

Gaddap Maheshwari

A highly accomplished Healthcare Operations Manager with over a decade of experience, specializing in driving revenue growth & enhancing operational efficiency within Hospital environments. Proven success in leading multidisciplinary teams, optimizing clinical and non-clinical processes & implementing strategic financial plans that have consistently improved profitability & patient satisfaction.

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Abu Dhabi

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WORK HISTORY

May 2024 to Current

Operations Manager

NMC Specialty Hospital, Al Ain, UAE

- **Operational leadership:** Managing a multidisciplinary team of professionals, including Doctors, customer care & support staff.
- Managed day-to-day operations of various clinical & nonclinical departments for a 100-bed hospital which includes planning, implementing, supervising & evaluating the delivery of patient centered care while following the established policies, procedures & guidelines.
- Participated in the formulation and execution of cost enhancement strategies while overseeing revenue management, which encompasses patient volumes, length of stay (LOS), case mix index (CMI), denials, and cancellations.
- **Process Optimization:** Formulated long-term/short-term strategic plans & SOPs to enhance operational efficiency in Clinical & Non-Clinical departments.
- **Clinical efficiency:** Contributed to optimizing the clinical pathways to improve the overall clinical performance by enhancing the discharge turnaround time, increasing operating room efficiencies, and reducing medical insurance rejections.
- **Financial Acumen:** Formulate and implement detailed strategies to enhance both revenue and profitability. Well versed with P & L.
- Attained financial objectives through meticulous budgeting and forecasting in collaboration with the finance and marketing departments.
- Achieved revenue targets given by the management by monitoring revenue leakages in the Outpatient clinics & reduced lab & Radiology leakages from 12% to 8%.
- **Workforce & People management:**
- Drove performance while monitoring and motivating teams for successful KPI attainment of various departments which contributed to revenue generation while maintaining customer expectations & quality standards.
- **Quality Assurance:** Adhered to JCI protocols and ensured zero non-compliance in operations during the audits.

November 2019 to April 2024

OPD Manager

NMC Specialty Hospital, Al Ain, UAE

- Supervised the utilization of the Outpatient department & evaluated the performance of the physicians & provided feedback to management.
- Increased customer satisfaction & encouraged repeat business by enhancing the patient experience, resulting in a 10% growth in volume over a period of one year.
- Promptly recognized problematic situations and addressed issues to uphold the satisfaction of both staff and patients.

CORE COMPETENCIES

- Healthcare Operations Management
- Strategic Planning & Implementation
- Budgeting & Financial Oversight
- Cross-functional Team Leadership
- Process Improvement & Lean Management
- Staff Training & Development
- Patient Care & Service Excellence
- Vendor & Contract Management
- Quality Assurance
- Regulatory Compliance

SKILLS

- **Leadership skills**
 - Team Leadership, Conflict Management
- **Process Improvement**
 - Six Sigma & lean management
- **Technical skills**
 - MS Office & Hospital software

EDUCATION

Master's in business administration
Apollo Institute of Hospital
Administration, India

- Recruited, assigned, and supervised high-performing teams to ensure smooth operations, guiding the business in the appropriate direction and facilitating informed business decisions.
- Improved process flow in the pharmacy department reduced the waiting time from 45 mins to 15 mins for minimal prescriptions & helped the department to achieve its revenue targets.
- Maintain a communication channel open with the physicians & allied staff in the outpatient & inpatient settings & ensure they are in line with the organizational goals & objectives in achieving the targets.

December 2018 to August 2019

**Operations Manager
Healthcare, LLC, Dubai**

- Worked in a Healthcare firm and was responsible for Creating Policies & Procedures for Pre-Hospital Emergency Services as per DCAS (Dubai Corporation for Ambulance Services) requirements.
- Working on Technical & Commercial Proposals for Medical services for Industrial sites, Events & Patient Transfers.

August 2015 to January 2018

**Operations Manager
Apollo Group of Hospitals, Hyderabad, India**

- Responsible for day-to-day operations of Outpatient Clinics, Front office, Radiology, Admissions & Emergency.
- **Strategic planning:** Formulated long-term/short-term strategic plans & SOPs to enhance operations in Admissions, Outpatient Clinics that helped the staff to manage the patient's during the days of high patient flow.
- **Clinical Engagement:** Maintained a day-to-day rapport with the consultants and ensured that they are in line with the organizational goals & objectives.
- **Quality Assurance:** Adhered to JCI protocols and ensured zero non-compliance in operations during the audits.

March 2012 to Jul 2015

**Service Line Manager - Oncology Unit
Apollo Group of Hospitals, Hyderabad, India**

- Managed an Oncology unit with 13 In-patient rooms and over 18 primary care physicians & consultants consisting of Medical, Surgical, and Radiation oncology
- Collaborated closely with the marketing department to generate external referrals, which resulted in a 10% increase in volumes and revenue over an 8-month period.

April 2008 to February 2012

**Assistant Manager
Apollo Group of Hospitals**

- Headed a private public partnership, a prestigious venture which provided healthcare to lower income groups.
- Managed large operations with multiple functions with an emphasis on monitoring & maintaining the turnaround time for timely admissions.

CERTIFICATIONS

- Certified in Six Sigma Green Belt

LANGUAGES

English

Fluent

Hindi

Fluent

Telugu

Native

November 2006 to March 2008

Sr. Executive - Department of Emergency Services

Apollo Group of Hospitals

- Managed a fleet of 10 ambulances (ACLS & BLS) with 50 reports (including drivers & paramedics).
- Responsible for the administrative, logistic, and information technology support for a fleet of 10 ambulances.
- Ensured that the crew provided the highest quality of pre-hospital patient care in emergencies in accordance with SOPs and medical directives while following JCI standards.
- Developed amiable, genuine, and supportive relations with staff on a professional level and collaborated with other departments to solve logistic problems.