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Dr. Richa Mishra

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Dr. Richa Mishra

Creating Healthcare and Education Ecosystems That Empower Women and Underserved Communities

Shweta Singh | The CEO Magazine

Building institutions is difficult. Building them as a woman in sectors as complex as healthcare and medical education demands an entirely different kind of resilience. Dr. Richa Mishra has spent her journey doing exactly that, building hospitals, medical institutes, and educational institutions while steadily pushing past the limitations often placed on women in leadership roles. Over the years, her work has grown into a network of healthcare and academic ecosystems across Uttar Pradesh, shaped by a commitment to access, community trust, and the belief that leadership must ultimately serve those who need it the most.

A Journey Rooted in Service

From the earliest days of Dr. Richa's journey, responsibility was not merely a duty but a calling. Building institutions in healthcare and education taught her that leadership is shaped in moments of challenge – navigating regulatory hurdles, building trust within communities, and ensuring that underserved voices are heard.

Mentors and role models influenced her approach, encouraging her to balance resilience with empathy and to view leadership not as authority, but as service. Each step – from establishing hospitals and medical colleges to setting up schools in rural areas – became more than a milestone; it became a lesson in perseverance, inclusivity, and vision.

Adversity strengthened her resolve, while close engagement with communities deepened her

compassion. These experiences shaped a mindset rooted in clarity, accountability, and empowerment, and fuelled ambitions that go beyond personal success: creating institutions guided by a clear mission: to provide healthcare and education to the last woman in society, ensuring that access is not defined by geography, privilege, or circumstance.

Today, Dr. Richa serves as Founder Trustee, Chairperson, and Director across multiple institutions, including Hind Institute of Medical Sciences in Barabanki and Sitapur, Adyant Institute of Medical Sciences in Lucknow, and Sri Balaji Charitable Trust. She also serves as Director at Shekhar Hospital Pvt. Ltd. Since 2000, these institutions have grown into a comprehensive healthcare and education network serving patients and medical aspirants across Lucknow, Barabanki, and Sitapur, supported by a workforce of over 5,000 professionals.

For her, leadership remains a continuous journey – one focused on building resilient ecosystems where opportunity, care, and learning are accessible to all.

Redefining Leadership as a Woman

Dr. Richa's leadership journey has unfolded alongside challenges that extend beyond operational complexity. In healthcare and medical education – fields traditionally dominated by established hierarchies – women leaders often face heightened scrutiny. Credibility must be demonstrated repeatedly, and authority is frequently questioned before it is accepted. "As a woman in leadership, I have learned that the



journey is not only about building institutions – it is also about breaking barriers that are often invisible but deeply entrenched,” she reflects.

Professionally, some of the most defining moments came during the pandemic. Leading three hospitals with nearly 2,000 COVID beds meant that every decision carried life-and-death consequences. Under immense pressure, systems had to function without failure. Rather than respond to doubt with explanation, she chose to respond with results – strengthening hospital infrastructure, ensuring oxygen management efficiency, and contributing research on oxygen demand and supply that later earned recognition from the World Health Organization. Performance, she believes, remains the most credible answer to scepticism.

Structural barriers presented another layer of complexity. Securing approvals for medical colleges, nursing programs, and blood banks required navigating bureaucratic systems that were rarely designed with inclusivity in mind. Access to resources, funding, and institutional backing often demanded persistence beyond the ordinary. Through rigorous compliance, transparent processes, and operational discipline, she established standards that reinforced credibility and demonstrated that women-led institutions can meet – and exceed – regulatory benchmarks.

Culturally, traditional expectations have also shaped the journey. Leadership at scale in healthcare infrastructure is not always readily associated with women. Balancing professional responsibility

with societal expectations adds further pressure. Dr. Richa addressed this by reframing leadership itself. “Leadership is service, not authority,” she says. By fostering empathy, inclusivity, and community engagement within her institutions, she worked to create environments where women are empowered to lead confidently rather than cautiously.

Today, she views these challenges not as obstacles but as defining experiences. “Challenges – whether professional, structural, or cultural – have not deterred me; they have defined me. Leadership is not about overcoming barriers alone, but about dismantling them so the next generation walks a smoother path.”

Building People, Not Just Institutions

For Dr. Richa, institutional growth has always been inseparable from the people who sustain it. Her approach to talent is shaped by inclusivity, empowerment, and long-term development, with a strong focus on creating opportunities for women and underrepresented groups within healthcare and education. “Institutional success is not built on infrastructure alone – it is built on people,” she says. Recruitment across her institutions is guided by diversity and purpose. Partnerships with community networks, women’s organisations, and educational institutions help identify candidates from varied backgrounds, while transparent, merit-based processes ensure that opportunity is not limited by gender, social context, or circumstance. Beyond qualifications, she prioritises individuals who connect with the larger mission of equity and empowerment.



Leadership development, for Dr. Richa, is about creating pathways rather than positions. She believes growth must be intentional. Emerging women leaders within her institutions are encouraged to step forward through mentorship, guided exposure, and structured training in management, technology, and compliance. The aim is not only to prepare them for roles but also to build confidence and decision-making capability. Platforms are created where women and underrepresented voices can contribute ideas, lead initiatives, and participate in shaping institutional direction.

