

## Tele-healthcare Hospital Leader

**“I have a strong inclination to work in healthcare organizations. I am passionate about the health state of people in my locality.**

**I am very good at building organizations that offer healthcare services to patients.** These include:

- ensuring our medical facility runs efficiently and profitably.
- understanding healthcare regulations and be able to handle medical information discretely.
- budgeting, ordering medical supplies and maintaining employee records
- completing administrative tasks accurately, and in a timely manner.

**I am entrepreneurial.** That is,

- at one moment, I could do the above tasks;
- at another moment, I could arrange the office, prepare charts and documents, develop business plans;
- yet at another moment, I could clean the hospital, arrange food for patients and relatives, console patients and their relatives, walk a patient to its home, liaison with village transport facilities and government officials, calm down irate relatives and friends of patients.

I am one of them. **If I do not have any one or more of these elements, I can develop them fairly quickly.**

I am intricately knowledgeable about the entrepreneurial workings of early stage ventures.

- I have the passion for transforming a segment of the industry.
- I have the empathy to listen, adopt and commit to fast-growth objectives through my:
  - drive to contribute something significant that leaves a legacy behind.
  - insatiable hunger and commitment for achievements.
- I am willing to pay the price for this opportunity due to my:
  - stamina to sustain for a long period.
  - willingness to learn and grow.
  - motivation for significant personal and career growth, along with financial rewards. The rewards would be incomparably and significantly higher than other opportunities.”

**Do you claim the above?**

This leader would smoothly run the day-to-day administrative operations of a rural tele-healthcare hospital and enable its rapid growth. This leader will lead a tele-healthcare hospital, making sure these hospitals are successful and efficient.

This leader will take on administrative and sometimes medical duties, to include managing clinic staff and overseeing day-to-day management operations. Their duties range from acquiring patients, hiring and training staff to developing budgets, plans and systems.

Not every leader would have every element of the description below, but they would have significant overlap with it. If a candidate does not have any one or more of these elements, he / she should be able to pick things up fairly quickly.

### **Responsibilities**

This leader will be responsible for all aspects of management of a tele-healthcare hospital including, but not limited to:

#### Acquire patients

Market a tele-healthcare hospital's services in the local region by using local infrastructure, resources and systems.

#### Staffing

Assess the staffing needs of a tele-healthcare hospital and determining when new staff are needed. They then interview candidates, hire new hospital's employees and train them to meet hospital's requirements.

#### Staff Management

Manage and support existing staff at a tele-healthcare hospital. They manage their performance, provide organizational reviews, and mediate any issues that may arise.

#### Budgeting

As administrators, plan the short- and long- term budgets for a tele-healthcare hospital. Diligently ensure that budgets are being followed and that the tele-healthcare hospital's fiscal needs are being met.

#### Develop Plans and Systems

Develop business plans of the tele-healthcare hospital. Look for new ways to organize staff and implement systems to maximize productivity in the workplace and meet objectives.

### **Skills**

A demonstrated track record of proven results in building organizations. This leader is a trusted leader with an exceptional track record of developing pragmatic strategy and then executing it in a disciplined, urgent and competitive manner, leading to outstanding financial performance.

Additionally, this leader would have experience in an entrepreneurial organization and prior responsibility for development of day-to-day operational process and structure. Experience putting in process/discipline as well as building a strong team-based culture. This will ensure

- understanding and guiding the big picture to manage and lead the nurses, pharmacy and clinical lab teams, and

- the hard skills to understand and oversee business operations including revenue growth, expense, cost and margin control, monthly, quarterly and annual financial goal management.

General skills include:

- Lead large groups of people to meet objectives, to provide exceptional care, and at the same time lead a successful business.
- Strong decision making skills.
- Balance multiple responsibilities and prioritize what needs to be done.
- Analytic thinkers who can look at an organization and come up with solutions to make it more productive and successful.
- Strong leadership and supervisory skills to guide and manage a healthcare facility's workers.
- Planning and problem-solving skills are crucial because this work involves directing and coordinating a variety of health and medical services, as well as providing solutions to the day-to-day challenges that healthcare organizations face.
- Good communication and interpersonal skills to interact productively with healthcare practitioners, such as doctors and nurses.
- Bright, competitive, resourceful, general management experience.
- Strong business development skills who instills confidence in the patients.
- Tough minded. Sound decision maker. Strong analytical and planning skills. Organized, detailed. Natural leader.

Core skills:

- Previous medical office experience
- Understanding of the ethics of confidentiality
- Strong spoken and written communication skills
- Customer service experience
- Knowledge of the rationale of appropriate patient care

Advanced skills:

- Previous supervisory experience
- Experience with assessments and employee management
- Experience with medical informatics.
- Previous healthcare experience a plus. Proven work experience as a Healthcare Administrator, Medical Office Manager or relevant role.
- Knowledge of healthcare regulations and medical law
- Understanding of medical terminology
- Experience with administrative and accounting procedures
- Familiarity with databases and spreadsheets (especially MS Excel)
- Strong organizational and time-management skills
- Communication skills with a problem-solving attitude

**Education**

A recognized degree in hospital administration, hospital management, public health, social work, MBA with healthcare experience or a closely related field.