

CURRICULUM VITAE

Dr. Balaji Pillai

MS –ENT (Gujarat University)

EDP – Leadership & Change Management

- ✓ Chief Operating Officer
- ✓ Academics Coordinator
- ✓ Medical Director
- ✓ Project Lead – Hospitals
- ✓ Consultant – Greenfield Projects
- ✓ Consultant – Preventive Healthcare
- ✓ Consultant – Healthcare Information System & EMR Expert
- ✓ Consultant – ENT Surgeon

Dr. Balaji R. Pillai

C: +91 7358047232

E: dr.balaji.ent@gmail.com; drbrpcms@gmail.com

Profile: Clinician and an Academician with 25+ years of experience in Clinical Profession, Academics, Research, Medical Technology and Hospital Administration.

Healthcare Service Consultant, Academics Coordinator, Medical Director, Hospital Operations and Project Management, Business Development Strategist, Preventive Healthcare, Telehealth and eGovernance, MIS team Lead, HCIS Advisor and Implementation Lead, ENT Consultant.

Trained by MEDITECH in Medical Information technology and having rich experience of leading the implementation and MIS team for Botswana gives me the upper edge in eAdministration and HCIS projects at all levels.

Having international exposure of 5+ years, experience of 3+ years at Apollo Healthcare Group in various positions & capacity, 2 years' experience of entrepreneurship in Midsize hospital and 2 years' experience of Senior Leadership in the capacity of Medical Director in a Tertiary care Multiorgan Transplant Institute & HEAD of the Unit (Acting COO) gives me the ability and proficiency to manage any size or modular hospitals to grow and expand vertically across all specialties and horizontally across all clinical programs.

Achievements / Awards:

- ✚ Appreciation awards at Global Healthcity Chennai – National Conf. and International Conferences – May 2014 – Jan.2016.
- ✚ Best Presentation / Paper Award, USERMIX conference – MEDITECH SA – Sep.2005.
- ✚ Best Doctor (Medical Records Dept.) P.D. Hinduja National Hospital, Jun.1994.
- ✚ University Topper – Gujarat University M.S.(E.N.T.) – Apr.1992.

Core Competency:

- ✚ **Academician** - Instrumental for initiating and conducting the Academics & Research Programs in the Corporate Hospitals:-
 - Provide senior level administrative leadership in areas of curriculum development, institutional assessment and improvement, human resource, faculty development and performance appraisals, budget and finance, and facilities planning and management.
 - Create functional strategies and specific objectives for the sub-function and develop budgets / policies / procedures to support the functional infrastructure for the smooth functioning of the DNB & PDF / FNB Programs.
 - Responsible for overseeing all aspects of the academic mission and achieving the objectives associated with the school's four planning pillars which are education, research, clinical care, and community engagement.
 - ✓ **Education:**
 - Ensuring the quality of trainees (medical students, graduate students, residents, fellows, and postdoctoral trainees);
 - Maintaining and enhancing undergraduate, graduate, graduate medical education, and continuing medical education, including providing coordinated oversight of the curriculum and curricular change;

- ✓ **Research:**
 - Overseeing the research agenda including fostering of interdisciplinary programs, basic research, clinical research etc.
- ✓ **Clinical Care:**
 - Ensuring the clinical environment provides high quality patient care and is conducive to appropriate integration of the educational and research programs;
- ✓ **Community Engagement:**
 - Assuring active engagement and collaboration with community partners to improve health through partnership, outreach, health advocacy, and engaged scholarship;
 - Promoting a community of diverse faculty, residents, students, and staff;

Infrastructure and Leadership:

