



Indian Healthcare: A Patient's View
17-18 August, 2017 | FICCI, New Delhi

DRAFT PROGRAM

Day 1 – August 17, 2017

8:00 am – 9:30 am	Registration
9:30 am – 11:00 am	Inaugural Session
	<i>Welcome Address</i> Mr Pankaj Patel , President, FICCI
	<i>Theme Address</i> Mr Rahul Khosla , Chair-FICCI Health Services Committee; President, Max Group & Chairman, Max India Ltd
	<i>Keynote Address</i> Mr M Damodaran , Founder Chairperson, Excellence Enablers P Ltd & Former Chairman, Securities and Exchange Board of India (SEBI)
	<i>Release of FICCI-IMRB Report 2017: “The Healthcare Consumer – Understanding expectations and experiences, in the patient’s journey”</i>
	<i>Inaugural Address</i> Smt Anupriya Patel , Union Minister of State, Health & Family Welfare, GoI*
	<i>Concluding Remarks</i> Mr Varun Khanna , Co-Chair-FICCI Health Services Committee and Managing Director, BD India
	<i>On Dias</i> Mr Ashok Kakkar , Co-Chair-FICCI Health Services Committee; Sr. MD Varian Medical Systems International India Pvt Ltd
	Moderated by Ms Shobha Mishra Ghosh , Asst. Secretary General, FICCI
11:00 am – 11:45 am	<i>Tea Break</i>

11:45 am – 1:00 pm	Panel Discussion I
	<p>Government Policies: Roadmap for the next decade</p> <p>The public healthcare policy of India has performed remarkably well in specific chosen areas over the last few years, particularly in bringing down maternal and infant mortality. However, the unresolved challenges of the Indian healthcare sector point towards various gaps at the policy as well as implementation level.</p> <p>The National Health Policy launched in 2017 has given a hope for constructive reforms in our healthcare ecosystem including a further increase in health budget. But, some of the questions that need to be answered are: How will the promised 2.5% GDP spend on healthcare result in improved health indicators? What role has the central government envisaged for itself and how will it regulate the policy implementation at the state level, given the diversity? What potential interventions would be used to provide the necessary impetus on primary and preventive healthcare in view of the growing burden of non-communicable and lifestyle diseases? What will be the role of private sector and how does the government plan to take PPPs to the next level of successful implementation. What steps will be taken by the government for improving patient-safety and creating a healthy and patient-centric environment in the country?</p> <p>This session will provide a platform for a candid dialogue between the representatives of the government, the private sector as well as the healthcare consumer on present policies and how these are expected to unfold in the future.</p>
	Chair: Mr C K Mishra , Secretary, Ministry of Health & Family Welfare, GoI
	Convenor & Moderator: (Hony.) Brig Dr Arvind Lal , CMD, Dr Lal Path Labs
	<p>Panelists:</p> <ul style="list-style-type: none"> ◆ Mr Alok Kumar, Advisor, NITI Aayog, GoI ◆ Dr T S Selvavinayagam, Additional Director, Health Services, Government of Tamil Nadu ◆ Mr Rajiv Sikri, Former Ambassador and Former Secretary, Ministry of External Affairs, GoI (<i>Patient Perspective</i>) ◆ Dr S Gurushankar, Chairman, Meenakshi Mission Hospital, Madurai ◆ Dr Anupam Sibal, Group Medical Director, Apollo Hospitals Group
	<i>Lunch</i>

2:00 pm – 3:15 pm	Panel Discussion II
	<p>Role of Media : Bridging the trust deficit in Healthcare</p> <p>The vision of Universal Healthcare requires seamless collaboration and engagement among key stakeholders – regulators, government, public and private practitioners across the value chain, clinicians and the civil society. Media, with its reach and all-pervasiveness is best placed to remove information asymmetry, build positivity and critique ill-conceived policy and practices, eventually leading to a positive enabling environment for a well-functioning healthcare system.</p> <p>Given the above construct, this Panel will deliberate on some of the issues being faced, like:</p> <ul style="list-style-type: none"> ◆ Should media be the conscious keeper for healthcare? ◆ The challenge of media neutrality ◆ The need for more positivity ◆ Sensationalizing exceptions as norm
	<p>Convenor: Mr Rahul Khosla, Chair-FICCI Health Services Committee; President, Max Group & Chairman, Max India Ltd</p>
	<p>Moderator: Dr Omkar Goswami, Chairman, CERG Advisory Private Ltd</p>
	<p>Panelists:</p> <ul style="list-style-type: none"> ◆ Dr Nandakumar Jairam, Chairman, NABH and Chairman & Group Medical Director, Columbia Asia Hospitals, India ◆ Dr Shubnum Singh, Dean - Nursing, Allied Health, & Wellness Programs, Max Healthcare Institute Ltd ◆ Ms Sanchita Sharma, Health Editor, Hindustan Times ◆ Ms Sarah Jacob, Anchor, NDTV* ◆ Dr Samir Parikh, Director, Department of Mental Health and Behavioural Sciences, Fortis Healthcare ◆ Ms Asha Kapoor, Managing Director, Famhealth Pvt. Ltd (<i>Patient's Perspective</i>)
	<p>Concluding Remarks by Mr Rahul Khosla</p>
3:15 pm – 3:30 pm	Tea Break

