

elets
HEALTHcare
INNOVATION SUMMIT
13 JUNE 2019, MUMBAI

***India's Biggest
Healthcare Summit***

CONFERENCE REPORT





L-R: Sunil Kumar Bhushan, DDG and Head Health Sector, National Informatics Center; Dr Sachin Malhotra, CEO, TC4A India; Ada Dyndo, Head of Mumbai office, Polish Investment and Trade Agency, India; Uday Ulhe, Representative, Univercell & Amplycell Belgium (Wallon) Companies, inaugurating the Healthcare Innovation Summit (HIS) in Mumbai.

When Experts Delved Into Best Innovative Practices to Bolster Patient Care

In a bid to brainstorm about various issues engulfing the Indian healthcare industry and how to do away with the same leveraging technologies and innovative practices, the Healthcare Innovation Summit was organised in Mumbai recently.

Organised by Elets Technomedia, the healthcare conclave witnessed congregation of healthcare luminaries including key policymakers, international experts, industry veterans, and decision makers of big hospital chains.

Through meaningful discussion covering various aspects of healthcare delivery mechanism, the healthcare stalwarts highlighted various innovative practices, conducive policies and ways to reach out to the people at the last-mile; their vision for it and the hurdles in that roadmap.

Inaugurated by Sunil Kumar Bhushan, DDG and Head Health Sector, National Informatics Center in the presence of Ada Dyndo, Head of Mumbai office, Polish Investment and Trade Agency, India; Uday Ulhe, Representative, Univercell & Amplycell Belgium (Wallon) Companies; Dilip Patil, Founder Director, Trivector Group & Baby Quest Cryobank; Dr Sachin Malhotra, CEO, TC4A India; and Nilesh Patel, Co-founder & CEO, LeadSquared, the conference witnessed one of the finest congregations of experts of the healthcare world.

The healthcare experts shed light on various technological advancements and trending innovative practices across the globe and how that could be integrated into Indian healthcare delivery system to improve the outcomes.

They touched upon contours of quality, accessibility, and affordability which are determining factors of any healthcare delivery system, influencing patient care and safety.

Various enlightening discussion sessions touched upon issues, such as 'Taking Healthcare Delivery to The Next Level – Best Practices, Innovation & Excellence', 'Role of Emerging Technologies and Health Information Security in Hospitals', 'Ensuring Affordable Quality Treatment and Meeting up with Patients' Expectations', 'Ensuring Profitability Through Optimum Patient care', and 'Artificial Intelligence & Machine Learning in Healthcare', were organised.

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 the Healthcare Excellence Awards for their extraordinary contributions in the healthcare world.

Inaugural Session

Taking Healthcare Delivery to the Next Level – Best Practices, Innovation & Excellence



SUNIL KUMAR BHUSHAN

DDG and Head Health Sector
National Informatics Center

"We develop IT solution for hospitals. Health & well-being for all and continuum of care are being kept inside the mind while developing IT solutions which play a crucial role in bolstering patient care. Some of the solutions which have been implemented in hospitals across country include ehospital, online registration system, and reproductive & child health system. We have ehospital which is aimed at computerisation of internal functioning of any hospital primarily public hospital."



UDAY ULHE

Representative

Univercell & Amplycell Belgium (Wallon) Companies

"Biologics comprise two parts- vaccine and biosimilar which includes monoclonal antibodies and recombinant proteins. Vaccine is important to prevent diseases like measles, mumps, and rubella. We don't have enough vaccine available to control rabies as production capabilities are not enough to take care of the huge requirement. We are working on a novel technique called Sabin Inactivated Polio Vaccine (sIPV) which proves very effective in polio eradication."



DR SACHIN MALHOTRA

CEO
TC4A India

"We have strategic partnership with organisations where we aggregate technologies from across the globe and provide the best in class outcomes with a high social impact. TC4A offers data rich clinically validated and customised telemedicine and fragile EMR platforms that solve healthcare access problems and provide solutions to manage the clinics or institutes."