- Preparing and administering the budget of the School;
 - Developing and maintaining good relationships with students/trainees, faculty, staff, and alumni;
 - Fostering professionalism, diversity, and a positive work/learning environment.
- Responsible for order, discipline & efficient management of the Academics stream of the Quaternary Hospital, subject to the control, carry out the executive duties connected with the administration of the PG Courses in the Hospital & correspond direct with the Academic Director & Research.
 - Responsible for all the correspondence in connection with the hospital and Academic Institution.
 - Responsible for the finances of the hospital and the Academic & research institution in the campus, the preparation of Budget & indents & purchase of supplies, etc.
 - Coordinate with the Academics Director for the acceptance & disposal of request & donations to the academic program & Hospital.
 - Arrange in consultation with the Hospital Consultants / Faculty, the daily order of Lecturers & practical work for each term of the college & to submit the arrangement thus made for confirmation to the NBE.
 - Responsible for the discipline of the students in the Hostels & in connection with their work in the PG Courses (DNB and Fellowship program)
 - Incharge for associating with the Nursing colleges – National and International for the cross training programs related to the Superspecialties.
 - Incharge of all assets (Machineries and Materials) in the hospital premises & for their maintenance in proper condition.
 - Preside over the all Committee and council meetings & bring before the council for consideration of any question or matter according to the procedure laid down in the rules of the Professional Council.

 **Healthcare Consultancy**

- Hospital – Turnkey Project
- Clinics – Turnkey Project
- Healthcare Service Packages
- Provider Space – Business Development
- Provider and Payer Space – Marketing strategy
- Healthcare equipments and Instruments
- Healthcare research and concepts
- Healthcare Information Systems- CPOE, EMR, PMS.

- ✚ Hospital Administration – Managing Projects Greenfield Medium to Large size hospitals, Operations Clinical and Non Clinical and Senior Leadership –
 - Concept / Theme Drawing
 - Strategy in line with Management’s Vision and Market Intelligence
 - Project Plan
 - Business plan – with DDR
 - Site Sourcing to Initiation of Project Infrastructure works
 - Operational Team setup
 - Defining and establishing SoP
 - Supervising / leading the team for Developing Protocols in line with the Healthcare Industry Standards
 - Process Mapping and Optimization
 - Applying Lean Methodology to reduce wastage and enhance Process optimization Plan and implement process for reducing LoS, CpB and enhance the Revenue.
 - Quality – Patient Care, NABH POI and Audit.
 - Defining KRAs for all unit and department heads, evaluating, appraising and upgrading skills of the team.
 - Defining business targets, screening, evaluating performances of the unit for positive bottom-line. Implementing processes for positive growth and profitability.
 - Research into prospective technology and process for the overall growth of the unit
 - Defining, implementing and monitoring of qualitative process for improving customer satisfaction and infusing technology aids for constant evaluation and correction of all measures.

- ✚ Conceptualise, Plan and execute Modern Modular Community Healthcare centers.
 - Continuing Research and development in the newer service models for the changing disease patterns and treatment protocols
 - Conceptualizing state of art and highly economic models for private and public healthcare sectors
 - Authoring and Developing Educational or Training models to train the trainers in Business and Technical operations for Green field hospitals.

- ✚ HCIS Implementation
 - Enhance EMR uptake
 - Optimise and augment Healthcare Information System Implementaion
 - Management Information System
 - Research & Development in Alternative Input Device.
 - Author innovative EMR & CPOE concepts
 - Process Mapping for Medication Management & Reconciliation

- ✚ Telehealth
 - Business Development & Business Operations
 - Infrastructure Development at Peripheral nodes and Central Hubs
 - Tele Home Healthcare
 - Virtual Clinics, Virtual ICU & Tele-ICU
 - Research & Development in Telemedicine Platform (MINDTREE)

QUALIFICATIONS:

- ✚ EDP Certificate in **Leadership & Change Management, XLRI** – June 2017
- ✚ **IBM** Certified – Fundamentals of Lean Six Sigma – Sept. 2009, KYI - Healthcare Aug.09.
- ✚ Certificate in **Telehealth** Technology Course: **Anna University** & ATNF – Chennai. May 07.
- ✚ **Management & Leadership Certificate Course:** June 2005 – **BIAC** – Botswana.

- ✚ **MEDITECH SYSTEM** – Basic and Advanced Course in Health Services Application – September, 2003
- ✚ **M.S.(E.N.T.)** – Sheth V.S. General Hospital – K.M.School of PG Medicine & Research – Ahmedabad – Gujarat. April 1992.

