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Healthcare Forward

" Where Concern Is Most Important "

April 2026

TOGETHER FOR HEALTH.
STAND WITH SCIENCE.

Healthcare Forward

April 2026

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Table of Contents

Messages From Advisors

Dr. Manish Kothari

President
ISBR Group of Institutions

What an amazing work and journey that our Institute's Healthcare Management Students and alumni have made consistently for five years!

I am thrilled by their dedication and foresight, which is brilliantly showcased in this *Healthcare Forward* magazine. The 2026 theme, "*Together for Health. Stand with Science"*, that science only protects us when we stand with it, perfectly captures their call to embrace scientific progress for robust health protection. Through insightful articles on innovation, equity, and collective action, they demonstrate profound knowledge, compassion, and a commitment to real-world solutions. This publication stands as a beacon of their potential to drive change. I commend every contributor wholeheartedly and extend my best wishes for their ongoing journey. May they lead the charge in standing with science to safeguard our future health, step by inspiring step!

Kudos to the Students and Alumni!

Dr. R. Narasimhan

Dean
ISBR Business School

It is with immense pride that I present this year's edition of *Healthcare Forward.* This magazine is a brilliant testament to the exceptional caliber and passion of our Healthcare Management students and alumni.

Aligned with the timely 2026 World Health Day theme, "*Together for Health. Stand with Science,*" the contributions within these pages urge us to unite evidence-based scientific advancements with a fierce commitment to equity and protection for all. From insightful summer internship and dissertation reports to the practical wisdom gained from field visits and rigorous training, this compilation showcases our community's readiness to lead.

Our students aren't just observing the healthcare landscape; they are actively shaping it. By bridging the gap between rigorous data and compassionate management, they remind us that the future of healthcare relies as much on sound leadership as it does on scientific discovery.

I extend my heartfelt congratulations to all the contributors and the editorial team

Messages From The Advisors

Prof. Dilip Patel

Management Advisor
ISBR Business School

My best wishes to the incredible team behind this year's *Healthcare Forward* magazine.

Watching our Healthcare Management students and alumni channel their passion into this publication has been truly inspiring. Your compelling articles and detailed reports do not just document your academic journey; they highlight the vital role of standing united with science to tackle today's complex global challenges.

What makes this collection so special is how you have blended empathy, expertise, and forward-thinking solutions. You aren't just discussing theories—you are showcasing how to apply them to create real, tangible health outcomes. This magazine perfectly reflects your immense growth and serves as a powerful call for collective action.

I eagerly anticipate the positive waves your insights will create as you step out and transform the healthcare landscape. The future of healthcare management is incredibly bright in your hands.

Dr. Nila A Chotai

Director - Academics
ISBR Business School

It is my distinct privilege to convey my sincere congratulations on the publication of this year's *Healthcare Forward* magazine. This edition centres upon an imperative and timely theme: *"Together for Health. Stand with Science."* The diverse insights and scholarly contributions within these pages—from rigorous dissertation reports to practical field training analyses—exemplify the exceptional acumen and innovative prowess of our Healthcare Management students. By advocating for science-informed health equity and resilience, our students and alumni are proving that they are ready to tackle the complex challenges of the modern medical landscape.

This publication actively affirms our institutional commitment to comprehensive academic advancement and the collective stewardship of public health. It bridges the critical gap between classroom theory and real-world execution.

I commend all the contributors and the editorial team most highly.

Editorial

The World Health Day 2026 theme, ***"Together for Health"***, is a powerful call to collaborate across disciplines—bringing together clinicians, managers, technologists, and communities. Complementing this, ***"Stand with Science"*** reminds us that such collaboration must be firmly grounded in evidence, ethics, and empathy.

The true value of science lies in its ability to alleviate human suffering. In India today, evidence-based screening, rapid diagnostics, telemedicine, and data-driven public health planning are transforming healthcare—shortening diagnostic journeys, reducing unnecessary hospital visits, and bringing specialist care closer to communities. These are not just trends, they are shaping systems that are not only efficient and accessible, but also humane.

However, humanising science requires deliberate and thoughtful choices. It begins with placing the patient's voice at the centre of every initiative —valuing lived experiences as much as measurable outcomes. Secondly, prioritising capacity building at the primary care level so that innovations reach the last mile. At last, measuring success not only by efficiency gains but by improvements in trust, access, and quality of life. These principles have been the guiding light for all healthcare professionals and learners. Inside these pages, one will find not just the essays, field summaries and reflections, industry engagements, classroom projects, but a display of deep-seated passion of our young and budding healthcare managers to bring the change in health eco-system, as a translator of evidence, a guardian of equity, a builder of systems that treat people, not just diseases. Science gives us the map; compassion shows us the way.

The Healthcare Forward Magazine 2026, now in its fifth volume, stands as a testament to this commitment. It represents the collective voice of our students and young professionals —capturing their ideas, experiences, and aspirations as they engage with the evolving healthcare ecosystem. Every contribution, from co-curricular activities and community projects to internships in hospitals, NGOs, and business environments, demonstrates learning outside of the classroom and involvement with real-world issues.

The compassion, competence, commitment, and critical thinking demonstrated by our students are a reflection of the collective efforts of our management, faculty, mentors, academicians, and industry experts. Together, they nurture a generation of healthcare leaders who are not only skilled professionals but also empathetic changemakers. The current volume of Healthcare Forward has tried its best to bring the essence of this year's theme of **'Together for Health. Stand with Science'**, that calls for celebrating the power of scientific collaboration to protect the health of people, animals, plants, and the planet.

We invite the readers and leaders to engage with this power packed presentation of thoughts, voices and actions of our students and alumni.

Hope you enjoy this!

Happy Reading!

Dr. Veena R
Director - Healthcare Programs

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SPECIALIST'S DESK

TOGETHER FOR HEALTH.
STAND WITH SCIENCE.

Article

Together for Health, Stand with Science:
A Practitioner's Perspective from the Frontlines of Healthcare Systems

Mr. Deepak Venkatesh Agarkhed
Consultant Projects & Medical Technology, IISc Medical School Foundation

Mr. Deepak Venkatesh Agarkhed is a veteran leader at the intersection of hospital projects, medical technology, and quality systems. With three decades of experience, he is currently playing a pivotal role in shaping the future of Indian healthcare as the Consultant for Projects & Medical Technology at the IISc Medical School Foundation, where he is helping build a massive 832-bed tertiary care research hospital in Bengaluru.

Deepak holds a BE, an MBA in Operations, and is a Six Sigma Master Black Belt. Over his distinguished career, he has overseen the acquisition of more than $80 million in advanced medical equipment and led the development and commissioning of major greenfield institutions, including Sakra World Hospital and Artemis Hospital.

Beyond building hospitals, Deepak is dedicated to lifting national healthcare standards. Through his work with the Quality Council of India (QCI), NABH, and NABL, he has helped shape quality management programs and accreditation frameworks nationwide. An accomplished author and speaker, his global awards in biomedical engineering and quality enhancement reflect a career dedicated to excellence.

Every year on 7th April, the global healthcare community pauses to reflect on the priorities that will shape the future of health systems. In 2026, the theme “Together for Health. Stand with Science” carries a powerful mandate — that science, collaboration, and evidence-based decision-making are not optional but foundational to resilient and equitable healthcare systems. Having spent over three decades in healthcare engineering, medical technology, and quality systems, I have witnessed first-hand how science-driven approaches transform not only infrastructure but also patient outcomes, safety culture, and long-term system resilience.

Science in healthcare is often misconstrued as synonymous with advanced technology — MRI scanners, linear accelerators, or robotic surgery platforms. While these are critical tools, the scope of science in healthcare is far broader and far more profound. It encompasses evidence-based infrastructure design, risk-informed engineering systems, data-driven quality improvement, standardized safety protocols, and a culture of learning from near-misses and adverse events.

