



The Sankara Nethralaya Academy

(Unit of Medical Research Foundation)

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September 27, 2014

Few Testimonials from the Certificate Course in Hospital Management Program Participants:

Dear Mahalingam Sir

Many Thanks for your course completion mail & messages. It has been wonderful to get associated with you & TSNA academy by way of this course. I was initially a bit apprehensive when I first went through your advertisement, whether I would be the right candidate especially from a Life Insurance Background. But now having completed the course, it gives me immense pleasure that I've learned something new about Hospital Management, hospital administration, Health Claims Marketing/ Claims process, NABH accreditation of hospitals, Leadership, Team Building etc.. It was a renewed treat for me, having learnt management @ LIBA about 15 years back which shaped up my corporate career.

I wish to place on record, my appreciations to all the faculty members (not to single out anybody) for their lively interactions & unstinted guidance to make us, candidates comfortable & share their valuable insights & experiences. I wish the TSNA Academy All the VERY BEST & May many more such courses find it roots in the academy especially catering to applicants from interior & rural Tamil Nadu.

You can count on me for any support your require to spread this awareness message.

With Best Wishes & Regards

T. Arockiaraj Dev

Regional Manager, Medicare TPA services (I) Pvt Ltd

Regional Office- Chennai.

Mob: 98412 90771 / E- Mail : arockdev71@yahoo.co.in

Good Morning Mahalingam Sir,

Om Sai Ram.... My frank feedback for the CCHM Course is as follows:

1. Sir first of all ... my sincere thanks to you for your great efforts in all the classes which I had attended for the past 12 weeks it was a great service from you sir and sir your service is awesome and excellent. the success of this 7th batch CCHM course all the credit will goes to you since you are a hard worker and also you have very good patients by handling different types of egoistic persons present in the hall. So hats off to you sir.

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2. All the sessions went of well sir and it was a full attendance in all the sessions for the past 12 weeks which was a success to the course organizers.

3. Sir Regarding Faculties I,e teaching faculties all the faculties are very well experienced and all are very good in teaching. Sir teaching is an art and parting their knowledge to all is a unique attitude towards growth of all who will not be done by all in this world due to fear complex and self growth sir there are very few in this world who part their knowledge but all your faculties are excellent in teaching to other and parting their own self experience to others. Sir all the faculties are well educated and sir they are very courteous while teaching and clearing all the doubts and especially the lady who took team work class she has got excellent knowledge about team work and her husband is also a great teacher .

4. Lecture Hall is excellent with clean and neat atmosphere and well maintained AC with good cooling effects and also the projector is good with the technician available on call all the time. Lecture hall is great and I have not seen such a clean and neat lecture hall anywhere in India where I have undergone few PG courses and this hall is beautiful.

5. Sir by attending this CCHM course I have to appreciate the SN academy because the SN academy s objective is to teach courses that deal with A to Z in healthcare services including Hospital Management which has assumed great relevance in view of health care assuming great importance owing to the entry of corporate houses into health care delivery, increasing health care awareness among the general public and India especially Southern India emerging as a preferred health care destination and I feel that SN academy is not a commercial oriented academy like other institute behave commercially without giving anything academically and certain institutes just work for commercial but in SN its a different atmosphere.

6. The Sankara Nethralaya Academy's courses in hospital management are backed by the expertise and rich experience gained over thirty years of running a highly successful and respected health care enterprise.

7. The CCHM faculties ... all the faculties employ a system of educating people by imparting knowledge through instructional courses, training classes, and usher in newer training/teaching methodologies including the use of IT.

8. The CCHM faculties ... all the faculties did a excellent job in Spreading of knowledge for the common good which no other institute does in these days.

I wish all the best to you for your future CCHM batches sir and since this course is excellent in all aspects I will recommend attending this course to view of my friends.

K. R.Seshadri.

Branch Manager - Eagle Medical Systems Pvt.ltd.

West Kamakoti Nagar,Valasaravakkam,Chennai- 600087

Tel- 9444381862.

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Dr. Anita Suryanarayan M.D. (Path) - Vice President - Operations (TN & Sri Lanka), Chennai Says:

“The certificate weekend course on Hospital Management more than satisfied all the expectations with which I attended this programme.

Though belonging to a Laboratory set up rather a chain of Labs, the problems we face in the industry are the same. There are challenges with Customer Support/ HR/ Supply chain Management/ IT everyday. It is important for us as these affect our customers who are our end users and for whom we take so much care as we have been taught to do. Unless we know as heads we are not able to train our staff and the organization and end user suffers.

