

॥वसुधैव कुटुम्बकम्॥

## Symbiosis Institute of Health Sciences

Innovation and Entrepreneurship Workshop

Healthcare 5.0: Accelerating Innovation in Healthcare



# HEALTHCARE 5.0

Accelerating Innovation in Healthcare!

Date: 28<sup>th</sup> November, 2020

Day: Saturday

Time: 9:30 to 16:30

Platform: Zoom



## **Introduction**

The lockdown caused by the Covid-19 pandemic has changed the conduct of society and introduced new risks in the healthcare sector. The continuous process of innovation in advanced technologies and the introduction of artificial intelligence have had a greater impact on the new model of the healthcare sector. Covid-19 risks and the management of emerging healthcare processes have made it essential to consider the new healthcare model, i.e. Healthcare 5.0.

Automation and Artificial Intelligence (AI) are two booming concepts of healthcare 5.0 that are set to revolutionise the workplaces. AI in Healthcare 5.0 covers the concept of accurate and automated disease prediction diagnosis; remote patient monitoring and treatment; surgical robots. Recent advances in smart healthcare, such as emerging 5G technology, edge computing, interconnected Internet of Things (IoT) devices, and data analytics, have enabled integrated healthcare services.

The Department of Hospital and Healthcare Management, Symbiosis Institute of Health Sciences (SIHS, MBA-HHM) organised an online International Healthcare Conclave on the theme “Healthcare 5.0: Accelerating Innovation in Healthcare”. Accelerating Innovation in Healthcare focuses on innovation, digitalization, and patient experience. By utilizing the best of technology/methods improve patient health journey, flow, and clinical decision-making. It also focuses on secure information sharing, digital wellness, and make treatment an exception while emphasizing on patient outcomes and quality of life.



The event was conceptualised and conducted on the zoom platform, which was for both the senior batch (2019-21) and junior batch (2020-22) of MBA-HHM.

The event was organised by MBA-HHM (2019-21) Batch, under the guidance of Dr. Shrikrishna Dhale, Assistant Professor, SIHS.

The event was anchored by Dr. Nandita Kurup, 2<sup>nd</sup> Year MBA-HHM, SIHS. She welcomed all the participants.

The opening remarks were made by Dr. Sammita Jadhav, Deputy Director, SIHS-Pune. She briefed the audience about the Institute and the theme of Healthcare 5.0.

The keynote speech was given by Dr. Rajiv Yeravdekar, Dean, Faculty of Health and Biomedical Sciences and Director, SIHS-Pune.

### **Topic: Innovations in Infusion Delivery Systems**

**About the speaker:** Mr. Makarand Joshi



#### **Speaker's Profile:**

- Sr. Director of marketing, Fresenius Kabi, USA (United States of America).

#### Education Qualifications

- BE (Mechanical), University of Pune
- MS (Industrial Eng & Management), North Dakota State University
- MBA, University of Chicago Booth School of Business

#### Publications and Awards

- Designing a high performance interventional catheter for stent delivery, Nov 2014
- President's Club award for Excellence in Marketing, 2016 and 2019
- Teamwork Award at Fresenius Kabi USA, 2015

#### Expertise

- Medical Devices – infusion pumps, interventional catheters, respiratory care devices
- New Product Development and Product Launches
- High Impact ROI Programs and P&L Management

**Points discussed:**

- Discussion over the importance of innovation in the current healthcare system in India.
- The need for multi-disciplinary approach in the medical devices industry.
- The need for installation of infusion pumps and the types of infusion pumps.
- What are ‘smart pumps’?
- Attention towards installation of DERS (Dose Error Reduction Software).
- The importance of ‘smart pump hospital workflow’.
- Information technology aspects such as drug library software, pump maintenance calibration software and Agilia connect infusion system.
- What is ‘Close loop anaesthesia management’?

**Conclusion:**

The session concluded on an interesting attitude carrying our attention towards the importance of simulation and the possibilities of way forward technology such as artificial intelligence and auto-programming in the healthcare system of India. The consequences of such technologically oriented steps are the end point of the discussion.

Session coordinated and concluded with a wholeheartedly by Dr. Nandita Kurup, 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by Ms Gladys Suzzane, 2<sup>nd</sup> Year MBA-HHM, SIHS.

## Topic: Digital and Technology in Health Insurance

**About the speaker:** Dr. Gaurav Tripathi



### Speaker's Profile:

- Vice President Operations, Aditya Birla Health Insurance Company Limited

### Educational Qualifications:

- BBA, Business Management, College of Management and Tourism.
- PGDHM, Hospital Management, IHMR Jaipur.
- Executive MBA Operations, AIMA-Delhi.
- Doctor of Philosophy (Ph.D.), Business Administration and Management, General-Healthcare Financing.

