

Dhruva Sreenivasa Chakravarthi

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Vijayawada - 520008, Andhra Pradesh, India

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Healthcare Administrator / Chief Executive Officer

Professional Administrator/Executive who has demonstrated continuous growth, achievements and impressive leadership in the management of complex activities within the Healthcare Industry. Solid business insight with the ability to ascertain and analyze needs, forecast goals, streamline operations and envision new program concepts. Good communication and interpersonal skills serve as the foundation to effectively network, collaborate, negotiate and maintain positive partnerships with physicians, staff, outside vendors, Public, Media and organizations. Proficient in the management of a diverse range of departments, professionals, programs and initiatives through a complete understanding of the healthcare arena and integrated networks. Adept at setting, expecting, and achieving high standards of successful cultural, quality and organisation oriented outcomes. A Continuous Learner and Developer in regaining, refreshing and upgrading the self knowledge base in relevance to Healthcare Management and Administration.

Areas of Expertise

- Organization, Time Management
- Developing Strategic Partnerships, Decision Making And Critical Thinking Skills
- Finance Management, Cost Analysis, Reduction and Expense Control
- Executive Advisory, Decision Support and Executive-Level Negotiator
- Staff Development and Employee Relations, Positive Productive Culture
- IT Integration and Management
- Risk Management, Inventory Control and Safety Management
- Internal Auditing, Peer Reviewing and External Assessments
- Insurance, TPA, State, Local Compliance
- Customer Service, Retention, Cultural and Satisfaction Management
- Multi-Unit Management in internal and external Consultancy modes.
- Performance Standards / Quality Control and Continuous Improvement
- Purchasing, Negotiating Skills and vendor and Relationship Management
- Policy and Procedure Development
- Public Relations, Mass Communication and Media Management
- Networking, Marketing and Promotional Management

Employment Summary

Manager to Administrator to Chief Executive Officer

PRASHANTH HOSPITAL, Vijayawada, Andhra Pradesh, India

04/2008 to present

Based on track record of business management, was brought on board in 2008 by Prashanth Hospital which was established since 1989 to manage and run the well-established healthcare facility in Vijayawada. Analyzed prospective organisation development demographics and other factors to ascertain key market and internal strategical development plans and executed comprehensive strategy to successfully ignite growth and profits. Worked closely with top management, staff, and private entities to position the Healthcare Facility for continued growth and expansion.

- Oversee administration of this healthcare center: a clinical/surgical operation and a multispecialty facility. Assume full responsibility for the Strategic Planning, Development, Operations, Sales and Marketing, Customer Service, Human Resources, IT Management, Administration and P&L performance.
- Administer and direct all aspects of facility's planning/development strategies; drive forward existing business. development through in-depth analysis of organisation needs and requirements to promote growth and enhance revenue.
- Wrote the company's policies and procedure manuals and employee handbook; updated, revised, and overhauled where and when needed.
- Significantly increased revenues and decreased expenses through streamlining procedures and implementing cost-cutting measures.
- Successfully negotiate and execute contracts, including managed care agreements. Promotes networking capabilities to capitalize on profitable joint-venture alliances with other physicians, hospitals, vendors and stake holders.
- Maintains a focus on the development and enhancement of the professionalism of employees; provides continuing education opportunities to promote maximum professional growth and increase morale, productivity and cultural stability within and outside the organisation
- Ensure total compliance with State, Central, Local and External regulations. Performs systems and procedures analyses to test and analyze internal controls, identifying areas for improvement. Work closely with and maintain a good rapport with a "watchdog" organization set up to monitor quality of service in daily operations.
- Continually scrutinizes short-term and long-range strategies, goals, and mission achievements, instituting new objectives to maximize revenue generation and new business development.
- Plan, Initiate, Analyse and implement the new expansion plans within and outside the organisation as and when required as a turnkey project planning, designing, budgeting, and commissioning for smooth execution of the project
- Maintain the Quality goals, Patient Safety initiatives, the required Research and Development processes within and outside the organisation
- Able to achieve and receive accolades and awards of excellence for self and to the organisation