3:30 pm – 4:45 pm	Panel Discussion III
	<p>Building an Ethical Organisation: Dealing with the challenges with-in</p> <p>Ethical care has always been the holy grail of the practice of medicine. The ability to do what is right for the patient, without fail and be able to put patient’s interest ahead of everything else constitutes the highest level of ethical conduct.</p> <p>Is this goal compatible with profit goals that private healthcare organisations work with? In these difficult times, we have also had instances where commercial benefits to care-givers and other individuals have led to questionable practices with the patients or shareholders bearing the inevitable costs.</p> <p>Thus, is there a fundamental conflict between the business goals of “for profit” healthcare services providers and ethical delivery of care? If yes, how do we ensure that shareholders get reasonable returns on their investments while patients receive the highest quality of care at affordable costs in an environment, which is ethical and caring.</p> <p>The session will debate on the building blocks of an ethically driven healthcare system and the dilemmas that care providers and the hospitals face every-day. Is it possible to build a culture of ethical care through transparent processes and open communication to help us to do the right thing?</p>
	Convenor & Moderator: Mr Rajit Mehta , MD & CEO, Max Healthcare
	Keynote Address: Dr Bibek Debroy , Member, NITI Aayog, Gol
	<p>Panelists:</p> <ul style="list-style-type: none"> ◆ Mr Sudhanshu Pandey, Joint Secretary, Department of Commerce, Ministry of Commerce & Industry, Gol ◆ Dr Y P Bhatia, Chairman & Managing Director, Astron Healthcare ◆ Mr Bhavdeep Singh, CEO, Fortis Healthcare ◆ Mr Gautam Khanna, CEO, P D Hinduja Hospital ◆ Mr Muralidharan Nair, Partner, EY (<i>Patient’s Perspective</i>)
4:45 pm – 4:50 pm	<i>Health Break</i>
4:50 pm – 5:00 pm	Presentation on FICCI-IMRB Report 2017: “The Healthcare Consumer – Understanding expectations and experiences, in the patient’s journey”
	Mr Praveen Nijhara , Senior Executive Director, Kantar IMRB & Head of Stakeholder Management Business

5:00 pm – 6:15 pm	Panel Discussion IV
	<p>Empowering patients with technology driven care</p> <p>With the massive growth in technology driven consumerism, there is a huge opportunity for Healthcare to leverage delivery of services by effective use of technology. Making healthcare accessible, available and affordable demands that technology is made an intrinsic service layer – be it hospital services, operational services, quality or safety practices – all can greatly benefit by using technology. The ability to combine various technologies to deliver health services to the consumers provides immense opportunities for evidence-based medicine governed by best practices, pathways and protocols that ensure quality.</p> <p>It is not merely the care providers who are eager consumers of technology. With the continued growth in the adoption of health apps and gadgets, providers are feeling challenged by today’s savvy patients, who are demanding more access and better data integration. Technology is in fact empowering patients to drive quality care for themselves.</p> <p>The session will highlight the shift that technology is bringing so that patients are now in the driver’s seat instead of being at the receiving end. This goes beyond just being better informed through the internet. The big question is, “are healthcare providers also facilitating this shift by making patients participate in the decision making about their own health?”</p>
	<p>Convenors: Mr Ashok Kakkar, Co-Chair-FICCI Health Services Committee; Sr. MD, Varian Medical Systems International India Pvt Ltd & Mr Arvind Sivaramakrishnan, CIO, Apollo Hospitals</p>
	<p>Keynote Address: Prof John Chambers, Professor of Cardiovascular Epidemiology, Imperial College, London</p>
	<p>Moderator: Mr Arvind Sivaramakrishnan, CIO, Apollo Hospitals</p>
	<p>Panelists:</p> <ul style="list-style-type: none"> ◆ Mr Ashok Kakkar, Co-Chair-FICCI Health Services Committee; Sr. MD, Varian Medical Systems International India Pvt Ltd ◆ Dr Harsh Mahajan, Founder and Chief Radiologist, Mahajan Imaging ◆ Mr Joe Nicholas, Founder-Director, Cancer Treatment Services Intl. ◆ Dr Sanjeev Bagai, Vice Chairman & Director, Manipal Hospital Dwarka ◆ Mr Anjan Bose, Secretary General, NATHEALTH (<i>Patient Perspective</i>) ◆ Ms Zoya Brar, Co-Founder & Director, CORE Diagnostics
7:30 pm – 9:00 pm Awards Night	<p>FICCI Healthcare Excellence Awards 2017 At Hotel Le Méridien, Windsor Place, New Delhi</p>
9:00 pm onwards	<p><i>Networking Dinner</i></p>

