

# URBAN HEALTHCARE SUMMIT

27 FEBRUARY 2019  
MUMBAI

## CONFERENCE REPORT





I A Kundan, Additional Commissioner, Western Suburbs, Municipal Corporation of Greater Mumbai (MCGM) along with other eminent dignitaries inaugurating Urban Healthcare Summit, Mumbai

## Leveraging best practices to boost healthcare delivery system

In a bid to ponder on finest healthcare practices adopted by public healthcare system, enabling people better patient care in terms of accessibility and affordability, the Urban Healthcare Summit was organised in Mumbai recently.

Organised by the Municipal Corporation of Greater Mumbai (MCGM) in association with Elets Technomedia Pvt. Ltd., the healthcare summit witnessed key policymakers, and industry leaders making deliberations on different facets including innovative practices adopted by the corporation, 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 Ajoy Mehta, Municipal Commissioner, Municipal Corporation of Greater Mumbai, in the presence of I A Kundan, Additional Commissioner, Western Suburbs, Municipal Corporation of Greater Mumbai; Hemangi Worlikar, Deputy Mayor, Municipal Corporation of Greater Mumbai; and Sunil Dhamne, Deputy Municipal Commissioner, Public Health, Greater Mumbai, the conclave witnessed experts from both corporation and industry.

On this occasion, policymakers highlighted various medical facilities (basic to tertiary level) that are being

provided at MCGM-run hospitals. They also deliberated upon various issues engulfing these hospitals and roadmap of how trending innovative practices could be leveraged.

Industry experts shed light on healthcare trends, role of public private partnership enhancing patient care, infrastructural requirements or building an innovation-driven facilitative system to tackle burgeoning non-communicable diseases.

Various enlightening discussion sessions touched upon issues such as: 'Emerging Trends and Technologies in Healthcare - Affordable & Accessible Healthcare Services', 'Significance of PPP Model in Streamlining Urban Healthcare and Best Practices in Healthcare', 'Making the Most of Advanced Technologies to ensure Effective Treatment to Common Man', and 'Controlling Major Communicable and Non-communicable Diseases: Best Practices and Innovation' were organised at the conference.

Through these topics, healthcare stalwarts turned the light on the glaring issues of Indian healthcare sector and how public and private providers can work in coherence to improve the situation.

A glimpse of the conclave:



## INAUGURAL SESSION

### URBAN HEALTHCARE – TAKING QUALITY HEALTHCARE SERVICES TO COMMON MAN AT AN AFFORDABLE COST



#### I A KUNDAN

*Additional Commissioner, Western Suburbs,  
Municipal Corporation of Greater Mumbai*

"There are various aspects which determine delivery of urban health. We have to take into consideration various factors-whether the service delivery is inclusive, whether we are able to provide all the services related to diagnostics or therapeutics to lower strata of society, and whether the latest interventions are able to affect out-of-pocket expenditure. Increasing migration, and huge population load, has made policymakers to think of a robust urban healthcare delivery system. Municipal Corporation of Mumbai has inclusive system, which helps us to make big strides towards Universal Healthcare Coverage."



#### AJOY MEHTA

*Municipal Commissioner  
Municipal Corporation of Greater Mumbai*

"Mumbai city faces a number of challenges including its swelling population. The city has population of 12.4 million which is increasing day by day. When population lives on such a concentrated area, it's obvious that diseases will spread with much higher rate. Healthcare, sanitation, and other issues are bound to crop up in this scenario. Both administration and healthcare service providers need to chalk out solutions to tackle such issues in best possible manner."



#### HEMANGI WORLIKAR

*Deputy Mayor  
Municipal Corporation of Greater Mumbai*

"The Municipal Corporation of Greater Mumbai (MCGM) has taken up many initiatives to improve healthcare ecosystem within the city. MCGM has encouraged innovations in the health sector, thus the mission to take affordable health to common man has progressed at a rapid speed. The corporation has also encouraged public private partnership (PPP) to speed up various projects. With rapid transforming world of opportunities and challenges, innovations and technologies have played a key role in boosting healthcare delivery."



