Centre for Management of Health Services (IIMA - CMHS Seminar Series)

IIMA IN HEALTHCARE MANAGEMENT

Topic : **Management Challenges faced by the Private Sector Healthcare Delivery Organisations**

Speaker : Dr. Ajay Bakshi
MD & CEO
Manipal Health Enterprises (Manipal Hospitals)

Venue : Wing - 11 Faculty Lounge, IIMA

Day & Date : Wednesday , September 10, 2014

Time : 3.15 P.M. (After an informal interaction over tea,the Seminar will begin at 3.30 p.m.)

Abstract

Healthcare delivery organizations face management challenges of three different kinds. First, they have to deal with incredible complexity. This originates in the complexity of the human body – which is the subject for these organizations. It is further compounded by rapid advances in medical technology. Next, they have to deal with the challenge of talent. Talent in Indian healthcare environment suffers on both front – quantity and quality. Combining this with the first challenge creates a perfect storm within the healthcare delivery organizations. And finally, they have to deal with extremes of human emotions. These emotions surface in hospitals, because most events there are life-changing events. This talk will discuss each of these challenges and explore ways to manage them well.

Speaker's Profile

Dr. Ajay Bakshi is the Managing Director & CEO of Manipal Health Enterprises (Manipal Hospitals), the corporate healthcare and hospitals entity of the Manipal Education & Medical Group. Manipal Hospitals' healthcare network comprises of primary, secondary and tertiary facilities. It has 16 hospitals covering 5,000 beds in India and overseas

Dr. Bakshi has played multiple roles - as a neurosurgeon, a stem cell scientist, a strategy consultant and as Managing Director & CEO of a hospital network in North India over the last 2 decades. He is a MBBS and M.Ch. (Neurosurgery) from All India Institute of Medical Sciences, New Delhi.

In 2002, he transitioned to a research role at Dept. of Neurobiology, Drexel University College of Medicine, Philadelphia, where he built a research program around minimally invasive stem cell transplantation for spinal cord injuries. Based on an R21 research grant that he received from National Institute of Health, Dr. Bakshi developed and demonstrated the safety and efficacy of Autologous Stem Cell transplantation via lumbar puncture technique in animal models. At the same time, he also completed the 2 year Wharton Management Program from The Wharton School.

In 2005, Dr. Bakshi joined McKinsey and Company, New Jersey and served large US corporations in Medical devices, Hospitals, Pharmaceuticals and Health Insurance sectors around questions related to their Strategy, Organizations and Operations. In 2008, he moved to their Dubai Office and got an opportunity to serve Prime Ministers and Health Ministers of the Middle East and African countries on questions related to the design and effectiveness of their countries' Health Systems.

In 2011 – Dr. Bakshi joined Max Healthcare as their CEO and within 9 months was elevated to the Managing Director role. During his tenure at Max, he led a succesful launch of 4 new hospitals as well as a comprehensive turn-around of the overall network.