Promoting Quality Improvement in Indian Hospitals - What Will it Take?

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90% patients need primary and secondary care
India Healthcare: Demand & Supply

- Public primary care is underutilized
- 80% of primary care is at private facilities
- Private practice is unregulated, hence quality and safety is questionable

Medical Quality – Current Scenario

- Unregulated
- Strong diversity
- Lack of transparency
- Pockets of individually driven initiatives
- Role of FICCI/WB/IRDA/NABH/JCI
- Development of STG’s – 20 created
- Effort of FICCI/world bank/others
- Insurance as a driver of quality
AIM – An urgent need

• Safe health care delivery
• Transparency at every step
• Ethical practice
• Accountable and evidence based medical practice
• Good governance
Medical Quality – Next Steps

- One uniform national quality framework
- Adoption and acceptance by all stakeholders
- Incentives for quality adoption
But the scenario is changing..!

- Registration of health care facilities
- better awareness in urban India
- Judicial activism
- Consumer activism
World Bank & FICCI

- Standard Quality Indicators & empanelment
- FICCI-RSBY survey of hospitals
- Standard TPA/Insurer Contract, Billing, Discharge
- Combating Health Insurance Fraud
- Knowledge and technical partnership
Emerging scene to quality
In an Indian hospital chain
Initiatives in a private hospital group

- Structured team and process
- Corporate governance
- National level
- Internal audits in place
- Separate governance for clinical quality
Initiatives in a private hospital group

- Quarterly review of data
- Mining of data electronically
- Clinical indicators based on accreditation requirement and group requirement
- “closing the loop”
The structure of the program
Thank You