

# **Projects Department**

Board presentation 27 May 2023



Medanta Project functions

Project cycle & reporting

Planning & monitoring

## Medanta Project functions

#### In-house & PMC

Project strategy is prepared in terms of requirement, cost, risk, execution & delivery Project strategy





scheduling

**Project** 

Resource allocation

In-house team of experts for decisions

Team decision

#### **PMC**

Experts plan the project on various tools (MSP)

## Team management

## eam

Regular interaction and involvement with team (inhouse, PMC & contractors)

Project heads

### Risk register

Risk identification and mitigation planning

## $\longrightarrow$ m

management

Risk

Budget management

## Regular management by

Regular management by Commercial & QS team

Commercial team

### QA/QC

QA/QC teams of PMC and In-house expertise

# Quality assurance

Docummentation & reporting

### Project coordination

Expert team for project coordination & reporting

# Project cycle & reporting

# Project Concept & Design

By consultants and technical team

# Billing & Handing Over

By QS & Project team

## Budgeting By PMC & comm

3

By PMC & commercial team

### **Scheduling**

By PMC & project coordinator

## Daily briefing

Project team & coordinator

### Weekly report

Progress, weekly targets & key risks

### Fortnightly report

Key risks, targets, QA & compliance report

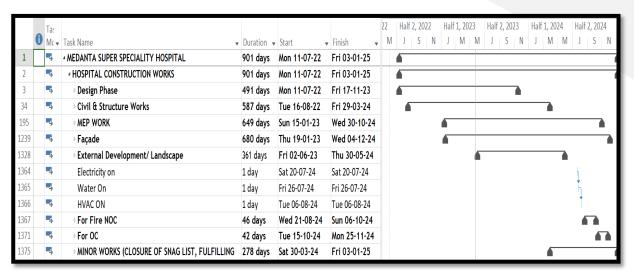
# Monthly report

Review of tracked schedule, delay mitigation and risk mitigation

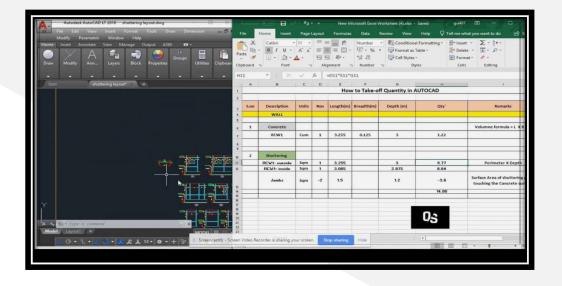
# **Planning & monitoring**

## **Planning Tools**

### **Microsoft Project**







## **Monitoring Tools**

**Microsoft Project** 

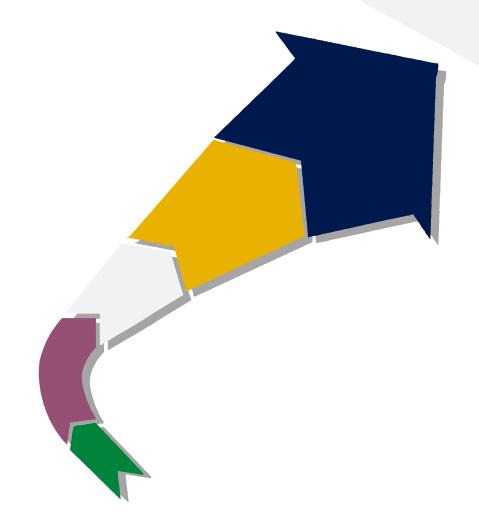
**Microsoft Power BI** 

**Google Sheets** 

Time lapsed camera

# **Project strategy**

## **Defining Strategic goals for the Project**

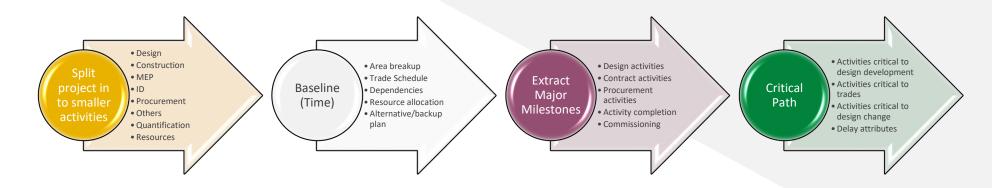


S.No.	Major Strategic Goals	Remarks	Responsibility
1	Aggressive Time Line of Project		PMC Team/Projects
2	Safety & Housekeeping		Safety Manager
3	Detailed Project Planning		Planning Manager
4	Efficient Design Management		Design Coordinator
5	Building Information Modelling		Design Coordinator & Planning Manager
6	Scheduled Construction Management		Construction Manager
7	Scheduled MEP Management		MEP Manager
8	Scheduled Procurement Management		Procurement Manager
9	Scheduled Other Development Management		Team
10	Successful Contract Management		Commercial Manager
11	Monitoring Progress & Making Adjustments		All Participants
12	Successful Commissioning & Handing over of project		Project Director
13	Efficient Communication		Project Director / Project Assistant
14	Time Bound resolution of issues		Various Heads

## **Project strategy**

### 2. Prepare Strategy for Project Planning

CPM scheduling and Critical Path Scheduling (Resource – Project Planner)



### 3. <u>Dynamic Approach (Resource – Vertical Heads)</u>



## **Project strategy**

### 4. Prepare Strategy for Defining Key tasks and deliverables

Key tasks and deliverables to be identified and recorded in MASTER PLAN by Medanta Projects. Key tasks and deliverables are updated in consultation with various project participants as and when required.



## **SOPs - Tendering & Procurement**

## 1. TENDER DRAWINGS & BOQ

TO BE PREPARED BY: CONSULTANT

TO BE CHECKED BY: PEER REVIEW / PROJECTS TEAM / PMC

#### TEAM:

**PMC** 

GM CONTRACTS / RELEVANT PROJECT TEAM MEMBER

#### 2. PQ OF CONTRACTORS

TO BE DONE BY:

PMC / PROJECTS TEAM

VENDORS TO BE SHORTLISTED BY: PROJECTS TEAM (BASED ON SCORE)

#### TEAM:

**PMC** 

GM CONTRACTS/ RELEVANT PROJECT TEAM MEMBER

#### 3. FLOATING OF TENDERS

TO BE DONE BY:

PMC / PROJECTS TEAM THROUGH SEALED BIDS

COMPARATIVE PREPARATION

BY: PMC & PROJECTS TEAM

#### TEAM:

PMC / GM CONTRACTS

FINANCE TEAM FOR COMMERCIAL TERMS

## 4. EVALUATION OF BIDS (TECHNICAL)

TO BE DONE BY:

PMC / PROJECTS TEAM

**COMPARATIVE PREPARATION BY: PMC** 

#### TEAM:

CONSULTANT/PMC, PROJECTS TEAM GM CONTRACTS/RELEVANT PROJECT TEAM MEMBER (HVAC & OTHERS, ELECTRICAL, ID ETC.)

## 5. EVALUATION & NEGOTIATIONS

TO BE DONE BY:

PROJECTS TEAM

**COMPARATIVE PREPARATION** 

BY: PROJECTS TEAM

#### TEAM:

PROJECTS TEAM / SCM TEAM

**GM CONTRACTS** 

(FINANCE TEAM)

#### 6. RECOMMENDATION

#### TO BE DONE BY:

PROJECTS TEAM, FINANCE TEAM (FOR COMMERCIAL TERMS)