All these topics explained by a wonderful, cooperative and knowledgeable faculty very well selected, have brought these points very clear. Even topics like Health Insurance / Legal issues of which we do not know much but need to know, have been very clearly explained. The topic Operation and Management brought many facts very clear and these we will use for our future Labs and centers. We will even try and use this model for our present facility to minimize energy loss and improve efficiency. The staff of SN Academy Mr Mahali, Ms Leela, Ms Sreedevi and others have shown a classical example in care of people, patience in answering queries, updating with information and topics and sending us the presentations.

They are a wonderful team and we are privileged to know them all. From Mr Mahali and his team also we have learned a lot. My thanks to Dr Badrinath for constituting and understanding the need of training and this wonderful group of people who are the spirit of the Academy. I look forward to attending more programmes and yes, my candidate for the next course is already selected. Wish you all the very best”

Kind regards,

Dr. Anita Suryanarayan M.D. (Path)
Vice President - Operations (TN & Sri Lanka),
Metropolis Healthcare Pvt Ltd. Lister Metropolis Laboratory - Chennai,
Mobile: +91 9841014652/ email: anita@metropolisindia.com

Dr (Col) R Rajamahendran, Chief Administrative Officer, Sir Ivan Stedeford Hospital, Says :

It was a great experience to be in the MMA-SNA Hospital Management course and I sincerely thank you and your team for organizing the course in an exemplary way. It is my loss that I could not be with my fellow classmates on the golden day of taking a tour of SN and meeting you all today and Dr S S Badrinath.

An appreciable prompt work done Mr A Mahalingam, Academic Officer and his team. I wish the tour and the meeting a grand success and start many such wonderful courses from the SN Academy.

Regards.

Dr (Col) R Rajamahendran,
Chief Administrative Officer,
Sir Ivan Stedeford Hospital
Ambattur - Chennai – 53

Ms Abaya Sundar Says: This course will really help me in future and the way the course was conducted was also nice..I got to know completely about the management in hospitals..

Thanks to Sankara Nethralaya Academy for giving me such a opportunity for undergoing this hospitality management course.

Regards,

Abaya Sundar,
Cognizant Technology Solutions Pvt Ltd.
abayasundar@gmail.com

Dr Atheek S DO DNB, Consultant Ophthalmologist, Says;

Thank you very much for organizing the CCHM course in a systematic and coordinated manner. The course was a great eye opener for practicing ophthalmologists with regard to administrative work. The course duration and timings were convenient; it ensured we did not miss much of our practice.

It was a privilege to be a part of CCHM course conducted by SN. I extend my sincere thanks to Dr S S Badrinath, all the faculty members and SN team for making it a grand success. I look forward to attend more such programmes organized by this wonderful team.

Regards

Dr Atheek S DO DNB
Consultant Ophthalmologist, Fathimah Eye Clinic
23, Arulanandam Street, Santhome, Chennai 600 004, dratheek@gmail.com

Dear Mr. Mahalingam,

Thank you very much for a great co-ordination in conducting this Certificate Course in Hospital Management in a grand success which is more beneficial towards the Healthcare community through different professionals. We the participants are expressing our heartiest thanks to everyone in TSNA (starts from Security guards, housekeeping staffs, administration staffs, the video coverage men, and so on). Special thanks to TSNA, MMA including Mr.A. Mahalingam, for his extraordinary coordination. Have a Great Day! See you all during the session.

Cheers! Thanks and Regards, Rajan C /+91 98416 18738

From Preethi Raj Gowri

Dear Shri Mahalingam Sir, Sankara Netralaya is said to provide outstanding service to the people and now its very clear, the academy could provide and exhibit its Excellency in imparting knowledge to others! This short time Hospital Management course is a fabulous one for the professionals in fine tuning their attitude and professional approach in managing a hospital. At first i thought iam making a mockery of myself in selecting this course as I am only a PG degree holder in Biochem..But after attending four to five sessions, it gave me a clear path where i stand! I sure have an idea now what to do next, and that would obviously be at a hospital.

The faculties in each and every session were highly talented and gave us the right points in a very crystal clear manner. These twelve sessions were highly informative for sure! and last but not least the SN academy colleagues were moving very friendly with us. I am sure all my shyness bursted and flew away in the clouds! Their is even more loads of things to learn from our sessions faculties i believe! Thank you sir.

Preethi Raj Gowri / preethirajgowri@yahoo.co.in

From Shri Mr Subramanian.D

Dear Mr. Mahalingam,

Greetings from Subramanian.

