



elets
HEALTHCARE
INNOVATION
SUMMIT
BENGALURU | 25 APRIL 2019

CONFERENCE REPORT



TION SUMMIT





EXPLORING BEST INNOVATIVE PRACTICES TO DEVELOP AFFORDABLE MODEL OF PATIENT CARE

In an endeavour to ponder upon different facets of healthcare delivery system especially accessibility, affordability and cost-efficiency factors, the 3rd Healthcare Innovation Summit was organised in Bengaluru recently.

Organised by Elets Technomedia, the healthcare summit witnessed confluence of key policymakers, international experts and industry leaders. The healthcare stalwarts shed light on innovative practices, conducive policies and ways to reach out to people living on the last-mile, their vision for it and the huddles in that roadmap.

Inaugurated by Shalini Rajneesh, Principal Secretary for Planning, Programme Monitoring & Statistics Department, Government of Karnataka, in the presence of Prof (Dr) Sarman Singh, Director & CEO, AIIMS Bhopal; Sunil Kumar Bhushan, DDG & Head Health Sector, National Informatics Centre; Dr S B Sinha, Advisor- Healthcare Technology, National Health Systems Resource Centre; and Col Hemraj Parmar, Group CEO, B R Life, the conference witnessed one of the finest congregations of top luminaries of the healthcare world.

The healthcare experts shed light on trending innovative practices across the globe and how that can be leveraged to improve healthcare delivery system in India. They also brainstormed about

existing issues of healthcare system and ways to do away the same with PPP playing a pivotal role on this front.

Speaking on the occasion, Sunita Krishnan, Vice President - Digital Marketing & Products, MedikaBazaar; Dinesh Koka, CEO, Onward Assist; and Raghavendra K, Head of Engineering, BOTAIML Pvt Ltd, provided insight of the industry, highlighting role of Artificial intelligence to bolster patient care.

Various enlightening discussion sessions touched upon issues such as: 'Taking Healthcare Delivery to Next Level -Best Practices, Innovation & Excellence', 'Role of Public Private Partnership (PPP) for Developing Sustainable Healthcare Ecosystem', 'Role of Emerging Technologies for Building Smart Hospitals', 'CEO Panel: Ensuring Affordable Quality Treatment and Meeting up with Patients' Expectations', and 'Ensuring Profitability Through Optimum Patient Care'.

Eminent dignitaries, on this occasion, unveiled a special issue of eHEALTH Magazine, which has been promoting innovations in healthcare ecosystem for over a decade. Also, industry leaders, diagnostic equipment manufacturers, and healthcare service providers were felicitated with Healthcare Excellence Awards for their extraordinary contribution in healthcare world.

Inaugural session: Taking Healthcare Delivery To The Next Level – Best Practices, Innovation & Excellence



SHALINI RAJNEESH

Principal Secretary for Planning, Programme
Monitoring & Statistics Department,
Government of Karnataka

"All countries have to achieve Sustainable Developmental Goal (SDG) by 2030. India is lagging behind on front of malnutrition, which leads to high maternal mortality and child mortality ratio. This paves path to low immunity, more communicable diseases, more patients in hospitals, and more doctors to patient ratio and many other health issues. Therefore, we need to look at innovative solutions. We brought in integrated solutions in Karnataka. Everybody needs to be aware about the fact that health is wealth. One should not only preach it but practice in daily routine."



PROF (DR) SARMAN SINGH

Director & CEO, AIIMS Bhopal

"India is capital of diabetes. Other non-communicable diseases are also increasing in unprecedented manner. We have minimum patents on front of innovations and technologies. One out of seven patents on technology was taken up by the Government of India recently. The technology helped us to eliminate Kalazaar, common disease in eastern parts of country. The kit we developed detects the disease within five to ten minutes. India allocates less amount of budget on research and development (R&D). Korea and Japan are among countries which spend maximum amount on R&D."



