

Dr.Sushma Rani Sangam

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Objectives

As a seasoned healthcare professional with extensive experience in medical underwriting, clinical operations management, hospital administration, and telemedicine, I am seeking a challenging role that allows me to leverage my skills in healthcare management, process optimization, and team leadership to achieve exceptional results and make valuable contributions to the organization.

Education

- ▶ 2019: Advanced Management Programme in Healthcare, Indian School of Business, Hyderabad
- ▶ 2016: Diploma in Family Medicine, Apollo Medvarsity & RCGP UK
- ▶ 2001: MBBS, Kasturba Medical College, Manipal Academy of Higher Education, Manipal
- ▶ 2022: Diploma in Digital Marketing from Perdue University

Experience

GM - Clinical Operations (Hyderabad Region) - Medplus healthcare services India (Jan 2022-till date):

- ❖ Manage clinical operations, including KPIs, P&L, and general operations for a healthcare services company
- ❖ Deliver services to corporates, including health camps, diagnostics, and wellness services
- ❖ Develop MOU agreements with partners and propose corporate health packages from prevention to disease management and control
- ❖ Collaborate with a team of doctors, nurses, paramedical staff, accounts department, pharmacy, lab center, and diagnostic centers

Medical Superintendent - The Deccan Hospital (August 2021 – December 2021):

- ❖ Independently supervise the operations, inventory, P&L of the hospital's medical store
- ❖ Develop and implement the hospital's annual budget, safety, and quality improvement plans
- ❖ Ensure compliance with NABH/NABL requirements and implement continuous training and development programs for staff
- ❖ Oversee accreditation processes such as NABL, NABH, etc.

Deputy Medical Superintendent / Home Health Services - Care Hitech Hospitals (July 2016 – April 2021):

- ❖ Led and assessed a team of 60 members including nurses, managers, and coordinators
- ❖ Supervised operations, inventory, and P&L of the hospital's medical store
- ❖ Implemented NABH quality and biomedical systems
- ❖ Collaborated with consultants and managed recruitment and collaboration

eConsultant - Telemedicine | Callhealth Services (India) Pvt. Ltd. (October 2013 – March 2016):

- ❖ Led the team for developing and implementing medical protocols for telemedicine products
- ❖ Contributed to product development, process optimization, and pricing
- ❖ Ensured smooth functioning of eConsultation, Family Doctor, and Second Opinion services

Reliance General Insurance Co. Ltd. (July 2012 – July 2013):

- ❖ Successfully set up and managed the in-house health claims processing department
- ❖ Developed process layouts and conducted pilots for system upgrades
- ❖ Managed hospital network provider relationships and team building strategies

ICICI Lombard General Insurance (Feb 2009 – May 2012):

- ❖ Managed claims and cashless teams, analyzed health claims, and facilitated approvals or denial decisions
- ❖ Reviewed and enhanced medical underwriting guidelines
- ❖ Coordinated with legal teams for claim rejections and resolution

Apollo Hospitals: as Senior Resident, Nov'06 – Mar'08

- ❖ **Facilitated final opinion/treatment, conducted rounds, and maintained electronic health records**

Product development and Skills

- ❖ **Clinical operations management**
- ❖ **Medical underwriting**
- ❖ **Hospital administration**
- ❖ **Telemedicine**
- ❖ **Team leadership**
- ❖ **Process optimization**
- ❖ **Compliance with NABH/NABL requirements**

Personal Details:

- ❖ Married
 - ❖ Husband : Business
 - ❖ Children – One son – 17yrs old
 - ❖ Lives in Hyderabad
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