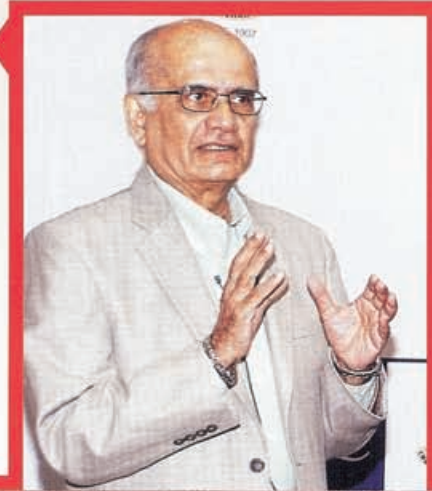




*Mr. Suresh Lulla*



*Dr. Pramod Lele*



*Dr. Iqbal Bagasrawalla*

*Dr. Sunil Shroff*



*Dr. Parag Rindani*

*Dr. Sujit Chatterjee*

**Indian hospitals** today provide world class facilities and service but they also have to **maintain an optimum balance between resources and patient satisfaction**. To that end, the IMC Ramkrishna Bajaj National Quality Award Trust organized a seminar titled **IMPACT Health Care 2012 - Analytics·IT·Nursing Administration** on 18 August 2012.

The seminar covered **Administration, Nursing, IT, Governance, Organizational Improvement and focused on helping Health Care organizations** understand issues that facilitate breakthrough improvements, technology, workforce engagement and patient satisfaction with experts sharing their experiences and knowledge.

make them more accessible, affordable and ensure availability of medicines.

**Dr. Parag Rindani**, General Manager, Head of Medical Strategy & Clinical Excellence Wockhardt Hospitals, spoke on “Governance in Healthcare”, detailing Corporate, Clinical and Nursing Governance and how accreditation supports continuous quality improvement, enhances staff engagement, focuses on risk management while increasing compliance standards.

**Dr. Sunil Shroff**, President, Medical Computer Society of India gave insights on “IT in Health Care”, highlighting the contribution of technology to health care and how communication technology, internet and telemedicine are all playing a great role in the health care industry.

# “IMPACT Heal+h Care 2012”

**The seminar saw 60 participants from 31 health care organizations.**

**Mr. Suresh Lulla**, Chairman, IMC RBNQ Awards Committee spoke on “Performance Excellence in Health Care” which addressed the way to achieve excellence in an organization and to establishing of systems to achieve relevant results.

**Dr. Pramod Lele**, CEO, P. D. Hinduja Hospital elaborated on “Challenges in Healthcare”, a SWOT analysis of the current health care scenario in India and spoke on patient-related, government-related, doctor-related and hospital-related challenges. He laid stress on the need to improve or adopt Public Health Centres to

**Dr. Sujit Chatterjee**, CEO, Dr. L H Hiranandani Hospital emphasized the need to relook the current status of the nursing community which is the backbone of the health care delivery system and to change current perceptions while supporting efforts to empower and enhance their skills to help achieve inclusive growth.

**Dr. Iqbal Bagasrawalla**, Assistant Medical Director, Saifee Hospital made a presentation on “Balanced Scorecard”, a measurement and management system tool to help organizations align and work on a more market-oriented, customer-focused strategy. It provides a communication and collaboration mechanism while assigning accountability for performance at all levels of the organization.