

Smart Healthcare Conclave – Celebration of Innovation & Confluence of Ideas on One Platform

“Learning never exhausts the mind”

— Leonardo da Vinci

Smart Healthcare Conclave concluded successfully on 12th August 2016 with some thought-provoking key takeaways that will undoubtedly guide all our healthcare stakeholders in strengthening the healthcare ecosystem. The learning of the conclave will enable all of us to renew and refocus our approach towards the entire healthcare sector. Through this report, compiled with a vision, we earnestly wish to both broaden thought processes and kindle innovative ideas on healthcare.



Adoption of Good Policies & Technology – Talisman of Healthcare Problems

Keeping in mind the fact that technology plays a vital role in widening the healthcare services, we are adopting world-class technologies to ensure efficient medical and healthcare service delivery across the country. Our Prime Minister Narendra Modi has expressed concern about providing healthcare services to rural and difficult areas. It was a big challenge to deliver better healthcare services to villagers at their doorstep. But we have tried to ensure this by adopting good policies and technology within the department and the situation has improved a lot at ground. Our metropolitan cities do have both private and public facilities in healthcare. There is a need to spread awareness among people and if we worry about this more than other factors then half of the healthcare problems can be solved. The really important factor is that we need to involve more number of people in healthcare. We are trying to strengthen the role of National Health Mission (NHM) in different states with adequate support of all people. It requires collective efforts from all communities, as well as the government and private industry. The suggestions and feedback coming out of vibrant sessions happening at this summit should be submitted to the Ministry of Health & Family Welfare to strengthen healthcare ecosystem.



Chief Guest: **Shri Fagga Singh Kulaste**, Hon'ble Minister of State, Ministry of Health & Family Welfare, Government of India



Technology, Preventive Care & State Support – Key to Successful Implementation of Health Measures



“We need to create appropriate infrastructure, communication, and law and order to retain doctors in public sector medical facilities”

Dr Jagdish Prasad
Director General of Health Services (DGHS),
Ministry of Health & Family Welfare,
Government of India

We need to create appropriate infrastructure, communication, and law and order to retain doctors in public sector medical facilities. Doctors need appropriate environment and academic facilities to work; therefore, we need to introduce such facilities in the public healthcare facilities.

We face so many problems related to communicable and non-communicable diseases (NCDs), so the Government of India has undertaken many initiatives in the e-health systems. We have done a pilot project in four districts of the country where we are mapping out the entire country as far as infrastructure and human resources is concerned to enable adequate information related to healthcare (such as competence of doctors, qualification of doctors, etc.). This is one of the project that is going on.

In the Ministry of Health & Family Welfare, e-filing has been initiated. Even in small files we do e-signings.

Since now we are fighting with NCDs, which are totally preventable diseases, at least 70 per cent can be prevented or delayed, we are working along with the AYUSH system in six districts in the country at the moment that include Gaya (Bihar), Lakhimpur Kheri (Uttar Pradesh), Bhilwara (Rajasthan), Krishna Nagar (Andhra Pradesh), etc. In these districts, we are focusing on lifestyle diseases. We have posted about 30 Yoga teachers and 30 to 40 AYUSH teachers. The cost of treatment of NCDs is very

costly to patients and they are also not curative.

Now we are also asking all health secretaries of states to come up with a proposal because we want to have in every district at least one naturopathy hospital. This will ensure adequate treatment through normal physical activities or Yoga. The states have to now come forward as they will be providing land and we will be giving funds to open naturopathy hospitals. We are also asking corporates to come forward and work on the above project.

We are now not just focusing on infrastructure, but also on prevention. Investment in prevention is necessary to reduce cost of treatment.

Today, I will also talk little about organ transplant as 13th August is the Organ Transplant Day. The Government of India has formed the National Organ & Tissue Transplant Organisation (NOTTO) in Safdarjung Hospital, which has five branches across India. These branches will be region-wise controlling information on organ transplant. We are now promoting both prevention and organ donation of life-saving organs.

