

3rd Hinduja Hospital Healthcare Management Series

National Conference on

Redefining Healthcare VALUE BASED DELIVERY

December 4th - 5th, 2015

Organised by

**P. D. HINDUJA HOSPITAL
& MEDICAL RESEARCH CENTRE**

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"Value Based Healthcare Delivery" has become the important concept for dealing with healthcare delivery issues today. This is a framework that has an overarching goal of providing value for patients. This means, restructuring of the current health care systems within the country and across the world with keeping in mind patient health outcome per rupee spent as the core goal.

The "Value Based Healthcare Delivery" includes creating various organisational structures like Integrated Practice Unit, Management Practices and Payment Models that are in line with modern learning practices and today's medical science.

As a result of "Value Based Healthcare Delivery" system:

- Long term patient outcomes can be drastically improved
- Cost of care can see major reduction

P. D. Hinduja Hospital & Medical Research Centre's vision is to provide "**Quality Healthcare to All**" at an Affordable Price. The hospital has been practicing "Value Based Healthcare Delivery" in various aspects and is a supporter of this concept for better patient outcome. The 3rd Healthcare Management Series by the hospital, "**Redefining Healthcare : Value Based Delivery**" is planned with the aim of bringing all the components / individuals of healthcare delivery system together to share their experiences and propose new concepts in this area.

Designed for

- Hospitals • Nursing Homes • Healthcare Consultancy Companies • Healthcare IT Companies • Health Insurance Companies
- Other Health Industry Companies

Potential Participants

- CXOs • Administrators • Medical Directors • Superintendents • Directors • HODs • Managers • Faculty • Nurses
- Other Healthcare Industry Professionals

Conference Faculty

- Distinguished faculty from hospitals, accreditation bodies & consultancy companies
- Eminent & Senior Leaders from Healthcare industry will share their experience & expertise on creating a sustainable future

*** For update on confirmed speakers kindly visit our website www.hindujahospitalmgmtseries.com**

Program Fee

- Register:** • Before 15th Sept, 2015 (early bird): ₹ 1500/- • 16th Sept - 15th Nov, 2015: ₹ 2000/- • 16th Nov onwards & spot registration: ₹ 2500/-
- For Students Rs. 1,500/- from 15th Sept till 1st Dec, 2015.

Registration & Payment can be made online at www.hindujahospitalmgmtseries.com or DD / Cheque to be made in favor of P D Hinduja National Hospital & MRC, payable at Mumbai and sent with registration form to Raisa Soares, Events Executive, P. D. Hinduja Hospital, Veer Savarkar Marg, Mahim (West), Mumbai - 400 016. *** No refunds for cancellation made after 15th November, 2015.**

Conference Sessions & Learnings

Sr. No.	Sessions	Learnings
1	Transforming Patient Experience	To improve patient experience and achieve patient centric care there is a need to discuss different challenges patient may face during their care journey and to emphasize the importance of working alongside patients and care givers.
2	Moving to Value Based Competition: Improving Health Insurance and Access	The fundamental task of delivering value to the patient is in conflict with all the economic incentives in the current healthcare system leading to dysfunctional results that are increasingly evident. Focus is now on challenges, to evolve health financing mechanisms which deliver the benefit of pooling and quality to large segments of the population.
3	Developing Hospitals for Gen-Nxt	Are hospitals prepared to meet demands of next generation of health consumers? As the industry continues to shift towards a more patient centered approach for health facilities, there is a need to make sure they meet patients evolving expectations. Some of the focus remains on Integrated Practice Units, Synergistic Care Delivery and Leveraging Social Media.
4	Enhancing Quality and Safety in Healthcare : A Mandate or Choice?	When a medical institution aspires towards excellence and patient safety, quality enhancement proves to be a key factor essential to the process. Healthcare institutions invest enormous effort and resources in order to improve quality and patient safety, but often fail to reach that aspired "ultra-safe" environment.
5	Healthcare: Competing on Values and Outcomes	More and more healthcare organisations are starting to focus on providing superior health outcomes as a way to distinguish themselves in the fast-changing healthcare marketplace. Competing on outcomes has the potential to improve the value delivered by the entire health system.
6	Harnessing the Power of Information Technology	Healthcare organisations are leveraging to capture all of the information about a patient to get a more complete insight into care co-ordination and outcomes based reimbursement models, population health management and patient engagement and outreach.
7	Healthcare Service Delivery: Excellence, Uniqueness and Outcomes	As competition intensifies within the healthcare industry: patient satisfaction and service quality are providing the evidentiary basis for patient outcomes. A conceptual model of three interrelated areas- service, health outcomes and resource stewardship affects the clinician-patient relationship.
8	Building Human Competencies: Leveraging Human Assets	Providing excellent service is a goal of any organisation, and with the many options to "take my business elsewhere", the stakes have never been higher. However, a frequently missing piece in customer service is the perception of employees. For organizations to provide superior customer service, they must also manage in tandem, the employee experience.
9	Delivering Right and Appropriate Healthcare	Physicians and Healthcare provider organisations can put in place the set of interdependent steps needed to improve value, since value is determined by how medicine is practiced. Yet every other stakeholder in the health care system has a role to play. Patients, health plans, employers, and suppliers can hasten the transformation.
10	Innovation - Shaping Future of Healthcare	The ever-changing healthcare landscape inspires to collaborate with industry pioneers to design innovative solutions focused on tackling critical population health challenges and economic issues.
11	New Paradigm of Healthcare Delivery - voice of customer	A problem nowadays is that the customer not only has a voice, but those voices in aggregate can often be louder than that of the brand. Add to that, the customer journey is becoming increasingly dynamic and real-time, creating a new paradigm where a discontinuous experience can lead to customers astray.