Chief Operating Officer

DHRUVA SYSTEMS, Vijayawada, Andhra Pradesh, India

11/1995 to 03/2012

Achieved rapid expansion within short timeframe after founding company in 1995. Built company from ground zero to a reasonable value in 2 years with no initial outside funding. Core business entailed value added services including sales, support, end to end solution providing and Systems Integration with IT related hardware and software. "End-to-end" strategy positioned many clients as industry leaders within their field. Built and fostered strategic relationships and partnerships with Fortune 100 and 500 companies such as Apple, Compaq, Acer, Epson, Intel, AMD, Microsoft, etc as Authorised channel partners to promote their products through distributors.

- Managed market research, forecasting, budgeting, personnel management, staffing, professional development, product branding, and all other administrative processes
- Introduced the power of IT retailing into the region by initiating a retail sales shop for Acer and grabbed the best ACER MALL of the year and also the best Marketing initiative award in the country.
- Maintained the technological knowledge by continuous improvement programs and achieved a lot of successful sales, support certifications by the partnered multinational companies like Gold level by Apple in the Asia Pacific Learn& Earn Program, Certified product sales specialist by Acer, Apple, etc
- Used visionary talent with keen eye for new opportunities; identified chance to redefine strategy and capitalize on integrated services in response to increased competition from mainstream competitors
- Instituted growth strategy comprising penetration of existing client accounts through cross selling of additional services, favorably impacting bottom line and gross margins
- Diversified partially into healthcare administration in 2008 from IT sales & support due to shrinking margins

Academic Qualifications

KL University, Vijayawada Pursuing PhD, Management: Healthcare Management	Joined during 2018
UGC National Eligibility Test, New Delhi Qualified for Assistant Professorship, Management	07/2018
BITS, Pilani M.Phil, Hospital & Health Systems Management	05/2017
Shobhit University, Meerut M.B.A, Hospital Management	07/2013
Alagappa University, Karaikudi B. Com	03/2003
Board of Intermediate Education, Hyderabad Intermediate	03/1988
Board of Secondary Education, Andhra Pradesh SSC	04/1986

Fellowship

International Society for Quality in Healthcare (ISQua) Fellowship Graduate	2016
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Professional Development

Symbiosis Centre for Healthcare, Pune Post Graduate Diploma in Medico Legal Systems	05/2018
Consortium of Accredited Healthcare Organisations (CAHO), Hyderabad Basic-CPHIC, Basic-Certified Professional for Hospital Infection Control	02/2018
National Health Research Centre, NHM, New Delhi EQAS, National External Assessor Training	01/2018
Exemplar Global Certified Lean Six Sigma Green Belt	09/2017
ANEXAS Europe, Bangalore Certified Healthcare Quality Professional, (CPHQ-Exam Prep Training)	09/2017
International Society for Quality and Safety in Healthcare (ISQSH) Certified Healthcare Safety Professional (CHSP-Workshop)	07/2017

Manipal Prolearn, Bangalore Certificate Program, Business Analytics	05/2015
Quality Professionals Group - QCI, New Delhi Advanced Diploma in Quality Management, Healthcare Quality	04/2015
IGNOU, New Delhi Certificate Programme, Quality Management	03/2011
Medvarsity Online Limited, Hyderabad PGD, Hospital Administration	07/2010
Medvarsity Online Limited, Hyderabad Certificate Course, Medical Tourism	07/2010
Chanakya Indian Management, Dharwad PGDM, HR-ADMIN	08/2007

Research Papers Presented

"Patient Satisfaction in Urology Centre using the Standard CAHPS/HCAHPS Survey Instruments: Single Urological Centre Experience." National Conference: Fintech - Opportunities & Challenges. KLEF, KL University, Guntur, November 2018

