ALUMNI ASSOCIATION OF SRI RAMACHANDRA INSTITUTE OF HIGHER EDUCATION AND RESEARCH

<u>FACULTY OF MANAGEMENT</u>

<u>Making a Career in Healthcare Administration – 17th July 2020</u>

The session started of with Ms.K.N,Priya welcoming all the faculty members, students and the speaker for the session, Mr.Ahmed Meera Sahib(Quality manager, LLH and Lifecare hospitals, UAE). Following this, our Vice-principal, Dr.Selvam Jesiah addressed the gathering and welcomed the speaker to start the session.

Mr. Ahmed provided various insights on how a fresher can prepare himself for a career as a healthcare administrator mainly concentrating on the hospitals. He started with branches that are available today in the healthcare industry. They are - operations, administrations, quality, consultancies, IT, HR, and public health. He emphasised that for freshers to change to a different industry or an organization or branch within the industry, they first have to build a strong base. For this, it becomes necessary they work in a particular environment for a minimum of 2-3 years so that they can gain substantial knowledge of the base processes.

Constant learning is the mantra for making a career is it in any industry. He said one has to keep on updating his skills as well as knowledge especially from his surroundings to survive and succeed in career. "Do your research before going into a department for the first time", says Mr.Ahmed as this will help to understand better. Learning about business models of various organizations is essential. Networking is the key in this century is another point he substantiates on as he told how his contacts from the industry helped him at various stages of his career. He says, it becomes easy to traverse the industry if you have credible contacts.

He advised students to do only courses that are relevant to the field. Communication skills matter a lot in your work-place. Few basic skills that recruiters look for are MS-office- MS word, excel and presentation. Knowledge on NABH standards and audit is a must. Mr.Ahmed advises the freshers to have long and short term goals and build their skills accordingly. Doing internships and projects outside one's own college will give an edge over others. "As a fresher when you enter an organization stop expecting to stick with the 9-5 timings "says Mr.Ahmed since it will limit your learning and opportunities. Certifications in CPHQ, CPHRM and NABH will provide an edge. He also stresses on having a mentor or a guide always with whom one can discuss work-related issues. This will help one to have a better out-look. Following this the question and answer session started. Many questions regarding HL7, IOT, AI in healthcare, Career in other health care organisations like pharmaceutical companies, quality benchmarking, etc., were put-forth to which Mr.Ahmed provided clear responses very patient.

He also then showed the application that he and his team developed to regulate and monitor the SOPs in the hospital he is currently working in. The application was a web-based one which was designed with a lot of details. He said it's important that what you build gives a deeper insight in to the problem and solution to it.

At the end he also explained and showed us the recent edition of the JCI standards.
The session ended with a thank you note to the speaker with a request for organizing few more such insightful sessions.