Day 2 – August 18, 2017

9:30 am – 10:40 am	Panel Discussion V
	<p>Financing Innovations for a Healthier India</p> <p>Indian healthcare industry, estimated at upwards of 100 Bn in 2016, is expected to grow in double digits in coming years (CAGR of 15-16% in 2016-20). Given the diversity, geographical expanse as well as opportunity size in India, multiple business models have emerged to cater to different existing and potential needs. These models have increasingly relied on technology to efficiently and effectively serve the clientele, i.e. patients.</p> <p>In order to sustain the above growth and further encourage entrepreneurs to focus on “patient centric” solutions, it is imperative that adequate financial investments keep flowing into the sector. Diversity of funding be it in terms of risk appetite, time horizons, focus areas, return expectations etc. would be critical in meeting overall funding requirements as well as fulfilling needs currently unaddressed by traditional financing mechanisms.</p> <p>Keeping in view the context outlined above, the session panellists would deliberate on the following:</p> <ul style="list-style-type: none"> ◆ Evaluate different models that have come up to address unmet needs ◆ Role of technology in fulfilling healthcare focused requirement ◆ Understand current investment climate vis-à-vis Indian healthcare industry with an aim to assess the impact of regulations ◆ Key drivers for successful exits for investors in order to ensure sustainability of inflows going forward
	<p>Convenor & Moderator: Mr Amit Mookim, General Manager (South Asia), QuintilesIMS</p>
	<p>Panelists:</p> <ul style="list-style-type: none"> ◆ Mr Owen Smith, Senior Economist, The World Bank * ◆ Mr Vishal Bali, Asia Head-Healthcare, TPG Growth and Chairman, Medwell Ventures Pvt Ltd ◆ Dr Dharminder Nagar, MD, Paras Hospitals ◆ Mr Vivek Srivastava, Co-Founder & CEO, Healthcare at Home ◆ Mr Sunil Thakur, Director & CEO, Quadria Capital

10:40 am – 11:50 am	Panel Discussion VI
	<p>New wave of transparency: Pricing in healthcare</p> <p>India has historically accorded low public financial priority to health. Out of pocket expenditure on health is among the highest in the world at 62% as a result of poor health insurance coverage. Soaring and varying healthcare costs have made the healthcare consumer more price conscious and it is becoming difficult for patients to determine their out-of-pocket costs before receiving care. While there are regulators pushing for price control, they might not be accurately reflecting a healthcare provider’s pricing position as they have only a partial view of the data required.</p> <p>Adopting a strategy to provide clarity in pricing is crucial to increase patient engagement, safeguard doctor-patient relationship and optimize revenue in a health ecosystem, which is significantly consumer and market driven. Through this session, we hope to inspire a conversation that can help build a strong and transparent healthcare ecosystem.</p> <p>Some questions that we intend to take up the discussion are:</p> <ul style="list-style-type: none"> ◆ As the healthcare consumer begins to change, should they try to lift the veil on pricing in their pursuit for best care and quality? ◆ Does it not become even more responsible for the healthcare ecosystem to protect patients’ interests in addressing universal care? ◆ Should then healthcare providers engage directly with patients regarding pricing information as part of their pricing strategy? ◆ Are we hoping to achieve a new wave of “pricing transparency” and will it help patients in their ultimate quest for healthcare value?
	Chair: Mr Bhupendra Singh , Chairperson, NPPA, Gol
	Convenor & Moderator: Mr Varun Khanna , Co-Chair-FICCI Health Services Committee and MD, BD India
	<p>Panelist:</p> <ul style="list-style-type: none"> ◆ Mr Sudhir Kumar, Joint Secretary, MoHFW, Gol* ◆ Mr Daljit Singh, President, Fortis Healthcare ◆ Mr Probir Das, Chair, FICCI Medical Devices Forum and Managing Director, Terumo India Pvt. Ltd ◆ Dr Alok Roy, Chairman & MD, Medica Synergie Pvt Ltd ◆ Dr Ram Narain, Executive Director, Kokilaben Dhirubhai Ambani Hospital ◆ Dr Ratna Devi, CEO, DakshamA Health and Indian Alliance of Patient Groups (<i>Patient Perspective</i>)
11:50 am – 12:05 pm	<i>Tea Break</i>