**COMPARATIVE PREPARATION** 

BY: PROJECTS TEAM

#### TEAM:

PROJECTS TEAM / SCM TEAM/ FINANCE TEAM GM CONTRACTS DIRECTOR - PROJECTS

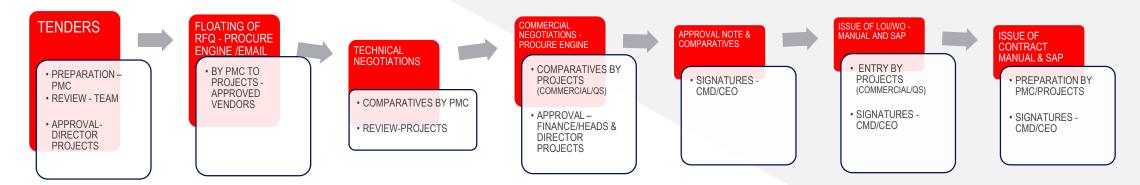
#### 7. APPROVAL

CMD/CEO

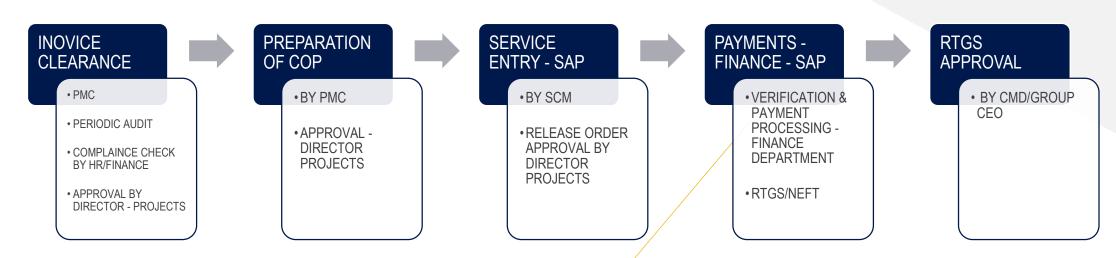
**DIRECTOR - PROJECTS** 

## **SOPs - Documentation**

#### DOCUMMENTATION - BEFORE CONTRACT/ WORK ORDER



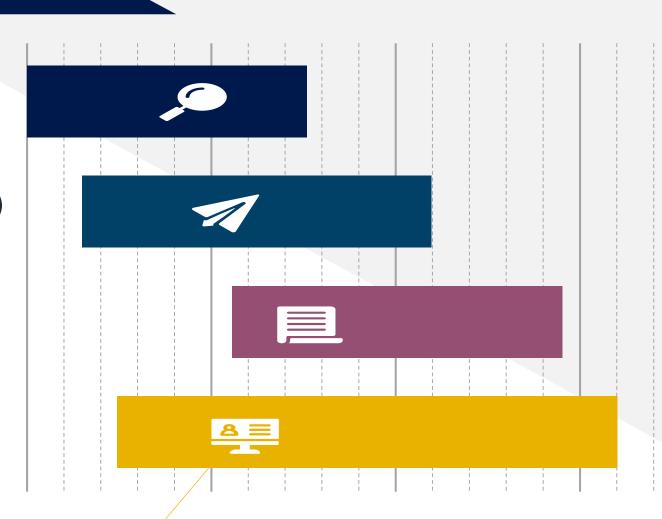
#### DOCUMMENTATION/SAP - POST CONTRACT/ WORK ORDER



## Reports

### Reports

- 1. Project Directory (Regular)
- 2. Project status report (Monthly)
- 3. Design Management report (Fortnight to Monthly)
- 4. Project Schedule & Variance (Monthly)
- 5. Milestone Report (Fortnightly)
- 6. Weekly progress report (short)
- 7. Cost Report (Monthly) & Cash Flow report
- 8. Critical Path & KPI (Monthly)
- 9. Risks & Mitigation report (Monthly)
- 10. Report for Board of Directors (Regular)



Strategic risk analysis and mitigation plan

Risk mitigation and contingency plans

1. Strategic risk analysis and mitigation plan

S.No.	Details	Risk Identification	Risk Assessment	Risk Mitigation	Risk Monitoring	Responsibility	
Design ri	sks						
1	Design errors and omissions	By level of risk	On Quality, cost and Time line	To be addressed	Design Manager	PMC	
2	The design process took longer than anticipated	By level of risk	On time line	To be addressed	Design Manager	PMC	
3	Stakeholders request late changes	By level of risk	On cost and time	To be addressed	Design Manager	-	
4	Failure to carry out the works in accordance with the design	By level of risk	On quality and Time	To be addressed	Heads	PMC	
Organiza	tional risks						
1	Inexperienced workforce and staff turnover	By level of risk	On Quality and Time line	To be addressed	PMC team	Contractors	
2	Delayed deliveries	By level of risk	On Time line	To be addressed	Procurement Team	SCM - Medanta	
3	Lack of protection on a construction site	By level of risk	On Safety	To be addressed	PMC team	Contractors	
4	New stakeholders emerge and request changes (e.g. change in bed composition or super speciality etc.)	By level of risk	Design and Time line	To be addressed	Owners	Owners	

## 1. Strategic risk analysis and mitigation plan

S.No.	Details	Risk Identification	Risk Assessment	Risk Mitigation	Risk Monitoring	Responsibility
Project	t management risks					
1	Failure to comply with contractual quality requirements	By level of risk	On Quality	To be addressed	PMC Team	Contractor
2	Scheduling errors, contractor delays	By level of risk	On Quality, cost and Time line	To be addressed	PMC Team	PMC
3	Project team conflicts	By level of risk	On Quality, cost and Time line	· ·		PMC
Laboui	r related Risks					
1	Long Holidays	By level of risk	On Time line	To be addressed	PMC Team	Contractor
2	Contractor's inability to deploy additional labour	By level of risk	On Time line	To be addressed	PMC Team	Contractor
3	Seasonal migration of Labours	By level of risk	On Time line	To be addressed	PMC Team	Contractor
4	Facilities for labour at site	By level of risk	On Time line	To be addressed	PMC Team	Contractor
5	Labour Accommodation	By level of risk	-	To be addressed	PMC Team	Contractor
Safety	and security related risks					
1	Safety of work	By level of risk	Safety	To be addressed	Safety Committee	PMC
2	Fire related	By level of risk	Safety	To be addressed	Fire Prevention Committee	PMC
3	Flood related	By level of risk	Safety	To be addressed	Flood Monitoring Committee	PMC
4	Security related	By level of risk	Security	To be addressed	Security Committee	PMC
PR and	media related Risks					
1	PR with Local stake holders	By level of risk	Work related	To be addressed	PMC Team	PD
2	Media Management in case of any adverse issue	By level of risk	Work related	To be addressed	Owner's Team	Owners
3	Control and management of labour related issues	By level of risk	Work related	To be addressed	PMC Team	PD

lines

### 2. Risk mitigation and contingency plans

#### Shortage of Labour

- · Selection of capable contractor
- Strategy of Multiple vendors wherever required
- Underpinning the Contractor with additional labour

#### **Quality of Work**

- Separate quality register to be maintained
- Contractors to be penalized for poor quality through penal notices
- Contractual clause for rectification of quality at cost risk and consequences of the contractor

#### Safety Hazards

- Quick response teams to be made for fire, flood and other safety issues
- Response command to be designated in case of any such incidence
- Incidences to be brought to discussion table for prevention of re-occurrence

#### Lack of Skilled Labour'

- Process of Selection of skilled labour
- Regular training by Project Supervisors
- Insistence of training to be imparted by Contractor

#### **Design Change Management**

- · Design Change register to be maintained
- Project participant initiating the design change shall be notified
- Regular monitoring of design change activities

#### ange management

BOI to be quantified in initial stages

Nodal point to note the stoppage

Alternative work schedule planning

Procurement schedule to be issued well in advance

**Procurement Delays** 

Loss of time due to Work Stoppage

Rotation of work schedule as per renewed time

- Alternative sources to be identified for faster deliveries
- Separate Storage area to be earmarked for BOI items delivered at site

#### Pre-empting the delays

- Contingency plans to be built in the program schedule for anticipated delays
- Regular team meetings for pre-empting such delays
- Alternative resources to be arranged in advance for pre-empting the possible delay in any trade

#### Loss of time due to Work Stoppage

- Nodal point to know the stoppage
- Alternative work schedule planning
- Rotation of work schedule as per renewed time lines

Our environmental sustainability focus

## **Environment sustainability**

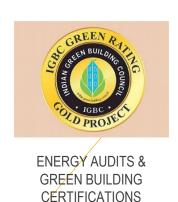
### MEDANTA SUSTAINABILITY SOCIETY

Creating sustainable environment healthcare culture

Creation of sustainable environment healthcare culture will be through multifaceted approach involving everyone, from top leadership to the front-line staff so as to ensure the promotion of environmental friendly practices for the healthcare industry.

