya University

**1995 Diploma in Industrial Relations & Personnel Management** from Bharti Vidya Bhavan

**1994 Bachelor of Arts** from Kakatiya University

**PERSONAL DETAILS**

**Date of Birth:** 28th July 1969

**Languages Known:** English, Hindi, Telugu, Tamil, Kannada & Malayalam

**Address:** No:11, Ist Cross, RR Layout, Margondanahalli Main Road, T.C. Palya (POST), K.R. Puram, Bengaluru-560036