

Transforming Patient Experience

Key imperatives

04 December 2015



Building a better
working world

Dimensions

1 **Technical – Patient Care**

2 **Financial – Patient Economics**

3 **Emotional – Patient Comfort**

1 Patient Care

“Right to Health”

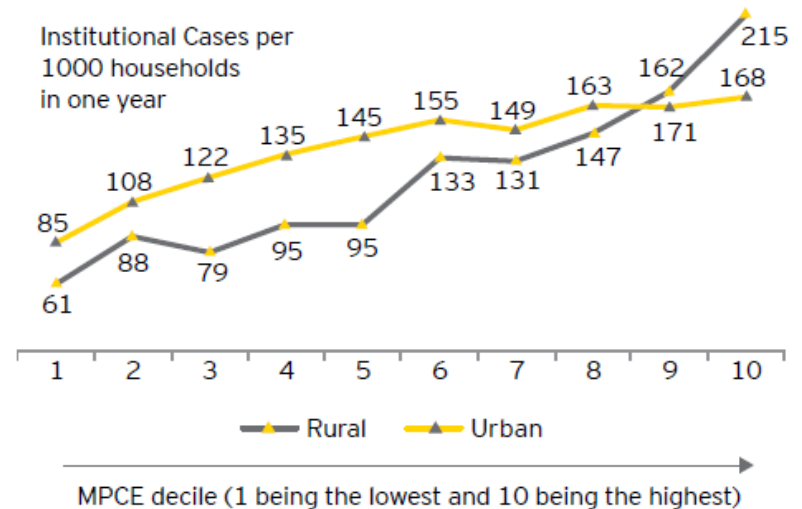
A 1.8 to 2 bed per 1000 population

B “Healthcare and not just sick care” – focus on:

- ▶ Minimizing hospitalization rate
- ▶ AYUSH
- ▶ Preventive and promotive care
- ▶ Swach Bharat

Hospitalization rates

Institutional Cases per 1000 households in one year



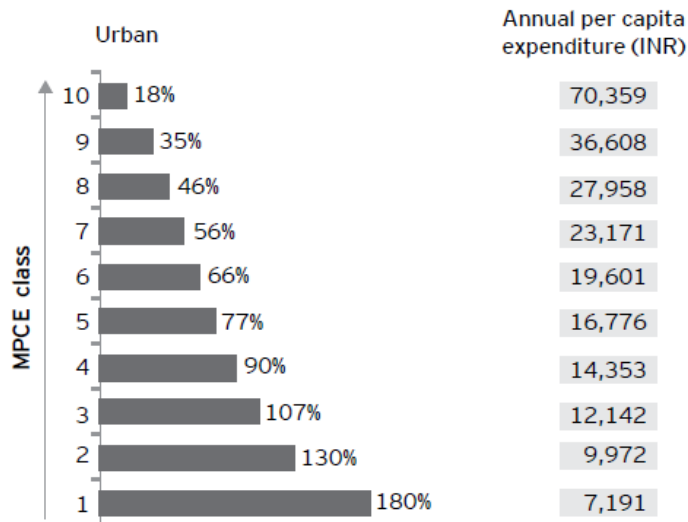
Source: Household Consumption of Various goods and services in India, NSS 66th round, NSSO, 2010

C Regulation – a must

2 Patient Economics (1/2)

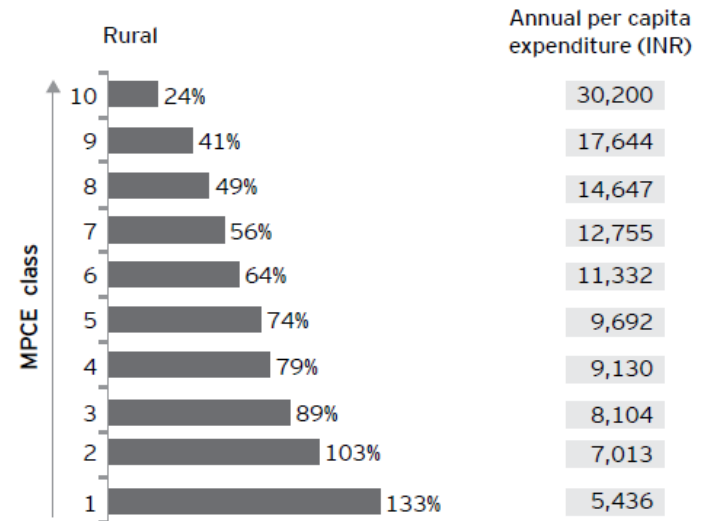
A Cost of care in relation to size of pocket not international reference

Cost of in-patient treatment due to single hospitalization case as % of annual per capita expenditure