### GOING GREEN, AND IMPLEMENTING SUSTAINABLE AND ETHICAL PRACTICES TO REAP BENEFITS INCLUDING:

Improve energy efficiency and establish alternative energy sources
Lower utility bills and other operational costs
Elevated brand and positive image
Greater employee satisfaction and retention
Patient and community trust
Lower carbon footprint and environmental impact



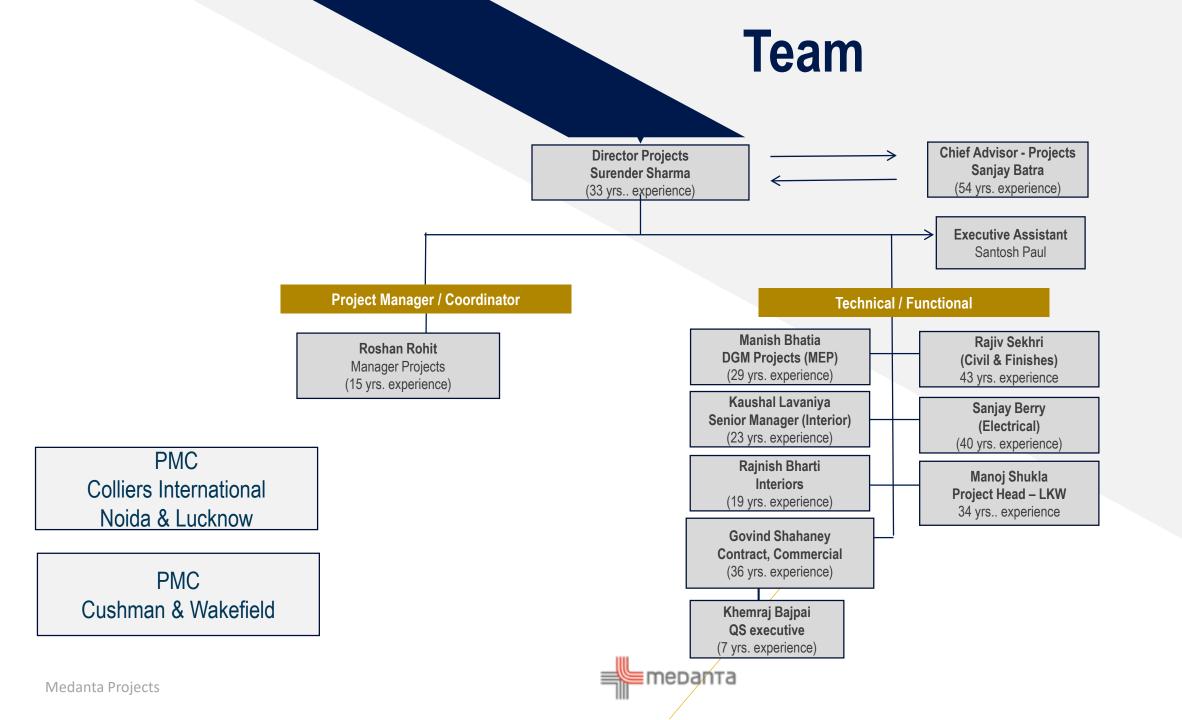
ALTERNATIVE ENERGY SOURCES



Team

Projects in hand

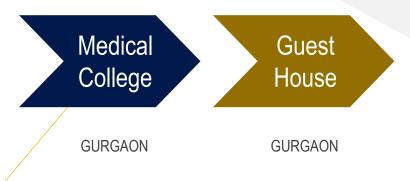
2023-24



# **Projects in hand**

NOIDA	LUCKNOW	PATNA	RANCHI	GURGAON	COLLECTION	OTHERS
GREENFIELD 8 LAC SQ FT 530+ BEDS	TOWER 2 (PART) 129 BEDS	ICU 3 & 4, DIALYSIS & CHEMOTHERAPY 94 BEDS	RENOVATION 82 BEDS	MOTHER & CHILD DEPT – 55 BEDS TARGET – DEC 23	CENTERS / LABS  VARIOUS CITIES	ONGOING UPGRADATION, MODIFICATIONS &
TARGET – MAR 25	TARGET – JAN 24	TARGET – NOV 23	TARGET – OCT 23	CHEMOTHERAPY 57 BEDS TARGET – NOV 23	TARGET – MAR 24	MAJOR TECHNOLOGY UPGRADES

**Projects under planning** 



20

## 2023-24



Implementation of Power BI with prelim AI

Advanced HSE training for Team

Exploring newer energy saving technology and imparting specialised Sustainability training of team members

Better implementation of newer project management tools like Primaviera, smartsheets etc.



## Thank you

## Medanta, Lucknow

Familiarisation of Medanta Lucknow to GHL Board Members 27<sup>th</sup> May 2023



## **Medanta Lucknow - An Overview**

## Medanta Hospital, Lucknow Inaugurated on 5 November 2019

1.4 million sq. ft. of \_\_\_ built up area

Facilities for over 23 medical specialties

Accredited by
NABH and
NABL (Molecular Testing)



**601** Census Beds (Operational)

20 operation theatres 202 ICU beds

2086+ \*Employees

\*As on 31st March 2023



2019-20

#### **Commenced Operations on 05 November 2019**

To deliver high standards of clinical care, latest technology and sophisticated infrastructure to patients at an affordable cost

#### On-boarded 90+ highly qualified and experienced doctors

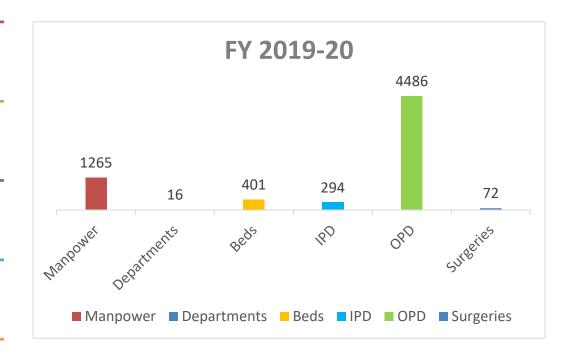
From various prestigious institutions like SGPGI, AIIMS, KGMU etc

#### 15+ Departments were established

To extend State-of-the-art Patient Care Services through OPD, IPD, DIALYSIS, DAY CARE and EMERGENCY SERVICES.

#### **Facilities** with

High-end Laboratory Services, 24X7 Blood Centre, Ultrasound, high-end 3.0 Tesla MRI, CT, PET Scan, <u>Gamma Camera</u>, Cath Labs, DSA labs etc.





2020-21

#### WHO declares COVID-19 a PANDEMIC on March 2020

MEDANTA LUCKNOW stood with the nation at large in the fight to contain the COVID-19 Pandemic

#### Created a 20-Bedded COVID Ward away from main building

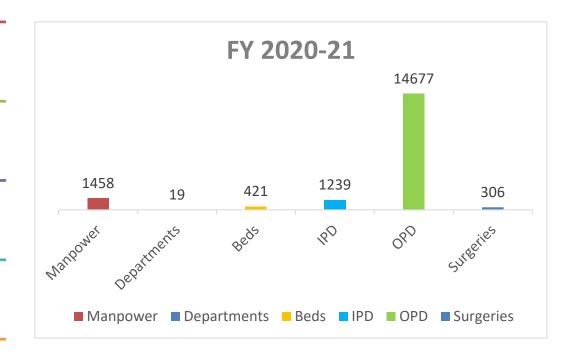
To provide round-the-clock medical treatment to COVID-19 POSITIVE patients

#### **Dedicated team of Healthcare Professionals**

Helped thousands of patients to recover from deadly COVID-19 virus and brought them back to life, most of them from a very CRITICAL stage.

## Successfully navigated through the CHALLENGING TIMES of COVID Pandemic

Without disturbing the existing hospital facility already providing world class medical treatment to NON-Covid Patients.





2021-22

## Witnessed a SHIFT from the FIRST WAVE of the Pandemic to the SECOND WAVE of the Pandemic

Second Wave was deadlier than the First thereby putting significant pressure on the already exhausted healthcare system

#### Activated and dedicated nearly 200 COVID Beds

To cater to the rising number of COVID Positive Patients in the city and adjoining districts, converted 200 beds as exclusive COVID beds in the main building

#### **Never lost sight of NON-Covid Patients**

Resumed NON-Covid activities in a phase-wise manner as soon as decline in number of POSITIVE CASES were witnessed

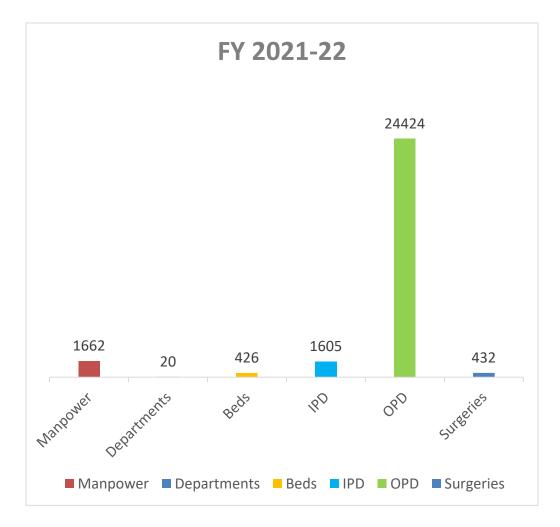
#### Participated in the COVID-19 vaccination drive

Humanitarian initiative undertaken by the Government of India to provide COVID-19 vaccines to countries around the world

#### **Continued with our JOURNEY OF GROWTH**

Never allowed the PANDEMIC to affect the growth of the hospital.

**Performed** 350+ surgeries + **Started** Preventive Health Check-up Centre + **Started operations of** (in-house) OP Pharmacy, + **Activated** 9<sup>th</sup> Floor(25 Beds ), **Converted** Day-care to pulmonary ICU to handle post Covid complications, etc.