#### SUNIL DHAMNE

*Deputy Municipal Commissioner,  
Public Health Department,  
Municipal Corporation of Greater Mumbai*

"I thank all the esteemed guests for participating and sharing their valuable inputs which will ultimately help MCGM to improve delivery of services in healthcare sector. Under the visionary leadership of Ajoy Mehta and I A Kundan, MCGM is taking number of initiatives to streamline and improve healthcare delivery process."



### **SACHIN PADWAL**

*Chairman  
Prabhag Samiti, MCGM*

"MCGM is taking several initiatives to improve overall healthcare delivery system, enabling people to avail better patient care. With the objective to boost different deliverables, the corporation recently allocated Rs 4,151.14 crore. The corporation-run hospitals don't only cater to Mumbai people, but serve 1.5 to 2.0 crore people annually from across Maharashtra and entire country."



### **DR NILESH SHAH**

*Group President, Chief of Science and Innovation,  
Metropolis Healthcare Limited*

Founded by Sushil Shah, Metropolis Healthcare Limited is 38-year-old organisation. We offer more than 4,000 tests today having branches in 18 different States. We have a total of 137 labs. We have 2,300 service centres across the country with 5,300 members catering to 20,000 people. A range of services which we offer include clinical diagnostics and reference testing, hospital laboratory management, clinical research and public private partnership and wellness services."



### **SADHNA NAYYAR**

*Managing Director  
Hansraj Nayyar Medical*

"Established in 1925, Hansraj Nayyar Medical is Mumbai-based medical devices and equipment company. We are working on economic anti-microbial clean rooms, which play a key role in enhancing patient care at hospitals. We have come up with smart theatre with engineer cladding having many advantages in comparison to modular OT. Silver ions embedded in the sheet inactivate all spectrums of microbes like bacteria, viruses and fungus."



### **R SATISH**

*Head of Marketing,  
Getinge Infection Control*

"How do you reprocess something and make it safe so that you achieve infection control, that's a key point. Reprocessing includes cleaning, disinfection, labeling, packing, sterilizing, and documenting. Many places reprocessing is limited to autoclaving and sterilization which is not a good practice. Cost of preventing infection is cheaper than cost of handling it with all the complications."





### SUDIP BAGCHI

*Vice President (Radiology)  
Schiller Healthcare India Pvt Ltd*

"People in India should have access of new technologies. Access to the diagnostics centre and hospital is one of the important issues that need immediate attention. In India, stroke patient don't have easy access to CT scan facility, which proves fatal at times. We started mobile CT scanners in 2016. It works on battery and can be easily installed in the ambulance, carrying stroke patient. The mobile CT scanner can do angiography, perfusion and all on the bedside."



### PROF DR ABHAY CHOWDHARY

*Professor & Head  
Dept. of Microbiology, Dr D Y Patil University*

"Infection control and prevention are keys to provide better patient care to patients. Hospital Associated Infection (HAI) is infection acquired during course of the treatment. HAIs kill more people each year than breast and prostate cancer combined. On any given day, about one in 25 hospital patients have at least one HAI. Globally, the accepted rate of HAI is up to 8 percent."

## PANEL DISCUSSION:

### SIGNIFICANCE OF PPP MODEL IN STREAMLINING URBAN HEALTHCARE AND BEST PRACTICES IN HEALTHCARE



### DR SANJAY MUKHERJEE

*Secretary, Medical Education and Drugs Department,  
Government of Maharashtra*

"Public Private Partnership is essentially a financing model. There are different permutations and combinations like public funding-private service, private funding-public service, and so on. In the entire framework of PPP, the major issue is Government control. There has to be a proper regulation whether it is public or private control or mix. Regulation is the major factor, which determines success of PPP model."



### DR AVINASH SUPE

*Ex-Director and Former Dean,  
King Edward Memorial Hospital*

"PPP model holds huge importance due to increasing demand of quality healthcare and public healthcare that falls short in some areas in Mumbai. It has become part of the system especially in most of the Government sectors projects. Careful monitoring, regulation, and policy framework are needed to make PPP model a successful endeavour."