PROFESSIONAL REGISTRATION:

✚ IMA – TN Medical Council	MBBS,MS(ENT)	80856	30/05/2007
✚ Botswana Medical Council	E.N.T. Surgeon	1P – 62	31/10/2001
✚ Univ. Gujarat – INDIA	M.S. (E.N.T.)	G 5251	30/06/1992
✚ Univ. South Gujarat – INDIA	M.B.B.S.	G 17704	07/09/1989

Experience: Administration & Leadership – 18 Years

Consultant & Operations Head– Hospital Industry: Jan.2012 Onwards

Independent Consultant providing consultancy on greenfield hospital projects, turn key projects right from concept, theme designing, site sourcing, market survey, to infrastructure development, team building, setting up operations and Medical Informatics Implementation.

Project Initiation and Coordination, right from site selection to structural planning, business plan, projection of revenues and expenditures, to vendor selection, team selection and build up to defining, planning and modelling the service segments and offerings to the execution of SOPs and Implementation of Protocols.

- Formation of Clinical Departments, selection of Senior Consultants, Inhouse Registrars and House Surgeons. Heading the Clinical & Para-clinical team as the Director of Professional Services.
- Supervise and manage the heads of support services, stores & purchase, Human Resources, Operations, Information & Communication Technology, Marketing, Public relations, Facilities and Security.
- Defined performance targets & accountabilities, will be reviewing & evaluating performance against the targets, monitoring, identifying & addressing deviations & its relevant causes
- Strategic business planning, annual projection and coordination with the Internal Auditing (Accounts) Team.
- Overall supervision of the Clinical and Non Clinical Heads performance and infusing measures to keep the teams performance in line with the business plan, minimizing or avoiding the deviation in the revenue streams, defining and executing measures for Positive EBIDTA or a thicker bottom line.
- Ensuring and strengthening the administrative team in complying with relevant statutory requirements and norms to achieve efficiency of business operations.
- Encouraging and enabling the employees development by specifying their job competencies & through regular training, inhouse debate, deliberations and updating with the current trends of healthcare industry.
- Stand by personal principles of Team Performance and Excellence, motivating the team by setting examples and walk the talk.

Vice President – Operations (Unit Head), Gleneagles Global Health City, Chennai:
(Acting Chief Operating Officer) July 2018 – till date

Gleneagles Global Hospitals is part of Parkway Pantai, a fully owned subsidiary of IHH Healthcare. In India, Gleneagles Global Hospitals operates a chain of multi-super specialty hospitals offering tertiary and quaternary healthcare services with over 2,000 beds and state-of-the-art, world-class hospitals in Hyderabad, Chennai, Bangalore and Mumbai. A pioneer in kidney, liver, heart and lung transplants, Gleneagles Global Hospitals provides comprehensive multi-organ transplant services in the country.

Gleneagles Global Hospitals aims to strengthen and expand its leading market position as a destination for multi-organ transplant for patients from India, Middle East, Africa and South East Asia, committed to further the aspiration of making quality health care more accessible to all.

- Operating and Managing 365 Bed Quaternary Multiorgan Transplant Multispecialty Hospital in Chennai. Post merger with IHH, Global Hospital Chennai's Topline has increased from 210 Crore p.a. Revenue to 335 Crore p.a. in 03 years period.
- Leading 11 member administrative team, managing clinical team of 165+ Super-specialty Doctors and 1200 Support employees.
- ACADEMICS: - Responsible for strategizing the Post Graduate Medical Courses in Super-Specialties and its Sub specialties
 - Coordinate with the Academic Director for the initiation, preparation, inspection of the PG Courses affiliated to the National Board of Examinations (DNB Courses)
 - Responsible for defining the DNB Faculty and recruiting or appointing eligible and experienced faculty for the respective specialties and Super-specialties.
 - Coordinate with the National Board for Inspection, Approvals, Curriculum, Examination and other activities for the smooth conduct of the DNB Program
 - Coordinate with the Academic Director for conducting the Fellowship program in all Super-specialties affiliated to MGR University.
- Key responsibility of strategizing the business growth and Operations efficiency for increasing Top line Month on month and improving the bottom line EBIDTA towards incremental PAT
- Responsible for QUALITY, Patient Care & Safety, Facility maintenance and upgradation, Projects, Daily Operations of Outpatient, Inpatient, Operation Theatres & Critical Care areas, Human Resources, Clinical Operations, Pharmacy & Supply Chain, Accounts & Finance, Quality and Business Development.