Continuing Education

Faculty Development Programme on HR Analytics, Dept. of Management Studies and Research, Don Bosco Institute of Technology, Bangalore, August2019

Accelerated Healthcare Leadership Programme, Voice of Healthcare Academy, New Delhi, July2019

Faculty Development Program on Research and E-Resources, Dept. of Management Studies, Don Bosco Institute of Technology, Bangalore, July2019

Management Development Program on Decision Making Skills, KL University, Vijayawada, January2019

Healthcare Executive Management Development Programme, AIIMS, New Delhi, Mysuru, February2019

Executive Development Program on Effective Sales and Marketing Skills, KL University, Vijayawada, January2019

Executive Development Program on Customer Relationship Management for Profitability, KL University, Vijayawada, January2019

Certificates of Achievement

GREEN HEALTH CARE FACILITY ACCREDITATION ASSESSOR, QAI, September2019
CERTIFIED QUALITIST Level 2, QIMPRO Foundation, Mumbai, August2019
WHO PATIENT SAFETY FRIENDLY HOSPITAL STANDARDS ASSESSOR, QAI, May2019
CERTIFICATE COURSE ON MASTERING CORPORATE SOCIAL RESPONSIBILITY, CII, March2018
EQAS NATIONAL ASSESSOR, NHSRC, January2018
PROGRAMME ON IMPLEMENTATION OF NABH STANDARDS FOR HOSPITALS, QCI-NABH, June2017
5S INTERNAL AUDITOR, HERE QUALITY EXCELLENCE - QCI, November2014
5S LEAD ASSESSOR, CII, September2014
INTERNAL COUNSELLOR PROGRAMME ON NABH STANDARDS, NABH - QCI, November2012
QMS LEAD AUDITOR (EN ISO 9001:2008), BSI - IRCA, March2012
PMP EXAM PREP COURSE, PMTI-PMI, September2011
MICROSOFT CERTIFIED SYSTEMS ENGINEER, MICROSOFT, May2003
MICROSOFT CERTIFIED PROFESSIONAL, MICROSOFT, December2002

Trainings

Supply Chain Management - Short Course, BRENTWOOD OPEN LEARNING COLLEGE, September2017
Introduction to Good Clinical Practices, PHYSIS LEARNING ACADEMY, April2014
TIC CIU Certified Hardware Associate, TECHNOLOGY INCUBATION CENTER CIU, March2014
Stepping up to Difficult Conversations, SUNSTONE BUSINESS SCHOOL, April2013
Being an Effective New Leader, SUNSTONE BUSINESS SCHOOL, February2013
Managing Financial Resources Effectively, SUNSTONE BUSINESS SCHOOL, March2013
Turning Ideas into Action, SUNSTONE BUSINESS SCHOOL, February2013
Negotiating for Growth, SUNSTONE BUSINESS SCHOOL, January2013
Introduction to ISO 9001:2008, QUALITY GURUS, October2011
Patient Safety, ASQH, September2011
Six Sigma White Belt, TREQNA, September2011
Team Building Technique, ASQH, November2010
Awareness on ISO 9001:2008 Changes, INSTITUTE OF SIGMA LEARNING, November2010
Acer Certified Sales Professional (ConsumerPC, Notebooks & Peripherals), ACER INDIA PVT. LTD., June2005
Acer Certified Sales Professional (Notebooks, LCD Monitors), ACER INDIA PVT. LTD., February2004
Apple Product Professional, APPLE ASIA PACIFIC, December2001
Certificate Course in DATABASES, UNIQUE COMPUTER SERVICES, March1989
Certificate Course in PASCAL Programming, UNIQUE COMPUTER SERVICES, December1988

