



^{elets} HEALTHCARE INNOVATION SUMMIT

HYDERABAD | 22 FEBRUARY 2019

CONFERENCE REPORT





Dr Anuradha Medoju (extreme right), Senior Regional Director, Andhra Pradesh and Telangana States, Ministry of Health & Family Welfare, Government of India; Dr A Ashok (second from right), Commissioner of Intermediate Education, Government of Telangana inaugurating 2nd Healthcare Innovation Summit (HIS), Hyderabad

Exploring Best Innovative Practices for Better Patient Care

As enhanced patient care is becoming a priority of healthcare model all around, the 2nd Healthcare Innovation Summit held recently in Hyderabad aimed to brainstorm over innovative healthcare practices to make it possible in a better way.

The event was organised as part of the endeavour to boost the healthcare delivery system in a way that it enables people at large to avail good quality, accessible and affordable medical care.

Organised by Elets Technomedia, the healthcare summit witnessed confluence of key policymakers, international experts and industry leaders. They deliberated upon 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 Dr Anuradha Medoju, Senior Regional Director, Andhra Pradesh and Telangana States, Ministry of Health & Family Welfare, Government of India, in the presence of Dr Neena Gupta, Director General-Family Welfare, Department of Medical Health and Family Welfare, Government of Uttar Pradesh; and Dr A Ashok, Commissioner of Intermediate Education, Government of Telangana, the conference witnessed one of the finest congregations of top luminaries of the healthcare world.

Other important dignitaries included J V N Subramanyam, Mission Director, National Health Mission, Department of Health Medical & Family Welfare, Government of Assam; Arpita Khare, Director, Centre for Good Governance, Government of Telangana; and Dr Shashi Bala Singh, Director, National Institute of Pharmaceutical Education and Research, were also present at the Innovation Summit, held recently.

On the occasion, healthcare experts shed light on trending innovative practices across the globe and how that can be leveraged to improve healthcare delivery system in India.

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', 'Ensuring Patient Safety, Satisfaction and Affordability', and 'Emerging Trends and Technologies in Healthcare Ecosystem' were organised at the conference.

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 Next Level Best Practices, Innovation & Excellence



DR ANURADHA MEDOJU

*Senior Regional Director
Andhra Pradesh and Telangana
States, Ministry of Health & Family Welfare,
Government of India*

"The Indian health sector has evolved in last 10 years. Hyderabad has become a medical hub for international patients who are getting top class medical facilities from super specialist doctors and multi-speciality hospitals. PPP model has played a crucial role in making things possible in healthcare sector. The Government of India and State Governments have taken lots of initiatives in recent years to augment healthcare delivery. As a result, neonatal mortality rate (NMR) and Infant Mortality Rate (IMR) have reduced in a substantial manner. Best innovative practices should be implemented to boost patient care"



DR A ASHOK

*Commissioner of Intermediate Education
Government of Telangana*

"Under the leadership of Chief Minister K Chandrasekhar Rao, Telangana is laying serious focus on boosting the medical care system so that it touches one and all, especially people living on the last-mile. With a mission to ensure 'Good Health for All' the State is fast emerging as a leader in the country by implementing various first-of-its-kind and effective healthcare initiatives"



J V N SUBRAMANYAM

*Mission Director
National Health Mission, Department of Health Medical &
Family Welfare, Government of Assam*

"Assam has been in news for a number of good initiatives undertaken to make healthcare delivery accessible and affordable. Meaningful partnership between public and private institutions needs to build up, which will ultimately determine success of healthcare schemes like Ayushman Bharat. Unless private sector understands public health problems, a meaningful partnership would not emerge. The State Government is developing new partnership with private sector and coming up with innovative ways (boat clinics) to enhance patient care."



DR NEENA GUPTA

*Director General
Family Welfare, Department of Medical Health
and Family Welfare,
Government of Uttar Pradesh*

"Uttar Pradesh is a very big State; the biggest in India (population-wise) and 4th largest (area-wise). Though, the State Government has taken a slew of measures, more needs to be done to improve various determinants of healthcare delivery. We have built our First Referral Units (FRU) through Regional Research Training Centres (RRTC) in medical colleges. The goal of RRTC programme is implementation of cost-effective, participatory and sustainable model in district hospitals"

Panel Discussion: Role of PPP for developing sustainable Healthcare Ecosystem



SELVAKUMAR DEVANNAN

*Managing Director
TriMed Solutions (India) Pvt Ltd*

"Today, technology is playing a pivotal role in healthcare delivery. The Government of India through National Health Mission (NHM) is implementing many projects in PPP mode. The State Governments are also coming up with new innovative projects to cater people with accessible and affordable healthcare. TriMed is doing a lot of projects in India especially in Delhi and northern States. We are working on maintenance management, web-based online Dashboard and training programmes for biomedical engineers"



ARPITA KHARE

*Director
Centre for Good Governance
Government of Telangana*

"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."