Science as the Foundation of Clinical Engineering

In my experience working with tertiary care hospitals — particularly in critical environments such as intensive care units, operation theatres, and oncology suites — the application of scientific principles in system design often matters as much as, if not more than, the technology itself. Consider the design of redundant electrical systems in ICU bed panels: this is not an aesthetic decision but a science-based risk mitigation strategy. It ensures that life-support equipment remains uninterrupted even during a primary supply failure.

Traditionally, hospital engineering was perceived as a support function — reactive, maintenance-focused, and peripheral to clinical care. However, modern healthcare demands a fundamental transition to clinical engineering, where every decision is evidence-based, patient-safety driven, and clinically integrated. Engineers must now understand clinical workflows, infection control principles, and regulatory compliance frameworks — not merely equipment specifications. This shift represents a maturation of the discipline and a recognition that engineering and medicine are inseparably linked.

Risk-Informed Engineering and Patient Safety

Scientific risk assessment methodologies — such as Failure Mode and Effects Analysis (FMEA), Hazard and Operability Studies (HAZOP), and fault tree analysis — have become indispensable in healthcare infrastructure management. When a ventilator fails in an ICU, or a medical gas pipeline delivers incorrect pressure, the consequences can be catastrophic. Applying FMEA during the commissioning phase, and integrating it into preventive maintenance protocols, transforms reactive maintenance into proactive safety governance.

Similarly, the standardization of medical gas systems — through adherence to ISO 7396-1, HTM 02-01, or NFPA 99 — is a direct manifestation of standing with science. These standards are born from evidence, from decades of incident investigations, and from a collective global commitment to patient safety. Compliance is not bureaucratic box-ticking; it is an expression of scientific fidelity.

Sustainability and Science-Driven Green Healthcare

Healthcare contributes significantly to global carbon emissions — estimated at approximately 4.4% of global net emissions — while simultaneously being among the sectors most vulnerable to climate disruption. This paradox demands a science-based response. Evidence-driven strategies such as energy benchmarking, adoption of ISO 50001 energy management systems, LED retrofitting, variable frequency drives for HVAC systems, and solar integration are not trends — they are scientifically validated pathways to decarbonize healthcare infrastructure without compromising care quality.

Green building standards like LEED and GRIHA, when applied to hospital construction and renovation, embed environmental science into every brick and beam. Standing with science in the context of sustainability means measuring, reporting, and acting on data — not merely announcing intent. It means commissioning energy audits, establishing baselines, and tracking outcomes against benchmarks with the same rigour applied to clinical trials.

Accreditation, Standards, and Institutionalizing Science

Accreditation frameworks — whether NABH, JCI, NABL, or AERB — represent the institutionalization of science in healthcare delivery. They ensure that evidence-based practices are not left to individual discretion but are standardized, audited, and continuously improved. From infection prevention and control protocols to biomedical equipment maintenance schedules, accreditation embeds the scientific method into daily hospital operations.

Quality improvement cycles — Plan, Do, Study, Act (PDSA) — and root cause analysis frameworks applied after adverse events are applied science. When a hospital investigates a medication error, traces it to a systemic cause, redesigns the workflow, and monitors outcomes, it is practising science. The culture of accreditation fosters this discipline across all departments and hierarchies.

Digital Transformation and Resilient Healthcare Systems

Digital systems are the nervous system of modern healthcare infrastructure. Electronic medical records (EMR), cloud-based data backups, Picture Archiving and Communication Systems (PACS), and telemedicine platforms are not mere conveniences — they are science-based tools that ensure continuity of care, reduce diagnostic errors, and expand access to specialist expertise. During the COVID-19 pandemic, healthcare systems that had invested in digital infrastructure demonstrated significantly greater resilience and adaptability.

Cybersecurity in healthcare is an emerging frontier where the stakes are extraordinarily high. Ransomware attacks on hospital systems can delay surgeries, disable monitoring equipment, and compromise patient safety. Addressing this requires scientific approaches to threat modelling, zero- trust architecture design, and incident response planning. Standing with science in the digital domain means treating cybersecurity not as an IT issue but as a patient safety imperative.

Together for Health: The Collaborative Imperative

No single discipline can address the complexity of modern healthcare challenges in isolation. Clinicians, biomedical engineers, hospital administrators, public health experts, architects, and policymakers must collaborate within a shared framework of scientific evidence. The theme Together for Health is not simply an aspirational slogan — it describes the operational reality of high-performing healthcare systems.

Multidisciplinary safety committees, joint commissioning teams, and integrated project management structures are examples of this collaborative science in action. When a new operation theatre is commissioned, it is not the engineer alone who signs off — it is a team that includes the infection control nurse, the surgeon, the anaesthesiologist, and the biomedical engineer. This collaborative rigour is how science translates from principle to patient outcome.

Conclusion

Standing with science is not a one-time declaration made on World Health Day — it is a sustained cultural commitment embedded in every policy drafted, every system commissioned, every protocol reviewed, and every incident investigated. It means being honest about what we do not yet know, rigorous about what the evidence tells us, and courageous enough to redesign systems that are not working.

Hospitals of the future must be evidence-driven, resilient, digitally enabled, and environmentally sustainable — with every decision anchored in data and scientific reasoning. Ultimately, standing with science is standing for patient safety, system resilience, and a healthier planet. That is the promise World Health Day 2026 asks each of us to keep.

Mr. Venugopal C
Advisor, NBQP-Quality Council of India

Article

Healthcare Quality and Accreditation: Why It Matters

Ms. Aamrin Pagare
Analyst, NBQP-Quality Council of India

About the Authors

Mr. Venugopal C

With over 30 years of diverse experience spanning R&D, project management, and accreditation, Mr. Venugopal is a true veteran in the field of quality systems. Currently, he serves as an Advisor at the Quality Council of India's (QCI) Regional Office in Bengaluru, where he works directly with NBQP to help hospitals and testing laboratories elevate their standards. He is a trusted guide for organizations navigating the complexities of national accreditations like NABH and NABL.

As a Lead and Technical Assessor for NABL and NABCB, Mr. Venugopal brings deep, specialized expertise in ISO/IEC 17025, 17020, and 17024 standards. Above all, he is passionate about advancing India's quality journey, translating dense regulatory frameworks into practical, everyday excellence.

Ms. Aamrin Pagare

Aamrin is a healthcare quality and operations professional dedicated to making hospitals safer, more efficient, and deeply focused on patient care. Currently an Analyst with the Quality Council of India, she brings a wealth of hands-on experience from her time at leading institutions like Apollo Hospitals and Rainbow Children's Hospital. There, she was instrumental in preparing teams for rigorous NABH and JCI accreditations, leading clinical audits, and driving real quality improvements.

Armed with an MBA in Healthcare and a strong foundation in research and analytics, Aamrin doesn't just look at data—she uses it to find practical, strategic ways to improve patient outcomes and keep hospital operations running smoothly.

When people walk into a hospital or clinic, they place a great deal of trust in the healthcare system. Patients expect care that is safe, effective, and respectful. Ensuring delivery of high-quality care is the core goal of healthcare quality, and one of the most important tools used worldwide to maintain and improve quality is healthcare accreditation.

Understanding Healthcare Quality

Healthcare quality refers to how well health services improve patient outcomes while minimizing risks. The World Health Organization (WHO) and other leading health bodies describe high-quality healthcare as care that is safe, effective, patient-centred, timely, efficient, and equitable. India stands at a defining moment in the healthcare journey where the national priorities are quality, patient safety and public trust. Quality should be at every corner of India. Quality is a journey not a destination and leads the way towards "Healthy India".

Despite major medical advances, quality and safety challenges still exist. Studies estimate that millions of patients globally experience preventable harm during healthcare delivery each year, often due to system failures, poor communication, or lack of standardized processes. For this reason, healthcare systems increasingly focus on structured approaches that strengthen quality and safety.

What Is Healthcare Accreditation?

Accreditation is a formal evaluation process in which an independent organization assesses whether a healthcare institution meets established standards of quality and patient safety. National Bodies, such as National Accreditation Board for Hospitals and Healthcare Providers (NABH) and various national accreditation programs, develop evidence-based standards covering areas like infection control, medication safety, patient rights, governance, and staff competence.