Zonal Director / COO – Baroda Region, Sterling Hospitals Baroda, Gujarat:
August 2017 – July 2018

Sterling Hospitals, unit of the **Sterling Addlife India Pvt. Ltd.**, is the largest chain of Corporate Multispecialty hospitals in Gujarat and in Western India. The establishment of Sterling Hospitals transformed the healthcare landscape in this part of the world and forged a strong legacy of excellence. As a trailblazer, Sterling Hospitals has set a benchmark and sets new trends in healthcare delivery by embracing the new techniques and technology.

Sterling Group has successfully established tertiary care multi-specialty hospitals in Ahmedabad, Vadodara, Rajkot and Gandhidham, which are now NABH accredited.

Persisting with its corporate philosophy of patient centric approach, ethical medical practices, and world-class healthcare delivery, Sterling Hospitals has established state-of-the-art units and critical specialties such as Interventional Cardiology & CVTS surgery, Neurology & Neuro-surgery, Nephrology & Urology, GI Medicine & Surgery, Hematology, Bone Marrow Transplant, Oncology, Onco-surgery & Radiotherapy, Critical care, Interventional Pulmonology, Burns Unit & Reconstructive Surgery, Emergency & Trauma care, Orthopaedic & Joint replacement, Spine surgery, Bariatric surgery, and all supportive secondary specialties.

- Heading Sterling Hospitals – 192 Beds Multispecialty Hospital and 71 Beds Comprehensive Cancer Specialty Hospital in Baroda, catering to the population of Baroda district and the neighbouring districts of Central Gujarat, South Gujarat and Western MP.
- **ACADEMICS:** - Responsible for strategizing the Post Graduate Medical Courses in Super-Specialties and its Sub specialties
 - Coordinate with the Senior Consultants / Specialists for the initiation, preparation, inspection of the PG Courses affiliated to the National Board of Examinations (DNB Courses)
 - Responsible for defining the DNB Faculty and recruiting or appointing eligible and experienced faculty for the respective specialties and Super-specialties.
 - Coordinate with the National Board for Inspection, Approvals, Curriculum, Examination and other activities for the smooth conduct of the DNB Program
- Incharge of P&L to the tune of 155 Cr. Revenue.
 - Corporate and MNCs Business: 60%
 - Private Insurance : 25%
 - Cash: 15%
- Managing the team of 15 HODs / Sr. Managers inclusive of all clinical and nonclinical departments.
- **Consultant to MNCs and Public Sector Corporate Customers**
 - Developing New Clinical Programs suitable to the needs of the Corporate employees and their dependents
 - Participation in the Employee Benefits Program – Medical and Social
 - Review of the Corporate’s Health Index
 - Age group wise Health status and preventive measures to allay medical emergencies
 - Advocate measures to reduce absenteeism and improvising productivity
 - Coordinating Multispecialty Group Counselling and Community Camps onsite the Corporate offices and the residential colonies.

Director Medical Services & Chief Operating Officer – Apollo CBCC Cancer Care, Ahmedabad: June 2016 – August 2017

Apollo CBCC Cancer Care houses a team of the most renowned Onco-Surgeons, Medical Oncologists, Radiation Oncologists, Radiologists, Histopathologists, Physiotherapists and support staff. This makes us one of the largest Onco Groups extending Comprehensive Cancer Care in Western India.