### Previous Work:

- Assistant Manager, Bajaj Allianz General Insurance Co.
- Manager, ICICI Prudential Life Insurance Company Limited.
- Chief Manager-RSBY, Max Bupa Health Insurance
- Vice President Operations, Aditya Health Insurance Company Limited.

### Points discussed:

- Importance of digital technology in health insurance.
- Brief introduction about use of artificial intelligence / machine learning in health insurance : e.g.
  - Wearable devices
  - Internet of things
  - Mobile apps
- Collection of information related to general perception of consumer from above technologies and association of insurance companies with them to award reward points to customers that can be redeemed for various services
- Role of web aggregators in simplifying digital sales and distribution
- Use of technology to get the data from hospitals and other organizations that can help in making the underwriting process easier and much faster
- Proper use of technology for following health insurance services:
  1. Digital payment of premiums
  2. Maintaining personalised health data
  3. Self-servicing
  4. To maintain an integrated ecosystem between customer insurance companies and healthcare providers

5. To decrease the fraudulent claims- by using geo tagging, geo financing voice analytics , video streaming etc
  6. Easy and hassle-free claim settlement
  7. App notifications/ reminders for customers to be in sync with latest developments
  8. Partnership with digital wallets
- Roadblocks in Insurtech:
    - Lack of structured data
    - Lack of digital hospital infrastructure
    - Absence of health data
    - Absence of her
    - Health data interoperability

**Conclusion:**

The session was quite interactive and very insightful. The points and discussion made us understand importance digitalization and technological advancements in increasing the advancement of health insurance industry in India.

Session coordinated and concluded with a wholeheartedly by Dr. Devanshi Raval, 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by Ms. Ritika Mahadevan, 2<sup>nd</sup> Year MBA-HHM, SIHS.

## Topic: Future of Healthcare

**About the speaker:** Dr. Hari Prasad Kovelamudi



### Speaker's Profile:

- President, Apollo Group – Hospitals, Hyderabad

### Achievements:

- Dr. Prasad joined the Apollo Group of Hospitals and contributed to the launch of the first ever dedicated accident & emergency hospital in the country at Hyderabad.
- Dr. Prasad hosted the first ever conference on Emergency Medicine in India in 1999 at Hyderabad and during this conference formed the Society for Emergency Medicine, India which is today the professional body representing the specialty in India.
- As the Chief Executive Officer, he steered Apollo Hospitals, Hyderabad to be the first hospital in the region to be accredited by Joint Commission International, USA and the first hospital outside the United States of America to be certified for excellence in management of acute stroke once again by Joint Commission International.
- Though his busy schedule he also published a book called 'I AM POSSIBLE'.
- He served as a Member - Healthcare Sub-Committee of CII Southern Region for the year 2015-16 & current active CII Council Member for the year 2019-2020.

### Points discussed:

- Initiated the talk about 'PPP – Public Private Partnership'. According to Dr. Prasad there aren't many successful models in the country due to the lack of involvement of the 4<sup>th</sup> 'P' i.e. Public. According to him unless the public are involved the models aren't successful.
- For the success of any model all the public and the stakeholders are to be aligned interests have to be aligned and the outcomes have impact all of them positively. In healthcare the prominent stakeholder is the common man (public). Next the speaker highlighted on 5<sup>th</sup> 'P' that is Policy making should be consistent and encouraged. They need to be inclusive goals and outcome oriented.
- Further he highlighted on "Preventive Medicine" and its importance
- Suggests on moving away from transactional medicine and transactional care to programmatic medicine and connected care
- Improved technology leads newer models of care evolving and leads to more Connected care
- Teleconsultation and Home healthcare models and many newer models are evolving and is here to stay as it bring lots of advantages
- Highlighted on severe shortages on intensivists and E-ICU
- Simulation techniques for surgeons brings in a lot of benefits for surgeons, Artificial Intelligence and 3D Printing have huge scope in future, Genetic synthesis and Genetic modification are also emerging in the healthcare

- Dr. Prasad quotes that “Change is inevitable, anyone who is going to resist change is going to perish and anyone who promotes the change is going to achieve great success in healthcare sector.
- According to Dr. Prasad all the healthcare professionals should be digitally savvy because everything is going to be digitalized from admission to the discharge to measuring patient satisfaction to measuring clinical outcomes to making sure that you are delivering evidence-based medicine to making sure that your clinical pathways are implemented to HR processes to a procurement process everything is digitise now and you are in a paperless world. So to meet all the requirements healthcare professionals should be digitally savvy.
- One of the big challenges that India is facing today is Geographical access to healthcare services because almost 95 to 96% of the good health care facilities are limited to only 5% of the geography of the country. Where the rest 95% of the geography of the country is facing problem in accessing the healthcare services.
- Next major challenge is that quality healthcare services is costlier. Improved technology input tools for diagnosis and treatments also increases expenses on healthcare. Due to this a significant 80% of the population of the country couldn't afford this quality care
- So overall there is a major challenge for the country in terms of geographical access and financial access of healthcare services.
- So all policies need to address these two challenges in terms of ensuring that the people in remote areas in tier 2 and tier 3 and rural areas have access to quality care and digital networks using hub and spoke models using policies to attract investment in these areas to improve geographical access to healthcare services.
- Similarly, to address financial access, A mandatory health insurance is the only solution. A mandatory universal Health insurance is only way forward for creating a financial access to people who are not able to afford quality care today.

