

Tele-healthcare Project 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 run the day-to-day healthcare operations of the company and enable its rapid growth. This leader will merge leadership and business growth and performance, with the higher purpose of transforming the industry.

This leader will supervise everyday operations of the company's healthcare facilities, such as hospitals and nursing homes. This leader will focus on improving the quality of patient care by ensuring the facilities are well-staffed and finances well-managed. Professionals with excellent administrative skills and a background in healthcare administration would be best suited for this role and responsibility.

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 healthcare facilities including, but not limited to:

Strategic

- Develop and maintain strategic and operational plans for technology that are aligned with the organization's needs, values and culture.
- Lead and direct IT governance, planning, policy development and procedures including security, disaster recovery, purchasing, hardware and software deployment and service provision.

Managing Healthcare Facility Operations

Ensure the healthcare facility operates efficiently. Sets the facility's operational strategies and follow through.

In the beginning,

- Oversee the hiring, supervision, evaluation and growth of all technology staff, practitioners and paramedical staff.
- Set the working hours for the facility's staff, develop institutional policies and working procedures, and establish prices for various healthcare services.
- Create work schedules for staff members.

Ongoing basis

- Periodically authorize the purchase of and procure medical supplies.
- Track medical and office supplies stock.
- Inspect buildings to ensure they meet safety requirements.
- Monitor budgets and prepare reports.
- Maintain medical and staff records.
- Update patient health records, including admissions and insurance data.
- Keep records of expenses and suggest ways to minimize costs.
- Answer queries from doctors, nurses and patients.
- Liaise with medical staff to identify efficiencies in the facility's operations.

Managing Telehealthcare Systems

- Oversee and evaluate the deployment of all telehealthcare hardware, software and systems from various perspectives including cost effectiveness, customer satisfaction, compliance, asset management, migration, rollout, transition, performance and security.

- Ensure telehealthcare data security, risk management, disaster recovery and planning processes are in place and receive regular review for currency and adequacy.
- Ensure data integrity, migration, back-up and customer service initiatives (such as helpdesk), ensure appropriate monitoring of vendors/consultant activity as it pertains to interactions in any/all hospital systems, perform periodic system checks and risk assessments, conduct appropriate education to all levels of organization.

Legal

Ensure compliance with current healthcare regulations, i.e., ensure all operations in healthcare facilities adhere to relevant health laws.

- Ensure that the organization's IT governance follows compliance with any and all regulatory compliance (i.e., Joint Commission, HIPAA, Meaningful Use Certification).
- Monitor legal changes affecting the healthcare industry or hire compliance officers to do the job.
- Maintain communication between the facilities and local and state medical governing boards, and attend meetings and industry conferences.
- Keep up with technological developments in the healthcare field.

Skills

A demonstrated track record of proven results in building organizations. The successful candidate will be 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. In general, this successful leader would:

- Experience being part of a standalone healthcare services business with full profit and loss responsibilities. Demonstrated success leading complex operations with accountability for the selection, motivation and development of the leadership team.
- Gain experience in sales, marketing, business development, customer operations and corporate functions. Good understanding and experience implementing best practices throughout an organization.

Additionally, this leader would gain 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 doctors' 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:

- 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.

- 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 bachelor's degree in health administration and management, public health or a closely related field.