

# Re-engineering 'People, Processes & Technology' key to provide quality healthcare to all: Health & Family Welfare Secretary

## *FICCI Heal 2016, the annual flagship healthcare conference, gets under way*

**NEW DELHI, August 31, 2016.** People, processes and technology are the three pillars for re-engineering the Indian healthcare sector, said **Mr. C K Mishra, Secretary, Ministry of Health & Family Welfare, Government of India**, at the annual flagship healthcare conference, '**FICCI HEAL**' on the theme '**Re-engineering Indian Healthcare**' organized by **FICCI in association National Health Mission, Ministry of Health & Family Welfare, Government of India**.

Mr. Mishra said that there was a need to radically improve the medical delivery system, make the provision of healthcare patient centric and reassess the fundamentals of domestic healthcare system in India. He said that there was a need to bring in new technology and adapt it according to the requirements of the Indian healthcare system, and added that re-engineering in thought process was needed to bridge the gap between the available technology and its use.

The Secretary said that the public and private sectors must work in tandem to scale up innovations in the sector and reach out affordable and quality healthcare to all. He added that the states like Andhra Pradesh and others have been innovating and experimenting new healthcare models that need to be replicated and scaled up.

Mr. Mishra said that the government alone could not provide healthcare to all and needed active participation of the private sector. The government, on its part, would ensure that the private sector was well facilitated. He said that the stakeholders should encourage 'Make in India' in fields of medical devices and pharma. Also, 'Made in India' should be the call where healthcare stakeholders can study the Western nations practices and draw from the domestic learnings and then re-engineer the healthcare system to meet the Indian healthcare requirements.

On the occasion, the Secretary released the FICCI-EY Knowledge Paper on '**Nursing Reforms: A paradigm shift for bright future**'.

**Mr. Sunil Kant Munjal, Joint Managing Director, Hero Motocorp Ltd. & Chairman, Hero Corporate Service Ltd.**, said that there was a need to re-imagine and create a balance between caring and business before re-engineering the sector. He said that customized healthcare for individuals was required and this could be achieved with widespread use of technology, data and data analytics. The healthcare system should also be strengthened by providing a sound backend with the help of technology. Also, patient's confidentiality needed to be beefed up to enhance the trust factor among the customers.

Mr. Munjal said that instead of completely relying on the Western medicine, the Indian healthcare providers should look at traditional medicines such Unani to create a holistic system. Speaking about the regulatory framework, he said that the regulators in the healthcare should act as facilitators and support the stakeholders rather than policing it.

**Dr Nandakumar Jairam, Chair, FICCI Health Services Committee; Chairman, NABH & Chairman & Group Medical Director, Columbia Asia Hospitals India**, pointed out that there was a need to double the number of quality professionals in healthcare sector. The sector at present is being served by 3.5 million medical professionals and this number must reach to 7.4 million before 2022 to cater to the rapidly increasing population of India.

Dr. Jairam said that it is time to leverage technology in the sector to reduce costs, optimize manpower, avoid redundant processes, enable diagnostics and maintain records. Besides, there is a need to step up research and encourage innovation and integrate it with the present healthcare delivery system.

In his theme address **Mr. Vishal Bali, Chair, FICCI HEAL 2016 Organizing Committee; Co-Chair, FICCI Health Services Committee & Asia Head - Healthcare, TPG Growth**, gave an overview of the sessions to be held during the two-day conference and the broad outline of the themes to be deliberated upon. He added that financing, technology, start-ups and innovation would be buzzwords that will be echoed at HEAL 2016.

Mr. Bali said that to transform the Indian healthcare sector, it was time for the professionals and stakeholders to think boldly, innovatively and disruptively to create a new healthcare ecosystem. There was a need to manage the sector based on the expectations of the consumers and eliminate the trust deficit in consumers.

In his concluding remarks, **Mr. Ashok Kakkar, Co-Chair, FICCI Health Services Committee and Senior MD, Varian Medical Systems International India Pvt Ltd.**, said that the conference would focus on access to quality healthcare to every Indian citizen; assurance of right clinical processes being followed at hospitals and re-establishment of trust and credibility of healthcare professionals. Care with compassion was the key for sustainable and inclusive healthcare delivery.

**Dr A Didar Singh, Secretary General, FICCI**, said India needs a healthcare system which ensures accessibility to all. FICCI has been working steadfastly in this direction with its stakeholders in the healthcare sector and was bringing them on one platform to create a healthcare delivery model that is sustainable and inclusive.

**Ms. Shobha Mishra Ghosh, Senior Director, FICCI**, made a presentation on completion of 10 years of FICCI HEAL. Also, the Poster Presentation Competition on the theme 'Re-engineering Indian Healthcare' was announced.

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