SUNIL KUMAR BHUSHAN

DDG & Head Health Sector
National Informatics Centre

"TB, diabetes and other non communicable diseases can be controlled with the help of IT solutions. Unless we have robust IT solutions in place, it is very difficult to monitor such patients. We have been in healthcare sector since last fifteen years and contributing to improve healthcare delivery system through IT-enabled solutions. Some of the solutions which have been implemented across country include Online Registration System, Reproductive and Child Health, National Portal for TB Surveillance called Nikshay, and Beneficiary Identification System (BIS) for Ayushman Bharat."



DR S B SINHA

Advisor- Healthcare Technology, National Health Systems
Resource Centre

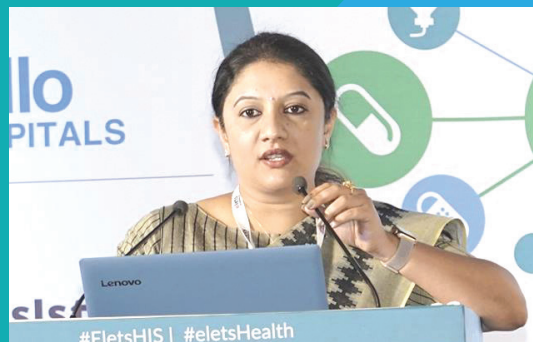
"Healthcare providers need to tackle challenges in certain areas including ICU beds availability, cost estimation, and diagnostics & drugs. eICUs are being implemented world over to increase beds availability and also to make it cost-effective. Through technology integration, command centres have been developed. Technology is being leveraged to reduce cost burden. Patients get treatment remotely where experts guide local staff on how to go about whole process."



COL HEMRAJ PARMAR

Group CEO, B R Life

"Globally the biggest industry is healthcare. The size of healthcare industry is about 10 trillion dollars. India spends very less amount on healthcare approx one percent of GDP. The Government of India launched Ayushman Bharat to provide 100 million vulnerable families a free insurance coverage of worth Rs 5 lakh. In wake of huge running cost of healthcare services, providers need to recalibrate their cost-strategy. Providers need to focus on innovative practices, envisioning designing and operationalising smart hospitals. PPP model is future of healthcare delivery model. It is a marriage between financial support provided by the Government and expertise like clinical and managerial which private partner facilitates."



DR RESHMA SUNIL

Head of Operations,
Rainbow Children's Hospitals

"The Centre for Good Governance is trying to strengthen the Government in terms of eGovernance and technology aspects so that they can deliver more. We are into policy formulations, assessment and evaluation of various schemes of Government, blockchain governance and mobile governance. If institutional capacities are properly monitored and accessed, PPP model could be more effective."

Industry Perspective



SUNITA KRISHNAN

Vice President - Digital Marketing & Products,
MedikaBazaar

"MedikaBazaar is into sales of medical products and consumables, catering to 18,000 hospitals as customers. It provides AI/ML solutions for operational efficiency and cost saving. We have designed an application called Vizi, which primarily uses artificial intelligence and machine learning technologies to plan what kind of stock you should be buying. It improves operational efficiency in medical supply procurement. Its key benefits include accurate projections, actionable purchase list, and recommended safety stock. We use consumption as base data."



RAGHAVENDRA K

Head of Engineering, BOTAIML Pvt Ltd

"Artificial intelligence (AI) has huge application in radiology. BOTAIML is working on various AI technologies with computer vision that does various things including traffic analysis, counting of vehicles, facial recognition, and various other computer vision applications. We also augment computer vision technologies to aid radiologists. AI technology helps radiologists to work with higher efficiencies, accuracies, and shorter turnaround times."

DINESH KOKA

CEO, Onward Assist

"We primarily work with diagnostic networks and lab chains. Onward Assist has developed telepathology platform in collaboration with a diagnostic network. We use innovative technology to get slide image captured. All institutes and labs don't have slide scanner or digital pathology. We have built the technology to help them out. Images are captured and then uploaded on cloud from where pathologists can analyse the report."