DR SHASHI BALA SINGH

*Director
National Institute of Pharmaceutical Education and Research, Hyderabad*

"We are in the golden era of innovations in healthcare. We have CRISPER technique where you can edit DNA and make embryo of your choice, pre-programmed drone which can collect blood samples from residents of rural village and travel back to capitals. In addition, we have 3D printing where surgeons can practice complicated procedures before they do on actual human samples. How will these technologies be absorbed by the individual patient that is something which needs to be focused upon"



VINOD RAJ V

*Technical Manager
eHealth, Department of Health & Family Welfare,
Government of Kerala*

"Kerala is at the forefront of States having better healthcare delivery system. We have been running eHealth project for past four years. Soon, the project will be implemented across the State in primary healthcare centres and up to tertiary care centres. In addition, we have 'one patient one EMR' which helps patient to access medical records anytime, anywhere. They don't need to carry medical records everywhere. Patients' active involvement on what kind of care they are catered to, gives him a sense of satisfaction"

DR S P GANESAN

*CEO & Medical Director
Hitech Diagnostic Centre*

"Started almost 32 years ago, Hitech Diagnostic is an ISO certified and enable Accreditation Company. We have more than 90 collection centres across southern States. Hitech is the first private laboratory to offer approved viral testing for HIV Hepatitis C, A and other retro viruses. We adopt best practices and maintain high quality in clinical tests. Point of care equipments and self testing will be more prevalent in coming years"



Panel Discussion:

Ensuring Patient Safety, Satisfaction and Affordability



DR SAI PRAVEEN HARANATH

*Medical Director
Apollo eACCESS TeleICU Service, Hyderabad*

"The United States and United Kingdom are working on one in million errors prevention concept while in India we are trying to prevent one in thousands errors. Cost of care goes up when we move from one in thousand errors to one in billion, because you need many more safeguards, training and regulations. Fortunately, modern-day technologies have overcome many barriers in healthcare. We provide teleICU services, enabling patients to access intensive care services from far off places"

DR PRITI CHALLA

*Managing Director
Challa Hospital, Hyderabad*

"The Government should come up with a regulatory body to monitor the steep rise in medical cost. Affordability factors from patients' point of view should be taken into account. Just because you increase the volume of the patients, you can't reduce the cost of care being given to patients. There has to be a threshold. We all should work towards providing patients an affordable and good quality medical facilities"



DR TAUSIF THANGALVADI

*Medical Director
Premier Hospitals, Hyderabad*

"The common assumption is that patients' satisfaction and affordability go hand-in-hand but in reality it is depends on many factors such as affordability, staff behavior, and what is their access to services. Studies have shown that the best way to improve patients' safety and satisfaction is by improving nurse to patient ratio. Rather than patient satisfaction, it is patient engagement that is the guiding principle today"





DR MOHAMMED NOOR AHMED

COO
Virinchi Hospitals, Hyderabad

"Medical profession has moved from a noble profession to service industry. Now, it is further moving to experienced service industry. Patients don't bother about the kind of services you provide to them as they already carry experience with him. It's a matter of little worry for service providers. If he carries good experience about standard of care being provided to them, he will be your fan; otherwise he will be villain to you"



GIRISH BOMMAKANTI

CEO
Gleneagles Global Hospitals, Hyderabad

"Patients' safety, satisfaction and affordability should be viewed from three angles physical, people and processes. Adoption of EMR is must. Data (Central and State Government schemes) should be analysed which provides insight about cost-effective treatment. Shared services model could be an effective tool in the direction of making healthcare affordable. Turn-around time is one of the important areas which makes patient really happy"



DR VIJAY SEKHAR REDDY

Medical Director
Bloom Hospitals, Hyderabad

"Health scenario has changed so as patients' expectations. Health cost can be managed if there is stratification of care given. There is no stratification in majority of care given. Around 80 percent of healthcare service providers are private and the rest 20 are public providers including primary, district hospitals and referral medical colleges. Insurance is playing a major role, enabling some people to pay more at bigger hospitals. Categorisation of patient care as level one two and three is needed"



DR RADHA KRISHNA RAO SAGI

Medical Director
Prathima Hospitals, Hyderabad

"Prathima Hospitals caters to every kind of patient. Quality of services doesn't get affected with their paying capacity. Payers' profiles are changing as the Central Government and State Governments have come up with number of schemes nowadays. A part of affordability is being taken care of by the Government and the rest is done by patient. We don't compromise on quality. Patients served under Aarogyasri Scheme get same quality services as others at our hospital"

Panel Discussion

Taking Healthcare Delivery to Next Level, Challenges and Opportunities



Healthcare luminaries participating during a panel discussion



DR B PRATAP REDDY

President

Indian Medical Association of Telangana

"India is among very few developing countries providing best medicare to its people. 80 percent of the patients are being treated by private hospitals. With few changes in disciplines and creating new models, we can make a giant leap in healthcare delivery. We should strengthen our primary healthcare which lacks basic facilities. Patients' satisfaction and safety should be the goal of healthcare providers and they should strive for the same"



