

## Summit on “India: The Future Global Healthcare Hub”

1<sup>st</sup> May 2015 at PHD House, New Delhi



**Left to Right:** Ms Shabnam Pareek, Secretary, International Affairs, PHD Chamber; Mr. Saurabh Sanyal, Secretary General, PHD Chamber; Mr. Sanjeev Sardana, Chairman, International Affairs Committee for Africa, PHD Chamber; H.E. Mrs. Gennet Zewide, Ambassador of Ethiopia to India; Mr. Nishant V. Berlia, Chairman, Health Committee, PHD Chamber; Mr. Himanshu Baid, Co-Chairman, Health Committee, PHD Chamber and Mr. Vivek Seigell, Senior Secretary, PHD Chamber during the Inaugural Session

Foreign Trade & Investment Committee and Health Committee of PHD Chamber of Commerce and Industry jointly organised the Summit on “India: The Future Global Healthcare Hub”, with the support of the Ministry of External Affairs, Government of India, on 1<sup>st</sup> May 2015 at PHD House, New Delhi.

**H.E. Mrs. Gennet Zewide, Ambassador of Ethiopia to India was the Chief Guest in the Inaugural Session.**

**H.E. Prof. Sudharshan Seneviratne, High Commissioner of Sri Lanka to India was the Chief Guest at the Valedictory Session.**

Around 150 representatives from the industry, including 20 diplomats, participated in the event.

**Mr. Saurabh Sanyal**, Secretary General, PHD Chamber welcomed guests and stated the increasing consciousness about healthcare amongst Indians pertaining to factors like increase in population and phenomenal increase in per capita income. He requested the guests to observe a two minutes silence for the victims in the Nepal earthquake and requested the participants to come forward and contribute generously.

The Inaugural Session was presided over by **Mr. Sanjeev Sardana**, Chairman, International Affairs Committee for Africa, PHD Chamber. Mr. Sardana mentioned about the increasing role of the healthcare sector in the Indian economy generating both revenue and employment. He said that India is now becoming a preferred medical destination for patients from Africa and Asia, prime reasons being the availability of well trained medical professionals and cost effectiveness. He also mentioned that to maintain the current position the sector needs to cater to problems like visa issues, lack of proper SOPs for patient care, quality and hygiene concerns, lack of post treatment care to the patients.

**Mr. Nishant V. Berlia**, Chairman, Health Committee, PHD Chamber in his theme presentation highlighted that due to certain advantages of highly skilled doctors, reduced costs, low waiting periods, better services and increased compliance to international quality standards, India is moving to become one of

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the most preferred destinations for healthcare services and medical wellness. He talked about the initiatives taken by the Government as well as the private sector in promoting this sector.

While addressing the Inaugural Session, **H.E. Mrs. Gennet Zewide** complimented the Indian Healthcare sector on their becoming one of the preferred medical destination for patients around the world. She mentioned that patients from Ethiopia have now shifted to India from countries like South Africa and Thailand, the reasons being well trained medical professionals, updated technology and cost attractiveness. She discussed that although India is the preferred destination for patients from Ethiopia, the major concern is the lack of a formally organised body that can eliminate the hassles linked with intermediaries and medical brokers. Other issues included inflated billing mechanism, charging heavy facilitation costs, trust issues, information mismatch and absence of a proper follow up mechanism.

She suggested setting up a legal body that would take care of the patients needs upon arrival in a transparent manner. She said that many patients travel from Ethiopia and other African countries for super critical care facilities. She indicated that Ethiopia would offer 100% FDI benefits for Indian professionals that intend to explore the country for setting up of hospitals and other healthcare facilities with concessional land and incentives including tax schemes to suitably protect the Indian investments in the health sector.

**Mr. Vivek Seigell**, Senior Secretary, PHD Chamber thanked Her Excellency Mrs. Gennet Zewide, Ambassador, Embassy of Federal Democratic Republic of Ethiopia for bringing out critical points which can serve as direction for the conference in next technical sessions and can also act as future action points for the chamber and the Government. He emphasized on India – the Future Global Healthcare Club, should not be confused with Medical Tourism as when a patient comes for a surgery it is anything but tourism. He also talked about the importance of leap of faith the patient takes when he/she comes to a foreign country for treatment and it is the country's responsibility to fulfil their expectations.

**Mr. Himanshu Baid**, Co-Chairman, Health Committee, PHD Chamber delivered a vote of thanks to the guests and assured the house that the Chamber will work towards the objective of creating India and a reliable global healthcare hub.

