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Sunil Franklin. A

Summary

HEALTHCARE ADMINISTRATOR

- ❖ Goal-driven, compassionate, and accountable professional with over 20 years of related, hands-on experience in hospital settings.
- ❖ Adaptable administrator accustomed to the integration of new health care delivery systems, restructuring of work, and an increasingly complex regulatory environment.
- ❖ Proven track record of successfully managing personnel, facility operations, and admissions while concurrently providing excellent team management.
- ❖ Ability to use strong communication, organizational, and problem solving skills and to liaise with various departments, institutions, and the public to raise awareness and bring support to facilities.

Areas of Expertise

- *Project Development & Management*
- *Team Coordination & Leadership*
- *Decision Making & Problem Solving*
- *Staff Evaluation*
- *Patient Support*
- *Public & Community Relations*
- *In-Service Training*
- *Time Management*

Work History

- Actively involved in all phases of setting up a private health facility.
- Oversight for hiring, setting up inventory procedures.
- Managed day-to-day office activities: establishing priorities, monitoring supervisors, troubleshooting.
- Motivated staff by providing environment conducive to open communication and opportunities for professional development.
- Conducted brainstorming sessions to develop solutions for improving patient services with respect to quality.
- Conducted successful analysis for causes of JCA and implementation of preventive strategies.
- Comprehensive medical knowledge & Leadership qualities
- Prepared feasibility studies.
- Published hospital-wide communications.
- Successfully addressed patient complaints and issues of risk management.
- Worked closely with all members of the administrative staff.

Education

Course/Degree	College/University	Year of Completion
Ph.D- Hospital Management	Bharathiyar University	Pursuing (2013-2017)
M.Phil Hospital Administration	Dr.N.G.P. Arts & Science College, Coimbatore Bharathiyar University	2011-2012 Full Time
MBA-HCS	Sikkim Manipal University	2011
Bachelor in Radiography	Manipal University, Bangalore, India.	2006

Tutors Diploma in Radiography	Christian Medical Association of India. (C.M.A.I), Delhi, India.	2002
C.T. Scan training	National Institute of Mental Health and Neurosciences, (NIMHANS), Bangalore, India.	2001
Diploma in Radio diagnostic Technology	C.S. I Rainy Hospital, Chennai, Tamil Nadu, India.	1996

Funded Project

UGC sponsored Minor Project on the title **“To Study The Healthcare Cost Utilization Of Public Health Centers In Coimbatore District, Tamil Nadu”** for Rs.1,85,000 (Rupees One lakh eighty-five thousand only)

Project

A Study on Quality Management System of Primary Health Centers (PHC) in Coimbatore District (PhD)

Impact of Implementation of NABH on Standardization and Quality Management Systems in Medical Records Department of a Multispeciality Hospital- KMCH (M.Phil)

Special course

Six sigma in healthcare-MSME, Government of India at Chennai- 11th Feb 2012

Using SPSS- 3rd -4th May 2012- VIT Business School, Chennai campus.

Teaching Experience

Basic Life Support Provider course-from TACT-The academy for Clinical Training, Chennai, India on December 11th 2007

H.O.D/Assistant Professor, 16-08-2013- 13-04-2018

Dr. N.G.P. Arts and Science College & Kovai Medical Center and Hospital, Coimbatore

Had clear aim and vision for the department and incorporated activities that reflected the institutional aims and vision in the department.

Advising and contributing to curriculum development and make it

suitable for the better future of the students.

Motivate a working environment within the faculty that is supportive of staff and encourages active commitment and a positive involvement from individual members of staff.

Initiated operational policies within the department for better results and quality

Implemented faculty responsibilities while at the same time protecting faculty rights and privileges.

Work experience

Field of expertise

- Management Principles
- Computer applications for healthcare professionals
- Healthcare Law
- Hospital Operations

M.V.Hospital for Diabetes

Manager-IP floor Coordination-March 2011to May-2011

L dgs r nro h k h sd sc

Administrative Supervisor - November 2009 to November 2010

Healthcare Unit Global group of companies, Muscat, Sultanate Of Oman

Administrative & Marketing Manager –February 2009 to June 2009

In charge of administration for the healthcare unit of the company.
It is an Advance Homeopathy clinic in Muscat

Ministry of Health, Sultanate Of Oman

Radiographer- December 2006 to August 2008

- Provide routine radiographic procedure to patient .It is a regional referral Hospital.