### **Conclusion:**

The session was quite interactive and very insightful. The points and discussion led us to know about Future of Healthcare, Challenges of Indian Healthcare system and how to overcome these challenges.

The session was coordinated by Ms. Vidhi Kalra, 2<sup>nd</sup> Year MBA-HHM, SIHS.

Session concluded with a wholeheartedly with a vote of thanks was proposed by Ms. Gladys Suzanna Philips, 2<sup>nd</sup> Year MBA-HHM, SIHS.



## **Topic: Artificial Intelligence and its advantages post COVID-19 on healthcare systems**

**About the speaker:** Dr. Harish Pillai



### **Speaker's Profile:**

Present Roles:

- CEO of Aster DM Healthcare since April 2018.
- Member of the Joint Commission International (JCI) Standards Advisory Panel.
- Member of Governance Council of Association of Healthcare Providers (AHPI).
- National Chair for Medical Value Travel Committee in Federation of Indian Chambers of Commerce and Industry (FICCI).
- Visiting faculty at Tata Institute of Social Sciences (TISS) Mumbai.
- Administrative Staff College of India (ASCI) Hyderabad.

Honours and awards:

- Featured Cover Story of Healthcare Radius Magazine (April 2018).
- Special Jury Award for CEO of The Year at the 1st BW Healthcare Hospital Summit & Awards in May 2019.

### **Points discussed:**

- Artificial Intelligence and its advantages post COVID-19 on healthcare systems.
- Current scenario of COVID in Indian and Global context (management, fatality).
- Technological advancement against natural calamities like cyclone, Tsunami.
- Introduction of early warning system by IMD and its positive impact mostly amongst the coastline population.
- Introduction of several AI/ML enabled digital solutions, application and platforms in the healthcare space (Bluedot, Metabiota, Arogya Setu)
- Contribution of artificial intelligence to fasten up the vaccine production.
- Inception, launch and deploy of vaccine and how artificial intelligence is boosting in this process.
- Augmenting reporting, real time data acquisition, Chatbots, Robostaff, Drones being used globally amidst this pandemic to manage or cluster COVID cases across the geographies.

### **Conclusion:**

The session was quite interactive and very insightful. The points and discussion made us understand importance of Artificial Intelligence and its applications in healthcare industry.

Session coordinated and concluded with a wholeheartedly by Ms Preeti Prince 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by by Ms Chanpreet 2<sup>nd</sup> Year MBA-HHM, SIHS.

## Topic: Innovations in the COVID-19 Pandemic

**About the speaker:** Dr. Vijay Nataranjan



### Speaker's Profile:

- Chief Executive Officer at Symbiosis University Hospital and Research Centre, since January 2019.

### Previous Roles:

- Senior Registrar, The Royal Melbourne Hospital, Melbourne, Australia
- Chief Resident, Boston Medical Centre
- Chief Cardiothoracic Surgery, Poona Hospital and Research Centre

### Points discussed:

- What changes brought about in COVID 19 and how some of them may be permanent.
- Focus on ability to adapt to change by being flexible.
- How this pandemic is peculiar or different in terms of time constraint decision making and economic impact ramping up of hospital infrastructure
- What are the contributions of these innovations during this pandemic?
- How behavioural changes need to be brought upon and the need to focus on customer in relationship building
- How webinars and telemedicine consultation are a major factor that can be used to alleviate fear during pandemic
- Spoken about influx of competitors in medical device industry

### Conclusion:

The session was quite interactive and very insightful. The points and discussion made us understand importance of innovations in the COVID 19 pandemic.

Session coordinated and concluded with a wholeheartedly by Dr. Suyasha Pote, 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by Ms M Swati 2<sup>nd</sup> Year MBA-HHM, SIHS.

## **Topic: Innovating the patient experience ways to create patient loyalty**

**About the speaker:** Dr (Major) Prashant Kumar Singh Chauhan



### **Speaker's Profile:**

- Director Operations at Centre for Sight (Group of Eye Hospitals)

### **Previous Work:**

- Medical Officer, Indian Armed forces
- Medical Superintendent, Jain Hospital, New Delhi
- Medical Superintendent, ICARE Eye Hospital & Post Graduate Institute Noida
- Senior Manager- Health Services : Quiver Infoservices Limited
- Manager- Operations, Indraprastha Apollo Hospitals, New Delhi
- Senior General Manager Operations & Associate Vice President, Vasana Healthcare Private Ltd.
- Chief Operating Officer, Arabian Healthcare Group LLC
- Senior General Manager Operations and Projects, HealthCare Global
- Vice president Operations, International oncology Services Private Limited