### Technical Session -1



**Left to Right:** Mr. Navneet Bali, Unit Director, Rockland Hospital; Dr. Avnish Kumar Seth, Director, Fortis Organ Retrieval and Transplant (FORT) and Gastroenterology and Hepatobiliary Sciences; H.E. Mr. Mawxell Ranga, Ambassador of Zimbabwe to India; H.E. Mr. El Hadj Ibou Boye, Ambassador of Senegal to India; H.E. Mr. Ernest Rwamucyo, High Commissioner of Rwanda to India; Mr. Sanjay Beswal, Co-Chairman, Foreign Trade and Investment Committee, PHD Chamber; Mr. Mongy Aly Mohamed Badr, Minister, Economic & Commercial Bureau, Embassy of Egypt; Mr. Syed Zirgham Raza, First Secretary (Trade), High Commission of Pakistan; Dr. H. Jauhri, Senior Consultant, Renal Transplantation

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Department, Gangaram Hospital and Dr. H. S. Chabbra, Medical Director, Indian Spinal Injuries Centre during Technical Session - I

**Technical Session-I was on Care and Concern Areas for Foreign Patients** where several Ambassadors and other diplomats - H.E. Mr. Ernest Rwamucyo, High Commissioner of Rwanda to India; H.E. Mr. El Hadj Ibou Boye, Ambassador of Senegal to India; H.E. Mr. Mawxell Ranga, Ambassador of Zimbabwe to India; Mr. Mongy Aly Mohamed Badr, Minister, Economic & Commercial Bureau, Embassy of Egypt; and Mr. Syed Zirgham Raza, First Secretary (Trade), High Commission of Pakistan - elaborated on the areas of cooperation between India and their respective country in the healthcare sector and on the concerns and issues being faced by them, with regard to quality, costs and post treatment care.

**Ms Shabnam Pareek**, Secretary, International Affairs, PHD Chamber moderated the Technical Session - I

**H.E. Mr. Ernest Rwamucyo** stated that for every nation its healthcare is one of the most important areas. He said that to develop the Healthcare facilities public private partnerships are very important. He mentioned about the MoU signed between India and Rwanda in the healthcare sector which has provisions for technology transfer, exchange programmes, training, etc. He spoke about the successful Indian investments in Rwanda like Dr. Aggarwal Eye Hospital. He stated that for secondary healthcare service Rwanda public systems are not fully equipped and in this area a lot can be learnt from India whose regulations are well in place. He mentioned that apart from cost effectiveness, less waiting periods and ease of contact with doctors make India a preferred medical destination. He said that the ease of contact has a positive effect on the patient's emotional condition. He concluded by saying that for long term relations elimination of brokers is a must and both the countries should work towards building a strategic partnership.

**H.E. Mr. El Hadj Ibou Boye** gave a brief overview of the healthcare sector in Senegal. He mentioned about the new economic and social strategy plan of Senegal gives utmost importance to healthcare development. He said that the new plan aims at holistic development of the healthcare scenario. He invited Indian investments to Senegal and mentioned the benefits available to them. Benefits include same treatment to foreigners and nationals, no employment issues for expatriates, guarantee of transfer of profits and capital and also ensuring complete property rights. He spoke about the need of developing healthcare industry in Senegal and asked for partnership from India in upgrading medical technology, providing training, creating centres of excellence, telemedicine, amongst others.

**H.E. Mr. Mawxell Ranga** spoke about the cordial relationship Zimbabwe shares with India. He mentioned about the presence of a huge Indian community there with Indian doctors manning hospitals and also running their private clinics. Zimbabwe also imports drugs and pharmaceuticals from India. He said that although a large amount of patients come from Zimbabwe to India for treatment, the aim is to improve the healthcare delivery system in Zimbabwe. The major challenges as mentioned by him are dubious agencies imparting incorrect information to the patients and diagnostic issues. He suggested setting up of a medical tourism council that can have registered agencies in different countries that will ensure smooth monitoring by the embassies. He also invited Indian investors to set up diagnostic centres in Zimbabwe and to develop strategic partnership with their hospitals and various departments

**Mr. Mongy Aly Mohamed Badr** gave a brief presentation about the pharmaceutical industry in Egypt and informed that more than 200 Indian medicines are already registered in Egypt. He highlighted the advantages that Egypt offers - cost factors, location, large internal market, healthcare footprint, healthcare restructuring and privatization program. Mr. Himanshu Baid shared his experience of investing in Egypt and said that due to Egypt's unique location, the country offers great benefits; one of the them being a gateway to Europe, Africa and Middle East.

