

TERMS OF REFERENCE (ToR) FOR
HOSPITAL ADMINISTRATOR – MEDICAL COLLEGE & HOSPITALS

A. BACKGROUND AND OBJECTIVES

The Medical Education & Research Department, Government of Assam (GoA) oversees the administration and management of Medical Colleges and Hospitals across the state. To ensure efficient hospital operations, high-quality patient care, strategic planning, and regulatory compliance, a Hospital Administrator is required to lead hospital governance, service optimization, policy implementation, and interdepartmental coordination.

The Hospital Administrator will work under Superintendent of Medical College & Hospital, providing high-level strategic leadership, overseeing hospital-wide operational efficiency, and guiding the implementation of healthcare quality standards, accreditation processes, and financial sustainability efforts.

B. OBJECTIVE(S) OF THE ASSIGNMENT

The Hospital Administrator will assist the Superintendent to drive hospital governance and management, ensuring seamless coordination of clinical and administrative departments, optimizing healthcare service delivery, and supporting quality certification/accreditation efforts.

C. SCOPE OF WORK

The Hospital Administrator will be responsible for hospital leadership, operational strategy, financial oversight, compliance management and patient satisfaction. Key areas of responsibility include:

- ✧ Strategic planning and execution for hospital governance and service delivery.
- ✧ Operational leadership, ensuring streamlined hospital workflows across departments.
- ✧ Financial sustainability, guiding hospital budget planning and fund utilization.
- ✧ Accreditation and quality assurance, implementing national and state healthcare standards.
- ✧ Interdepartmental collaboration, ensuring smooth coordination between medical, finance, procurement, and patient care teams.

- ✧ Stakeholder engagement, liaising with government agencies, healthcare institutions, and regulatory bodies.

D. JOB RESPONSIBILITIES

1. *Hospital Administration & Operations*

- ✧ Plan, organize, direct, control, and coordinate day-to-day operations of the hospital.
- ✧ Prepare and manage the hospital's budget, authorize expenditures, and oversee financial reporting along with the hospital authorities.
- ✧ Supervise the revenue cycle including billing systems, collections, and financial forecasting.
- ✧ Facilitate the development and annual updating of the hospital plan.
- ✧ Support the computerisation of hospital functions and promote innovative problemsolving.
- ✧ Lead adoption and integration of digital health tools and HMIS in physical or digital mode.
 - ✧ Monitor outsourced services such as diet, security, laundry, and BMW management.
- ✧ Manage equipment maintenance, maintain records of non-functional equipment and AMC timelines.

2. *Quality Assurance & Compliance*

- ✧ Ensure implementation of National Quality Assurance Standards (NQAS), NABH, and other quality initiatives in coordination with MS and the quality team.
- ✧ Monitor and ensure compliance with Biomedical Waste Management Rules and other statutory regulations (e.g., Blood Bank licensing, AERB compliance).
- ✧ Conduct regular hospital rounds with MS and NS to review cleanliness, infection control, supply of drugs/consumables, and functioning of critical areas; maintain observation records.
- ✧ Ensure periodic swab testing of all critical areas for infection control.
- ✧ Ensure the quality of non-clinical services such as facility upkeep, infection prevention, diet, and security services.
- ✧ Ensure cleanliness and maintenance of all areas: OPD, wards, OT, labor rooms, and patient amenities.

3. Governance & Committee Management

- ✧ Coordinate and ensure regular meetings of key hospital committees (Quality, Clinical Governance, DTC, Disaster Management, IPC, Medical & Death Audit).
- ✧ Maintain minutes and follow up on actionable points from committee meetings.
- ✧ Ensure that the hospital meets all regulatory compliance requirements.

4. Patient Experience & Grievance Redressal

- ✧ Implement systems for regular patient feedback collection, analysis, and corrective action.
- ✧ Establish and oversee grievance redressal mechanisms for patients and employees.
- ✧ Develop patient experience tracking systems for continuous quality improvement.

5. Strategic Planning & Service Improvement

- ✧ Plan and implement strategic changes to enhance service delivery.
- ✧ Facilitate resource mobilization through CSR by identifying areas needing support and assisting the MS in fund mobilization.
- ✧ Promote and implement public engagement strategies, including media interaction and awareness campaigns.

6. Human Resource & Logistics Support

- ✧ Ensure facilitation of required logistics and supplies to support quality care delivery by doctors and staff.
- ✧ Keep staff informed of latest government guidelines and service updates.

7. Information Management

- ✧ Prepare and maintain comprehensive hospital profiles and documentation.
- ✧ Facilitate implementation and effective use of the Hospital Management Information System (HMIS).

E. DELIVERABLES

- ✧ Strategic hospital management framework aligned with healthcare regulations.
- ✧ Comprehensive hospital performance assessment reports with action plans.

- ✧ Accreditation road-map and compliance implementation plan.

F. KEY QUALIFICATIONS & EXPERIENCE

- ✧ Essential: Masters of Hospital Administration or Masters of Health Management or MBA in Hospital Management or MBA in Health Management with minimum of 3 years post qualification experience.

Candidates with an undergraduate degree of BDS/BHMS/BAMS and the above essential qualifications will be added advantage.

- ✧ Desirable: Candidates having the essential qualification along with experience in hospital operations, quality management and healthcare administration will be given preference. The candidate must have good communication skills, both written and verbal in local language, English and computer proficiency, especially in MS Word, Excel and PowerPoint.
- ✧ Skills: Strong leadership in hospital operations, stakeholder coordination, policy implementation and patient satisfaction management.
- ✧ Age limit: upto 35 yrs as on 01/01/2025.

G. SALARY & CONTRACT TERMS

- ✧ Consolidated Pay of Rs. 30,000/- (Rupees Thirty Thousand) to Rs. 50,000/- (Rupees Fifty Thousand) per month. However, in case the selected candidate's current remuneration with 30% enhancement comes below Rs. 30,000/- per month, the lower remuneration will be offered. Moreover, in case, the selected candidates current remuneration with 30% enhancement exceeds Rs. 50,000/- per month, the highest pay range i.e. Rs. 50,000/- per month will be offered.
- ✧ **Contract Duration:** The assignment is purely on contractual basis. The tenure is initially for 11 months and will be extended upon his/ her satisfactory performance.
- ✧ **Reporting and performance review:** Engagement of the Hospital Administrator (HA) will be on a full time basis. The HA will report to the Medical Superintendent of the Medical College & Hospital and the Principal cum Chief Superintendent. The incumbent shall be subject to performance appraisal on a quarterly basis, which will have a bearing in the overall assessment during the contract period.