## DR SANJAY PATTIWAR

*Retd Addl. Commissioner,  
Navi Mumbai Municipal Corporation*

"Mumbai is totally different from rest of the Maharashtra. Urbanisation of Mumbai and non-Mumbai areas is totally different. PPP models, outsourcing or CSR may not work in the rest of the area. Navi Mumbai Municipal Corporation has implemented many of PPP projects and vouches for its effectiveness. Local administration should check whether the particular PPP model or outsourcing model will work for them or not. It should fulfill the objective and prove cost-effective as well."

## PANEL DISCUSSION:

### EMERGING TRENDS AND TECHNOLOGIES IN HEALTHCARE – AFFORDABLE & ACCESSIBLE HEALTHCARE SERVICES

## RAHUL BAJPAI

*Chief Operating Officer, Healthcare Global Enterprises  
Ltd, HCG Cancer Centre*

"Accessibility and affordability both are important issues in cancer care. In last few years, healthcare cost has gone up in an exorbitant manner. Vendor financing provision could be helpful to reduce cost which helps to pass the benefits to patients. Accessibility too holds huge importance as patients have to visit doctors many a times for diagnosis and treatment. From clinical tests to medication, patients need to travel a lot. In case of radiation treatment, a patient needs 30 fractions. One can easily understand the predicament of patient."



## DR SUJIT CHATTERJEE

*CEO,  
Dr L H Hiranandani Hospital*

"Business model has to be changed to provide affordable and accessible healthcare to people at large. Two Cs that is compete and complement can help to improve the situation. Costly equipment is one of the reasons for exorbitant healthcare cost. We can have a consortium of purchase between 10-12 hospitals, which can help in reducing cost."



## DR ASHOK MEHTA

*Medical Director,  
Brahma Kumaris Global Hospitals & Research Centre*

"Every hospital should have Hospital Information System (HIS) as it plays an important role in cost reduction. HIS disciplines the staff as well as improves the performance. Accessibility is one of the biggest areas of concern, especially in Mumbai where commuting takes a lot of time. A cancer patient has to visit doctor repeatedly for follow-up examination. Neighbourhood healthcare facility is absolutely vital. PPP model can be leveraged to improve situation on this front."





### DR NEERAJ UTTAMANI

*Medical Director,  
Holy Family Hospital and Medical Research Center*

"Affordable model of healthcare is the responsibility of both, the government and private sector. It is determined by A, B, C, D and E factors. A stands for attitude towards cost-reduction, B for bold steps taken by higher and middle management to cut down the cost, C stands for continuous improvement, D for declaration of any innovative step in health communities, and E for education."



### DR KAVITA VARDHAN

*Head of the Medical Service,  
Kohinoor Hospital*

"Duration of patients' stay in the hospital directly affects the cost. Kohinoor Hospital is providing Minimal Invasive Surgery where patient needs to stay only for a day. We are looking for Ambulatory Surgery Centers (ASC) to reduce cost to the patients. Artificial Intelligence can also be leveraged to make healthcare cost-efficient."

## PANEL DISCUSSION:

### MAKING THE MOST OF ADVANCED TECHNOLOGIES TO ENSURE EFFECTIVE TREATMENT TO COMMON MAN



### DR SHRIPAD BANAWALI

*Prof. and Head, Dept. of Medical & Pediatric Oncology,  
Tata Memorial Hospital*

"Technology has not only helped us to diagnose various diseases at an early stage, but it also proves to be very effective in treating the disease effectively. In acute myeloid leukemia (AML), till some years ago the outcome was only 15 percent which has now increased to 40-45 percent. But the technology has certain price. Cost of cancer treatment has gone up due to adoption of modern technologies like genomics and targeted therapy."



### DR HEMANT DESHMUKH

*Dean, KEM Hospital*

"With digital radiology, we can take more number of X-rays, store, transfer and archive them. These images get ready within a minute while the paper images used to take a day or two. We have these digital images incorporated into PAC system. Greatest advantage of digital image is that patients don't need to come again and again for X-rays. picture archiving and communication system (PACS) and Health Management Information System (HMIS) have revolutionised entire imaging system."



### DR NEELAM ANDRADE

*Dean, Nair Hospital Dental College*

"Nair Hospital receives about 3 lakh patients a year. Our hospital is the first in India which has its own indoor beds in the hospital and OT complex in the medical colleges.