Apollo Hospitals, Colombo, Sri Lanka

Radiographer February 2002 to January 2006

- Provide radio diagnostic service to the individuals / clients mainly in the field of C. T. Scan and M.R.I handling cases individually and under direct supervision of Radiologists.

**C.S.I Kalyani General Hospital, Chennai, India - Radiographer
*July 1997 to June 2001***

- Being a charity hospital, provided routine radiological procedures to the poor. This hospital was able to look in the aspect of patient care in more important way.

C.S.I Rainy Hospitals, Chennai, India-Radiographer Intern

July 1996 to 1997

- Conducted routine radiographic procedures and helped radiologists/senior doctors in special procedures

Community activities

- Worked in a charity hospital and helped poor patients.
- Worked in Primary health centers

Awards received

- Best Radiographer award for the year 2005 at Apollo Hospitals, Colombo, Sri Lanka
- 3rd prize for Paper presentation in National Level conference on “Business Models” by Dr.SNS Rajalakshmi Institute of Management, Coimbatore for the paper titled “Single Speciality Delivery Model in Indian Healthcare System”

Professional memberships :

- Christian medical association of India - C.M.A.I, Life membership number-18838
- Society of Indian Radiographers- Life membership number-969

Personal skills :

- Well organized person looking for greater challenge and opportunity to practice in the administration & management. I am very determined and once I have committed to a decision will always see it through the end.
- Honest and trustworthy person and can be relayed upon to do any task that is within my capabilities.
- A Good motivator and positive, enthusiastic, have good leadership skills, get on well with people, be firm but just and have the ability and perseverance to try and help the company achieve its goals.

BOOKS PUBLISHED

- **“Quality Standards of Manpower in Primary Health Centres”** – Kongunadu Publications India Pvt Ltd, ISBN: 978-93-86770-49-3 In 2017\
- **“Healthcare case Studies- Medical Negligence”**- JesuDaniel Publications, ISBN-978-93-5291-676-4 in 2018

JOURNAL PUBLICATION

“Polarity Management in Healthcare System”- Challenges and Opportunities - Journal of Contemporary Research in Management ISSN No: 0973-9785 Vol-7 No:- 1 Jan- March 2012 (Pages 49-56)

“Evolving Fat Consumption in Indian Scenario – The Need for Fat Replacers” in **“Elixir Food Science International Journal”** October 2013 edition (ISSN 63 (2013) 18373-18375) **Current Index Copernicus Value (ICV) is 5.09.**

“Tamilnadu-Malnutrition Free State” Kisan World ISSN No: 0971-9229 November 2013 (Pages 45-47)

“A study on quality of work life in a multispecialty Hospital in Chennai” International Journal of Current Research ISSN No: 0975-833X January 2014 (Pages 4610-4613)

“Managing non Communicable diseases”- Health Action ISSN no: 0970-471X February 2014 (Pages 34-35)

“A study on HR practices on organisational climate of a multispecialty hospital in Kerala” - Journal of International Academic Research for Multidisciplinary ISSN: 2320-5083, Volume 2, Issue 2, March 2014 (Pages 460- 468)

“Providing a better environment for the disabled in the Healthcare sector”- Health action ISSN no: 0970-471X April 2014

“A study on service gap analysis of five speciality clinics with special reference to a single speciality hospital in Coimbatore” ISSN: 0975-833X International Journal of Current Research Vol. 6, Issue, 06, June, 2014 (Pages 7104-7108)

“A study on the effort for quality improvement and initiative performance with reference to a super speciality hospital in Chennai” ISSN: 0975-833X International Journal of Current Research Vol. 6, Issue, 08, August, 2014 (Pages 7890-7893)

“Quality of Worklife and its Significance on Human Resource Management in Health Care Sector” in “Bangalore Dental Journal” January - March 2014, Volume 6, Issue 1 (ISSN 2278 - 6686).

“Preventing Communicable Diseases following natural Disasters” in Health action Volume 29, No4, April 2016 edition (ISSN 0970-471X)

“Maternal and Child Health” in “Health Action” Volume 29, No 6, June 2016 edition (ISSN 0970-471X).