NILESH PATEL

Co-founder & CEO
LeadSquared

"Automation can improve efficiency, enabling service providers to reduce the overall cost and get more revenue. Enquires are coming from multiple sources. Due to lack of integration, there is high chance that leads could be missed. If you don't have system which can automate the whole process, then one may miss some of the patients' enquires. At the same time, it gives bad impression to patients."



ADA DYNDÓ

Head of Mumbai office
Polish Investment and Trade Agency, India

"Poland is second largest market of medical devices in Central and Eastern Europe. Our products are mainly exported to the European Union. We aim to export medical devices to companies in Asian Countries including India. Medical devices include surgical instruments and laboratory instruments & devices. Both India and Poland having robust economy with high GDP rate can find mutual possible ways to corporate. We have a special Government programme to support medical devices industry in India."



DILIP PATIL

Founder Director
Trivector Group & Baby Quest Cryobank

"Main goal of air filtration system is to mitigate air borne transmission through microbes. It also filters particulate matters which try to enter into any particular area of healthcare delivery system. We also aim to kill or deactivate DNA or RNA of opportunistic microorganisms. While implementing these things, one should ensure that there shouldn't be any adverse impact on patients, medical staff and visitors."



PROF (DR) PREMA BASARGEKAR

Program Co-ordinator
Healthcare Management, SIMSR

"Inclusive healthcare comprises affordable, easy and quick access to all the healthcare services. But it is easier said than done as lots of obstacles need to tackle to achieve the aim. There is a huge urban and rural divide in delivery of healthcare services across country. Most of the private investment is taking places in cities or urban areas and rural areas are devoid of all these opportunities. There is a severe scarcity of skilled manpower, medical equipment and other facilities in rural areas."



Dilip Patil (Delivering speech), Founder Director, Trivector, Group & Baby Quest Cryobank; Prof. (Dr) Prema Basargekar(extreme right), Programme Co-ordinator, Healthcare Management, SIMSR, Mumbai and other eminent dignitaries participating in inaugural session at HIS, Mumbai

Panel Discussion

Role of Emerging Technologies and Health Information Security in Hospitals



JOY CHAKRABORTY

Chief Operating Officer
P D Hinduja Hospital, Mumbai

"In one hand we have challenge of demand and supply while on the other hand cost-related concerns. With the advent of Ayushman Bharat and other State schemes, the healthcare delivery is not only becoming very competitive but price sensitive as well. Patients' expectations are also changing due to vast swathes of information available on internet. Technology makes us prone for data leak. Everyday lots of data are getting leaked which is a major pain point."



DR SHREEKANT SAPATNEKAR

Director
Lilavati Hospital

"India has currently 560 million internet subscribers, 340 million smart phone users, and 8.46 billion medical devices market. Disruptive technologies including artificial Intelligence, cloud computing, smart wearable, and telemedicine are proving to be a major game-changer. Patient engagement has become most important aspect of healthcare delivery mechanism. We have adopted technologies in radiology segment like PACS system."



DR K VENKATRAMANAN

Director - Projects & Program
Bhaktivedanta Hospital & Research Institute

"Technology brings closer to the patients but threat underlies. Information is like assets that needs to be protected and that is why various kinds of regulations have been introduced to protect it from outside threats to ensure business continuity. It has been found that 54 percent of data leak is from TPA side. They may not be leaking it intentionally but it may happen because there is no proper security in place."



NEERAJ LAL

Vice President & Cluster Head
Rainbow Children's Hospital

"Rainbow Children's Hospital has got patient centric technologies implemented in its cluster of hospitals. We have created a magic floor, a virtual playground where children could play while waiting for their turns for consultation with doctors. Usually most of the hospitals have nurse call bell system but we have replaced it with service call bell system. We have provided four button options to patients so that they can easily make a call to nurse, housekeeping and other staff as per their requirements."