- Heading the Medical Services and Non Clinical Operations, responsible for P&L of the unit at Ahmedabad.
- ACADEMICS: - Responsible for strategizing the Post Graduate Medical Courses in Super-Specialties and its Sub specialties
 - Coordinate with the Senior Consultants / Specialists for the initiation, preparation, inspection of the PG Courses affiliated to the National Board of Examinations (DNB Courses)
 - Responsible for defining the DNB Faculty and recruiting or appointing eligible and experienced faculty for the respective specialties and Super-specialties.
 - Coordinate with the National Board for Inspection, Approvals, Curriculum, Examination and other activities for the smooth conduct of the DNB Program
- Key decision maker for all MIS and Hospital Informatics.
- Managing all Departmental Heads aiming at the smooth non frill integration of services across all departments – both clinical and non clinical.
- Strategizing the operational process and marketing instruments for improving the market share and increasing the patient (customer) footfall in our own and as well managed units.
- Optimising the resources for improving the bottom line or EBIDTA.
- Establish system for Continuing Quality Improvement.
- Growth in clinical expertise with continuous clinician engagements and head hunting for the best talents in state or country.
- Grooming skilled talents and improvising the infrastructure & resources for evolving Centre of Excellence.
- Collaborating with National Cancer Registry and Research Institutes for upgrading services with the updated technology, techniques and processes.
- Convening state level seminars, workshops and Organising Clinical Conferences, workshops at State & National Levels.
- Brand equity growth by strategizing newer projects for building and operating the green field clinics or comprehensive centers in the city, state and country.
- Sourcing equity partners for the expansion and growth in the neighbouring Asian countries and Africa.

Medical Director - Global Hospitals & Healthcity, Chennai: Apr. 2014 to Mar. 2016

Global Hospitals a Multispecialty and Multiorgan Transplant Institute with the current capacity of 1200 beds branched over in 4 metros. Global Healthcity at Chennai is the flagship hospital located in South Chennai strategically situated in the IT Corridor or New Chennai. Currently 340 beds are operational in the capacity of 500 beds infrastructure.

Joined as Associate Vice President of Medical Services in May 2014 to manage all Clinicians and clinical services. Promoted to the position of Medical Director in Jan.2015 with more strategic and developmental responsibilities and KRAs equivalent to the Head of the Unit.

Key Areas of Unit Level Operations being managed daily and periodically audited as per the industry norms –

- **Statutory Compliance**
 - Review, maintain and uphold the compliance related to the statutory requirements related to local, state and national authority
- **Clinical Team Performance**
 - Monthly review on the volume, value and quality performance of the clinical specialties
- **ACADEMICS:** - Responsible for strategizing the Post Graduate Medical Courses in Super-Specialties and its Sub specialties
 - Coordinate with the Senior Consultants / Specialists for the initiation, preparation, inspection of the PG Courses affiliated to the National Board of Examinations (DNB Courses)
 - Responsible for defining the DNB Faculty and recruiting or appointing eligible and experienced faculty for the respective specialties and Super-specialties.
 - Coordinate with the National Board for Inspection, Approvals, Curriculum, Examination and other activities for the smooth conduct of the DNB Program
- **Operational Team Development & Performance**
 - Team development, grooming as process owners
 - Continuous monitoring and periodic auditing
 - Revising SOPs, retraining and empowering and audit the new programs.
- **Quality Management**
 - Process: Review, evolve, standardise all operational process for effective functioning of medical services
 - Policies: Review, evolve, implement and MIS & Analytics - Submission as per defined timelines.
 - NABH Surveillance and NABH certification.
- **Patient Care**
 - Manage Quality and Safety of patient care
 - Evolve, implement, measure and correct Quality improvement projects
- **People Management**
 - Ensuring Clinical Staffing is optimally maintained as budgeted
 - Talent sourcing & recruiting the senior professional with right skill and experience for the existing and new clinical program or projects.
 - Exit interviews for employees, Management Staff to be shared on a monthly basis as per the plan.