Source: Household consumption of various goods and services in India, NSS 66th Round, NSSO, 2009-10; EY Analysis

Cost of in-patient treatment due to single hospitalization case as % of annual per capita expenditure



Source: Household consumption of various goods and services in India, NSS 66th Round, NSSO, 2009-10; EY Analysis

2 Patient Economics (2/2)

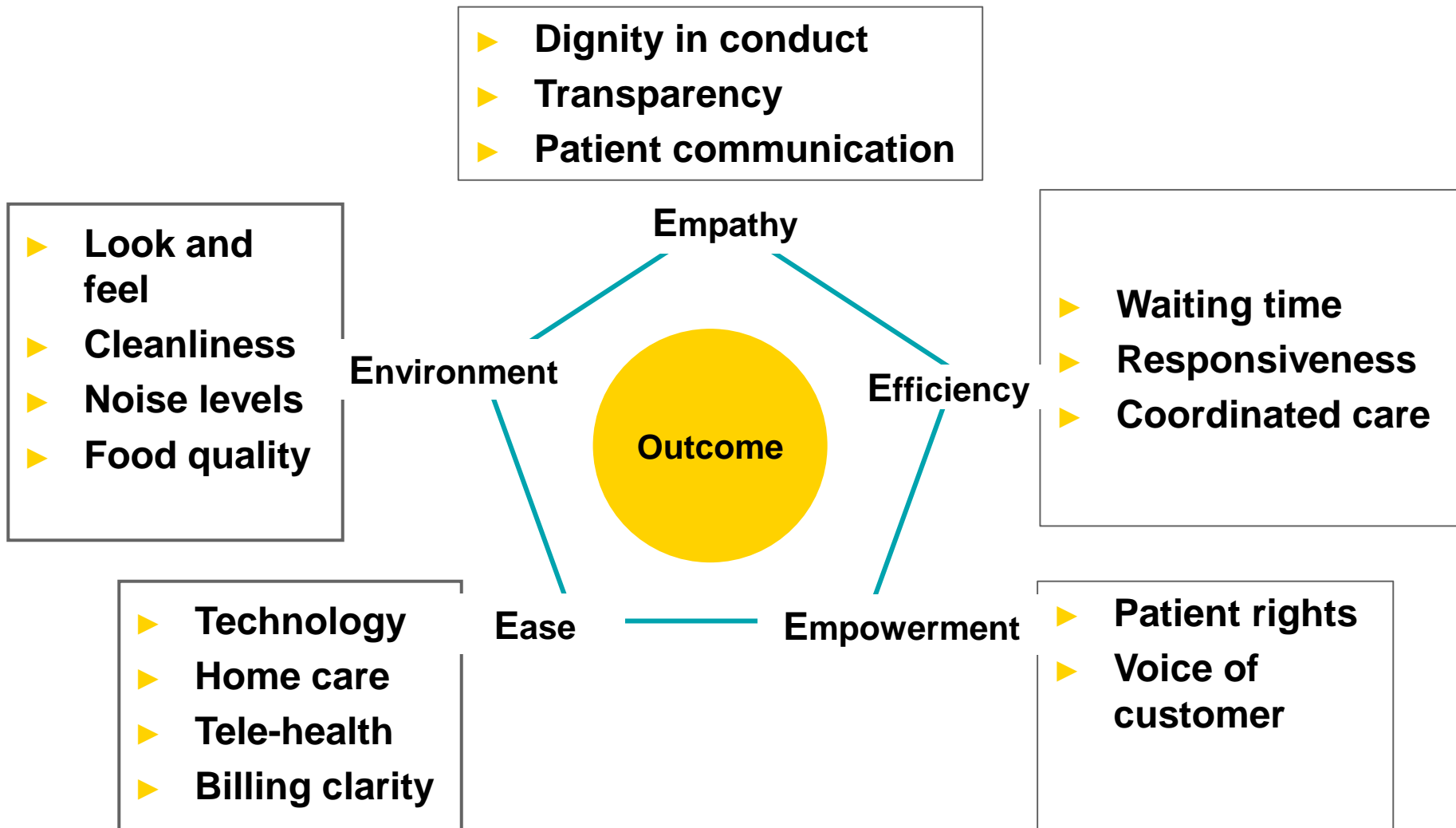
B Nanos and Gingers of Healthcare

