



JD - Head Planning and Operations

Roles and Responsibilities:

- 1 Ensure formulation of SOP's and set up of the medical centres as per the SOPs.
- 2 Work in close collaboration with Heads of Clinical Departments, Nursing and other clinical services to ensure delivery of world class oncology services.
- 3 Ensure that the statutory and regulatory requirements of the hospital are met.
- 4 Work closely with the heads clinical and ancillary service, diagnostic and treatment facilities and prepare protocols for efficient patient care.
- 5 Collaborate with Head Nursing for good nursing and supportive care to the patients.
- 6 Develop, implement, monitor and update as necessary the hospital operation's mission, goals, objectives, policies and procedures and other official documents.
- 7 Ensure that all transaction processed through all assigned services/functions are authentic and in accordance with hospital policies, procedures and government regulations.
- 8 Monitor and evaluate the efficiency and effectiveness of service delivery process, assess and monitor workload, administrative and support system and internal reporting relationships; identify opportunities of improvement.
- 9 Maintain collaborative and effective relationships with other key management personnel.
- 10 Participate and chair various committee and task forces as applicable.

- 11 Advise the senior management regarding all matters relating the hospitals operations.
- 12 Direct and perform analysis and evaluate on all aspects of the services provided by the hospital operations and recommend modifications or changes to policies and procedures as required.
- 13 Use QA/QI techniques to maintain and continuously improve the quality of care and hospital safety.
- 14 Implement programs for service excellence, cost containment and continuously quality improvement leading to accreditation by NABH.

Management & Supervision:

1. Responsible for implementing hospital/centre policies amongst various medical units.
 2. Assist in formulation of hospital policy, particularly concerning medical services.
 3. Recommend personal and material requirement for medical services.
 4. Prepare budgets for medical services.
 5. Investigate complaints regarding medical care and personnel and take suitable corrective action.
 6. Participate in the health facility accreditation process.
 7. Assist in the design or improvement of system to prevent, address and report medical errors.
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