- **Material Management**
 - Verify and Validate the Equipment & Materials essential for the effective functioning of Clinical Program
 - Rationalise the Materials utility and Opex spend
- **Process Management**
 - Review, evolve and standardise Interdepartmental process.
 - Monitor and improvise the process, policies and protocols
- **Financial Management**
 - Orient, implement and maintain clinical programs with the focus of securing Positive EBIDTA of more than 20%
 - Review the SOP or Process in areas of underperforming departments, rework on the people / material resources to secure thick bottom line
 - Ideate and implement newer clinical programs and services to support the Business development of the unit
 - Mediate and build partnership with international healthcare providers, augment the medical tourism.
- **Customer Grievances**
 - Address and close all customer grievances with zero impediment to the hospital
- **Neighbourhood Activities**
 - Clinical Camp - Preventive Health
 - Ideation and implement specialty oriented program
- **Organisational Clinical Academic Program**
 - Specialty oriented CME, workshop and Conferences
 - Motivating and promoting CME and Conferences at all State, National and International levels
 - Coordinating the DNB programs for all clinical programs,
 - Have accomplished DNB inspection and approvals for Neurosurgery.
 - Coordinating and pursuing the new applications for Anaesthesia, GI Surgery and Fellowship in Paediatric Hepatology and Liver Anaesthesia.
- **MIS (Business Analytics)**
 - Organisational performance Data compiling, computing and analysis
 - Comparing & Contrasting with the industry benchmarks
 - Presenting the Business Intelligence and the Professionals performance reports to the senior management or the board

Apollo Healthcare Group: May 2007 – Dec.2011

- GM – Operations, Projects – Karnataka Region
- GM – Telehealth and Clinic Management System, Health SuperHiway
- DGM – Telemedicine, Apollo Hospitals, Chennai.

GM Operations, Regional Head – Karnataka

Nov.2010 – Dec.2011: Managed 05 Owned clinics in Bangalore, 01 in Mysore and Launched 02 new clinics in Bangalore.

HC Consultant to Corporate Accounts:

- As GM Regional Head of AHHL, provided the Preventive & Primary Healthcare Consultancy to 06 Major MNCs in Bangalore.
 - **WIPRO:** Revived the Primary HealthCare Centre in WIPRO @ Electronic City Campus

- Augmented the Emergency Medial Centre to Primary Health Centre in WIPRO @ Sarjapur Road
- **Hp:**Reviewed the Healthcare Status and the needs of the hp Employees at the 05 Centres in Bangalore
- Advocated the Setup of Main Primary Healthcare Centres in 03 Sites and Support (Emergency Centres) for the 02 sites.
- Made Apollo Health & Lifestyle Limited as the ONLY Healthcare Partner for the beneficiaries of hp in Bangalore. The Project cost finalised for 310Lakhs.
- Advocated for and coordinated the 155 Lakhs worth of Immunisation Camps across 56 hp sites across the country.

OPERATIONS Management

- Cost-effective Facility management to ensure safe and adequate working condition in accordance with the approved budget, contract and regulatory requirements, for the clinicians, paramedicals.
- Prepare and manage the facility and infrastructure operations to optimum utilization of the implemented system for the Best Customer Service possible.
- Direct and supervise the team in the Development and Implementation of department Policies, SOP and Protocols.
- Communicate Operating philosophy, objectives and expectations to continuously build the site (Centre) team and achieve operational excellence.
- Plan, manage, direct and motivate the assigned personnel for day-to-day and long-term activities and ensure proper implementation of all programs / procedures.
- Direct the team to ensure compliance with All Safety Measures.
- Establish performance metrics; tracking, analyzing and reporting of quality, safety, cost, and customer satisfaction.
- Implement corrective action plans to create positive change.
- Provide technical and management direction and utilize all team and resources to reduce costs and increase patient/customer satisfaction.
- Advocate and encourage all employee involvement in continuous work improvement.