I thank the Sankara Nethralaya & Academy for providing a comprehensive certificate program. The course encompassed all the relevant subjects in the hospital administration and management.

I must appreciate all the faculty members and the guest speakers for imparting, sharing their knowledge and experiences. I should thank you and your staff for providing excellent hospitality and assistance. Last but certainly not the least; the program gave an opportunity to meet a diversified group as 'Batch Mates' to have our best moments.

Wishing all the success to all.

Mr Subramanian. D (Subbu), E – Mail : dsmanian@gmail.com.

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From Ms Abaya Sundar

Dear Mr Mahalingam Sir,

This course will really help me in future and the way the course was conducted was also nice.. I got to know completely about the management in hospitals..

Please give us the printouts of the ppt before the classes getting initiated every week...This will help us more and this is just my suggestion.

Thanks to Sankara Nethralaya Academy for giving me such a opportunity for undergoing this hospitality management course.

Name : Ms Abaya Sundar, E – Mail : abayasundar@gmail.com

Sankara Nethralaya Academy's Hospital Management course comes as a boon to aspiring healthcare entrepreneur from Bangladesh.

Basically I am from engineering background but presently involved in health care service provider. We run a telemedicine center in Bangladesh. We are connected with Apollo group of hospitals, India and Medica Super specialty Hospitals, Kolkata. Recently we have decided to make a super specialty hospital in Bangladesh. That's why I was searching for a course to learn about hospital management. I got the information from Google that Sankara Nethralaya is going to organize a daylong seminar on Hospital Management, I took the opportunity and attended the seminar. The seminar was excellent and very informative. From there I came to know that Sankara Nethralaya is going to organize a Hospital Management Certification Course. I went through the list of course modules and found interesting and encouraging to join the course. Then I spoke to Mr. A Mahalingam and discussed details about the course and finally joined the course.

From day one, I recognized that this was a professionally organized course for professionals. How much we can take back home from the course depends on how much we are involved in learning process and how much we can accommodate.

The faculty was well comprised of wise experts in their chosen fields with a lot of practical knowledge. The classroom provided a good platform for them to teach us how to integrate theory in the practice field. The modules gave us an introduction to the various facets of running a hospital finance, administration, personnel, law, technology, human resource etc.

The faculty was open for discussions and questions and that encouraged us to mail them the feedback and doubts we had. The entire experience was very enriching and has sown the seed in my mind to learn more about the various topics.

S.M.Raihan

Managing Director - International Telehealth Services Ltd.

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Testimonial Ms Mrs SrividhyaGanesh /AO /Jaya Eye Care Centre, Chennai

My husband being an alumnus of Sankara Nethralaya, we keep getting mailers giving information on various happenings in the institution. It was one such mailer informing about a certificate course in hospital management that drew my attention.

I wanted to get some idea about what was involved in managing a hospital and the fact that the course timings were convenient, the duration short but not too short and finally, the impeccable reputation of the institution – all contributed to me applying for the course. Within two days, I was enrolled in the course. Everything was seamlessly managed through email. My doubts were cleared, online payments were arranged and I was all set to attend the course.

From the first day, I recognized that this was a professionally organized course for professionals. How much we can take back home from the course depends on how much we are involved in the learning process.

The faculty comprised of experts in their chosen fields with a lot of practical knowledge. The classroom provided a good platform for them to teach us how theory and practice could be integrated. The modules themselves gave us an introduction to the various facets of running a hospital – finance, administration, personnel, law, technology, human resource, etc.

The faculty were open to discussions and questions and in fact encouraged us to mail them with feedback and doubts if any. The entire experience was very enriching and has sown the seed in my mind to learn more about the various topics.

I hope SN Academy arranges periodical one day seminars on individual topics so that we are able to keep abreast of what is happening in the management field. I also hope that in future more faculty from Sankara Nethralaya also participate in the program as collectively they have a wealth of experience which they can share with us.

My best wishes to SN Academy for the success of all its ventures and endeavours.

Mrs SrividhyaGanesh
Administrative Officer, Jaya Eye Care Centre
Mandavelipakkam, Chennai, E – mail : vidhyagani@gmail.com

Mr G Bharanidharan – Novartis Healthcare Pvt Ltd:

The TSNA's Hospital management Course has really helped me a lot in my personal and career growth by helping me to identify and leverage my hidden skills and to improve my Leadership capabilities, Time management, Sales skills, rapport building, Customer care and customer

satisfaction, I would like to thank the SN academy and its staff for conducting the CCHM course which has helped in vastly enhancing my knowledge.