ARTICLES PUBLISHED

Consumer Protection Act (CPA) related to Health Care Service Industry- National Conference NCCP-2012-Kaamadhenu Arts & Science College, Sathyamangalam, Erode Dist –ISBN- 978-93-8053-911-9 (Pages 142-143)

“Role of Emotional Intelligence in Healthcare Service Marketing”- State level seminar on “Service Marketing- an Indian Scenario”- Department of Commerce & Computer Application, SNR Sons College, Coimbatore- ISBN-978-93-5067-427-7 (Pages 51-54)

“Healthcare Insurance growth in the Current Indian Scenario”- National Conference on Emerging trends in Banking Sector- SNR institute of Management Sciences, Coimbatore- ISBN-978-81-7273-585-2 (Pages 105-110)

“Corporate Social Responsibility Guidelines and Current Scenarios of Indian Health Care Sector” in “National Conference on Consumer Protection (NCCP 2014)” held on 14th February 2014 edition

PAPER PRESENTATION

“Impact of Globalization in the Indian Healthcare Sector”- National Seminar on “Impact of Globalization on Indian Economy”-Hi-Com-2012, Department of Commerce – Hindustan College of Arts & Science, Coimbatore- 25th January 2012

“Single Specialty Delivery model (The SSHs) in Indian Healthcare Sector”- National level conference on “ Business Models”- Dr.SNS Rajalakshmi Institute of Management, Coimbatore- 16th February 2012- (Third Prize)

“Consumer Protection Act (CPA) related to Health Care Service Industry”- National Conference on “Consumer Protection -NCCP-2012”-Kaamadhenu Arts & Science College, Sathyamangalam, Erode - 22nd February 2012

“Role of Foreign trade in the Development of Indian Healthcare Systems Quality and Delivery”- National conference on “Role of Foreign trade in Economic Development”- Department of International Business, Dr. N.G.P. Arts & Science College, Coimbatore- 22nd February 2012.

“Role of Emotional Intelligence in Healthcare Service Marketing”- State level seminar on “Service Marketing- an Indian Scenario”- Department of Commerce & Computer Application, SNR Sons College, Coimbatore- 2nd March 2012

“Healthcare Insurance growth in the Current Indian Scenario”- National Conference on Emerging trends in Banking Sector- SNR institute of Management Sciences, Coimbatore- 17th March 2012

POSTER PRESENTATION

“Translational Medical Research in India ” First International Management Development Programme (FIMDP 2013) Seminar on Healthcare management, SRM Medical College Hospital & Research centre, Chennai- 9th & 10th January 2013

Workshop/Seminar/Extension Organized

Organized **Dr.Purani Endowment Seminar** on **“Ethical and Legal Issues in Health Care Documentation”** was organised on 25th February 2014.

Organized a Workshop on **“SPSS”** in collaboration with Department of Mathematics, Dr.N.G.P Arts and Science College and Centre For Research Dr.N.G.P Arts and Science College on 16th and 18th December 2013.

Organized an Extension Programme on **“Breast Feeding Awareness”** for the Antenatal and Postnatal mothers of **“Veeriyam Palayam Village”** on 5th August 2014.

“HR Enclave” by DR.T.Jayakumar, Manager – HR, KMCH, Coimbatore and Mr.Balaji, Placement Officer, Dr.N.G.P Arts and Science College, Coimbatore was organised Hospital Administration students on 10th September 2014.

“The Health Administrators Meet (Alumni Meet)” was organised on 13th September 2014.

Organised a **“Workshop on ICD”** for Hospital Administration students on 18th October 2014.

Organised an Extension activity on “Clean India” at “Universal Peace Foundation”, Pathuvampalli, Coimbatore on 20th December, 2014.

Organized **Purani Endowment Seminar** on **“Public and Community Health responsibility of both Public and Private Health Care Sector”** on 23rd January 2015.

Organised **“Knowledge Sharing 2015”** with Asian Metropolitan University, Malaysia on 27th March 2015.

Organised a Work Shop on **“Business Analytics using SPSS and R Software”** by DR.Reeves Wesley from 29.07.2015 to 31.07.2015.

Organized a Work Shop on **“Clinical Audit”** by Dr.Vimal Kumar Govindhan and Dr.Parvathi PSGIMSR, Coimbatore on 01.08. 2015.

Panelist in **“Conference on Current trends in Health Care – Global Perspectives (SIHAM 15 South Indian Health Administrators Meet)** conducted at KPR institute of Engineering and Technology Coimbatore on 9th August 2015.

Organized Dr.Purani Endowment Lecture on **“Influential Trends in Corporate Health Care – Leaps and Binds”** by **Dr.P.Krishnannanda, Medical Administrative Officer, Ganga Hospital**, Coimbatore on 23rd January 2016.

Delivered lectures in the **training program** on **“Gender Specialisation”** conducted at **ESI, Sub Regional Office**, Coimbatore on 24th November 2016 and 28th November 2016.