**Mr. Syed Zirgham Raza** shared that due the developments in the medical industry in India, various patients from Pakistan have come to India for transplants and other kinds of treatment. He briefly

mentioned about the infrastructure responsible for transportation of patients from Pakistan to India, their stay and treatment in India. Mr. Raza stated that it is important to focus on the issues such as visa issues and lack of an organised sector in India, wherein the role of the Government of India is crucial. He suggested for having a grievance redressal mechanism wherein patients' grievances related to services and billing can be addressed.

Also, several representatives from healthcare industry - Dr. Avnish Kumar Seth, Director, Fortis Organ Retrieval and Transplant (FORT) and Gastroenterology and Hepatobiliary Sciences; Dr. H. Jauhri, Senior Consultant, Renal Transplantation Department, Gangaram Hospital; Dr. H. S. Chhabra, Medical Director, Indian Spinal Injuries Centre and Mr. Navneet Bali, Unit Director, Rockland Hospital – deliberated upon the strengths of Indian healthcare sector and the challenges and opportunities for India to become a healthcare hub.

**Dr. Avnish Kumar Seth** stressed upon the quality control in organ transplant which has a substantial share in the variety of treatments offered to the foreign patients. He emphasized on post treatment care and suggested preference should be given to Indian patients as compared to foreign patient when it comes to getting the organs for transplantation.

**Dr. H. Jauhri** stressed upon the future view of India as Global Healthcare hub which will cover SAARC countries, CIS countries, Africa and South East Asia. He talked about the degree of hand holding, technology transfer and cost efficiency in healthcare sector. He addressed various issues like enhancing soft skills for doctors, tourist facility, overbilling and regular audit of hospitals.

**Dr. H. S. Chhabra** addressed the strengths of Indian Healthcare sector, its challenges and opportunities to become Healthcare Hub. He talked about the effects of spinal injuries and how foreign patients afflicted by these come for treatment to their Institute which need urgent attention. He urged to focus on the infrastructure and to raise insurance cover.

**Mr. Navneet Bali** emphasized on the issues related to intermediaries, bills, cross culture and follow up with patients. He talked about magnitude of care versus standard of care.

One of the major issues emerging out of this Session was a need to set up facilitation centres, especially for the African countries in Indian metropolis with super critical facilities to ensure that visiting patients are not fleeced by hospital owners due to excessive over invoicing since the visiting patients for want of best of medical facilities fall prey to touts, middle men and brokers that recommend them nursing homes making false claims.

**Mr. Sanjay Beswal**, Co-Chairman, Foreign Trade and Investment Committee, PHD Chamber moderated the session and stressed on the fact that Important areas pertaining to quality concerns, regulatory issues, recognition of healthcare facilitators, optimal cost and post treatment care to patients needs utmost attention. He said that for India to become the leader in providing medical services to foreign patients, it is imperative to implement the suggestions.

## Panel Discussion



**Left to Right:** Dr. (Ms.) Harvinder Popli, Managing Director, Zandria Farmaceutica, Delhi & Ex-Director, Corporate Development, Ranbaxy Labs. Ltd; Mr. Nitin Mahajan, Managing Director, Mitra Industries; Dr. Himangi Bhardwaj, Senior Health Adviser, British High Commission; Dr. Anupam Bhargava, Chairman - Urology Department, Saket City Hospital; Mr. Pradeep Multani, Chairman, Committee on AYUSH, PHD Chamber; Prof. Dr. K. K. Aggarwal, Honorary Secretary General, Indian Medical Association (IMA); Dr. Harshwardhan, Chairman - Cardiology, Rockland Group of Hospitals and Mr. Vivek Seigell, Senior Secretary, PHD Chamber during the Panel Discussion

**The Panel Discussion on Advancements in Medical Technologies in Indian Hospitals in Tier-1 and Tier-2 Cities** was moderated by Prof. Dr. K. K. Aggarwal, Honorary Secretary General, Indian Medical Association (IMA) and Panelists included Dr. Himangi Bhardwaj, Senior Health Adviser, British High Commission; Dr. Anupam Bhargava, Chairman - Urology Department, Saket City Hospital; Dr. Harshwardhan, Chairman - Cardiology, Rockland Group of Hospitals; Mr. Nitin Mahajan, Managing Director, Mitra Industries; and Dr. (Ms.) Harvinder Popli, Managing Director, Zandria Farmaceutica, Delhi & Ex-Director, Corporate Development, Ranbaxy Labs. Ltd. The Session was focussed on projecting India's competitiveness in terms of cost effectiveness, geographical feasibility and emerging state of the art infrastructure & latest medical technologies. The Panelists talked about the importance of innovation in medical technology in terms of value chain, logistics, marketing and manufacturing, especially in tier 1 and tier 2 cities.

