

VINOTHERAN NARAYANNAN

OBJECTIVE To be a highly organized goal-oriented Healthcare Administrator with experience in dynamic delivery of results. To also ensure success in regulatory compliance with accredited bodies while proficiently leading, coordinating people, system & process to achieve solutions & result within budgetary requirements so the Mission & Vision of the organization that I work for are achieved.

EDUCATION

PEMBANGUNAN SUMBER MANUSIA BERHAD (HRDF) 2021
Building Pathology & Forensic Certification

NATIONAL INSTITUTE of OCCUPATIONAL SAFETY & HEALTH(NIOSH) 2020
Safety Officer Qualification, Greek Book Certification.

SIX SIGMA BLACK BELT CERTIFIED, LSS ACADEMY, 2014
Black Belt Certified Trainer & Practitioner.

PEMBANGUNAN SUMBER MANUSIA BERHAD (HRDF) 2011
Certification in Training (TTT)

DIPLOMA, STAMFORD COLLEGE, KUALA LUMPUR, 1997
Diploma in Tourism & Hospitality Management.

SEKOLAH MENENGAH JENGA 2, PAHANG, 1996
Sijil Pelajaran Malaysia

SEKOLAH MENENGAH TRIANG, PAHANG, 1993
Sijil Pernilaian Menengah Rendah.

**PROGRAMS
& SHORT COURSES**

Conducting Effective Domestic Inquiry, 2015, 2010,2008
Regional Medico-Legal Conference, 2015,2014,2010,2017,2018,2019
PDPA for Healthcare, 2014
ISO 9001:2008 Internal Audit, 2013
Professional Managers Program, 2012
Certified Customer Service Program, 2011
Risk Management in Healthcare, 2011
Train the Trainer Program, 2008

**MANAGEMENT &
TECHNICAL SKILLS**

Forensic Investigation of Building Defects
Process Improvement (Six Sigma)
Project Management (Hospital Renovation)
Occupational Safety & Health Functions (OSH)
Regulatory (KKM,CKAPS,DOSH,MSQH,BOMBA) Compliance & License Renewal

WORK HISTORY**HEAD OF OPERATIONS & PATIENT SERVICES, CARDIAC VASCULAR SENTRAL KUALA LUMPUR**

Jan 2018 – Present

- Performed all the Pre-Opening functions for Operations Department, Customer Service & Business Office Department.
- Managing the day-to-day Hospital Operations for CUSTOMER SERVICE, BUSINESS OFFICE, FEMS, BEMS, HSKP, LINEN, CLINICAL/GENERAL WASTE, PEST CONTROL, ENVIROMENTAL SAFETY & SECURITY, FOOD & BEVERAGE & CAR PARK OPERATIONS.
- Oversees the progress of repair works during the Defect Liability Period (DLP).
- Oversees all projects & renovation works for the building.
- Manage & supervise major building renovation/refurbishment projects
- Facilitate project/contract tendering process.
- Initiated all Medical Equipment/Services contract with relevant service providers.
- Ensured all regulatory requirement by KKM/CKAPS/BOMBA/DOSH/MSQH are compiled & continuous.
- As part of Pre-Opening functions, processed all the needful Licenses needed for the Hospital Operations.
- Supervising the buildings lifts & escalators modernizing works.
- Planning, supervising & reviewing the Hospitals Plan Preventive Maintenance (PPM) works.
- Managing the P&L for the Operations Department.
- Management & supervising the Hospital's Outsourced Security Services.

BUSINESS OFFICE MANAGER, CARDIAC VASCULAR SENTRAL KUALA LUMPUR

Nov 2017 – Jan 2018

- Established Business Office & performed all the Pre-Opening functions for Business Office.
- Managed the day-to-day operations involving Central Registration, Admission, Billing & Credit Control.
- Was greatly involved in the pricing committee & launched many packaged for Angiogram, Angioplasty & CABG procedures. Price & fee consolidation & debtor code creation.
- Training of Hospital Information System (HIS) for Business Office Staff.

PATIENT RELATONS MANAGER, ASSUNTA HOSPITAL PETALING JAYA

Sept 2012 – Nov 2017

- Overlooking the Front Office Operations involving Central Registration, Admission & Billing
- Management of Patient, Family Rights & Grievance
- Handling all Medico-Legal Cases
- Represent Assunta Hospital in court for all Medical Legal hearings & trials.
- Conducting Hospital's Risk Assessment
- Training

CUSTOMER CARE MANAGER, COLUMBIA ASIA HOSPITAL PUCHONG

Sept 2009 – Aug 2012

- Set up Customer Care Department for Columbia Asia Puchong
- Manage the day-to-day functions of Central Registration, Admission, Billing, Appointment Desk & Telephone Operator
- Conducting Hospital's Risk Assessment
- Training

ASSISTANT FRONT OFFICE MANAGER, ONE WORLD HOTEL

Jan 2008 – Sept 2009

DUTY MANAGER, CONCORDE HOTEL SHAH ALAM

Jan 2004 – Jan 2008

ASSISTANT MANAGER FRONT OFFICE, HOTEL ISTANA KUALA LUMPUR

July 2002 – Dec 2003

DUTY MANAGER, SUNWAY LAGOON RESORT HOTEL

Jan 2001 – July 2002

ASSISTANT MANAGER FRONT OFFICE, JW MARRIOTT KUALA LUMPUR

Aug 1998 – Jan 2001

FRONT OFFICE STAFF, CONRARD INTERNATIONAL CENTENNIAL SINGAPORE

July 1997 – July 1998

**PROFESSIONAL
ACHIEVEMENTS**

CVSKL

1. Successfully performed all Pre-Opening functions for Business Office & Operations Department.
2. Prepared the Hospital for Soft Launch in November 2017 & Grand Launch in July 2018.
3. Introduced Electronic Que Management System for Business Office.
4. Initiated & planned the design for CVSKL's FLAG.
5. Renegotiated many contract prices through direct negotiation to save money & reduced many unnecessary spending during Pre-Opening project phase & COVID-19 (MCO)
6. Prepared & achieved the 1st MSQH accreditation for CVSKL.
7. Introduced Patient Experienced Program, CVSKL Heart of The Month.
8. Introduced our own self-designed Patient Feedback Forms & created a formula to analysis the feedback form.

ASSUNTA HOSPITAL

9. Implemented Personal Data Protection Policy & Procedures.
10. Successfully prepared the Hospital for 2 MSQH accreditation & 2 ISO Audit.
11. Successfully managed to mediate many Medical Management disputes from escalating to full fledged Medial Legal trial.
12. Introduced Assunta's first Patient Experience Program.

COLUMBIA ASIA HOSPITAL

13. Introduced & established the 1st ever Customer Care Department for Columbia Asia Hospital – ASEAN Region
14. Prepared & achieved the 1st MSQH accreditation for CAP

JW MARRIOTT KUALA LUMPUR

15. Won the Best Front Office for Asia Region - 1999

REFERENCES

DR LOURDES DAVA RAJ

Medical Director / Person in Charge, Assunta Hospital
012 – 7277407

PN INTAN MAZLINDA

General Manager, Columbia Asia Hospital, Puchong
012 – 2652002

EN ANWAR ANIS

Vice President, TE Healthcare
017 – 3857001

