HEALTHCARE MANAGEMENT

# Hospital Manager

## Job Profile, Roles & Responsibilities

Leadership • Operations • Patient Care • Quality • Financial Management

PROFESSIONAL MANAGEMENT PRESENTATION

ROLE OVERVIEW

# The Hospital Manager keeps the hospital safe, efficient and financially sound.

The role connects clinical teams, support services and management so patients receive quality care every day.

### Lead people

Guide doctors, nurses and staff toward shared goals.

### Run operations

Keep every department working smoothly.

### Protect patients

Uphold safety, quality and compliance.

JOB PROFILE

# Position at a glance

| Attribute | Typical profile |
|---|---|
| Position | Hospital Manager / Hospital Administrator |
| Reports to | CEO, Medical Director or Managing Director |
| Function | Hospital administration and operations |
| Education | Degree or PG in Hospital or Healthcare Management |
| Experience | Hospital operations or administration |
| Key skills | Leadership, planning, analytics, communication |

Typical profile; requirements vary by organisation.

CORE RESPONSIBILITIES

# Five areas of responsibility

01

## Leadership

Sets direction and builds the team

02

## Operations

Runs daily services and resources

03

## Patient Care

Protects experience and outcomes

04

## Quality

Ensures safety and compliance

05

## Finance

Controls budgets, cost and revenue

01 · LEADERSHIP

# Setting direction and leading people

## Strategy

- Translate the vision into annual plans
- Plan new services and growth
- Set measurable goals

## Governance

- Support the management and board
- Chair or join key committees
- Make timely decisions

## Teams

- Align departments to one goal
- Coach department heads
- Resolve conflicts early

02 · OPERATIONS

# Keeping every department running

## Daily flow

- Bed management and admissions
- OPD, IPD and OT scheduling
- Smooth discharge process

## Resources

- Manpower planning and rosters
- Equipment and maintenance
- Pharmacy and inventory

## Support services

- Housekeeping and laundry
- Kitchen and security
- Vendor and contract management

03 · PATIENT CARE

# Protecting patient experience and outcomes

## Access

- Short waiting times
- Clear admission and billing steps
- Smooth emergency response

## Experience

- Courteous front-desk service
- Patient feedback and surveys
- Fast complaint resolution

## Rights

- Informed consent
- Privacy and dignity
- Patient education

# Meeting accreditation standards

| NABH standard area | Manager’s role |
|---|---|
| Patient Safety & Quality (PSQ) | Sets indicators, audits, incident reporting |
| Infection Control (HIC) | Backs infection prevention programmes |
| Responsibilities of Management (ROM) | Defines structure, licences, committees |
| Facility & Safety (FMS) | Keeps premises and equipment safe |
| Human Resources (HRM) | Ensures staffing, credentialing, training |
| Information Management (IMS) | Maintains records and data security |

Source: NABH accreditation standards for hospitals in India.

05 · FINANCIAL MANAGEMENT

# Keeping the hospital financially sound

## Planning and control

- Prepare annual budgets
- Track actuals against budget
- Plan capital purchases
- Support audits

## Revenue and cost

- Monitor billing and collections
- Manage insurance and TPA claims
- Control supply and staff costs
- Negotiate vendor rates

WORKFORCE & STAKEHOLDERS

# Working with people inside and outside

## Workforce

- Recruitment and induction
- Training and appraisal
- Staff welfare

## Clinicians

- Consultant onboarding
- Shared quality goals
- Regular review meetings

## External

- Patients and families
- Insurers and regulators
- Vendors and community

PERFORMANCE

# How success is measured

| Indicator | What it shows |
| --- | --- |
| Bed occupancy rate | How well capacity is used |
| Average length of stay | Efficiency of care and discharge |
| Turnaround time | Speed of OPD, lab and discharge services |
| Patient satisfaction | Quality of experience |
| Infection rate | Safety of clinical practice |
| Budget variance | Financial discipline |

QUALIFICATIONS & SKILLS

# What the role requires

## Qualifications

- Degree in healthcare or hospital administration
- MBA or PG in hospital management
- Training in NABH standards

## Core competencies

- Leadership and decision-making
- Communication and negotiation
- Data analysis and budgeting
- Crisis management and ethics

SUMMARY

# Key takeaways

- The Hospital Manager links clinical care with management.
- Five areas matter most: leadership, operations, patient care, quality and finance.
- Accreditation standards guide quality and safety.
- Success is measured through clear operational, clinical and financial indicators.