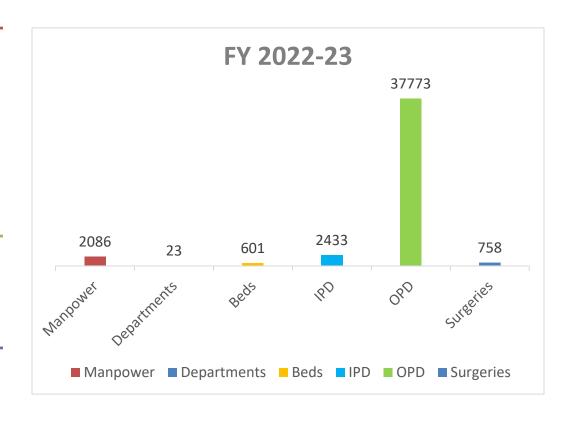
2022-23

#### **Expanded our Infrastructure**

- Activated **4<sup>th</sup> and 10<sup>th</sup> Floor** (in a phase-wise manner)
- Activated 2nd Floor OPD
- Extension of **CHEMO Ward** (28 Beds)
- Started New **ENDOSCOPY Unit** (14 Beds)
- Extension of DIALYSIS Unit with addition of 17 beds
- Opened New ICU (3 and 4) with 30 beds each
- Added New **Operation Theatres** (7 General + 1 CS)

## Introduced the Department of Obs & Gynaecology and Fetal Medicine Including NICU

First ever department in the MEDANTA GROUP BMT -Bone marrow Transplant Endocrine & Breast Surgery



IPD,OPD,Surgery-Monthy Avg



## Some of major Achievements Facts & Figures –FY 2023







**~66K+**New
registrations



**342** Deliveries **845** Procedures



**135**Kidney Transplants



25 Liver Transplant



**14** BMT



**4 K+**Cath procedure



**9 K+** Surgeries



Research & publications



15 staff
Enrolled in CAHO\*
program ACE – A quality
initiative for CSSD

\*Consortium of Accredited Healthcare Organizations



## **Key Clinical Business Drivers**



Dr. Rakesh Kapoor Medical Director & Director- Urology & Kidney Transplant Surgery (SGPGIMS, Chandigarh)



Dr. Ram Kirti Saran
DirectorClinical & Preventive Cardiology
(King George Medical College, Lucknow)



Dr. Nakul Sinha
DirectorInterventical Cardiology
(King George Medical College, Luckno)



Dr. P. K. Goel
DirectorInterventional Cardiology
(G.B. Pant Hospital, New Delhi)



Dr. Gauranga Majumdar
CardioThoracic &
Vascular Surgery
(SGPGIMS, Lucknow)



Dr. R.K. Sharma
Director &
HOD - Division of Nephrology & Kidney
(National academy of Medical Sciences, Delhi)



Dr. Dharmendra Singh
DirectorOrthopaedics
(Indian Spinal Inguries Centre, New Delhi)



Dr. Saif Nabi Shah

DirectorOrthopaedics
(Rockland Hospital)



Dr. Anup KumarThacker
DirectorNeurology
(BHU, Varanasi)



Dr. Neelam Vinay
Director-Obstetrics, Gynaecology
& Gynae-Oncology
(MRCOG)



Dr. Aneesh Srivastava
DirectorUrology & KidneyTransplant Surgery
(SGPGIMS, Lucknow)



Dr. Sunil Kumar
Director- Diagnostic Radiology
(Sree Chitra Tirunal Institute for
Medical Sciences)



Dr. Manish Gutch
DirectorEndocrinology & Diabetes
(LLRM Medical College)



Dr. Dilip Dubey

DirectorCritical Care Medicine
(AIIMS, New Delhi)



Dr. Alok Gupta
DirectorMedical Onco & Haemato Oncology
(Tata Memorial Hospital, Mumbai)



Dr. Lokendra Gupta
Senior ConsultantEmergency & Trauma Care
(KGMU, Lucknow)



Dr. Madhu Mati Goel

DirectorDepartment of Pathology
& Laboratory Medicine
(King George Medical College, Lucknow)



Dr. Ravi Shankar
DirectorNeurosurgery
(GB Pant Hospital, New Delhi)



Dr. Anshul Gupta
Haematology, Haemato-Oncology
& Bone MarrowTransplant
(Rajiv Gandhi Cancer Institute & Research Centre)



Dr. Abhai Verma

DirectorGastroenterology
(SGPGIMS, Lucknow)



Dr. Anand Prakash
DirectorGI Surgery, GI Oncology & Bariatric Surgery
(RCS, England)



Dr. Harsh Vardhan Atreya
DirectorMedical Onco & Haemato Oncology
(Cancer Institute, Adyar, Chennai)



Senior Consultant LiverTransplant Surgery (Baylor University Medical Centre, Dallas, USA)



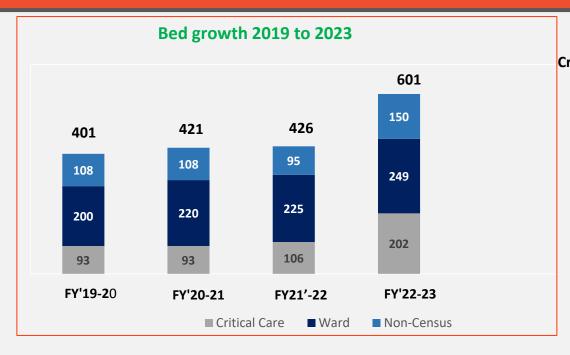
Dr. Amit Agarwal
DirectorEndocrine & Breast Surgery
(GSVM Medical College, Kanpur)



Dr. Vivekanand Singh
DirectorHead & Neck Onco Surgery
(Tata Memorial Hospital, Mumbai)

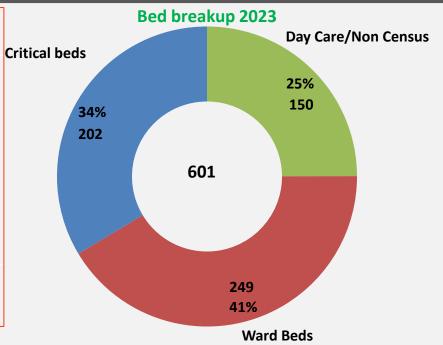


### Planned Bed growth & bed breakup





- Activated **4<sup>th</sup> and 10<sup>th</sup> Floor** (40&34beds respectively)
- Activated **2<sup>nd</sup> Floor** OPD(41/66 Rooms OPD functional)
- Extension of **CHEMO Ward** (28 Beds)
- Started New **ENDOSCOPY Unit** (14 Beds)
- Extension of **DIALYSIS** Unit with addition of17 beds(34)
- Opened New ICU (3 and 4) with 30 beds each
- Added New **Operation Theatres** (7 General + 1 CS)



Operation theatres 13+07=20
Cath Lab 02+01=03



## 1/3



CT



MRI



CATH Lab



ACLS Ambulance



ICU



Bi-plane Cath Lab

### Our Infrastructure & Major Equipments



#### **Getinge Quadrox ECMO System**

Getinge ECMO-Quadrox PLS System and Rotaflow System. The Extra Corporeal Membrane Oxygenation (ECMO ) System supports patients with life-threatning and serious Respiratory and Cardiac Failure. It is used in ICU's and Cardiac OT's



#### Karl Storz, IMAGE1 Rubina 4K System

Karl Storz, IMAGE1 Rubina 4K System, It combines the latest 4K, 3D and fluorescence imaging technologies in one system. This Equipment features 4K image quality in 2D and 3 D also. The new power model RUBINA makes this possible



### Our Infrastructure & Major Equipments



## Medtronic surgical navigation system StealthStation S8

The StealthStation S8, Medtronic surgical navigation system has an improved patient registration software, and advanced visualization to navigate neurosurgery procedures. The system offers optical and Electromagnetic (EM) tracking capabilities, and integrates with external devices like microscopes, ultrasound, and a broad array of Medtronic instruments.



### Siemens MRI 3.0 Tesla Skyra

MRI 3.0 Tesla, Skyra Model from Siemens is committed to deliver complete solution including MRI compatible Anesthesia Machine and MRI Compatible AGM Monitor with high quality imaging and Speed.

