

SYMBIOSIS INSTITUTE OF HEALTH SCIENCES

Symbiosis International (Deemed University)

(Established under section 3 of the UGC Act, 1956)

Re-accredited by NAAC with 'A' grade (3.58/4) | Awarded Category - I by UGC

Founder: Prof. Dr. S. B. Mujumdar, M.Sc., Ph.D. (Awarded Padma Bhushan and Padma Shri by President of India)



Celebrating 50 Years of Excellence

REPORT

WEBINAR ON SKILL DEVELOPMENT: HOSPITAL OPERATIONS

Introduction

Symbiosis Institute of Health Sciences organized a webinar dated 5th September 2020 (Saturday) from 10:30am to 11:30am, where we got the opportunity to attend the webinar given by Ms. Neha Lal on “HOSPITAL OPERATIONS”

We had in total of 225 participants which includes MBA- HHM batch 2019-2021 and batch 2020-2022.

The event was hosted Dr. Roopashree, Assistant professor and in-charge Academics committee, MBA-HHM, SIHS.

Ms. Rini Philip, Member of the Academic committee, MBA-HHM, performed the welcome speech.

About the Speaker

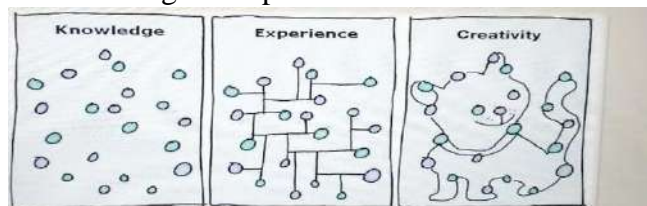
- At GCS Medical College, Hospital & Research Centre, Ahmedabad as SENIOR GENERAL MANAGER – OPERATIONS & HR
- Former SENIOR HOSPITAL ADMINISTRATOR at Sankara Eye Care Institutes, Anand
- Former SENIOR MANAGER – CLINICAL APPLICATIONS & QUALITY at Sha!by Hospital Ltd., Ahmedabad
- Former CLINICAL ADMINISTRATOR at Sterling Hospital, Ahmedabad
- She is an Advisor & Secretary – AHPI, New Delhi
- Secretary in ANBAI, Gujarat
- NABH Assessor from Quality Council of India, New Delhi
- External examiner and paper setter for MHA programme at Gujarat University and also a Visiting faculty for Hospital Management at IIPH (Gandhinagar), AMA
- Awarded with “**MOTHER TERESA SADBHAVNA AWARD**” from International Business Council, New Delhi
- Awarded with “**WOMEN LEADERSHIP AWARD IN HEALTHCARE**”, presented by ABP News, under Gujarat Healthcare Leadership Awards on 27th September, 2018
- Awarded with “**Dr. A.P.J. ABDUL KALAM SADBHAVNA AWARD**” and “**CERTIFICATE OF EXCELLENCE**” from International Institute of Education & Management for outstanding achievement on 6th October, 2018





Points discussed

- ✓ Data provided:-
 - Indian Healthcare sector is expected to reach Rs 19, 56,920 crore (US \$ 280 billion) by 2020.
 - Gross direct premium income in health insurance grew by 17.1% year to year to Rs 12,443.48 crore (US \$ 1.78 billion) in financial year 2020.
 - The sector is expected to generate 40 million jobs in India by 2030.
 - The amount of investment and job opportunities in healthcare industry is enormous.
 - Healthcare industry in India is projected to reach \$ 372 billion by 2020.
 - The Hospital industry in India, accounting for 80% of the total healthcare market growing at a CAGR of 16-17%
 - The Indian Medical Tourism is expected to grow from \$ 3 billion to \$ 7-8 billion by 2020.
 - The diagnostic industry in India currently valued at \$4 billion.
 - The primary care industry is currently valued at \$13 billion.
- ✓ As being a Healthcare manager we need to look for the 2 combination of the following 3 treatment i.e. fast, good and cheap.
- ✓ Issues faced are the rising healthcare costs, fulfilling patient expectations, coping with the new market entrants and technology ecosystem.
- ✓ The healthcare stakeholders are the one who is working in the hospitals need to invest in value based care, advance digital technologies (like electronic medical records), data interoperability (where we need to know the demographics of the market and also track of patients in paediatric and ICU department and do the analysis of it for better outcome) and this could build a smart health ecosystem.
- ✓ Operational excellence, which will be the critical in the next normal because of prolonged revenue growth and the expenditure for PPE, masks and sanitizations during this covid has increased and to minimize that cost will be a great challenge.
- ✓ Enablers have to adjust to the next normal like the technological advancements during this covid era we need to expand the software and trainings is given to the nurses and doctors regarding this advancements, greater flexibility in reimbursement model, consumer adoption on the basis of safety and preventive aspects and many new government laws like insurance will change post covid.
- ✓ Operations management is utilizing the resources like man power, machines, infrastructure to cultivate the best outcome which in hospital means the best recovery of the patient and efficiency but at the minimum cost.
- ✓ Example of operation management is that first we gain knowledge during our 2 years of management in hospital course, then we go to our job to gain experience based on our knowledge we received and by that experience and knowledge we become more creative like running the department with lesser cost and for the best outcome.