Role of Public Private Partnership (PPP) for Developing Sustainable Healthcare Ecosystem



RANI DESAI

CEO, Anahat Foundation- Enabling Better Public Health in India

"The Government has number of excellent healthcare programmes. The biggest challenge is implementation part and making people to avail the facility. More than 70 percent of poor people don't access government programmes due to number of reasons including awareness or language barrier. Implementation part can be overcome with private partnership. We have certain strengths which can be leveraged to do away infrastructural gaps on many fronts which led to better care."



DR ZORINSANGI

Department of Health Services, Government of Mizoram

"We have implemented many Government of India programmes in Mizoram. Many targeted interventions including TB control and HIV programmes have been carried out under PPP mode. There are many places where PHCs are being run under PPP mode as the Government alone can't manage it due to several issues including manpower and other resource allocation related problems. NGOs are very active in providing manpower and logistics support which in turn enables people better care at PHCs."

Role of Emerging Technologies for Building Smart Hospitals



DR GOVINDAIAH YATHEESH

Unit Head, Apollo Speciality Hospital, Karnataka

"Technologies can be harvested to ensure basic patient care delivery with better outcomes. The basic essence of any smart hospital is that it has to be a patient centric. The most important thing we need to look at is the outcome. When you are talking about smart hospitals, you need to run it in a smarter way which could increase profitability."



NANDKISHORE DHOMNE

VP- IT & CIO,
Manipal Hospitals

"Smart hospital is combination of components including great technology, best faculty and services, and good staff. In addition, there should be less turnaround time, process has to be simple, and information has to be available at point of care. However, such hospital requires huge investment in terms of money, efforts, and timelines on many areas. Providers must keep such facts in mind while designing blueprint of smart hospitals. At Manipal, we pay attention to clinical excellence, patient centricity, and ethical practices."



CHAITANYA SHRAVANTH

Chief Digital Officer, Cloudnine Group of Hospitals

"Smart hospital is more about journey. Technology, ease, and convenience are primers of smart hospitals. How you apply the technology and smartness to smart care that make huge difference. Technology is easy to develop but bigger challenge is its adoption by doctors and patients. In maternity and child care segment customers' engagement with hospitals is more than any other segment."



DR DILIP RANGARAJAN

Medical Director, NU Hospitals

"We have evolved lot of processes in last 18-20 years. Getting right kind of people who fit your organisation is first requirement for smart hospital. Then using smart technology or using technology smartly holds huge importance. At NU hospital, appointment at OPD is taken with practo. We have another app to track the waiting time of patients. Our HIMS prescription is linked with SIM data base. "



RAJ SHEKHER J

CEO, Bloom Hospitals

"Evidence-based design is need of the hour. Out-of-pocket expense and low insurance penetration are big issues, affecting patient care in India. Concept of smart hospital is based on faster, cheaper, and better delivery of services. Just having processes and skilled staff won't help. Holistic approach i.e architecture of the hospital, flow of patients, processes, and cleanliness, is need of the hour."



DR ADARSH SOMASHEKAR

Chairman & MD, Ovum Hospitals

"It is important to involve parents into the care delivery system. Technology enables us to develop new skills and likewise human beings will start getting used to different fields. If you are going to give me less money to run a patient, the patient will spend lesser time in the hospital but then home care services pickup. Your turnaround time will reduce."

CEO Panel: : Ensuring Affordable Quality Treatment and Meeting up with Patients' Expectations



DR NANDAKUMAR JAIRAM

Chairman, Columbia Asia Hospitals

"Quality can't be enforced by regulatory agencies and accredited agencies. It has to be self-driven and self-motivated. One should also keep in mind what KPIs or indicators are important to understand clinical outcome, patient safety and other aspect of quality, one wants to monitor. Authentic data collection and its analysis are other important aspects. Quality is a journey that never ends. It has a journey and continuous forward movement."