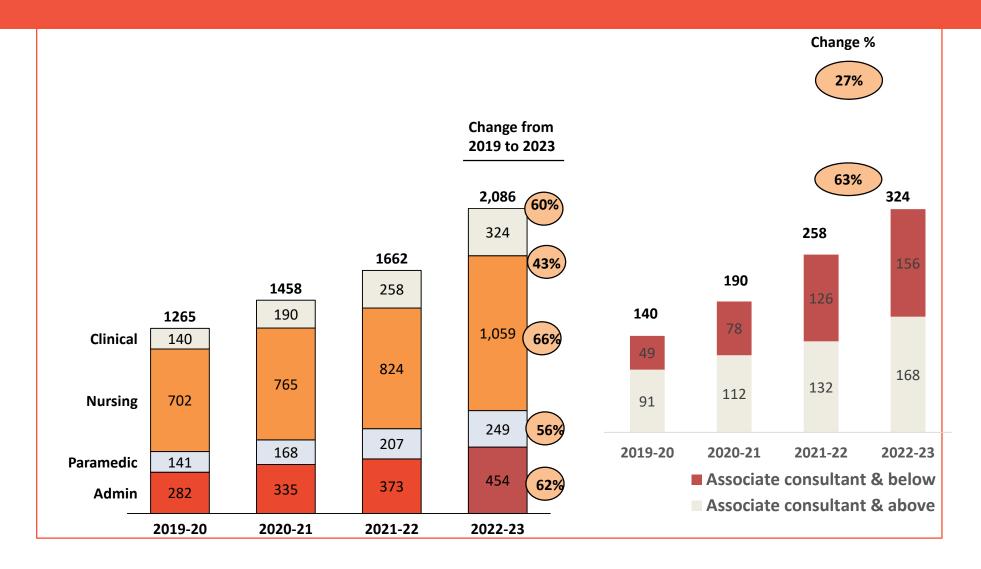
### **Siemens Biplane Cathlab Artis ZEE**



Siemens Biplane Cathlab Artis ZEE Specialized for Neuro cases and Optimized for Cardiac examinations and treatments. It is also used for dyna CT, road Map and Embolization guidance.



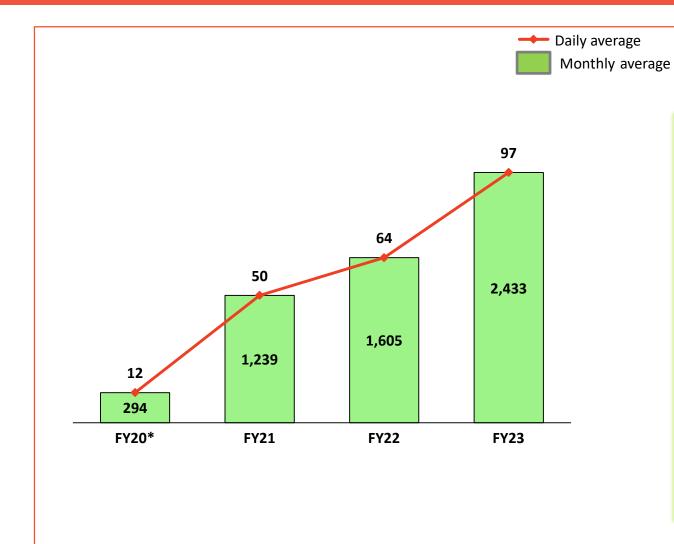
## **Employee** Headcount trend



All numbers in actual



### **Admission trend**



## Speciality wise Admission in FY-23

- Medical Oncology and Hematology-8778
- Cardiology-3595
- CTVS-1059
- Critical Care & Respiratory-2270
- Neurosurgery& Neurology-1988
- Gynaecology & Obstetrics & Neonatology-1744
- Gastroenterology-1617
- Internal Medicine-1538
- Urology & Andrology 1515
- GI Surgery-1329
- Nephrology-1090
- Orthopedics- 866
- Other Specialties- 1812

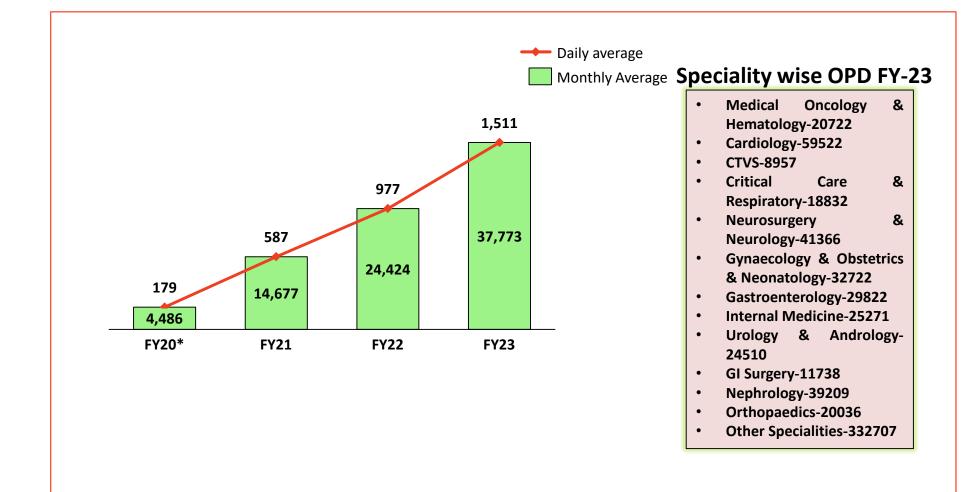
Note: Daily averages based on 25 days per month \*FY20 covers Nov'19 to Mar'20

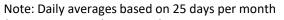
It includes Day care admissions also.

All numbers in actual.



### **OPD** visit trend

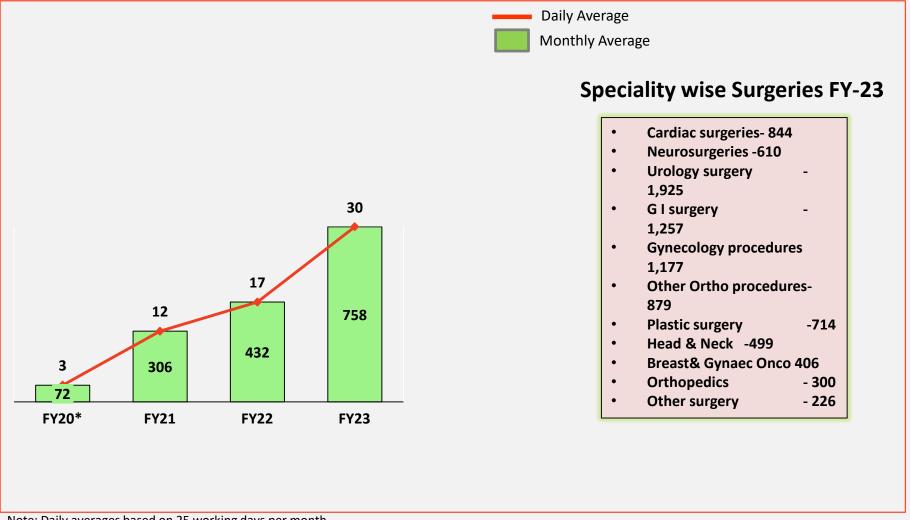




<sup>\*</sup>FY20 covers Nov'19 to Mar'20 All numbers in actual



## **Surgical volume trend**

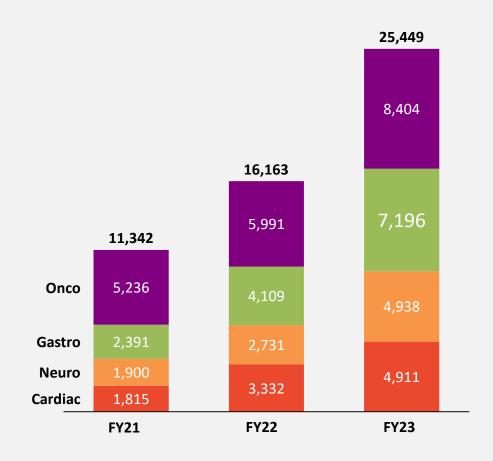


Note: Daily averages based on 25 working days per month FY20\* covers Nov'19 to Mar'20

All numbers in actual



### Non-Surgical volume trend



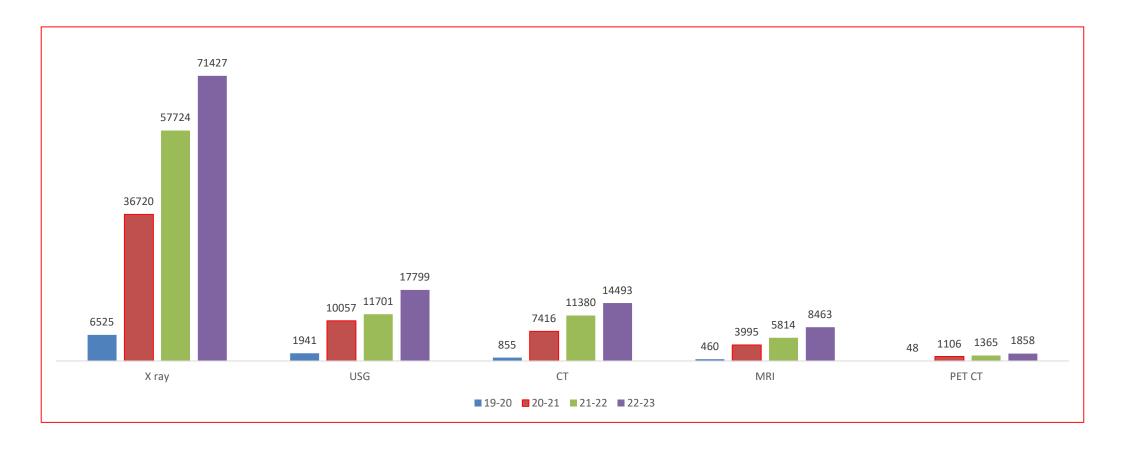
### **Speciality wise Non Surgical FY-23**