Accreditation bodies such as NABH strengthens health systems, enables healthcare providers and ensures that Indian healthcare is globally respected for safety, integrity and excellence whether it is a premier hospital or in the most remote district of the country. The accreditation bodies help in building strong institutions advancing patient safety and serving society through uncompromising standards.

Healthcare organizations voluntarily seek accreditation to demonstrate that they meet these recognized standards and are committed to continuous improvement.

Why Do Healthcare Organizations Pursue Accreditation?

Accreditation helps healthcare organizations move beyond good intentions and build structured systems for quality care.

One of its most important contributions is improving patient safety. Accredited institutions must implement standardized procedures for critical processes such as patient identification, surgical safety, medication management, and infection prevention. These standards reduce variability in care and help prevent avoidable errors.

Accreditation also drives continuous quality improvement. Preparing for accreditation encourages healthcare organizations to regularly review their clinical practices, measure performance, and identify opportunities for improvement. Evidence from health policy research suggests that accredited institutions often demonstrate better compliance with clinical guidelines and stronger quality management systems.

Another key benefit is transparency and accountability. External evaluation ensures that healthcare facilities are assessed against objective, widely recognized standards. For patients, regulators, and healthcare partners, accreditation signals that an organization is committed to maintaining high levels of safety and quality.

Hospitals in India are increasingly preferring accreditation because it signifies a commitment to quality, safe, and efficient patient care, leading to improved outcomes and increased trust. Accreditation enhances operational efficiency, ensures regulatory compliance, and provides a competitive advantage in the healthcare market.

Accreditation improves patient care and safety by promoting patient-centered services, safety protocols, and evidence-based practices. This helps reduce risks, improve treatment outcomes, and increase patient satisfaction while encouraging the use of modern medical technologies.
It also enhances operational efficiency by streamlining hospital processes, improving resource utilization, and strengthening staff performance, which can lead to better service delivery and cost savings.

Accreditation increases credibility and trust, as it is widely recognized as a mark of quality healthcare. Patients, insurers, and regulatory bodies are more confident in accredited hospitals because they follow high standards of care.

Additionally, it supports regulatory compliance, making it easier for hospitals to meet national and international healthcare standards and obtain necessary approvals.

Accreditation also promotes staff development and competitiveness by encouraging continuous learning and teamwork. It helps hospitals attract more patients, skilled professionals, and investors, while also making them eligible for certain government schemes and higher insurance reimbursements.

What Does Accreditation Mean in Practice?

For patients, accreditation offers reassurance. It indicates that a healthcare facility follows established protocols designed to protect patient safety and ensure consistent care. Patients may notice clearer communication, better organized services, and stronger attention to infection prevention and safety practices. Accreditation helps in achieving quality in healthcare sector which is important for the vision of a developed nation.

For healthcare professionals, accreditation provides clear frameworks for delivering care. Standardized policies and clinical pathways support evidence-based decision-making and encourage teamwork among multidisciplinary teams. Accreditation processes also often lead to improvements in staff training, leadership structures, and quality monitoring systems.

Ultimately, building a healthcare system that consistently delivers safe, effective, and patient-centered care requires both unity and rigorous discipline. This vision directly aligns with the 2026 World Health Day theme, "Together for health: stand with Science." Healthcare accreditation embodies this principle by bringing healthcare providers, regulators, and communities together under a shared commitment to public trust. At the same time, it ensures that institutions stand with science by replacing variability with evidence-based protocols and data-driven quality systems. By embracing this powerful combination of collaboration and scientific integrity, India can successfully navigate its quality journey, reduce preventable harm, and realize the ultimate vision of a developed and healthy nation.

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ARTICLES
by
Students and Alumni

TOGETHER FOR HEALTH.
STAND WITH SCIENCE.

Article

MYTHS TO MEDICINE: THE ROLE OF SCIENCE IN PUBLIC HEALTH

Ms.Takur Shashikala
Batch 2024- 26

Introduction

Public health today has transformed from the era when people believed that diseases occurred due to evil spirits, or anger of god. Diseases were explained through myths, superstitions, and fear. Illnesses were often linked to fate or supernatural forces. With the growth of science, these beliefs slowly gave way to facts, research, and evidence-based medicine. This transformation from myths to medicine has played a major role in protecting public health and improving quality of life.

When myths-controlled health

In many societies, health myths developed due to lack of education, cultural traditions, and fear of the unknown. People believed that vaccines were dangerous, mental illness was a personal weakness, or that serious diseases could be cured only through home remedies. Such misconceptions delayed treatment and increased health risks.

"Health myths are not harmless; they can cost lives."

In public health, misinformation spreads quickly and affects entire communities, making myth-busting an essential responsibility.

Science: A turning point in public health

The application of the scientific method revolutionized healthcare by replacing superstition with empirical observation, rigorous experimentation, and evidence-based validation. Discoveries such as germs causing infections, the importance of sanitation, and disease prevention changed the way societies approached health.

Scientific advancements led to:

- Clean water and sanitation systems
- Vaccination programs
- Antibiotics and life-saving medicines
- Public health awareness campaigns

These developments drastically reduced death rates and improved life expectancy.

Vaccination: from fear to fact

Vaccination is one of the strongest examples of science overcoming myths. Diseases like polio and smallpox once caused widespread suffering. Through scientific research and testing, vaccines were developed to protect millions of people.

"Vaccines are not a risk — they are protection."

Standing with science means trusting verified research rather than rumours and fear-based beliefs

Science vs Misinformation

In the digital age, social media spreads health information rapidly—both true and false. Unverified treatments, miracle cures, and fake health advice confuse the public. Science acts as a filter by testing claims, verifying results, and ensuring safety.

Public health campaigns based on scientific evidence help people:

- Make informed decisions
- Avoid harmful practices
- Trust medical professionals

Mental health: Science breaking the silence

Science has also transformed how society views mental health. Conditions such as stress, anxiety, and depression are now recognized as medical concerns, not personal failures.

Scientific research has led to:

- Counseling and therapy methods
- Awareness programs
- Support systems for students and workers

Standing with Science: Our collective responsibility

The theme **"Together for Health. Stand with Science"** reminds us that public health is a shared responsibility. When individuals trust science, follow medical advice, and spread awareness, communities become healthier and stronger.

Students play an important role by:

- Promoting scientific awareness
- Rejecting myths and misinformation
- Encouraging healthy lifestyles

The journey from myths to medicine shows how far humanity has progressed. Science has replaced fear with facts and confusion with clarity. By standing with science and supporting evidence-based public health practices, we can prevent diseases, save lives, and build a healthier future for all.

"When society stands with science, health becomes a shared success"

Article

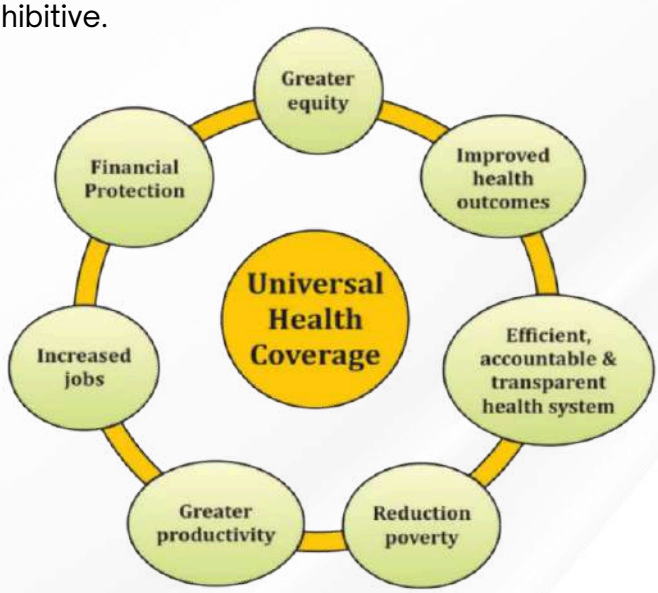
WHY HEALTH FOR ALL IS STILL A CHALLENGE.

