# Dr. Suman Bhusan Bhattacharyya

**PROFILE**

1. Medical doctor with MBBS from India and MBA in International Management from Belgium having nearly twenty years of functional experience in healthcare industry in the fields of clinical practice, hospital administration, medical informatics, marketing and strategic management
2. Ability to grasp the IT consulting needs for healthcare industry, data security and challenges
3. Experience in performing business analysis, functional designing and documentation, system testing, implementation and imparting training in domain understanding, particularly in the areas of Hospital Management Systems, business intelligence solutions for administration, laboratory information management systems, accounting, billing, clinical reporting, etc.
4. Experience in all the major phases of software development and implementation for the health care industry
5. Sound at Medical/Health Care/Telemedicine software requirement gathering, analysis, processes, procedures, system testing and most of its life cycle
6. Actively involved in marketing, account management, consultant relationship and management support in the industry for customers (C & c)
7. Exposure to Indian, UK, Belgian and US healthcare industries
8. Having good communications skills and ability to adapt to multi-cultural environment with good managerial effectiveness.
9. Knowledge of several programming languages, software functional and architectural designing, and exposure to a variety of software solutions of multi-national independent software vendors in cross-cultural settings
10. Knowledge of Data warehousing and Data mining of administrative and clinical data, Knowledge Discovery in Clinical Databases
11. Affiliations include Life Memberships of IMA, IAMI, and memberships of IMIA and MCSI

**KEY SKILLS**

1. Business analysis and architecting (including business modelling according to RUP), functional designing and documentation – experience of around 4 years
2. IT consultancy in healthcare including development and implementation of IT solutions for hospital management, clinical and administrative workflows, business intelligence solutions, laboratory and imaging information management, clinical reporting, accounting, billing, inventory control, electronic patient record management systems and clinical protocols – experience of more than 6 years
3. Hospital Administration – experience of more than 5 years
4. Hospital, Marketing and Management of Information Systems Consultant – industry experience of more than 3 years
5. Product design, development and management that cater to the healthcare industry – experience of more than 10 years
6. Extensive knowledge in Telemedicine (capstone research on this topic during MBA studies) and medical informatics, particularly evidence based medicine and knowledge management through knowledge representation

**IT SKILLS**

1. More than 20 years of overall experience of which 5 years are in well-

known IT companies (Indian, UK and US)

2. Around 17 years of experience on PCs and LAN systems having developed solutions using FoxPro and Dbase III+, with more than 10 years of experience in using MS Office Suite, particularly Excel and Access

3. Around 5 years hands-on experience in programming in various web-based technologies like HTML, CSS, ASP, Java 2, JavaScript, VBScript, Perl, PHP, XML

4. Sound knowledge of SQL (through PL/SQL), C, C++, Visual Basic, Oracle, MS SQL Server, MySQL, Novell NetWare networking, UNIX

5. Knowledge of Rational Unified Process, UML modelling (business modelling and drawing diagrams for use case, sequence, activity, object models), using Jude™ along with exposure to Rational Rose, RequisitePro™ and Poseidon for UML with experience in writing functional design documents (user requirements documents and software requirements specifications) as per the Rational Unified Process (RUP)

6. Knowledge of system testing like UI testing, end-to-end testing, smoke testing, monkey testing, defect tracking using BugZilla along with exposure to automated testing tools like Rational TestManager, Rational Performance, and Rational Robot

**EDUCATION**

1. MBBS, Calcutta University, Calcutta, India, (1986)

2. MBA, International Management, European University, Antwerp, Belgium, (1997)

3. ADHA, {Advanced Diploma in Hospital Administration}, Institute of Heath Care Administration, Madras, India  (1996)

4. Certificate Courses in Novell NetWare Administration, UNIX, C, and ORACLE 8.0 with Developer 2000 (forms, reports and graphics)