Among these 3 lakh patients we get a small group of patients who are referred to us as tertiary centres. These patients suffer from Obstructive Sleep Apnea Syndrome (OSA) where airways get narrowed. We have managed the indigenous machine available to them free of cost."



### DR JAYASHREE MONDKAR

*Dean, Lokmanya Tilak Municipal Medical College and General Hospital*

"When we talk about high-end technology being made available at an affordable cost, one of the best examples would be interventional cardiac services as well as cardiac surgical services which municipal corporations provide through major teaching hospitals.

These hospitals have State-of-the-art cardiac catheterisation laboratory. In addition, we have modern equipments including 3-D ecocardiography, intravascular sonography, and optical tomography to provide high standard of care to patients."



### DR GANESH SHINDE

*Dean, Cooper Hospital*

"Cooper Hospital is making a mark through best-in-class services, though the hospital is still at inception stage. We have been supported by our sister-concerns. Very soon, the hospital will have cath labs, and trauma centres. The referrals (patients referred from our hospitals) to central hospitals is zero percent. Patients are managed and tackled here with all services except dialysis."



### DR MAMTA MANGLANI

*Director,  
Thalassemia Care Centre, MCGM*

"We provide comprehensive care for Thalassemia under one roof. It's MCGM-run centre. It is one stop centre where a patient gets endocrine, cardiac, hematology evaluation, as well as audiology and ophthalmology investigation for side-effects monitoring. We also provide pre-natal diagnosis to pregnant women who are mothers of Thalassemic children. All basic tests are being provided by the centre."



## PANEL DISCUSSION:

### CONTROLLING MAJOR COMMUNICABLE AND NON-COMMUNICABLE DISEASES: BEST PRACTICES AND INNOVATION



#### DR PREMA VARTAKI

*Public Health Department, MCGM (Retired)*

"India is living with double whammy with non-communicable diseases burgeoning at high rate.

Obesity is emerging as one of the most crucial public health problems. Obesity is seed for diabetes, hypertension and cardiovascular diseases. There will be a huge burden 20 years later if required steps are not taken to contain non-communicable diseases. Indians are prone to diabetes due to eating and other lifestyle related habits."



#### DR DAKSHA SHAH

*Joint Executive Health Officer, Public Health Department, MCGM*

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#### DR NITEEN KARNIK

*Professor and Head, Department of Medicine, KEM Hospital*

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#### DR SHEELA D JAGTAP

*Assistant Health Officer, Public Health Department, MCGM*

NCDs contribute to more than 60 percent of total deaths. 80 percent of these deaths can be prevented if issues like sedentary habits, unhealthy eating habits and stress are addressed. MCGM public health department in 2011 started services for these diseases at primary level. There were two objectives-making people aware about NCDs and early screening and prevention. Through 174 primary centres we are providing screening, diagnosis and treatment facilities.





## NARESH HASIJA

*Associate Vice President, Public Health Business, Mylan Pharmaceutical Private Limited*

Mylan Pharmaceutical works on diseases like HIV, viral hepatitis, diabetes, and tuberculosis (TB). Patient adherence and treatment duration are big issues. We are working on drugs which will decrease TB treatment to six months. Pill load in tuberculosis has been found to be very high. Research and Development (R & D) has already started in this area to reduce pill load to one or two tablets.



## DR DEEPAK RAUT

*Director, Family Welfare Training and Research Centre, Ministry of Health and Family Welfare*

"India is facing huge burden of NCDs. People in Mumbai are also facing huge risk of both communicable and non-communicable diseases. MCGM requires lots of counsellors and educators who can make people aware about diabetes and what needs to be done to lead a healthy lifestyle."



## DR SANTOSH REVANKAR

*Dy Executive Health Officer, Public Health Dept., MCGM*

"We have developed a system for not only reporting done for Municipal hospitals but we have developed a communication system for private hospitals as well. Each death reported is investigated properly. We have a death committee for communicable diseases and lots of deliberations are being undertaken."





## EMINENT DIGNITARIES VISITING INNOVATION GALLERY







URBAN  
**HEALTHCARE**  
SUMMIT

27 FEBRUARY 2019  
MUMBAI

for participating and  
making  
**1<sup>st</sup> Urban Healthcare  
Summit a Successful  
Endeavour!**



Infection Control Partner



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Exhibitor