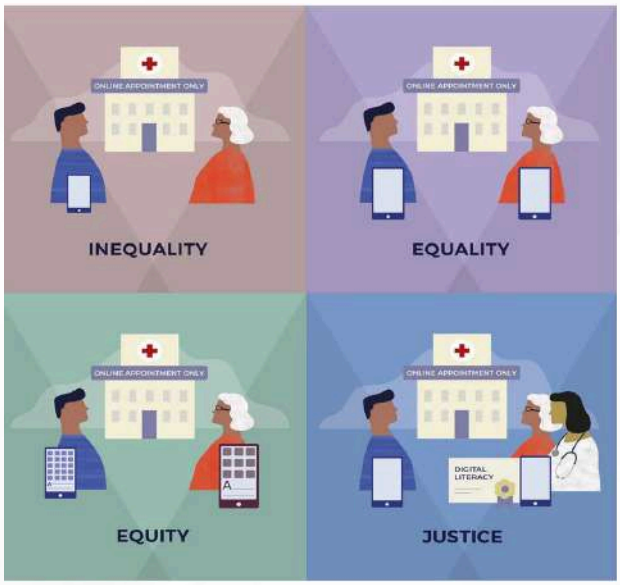
Ms. Ridhiksha Madhu R
Batch 2024- 26

The concept of "Health for All" has gained considerable traction among governments, health organizations, and civic leaders around the world. The idea is straightforward: Everyone, regardless of their socioeconomic status, should have access to necessary health services without suffering financial hardship. However, achieving this noble goal remains a formidable challenge, especially in the context of the rising cost of healthcare and the myriad barriers that persist in different regions.

For students, who often find themselves balancing academics, part-time jobs, and social pressures, health becomes a critical yet often neglected priority. Understanding the underlying reasons why achieving health for all is still a challenge can empower students to advocate for their well-being and that of their peers.

One of the primary obstacles is the disparity in healthcare resources and availability across various communities. Urban areas may have an abundance of hospitals and clinics, but rural regions often face significant shortages. This uneven distribution means that while some students have easy access to medical facilities, others may have to travel long distances for care, making it inconvenient and cost-prohibitive.

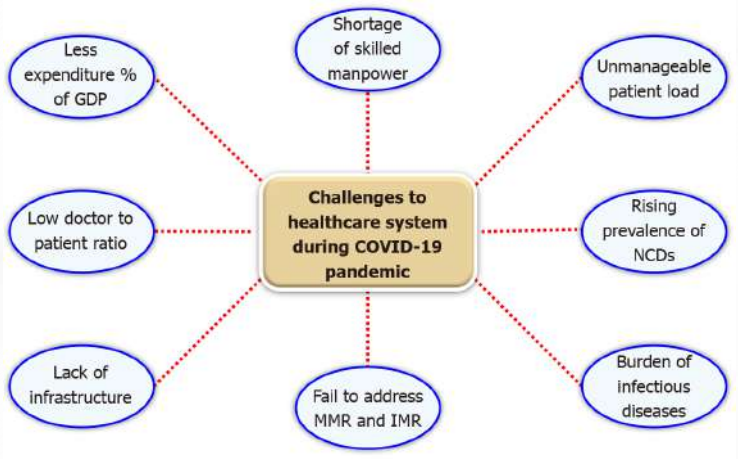




Moreover, the concept of universal health coverage is not uniformly implemented worldwide. In many nations, especially in low and middle-income regions, healthcare systems remain fragmented, leading to unequal access to essential services. This disparity is often exacerbated by political instability, limited funding, and inadequate infrastructure. For students in these areas, the lack of access can lead to untreated conditions that hinder their educational efforts and overall quality of life.

Attitudinal barriers, such as stigma surrounding mental health, also contribute to the challenge of achieving health for all. Many students may hesitate to seek help due to fear of judgment or misunderstanding from peers or faculty. Mental health has a profound impact on a student's ability to succeed academically and socially, and addressing these issues is vital for fostering healthy environments in schools and universities. Education and awareness campaigns can help reduce stigma and encourage conversations around mental wellness.

Financial barriers also play a significant role in the health crisis. Even in countries with advanced healthcare systems, the cost of treatment can be exorbitant. Students burdened with tuition fees often have limited funds for healthcare, leading to a reliance on emergency services rather than preventative care. Furthermore, high costs can deter individuals from seeking medical attention until their conditions become severe—an ultimately more expensive and dangerous scenario that reinforces the cycle of inequitable health access.



The ongoing effects of global challenges, such as pandemics and climate change, continue to stress healthcare systems. For instance, the recent COVID-19 pandemic highlighted vulnerabilities within public health sectors worldwide, causing delays in routine care and preventive services. Students, particularly those already facing health disparities, have felt the repercussions most acutely.

While the vision of health for all remains an important goal, students and society must recognize the various interrelated barriers that thwart its realization. By understanding these challenges and advocating for change, students can play a significant role in shaping healthier future communities. Efforts to push for equitable access, support mental health, and advocate for better healthcare funding are steps every student can take to contribute to a more just and healthy society for all.

Article

THE IMPACT OF HUMAN & TECHNOLOGICAL PRESENCE IN HEALTHCARE

Ms. Anandita D. Raju
Assistant Manager At KIMS Group of Hospitals
Alumna, Batch 2021- 23

Each year, the United Nations celebrates World Health Day on April 7 to promote Health Promotion and advance the Sustainable Development Goals.

The 2026 theme revolves around: Together for Health, Stand with Science, where it urges the scientific community to focus on three key areas:

- Stand with science by engaging with evidence, facts, and science-based guidance to protect health;
- Rebuild trust in science and public health;
- Support science-led solutions for a healthier future.

As we reflect on the previous decades of hard work & perseverance, we can see the drastic change that our dedicated medical community has achieved as a whole. They have fought through not only diseases and conditions arising from natural calamities but also from those emerging from changing lifestyles, man-made calamities, and constantly changing viruses. And yet they prevailed as a huge success.

But at the same time, we as a populace should reflect on the hard core ground reality of the medical community in our country. It is time we pay our gratitude towards this community as they are the ones upholding the high standards that Sushruta, & Charaka have set for the world.

Behind every policy, hospital, and statistic stands a workforce of doctors, nurses, ASHA workers, and paramedics who form the backbone of the healthcare system. Yet, their everyday reality is far from ideal. In the hospital sector especially, a single doctor may attend to hundreds of patients in a day, often with limited resources and time. Long working hours, inadequate staffing, and administrative pressure have become the norm rather than the exception.

The situation is even more challenging in rural areas. Primary Health Centres (PHCs), which are meant to be the first point of care, are frequently understaffed or lack essential infrastructure. ASHA workers and auxiliary nurses often bridge this gap, going door-to-door to provide basic care and awareness. Despite their crucial role, they are frequently underpaid, overworked, and under-recognized.

This overburden is not just a logistical issue—it has human consequences. Medical professionals face burnout, emotional fatigue, and mental stress. The expectation to provide constant care, often in life-and-death situations, leaves little room for rest or personal well-being. Ironically, those responsible for maintaining public health often struggle to protect their own.

The impact also reflects on patient care. Overcrowded hospitals and exhausted staff can lead to shorter consultations, delayed diagnoses, and strained doctor-patient relationships. In some cases, frustration on both sides escalates into mistrust or even violence against healthcare workers—further worsening the environment.

From a policy perspective, addressing this issue is essential for achieving the broader goals of World Health Day 2026. A resilient healthcare system cannot exist without a supported and protected workforce. This requires:

- Increased recruitment of medical professionals
- Strengthening Usage & Implementation of Electronic Medical Records
- Strengthening of primary healthcare infrastructure
- Providing mental health support for healthcare workers

Even though the Healthcare industry's core is linked with human touch and emotions, it is very crucial to adapt to the growing needs of the many. Adapting to new technologies can better help the issues / obstacles caused by the lack of accessibility of health institutes in remote areas of India. On humanitarian grounds, the conversation must shift. The load of curing diseases shouldn't limit itself towards the Hospitals & their staff, it should be extended and supported to align every citizen towards Electronic Access to Health. An effective EHR module will help in not only easier source of information but also accurate, timely and in detailed history of the patient.

