

Women Entrepreneur

WOMEN IN BUSINESS India

Women Entrepreneur India *Top 10*

ALUMNI WOMEN LEADERS FROM BITS PILANI 2024



Women Entrepreneur

India

PROUDLY AWARDS

ANNIE VALSAN

CEO, CITY CLINIC GROUP



2024

The recognition as one of the
'Top 10 Alumni Women Leaders from BITS Pilani - 2024'
takes into account the deep industry expertise of the chosen women leaders
while also acknowledging their stellar professional achievements and
the impact they have created on the Indian business landscape.



Rachita Sharma
Managing Editor



Women
Entrepreneur India Top 10
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ANNIE VALSAN

BOLSTERING THE HEALTHCARE
HORIZON WITH PROWESS &
PURPOSE

ANNIE VALSAN CEO CITY CLINIC GROUP

Armed with 24 years of work experience, Annie is an expert at hospital and healthcare management. She specializes in strategic planning, hospital operations, project commissioning, communication, organization, cost management, problem solving, quality management, and leadership. Annie also boasts a proven track record of innovatively implementing projects from conceptualization to realization, showcasing her prowess in healthcare management. Excelling in team leadership, motivational strategies, and resource optimization, she has left an indelible mark on the healthcare sector.

Within the healthcare sector, women leaders assume pivotal roles, steering innovation, patient-centered care, and organizational excellence. Their diverse perspectives and empathetic approaches contribute to transformative advancements in healthcare delivery. These leaders not only break barriers but also inspire a new generation of women, championing inclusivity and resilience in a dynamic and demanding sector. Through their skills, experience, and unwavering commitment, they drive positive change, leaving a lasting impact and shaping the future trajectory of healthcare.

Within the healthcare sector, Annie Valsan, CEO of City Clinic Group, stands as an accomplished leader with over 24 years in hospital and healthcare management. With 23 years dedicated to operations at Christian Medical College (CMC) Vellore, an unforeseen opportunity at the age of 60 redirected Annie Valsan's professional journey towards City Clinic Group in Kuwait—an instrumental decision in her trajectory. Annie boasts a proven track record of innovatively implementing projects from conceptualization to realization, showcasing her prowess in healthcare management. Excelling in team leadership, motivational strategies, and resource optimization, she has left an indelible mark on the healthcare sector.

In an exclusive interaction with Women Entrepreneur, Annie Valsan enlightens us more about her professional journey and leadership traits.

Take us through your professional journey. What were some of the most crucial junctures throughout the journey?

Doing my M.Phil in Health and Hospital Systems Management from BITS Pilani in 2000 and the concomitant shift from nursing to General Administration brought forth a self-discovery phase, unveiling strengths, weaknesses, and passions. Amid challenges, resilience emerged as a guiding force, viewing difficulties as pathways to personal growth. Courage and calculated risks defined my 24-year healthcare journey, as adapting to change became imperative. Over time, I learned the significance of moving on, the Stephen Covey principle of 70/30 prioritizing impactful aspects over trivial concerns, fostering a focus on what truly matters. Retirement after 23 years in Hospital Operations at CMC Vellore marked the end of one chapter, and an unexpected opportunity at 60 led me to City Clinic Group, Kuwait—yet another turning point in my professional trajectory.

What role did BITS Pilani play in shaping you as an individual and as a professional?

BITS Pilani played a transformative role in my personal and professional development. After a five-year hiatus raising twins, the program was a refreshing transition from household chores to the learning environment. The faculty's excellence and the program's open structure enriched our experience, infusing practical training. Spending time on the exceptional campus added to the immersive learning. This BITS Pilani experience has been pivotal, shaping me into the professional I am today. Without this experience, my current role wouldn't be as fulfilling and impactful.

Tell us about the various areas of expertise you have developed as a leader in healthcare management over the years.

Since joining the healthcare sector in 2000, my leadership journey has been marked by continuous learning and innovation. Beginning at the bottom, I honed skills in event organization, workflow management, and project innovation in patient care including implementation of electronic medical records (EMR) at CMC. I have been responsible for the curriculum and training of physician's medical assistants from 2004, a first in the country. I thrive on challenges, steering through crises, notably during the three waves of COVID-19 in India. Overseeing quality clinical activities including COVID testing and treatment and spearheading the COVID vaccination program at CMC Vellore showcased my organizational and implementation prowess. Beyond healthcare, my

venture into revamping and involvement in operational plans for CMC's new hospital demonstrated adaptability and a diverse skill set, making my journey in healthcare management dynamic and rewarding.

Introduce us to City Clinic Group. What are the various roles and responsibilities you shoulder as the institution's CEO?

City Clinic Group comprising five centers in Kuwait, a sixth in the UAE, and the seventh in India specializes in family-centered outpatient care with both generalists and specialists. I took on the role of CEO in October 2022, drawn by the organization's commitment to providing affordable quality care for expatriates. I have been dedicated to shaping the institution over the past year and four months. Notably, we hosted the first International Conference on Adolescent Health with 22 participating expatriate Kuwaiti schools and faculty from the Christian Medical College (CMC), Vellore. Moving towards Australian Council (ACHS) accreditation, our cohesive teamwork aims to position City Clinic Group as a prominent center for quality patient care in Kuwait.



BITS PILANI PLAYED A TRANSFORMATIVE ROLE IN MY PERSONAL & PROFESSIONAL DEVELOPMENT

Throw light on the most critical professional milestone you have achieved throughout your professional journey. What has your success mantra been over the years?

A pivotal milestone in my professional journey is the unique feat of dedicating my entire career, from study to retirement, to a single organization. Unlike many who come to the Gulf in their younger years for financial gain, I chose to serve my country until retirement before making this transition. My success mantra revolves around loyalty, gratitude, and giving my best to the organization that has been instrumental in shaping my career. I feel blessed to have been part of this exceptional journey and the remarkable organization that contributed significantly to my growth, the Christian Medical College, Vellore. [WTA](#)