### **Points Discussed:**

- A brief introduction of the topic wherein he highlighted the importance of patients' experience and the factors governing patients' delight.
- An explanation on the decisive parameters that are critical for choosing a hospital from patient's perceived quality of care. These parameters comprise of location (18%), reputation of hospital (20%), physicians' decision (21%) and patient experience (41%).
- He described the major factors affecting patient experience. It included staff behaviour, clinical skillsets and outcomes, communication, quantum of waiting time, comfort through infrastructure and ambience and customer relationship management.
- It was followed by a detailed depiction of 5 innovations to create patient loyalty. He explained about:
  - Card game of Rotterdam Eye Hospital that encouraged team members to know each other, enhanced information sharing between staff members and increased patient safety scores.
  - Advances in Patient Feedback Systems – Digital feedback forms and online assessment of patient experience scores
  - Artificial Intelligence enabled patient's virtual assistants and chatbots
  - Continued Communication enabling patient's journey mapping and guiding them through the same
  - Mobile Apps for the management of chronic patients thereby facilitating information, education and communication.

**Conclusion:**

This comprehensive session on the ways to enhance patient satisfaction score was very insightful and it enlightened the students regarding the importance of patient experience management and the ways to achieve it.

Session coordinated and concluded wholeheartedly by Dr. Dishna Dinesh, 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by Ms. Prachi Singh, 2<sup>nd</sup> Year MBA-HHM, SIHS.

## Topic: Importance of quality certifications in the healthcare sector

**About the speaker:** Dr. JL Meena



### Speaker's Profile:

- Joint Director, National Health Authority (NHA), Govt of India

### Previous Roles:

- General Manager (GM), Hospital Networking & Quality Assurance - National health Authority (Aug 2018 - Aug 2020)
- State Quality Assurance Officer - State Quality Assurance Officer, Commissionerate of Health & FW, Govt of Gujarat (2006 - Present)
- Department of Health & FW
- District Quality Assurance Officer - Government of Gujarat (Feb 2003 – Jun 2006)

### Honours and awards:

- FCCI healthcare Excellence Award - FICCI Heal 2016
- FCCI healthcare Excellence Award - FICCI Heal 2014
- CAHOCOON - 2017 Young Quality Achiever Award
- FICCI Healthcare Excellence Award - 2013
- High excellence award - 2013 (Armed force medical college)

### Points discussed:

- Importance of quality in healthcare sector and how it can be achieved effectively.
- Introduction to Ayushman Bharat (PMJAY) and quality parameters required for empanelling the hospital under PMJAY
- Explanation of the Self-assessment process and various certifications related to PM JAY
- Brief introduction about -
  - Bronze certification - First step which involves desktop as well as physical verification
  - Silver certification
  - Golden certification
- How hospitals can achieve various certifications based on previous certificates like NABH etc.
- Eligibility and steps for Certification process
- Links, criteria, pectoral guidelines and other requirements to get certifications
- Highlights of important things for avoiding rejection of certification

### Conclusion:

The session was quite interactive and very insightful. The points and discussion made us understand importance of quality and the assessment process under Ayushman Bharat.

Session coordinated and concluded with a wholeheartedly by Dr. Sanskruti Yedatkar, 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by by Ms Gladys Suzzana, 2<sup>nd</sup> Year MBA-HHM, SIHS.

## Panel Discussion: Healthcare 5.0

Four speakers:

1. Dr Abhijeet Ghosh, Senior Vice President, Bharti AXA General Insurance, Mumbai
2. Mr. Sahil Desai, Vice President -International Business Development & Marketing, Fermenta Biotech Limited, Mumbai
3. Mr. Vishvajit Karandikar, Business Unit Head -Parenteral Nutrition, Fresenius Kabi, Pune, India
4. Mr. Dinesh Reddy, APAC Talent Acquisition, PPD -CRO, Bengaluru

One Moderator:

- Dr Yogesh Brahmkar, Head-Incubation & Entrepreneurship, Symbiosis Centre for Entrepreneurship & Innovation, Pune

### 1. Dr. Abhijeet Ghosh



Accomplishments:

- Publication – cashless v/s reimbursement, IRDAI Journal
- Projects- Fraud Analytics Project (FAP) – General Insurance Council
- Proof of Concept for Fraud Control under AB- PMJAY

Previous Work:

- Consultant, Mercy Hospital as orthopedic surgeon
- Product manager, ICICI Lombard
- Head, Health insurance, Bajaj Allianz General Insurance
- Director- Health vertical & Director- Head (General Insurance), LexisNexis Risk Solutions
- Senior Vice President, Bharti AXA General Insurance

### 2. Mr. Sahil Desai



Previous Work:

- General Manager – International Marketing , Fermenta Biotech Limited
- Deputy General Manager – International Marketing , Fermenta Biotech Limited
- Senior Product Manager, Sanofi-Aventis.