- \*Cardiac -4,911
- #Neurology-4,938
- Gastroenterology Procedures-7,196
- Medical Oncology Procedures-8,404
- \*Cardiac includes CAG/PTCA/PPI/TPI /ICD
- #Neurology includes Angio-DSA/ Cath procedures & interventional Radiology procedures

All numbers in actual



# Radiology Services trend

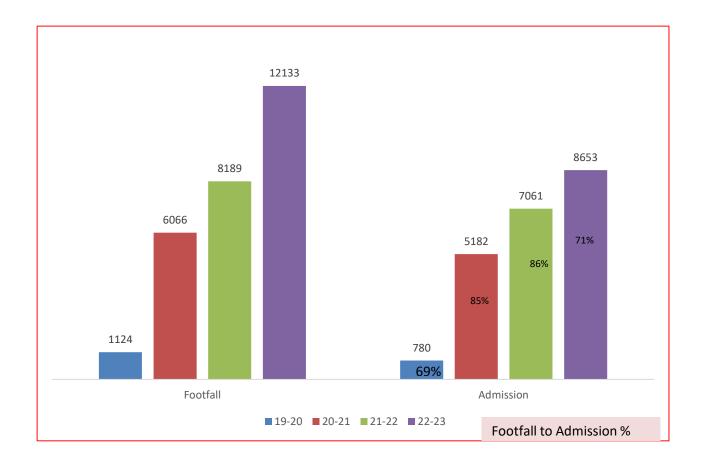


FY	X ray	USG	CT	MRI	PET CT
19-20	6525	1941	855	460	48
20-21	36720	10057	7416	3995	1106
21-22	57724	11701	11380	5814	1365
22-23	71427	17799	14493	8463	1858



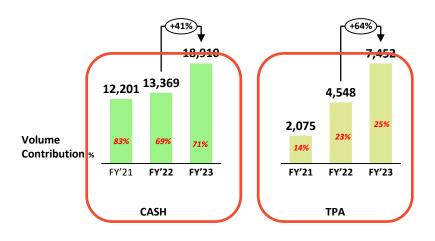
# **Emergency Footfalls Trend**

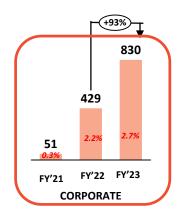
ER to IP Conversion in %					
FY	Footfalls	Admissions	Percentage		
19-20	1124	780	69%		
20-21	6066	5182	85%		
21-22	8189	7061	86%		
22-23	12133	8653	71%		





### PAYOR MIX





98 % of the Revene comes from Cash + TPA + CMRF
2% contribution from PSU/Pvt Corporates



### **Accreditation Status**

■ NABH Final assessment for accreditation was conducted from 7<sup>th</sup> Jan 2022 – 9<sup>th</sup> Jan 2022 Accreditation Certificate valid from 9<sup>th</sup> Apr 2022 valid thru Apr 8<sup>th</sup> 2026

### **Certificate of Accreditation**



### **Scope of Accreditation**





# Governing Committees

### **Steering Committee**

Quarterly to review all committee performance

Patient Care

Safety and Risk Management

**Operational Management** 

Mortality & Morbidity committee *Monthly* 

Infection Control Committee

Monthly

Quality Assurance Committee

Bi Monthly

Pharmacy & Therapeutic Committee *Quarterly* 

CPR /Code Blue Committee *Quarterly* 

Radiation Safety Committee *Quarterly* 

Hospital Safety & Incidence Committee *Monthly* 

Hospital Transfusion Committee
Once in 4 month

Privileging and Credentialing Committee Annually

Medical Record Committee

Monthly

Grievance Handling Committee

As required

Internal Complaints Committee
As required

Ethics Committee *Monthly* 

Above committee drives quality improvement, patient safety, and compliance with accreditation standards within the hospital. Their efforts contribute to enhancing the overall quality of care provided to patients.





# Educational Programs

DNB Applied in Departments	Seats Applied	Inspection Status	Seat Allotted From NBE	
Nephrology	1	Done (1 candidate joined)	1	
Emergency	2	Done	2	
CTVS	2	Done	2	
Urology	1	Done	Awaited	
ССМ	2	Done	2	
Endocrine	1	Done	Awaited	
Microbiology	1	Done	1	
Pathology	1	Done	1	
Cardiology	2	Done	Awaited	

Applied For -Neurology, Neurosurgery, Gastroenterology, Internal medicine ,Orthopedics, Radiology=12

\*IDCCM/CTCCM for Critical Care - 2 seats allotted



### Radiation Oncology - Completes our Comprehensive Oncology Program

The Edge radiosurgery system includes the following highlights:

- Treatment Delivery System
- Small vault configuration with integrated MV imager for High-Intensity Mode beam Portal Dosimetry
- High-Definition 120 Multileaf High-Intensity Mode with dose rates up to 2400MU/min
- Advanced imaging features including
- 2D/3D match
- High contrast MV imaging with extended field of view





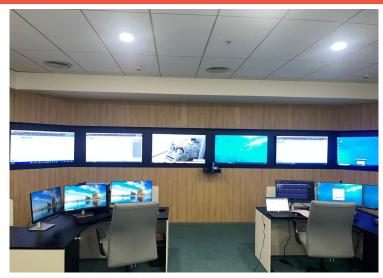






## Medanta elCU – A New Concept

- MHPL is the first to setup the Eicu .
- To support 24\*7 critical
   Patients at locations
   outside Lucknow







