



Plot No- 14, Victoria Garden,
Paventhar Bharathidasan Salai,
Madipakkam,
Chennai-600 091,
Tamil Nadu,India
Mobile:+91-8870905129
E-mail: snfnpn@gmail.com

Dr. Sunil Franklin. A M.B.A.,M.Phil.,Ph.D

Summary

- ❖ Goal-driven, compassionate, and accountable professional with over 23 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

- 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.

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.

Education

Course/Degree	College/University	Year of Completion
Ph.D- Management - Hospital Management	Bharathiyar University	2020
M.Phil Hospital Administration	Dr.N.G.P. Arts & Science College, Coimbatore, Bharathiyar University	2011-2012
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 (Ph.D)
- Impact of Implementation of NABH on Standardization and Quality Management Systems in Medical Records Department of a Multispeciality Hospital- KMCH

Teaching & Working Experience

Position	Institution/ Hospital	Period
Business Development Consultant	Redmed Medical Services, Alandur, Chennai	01-06-2020 to 31-03-2021
Visiting Faculty/M.Phil Guide	Dr. N.G.P. Arts and Science College, Coimbatore	2018- Till Date
Chairperson-BoS	Department of Hospital Administration, Bharathiar University, Coimbatore	2016 – Till Date
Member- BoS	Department of Hospital Administration, Bharathiar University, Coimbatore	01.01.2013- 31.12.2016
H.O.D/Assistant Professor	Dr. N.G.P. Arts and Science College & Kovai Medical Center and Hospital, Coimbatore	16-08-2013- 13-04-2018
Manager-IP floor Coordination	M.V.Hospital for Diabetes	March 2011to May-2011
Administrative Supervisor	Dr.Mehta's Hospitals Private Ltd	November 2009 to November 2010
Administrative & Marketing Manager	Healthcare Unit – Global group of companies, Muscat, Sultanate Of Oman	February 2009 to June 2009
Radiographer	Ministry of Health, Sultanate Of Oman	December 2006 to August 2008
Radiographer	Apollo Hospitals, Colombo, Sri Lanka	February 2002 to January 2006
Radiographer	C.S.I Kalyani General Hospital, Chennai, India	July 1997 to June 2001

Work History

Position	Institution	Duration
Business Development Consultant	Redmed Medical Services, Alandur, Chennai	01-06-2020 to 31-03-2021

Position	Institution	Duration
H.O.D/Assistant Professor	Dr. N.G.P. Arts and Science College & Kovai Medical Center and Hospital, Coimbatore	16-08-2013- 13-04-2018

- 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.

Field of expertise

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

Position	Institution	Duration
Manager-IP floor Coordination	M.V.Hospital for Diabetes	March 2011to May-2011

Duties & Responsibilities

- Communicate consistently with staff-Doctors, Nurses, Physician assistant and other staffs throughout shift. Alerts them immediately if patient is in apparent distress or in need of medical attention Communicates information regarding Podiatry & Education services available to patients; demonstrates active listening and responding. Maintains visibility to staff, offers support, and models service behaviors and concerns towards the complaint resolution process; works cooperatively with staff in a supportive away in order to quickly resolve issues.
- Makes constant rounds in all areas and visits every patient room; responds to questions and/or problems and address concerns immediately in close collaboration with those floor medical personnel; keeps open lines of communication with patients/ attenders while maintaining objectivity.
- Notify hospital staff, department In-charges of problems or opportunities for improvement as needed. To ensure that all the customer queries and complaints are promptly attended. Interact with the patients on day to day basis and co-ordinate their daily activities like Diagnostic treatments, yoga, physiotherapy, education etc. Further has to attend to their problems / difficulties / grievances and sort out the same immediately, so as to attain 100% patient satisfaction during their stay in our Hospital.

Position	Institution	Duration
Administrative Supervisor	Dr.Mehta's Hospitals Private Ltd. A 220 bedded hospital in Chennai, Tamil Nadu India	November 2009 to November 2010

Duties & Responsibilities

- Responsible for the smooth functioning of the hospital during night time.
- Visit regularly all the units/departments of the hospital and take appropriate steps to address any issues.
- Identify and resolve issues in a timely manner, seek assistance from Head-administrative services when immediate resolution is not forthcoming.

- Ensure that the housekeeping personals are working properly under the housekeeping supervisor. Coordinate with Nursing Superintended for any administrative issues in Emergency Department/Critical care Units/Wards and other department.
- Ensure that the front office executives work properly according to their work profile. Ensure the availability and deliverability of quality facilities and amenities for all patients.

Position	Institution	Duration
Administrative & Marketing Manager	Healthcare Unit – Global group of companies, Muscat, Sultanate Of Oman	February 2009 to June 2009

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

Position	Institution	Duration
Radiographer	Ministry of Health, Sultanate Of Oman	December 2006 to August 2008

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

Position	Institution	Duration
Radiographer	Lanka Apollo Hospitals, Colombo, Sri Lanka	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.

Position	Institution	Duration
Radiographer	C.S.I Kalyani General Hospital, Chennai, India	July 1997 to June 2001
Radiographer Intern	C.S.I Rainy Hospitals, Chennai, India	July 1996 to June 1997

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

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)

Special course

- **Six Sigma in Healthcare**-MSME, Government of India at Chennai- 11th Feb 2012
- Two day workshop on **“Data Analysis for Decision Making”** Using SPSS- 3rd -4th May 2012- VIT Business School, Chennai campus.
- Basic Life Support Provider course-from TACT-The academy for Clinical Training, Chennai, India on December 11th 2007

Books Published

- **“Quality Standards of Manpower in Primary Health Centres - 2018”**
- **“Healthcare case studies-Medical Negligence- 2018”**

Journal Publication

1. **“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)
2. **“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.**
3. **“Tamilnadu-Malnutrition Free State” Kisan World** ISSN No: 0971-9229 November 2013 (Pages 45-47)
4. **“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)

5. **“Managing non Communicable diseases”- Health Action** ISSN no: 0970-471X February 2014 (Pages 34-35)
6. **“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)
7. **“Providing a better environment for the disabled in the Healthcare sector”- Health action** ISSN no: 0970-471X April 2014
8. **“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)
9. **“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)
10. **“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).
11. **“Preventing Communicable Diseases following natural Disasters”** in Health action Volume 29, No4, April 2016 edition (ISSN 0970-471X)
12. **“Maternal and Child Health”** in “Health Action” Volume 29, No 6, June 2016 edition (ISSN 0970-471X).
13. **“Climate Change: Driver of Disease-Migration”** in “Health Action” Volume 34, No 6, June 2021 edition (ISSN 0970-471X).
14. **“Suicide: Legal Perspective – An Overview”** in “Health Action” Volume 34, No 7, July 2021 edition (ISSN 0970-471X).

Articles Published

- i. **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)

- ii. **“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)**
- iii. **“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)**
- iv. **“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.