- Sr. Manager Business Development & Strategy, Sterling Biotech Ltd.
- Product Manager, Sandoz Pvt Ltd.
- Product Management Team, Cipla
- Medical Representative, Novartis India Ltd

### 3. Mr. Vishvajit Karandikar



#### Achievements:

- Successfully launched Parenteral Nutrition at Fresenius Kabi in 1995
- Created Nutrition Advisory Board and organized expert meeting with top Nutritionists in the Zone. Also established Diabetes specific nutrition, High Protein formula as a new segment in supportive care
- Actively participated at UCN trial (United for Clinical Nutrition)
- Member of FRANC Asia Program (Fresenius Advanced Nutrition Course) with top international speakers
- Attended PENSA conference (Parenteral and Enteral Nutrition Society of Asia conference)
- Conducted webinars and seminars with ISCCM – Indian Society for Critical Care Medicine
- Conducted numerous symposia with Indian Surgical Society, IASG (Indian Association of Surgical Gastroenterologists), Oncologists etc

### 4. Mr. Dinesh Reddy



#### Educational Qualifications:

- Masters in Biochemistry, North Maharashtra University
- Bachelors in Biotechnology, Andhra University
- In the past has worked with Novartis and Syneos.
- Received many awards/ rewards for sustainable recruitment strategy design and implementation



## □ Mr. Yogesh Dattatray Brahmkar



### Achievements:

- Prof Yogesh is CII- UNIDO Certified Master Trainer for Start Ups. He is TRIZ Level-I Certified Professional for Innovation. He is also certified trainer for Lean Six Sigma and ISO9001, ISO14001, 5S and TQM.
- He has 11 years of industry experience in engineering domain and 9 years of teaching experience in premier business schools

### Previous Work:

- Faculty- Tech Innovation and Quality Management –NMIMS
- Quality Assurance Specialist, MTPF, Ordnance Factory Board, Ministry Of Defence
- Quality Assurance Engineer, Akruiti Enterprises

### Points discussed:

- Discussion was opened by talking about healthcare in current scenario and innovations in different sectors of healthcare and under SUHRC were talked.
- Effect of Pandemic on product development, innovations and overall changes in healthcare due to COVID-19
- Speakers talked about **different innovations** which ranged in the following manner
  - Virtual meetings, trainings
  - Changes in transportations, supply chain, storage and delivery
  - Increasing importance of clinical research
  - Digitisation, usage of AI & ML in clinical research and insurance
  - Increasing importance of data repository and increasing importance towards BI
  - Shifting link from illness to wellness and changes pertaining to it
  - Stringent regulations
  - Collaboration among competitors and vendors becoming customers
- Discussion on global scenario of the same, government steps, measures and regulatory approvals positively affecting different healthcare sector
- **Next topic discussed was about affordability of healthcare.** The discussion ranged in the following manner
  - Right to charge and standardisation of policies and treatment
  - Awareness of insurance
  - Up-to-date technological know-how playing an important role in increased penetration in different sections of society
  - Role of research
  - Role of healthcare providers along with 360-degree integrated approach to ensure the same
  - Steps taken by Government (ex- RSBY), increasing sum insured
  - Seamless integration of hospitals with insurance

- Inter dependence and co-ordinations among different elements and aspects among the healthcare sectors
- Requirement of AI and implementation of the same
- Importance of ICD codes and SNOWMED and their importance in healthcare
- Links, criteria, pectoral guidelines and other requirements for better integration
- Highlights of important things for better penetration and increased opportunities along the similar lines

**Conclusion:**

The session was quite interactive and very insightful. The points and discussion made us understand the various innovations and their benefits along with recent on goings in healthcare sector.


Session was beautifully moderated by Mr. Yogesh Dattatray Brahmkankar.

Session was coordinated and concluded wholeheartedly by Dr. Anuja Dhote, 2<sup>nd</sup> Year MBA-HHM, SIHS.

The vote of thanks was proposed by Dr. Anuja Dhote, 2<sup>nd</sup> Year MBA-HHM, SIHS.


The event concluded with sincere thanks from Dr. Shrikrishna Dhale, Assistant Professor, SIHS.