As 70 per cent of our population depends on private healthcare facilities, the Prime Minister has taken a policy decision of the National Insurance Policy, where the daily wage workers, rickshaw pullers, etc. in metros will be covered. We are covering nearly 40 crore population under this policy and every family will be given up to Rs 1, 60, 000 for treatment each year. We are trying to enlist hospitals and this policy is likely to be implemented in 2017. We are funding states to purchase essential medicines. Another initiative undertaken by the Government of India is introduction of drug pharmacies where drugs are purchased directly from manufacturers which will decrease price of cancer drugs to a large extent. We also plan to upgrade district hospitals. We have chosen 60 districts with more than 300 beds to be converted into medical colleges.

Under the Pradhan Mantri Swasthya Suraksha Yojana (PMSSY), we have already given the fund of around Rs 120 crore to each medical college to develop super-specialities.

These are few steps undertaken by the Government of India and we are initiating progressive healthcare measures to take India to another level.

Establish Trust Models of Collaborations to Strengthen Healthcare



"The strength of both public and private sectors when combined together can offer quality care to 1.2 billion people"

Dr Ashok Seth
Chairman of Fortis Escorts Heart Institute, New Delhi and Head, Cardiology Council of Fortis Group of Hospitals

While we can talk of availability, affordability and quality, for me the major challenge is how to integrate the strength of the two verticals - both private and public healthcare sectors. We have to accept the single fact that the two are major portals of delivery of healthcare in the country. The public sector has the reach and accessibility, but, unfortunately, gets overburdened. As a result, the public sector is not able to maintain the quality, infrastructure, high levels of technology and techniques, and the increasing cost of advanced care. On the other hand, private sector offers efficiency, expertise, high-quality infrastructure, etc. at a cost factor which becomes not very affordable to many common people.

Actually, it's the strength of the two which when combined together that can offer quality care to 1.2 billion people. And, yet we keep looking at each other's deficiencies. Therefore, the public and private sectors need to sit together on the same side of the table. The Government should comprehend that we need to create an alliance between the two sectors. The

Government should see private healthcare providers as the best allies to deliver healthcare efficiently downstream & the private sector should see a great ally in the Government for enabling reach with some profitability. It's the lack of appropriate efficiency in care that led to the rise of private healthcare models.

The saddest part is when a private healthcare provider opens a 100-bed hospital next to the public hospital. The patients have to pay a huge amount of money for accessing care at the private hospital, only because the Government is not able to deliver the same quality care. Both the sectors could have been married together with the same infrastructure. This is the biggest challenge in the Indian healthcare system.

Secondly, as we go down the healthcare model, quality has to be maintained even when healthcare services have to be delivered at a highly subsidised rate and in some states for free. Moreover, the entire system has to be transparent. The patients in rural areas need to have the same rights, such as quality care, outcome measures and the best healthcare services.

The policymakers have the major task in their hands for 1.2 billion people, but the measures that will transform healthcare and country cannot be populist. The populist measures may seem good, but may not have any relevance. Therefore, we need to transform such populist measures into benefits. The measures that may not look beneficial visually now will prove beneficial in future.

The opportunities in healthcare are paramount because healthcare delivery to 1.2 billion people always ensures innovations. I compliment you for holding such a great meeting today, where brains which have been thinking of the best and the most frugal ways of offering healthcare to the masses through e-technologies and various partnerships between different organisations came together. All these models are a great opportunity in achieving universal healthcare.

Healthcare delivery cannot be a philanthropy mission. It cannot be a no-win situation for some and win-win situation for others. Therefore, we need to define the advantages. The advantages will come out of partnerships between the public and private sectors, amongst the innovators, amongst the young individuals creating small hospitals for healthcare service delivery, amongst entrepreneurs, etc. The Government can also leverage benefits from such collaborations that can emerge as trust models.