Panel Discussion

Ensuring Affordable Quality Treatment and Meeting up with Patients' Expectations



DR SUJIT CHATTERJEE

*Chief Executive Officer
Dr L H Hiranandani Hospital*

"There are new diseases and disorders coming to fore and we require high-end treatment for the same. At the same time we need more of secondary and primary level of care. The Indian healthcare sector is expected to work like an industry when things are not streamlined like an industry. Exiting technology can be very sustainable business in India. In addition, regulation of reuse can improve things."



SANTOSH MARATHE

*COO
Apollo Hospitals*

"Affordable care and patients' expectation both are subjective in nature which depend upon what value is being offered in lieu of money charged by providers. We don't differentiate in cost of care which goes across the hospital. It is same for scheme patient, insurance patient or any general poor patient. Standardising cost and quality are need of the hour."



RAVINDRA KARANJEKAR

*Chief Executive Officer
Kiran Super Multispecialty Hospital, Surat*

"Baseline expectations have to be met in every hospital. There are additional expectations which at times are based on one's perception which could be linked with cost part. Routine expectations can't be clubbed with the cost. A particular hospital can deliver affordable care despite making handsome profit. A robust planning and strategy are needed for the same."



DR ANKIT THAKKER

*Chief Executive Officer
Jupiter Hospital*

"When a regulator, who makes policies, tries to roll out schemes, then expectations have to be in line with realities. Unrealistic expectations from any stakeholders can't be sustainable in long run. Exiting technology could be very helpful. It can be commercially viable."



BOMI BHOTE
Chief Executive Officer
Ruby Hall Clinic

"We are in the healthcare delivery space. It's our prime responsibility and duty to deliver first class care irrespective of patients' economic condition. In our hospital, clinical people have full responsibility to cure a person. We don't differentiate among patients in providing care. Disease specific cure decides the line of treatment at Ruby Hall Clinic. We need to change the way we are managing the healthcare business, to make it both affordable and profitable."



DR HIREN AMBEGOAKAR
Chief Executive Officer
S L Raheja Hospital

"Quality healthcare is a right of every citizen. When one starts a hospital, it's his duty to provide quality medical facilities. Clinical care in terms of quality should be the same for every class of citizens-- lower, middle, upper, and super rich. Poor people may not afford luxury facilities but that don't make a difference in line of treatment at our hospital. Complementing the service is important rather than replicating it."



MANPREET SOHAL
Chief Executive Officer
Suastha Hospital

"If we want to reduce the cost, we need a very strong regulation on single use items. It holds a huge importance in case of angiography and angioplasty. If octopus can't be used multiple times in coronary artery bypass graft (CABG) then its cost will go up by 100 percent. Our hospital is conscious of quality and that's why we have quality managers to ensure the same."



DR PRAVIN SWAMY
Chief Executive Officer
Godrej Memorial Hospital

"Affordability and patients' satisfaction don't go hand in hand. Disease spectrum and technology growth are not going to stop. Meeting those two ends is a big challenge. Mindset of hospitals as well as patients matters a lot. Insurance companies should conduct health checkups of a person before renewing the policies and they should incentivise those having good health or increase the premium according to disease they ail with."

Panel Discussion

Ensuring Profitability Through Optimum Patient Care



DR NIRAJ UTTAMANI

Medical Director

Holy Family Hospital and Medical Research Center

"There are several factors including patients' confidence to get quality care at a particular hospital, affect patient footfall. It directly impacts revenue. Patients and their relatives should be involved in decision making process so that they will be well informed and aware of the treatment procedures and the ongoing cost. The post discharge follow up is crucial in retaining patient base and improving the business revenue."



DR H K SALE

Executive Director

Noble Hospital

"Quality delivery of services is directly proportional to the propaganda. The increase in patient's footfall is possible only when you start giving quality services right from the entry till the patient exits. The interaction of the hospital staff with the patient is also important which depends on the transparency on different fronts in hospital."