## Screen Shots of the program: Healthcare 5.0




**SYMBIOSIS INSTITUTE OF HEALTH SCIENCES**

Constituent of SYMBIOSIS INTERNATIONAL (DEEMED UNIVERSITY) - Re-Accredited by NAAC with 'A' Grade  
Established under section 3 of the UGC Act, 1956 vide notification No. F 9-12/2001-U 3 of Government of India






**HEALTHCARE5.0**  
Accelerating Innovation in Healthcare!




**Dr. Rajiv Yeravdekar**  
Dean, Faculty of Health Sciences,  
SIU


- *Dean, Faculty of Health Sciences Symbiosis International University (SIU) Director, Symbiosis Institute of Health Sciences (SIHS) Member, Board of Management SIU Member, Managing Committee Symbiosis*
- **ACHIEVEMENTS:**
  - ✔ Completed his Masters in Obstetrics & Gynecology in 1989 & was awarded the Gold Medal by Pune University for his outstanding academic performance
  - ✔ Dr. Rajiv topped the list of successful candidates of the Maharashtra Public Service Commission and joined the B. J. Medical College, Pune. His total teaching experience, to date is 26 years.
  - ✔ He was invited by the Ministry of Health, Sultanate of Oman from 1992 – 1996, where his work was highly appreciated. On completion of this assignment, Dr. Rajiv conceptualized & established the Faculty of Health & Biomedical Sciences at the Symbiosis International University (SIU), Pune which provides on campus healthcare services, offers academic programme pertinent to the health care sector & undertakes community oriented health care research projects.
  - ✔ Sir has presented a number of original research articles both at the National and International level.




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**HEALTHCARE5.0**  
Accelerating Innovation in Healthcare!



**Mr. Makarand Joshi**  
Sr. Director, Marketing at  
Fresenius Kabi USA

**Mr. Makarand Joshi, Sr. Director, Marketing at Fresenius Kabi USA**

**Education Qualifications**

- ✔ BE (Mechanical), University of Pune
- ✔ MS (Industrial Eng & Management), North Dakota State University
- ✔ MBA, University of Chicago Booth School of Business

**Publications and Awards**

- ✔ Designing a high performance interventional catheter for stent delivery, Nov 2014
- ✔ President's Club award for Excellence in Marketing, 2016 and 2019
- ✔ Teamwork Award at Fresenius Kabi USA, 2015

**Expertise**

- ✔ Medical Devices – infusion pumps, interventional catheters, respiratory care devices
- ✔ New Product Development and Product Launches
- ✔ High Impact ROI Programs and P&L Management

**Digital and Tech in Health Insurance**  
Gaurav Tripathi

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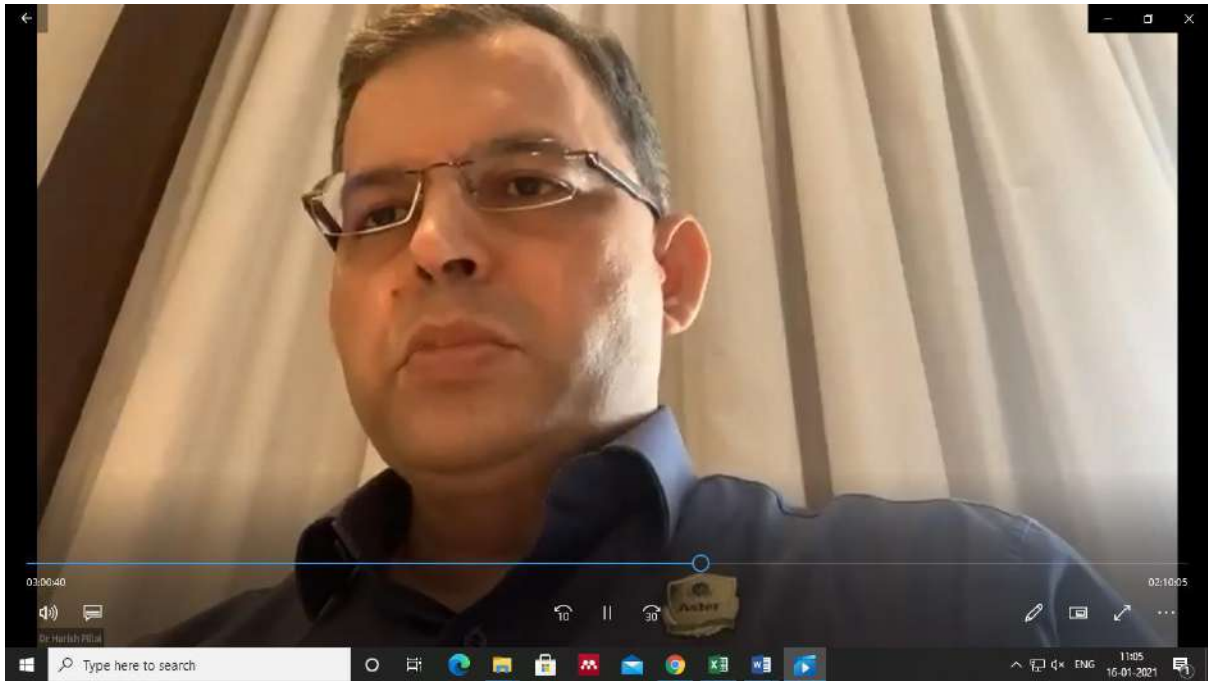
Dr. Hari Prasad