In order to strengthen healthcare, all stakeholders need to be involved equally as in the round table. Such a platform is a win-win situation for the industry, Government, corporate healthcare deliverers, doctors and finally to the patients. Patients also need to be presented as a stakeholder in every decision-making process. Let's not look at each other with suspicion. We need to have a sustainable vision for healthcare, which cannot be achieved without public-private partnership models.



Voice of Leaders



Alok Kumar

Mission Director, National Health Mission
Government of Uttar Pradesh

Vision

- With the help of IT-enabled system, supply chain management and inventory management can be taken care of

Key Takeaways

- IT is an important tool for private and government sector. It has made deliverance of services transparent and time bound
- IT acts as an effective monitoring tool for administrators and authorities
- We are implementing many projects under the PPP model to strengthen healthcare system in the state

Gyanesh Pandey

Chairman & Managing Director, HSCC (India) Ltd

Vision

- Help hospitals to achieve healthcare anytime, anywhere
- Change people's mindset towards the implementation of innovations & changes. Only when people will be implementing the changes, they will be using them

Key Takeaways

- Trying to undertake cost reduction initiatives by minimising the cost of important activities in hospitals





Voice of Leaders

George Kuruvilla

Chairman and Managing Director, BECIL

Vision

- Integration of technologies in government medical facilities to enable benefits to the last person
- Study various technologies to implement the project through partnership or empanelment

Key Takeaways

- A centralised cloud system in the government sector is needed to have data in one place in a secure way
- Big data can be fruitfully utilised for the benefit of the poorest of the people



Rajesh Gupta

Head – Healthcare Solutions, Medanta The Medicity, Gurgaon

Vision

- Providing mobile platforms to both patients & doctors
- Developing collaborative care
- 3 Cs – Communication (giving right information to patients), Collaboration (between care team and patients) & Convenience

Key Takeaways

- Strong infrastructure & robust hospital information system (HIS) with all the required modules
- All billing, supply chain, etc. are online
- Trying to bring all the data centres on one platform to enable sharing of information
- Running numerous business intelligence projects & analytical work, at about 90% implementation - both business and clinical analytics
- Conducting a pilot with DocBox to integrate its application with equipment to fetch data directly into the application - Allows maintenance of accuracy & printing of only relevant information



Voice of Leaders



Alok Khare

VP-IT, Jaypee Hospital, Greater Noida

Vision

- Focus on information technology (IT)
- Adoption of such a technology that can enable migration to a newer technology

Key Takeaways

- Hospital information system (HIS) is the main enterprise resource planning (ERP) for the hospital
- Soon planning to become from 500-bed to 900-bed hospital
- Cloud is an inescapable medium for storage of data

Ch. Somashekar

Assistant General Manager (IT), Aarogyaaahri Healthcare Trust,
Telangana State Government

Vision

- Bridge information gap
- Simplify our insurance & treatment procedures
- Planning pharma centres & ICUs with the help of the state government on highways

Key Takeaways

- Basic reason behind creating app by Telangana-based Aarogyasri Healthcare Trust was to prevent deaths of accident victims & people in emergency in remote areas
- Collected geographical coordinates of 269 hospitals in the state to provide shortest distance on the map.
- Also incorporated phone numbers, speciality details, etc.
- Implemented the facility of downloading Health Card
- Incorporating nearby ambulance service details





Voice of Leaders

Dr Ravi Gaur

COO, Oncquest Laboratories Ltd, New Delhi

Vision

- Need to have devices more focused on prevention & monitoring
- Affordable, accessible devices that can be used at the peripheral level are required

Key Takeaways

- We are into high-end technology testing where technologies are very expensive; therefore, in-house systems need to be developed to validate these technologies to bring down cost
- Need to have a big R&D lab to test medical devices to cut down investment & ultimately cost



Dr Shuchin Bajaj

Founder Director, Cygnus Hospitals, Gurgaon

Vision

- ICT can enable access to super-specialists living in metropolitan cities to most underserved population
- Need to focus on primary care than tertiary care to enhance preventive care & address policy gap
- Future lies in real-time monitoring
- Need to increase big data role in evidence-based care, particularly in public healthcare sector