- ✓ Healthcare professional need to get a handle on operations because at minimum they enable in running the business. Strategic planning in healthcare organization involves outlining the actionable steps which are needed to reach specific goals. It is important as being a healthcare professional to know the Mission and Vision of the hospitals.
- ✓ Operations in the hospitals include the staff management where medical staff scheduling is done, financial management of patients billing and insurance, practice optimization includes healthcare analytics and risk management and at last the compliance management which has the laws and healthcare credentials.
- ✓ Operation management is all about structure, process and outcome. For example, any department in hospital we have to utilize the structure in such a way with the help of define processes to ensure an efficient outcome.
- ✓ Prominent example of operations management in healthcare include controlling costs and improving the quality of services provided to patients.
- ✓ For a healthcare system to function efficiently, necessary aspects include generous financing, a well -trained and well-paid workforce, credible information on which policies can be structured and health facilities that are well-maintained and reliably managed.

We had a brief Question and answer session, which the students asked questions to the speaker and their query was replied by Ms. Neha Lal.

Ms. Sonal Priyadarshin, Member of Academic committee, MBA-HHM, proposed the Vote of thanks. Dr. Roopashree, host of the academic event thanked the guest speaker formally.

Conclusion

The webinar was interactive, informational and more of the practical knowledge was delivered. These applied aspects, which we could keep in mind and will be very useful for us as being a healthcare professional.

Symbiosis Institute of Health Sciences (SIHS)

Guest Lecture by Ms. Neha Lal on Hospital Operations for MBA-HHM Batch 2020-22 & 2019-20
2021

Date: 5th September 2020

Time: 11:00 am to 12:30 pm

Number of Students: 264

Sr. No.	Description	Particulars	Amount in Rs.(Approx)
	Expenditure :		
1	Honorarium to Speaker	Rs. 1500/- per session X 1 Speaker (Ms. Neha Lal)	1,500.00
2	Miscellaneous	5% of Expenses approximate	75.00
		Total Expenditure :-	1,575.00

Proposed by

Forwarded by

Checked by

MR. Roopashree M. R.

Dr. Roopashree M. R.
Asst. Professor, SIHS

Dr. Pramodkumar Mishra

Dr. Pramodkumar Mishra
Associate Professor, SIHS

S.V. Karhadkar
27/8/2020

Ms. Shraddha Karhadkar
Asst. Admin Officer, SIHS

Budget Under Head :	Guest Lecture - MBA-HHM	
Budgeted Amount for F.Y. 2020-21 in Rs. :	60000/-	
Utilized in Rs. :	31501/-	
Now in Rs. :	1575/-	1,575.00
Balance budget in Rs. :	55275/-	

Accounted by

Recommended By

Recommended By

Vishal Kirve
27/8/2020

Mr. Vishal Kirve
Supervisor A/C, SIHS.

Dr. Sammita Jadhav
27/08/2020

Dr. Sammita Jadhav
Dy. Director, SIHS

Dr. Parag Rishipathak
28/08

Dr. Parag Rishipathak
Director, SCHS

Approved By

Dr. Rajiv Yeravdekar

Dr. Rajiv Yeravdekar
Director, SIHS.



Dr.Roopashree M.R <drroopashree@sihspune.org>

5/Sept/20202,Saturday, Webinar on Hospital Operations by Neha Lal : Dr.Roopashree

1 message

Dr.Roopashree M.R <drroopashree@sihspune.org>

Thu, Aug 27, 2020 at 3:31 PM

To: "Dr.Sammita Jadhav" <dr_jadhav@sihspune.org>, Dean FOHS <deanfohs@siu.edu.in>

Cc: "PA to Dean, FOHS" <patodean@sihspune.org>, drpramod@sihspune.org

Dear Madam,

Greetings.

As discussed previously, We have Invited Ms.NEHA LAL, experienced in health care management.

The program details are as follows:

Date: 5/Sept/2020,

Day: Saturday

Topic: Hospital operations

Time: 11.00 Am to 12.30 pm

Platform: Zoom link

Justification for calling the speaker is as follows:

- Dynamic Professional with **19 years** of experience in managing Hospital operations with focus on quality healthcare delivery; expertise in determining organization's mission & strategic direction as conveyed through policies & objectives
- Hands-on experience in handling Hospital Operations, Human Resource Management & Development, Quality Improvement, Accreditation, Marketing, Academics & Strategic alliances, Facility Management, IT & Systems etc.
- Awarded with "**Mother Teresa Sadbhavna Award**" from International Business Council, New Delhi for outstanding achievements in Healthcare
- External Examiner and Paper Setter for MHA (Masters in Hospital Administration) Programme at Gujarat University, Visiting faculty for Hospital Management at IIPH (Gandhinagar), AMA etc
- **An Advisor & Secretary – AHPI** (Association of Healthcare Providers – India), New Delhi which aims at improvising patient care & safety at large.
- **Secretary – Gujarat , ANBAI (Association of National Board accredited institute)**
- **NABH Assessor from Quality Council of India, New Delhi**
- Awarded with "**Women Leadership Award in Healthcare**", presented by ABP News, under Gujarat Healthcare Leadership Awards, on 27th Sept 2018
- Awarded with "**Dr. A.P.J. Abdul Kalam Sadbhavna Award**" and "**Certificate of Excellence**" from International Institute of Education & Management for outstanding achievement on 6th Oct 2018.

Her Profile is attached for your kind perusal.

Requesting you to provide the approval for the same by mail.

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Thanks and Regards,

Dr. Roopashree.M.R
Assistant Professor,
Healthcare Management,



<https://mail.google.com/mail/u/0?ik=783a18c7ce&view=pt&search=all&permthid=thread-a%3Ar-7180107272317861601&simpl=msg-a%3Ar-89825314...> 1/2
1/16/2021 Symbiosis Institute of Health Sciences Mail - 5/Sept/ 2020, Saturday, Webinar on Hospital Operations by Neha Lal : Dr.Roopashree

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