**PROFESSIONAL AFFILIATIONS**

1. Life Member, Indian Association for Medical Informatics; Presently, Secretary

2. Life Member, Indian Medical Association

3. Member, Indian Medical Informatics Association and Medical Computer Society of India

## SUMMARY OF WORK EXPERIENCE

| No | Company | Designation | Duration |
|---|---|---|---|
| 1 | Karishma Software Ltd. | Vice President (Clinical Services) | January 2007 to Current |
| 2 | GE Healthcare | Marketing Program Manager | May 2005 to January 2007 |
| 3 | Oracle Corporation | Senior Product Analyst | December 2004 to May 2005 |
| 4 | Satyam Computer Services Limited, Hyderabad. | Assistant Consultant (Healthcare Domain Expert) | June 2003 to November 2004 |
| 5 | iSOFT R & D India Pvt. Ltd., Chennai - India | Senior Clinical Analyst | December 2002 to May 2003 |
| 6 | Megasoft Limited, Chennai – India | Manager – Solutions (ePharma and eHealth) | April 2002 to November 2002 |
| 7 | Sudisa Consultancy Services, Faridabad – India | Management Consultant cum General Practitioner | April 1999 to April 2002 |

| 8 | Noble Hospital, Faridabad – India | Medical Administrator cum General Practitioner | February 1995 to March 1999 |
| 9 | Sudisa Consultancy Services | General Practitioner | December 1990 to January 1995 |
| 10 | Holy Family Hospital, New Delhi – India | Junior Resident, Surgery | May 1990 to November 1990 |
| 11 | Sudisa Consultancy Services | General Practitioner | December 1988 to April 1990 |

## PROFESSIONAL EXPERIENCE

**January, 2007 – Current**          **Karishma Software Ltd.**          New Delhi, India
*Vice President (Clinical Services)*

- Primary role is to build a strong differentiation for the company by institutionalizing a clinical technology workflow in the product line across all product functionality and deliver clinical information process in the healthcare IT solution
- Enhancement of the brand image of the organization, principally by projecting the image of the company as a professional and progressive healthcare IT company to the world
- Evolving and implementing structured processes for product enhancement
- Playing the role of friend, philosopher and guide to the Team at large
- Proactively supporting to the teams across the countries and clients

**May, 2005 – January, 2007**          **GE Healthcare**          Bangalore, India
*Marketing Program Manager*

- India-based Marketing Program Manager for Clinical Information Systems, responsible for the entire marketing effort in assessing current and future market scenarios, formulating marketing strategy, planning and providing requirements for newer modules, contributing towards the overall product roadmap by developing business cases and user needs and getting management buy-in whereupon writing high level functional designs like product requirements for further use by analysts and designers within the software development life cycle (SDLC)
- Helping in refining user requirements through extensive consultations and interactions with end users and engineering team for the entire GE Healthcare IT range of solutions
- Working with development and testing team to enhance their capabilities and productivity
- Analyzing and solving implementation-related issues of the entire GE Healthcare product range
- Posting in the US for 6 weeks to familiarize with the US healthcare industry – visited and shadowed several care providers in several departments (ICU, ED, Pharmacy) and studied the overall US healthcare industry
- Exposure to the various products like Centricity, Perinatal (QS™), Periop, Intraop, Anesthesia, Laboratory Information System (Ultra™) and CareCast™ from IDX Corporation – a recent acquisition of GE

**December, 2004 – May 2005**          **Oracle Corporation**          Bangalore, India
*Senior Product Analyst*

- Member of the product management group as the Senior Product Analyst and business architect for Oracle Healthcare Transaction Base (HTB)
- India-based Product Manager for Healthcare Systems looking mainly after the clinical aspects of the application that has extremely strong conformance to HL7 V3.0 RIM messaging standards with special emphasis on Clinical Document Architecture, Order Management and QA work involving the use of simulated live data

- Principal business and software requirement analyst for healthcare providers (India-based)
- Performing functional requirement gathering, analysis, design and documentation
- Worked on the Business Intelligence section of HTB

**June, 2003 – November 2004        Satyam Computer Services Ltd.        Hyderabad, India**
*Assistant Consultant - VBU – HIP (Healthcare Domain Expert)*
- Principal business analyst and business architect for WEbers™ – a comprehensive patient administration, dental information and insurance management system – for Willamette Dental Management Corporation, a US-based dental HMO, that has around 52 dental clinics in the states of Washington, Oregon and Idaho, US
- Domain expert for healthcare provider space
- Business and software requirement analyst for healthcare providers
- Functional requirement gathering, analysis, design and documentation for clients
- Actively involved in marketing products to clients who are mostly based in the US, the Scandinavian Countries, and the ASIA-PAC region