Key Takeaways

- Started in 2011 and we have now 11 hospitals
- Entire HMS runs on cloud

Brainstorming Sessions



L to R: Vinod Menon, CEO, Smart Genex Technologies; Jaikant Singh, Head- Partnership & State Alliance, National Skill Development Corporation; Anjan Bose, Secretary General, Healthcare Federation of India; Moderator: Dr Supten Sarbadhikari, Project Director, Centre for Health Informatics of the National Health Portal, Ministry of Health and Family Welfare, Government of India; Chief Guest: Shri Faggan Singh Kulaste, Hon'ble Minister of State, Ministry of Health & Family Welfare, Government of India; Dr Deepak Agarwal, Chairman- Computerisation & IT, AIIMS, New Delhi; Neeraj Lal, Group COO, Sunshine Global Hospitals, Gujarat; Sumit Puri, CIO, Max Healthcare, Gurgaon; N K Ramakrishnan, CIO, Sir Ganga Ram Hospital, New Delhi; Dr Rajesh Gupta, Head - Healthcare Solutions, Medanta The Medicity, Gurgaon.

Smart Hospitals for Smarter Healthcare Services

Key Takeaways:

- As far as making health smart in India is concerned, the Government of India has also undertaken many measures, such as the National eHealth Authority (NeHA) is in the process of being set up.
- The National Centre for Informatics is getting registered as an autonomous society under the Ministry of Health & Family Welfare that will be acting as the Secretariat.
- Being 'smarter' means being 'better', both in terms of cost, as well as outcomes.
- Use of mobile phones, which is very prevalent in the country today, can be tapped as an opportunity in healthcare.
- Compared to other countries, we are forced to see 10 times more patients - one & only way to really cater to our population is by becoming smarter.
- Smart healthcare changes can be categorised into IT process related changes and IT infrastructure.

Achievements of Participating Hospitals:

- Max Healthcare, Gurgaon: For efficiency, we are doing a lot of work to improve our own internal processes, the best way to reduce waiting time, cost control for materials, etc.
- Max Healthcare, Gurgaon: We want to go ahead and diversify into wellness and prevention, so we have launched a big digital initiative in home care.
- Medanta: We are developing mobile apps for patients for not only appointments, but also to access health reports, discharge summaries, etc., as well as share with other doctors.
- Sunshine Global Hospitals, Gujarat: Named our intensive care unit (ICU) as a happy unit & creating a room called counselling room.
- Sir Ganga Ram Hospital, New Delhi: One of dream projects of Sir Ganga Ram Hospital is Smart OPD - in 12 months' time we will be one of the very few hospitals in the country where the entire OPD is completely digital & all hospital records are captured in a very structured manner and put across for evidence-based clinical practice.
- AIIMS, New Delhi: Recently tied up with Hitachi through a Japanese funding agency NEDO to reduce expenditure of power consumption by 50% using a lot of smarter technologies.



Brainstorming Sessions



L to R: Sridharan Mani, Director & CEO, American Megatrends India (P) Ltd; Dr Shuchin Bajaj, Founder Director, Cygnus Hospitals, Gurgaon; Gunjan Kumar, CIO & Head New Initiatives, Regency Healthcare, Kanpur; Moderator: Dr D S Rana, Managing Director/Chairman, Sir Ganga Ram Hospital, New Delhi; Alok Khare, Vice President – IT, Jaypee Hospital, Noida; Nikesh Singh, Group CEO, Meenakshi Mission Hospital and Research Centre, Madurai.

ICT-Enabled Healthcare System

Key Takeaways:

- One solution does not fit everything! It's always business first, then the technology comes the next. We need to understand the core competency of business, then we can always get external vendors to add on top of this.
- ICT is the only way to promise healthcare to the population.
- We can use very good and high-end technology as and when we require it, but the problem is that the healthcare stakeholders must be willing to adopt these technologies and have enough human resources to implement those technologies.
- We need to know the switching cost & hidden cost before collaborating with an IT vendor.
- There should be a decent level of redundancy built in to ensure that whatever are being committed to the clinicians & internal service providers are predictable, reliable and consistent.
- We know that technology can bring a lot of improvement in economy, setting process and healthcare/cure; however, it can become an expensive affair, especially to have enterprise solution for bigger hospitals, and when there are no standard processes.
- The IT is a good differentiator between good and normal organisations.