DR NISHANT TIKEKAR

Head- Health Tech

Symbiosis International University

"We need a multi-pronged approach to ensure efficient running of hospitals, keeping costs to the minimum. Aim should be to provide quality care and winning the patient's trust. It is important to make the patient feel special so that not only does he go out as a satisfied patient but also spread good word about the hospital. It improves credibility of the particular hospital and in long run increases revenue."



Sitting in the crowd, dignitaries interacting with subject matter experts at HIS, Mumbai

Panel Discussion

Artificial Intelligence & Machine Learning in Healthcare



DR DEEPAK PATKAR

*Director Medical services & HOD Radiology
Nanavati Super Speciality Hospital*

"Artificial Intelligence will soon take over lots of processes and functions which we are doing manually today in hospitals. AI changes the way medicine is practiced today. It plays a pivotal role to increase our efficiency and productivity by improving scheduling of patients, record keeping, image acquisition, processing, and diagnosing."



DR ALOPE MULLICK

*Group CEO
Omni Hospitals*

"10 years from now, AI will be going to disrupt the healthcare industry. Huge amount of healthcare work is happening through AI. The way we practice medicine, treat patients, change in clinical pathway, anticipating about patients', all these things are happening through AI. India lacks machine readable data which proves to be major obstacle to leverage AI."



GIRISH KOPPAR

*GM-IT
Wockhardt Hospitals*

"Artificial Intelligence has taken healthcare to next level by making it more predictive and reactive. It could prove to be a threat if doctors don't adopt it. Every technology has advantages and doctors have to leverage the technology to improve their own efficiency. It assists doctors to use more of the analytical abilities than the judgmental abilities."



HUZEFA T MERCHANT

*Head IT
Saifee Hospital*

"AI is to use complex algorithm software to leverage the human cognition in analysis of complicated medical scenario and data. AI is having huge role in improving delivery of care. As an enabler, it is assisting all our decision-making process and support system. It will work as an augmented intelligence for medical fraternity."



RAJENDRA KSHIRSAGAR

CIO
Holy Family Hospital

"The theory that AI will replace human workforce is a myth. The same theory was propounded when computer hit the market. AI will improve delivery of services leading to better patient care to people at large. The tool is very useful in tier-two and three cities where expert clinical care is not available. It can't be fully automated. Human touch will always be required."



VIKAS SOOD

CIO
Clove Dental

"Clove Dental is trying to leverage AI in radiology in areas of dental X-rays, Orthopantomogram (OPG), and IOPR, and images. With the help of the University of Canada, Clove Dental is developing an AI algorithm. With available data, we are trying to build an algorithm which will help us improve diagnostics thereby making patient get better care."



Experts participating in panel discussion on Artificial Intelligence and Machine Learning

HEALTHCARE EXCELLENCE AWARD



Sunil Kale, Group COO, Lokmanya Hospitals, receiving the Healthcare Excellence Award



D S Chakravarthi, CEO, Prashanth Hospital, Vijayawada, receiving the Award



Bomi Bhoté, CEO & Dr Manisha Karmarkar, COO, Ruby Hall Clinic, receiving the Award



Dr H K Sale, Executive Director, Noble Hospital, receiving the Award



Dr Aditi Karad, Executive Director, VishwaRaj Hospital, receiving the Award



The Award being received on behalf of OHUM Healthcare



Dilip Patil, Founder Director, Trivector Group & Baby Quest Cryobank, receiving the Award



Vikas Sood, CIO, Clove Dental, receiving the Award

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*thank
you*
for
participating and making
4th Healthcare Innovation Summit
a Successful Endeavour!



Our Partners



See you at 5th Healthcare Innovation Summit, Chennai on 23rd August 2019

For Further Info Contact
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