

Redefining Health Care – Value Based delivery

Building Human Competencies –
Leveraging Human Assets

December 05, 2015

Business Challenges - Indian Context

Current

- Aggressive Growth of Private sector Beds @ 70%
- Low Bed Density - 1.3 per 1000 - Global average @2.5 and WHO guideline @3.5
- Govt. expenditure on Health care coming down & public spending is lowest @1.3% of GDP
- Current Shortfall of workforce
 - 2 Million Doctors
 - 4 Million Nurses
- Demand forecast by 2025...
 - 15 million to 20 million new jobs for doctors, nurses and allied health care professionals

Aspiration or destination?

- Aspiration for Universal insurance with government in the role of Payer
- Health care spends anticipated @ 6% of GDP by 2025 & public spending @ 3% of GDP
- Health Care Market expected to be between 450 – 470 BN USD
- By 2022
 - Doctor Density expected @ 2.5 per 1000
 - Nurse density expected @ 5 per 1000

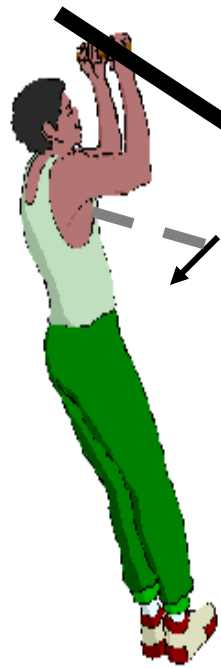


Bridge the Doctor Manager divide

Transfer of knowledge between Sr . & Jr. Doctors

HR - Value Proposition

Doctors & Managers



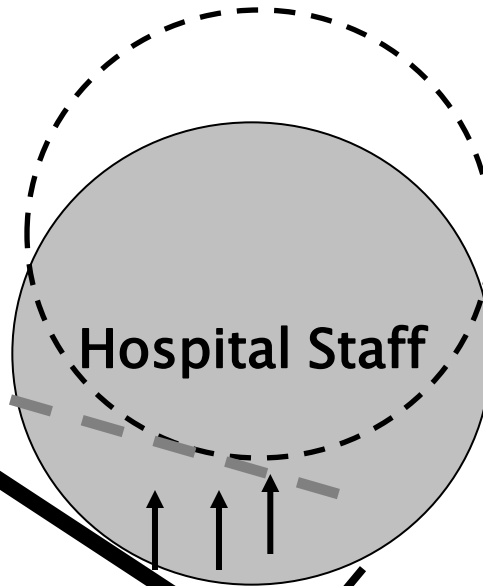
HR →

Competence

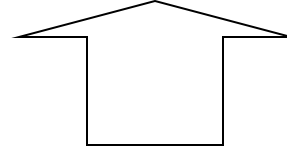
Organization capability

Community

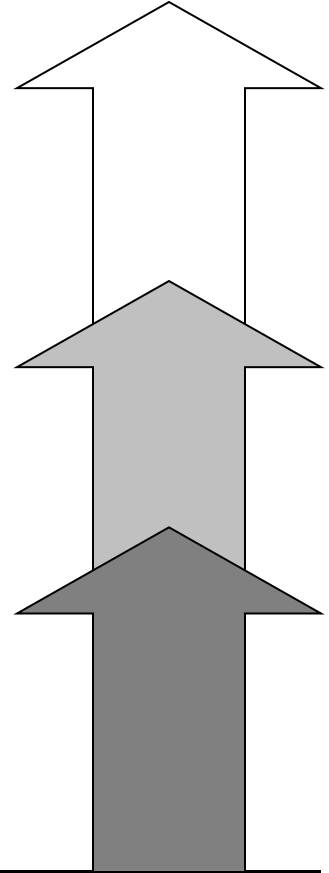
Commitment



Hospital Staff Quality



Hospital Competitiveness and credibility



Quick wins.....Institutionalize Processes

- Goal alignment & Goal setting
- Establish Productivity norms
- Performance Engagement through a robust PMS
- Employee Engagement

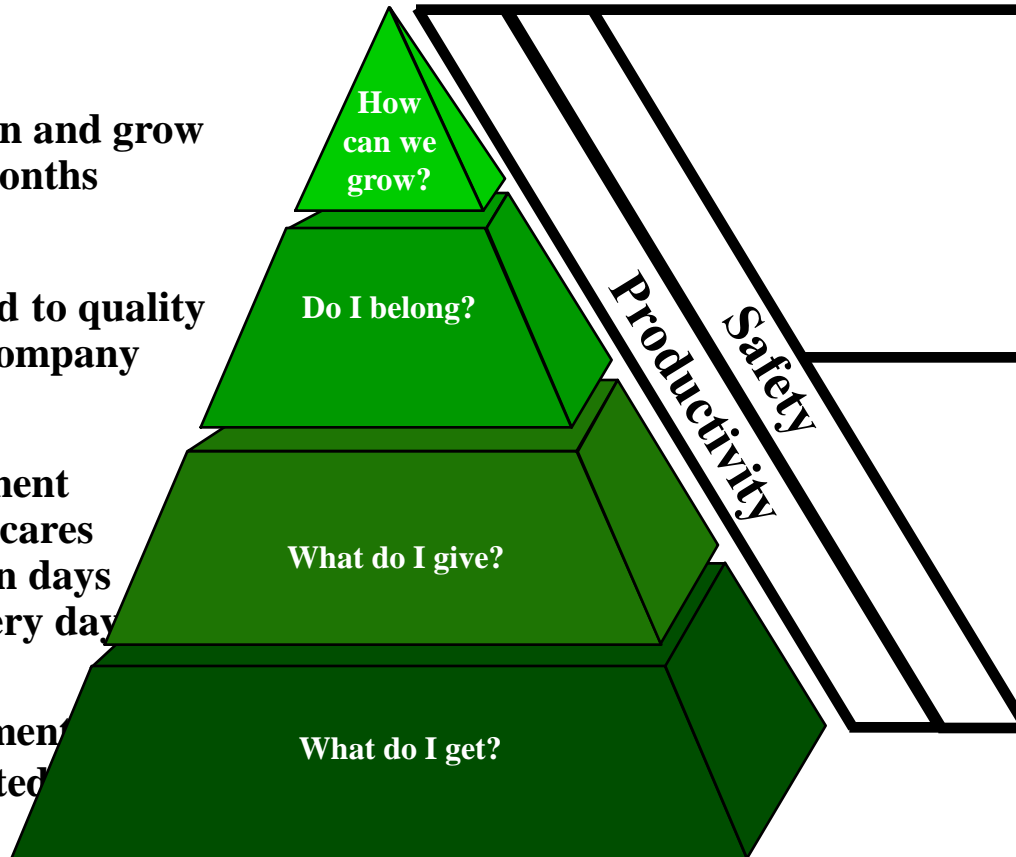
& its Impact on Business

Opportunities to learn and grow
Progress in last six months

Best friend
Coworkers committed to quality
Mission/Purpose of company
My opinions count

Encourages development
Supervisor/Someone cares
Recognition last seven days
Do what I do best every day

Materials and equipment
I know what is expected



Profitability/
Surplus



Retention
Customer /
Q - Patient Care

Thank You

Questions?