As India looks toward the future of healthcare, the message of World Health Day 2026 becomes clear:

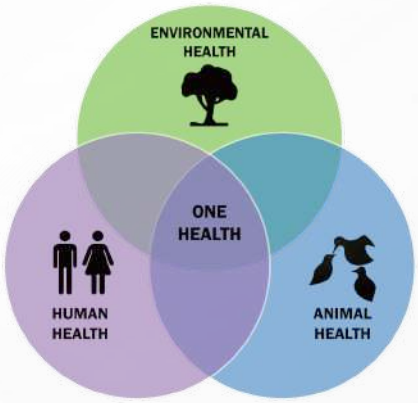
A healthy society is only possible when all are aligned to support a healthy community through proper access to health institutes.

Article

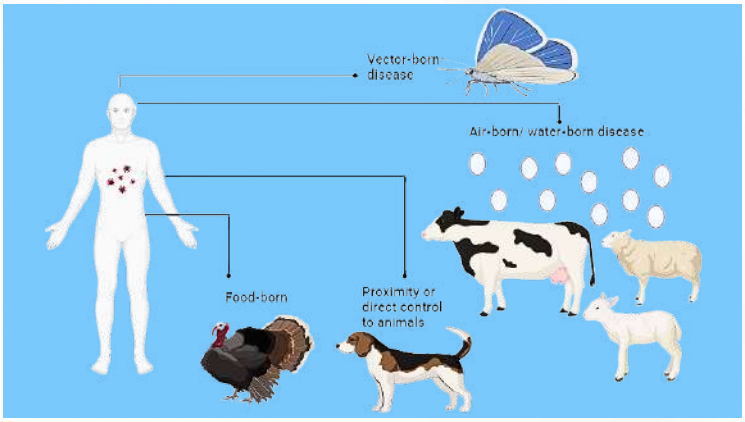
COLLABORATION ACROSS SECTORS: THE KEY TO ONE HEALTH SUCCESS

Ms. Ridhiksha Madhu R
Batch 2024- 26

The concept of One Health highlights a fundamental reality of human health which is closely linked to the health of animals and the environment. In an increasingly interconnected world, health challenges are no longer confined to a single domain. Addressing them effectively requires a coordinated, multi-sectoral approach. Collaboration across sectors is therefore not optional but it is central to the success of the One Health framework.



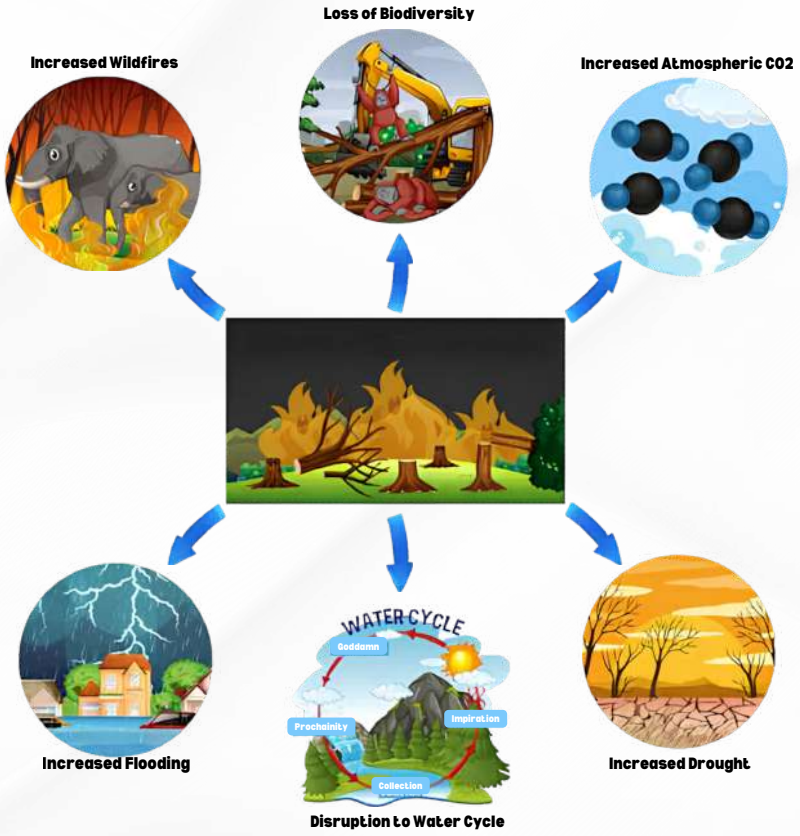
At its core, One Health brings together diverse disciplines such as human medicine, veterinary science, environmental studies, agriculture, and public policy. Each of these sectors contributes specific expertise, but their true value emerges when efforts are aligned. Fragmented approaches often result in delayed responses, duplication of work, and inefficient use of resources. In contrast, integrated action enables more comprehensive and timely solutions.



One of the most evident areas requiring collaboration is the management of zoonotic diseases like those transmitted between animals and humans. Effective surveillance, early detection, and control depend on seamless coordination between healthcare providers, veterinarians, and public health authorities. Without such cooperation, the ability to anticipate and contain outbreaks remains limited.

Environmental factors further reinforce the need for cross-sector engagement. Issues such as climate change, deforestation, and pollution are known to influence patterns of disease and overall health outcomes. Addressing these challenges requires the involvement of environmental experts alongside health professionals. A narrow focus on treatment alone is insufficient when the root causes lie beyond the healthcare system.

Food safety and agricultural practices also illustrate the importance of collaborative action. The production and distribution of food involve multiple stakeholders, including farmers, regulatory bodies, and health agencies. Ensuring safety at every stage of this chain is critical to preventing foodborne illnesses and managing risks such as antimicrobial resistance. Coordinated oversight and shared accountability are essential in this regard.



From a policy perspective, governments play a crucial role in facilitating such collaboration. This includes developing institutional frameworks that promote intersectoral coordination, investing in interdisciplinary research, and enabling efficient data-sharing mechanisms. Policies that encourage integration rather than compartmentalization are key to operationalizing the One Health approach. Despite its clear advantages, implementing cross-sector collaboration presents certain challenges. Institutional silos, differing priorities, and resource constraints can hinder effective coordination. Overcoming these barriers requires strong governance, clear communication channels, and sustained commitment from all stakeholders.

Encouragingly, there is increasing recognition of the value of integrated approaches to health. Advances in technology, particularly in data management and digital health systems, are supporting better coordination and informed decision making. These developments align closely with the broader vision of evidence based, science-driven healthcare. In the context of the theme “Together for Health. Stand with Science,” collaboration across sectors represents a practical and necessary pathway forward. It reflects a commitment to collective responsibility and the application of scientific knowledge to real-world challenges.

The success of One Health depends on the ability to move beyond isolated efforts and foster meaningful partnerships. By bringing together expertise from multiple sectors, it is possible to address complex health challenges more effectively and build a system that is resilient, inclusive, and sustainable.

Article

MAKING HEALTHCARE AFFORDABLE: THE RISE OF ACCESSIBLE HEALTH PLANS

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In today's world, the cost of healthcare continues to rise, making it difficult for many people to access the care they need. From expensive treatments and medications to high insurance premiums, these costs often force families to delay medical attention or fall into debt. The scale of the problem is significant—according to the World Health Organization, over a billion people face severe financial strain due to healthcare expenses every year.

Even in India, a large portion of medical expenses—over 70%—is still paid directly by individuals, putting immense financial pressure on households. For many families, even a single hospitalization can lead to debt, making affordable health insurance not just important, but necessary.

To address this, more affordable health plans are emerging as a practical solution. These plans are designed to make healthcare accessible to a wider population without compromising on essential services. Government-backed initiatives, such as India's Ayushman Bharat and the U.S. Affordable Care Act marketplaces, have played a major role in this shift. By offering income-based subsidies, capping premiums, and covering key services like hospitalizations, preventive care, and medications, they help reduce the financial burden on individuals.

Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (PM-JAY) scheme offers coverage of up to ₹5 lakh per family each year for secondary and tertiary care, reaching nearly 50 crore people. A key strength of this initiative is that it includes pre-existing conditions from the very beginning and allows treatment at both government and empanelled private hospitals. For low-income families, this has made a real difference by reducing the financial shock of major medical expenses.

At the same time, private options are also evolving. High-deductible health plans combined with Health Savings Accounts (HSAs) give individuals more control over how they manage their healthcare spending, encouraging more mindful and planned usage.

One of the biggest advantages of these affordable plans is the reduction in out-of-pocket expenses, along with improved access to a wider network of providers. This has helped bring a sense of balance and fairness to healthcare access. However, there are still challenges to overcome. Some plans have limited hospital networks, complicated eligibility criteria, and gaps in coverage—especially when it comes to mental health and specialized treatments.

To improve the system, policymakers are increasingly turning to solutions like telemedicine and value-based pricing, which focus on efficiency and better patient outcomes. Technology is also playing a growing role. Innovations such as AI-driven diagnostics are helping reduce operational costs, which could eventually make quality care more affordable.

In the end, affordable healthcare plans are an important step toward ensuring that medical care is not a privilege but a basic right. While there is still progress to be made, the direction is promising—moving toward a future where quality healthcare is within reach for everyone.

Article

PUBLIC-PRIVATE PARTNERSHIPS (PPP) IN HEALTHCARE: BRIDGING THE GAP

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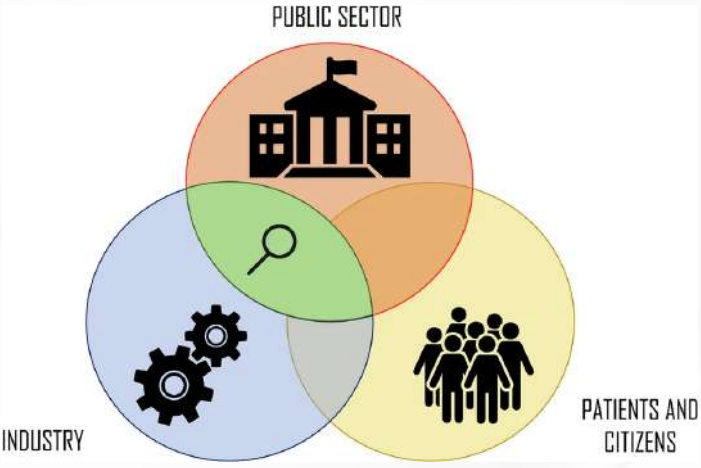
India's healthcare system has always walked a fine line between accessibility and quality. On one side, public hospitals aim to serve everyone but are often overcrowded and under-resourced. On the other hand, private hospitals offer advanced care, but at a cost many simply cannot afford. This gap is where Public-Private Partnerships (PPP) step in as a practical middle ground. At its core, a PPP is a collaboration between the government and private players to deliver healthcare services. The idea is simple—combine the wide reach of the public sector with the efficiency and innovation of the private sector. When done right, it creates a system that is both accessible and reliable.

One of the biggest advantages of PPPs is how they help improve infrastructure. Many hospitals, diagnostic centers, and even medical colleges in smaller cities have come up through such partnerships. For people living outside major urban areas, this can make a real difference—shorter travel distances, quicker access to care, and better facilities overall. Another important aspect is service quality. Private involvement often brings better management, smoother processes, and the use of modern technology. Patients experience shorter waiting times and more organized care, which can significantly improve their overall experience.



Affordability, of course, remains a key concern. PPP models try to address this by keeping costs regulated and supported through government schemes. This allows patients, especially from lower-income groups, to access private healthcare services without bearing the full financial burden. That said, PPPs are not without challenges. There's always a risk of private players focusing more on profits than public welfare. This makes strong regulation and transparency essential to ensure that the partnership truly serves people.

In the end, PPPs are not a perfect solution, but they are a necessary one. In a country as large and diverse as India, no single sector can handle healthcare alone. By working together, the public and private sectors can come closer to building a system that is not just efficient, but also fair and inclusive.

Article

REACHING THE UNREACHABLE THROUGH DIGITAL TECHNOLOGY

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In India, a significant portion of the population lives in rural and remote areas, where access to quality healthcare is challenging. Despite advancements in medical science and technology, these areas continue to face gaps due to geographical isolation, poor infrastructure, and lack of healthcare professionals. Many villages are located in hilly terrains or forest regions where transportation is limited, timely access to hospital will be difficult. In addition, the shortage of doctors and inadequate healthcare facilities in rural areas further widens the gap between urban and rural disparities. Basic necessities such as internet connectivity, electricity, and diagnostic equipment are lacking, which resists the implementation of modern healthcare solutions. As a result, patients frequently experience delays in diagnosis and treatment, especially during emergencies, leading to complications and increased mortality risks. These challenges highlight the need for innovation, science-driven approaches to ensure that even the most remote populations are not left behind.

To address these challenges, the Government of India has introduced several technology-driven initiatives aimed at improving healthcare access in remote and underserved areas. Such as

eSanjeevani is India's National Telemedicine Service launched by the Ministry of Health and Family Welfare to provide free and accessible healthcare services through digital platforms. It helps patients in rural and remote areas to consult doctors and specialists through video conferencing from their homes or nearby health centres, which is reducing the need for long-distance travel.

The rapid growth of internet penetration in rural India through initiatives such as Digital India and BharatNet has significantly supported in expanding eSanjeevani services, making telemedicine more accessible and practical by reducing travel time, lowering healthcare costs, and improving access to specialist care. According to the Ministry of Health and Family Welfare (MoHFW) eSanjeevani has completed over 30 crore teleconsultations, making it India's largest telemedicine platform, that has been bridging the gap between remote populations and urban healthcare facilities.

Ayushman Bharat Digital Mission (ABDM) is an ambitious government initiative focused at building an integrated digital healthcare system in India. It provides individuals with a unique digital health ID, known as Ayushman Bharat Health Account (ABHA), which allows their medical records such as prescriptions, test reports, and treatment history to be stored and accessed electronically. This enables sharing of health information among patients, doctors, and hospitals, improving continuity and efficiency of care. ABDM supports faster diagnosis and better decision-making, especially in remote areas where access to healthcare is limited. According to the National Health Authority (NHA) more than 50 crore ABHA IDs have been created under ABDM. Overall, it plays a crucial role in strengthening digital health infrastructure and ensuring more accessible, data-driven healthcare delivery.

Digital platform such as Auxiliary Nurse Midwife Online (ANMOL) enables real-time tracking of maternal and child health, immunization, and community health data. Furthermore, Mental Health Assistance and Networking Across States (MANAS) helpline provides accessible mental health support through telecommunication services, extending care beyond physical facilities. Programs such as eVIN enhance vaccine management by digitally monitoring stock and temperature, ensuring efficient immunization services. These initiatives strengthen the foundation of digital healthcare by improving data management, service delivery, and accessibility at the community level.

Field-level technologies are also important because digital healthcare is not only about apps and telemedicine it must also work on the ground where patients live. Such as mobile medical units, boat clinics, AI, point-of-care and internet-of-things, wearable devices have been extremely beneficial in bridging the geographical gap.

Mobile Medical Units (MMU) are specially designed healthcare vans equipped with basic diagnostic tools, medicines, telemedicine equipment, and laboratory facilities. These units travel to remote villages on scheduled days and provide services such as health checkups, maternal and child health services, vaccination, screening for chronic diseases, and basic laboratory tests. Many MMUs are connected to district hospitals through telemedicine platforms, which allows doctors to guide field staff remotely.

The Government of India and various state governments operate MMUs under the National Health Mission and Pradhan Mantri Janjati Adivasi Nyaya Maha Abhiyan (PM-JANMAN) and also private/NGO initiatives such as TATA Trusts mobile health programs, Apollo Telemedicine mobile units and other NGO mobile clinics to improve last-mile healthcare delivery in rural and tribal areas.