**December, 2002 – May, 2003        iSOFT R&D India Pvt. Ltd.        Chennai, India**
*Senior Clinical Analyst*
- Functional design head for LORENZO™
- Business and software requirement analyst for healthcare institutions
- Actively involved in marketing products to clients who are mostly based in the UK, Australia, New Zealand, and Singapore
- Domain expert for
    - *LORENZO*™ (PSP-ready PAS-EPR System) – comprehensive patient administration and clinical data capture with analysis system that is primary service provider ready built specially for the NHS, UK as a part of NPfIT initiative of the British Government (as of 2005 this product has 80% of the English NHS market – 4 regions out of 5)
    - IPM™ (Patient information Management System) – admission, discharge, transfer, etc.
    - ICM™ (iSOFT Clinical Manager) – electronic clinical encounter data capture that are rule-based and integrated care pathway (ICP) guided
    - IEPR™ (iSOFT Electronic Patient Record) – web-based electronic patient record
    - STOCCA™ - pharmacy inventory management system
    - APEX™ - pathology information management system

**April, 2002 – November, 2002        Megasoft Limited        Chennai, India**
*Manager- Solutions (ePharma & Health Care)*
- IT consultancy to the healthcare industry, particularly software requirement analysis and solution architecture development and design
- Domain specialist for
    - Acceliant™ - 21 CFR 11 and FDA rules compliant clinical trial management solution
    - MedStudio™ - 21 CFR 11 and FDA rules compliant DICOM enabled image management solution
    - Hospital Management System – ongoing project that conforms to 45 CFR 160, 162 rules for HIPAA compliance
- Active involvement in the HIPAA compliance initiatives
- Marketing activities including customer support (C & c) and account management

**April, 1999 – April, 2002        Sudisa Consultancy Services        Faridabad, India**
*Management Consultant cum General Practitioner*
- Management consultancy to various hospitals in the areas of

- Evaluation of hospital statistics using self-designed and developed software solutions
- Planning for efficient running of the various business processes
- Medical (administrative) audit and medical inventory maintenance
- Maintaining proper medical records
- Budget preparation and gap analysis
- Planning marketing strategies
- Designing, developing, implementing and training in Hospital Information Systems and medical informatics solutions
- Performing cost-based analysis of the various departments and historical trend analysis of patients and service utilization
- Setting up a telemedicine (referral) facility
- Domain expert to a Delhi-based web-development company catering exclusively to the healthcare industry
- Primary care general medical practitioner – ran own clinic

**February, 1995 – March, 1999**          **Noble Hospital**          Faridabad, India
*Medical Administrator cum General Practitioner*
- Designed, developed and implemented information systems for the maintenance of medical records, reporting, inventory control and billing systems
- Responsible for
  - Day-to-day running of the hospital
  - Human resources management of the medical and paramedical staff
  - Service quality management
  - Equipment maintenance
- Primary care general medical practitioner – ran own clinic

**December, 1990 – January, 1995**     **Sudisa Consultancy Services**     Faridabad, India
*General Medical Practitioner*
- Designed medical record management systems
- Family practitioner
- Managed private business (clinic) unit in all its aspects

**May, 1990 – November, 1990**          **Holy Family Hospitals**          New Delhi, India
*Junior Resident, Surgery*
- Full-time resident house officer attached to the surgical wing; also looked after emergency department as *locum tenens* during absence of assigned casualty medical officer

**December, 1988 – April, 1990**     **Sudisa Consultancy Services**     Faridabad, India
*General Medical Practitioner*
- Family practitioner
- Assistant to various physicians in Faridabad

## PERSONAL DETAILS

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|---|---|
| Contact Address: | House No. 776, Sector 15<br>Faridabad, HARYANA, 121007 |
| Contact Phone: | +91-129-4004502/2289502 (residence); +91-9810595261 (cell); +91-9845484959 (alternate) |
| Email: | sbbhattacharyya@yahoo.com; sbbhattacharyya@rediffmail.com |

Languages:             English, Bengali, Hindi (Speak, Read, Write)

Foreign Languages:     German, French (Speak, Read, Write) – elementary level

## OTHER INTERESTS

Football (Soccer), History, Travelling, Music (Classical – Western, Indian)