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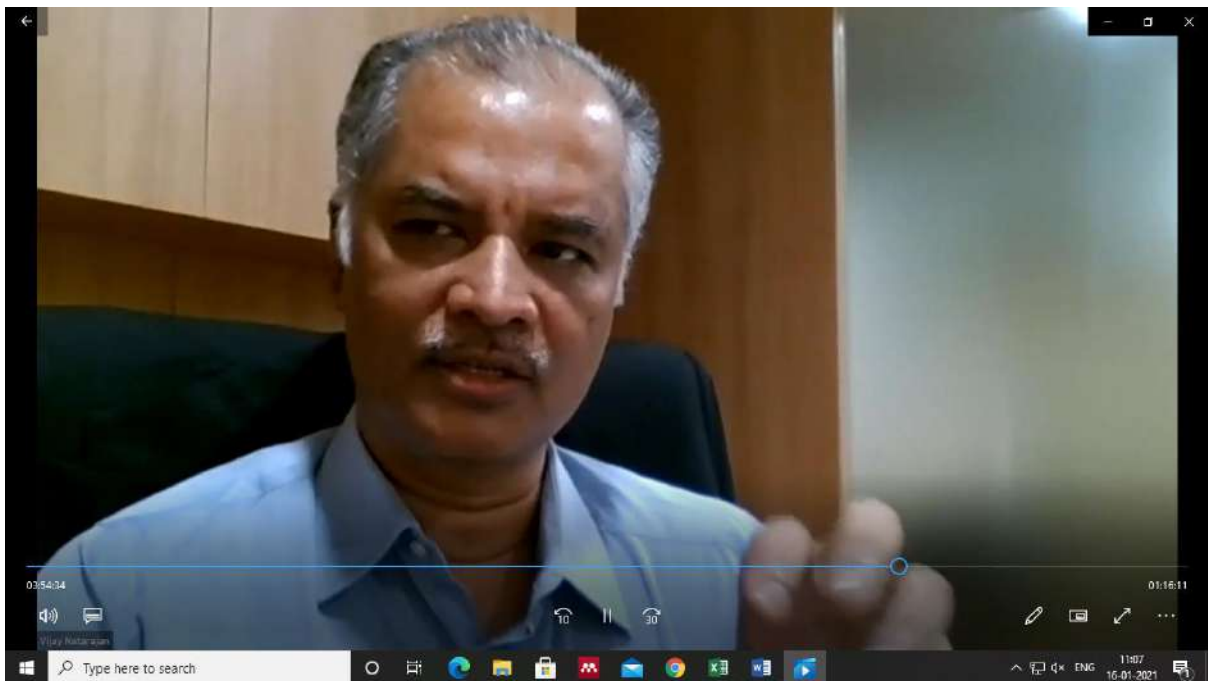
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**Dr. Hari Prasad Kovelamudi - President, Apollo Group – Hospitals, Hyderabad**





**Dr. Harish Pillai - CEO of Aster DM Healthcare**



**Dr. Vijay Natarajan - Chief Executive Officer at Symbiosis University Hospital and Research Centre**

**Innovating the Patient Experience**  
Ways to create Patient Loyalty

Dr (Major) Prashant KS Chauhan - Director Operations | Centre for Sight



**Dr (Major) Prashant Kumar Singh Chauhan** - Director Operations at Centre for Sight (Group of Eye Hospitals)



**Dr. JL Meena** - Joint Director, National Health Authority (NHA), Govt of India

Panel Discussion



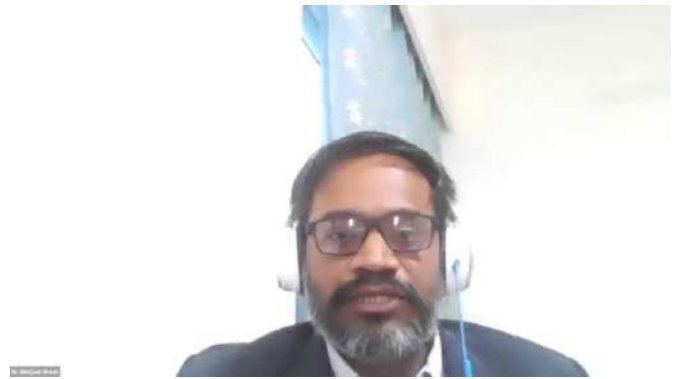
**Mr. Yogesh Dattatray Brahmkankar**



**Mr. Vishvajit Karandikar**



**Mr. Dinesh Reddy**



**Dr. Abhijeet Ghosh**



**Mr. Sahil Desai**





Shrikrishna Dhale &lt;drdhale@sihspune.org&gt;

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## Invitation as a Speaker for Healthcare 5.0

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**Mak Joshi** <makjoshi@hotmail.com>  
To: Shrikrishna Dhale <drdhale@sihspune.org>

Wed, Nov 11, 2020 at 10:45 PM

Dear Dr. Dhale,

Thank you very much for the invite. I am honored to accept this invitation and look forward to my session.