C UHC – more a matter of political will than economics

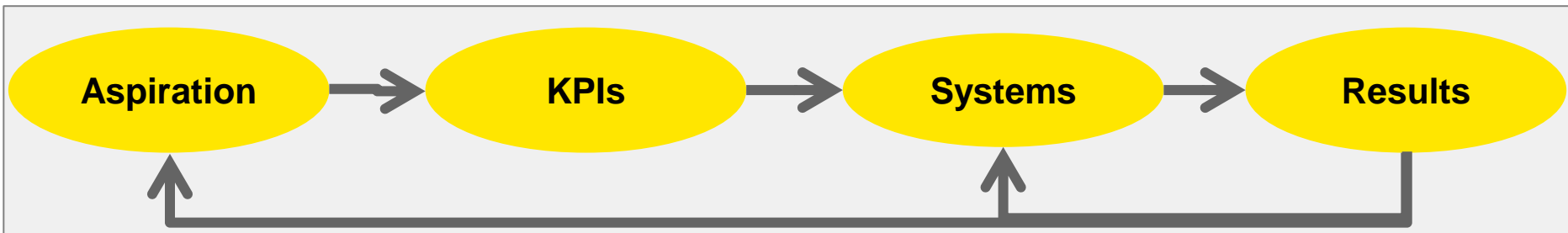
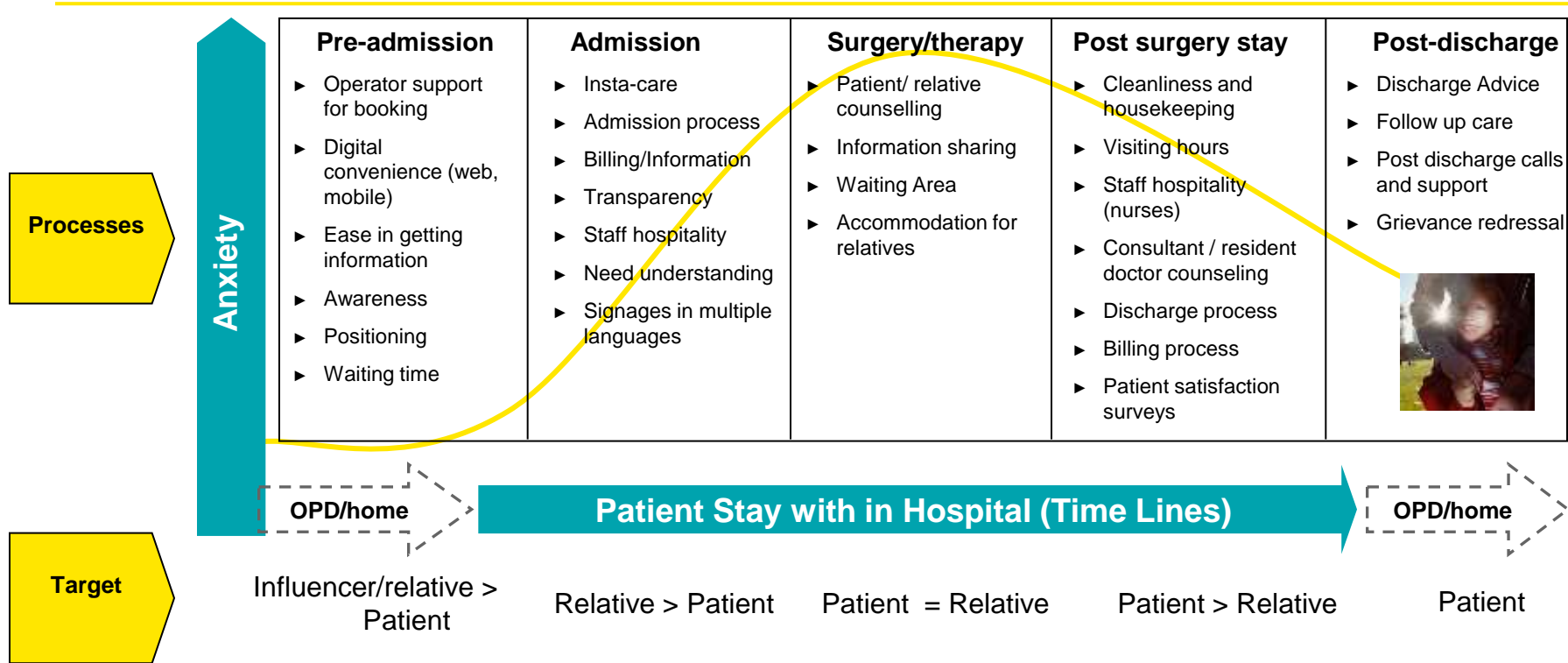
“The issue of universal coverage is not a matter of economics. Few percentage of GDP assigned to health cover all. It is a matter of soul”

-- Uwe Reinhart, Princeton economist

3 Patient Comfort



3 Approach...patient comfort



What will truly catalyse the transformation... “Voice of Customer”

HealthAdvisor !

Thank you