PROJECT Management

- Greenfield Clinic Project Planning
- Facilitate or coordinate Site survey, due diligence activities and reports o Business Plan development
- Recruitment and Manpower planning and Execution o Team recruitment, training and development
- Evolve / develop service models or products and Marketing strategy
- Equipment and Materials Procurement
- Develop & Publish Tenders
 - Tender Validation
 - Supervising and / guiding procurement

General Manager – Telehealth, HealthHiway Bangalore:

June 2008 to June 2009

- Consultant to Binary Spectrum – Bangalore, jointly developed
 - ✓ Practice Management System a Web based Product for Specialty Consultants

- Consultant to MINDTREE, co-authored and jointly developed
 - ✓ the Prototype for Portable Telemedicine Equipment
- TeleRadiology – Hosted PACS and Remote reporting Solution roll out

Deputy General Manager – Telehealth, ATNF CHENNAI:

May 2007 to March 2008

- Consultant to TN Govt. – Dept. of Health & Family Welfare
- Telemedicine Web based application scoping, upgrading and implementation of Telehomecare and TeleICU
- Research and Development - Desktop Telemedicine, Tele- ICU, Virtual Clinic
- Training and Team development

Consultant – HIS, EMR, CPOE and ePrescription:

- MentisSoft (Medinous), Bangalore
- Binary Spectrum, Bangalore
- IQ Soft Systems, Chennai

Consultant – Healthcare Industry, IBM INDIA Pvt. Ltd. Bangalore:

July 2009 to June 2010

- Subject Matter Expert – Healthcare Provider Segment
- Consultancy – on HealthCare Information System, EMR, CPOE
- Innovative Concepts and Technology modelling for enhancing the Physician Adoption.
- Concept, Script writing and Pocess flow draft for developing Training Modules for HIS, LIS, EMR, Doctors Practice, Nursing and other clinical practices.
- Pre sales, Implementation, post implementation L1 & L2 team development.
- Resourcing optimal team for HCIS / EMR implementation at Clinic to Multispecialty Hospitals, Primary to quaternary care healthcare setups.
- People Management, recruitment, induction, training, supervision.
- Healthcare Industry Team Building for Global Delivery
- Subject Matter Expert in Healthcare practice for Global projects
- Subject Matter Expert in Telemedicine and eHealth Projects
- Subject Matter Expert in MEDITECH –HIS Projects.
- Recruitment and Teaming of Healthcare Industry Consultants for Global Centre of Competence
- Strategy & Consultancy – Advocating and implementing Lean Methodology in optimizing resources for positive impact and faster growth.
- Author for Nursing Informatics – Dept. of Health Malaysia.

Medical Domain Consultant – IQSS, Chennai:

April 2006 to March 2007_

- Concept, Architecture, FDA and scoping of PCS, EMR, CPOE
- Project Lead – HCIS implementation – 160 bed hospitals in Gujarat and Chennai. MIS team lead for Administrative report – NPR
- Marketing and Business Development – Welch Allyn Monitoring products.
- Developed Business leads in Gujarat State and TN State.
- Market research into such high value monitors reflected the need for strong service backup.
- EMR, CPOE, ePrescription Modules development, with Interoperability and Scalability features

Ministry of Health, Govt. of Botswana.

Nov.2001 to March 2006

- **Head of ENT Dept. – Princess Marina Hospital**
 - **Consultant to Ministry of Health, Govt. of Botswana for:-**
 - Establishing & Operating ENT Dept. –Clinical OPD, OT and Ward
 - Formulating team – Clinical, Audiology & Paraclinical, eGovernance – May 2003 to March 2006.
 - **Consultant EMR Expert to MEDITECH and Head of MIT**
 - IPMS (HCIS implementation) across the Nation, MoH – Botswana.
 - Co-author for Customising EMR – CPOE in IPMS (Integrated Patient Management System - MEDITECH)
 - Lead 46 members Implementation Team for Nationwide HMS rollout
 - Lead 13 member MIS Team – post implementation for tertiary care hospital

References & testimonials can be provided whenever required.

Personal Details:

Name: Dr. Balaji Radha Pillai
DOB: 08/08/1965
Marital Status: Married

Spouse Name: Jayapriya Balaji
Occupation: Home maker

Children:

1) B. Prarthi : Completed BBA Hospital Administration.
Pursuing MBA in SOME

2) B. Saheshnu Sai. Studying in XI Grade at DAV Boy's School

Address:

Kamal House, 11/4 Jayammal Road,
Teynampet, Chennai. 600018