About P. D. Hinduja Hospital & Medical Research Centre

P. D. Hinduja Hospital & Medical Research Centre, a 400 bed ultra-modern multi-speciality tertiary care hospital introduced by Shri P. D. Hinduja in 1951 as an OPD clinic has a mission of providing "Quality Healthcare for All". P. D. Hinduja Hospital & Medical Research Centre completed its Diamond Jubilee year in 2011 and is known for providing quality and state of the art healthcare management services in India.

The hospital represents three strong pillars of healthcare; Academics, Research and Clinical Work and offers DNB courses in 23 specialties; M.Sc. and PhD programmes in research; technical courses for technicians, allied health sciences courses and a full-fledged Nursing College that offers B.Sc., M.Sc. and PhD. programmes.

The hospital has been at the forefront of adopting new technology being the first hospital in India to acquire Gamma Knife and start a NAT Blood Testing to name a few. In addition, the hospital has indigenously developed Hospital Information Systems (HIS) for integrated care as well as recently added a digital broadband MRI suites and a world class Bone Marrow Transplant (BMT) center.

Over the years, the hospital's efforts in providing the best healthcare services has led to a number of certifications and accreditations like NABH, NABL, HACCP, ISO 27001 and CAP accredited laboratory, Center of Excellence (COE) for Clinical Flow Cytometry and a certification by Global Health Strategies for an outstanding contribution in the field of Tuberculosis. The hospital has also introduced innovative medical assistance services like "Care@Home", "Poison Centre" (Tele Assistance) services and "Short Stay Services": a unique concept wherein the patients stay for less than 24 hrs.

The hospital has a unique charity outlay which has launched various rural health program and Mobile Health Units with the aim to 'Serve with Passion' catering to the rural population in and around Mumbai. This aim was further strengthened by the creation of 'Live To Give Hope' fund, which was initiated in honor of Late Ms. Lalita G. Hinduja.

The hospital has been bestowed with multiple national and international recognitions like "Best Multi Speciality Hospital" at the CNBC ICIC Lombard India Healthcare Awards, 'Best Multi-Speciality Hospital-Mumbai' (survey-based category) awarded at the Healthcare Achievers Award 2014, Special Jury Recognition Award for Operational Excellence at the 2013 FICCI HEAL awards, Excellence in Hospital, "Best Information & Communication Technology (ICT) enabled hospital in Maharashtra" at the 2013 e-Maharashtra Awards & Healthcare Conference, "International Diamond Prize for Customer Satisfaction" by the European Society of Quality Research, Excellence Award" for CSR project at the Asia Healthcare Management Awards, 2012, IMC Ramkrishna Bajaj National Quality Award, Golden Peacock Global Award for Philanthropy in Emerging Economies.

Accommodation Options

Hotel Amigo

289, Cadell Road, Shivaji Park, Dadar (West), Mumbai - 400 028.
Tel: (91-22)-2446 3628.
Email: amigohotel@gmail.com

Hotel Parkway

Ranade Road, Shivaji Park, Dadar (West), Mumbai - 400 028.
Tel: (91-22)-2445 3362.
Email: reservations@pritamhotels.com
Website: www.pritamhotels.com

Hotel ITC Grand Central

287, Dr Babasaheb Ambedkar Road, Parel, Mumbai - 400 012.
Tel : (91-22)-2410 1010.
Email: reservations.itcgrandcentral@itchotels.in
Website: www.itchotels.in/hotels

Hotel Park Lane

95, Dada Saheb Phalke Road, Next to Railway Bridge, Dadar (East), Mumbai - 400 014. Tel: (91-22)-2411 4741.
Email: parklanehotel@rediffmail.com
Website: www.hotelparklane.co.in

Hotel Kohinoor Park

Veer Savarkar Marg, Opp. Siddhi Vinayak Temple, Prabhadevi, Mumbai - 400 025.
Tel: (91-22)-2438 5555 | Email: hotelkohinoorpark@mail.com
Website: www.kohinoorhotels.com

Hotel Hyatt Regency - Mumbai

Sahar Airport Road, Andheri (East), Mumbai - 400 099.
Tel: (91-22)-6696 1547.
Email: mumbai.regency@hyatt.com
Website: www.mumbai.regency.hyatt.com

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Delegate Registration

• **Registration and Fees payment can be done online. Visit www.hindujahospitalmanagementseries.com**

OR

• **For postal registration fill this form and send it to the below mentioned address:**

Name: _____

Organization: _____ Designation / Department: _____

Address: _____

Pin code: _____ State: _____

Tel (Off): _____ Contact No.: _____

Email: _____

Registration fees: ₹. _____

Payment Details: D.D. / Cheques (Local only) in favour of "P D Hinduja National Hospital & MRC", payable at Mumbai.





D.D. / Ch. No.: _____ Dated: _____ Amount: ₹1500/- ₹2000/- ₹2500/-

Drawn on: _____ Bank : _____

Signature : _____

Send to: Raisa Soares, Events Executive, P. D. Hinduja Hospital & Medical Research Centre, Veer Savarkar Marg, Mahim (West), Mumbai - 400 016.

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