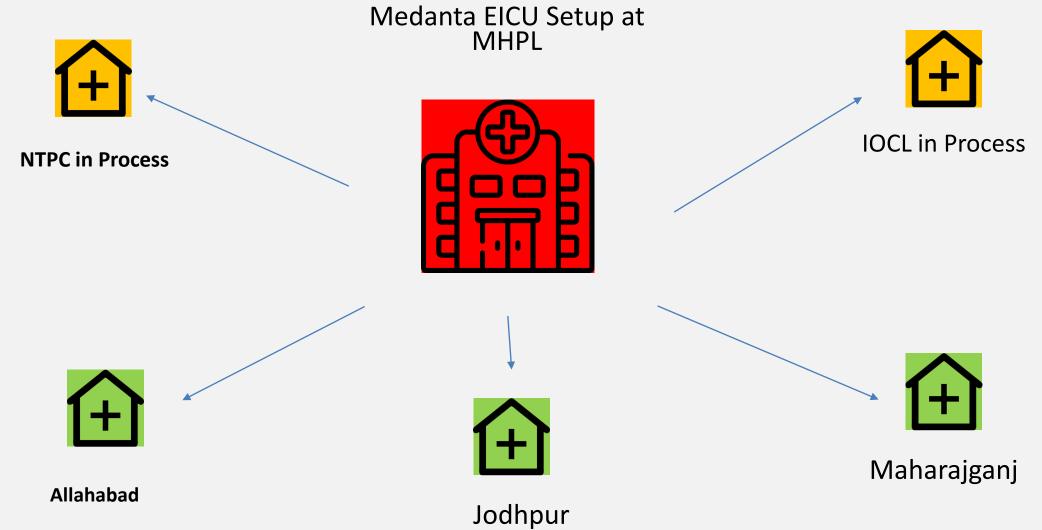




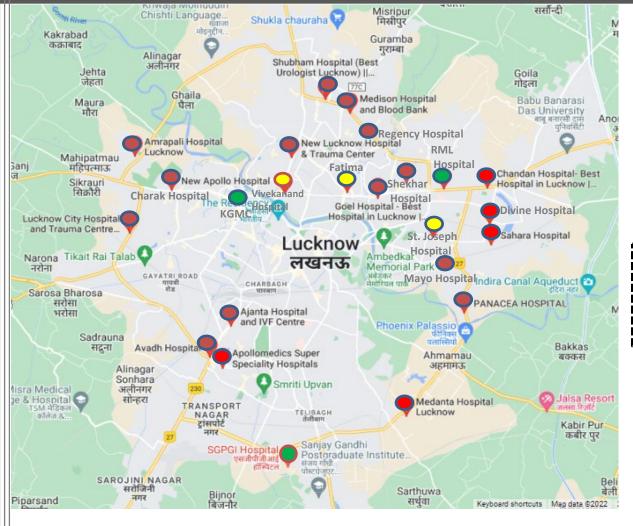


## Remote Critical Care Reaching Geographies

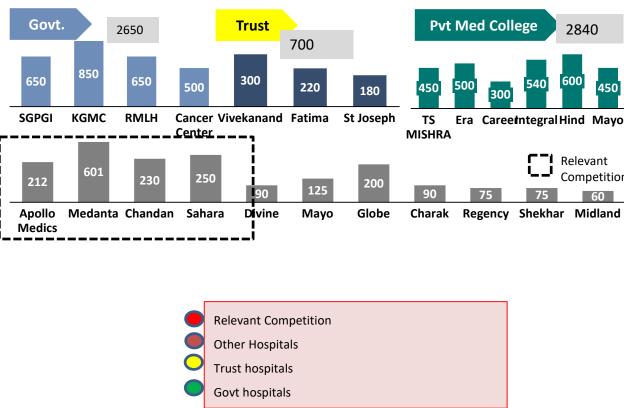
## **eICU**



# Lucknow market segmentation & competition (1/2)



- Total Population (Census 2011): 46 lacs [ Urban 36 lacs and Rural 10 Lacs]
- Total Population in catchment radius of 60km: 1.32 Cr
- Hospital beds to population: 1.9 beds per 1000 population
- Key Hospitals (# of beds):

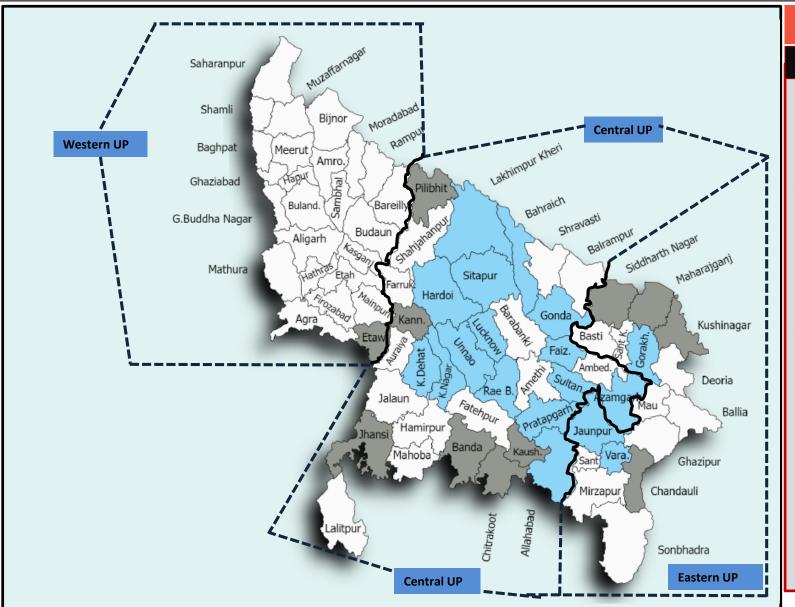




## Lucknow market segmentation & competition (2/2)

PRIVATE					GOVERNMENT				
MEDANTA	APOLLOMEDICS	CHANDAN	SAHARA	GLOBE	DIVINE	камс	SGPGI	RMLH	Cancer Institute
944	250	250	350	200	125	1200	1000	800	500
601	212	230	250	150	90	850	650	650	300
30	24	12	10	5.5	4.3	1000	1. Orthopaedics	1300	0
1. Cardiac Sciences 2. Renal	Internal Medicine		1. Neurology 2. Gynaecology 3. Medical Oncology 4. Critical Care 5. Gastroenterology	1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 4. Gl Sciences 5. Oncology (Med & Surgical)		2. ENT 3. Gastroenterolo	3. Gastroenterol ogy	<ol> <li>Medicine</li> <li>Oncology</li> <li>Cardiology</li> <li>Critical Care</li> <li>General Surgery</li> </ol>	Organ Specific Cancer Care
Brand Medanta ,Best Clinicians ,Well accessible ,State of the art Infrastructure	Location	Location	Centrally located	Location Gastro		Affordability	Affordability	Patient Care	Affordability
3Yrs	3yrs	5yrs	10yrs	3months	14yrs	117	49	16	2
	944 601 50 1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 4. Gl Sciences 5. Oncology (Med & Surgical)  Brand Medanta ,Best Clinicians ,Well accessible ,State of the art Infrastructure	944 250  601 212  50 24  1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 4. GI Sciences 5. Oncology (Med & Critical Care 5. Surgical)  Brand Medanta ,Best Clinicians ,Well accessible ,State of the art Infrastructure  Location	944 250 250  601 212 230  50 24 12  1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 4. Gl Sciences 5. Oncology (Med & Surgical)  Brand Medanta ,Best Clinicians ,Well accessible ,State of the art Infrastructure  1. Gynaecology 2. Internal Medicine 3. Comprehensive Oncology 4. Critical Care 5. Gastro Surgery  1. Pulmonology 2. Internal Medicine 3. Comprehensive Oncology 4. Critical Care 5. Gastro Surgery  1. Pulmonology 2. Internal Medicine 3. Comprehensive Oncology 4. Critical Care 5. Gastro Surgery  1. Pulmonology 2. Orthopaedics 3. Renal Sciences 4. Gynecology 5. Cardiology	944 250 250 350  601 212 230 250  50 24 12 10  1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 4. GI Sciences 5. Oncology (Med & Surgical)  Brand Medanta ,Best Clinicians ,Well accessible ,State of the art Infrastructure  944 250 250 350  250 250  1. Pulmonology 2. 1. Neurology 2. Gynaecology 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 1. Cardiac Sciences 4. Gynaecology 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 3. Medical Oncology 4. Critical Care 5. Cardiology  1. Revardada 5. Comprehensive 2. Oncology 4. Critical Care 5. Cardiology  1. Revardada 4. Critical Care 5. Cardiology  1. Revardada 4. Critical Care 5. Cardiology  1. Revardada 5. Comprehensive 2. Cortical Care 5. Cardiology  1. Revardada 4. Critical Care 5. Cardiology  1. Revardada 5. Comprehensive 2. Cortical Care 5. Cardiology  1. Revardada 5. Comprehensive 2. Cortical Care 5. Cardiology  1. Revardada 6. Critical Ca	944 250 250 350 200  601 212 230 250 150  50 24 12 10 3.5  1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 4. Gl Sciences 5. Oncology 4. Critical Care 5. Surgical)  Brand Medanta ,Best Clinicians ,Well accessible ,State of the art Infrastructure  Location  Location  1. Gynaecology 2. 1. Pulmonology 2. Gynaecology 3. Medical Oncology 4. Critical Care 5. Gastro Surgery  1. Neurology 2. Gynaecology 3. Medical Oncology 4. Critical Care 5. Gastroenterology  Cardiology  Location  Location  Centrally located  Location Gastro	944 250 250 350 200 125  601 212 230 250 150 90  50 24 12 10 3.5 4.5  1. Gynaecology 2. Internal Medicine Sciences 3. Neuro Sciences 4. GI Sciences 4. Gritical Care 5. Gratical Care 5. Gastro Surgery Cardiology 5. Cardiology 6. Cardiology 6	944 250 250 350 200 125 1200  601 212 230 250 150 90 850  50 24 12 10 3.5 4.5 1600  1. Cardiac Sciences 2. Renal Internal Medicine Sciences 3. Neuro Sciences 3. Neuro Sciences 3. Neuro Sciences 5. Oncology 4. Critical Care 5. Surgical)  1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 3. Renal Sciences 4. Gynaccology 3. Renal Sciences 3. Neuro Sciences 5. Oncology 4. Critical Care 5. Gastro Expression Science 5. Cardiology Sciences 5. Cardiology Sciences 5. Oncology Sciences 5.	944 250 250 350 200 125 1200 1000 601 212 230 250 150 90 850 650 50 24 12 10 3.5 4.5 1600 1200  1. Gynaecology 2. 1. Gynaecology 2. 1. Orthopaedics 3. End Sciences 3. Neuro Sciences 3. Neuro Sciences 3. Neuro Sciences 3. Comprehensive 2. Orthopaedics 3. Renal Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Cardiac Sciences 2. Renal Sciences 3. Neuro Sciences 3. Gritical Sciences 3. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastro Surgery  1. Cardiac Sciences 4. Gritical Care 5. Gastro Surgery  1. Orthopaedics 3. Neuro Sciences 4. Gritical Care 5. Gastroenterology  1. Cardiac Sciences 2. Renal Sciences 3. Gritical Sciences 3. Orthopaedics 3. Neuro Sciences 3. Gritical Sciences 3. Orthopaedics 3. Sciences 3. Gritical Sci	944 250 250 350 200 125 1200 1000 800 601 212 230 250 150 90 850 650 650 50 24 12 10 3.5 4.5 1600 1200 1500  1. Cardiac Sciences 2. Renal Internal Medicine 2. Internal Medicine 2. Internal Medicine 2. Corthopaedics 3. Comprehensive 3. Neuro Sciences 4. Gynaecology 4. Renal Sciences 4. Gynaecology 5. Cardiology 5. Cardiology 5. Cardiology 5. Cardiology 5. Cardiology 5. Cardiology 6. State of the art Infrastructure