**Dr. Himangi Bhardwaj** emphasised on safety and quality being central to the concept of any health service. She said that apart from discussing the number of doctors and number of beds in a hospital, it is important to discuss patient outcomes that whether a patient has been healthier or sicker after the treatment. Hence, follow-up with patients is the need of the hour. She suggested that in order to ensure quality healthcare systems, there should be a unique identifier for each patient in the country by which a patient's records can be maintained throughout his/her lifetime and which can be accessed by all hospitals.

**Dr. (Ms.) Harvinder Popli** while addressing the delegates talked about the importance of innovation in medical technology across the business models, which included innovation in value chain, logistics, marketing and manufacturing. She also stressed upon the importance of imports of medical equipments from foreign countries.

**Mr. Nitin Mahajan** talked about the importance of automation in tier 1 and tier 2 cities. He emphasized the govt. should provide uninterrupted power and water supply to the hospitals and also the financial assistance in repairing and maintenance of high technology equipment.

**Dr. Anupam Bhargava** highlighted the importance of modern technology in automation such as robotics and laser technology.

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**Dr. Harshwardhan** emphasized on the first class medical facility available in the country which should be made available to public at reasonable cost. He compared the international cardiac surgery with Indian cardiac surgery and stated that the things should be properly utilised when available.

**Mr Vivek Seigell** stressed upon the importance of Post treatment Issue and the backup which is available in the home country is a constraint. Therefore there is a need to create a mechanism where doctors in home country can be in touch with the doctors in India who had done the treatment and vice and versa.

**Mr. Pradeep Multani, Chairman, Committee on AYUSH, PHD Chamber** delivered a vote of thanks to the moderator, panellists and guests and reiterated that India, apart from being a cost effective medical destination, offers world class facilities which are at par with the western world.

### Valedictory Session



**Left to Right:** Ms Shabnam Pareek, Secretary, International Affairs, PHD Chamber; Mr. Sanjay Aggarwal, Chairman, Foreign Trade & Investment Committee, PHD Chamber; H.E. Prof. Sudharshan Seneviratne, High Commissioner of Sri Lanka to India; Mr. Pradeep Multani, Chairman, Committee on Ayush, PHD Chamber; Mr. Sastry, Co Chairman, Committee on Ayush, PHD Chamber and Mr. Vivek Seigell, Senior Secretary, PHD Chamber

At the **Valedictory Session: Future of Ayurveda, Yoga, Unani, Siddha and Homeopathy (AYUSH) & Industry Perspective for Promoting its Global Access**, **Mr. Sanjay Aggarwal, Chairman, Foreign Trade & Investment Committee, PHD Chamber**, while welcoming the Chief Guest, H.E. Prof. Sudharshan Seneviratne, High Commissioner of Sri Lanka., said that other countries can avail India's knowledge of Ayurveda since India has a long history and strong base of Ayurveda and is gaining attention of a lot of other countries. Mr. Aggarwal reiterated that there is a need to harness the area of Ayurveda, Yoga, Unani, Siddha and Homeopathy due to its proven benefits and cost-effective solutions and that the need of the hour is international recognition of Ayurveda as a system of medicine with an independent status, for which emphasis must be laid on developing a system where documented proof of alternative medicines is recorded over a period of time in order to ensure authenticity.

While addressing the Valedictory Session, **Mr. Pradeep Multani, Chairman, Committee on AYUSH, PHD Chamber** talked about the due importance of Ayush industry in making India a global healthcare hub. He emphasized on upgrading education level in the sector with special attention to designing intervention globally. He stressed on the importance of integration of Ayush in National Health Mission. He talked about the importance of Ayurveda in India and international market. He also stressed on the export of Ayurveda and tradition medicine and its contribution to national exchequer.

**H.E. Prof. Sudharshan Seneviratne, High Commissioner of Sri Lanka to India** emphasised on the importance of sustainable tourism development and suggested that countries within the ambit of SAARC

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should look for sustainable tourism development by identifying world heritage sites within their geographical boundaries, as it would save us also from possible and predictable natural disasters. He shared that Sri Lanka has developed Nurseries at world heritage sites which are nurtured with the help of Ayurvedic doctors and that this area of cooperation is ought to be explored with utmost priority. Sri Lanka has been doing this and would want other SAARC countries to follow suit. The High Commissioner also pointed out that the systems of medication, surgical instruments and hospitals have already been explained by learned scholars in the past and one can draw a lot about the concepts of healthy living and cleanliness from the ancient times. He talked about the importance of social medicine and how social and economic conditions impact health.

The Summit was concluded with a vote of thanks by **Mr. Sastry, Co Chairman, Committee on AYUSH, PHD Chamber** to the Chief Guest, Ambassadors, speakers and delegates.

The event was followed by a Networking Cocktail Reception.