Retention, in her view, is rooted in respect and belonging. Supportive policies, wellness initiatives, and family-conscious practices acknowledge the realities many women navigate. Recognition is not limited to titles; it includes celebrating contributions, encouraging research, and opening avenues for advancement. She believes institutions retain people when they feel valued, heard, and trusted.

“My philosophy is simple: talent thrives when given trust, opportunity, and respect,” Dr. Richa reflects. “By focusing on women and underrepresented groups, we not only correct historical imbalances but also unlock creativity, resilience, and leadership that enriches the entire institution. Success lies not just in retaining people, but in enabling them to rise, lead, and transform the communities they serve.”

Success Measured in Impact

For Dr. Richa, success has never been defined by designation or recognition alone. “Success, to me, is



measured in the lives touched, the barriers broken, and the institutions built to serve generations yet to come,” she says.

Over the years, that philosophy has translated into tangible milestones. The establishment and management of multi-speciality hospitals and medical institutes across Lucknow, Barabanki, and Sitapur brought together clinical excellence, education, and community empowerment under one expanding ecosystem. During the pandemic, she led three hospitals with nearly 2,000 beds, ensuring continuity of care at a time when uncertainty defined the healthcare landscape. Alongside this, the expansion of schools and medical colleges extended opportunities to underserved communities, particularly women and rural populations.

Recognition followed impact. Her research on oxygen demand and supply during COVID earned acknowledgement from the World Health Organization, affirming both scientific rigour and humanitarian commitment. Equally significant to her is the trust of patients, students, and families who view these institutions not simply as facilities, but as spaces of reassurance and possibility.

Her work has also been shaped by a broader commitment to equity. By advancing inclusive healthcare and education models, she has laid the foundation for Uttar Pradesh’s first women-specialised medical and nursing college. Transparency, compliance, and accountability have been central to strengthening institutional resilience, while expanded outreach has ensured that access to quality healthcare and education reaches marginalised communities.

“In 2026, I define success not by what I have achieved alone, but by the ecosystems we have created – resilient hospitals,



inclusive schools, empowered women, and communities that now stand stronger," she reflects. "Success is the ability to transform adversity into opportunity, recognition into responsibility, and vision into reality. That is the journey I celebrate, and the path I continue to walk."

Staying Ahead in a Dynamic World

Leadership in a dynamic environment requires foresight as much as adaptability. *"Industry trends shift rapidly, leadership thinking evolves constantly, and technological disruptions redefine how institutions function. My approach has always been to anticipate, adapt, and act with clarity,"* says Dr. Richa.

Continuous learning remains central to that approach. She stays engaged with global research, conferences, and thought leadership platforms while remaining closely connected to medical, educational, and business journals. For her, understanding change is not just about tracking trends but recognising their implications for institutions and the communities they serve.

Technology, too, is viewed as a partner rather than a replacement. The integration of telemedicine, AI-led diagnostics, and data-driven systems is helping expand reach and efficiency while preserving the human touch that healthcare and education demand. *"Technology should amplify access and impact, not replace empathy,"* she emphasises.

Collaboration and networks play an equally important role. Engagement with peers, mentors, and global institutions allows for the exchange of ideas and shared learning. Her recognition by the World Health Organization during the pandemic further reinforced the importance of aligning local action with global thinking and standards.

Agility is encouraged across her institutions through experimentation and innovation. New models in education and healthcare are piloted before scaling,

while teams are encouraged to test ideas and adapt to evolving needs. At the core of this approach remains an empathy-driven strategy — ensuring that technological and institutional progress translates into meaningful outcomes for people, particularly women and underrepresented communities.

"Staying ahead is not about predicting the future — it is about preparing for it," Dr. Richa reflects. *"By combining continuous learning, technological fluency, collaboration, and empathy-driven leadership, we can build institutions that are not just resilient to disruption but capable of leading transformation."*

The Road Ahead

Over the next three to five years, Dr. Richa envisions her institutions evolving into a nationally recognised hub for women-centred medical education and healthcare delivery. The proposed Women's Medical College — By Women, For Women — reflects this direction, aiming to train a new generation of women doctors while building a model of inclusive care that responds to the needs of women and underserved communities.

The focus ahead includes expanding specialised programmes in nursing, midwifery, and public health; strengthening rural outreach through mobile health units and partnerships; and building research collaborations in maternal and child health, gender-specific medicine, and public health innovation. There is also a growing emphasis on contributing to healthcare reform through policy engagement and institutional thought leadership.

In this phase, her role is gradually shifting from founder and administrator to mentor and advocate, supporting systemic reform, guiding young women in medicine, strengthening transparency within institutions, and representing women's leadership in healthcare across wider platforms.

“THE NEXT FEW YEARS ARE ABOUT CONSOLIDATING WHAT WE HAVE BUILT, SCALING IMPACT, AND SHAPING A LEGACY THAT EMPOWERS WOMEN AND STRENGTHENS COMMUNITIES,” CONCLUDES DR. RICHA.