DR NASEEM MAJID

COO

Femcity Hospital, Hyderabad

"Our basic aim is to ensure universal access to high quality treatment with safe medical practices. The clinicians should be involved in reformed designs. Doctors have a different language so has hospitals. If both of them work in coordination, that will be next level in healthcare. Universal access to good quality and better outcome are objectives of medical fraternity. Both private and public sector should work in a coherent manner to tackle menace of NCDs"



DR P RASHMITHA

Senior Consultant

*Sri Visista Super Speciality Ayurveda Hospital,
Hyderabad*

"The main aim of the Ayurveda is not only to improve patient's health but also improve the mind body, and soul. Sri Visista Super Speciality Ayurveda Hospital is first to be accredited with NABH. WHO has recognised the Charsutra treatment. It's a daycare procedure and at the same time cost-efficient too. We also provide Panchakarma treatment which cleanses whole body. It makes patients more healthy and confident"



DR P MADAN MOHAN RAO

Managing Director

Hope Children Hospitals, Hyderabad

"There has been tremendous progress in child care across country. Universal Immunization Programme has eradicated polio and other communicable diseases. Indian healthcare sector lacks on research (R&D) front and that's matter of great concern. Despite having such a huge population and clinical materials, we don't find much of our publications and journals"



DR L FAHMIDA BANU

Managing Director

Fehmi Care Hospital, Hyderabad

"The Indian healthcare is lagging behind because of two reasons -- we don't have proper documentation and, time and money for research. Electronic Medical Record (EMR) is need of the hour. This is important for two reasons--one your documentation will be perfect and you can pick up the data and analyze and produce your own papers. Moreover, documentation will help to decide standard of treatment being provided to patients"



DR JALAPATHI REDDY MANDALA

Managing Director

Ozone Hospitals, Hyderabad

"Nowadays, doctors are reaching to patients through telemedicine, teleradiology, teleICU, digital pathology and, homecare services. We have robotics, navigation, nanotechnology, and, best of the best for cancer, but poor in research. Affordability is a big challenge. 40 licenses are needed to start a hospital and one has to bribe at times to get the same. The Government should give subsidies and tax exemption so that medical facilities become cost-efficient"

Panel Discussion

Emerging Trends and Technologies in Healthcare Ecosystem



Experts holding a special issue of eHealth magazine while participating during a panel discussion at HIS, Hyderabad



PROF DR PS PRASAD DANDAMUDI

President

*Indo American Society for Health and Education and
Program Director, School of Health Sciences & Research,
Jawaharlal Nehru Technological University, Hyderabad*

"There is a huge gap in Indian healthcare delivery system. Urban people avail best medicare while rural people don't get even basic facilities. We have lots of health plans in India. That needs to be brought under one umbrella. Public health concept should be developed. There is no initiative of full-fledged public health in India which needs to be strengthened"



GUNJAN KUMAR

CIO & Head Initiatives

Regency Healthcare, Kanpur

"Telemedicine or teleconsultation has not been as successful as it is being perceived. Teleradiology has been proved to be a boon for patients. It is most quality assured way of operation. We have adopted telepathology which has benefitted patients a lot. In the absence of doctors, even MRI technicians push the data on cloud, which proves worth of the technology"



DR V S V PRASAD

CEO

Lotus Hospitals for Women and Children

"As end user, patients can only tell about the kind of care being provided by the hospitals. Even if hospital has technology, data, paper work, and everything in place, patients' perspective matters the most. Healthcare service providers should keep this in mind. Synchronisation of various departments is need of the hour to cater patient with best healthcare experience"



G S SRIRAM

DGM, IT

SIMS Hospital, Chennai

"Feedback mechanism is more important which plays an important role in healthcare service delivery. It gives confidence to both patients and service providers. Taking cue from the same, hospitals get to know what steps need to be taken to improve things. How various parameters can be improved to cater patient with best medicare"



DR RAJ SEKHAR JANAPAREDDY

CEO

Bloom Hospitals

"There are so many patients across the country who don't have access to any care. People in urban areas can avail best patient care. Technology can be best tool to fill the gaps in urban and rural healthcare delivery. We are going through with healthcare industry revolution. Rates of damages are more. One infection in operation Theatre (OT) can infect many children within seconds"



DR HIMA BINDU SINGH

Head Neonatology

Niloufer Hospital, Hyderabad

"Technology can be the best tool to outreach huge rural population, but it can't replace human touch. Collaboration is needed for innovative and research based work in healthcare. We are open for collaborations. Niloufer Hospital doesn't compromise on quality and serves patients with best care"

MEDIA COVERAGE



HEALTHCARE EXCELLENCE AWARDS



Award being received on behalf of Trimed Solution Pvt Ltd



Award being received on behalf of Hitech Diagnostic Centre



Award being received on behalf of BPL Medical Technologies



Award being received on behalf of Onward Assist



Dr Surendra Sharma (extreme right), Ayurvedic Physician, RNS Ayurveda, receiving award



Dr Pradeep Noori (extreme right), Ayurvedic Physician, Founder & MD, Guna Ayurveda & Panchakrama Centre, receiving award



Kaniza Garari (extreme right), Senior Health Correspondent, Deccan Chronicle, receiving award

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