Boat Clinics (Assam – Remote River Islands): In Assam, many communities live on river islands (Char areas) where road access is inexistent. To serve these populations, boat clinics act as floating hospitals that provide vaccinations, maternal care, health checkups, and disease screening. These clinics are equipped with medical staff, medicines, and diagnostic tools, and they travel from island to island on fixed schedules. Boat Clinics are supported by the Government of Assam in partnership with NGOs and international organizations and are a unique example of mobile healthcare adapted to geographical challenges. Boat Clinics, though non-technology dependent mode, provide healthcare services to over 30 lakh people living in river island areas of Assam

Artificial Intelligence is emerging as an important tool in improving healthcare delivery, especially in remote and resource-limited areas where specialist doctors are not always available. AI-based diagnostic tools are being used to analyse medical images such as X-rays, CT scans, and retinal images to detect diseases like tuberculosis, pneumonia, diabetic retinopathy, and lung diseases at an early stage. Government programs in some regions have used AI models for early detection of occupational diseases such as silicosis in mining areas, helping in early treatment and prevention. At same time, private health-tech companies such as Qure-ai (AI-powered medical imaging analysis), Niramai (AI-powered thermal imaging for non-invasive, radiation-free breast cancer screening), Artelus (AI-based diabetic retinopathy screening), Sigtuple (AI-driven diagnostic solution that automate microscopic examination of blood and urine samples) and other healthcare startups are developing AI-based diagnostic and screening tools that assist doctors and healthcare professionals in making faster and more accurate decisions. These AI technologies support early disease detection, reduce diagnostic errors, and help bridge the gap caused by the shortage of specialists, which strengthen digital healthcare delivery in remote areas.

Technologies like Point-of-care (PoC) technologies, Internet of Things (IoT) devices, and remote patient monitoring systems are significantly transforming healthcare delivery in remote and underserved areas by enabling diagnosis and monitoring at the patient's location than in hospitals. Portable diagnostic devices such as handheld ECG machines, digital blood pressure monitors, glucose monitors, portable ultrasound devices, and rapid test kits

allow healthcare workers to conduct tests and obtain results immediately in villages and mobile medical units. IoT-based health devices and wearable sensors can continuously track patient vitals such as heart rate, blood pressure, and glucose levels and transmit the data to doctors through mobile networks or the internet. This enables remote monitoring of patients with chronic diseases such as diabetes, hypertension, and heart disease without frequent hospital visits. These technologies not only reduce travel and healthcare costs but also enable early diagnosis, continuous monitoring, and timely medical intervention, thereby improving healthcare access and outcomes in remote areas

Innovative drone initiatives: Several government-led innovation initiatives, such as

i-drone: (ICMR's Drone Response and Outreach in Northeast), are actively addressing remote healthcare challenges in India. It helped to deliver vaccines during Covid-19. These initiatives focus on overcoming geographical barriers, last-mile delivery, and providing timely medical supplies.

Medicine from the Sky (MFTS) launched in Telangana in collaboration with the World Economic Forum, uses drones to deliver vaccines, medicines, and blood units to remote villages, reducing transport time. Following its success, it was expanded to challenging terrains in Arunachal Pradesh and other states, enabling multiple health facilities with drone technology.

Drone Delivery at AIIMS Tertiary Institutions: In an initiative designed to enhance healthcare access, drones were launched at 11 tertiary healthcare institutions, including AIIMS Rishikesh, AIIMS Guwahati, & RIMS Imphal, to facilitate speedy medical deliveries in hilly and remote areas.

Meghalaya Health Systems Development Project: With World Bank support, this project uses drones for weekly delivery of essential medicines and injections from Jengjal District Hospital to hard-to-reach areas, serving rural communities, particularly for maternal health.

Drone Shakti Scheme: Announced in the 2022 Union Budget, this scheme promotes drone startups to facilitate Drone-as-a-Service (DrAAS) across India, fostering indigenous drone innovation for medical supply chains.

Drone startups are emerging in India, such as Redwing labs, Airbound, Skye Air Mobility, tech-eagle, Marut Drones Etc. which also play crucial roles in transforming healthcare delivery, especially in remote and underserved areas.

Reaching the unreachable in healthcare is no longer an impossible goal but an evolving reality driven by digital technology, government initiatives, and private sector innovation. From telemedicine and mobile health units to artificial intelligence and remote monitoring, technology is bridging the gap between urban and rural healthcare access. The continued integration of technology into healthcare systems will ensure that quality healthcare reaches every individual, regardless of geography or socio-economic status.

Article

ROLE OF NGOS IN PROMOTING IMMUNIZATION IN RURAL INDIA

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Batch 2025-27

Introduction:

In a pursuit of universal health coverage, the spirit of “Standing with Science” has never been more vital. While India continues to make remarkable strikes in healthcare, the true frontier of progress lies in our rural communities. Immunization is more than just a medical intervention; it is a powerful mechanism for advancing equity and building population level resilience against future crises. By ensuring every child receives a vaccine, we protect not just the individual, but the entire community, preventing health shocks that can otherwise push low income households into. According to the Central Statistical Institute of India, over 33 lakh NGOs are currently operational in the country with approximately 6.65% specifically focused on health sector activities.

Role of NGOs in the Immunization Process:

NGOs operating in Rural India fulfill several distinct and complementary roles within the immunization ecosystem. Their contributions can broadly be categorized into outreach and awareness, supply chain support, community mobilization and capacity building – functions that together address the structural gaps that government programs alone are often unable to close.

One of the most critical functions NGOs perform is last-mile outreach. NGOs functioning in geographically unreachable locations in the North-eastern states of India often deploy mobile health units and community health workers to these isolated villages where permanent healthcare infrastructure is absent. These mobile clinics make preventive services, including immunization, accessible to populations who face barriers of distance, poverty and lack of transport. By taking services to the doorstep, these organizations reduce dropout rates and increase coverage among the hardest to reach groups.

Supply chain integrity is another area where NGOs make a measurable difference. NGOs work in coordination with local public health clinics to monitor vaccine stock levels, cold chain maintenance and timely replenishment. Such partnerships ensure that vaccines are available when outreach workers arrive, preventing missed immunization opportunities due to supply disruptions.

Beyond logistics, NGOs play a vital role in countering vaccine hesitancy through community mobilization. In rural settings, deeply rooted cultural beliefs, misinformation and distrust of institutional medicine can undermine immunization uptake even when services are physically available. Organizations such as UNICEF’s partner NGOs and local community based groups work alongside ASHA workers and village leaders to conduct awareness sessions, dispel myths and build trust at the grassroots level. This interpersonal, community centered approach has proven more effective than mass communication alone in changing health seeking behavior.

Immunization also functions as a powerful mechanism to advance equity. For low income families, a single preventable illness can trigger catastrophic out of pocket expenditure, pushing households deeper into poverty. Vaccines protect not only the individual child but also build herd immunity at the community level, reducing the burden of disease outbreaks across entire populations. For a country like India, consistent NGO-supported immunization programs thus contribute not just to child survival, but to broader economic resilience and public health security.

TURNING CHALLENGES INTO OPPORTUNITIES:

While barriers such as geographical distance, misinformation and socio-economic pressures still exist, the roadmap to success is clear. We can achieve total coverage through:

Public-Private Partnerships: Collaborative efforts between government agencies and NGOs provide the necessary funding, training and infrastructure to reach the last mile.

Mobile Outreach: Bringing healthcare services directly into the heart of villages removes the burden of travel for vulnerable families

Inclusive Policy: Government programs that offer free vaccines through public health initiatives ensure that no family has to prioritize food over life-saving medicine

Through these innovative solutions and the dedicated work of the NGO sector, India is paving a sustainable path towards a healthier future for all generations.