I would like to present on the topic of "Innovations in Infusion Delivery Systems". The focus will be on use of infusion pumps in healthcare settings, and how big data plays a role. I will explain what infusion pumps are, how they are used and the latest developments in this area. I will provide plenty of links that interested students can use to read up on the topic. Does this sound interesting for your students?

Do you have a template you are using for this conference? Or should I use my own? Any guidance on number of slides? I am told I have 30 minutes to present and 15 minutes for Q&A. Please confirm this is accurate.

Also, please feel free to reach out to me on WhatsApp or LinkedIn to connect at any time. My number is +1.847.778.6346.

I look forward to working with you.

Mak Joshi

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**From:** Shrikrishna Dhale <drdhale@sihspune.org>  
**Sent:** Wednesday, November 11, 2020 1:58 AM  
**To:** makjoshi@hotmail.com <makjoshi@hotmail.com>  
**Subject:** Invitation as a Speaker for Healthcare 5.0

[Quoted text hidden]



*This email is governed by the Disclaimer Terms of SIU which may be viewed at <http://siu.edu.in/disclaimer.php>*



Shrikrishna Dhale &lt;drdhale@sihspune.org&gt;

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## Invitation and registration details for Healthcare 5.0 on 28 November 2020

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Shrikrishna Dhale &lt;drdhale@sihspune.org&gt;

Fri, Nov 27, 2020 at 11:55 AM

To: Mak Joshi &lt;makjoshi@hotmail.com&gt;

Dear Mr. Makrand Joshi,

*Greetings from Symbiosis Institute of Health Sciences (SIHS)!*

The business world is changing rapidly, becoming ever more complex and requiring more sophisticated and innovative managers. However, times of great challenge and complexity are fertile ground for great transformation. Hence, Today's healthcare leaders must find ways to convert obstacles into opportunities.

It gives us immense pleasure to invite you for *HEALTHCARE 5.0: Accelerating Innovation in Healthcare* – an International Online Healthcare Conclave on **November 28, 2020 at 9.30 am**. A series of lectures and panel discussion are planned on contemporary topics related to healthcare innovation. This event will deep dive into various innovations and innovative practices in healthcare sectors including hospitals, pharmaceuticals, biotech, and Clinical Research.

Herewith find the registration details for the Healthcare 5.0:

Register in advance for this meeting:

<https://zoom.us/meeting/register/tJMIcuGppj4iHNwyrqzrCEMre2iRLnutz7ov>

After registering, you will receive a confirmation email containing information about joining the meeting.

We look forward to your wholehearted participation in the upcoming event.

Thanking you

Yours sincerely,

**Dr. Shrikrishna Dhale**  
**PhD, MBA, B.Pharm, UGC-NET**  
Symbiosis Institute of Health Sciences,  
Pune - 411004, INDIA

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**Table Programme- Healthcare 5.0.pdf**  
143K



Shrikrishna Dhale &lt;drdhale@sihspune.org&gt;

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## Invitation and registration details for Healthcare 5.0 on 28 November 2020

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Shrikrishna Dhale &lt;drdhale@sihspune.org&gt;

Fri, Nov 27, 2020 at 12:09 PM

To: Prashant Kumar Singh Chauhan &lt;prashantlistens@gmail.com&gt;

Dear Dr. (Major) Prashant Singh Chauhan,

*Greetings from Symbiosis Institute of Health Sciences (SIHS)!*

The business world is changing rapidly, becoming ever more complex and requiring more sophisticated and innovative managers. However, times of great challenge and complexity are fertile ground for great transformation. Hence, Today's healthcare leaders must find ways to convert obstacles into opportunities.

It gives us immense pleasure to invite you for *HEALTHCARE 5.0: Accelerating Innovation in Healthcare* – an International Online Healthcare Conclave on **November 28, 2020 at 9.30 am**. A series of lectures and panel discussion are planned on contemporary topics related to healthcare innovation. This event will deep dive into various innovations and innovative practices in healthcare sectors including hospitals, pharmaceuticals, biotech, and Clinical Research.

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We look forward to your wholehearted participation in the upcoming event.

Thanking you

Yours sincerely,

**Dr. Shrikrishna Dhale**  
**PhD, MBA, B.Pharm, UGC-NET**  
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Shrikrishna Dhale &lt;drdhale@sihspune.org&gt;

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## Invitation as a Speaker for Healthcare 5.0

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**Prashant Kumar Singh Chauhan** <prashantlistens@gmail.com>  
To: Shrikrishna Dhale <drdhale@sihspune.org>

Wed, Nov 11, 2020 at 2:10 PM

Dear Dr Shrikrishna

I accept your invitation and look forward to participating as a Speaker in this Conclave.

Regards

Dr. Prashant

On 11-Nov-2020, at 1:43 PM, Shrikrishna Dhale <drdhale@sihspune.org> wrote:

[Quoted text hidden]



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