## **Focus Districts**



### **Distribution of districts:**

#### **Primary focus**

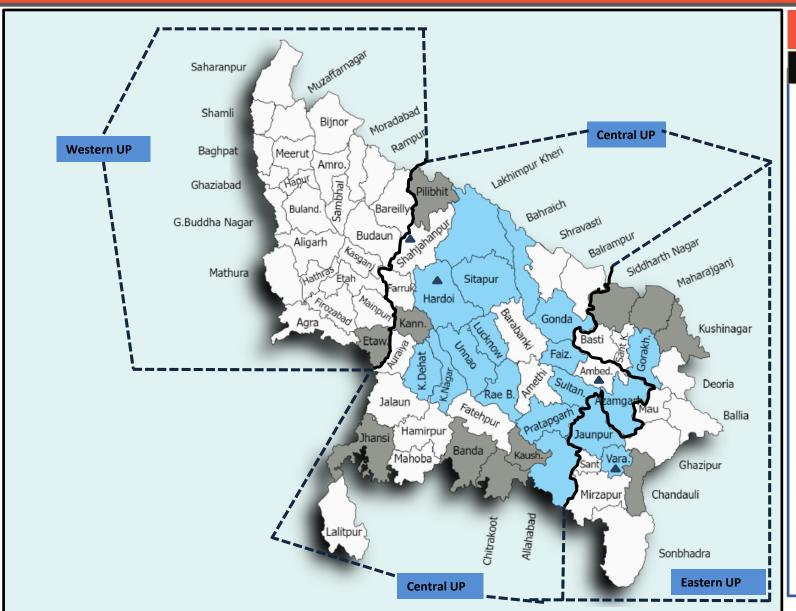
- 1. LUCKNOW
- 2. ALLAHABAD
- 3. GORAKHPUR
- 4. LAKHIMPUR KHERI
- 5. SULTANPUR
- 6. GONDA
- 7. JAUNPUR
- 8. AZAMGARH
- 9. KANPUR
- 10. UNNAO
- 11. BAHERAICH
- 12. RAEBARELI
- 13. PRATAPGARH
- 14. HARDOI
- 15. SITAPUR
- 16. VARANASI
- 17. AYODHA

#### **Secondary focus**

- 1. KANNAUJ
- 2. PILIBHIT
- BANDA
- 4. ETAWA
- 5. JHANSI
- 6. CHANDAULI
- 7. CHITRAKOOT
- 3. KAUSHAMBI
- 9. KHUSINAGAR
- 10. MAHARAJGANJ
- 11. SIDDHARTH NAGAR



## Focus Districts For Outreach OPD's



### **Activation of OPDs:**

#### Existing

- L. Raebareli
- 2. Sultanpur
- 3. Jaunpur
- 4. Allahabad
- 5. Unnao
- 5. Kanpur
- 7. Lakhimpur
- 8. Behraich
- 9. Gonda
- 10. Ayodhya
- 11. Gorakhpur
- 12. Azamgarh
- 13. Banda
- 14. Sitapur
- 15. Akbarpur
- 16. Ricia
- 17. Barabanki
- 18. Deoria
- 19. Basti
- 20. Agartala

## New to be added

- 1. Shahjahanpur
- Varanasi
- 3. Hardoi
- 4. Chapra
- 5. Jhansi



### Top 8 Speciality strategies

#### Cardiac Science

- Medanta Cardicon National Conference
- Fixed Daycare Package Launch for Angiography
- OOPD's in new areas/ adding speciality Shahjanpur | Hardoi | Varanasi / Allahabad
- Case/ Procedure Promotion through PR TAVI | CTO | Pediatric ASD, VSD, TOFF
- Nursing Home Tie up Cath Lab procedure (Pediatric & Adult) / Cardiac Surgery (Pediatric & Adult)
- Extensive promotion of Cardiac Emergency (For Primary PTCA)
- Health Talk / RTM / CME PSU's / Corporate / IMA / API/ IAP / Physician (Covering all Major districts)

#### **Neuro Sciences**

- Promotion of minimally Invasive Neuro Surgeries Activities | Print | Digital
- Case/ Procedure Promotion through PR
- Walkathon on Stroke awareness
- Epilepsy & Stroke Workshop / Seminar with Neuro Associations & Indian Stroke Association
- Extensive Campaign on Stroke Ready Hospital Digital | Radio | Print | PR
- OOPD's in new areas/ adding speciality Allahabad | Lakhimpur | Behraich | Jaunpur

#### **GI Sciences**

- Fixed Package Launch Capsule Endoscopy | ERCP | Fibro Scan
- Promotion of Surgeries Whipples | Bariatric | Esophageal & Intestine Cancer
- OOPD's in new areas/ adding speciality Shahjanpur | Lakhimpur | Varanasi
- Case/ Procedure Promotion through PR
- Speciality promotion Activities | Print | Digital

#### Oncology

- Launch of Well Women Screening Package
- OOPD's in new areas/ adding speciality Allahabad | Varanasi | Lakhimpur | Hardoi | Ayodhya
- Case/ Procedure Promotion through PR Hipec | Immunotherapy | Bladder Cancer
- Launch of Radiation Oncology IGRT | IMRT | Brachytherapy
- Free Cancer OPD Once in a week (Feb Marc'22)
- Tie with Thalassemia Society, NGO's (for BMT Cases)



### Top 8 Speciality strategies

#### **Renal Sciences**

- · Regular Activities with Senior Citizen Societies, Association, Morning Walker
- Empanelment with Retiree Association
- OOPD Launch Gorakhpur | Kanpur | Raebareli | Sultanpur | Allahabad
- Launch of Kidney / Urethra Stone Clinic / Robtic Surgery
- Workshop / Seminar Dialysis Technician / Nursing Home / Interventional Renal Artery Stenting
- Kidney Care Health Checkup Package launch
- Promotion of 35 Bedded Dialysis Centre

#### Orthopaedics

- OOPD Launch Shahjanpur | Allahabad | Sultanpur | Behraich
- Workshop / Seminar with Physiotherapy association / Sports & Trauma Injury
- Sports Injury & Joint Pain Clinic Launch
- Health Talk / RTM / CME PSU's / Corporate / Retiree Association
- Increase OPD & OT Days of Dr. Sanjay Srivstava

#### Mother & Child

- Rubaru Survivor Program for Gynae Cancer
- Case/ Procedure case promotion through PR
- Health Talk / RTM / CME IMA / IAP / Obs & Gynae Society
- Well Women Package Introduction

#### Transplant

- Seminar / Workshop on Post transplant care with home care providers / patient family members
- Web PR on Success stories
- Chronic Kidney disease management Clinic
- Chronic Liver disease management Clinic
- Health Talk / RTM / CME PSU's / Corporate
- Launch of Heart Transplant Program



# Way Forward - Clinical Initiatives

TRANSPLANT (BMT   LTP   KTP)	Initiative to increase BMT,Liver Transplant, & Kidney Transplant		
ROBOTIC SURGERY	To commence Robotic Surgery		
TAVI, CTO, TOFF	Initiative for high end cardiac procedures		
LASER SURGERY	To commence Laser Surgery		
Comprehensive Cancer Care	Promote the comprehensive cancer care across the area of operations		
Thoracic & Vascular Surgery	Hiring of Vascular Surgeon		
Advance Rehab Centre	To Commence the Advance Rehab Centre		
Advance Pediatric Medical & Surgery Department	To commence Advance Paediatric Medical & Surgery Department		



# Way Forward - Marketing Initiatives

Trade	Increase in new Geographical Area Addition of More Trade Doctors Expand the Outreach OPD's to new Districts and Towns		
Public sector unit /Private corporate	Add More PSU /Pvt corp		
Third Party Administrator/Insurance (TPA)	Addition of TPA + Insurance companies		
Emergency	Aggressive promotion of ER on Digital/Newspaper		



The challenges of the **FUTURE** are more exciting than the accomplishments of the **PAST** 

Thank You