Achievements of Participating Hospitals:

- Cygnus Hospitals, Gurgaon: Started in 2011 and we have now 11 hospitals. Entire HMS runs on cloud.
- Regency Healthcare: By 2018 end, we will have seven hospitals up and running.
- Regency Healthcare: We started working on a truly medical-grade infrastructure, which was initially considered a passive investment.
- Jaypee Hospital, Noida: For selecting IT vendors, we identified four to five parameters, such as whether they are using the latest technologies, open sources or proprietary services, whether they have really healthcare domain knowledge or not and last important point was whether this will address mobile technology or not.

Brainstorming Sessions



L to R: Dr Rajiv Kumar Jain, Additional Chief Medical Director, MoHFW, Indian Railways; Dr Ravi Gaur, COO, Oncquest Laboratories Ltd, New Delhi; Moderator: Dr Jitendar Sharma, Director-WHO Collaborating Center for Priority Medical devices & Health Technology Policy, NHSRC, MoHFW, Government of India; Rajiv Nath, Forum Coordinator, Association of Indian Medical Device Industry

Medical Devices Sector: The Road Ahead

Components & Landmark Achievements:

- **Quality** – For the first time in the history of medical devices, the industry came forward and told that we will make voluntary standards for good manufacturing practices, which resulted in Indian Certification for Medical Devices (ICMED) (including internationally benchmarked standards, such as ISO 13485, ISO 9001 and over and above good selection criteria for machines). Such a forward-looking step was taken even before the government or any other agencies took such a measure.
- **Selection process of the requirement** – The Government in consultation with the industry has frozen the technical specifications and an advisory has gone to all the state governments to ensure no particular standard of a particular nation is used as exclusionary criteria during procurement to give a level-playing field to all players.
- **Cost** – Medical device manufacturing is costly because it requires certain high investment in scientific facilities that are capital intensive in nature. A great step was undertaken by the Andhra Pradesh Government by establishing Andhra Pradesh MedTech Zone (APMTZ) where the Government is setting up all capital-intensive scientific facilities, laboratories, etc. that will be leased out to the manufacturers in Vishakhapatnam. APMTZ will enable to decrease the cost of good quality products.

Other Key Takeaways:

- Affordable quality healthcare is only possible with the access to home-grown affordable quality medical devices.
- Affordability and accessibility are definitely the key, but along with that we also need to see viability.
- Isolation will not deliver benefits, interdependency required in healthcare sector.
- When we started the journey, India had 70% import dependency, which was not accurately estimated.
- As of now medical device industry has more positives than negatives
- Healthcare providers need to tap into the effectiveness of this growing strength of the medical device segment without diluting it with mechanisms that are not completely industrial in nature, but are based out of the conflict of interest mechanisms between different healthcare stakeholders
- Our perception that IT has not penetrated in northeastern states needs to be changed.



PSU Presence



Need of the Hour – Better Utilisation & Maintenance of Healthcare Infrastructure

“ We have been taking lot many initiatives to improve healthcare structures and are proud to have built around 150 hospitals in the country, as well as abroad. In India, states like Uttar Pradesh (UP), Himachal Pradesh, Kerala, etc., we have built and maintained hospital structures which exhibit the improvements and changes adapted by this industry. As far as efficiency in services is concerned, it has also reached to growth levels.

Whatever infrastructure is already there in our country it needs to be utilised and maintained in a better way. ICT must be utilised as an integral part for execution of any projects.”