Mrs Ashlatha V – Administrative Officer, MMM, Chennai:

A well thought out and formulated course, a difficult task on the hand for the organizers to conceptualize and capsule it in a compressed version. It gave us – the participants, a bird’s eye view of the functioning of various administrative departments of a hospital. Overall the course provided us an insight into the functioning of hospital administration.

The various reference or interesting material related to hospital administration and individual growth sent to the participants was of great help in understanding various aspects and enriched our knowledge and understanding. Also a special thanks for emailing our course material after every session which will serve as a reference for now and future. A structured and extremely professional course from a well structured and professional organization.

Mrs.T.C.Sharmila – Vice Chairman, Med India Hospital, Chennai:

Thank you very much for the wonderful experience we had at the week end course in Hospital Management at Sankara Nethralaya.I really enjoyed and learnt many things that has to be looked forward to run a good hospital. ACADEMY AND ADMINISTRATION are like two wings needed to come out in flying colours.

Ms Sabri Jayanthan – Director – DOC Medical Services, Chennai:

The Indian healthcare industry has progressed at an impressive pace over the past few years. Growing population, increasing affordability, increased health insurance penetration, increased patient awareness, out-of-the-box unconventional thinking by the healthcare players will drive the future of healthcare services in India. Attending The Sankara Nethralaya Academy’s Weekend Hospital Management course has helped me identify avenues for improvement in my institution. With this knowledge we can move forward positively and make a difference to the society.

Mr. Bhavani Sekhar.S, Asst.Manager – Apollo Hospitals – Tondiarpet,

In the current scenario technology plays a vital role in the healthcare industry, for which much awareness is required. One also needs awareness for bringing in new practices, in order to succeed in the process which is the core objective

of this Certificate Course in Hospital Management course and that is my whole idea of the joining the course.

Ms S.Soundarya, Anna University:

The topics covered during the lectures spread over 12 weeks were highly informative and helped in understanding the management aspects of a hospital. Moreover, there is manifold increase in the complexity and processes that take place in the successful management of a modern day hospital. This in turn has lead to a tremendous demand for efficient professionals who can handle the day-to-day chores of hospital management and administration. I am confident that the input received over the last 12 weeks on various aspects of hospital management will help me in turning out to be an efficient manager. Since I am not part of the industry at present, the implementation of the knowledge acquired depends on the opportunity that I would be getting in future.

Gautham Rajakrishnan, Biomedical Engineering Student, The University of Auckland :

First of all, let me thank you, your battalions and all other officials of Sankara Nethralaya for giving me an opportunity to complete the certificate course on hospital management successfully. It gives immense pleasure for having enrolled myself with your esteemed institution for the above certificate course. As a biomedical engineer, my M.S degree at the University of Auckland and this certificate course have rather helped me a lot to increase my knowledge and exposure in medical field. I hereby assure to propagate to all my colleagues those related to hospital field to take up your certificate course and make best use of this course knowledge.

Ms Ashwini R, MS – Bio Engineering, Syracuse University, New York:

This 12 week course in Hospital Management has provided me an opportunity to interact with the experts in various areas of Management. It has exposed us to several issues that need to be tackled while providing professional healthcare. This course has given us an idea of what to expect and how to deal with commonly faced problem while dealing with patients. It brought together youth and experience and enabled an exchange of ideas between likeminded people. The campus and the faculty provided a great environment for learning. I thank the organizers for enabling me to utilize the break between semesters more productively.

From: **Dr.Badrinath S S** <drssb@snmail.org>

Date: Thu, Sep 11, 2014 at 5:25 PM

Subject: Re: Testimonial from our weekend Hospital Management Course

To: Mahalingam A <mahali@snmail.org>

Dear Shri Mahali.

Thank you very much and it is one more feather on your cap.

BW

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Dr S S Badrinath
Chairman Emeritus Sankara Nethralaya, Chennai - 600 006
Ph.No. 044 2825 4177

Dear All,

I am very happy to have met a diverse variety of people connected by the thirst to know about hospital administration.

Thanks to Mahali sir for teaching me lessons in management without ever taking a single seminar. I learnt a lot from you sir, by the way you handled all of us, who have different needs and requirements.

I was also very inspired by the meeting we had with Badrinath sir , whose humbleness moved me. I hope we could all connect through some kind of group on face book or some other platform.

I Hope to attend many more useful certificate courses at Sankara Nethralaya and recommend the SN Academy to many of my colleagues and friends.

Thank you,

Dr. Kanishkaa Sampath
Medical Director
Vasantha Hospital and Wellness Research Center
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www.vasanthahospital.com
E Mail : kanishkaenator@gmail.com

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