12:05 pm – 1:15 pm	Panel Discussion VII
	<p>Integrated Healthcare Models</p> <p>The word ‘Integrated’ denotes a holistic approach to healthcare in general and not confined by the narrow definitions of any ‘Ism’ or systems. We can always go back to the WHO definition of health, which covers the physical, mental, spiritual & social aspects.</p> <p>The overwhelming burden of disease spearheaded by the tsunami of non-communicable diseases due to the dramatic spread of urbanization around the world especially in the developing world, begs all of us to shed a spotlight on the more cost effective models that are available pertaining to education, behaviour modification, alternative forms of therapy and of course quality of life. A lack of modern methods based on scientific facts, practice by non-qualified practitioners supported by erroneous advertising promising cures for everything has thus hampered the genuine promise of non-allopathic modalities.</p> <p>The entire attempt of this session is to bring in experts to share experiences & knowledge and go beyond the traditional mindsets of delivering care. With healthcare, within our country becoming the centre stage of politico- economic deliberations, it is even more important for all stake holders to weigh the pros and cons of spreading elements of integrated care extending throughout the life span and also touching the end of life phase through palliative or home care support.</p>
	<p>Convenor & Moderator: Dr Harish Pillai, CEO, Aster Medcity and Head – Kerala Cluster, Aster DM Healthcare</p>
	<p>Panelists:</p> <ul style="list-style-type: none"> ◆ <i>Regulatory Policy:</i> Mr Franklin L. Khobung, Director, Ministry of AYUSH, GoI* ◆ <i>Research Evidence:</i> Dr P Ram Manohar, Research Director, Amrita Centre for Advanced Research in Ayurveda, Tamil Nadu ◆ <i>Naturopathy, Yoga & Integrated Medicine:</i> Dr K K Aggarwal, National President, IMA ◆ <i>Challenges and Opportunities presented by Traditional Medicine:</i> Mr Rajiv Vasudevan, MD & CEO, AyurVaid Hospitals ◆ <i>Patient’s Perspective:</i> Dr Narottam Puri, Advisor, FICCI Health Services; Board Member & Former Chairman, NABH and Advisor - Medical, Fortis Healthcare
1:15 pm – 2:00 pm	Lunch

2:00 pm – 4:00 pm	MiTalks
	<p>‘Health and Humanity’</p> <p>MiTalks is an opportunity to explore ideas that can define the future, reveal new perspectives and make the world a better place. This session aims to bring to stage pioneers and change makers in a TED style series of talks on the future of "health and humanity". The importance of health is often best understood in its absence. Our speakers who are travelling from various parts of the world, will share their stories of grit, empathy, survival, laughter and technology - in the context of session’s theme. Their journey shared in short TED style talks, will help listeners re-imagine their own future.</p>
	<p>Chair: Mr Shivinder M Singh, Vice Chairman, Fortis Healthcare *</p>
	<p>Speakers:</p> <ul style="list-style-type: none"> ◆ Ms Robin Farmafarian, Author, The Patient as CEO ◆ Ms Kanika Tekriwal, CEO and Co-Founder, JetSetGo ◆ Prof Raj Raghunathan, Author of “If you are so smart, why aren’t you happy” ◆ Ms Sana Iqbal, Biker, Depression survivor and Activist for suicide prevention ◆ Ms Anu Agarwal, Actor and Author ◆ Slyck2Shades, Indo-US hip hop artists
4:00 pm – 4:30 pm	Summation of Discussions

**Invited*