

## Contact

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## Top Skills

Operations Management  
Quality Management  
Human Resources

# Sudarshan Joshi

CEO Mangal Anand Hospital  
Mumbai, Maharashtra, India

## Experience

**Mangal Anand Hospital**  
**Chief Executive Officer**  
December 2021 - Present (3 years 9 months)  
Mumbai, Maharashtra, India

**Patni Healthcare**  
**Senior General Manager**  
August 2016 - December 2021 (5 years 5 months)

**Hatat Polyclinic**  
**Business Manager**  
September 2015 - July 2016 (11 months)  
Muscat, Oman

**Patni Healthcare**  
**General Manager Operations**  
May 2014 - September 2015 (1 year 5 months)  
Thane, Mumbai

**Nova IVI Fertility**  
**General Manager Operations**  
March 2012 - May 2014 (2 years 3 months)  
Chembur

To effectively interface with patients, attendants, internal & external customers.

- To demonstrate ability to provide operational oversight to the hospital.
- To assist in translating business strategy and targets to actionable plans.
- To be responsible for achieving monthly and annual revenue targets as per management guidelines.
- To assist in working out business aligned budgets and optimize cost controls.
- To be responsible for cost effective budgeting & manage within budgeted costs.
- To supervise & ensure that all clinical policies and procedures within the Center meets the requirements of licensing or accrediting bodies.

- To ensure compliance with implementing clinic-specific policies and procedures
- Ensuring customer satisfaction by analyzing customer complaints, concerns and suggestions and providing appropriate follow-through
- Ensuring routine maintenance is performed, problems corrected and systems in place to ensure a safe, comfortable environment for patient care/service delivery.
- To ensure timely intervention & escalation for any query or requirement
- Responsible for NABH & Other Accreditations as per organizational requirement
- To effectively handle unforeseen and untoward incidences.
- To effectively handle outsourced staff under direct purview.
- To represent the Center for all medico-legal issues.
- To assume leadership role in ensuring availability of trained medical staff.
- To have complete orientation of HIS.
- To ensure safe utilization of equipments and proper waste disposal system.
- To ensure timely meetings on infection control, quality improvements, etc.
- To be responsible for inventory control, cost control, material management ,
- Marketing and promoting new and existing programs and services to patients and community.
- Maintaining and managing duty rosters for all staff & ensure parity as per requirement.

S.L. Raheja (A Fortis Associate) Hospital  
 Deputy Manager Medical Operations  
 June 2009 - February 2012 (2 years 9 months)

1) Coordinating departmental activities of Laboratory, radiology, Blood Bank, NIC, Dialysis: Department Protocols, SOPs, Processes, Planning new services. Department HIS Masters and Pricing. Tie-ups with other facilities for outsourcing of services. Blood Bank Pricing. NABH Accreditation of Blood Bank.

Coordinating Academics Activities: Initiated and organize the following courses:

- 1) Fellowship in Diabetic Foot Surgery (Maharashtra University of Health Sciences):
- 2) CSSD Technician Course (Ministry of Labor & Education Government of India)
- 3) MRD Technician Course (Ministry of Labor & Education Government of India)

- 4) Radiology Technician Course (Ministry of Labor & Education Government of India)
- 5) Dialysis Technician Course (Ministry of Labor & Education Government of India)
- 6) Infection Control Assistant (Ministry of Labor & Education Government of India)
- 7) Operation Theatre Assistant (Ministry of Labor & Education Government of India)
- 8) DNB Medical Oncology 1 Seat (National Board of Examination)
- 9) CPS Certificate course in Diabetology & Certificate Course in HIV/AIDS Medicine.
- 10) ISCCM Certified Indian Diploma in Critical Care Medicine – 2 seats
- 8) Coordinating Research Activities of the Hospital: Overall in charge of Clinical Trials, Coordination of Ethics Committee meeting, facilitating trials with CRO's.
- 9) Quality: Clinical Excellence Score Card implementation and NABH. Coordinated Blood Bank NABH Accreditation process and organized two NABH POI.
  
- 10) Fortis Operating System (FOS): Facility Head of Fortis Operating System. Helped in Implementation of FOS and bringing down patient discharge time. Increased number of percentage of tests to be completed within 1.30 hours.
  
- 13) Sports Activities: Secretary of Hospital Sports Club. Manage hospital cricket team.
  
- 14) Newsletter: Part of the hospital Newsletter Editorial team.
  
- 15) Renal Transplant Coordination: Getting Renal Transplant License, Coordinating Renal Transplants.

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## Education

Sikkim Manipal University

Master of Business Administration (M.B.A.), Human Resources Management/ Personnel Administration, General · (2010 - 2012)

Tata Institute of Social Sciences

Diploma in Hospital Administration, Hospital and Health Care Facilities  
Administration/Management · (2008 - 2009)

HKE's Homoeopathic Medical College, Gulbarga  
Bachelor of Homoeopathic Medicine and Surgery · (1992 - 1999)

Sri Ramakrishna Vidyashala (SRKVS) Mysore  
Xth Standard · (1987 - 1990)