Linking Remotest Areas via Information Technology

“The total concept behind IT-enabled healthcare services is about gathering requirement, designing according to the requirement, solution delivery and maintenance of the services being provided. IT support can very easily create linkage with the remotest areas through video conferencing and telemedicine through their integration and customisation.”





Industry Presence



Introduction of Technology to Herald Smarter Healthcare Service Providers

“We have introduced SmartGenX, a vital monitoring system which continuously monitors the vital stats for non-critical care patients, providing a 24x7 monitoring system. This device uses Bluetooth and Wi-Fi-enabled integrated devices on smart wearable which collect data and health vitals. These vitals are later monitored by specialists and physicians. Additionally, there are wearable jackets and devices by which all vital parameters can be monitored by the central nurse station and doctors. This will enable to create a big data for better analysis & sending alerts to both patients and doctors.”





Industry Presence



Healthcare vs. Health Cure – Understanding Sick Care Business

“ Current healthcare system is nothing but cure business, and it's truly the business of dealing sickness. When we have more than 100% of money being spent on healthcare, we expect disabilities to come down & more people to live healthy lives. However, we have seen the reverse as more number of people are now living with disabilities. Despite increase in spending, the quality of care has not enhanced. Today's healthcare system is fundamentally flawed as there is cure and no provision for cure. The healthcare revenue model is based on the level of sickness. Only 90% of spending goes on cure and only 7% on prevention. ”





Industry Presence



True Primary Care Key to Holistic Care

“As per the tech trends in healthcare, patients must have the maximum exposure and interaction with doctors at the primary level which continues to the secondary level and then tertiary level. We provide polyclinic solutions and hospital solutions ranging from hospital information system (HIS) to clinical systems. Moreover, to create ease in healthcare services, we would soon be launching ambulatory products which are being made available for free to single clinic doctors. Amazing part is that, IT healthcare has reached to rural regions of the country. With that it can be proved that IT-enabled devices will provide the foundation for true primary care platform from where one can actually have continuity of care going up to secondary and tertiary healthcare.”



Industry Presence

Godrej interio®



Smarter Solutions for All

“With the intent to provide the industry with healthcare solutions, we sought to do it in a smarter way by fulfilling needs of not only the end users but also the caregivers, as well as the administrators. As required by the industry, solution providers need to innovate solutions to help healthcare industry to offer its services in an efficient way while creating ease for patients.”





Industry Presence



Medical Products Service: Providing Quality Solutions for Better Performance



De Bono Flexcom (i) Ltd: Excellent Solutions for All

Industry Presence



Robosoft Technologies: Ensuring Better Management of Healthcare Industry



Hindustan Syringes & Medical Devices Ltd: Offering Solutions in Remotest Corners via Established Business Network



Healthcare Awards

Awards: Applause for Innovation & Groundbreaking Healthcare Measures



Uttar Pradesh Health System Strengthening Project
for Best IT Solution for Public Health



dWise Healthcare IT Solutions Pvt. Ltd. for
Best Healthcare IT Application Company



Madhya Pradesh Public Health Services Corporation
Limited for Best IT Solution for Public Health



District Panchayat Sabarkantha for Best
Innovation for Social Cause in Healthcare



Star Imaging & Path Lab Pvt Ltd for Best
Diagnostics and Imaging Centre



Aarogyasri Healthcare Trust, Government of
Telangana for Best Emerging Healthcare App



Bhamashah Swasthya Bima Yojna for Fastest Growing
Government Health Insurance Scheme in Rajasthan



Sunshine Global Hospitals, Gujarat for
Best Multi-Speciality Hospital of the Year



Trivector Biomed LLP for Efforts in Providing
Smart Solutions for Infertility Management,
Infection Control and Critical Care

CONGRATULATION WINNERS!

Thank You

for your Immense Support and
Participation that has made



Leveraging World Class Technology for Providing Healthcare Services to Citizens

A Grand Success

Heartfelt thank you to all our speakers, participants, delegates and sponsors for their contribution for the success of Smart HealthCare Conclave 2016. The Summit would not have been the same without each one of you.

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