Professional Accomplishments

As External Assessor - NQAS, NHSRC under MoHFW, Govt. of India, New Delhi

- External Assessment done for 03days at Thaluk Head Quarters Hospital, Chalakudy, Thrissur, Kerala from 30.07.2018 to 01.08.2018 for NQAS.
- External Assessment done for 02days at Public Healthcare Centre (PHC), Allika District, Palwal, Haryana on 28.02.2019 and 29.02.2019 for NQAS.
- External Assessment done for 02days at Urban Public Healthcare Centre (UPHC), Devinagar, Jaipur on 29.03.2019 and 30.03.2019 for NQAS.
- External Assessment done for 02days at Public Healthcare Centre (PHC), Panavally (Alppuzha), Kerala on 17.06.2019 and 18.06.2019 for NQAS.
- External Assessment done for 02days at Public Healthcare Centre (PHC), Mamandur (Thiruvanammalai), Tamilnadu on 22.07.2019 and 23.07.2019 for NQAS.
- External Assessment done for 03days at Government Hospital, Hosur (Krishnagiri), Tamilnadu on 26.09.2019 to 28.09.2019 for NQAS
- External Assessment done for 02days at Public Healthcare Centre (PHC), Naviparidi (Surat), Gujarat on 11.10.2019 and 12.10.2019 for NQAS

Conferences, Workshops & Seminars

Project Management National Conference, Project Management Institute (PMI), Hyderabad, September2019

National Seminar on Medical Devices - Regulatory Requirements in India, Siddhartha Pharma Innovation and Incubation Centre, Vijayawada, September2019

World Edu Summit, MTC Global, Bangalore, September2019

Stress Management Workshop, International Association of Industry Institute Interface, September2019

National Conference on Artificial Intelligence in Health Informatics and Virtual Reality, Tata Institute of Social Sciences (TISS), Mumbai, August2019

Health HR Conference, Assimilate, Hyderabad, August2019

Workshop on Healthcare Information Technology, MGM Healthcare, Chennai, August2019

Workshop on Communication Skills and 6th International Virtual Congress (IVC-2019), International Science Community Association, August2019

Testing and Calibration of Medical Devices, AIC-AMTZ, Visakhapatnam, July2019

Science of Terminal Sterilization 2019, ASP, Johnson & Johnson, Hyderabad, April2019

Annual Medical Records Conference on Reimagining EMR and Healthcare Information Governance for Improved Healthcare Systems, Health Records Association of India (HERAI), Chennai, March2019

National Workshop on Perspectives of Healthcare Waste Management, Acharya Nagarjuna University, Guntur, March2019

National Seminar on Statutory Compliances of Human Resources at Workplace, Acharya Nagarjuna University, Guntur, March2019

Annual Patient Safety Conference on More to Healthcare - Perception vs Reality, MAX Healthcare, New Delhi, February2019

Annual Conference of USI on Uro Nursing Update, Urology Society of India, Bhubaneswar, January2019

National Conference on FINTECH - Opportunities & Challenges, KLEF, KL University, Vijayawada, January2018

International Conference of TSI, Telemedicine Society of India (TSD), Vijayawada, November2018

Implementation of EHR for Effective Patient Care, Health Information Management Association of India (HIMA), Hyderabad, November2018

National Conference on Interdisciplinary Approach to Healthcare, Symbiosis International Deemed Univeristy, Pune, May2018

National Healthcare Quality Conclave, Quality Council of India (QCI), New Delhi, March2018

Anti Sexual Harrassament of Women at Womens Place, Labour Laws Institute, New Delhi, January2018

Fire Hydrant Systems Design for Industrial Occupancies, Fire and Security Association of India, Vijayawada, November2017

Annual Healthcare IT India Summit, Fleming Gulf conferences, Bangalore, May2015

Professional Memberships

Life Membership(19IND520008A31), INTERNATIONAL ASSOCIATION FOR ACADEMIC PLUS CORPORATE SOCIETY (IAAC), December2019

Member, VOICE OF HEALTHCARE - NATIONAL HEALTH COUNCIL (VOH-NHC), New Delhi, November2019

Life Membership, INSTITUTE OF SCHOLARS (INSC), November2019

Life Membership (IL/VJW/104726/26102019), NATIONAL HUMAN RESOURCE DEVELOPMENT NETWORK (NHRDN), October2019