GURUPRASAD B R

Vice President, Sparsh Group of Hospitals

"Affordability has different ramifications. In healthcare nobody wants to pay until he or she faces serious issues which can't be managed easily. It becomes very difficult at times to gauge who can afford the costly facility or those who can't manage fund. Every hospital should pronounce that they have some specific standard of quality associated with particular amount of cost. Quality is proportional to cost"



DR NARESH SHETTY

Vice President, Ramaiah Memorial Hospital

"Affordability has different connotation for different people. Accessibility should be first priority followed by affordability and quality. Does accessible healthcare have right amount of quality that should be objective of any healthcare service provider. Technology comes into play at this level. Quality hinges on patients safety. Healthcare is different ball-game altogether. It is all about being kind and right."



SHAILAJA SURESH

CEO, BGS Gleneagles Hospital

"We follow patient centric strategies supported by patients' insight and analytics. There are many way of doing the same. We could think of bringing down patients' waiting time or mull over removing patients' waiting room. Healthcare providers should anticipate patients' expectation and live up to them. We should also look on how we benchmark ourselves. Good practices must be replicated to enhance care."



DR VIJAYABASKARAN SUNDARARAJU

Executive Director, Kauvery Hospital

"Quality and affordability are two factors which decide patient base of a particular hospital. Patients don't get influenced by swanky building and fancy staff, but the kind of care they get from the provider. Healthcare providers should try to balance between quality and affordability. Before starting a project, many factors should be taken into account including locality, demography of patients, and range of services with which a patient will be catered with."



DR ALOKE MULLICK

Group CEO, Omni Hospitals

"Quality of human touch point is very important. Empathy plays a pivotal role in patients' satisfaction which in turns influence patient care. Empathy and kindness of lowest level of staff including nurses and housekeeping employees, are going to bring back patients again and again to your hospital. In our hospital, we have started a regular meditation programme for all of our staff. We have a special trainer who ensures every staff to be kind and compassionate."

Ensuring Profitability Through Optimum Patient Care



NEERAJ LAL

Vice President & Cluster Head, Rainbow Children's Hospital

"Rainbow Children's Hospital asks doctors to do quality projects to access how patient care can be enhanced in terms of quality and affordability. On every month, they give presentation comprising ideas to improve care. We have central pharmacy department and central purchasing department which help us to manage cost. We have a lead in every department who is supposed to keep every staff informed about any decision taken by the management."



DR CHANDRIKA KAMBAM

Vice President- Clinical services, Columbia Asia Hospitals

"Optimum Patient care is mainly towards the clinical outcomes and objectively measuring what we are delivering to the patients in terms of medical care. Profit is important aspect to sustain the business. There should not be any divide between doctor and management. In order to survive and remain profitable, doctor must be treated as partner."



DR ANIL S MEHTA

CEO & MD, Nandana Health Care Pvt Ltd Unit – Kaade Hospital

"Final outcome of healthcare industry is patient care. Doctor is at the front end of the entire chain of healthcare delivery system followed by nurses and management. There has been an exponential growth in healthcare industry. Hospital has witnessed multi-fold growth while doctors remain at similar position. They feel left out somewhere. Doctors are face of the organization while management is the foundation. Both need to be worked in coherence to bring best results."



DR CHANDRASEKART

Director,
PD Hinduja Sindhi Hospital

"Volume of patients determines profitability factor. Patient outcome should be satisfactory. We get qualified staff not trained one as per respective model of healthcare provider. All staff including nurses, technicians, housekeeping, front office, should be trained to be part of healthcare delivery model of particular hospital. We have continuous training programme, enabling staff to provide optimum care which in turn keep cost in check."



DR (MAJ) MAHENDRA KUMAR

Medical Director,
Sagar Hospitals

"There has been a change in patients' demands and expectations in last 20 years. Healthcare providers face tremendous pressure to manage cost and patients' expectation. Profit margins are shrinking. Considering these facts in mind, cost-optimisation is needed. Nurses, almost half of the total manpower, are considered backbone of any hospital. Hospital staff should be dedicated, motivated and committed."

Healthcare Excellence Award



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See you at HEALTHCARE INNOVATION SUMMIT
Mumbai on 13 June 2019