Life Member (EIAI3NTCS 214), INTERNATIONAL ASSOCIATION OF INDUSTRY INSTITUTE INTERFACE (IAI3), September2019

Life Membership (MTCG/M/S/2019/05/16), MTC GLOBAL, Bangalore, January2019

Life Membership (43), Indian Solidarity Council (ISC), New Delhi, May2019

Life Member (LM0454), TELEMEDICINE SOCIETY OF INDIA, October2018

Life Member (LM-IRA-160), INSPIRA RESEARCH ASSOCIATION, Jaipur, March2018

Individual Member (HIMA-0101), HEALTH INFORMATION MANAGEMENT ASSOCIATION (HIMA) INDIA, July2017

Associate Life Member (RF-001544), RESEARCH FOUNDATION OF HOSPITAL AND HEALTHCARE ADMINISTRATION (RFHHA), June2017

Alumni Member, BITS, Pilani, April2017

Lifetime Associate Member (CAHO/LM/2019/031), CONSORTIUM OF ACCREDITED HEALTHCARE ORGANISATIONS, January2017

Individual Member (1004548), THE INTERNATIONAL SOCIETY FOR QUALITY IN HEALTHCARE (ISQua), October2016

Provisional Auditor (6003217), IRCA, July2015

Life Member (MAHA-1200), ACADEMY OF HOSPITAL ADMINISTRATION, July2014

Life Member, NATIONAL ACADEMY OF INDIAN PAYROLL (NAIP), May2014

Life Member (LM/SR/5158), QUALITY COUNCIL OF INDIA, January2014

Member (1149344), PROJECT MANAGEMENT INSTITUTE, January2012

Activities and Honors

Guest of Honor and Speaker, in Innovate O Dhan on 22nd November 2019 at Siddhartha Pharmacy College - Innovation and Incubation Centre (SPIIC), Vijayawada, November2019

Member on the Panel of Examiners for QualTech Prize 2019 (Healthcare) , QIMPRO Foundation, Mumbai, November2019

Awards of Excellence

Best Contribution in Healthcare Management and Administration, at International Faculty Awards 2019 on 16th November 2019 by Amaravarthi Research Academy, Guntur, Andhra Pradesh

Best Outstanding L&D Contributor of the Year 2019, at L&D World Awards on 16th October 2019 by Adobe-Transformance, Bengaluru

Best Contribution in Healthcare Management and Administration, at ESN Awards 2019 on 28th September 2019 by ESN Publications, Chennai

Distinguished Administrator (Healthcare), at Indo-Thai Academic Award 2019 on 21st September 2019 by International Association of Research and Developed Organisation (IARDO), Thailand

Healthcare Professional of the year 2019, at Indias Most Trusted Healthcare Awards 2019 on 30th June by My Brand Better, New Delhi

Outstanding Achievements and Remarkable Role in the Field of Medical Sciences Management, at National Seminar on Education-Economic and Health Development on 29th May 2019 by Indian Solidarity Council, New Delhi

Most Promising Healthcare Professional of the Year 2019, at 4th International Healthcare Awards & Conference 2019 on 18th May 2019 by Time Cybermedia Pvt. Ltd., Mumbai

Personal Details

Date of Birth : 20th Feb' 1971

Languages known : English, Telugu, Hindi, Kannada

Spouse : Dr Desai Vidya Sripad, MD(Biochemistry) working as Additional Professor of Biochemistry, Associate Dean for Academics & Exams, Nodal Officer in AIIMS, Mangalagiri, Andhra Pradesh; and NABL Assessor

Social Media Links

LinkedIn : www.linkedin.com/in/dschakri

Twitter : D S Chakravarthi (@dschaks)

Facebook : www.facebook.com/dschakri

Other Facts

Met with an accident in Sep'1993 and had a right leg below knee amputation, since then with the below knee artificial limb, capable to lead life as normal with minimal limitation.

References

Available upon request