Article

HEALTH BEYOND HOSPITALS: ENVIRONMENT, CLIMATE, AND WELL-BEING

Ms. Pidaparthi Naga Krishna Sreeja
Batch 2024-26

For decades, health has been viewed through the lens of hospitals, medicines, and clinical care. While hospitals remain essential, true health extends far beyond their walls. It is shaped by the air we breathe, the water we drink, the food we eat, and the environment we live in.

Today, a growing global perspective emphasises that health is deeply interconnected with environmental and climate conditions, making it impossible to achieve well-being without addressing these broader determinants.

Health is not merely the absence of disease but a state of complete physical, mental, and social well-being. Although healthcare institutions play a critical role in diagnosing and treating illnesses, they often address the outcomes rather than the root causes of health problems. Many of these root causes are linked to environmental factors. For instance, increasing levels of air pollution in urban areas have led to a rise in respiratory diseases such as asthma, bronchitis, and other chronic conditions. Similarly, inadequate access to clean drinking water and sanitation facilities contributes to the spread of infectious diseases. These examples clearly highlight that improving environmental conditions is essential for improving public health.

Climate change has further strengthened the connection between environment and health. It is now recognized as one of the most serious global health challenges. Rising global temperatures, unpredictable weather patterns, and an increase in extreme events such as floods, droughts, and heatwaves have direct and indirect impacts on human health. Heatwaves can cause dehydration, heatstroke, and even death, especially among vulnerable populations such as children and the elderly. Floods and cyclones can lead to injuries, displacement, and outbreaks of water-borne diseases. In addition, climate change affects agriculture and food production, resulting in food insecurity and malnutrition.

Environmental determinants play a crucial role in shaping health outcomes. Clean air is essential for maintaining respiratory and cardiovascular health, while safe and sufficient water supply is fundamental for preventing infections. Proper sanitation and waste management help in controlling the spread of diseases, and well-planned housing and urban environments contribute to healthier lifestyles. Access to green spaces such as parks and gardens encourages physical activity and provides a space for relaxation, thereby improving both physical and mental health. These determinants demonstrate that health is influenced long before an individual seeks medical care.

Mental well-being is another important dimension of health that is closely linked to environmental conditions. Rapid urbanization, pollution, and climate-related stressors can negatively affect mental health, leading to increased levels of stress, anxiety, and depression.

On the other hand, interaction with nature has been shown to have positive effects on mental health. Spending time in natural environments, engaging in outdoor activities, and maintaining a connection with nature can reduce stress, improve mood, and enhance overall well-being. In today's fast-paced world, reconnecting with nature is essential for maintaining mental balance.

Another emerging concern is the environmental impact of healthcare systems themselves. Hospitals consume large amounts of energy and generate significant waste, including biomedical waste. This has led to a growing focus on sustainable healthcare practices. Measures such as using energy-efficient technologies, adopting renewable energy sources, reducing waste generation, and promoting eco-friendly policies are being implemented to make healthcare systems more sustainable. Such practices not only protect the environment but also ensure the long-term sustainability of healthcare services.

Promoting health beyond hospitals requires collective efforts from governments, communities, and individuals. Governments play a key role in formulating policies that promote environmental protection and public health. Communities can contribute by adopting sustainable practices and raising awareness about environmental issues. At an individual level, simple actions such as reducing plastic use, conserving water, minimizing energy consumption, and using eco-friendly transportation can have a significant impact. When adopted collectively, these small steps can lead to meaningful improvements in both environmental quality and public health.

In conclusion, health is a comprehensive concept that goes beyond hospitals and medical treatments. It is deeply influenced by environmental and climate conditions. Addressing environmental challenges, promoting sustainability, and adopting a holistic approach to health are essential for ensuring better health outcomes. By recognizing the strong connection between environment and well-being, we can work towards creating a healthier and more sustainable future for all.

India's Promise at the World Leaders Summit at the 26th Conference of Parties (CoP26), UN Climate Change Conference held at Glasgow on 1st November 2021 only showcases our commitment as a country in implementing outcome based interventions to counter the effects of climate change.

India has declared a five-fold strategy termed 'Panchamrita' to address the effects of Climate Change

- India will get its non-fossil energy capacity to 500 gigawatt (GW) by 2030
- India will meet 50 per cent of its energy requirements from renewable energy by 2030
- India will reduce the total projected carbon emissions by one billion tonnes from now onwards till 2030
- By 2030, India will reduce the carbon intensity of its economy by less than 45 per cent
- By the year 2070, India will achieve the target of Net Zero

Article

HEALING AT SCALE: HOW HOSPITAL MERGERS AND INVESTMENTS ARE RESHAPING HEALTHCARE

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Alumna, Batch 2021- 23

Walking in any modern hospital on any single day would definitely feel no less than a hotel and the technology used in these days are getting more and more complicated as the day passes. But these complications can lead to either more coordination or an even more chaos – those are based on the perception of the user. Behind this digital & fast paced transformation lies a powerful force quietly reshaping the healthcare landscape: a surge in hospital mergers, acquisitions, and investments.

Over the past year, the healthcare industry has experienced a wave of consolidation and capital infusion. While such developments are often viewed through a financial lens, their real story is far more human—one of improved access, better care, and a stronger healthcare system for millions.

A New Era of Collaboration

Healthcare providers across the globe are increasingly choosing collaboration over competition. Large hospital systems are joining forces, smaller facilities are being integrated into broader networks, and investors are stepping in to fuel expansion.

This shift is not accidental. Rising operational costs, the need for advanced technology, and growing patient expectations have made it essential for hospitals to evolve. By merging resources and expertise, healthcare institutions are building systems that are not only larger, but smarter and more resilient.

In India, this trend is especially visible. Hospital chains are expanding into new cities, particularly Tier-2 and Tier-3 regions, bringing quality healthcare closer to communities that once had limited access. At the same time, global investors are recognizing the immense potential of the sector, channeling funds into infrastructure, diagnostics, and specialty care.

More Than Just Business Deals

At first glance, a merger or acquisition may seem like a corporate strategy. But in healthcare, its impact goes far beyond boardrooms.

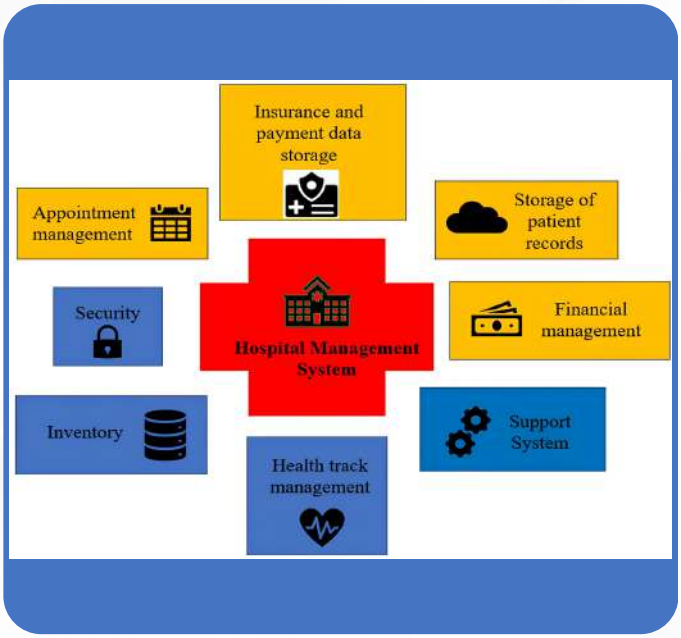
When hospitals combine, they create networks capable of offering a wider range of services—from routine diagnostics to complex surgeries—all under one umbrella. Patients benefit from smoother referrals, shared medical expertise, and access to cutting-edge treatments that may not have been available earlier.

Investments, too, play a transformative role. New funding allows hospitals to upgrade equipment, adopt digital health technologies, and improve patient facilities. From AI-assisted diagnostics to telemedicine platforms, innovation is becoming an integral part of everyday care.

Reaching the Unreached

One of the most significant outcomes of this trend is improved accessibility. As hospital networks expand, they extend their reach into underserved regions. What was once a long journey to a distant city for specialized treatment is increasingly becoming a local option.

This is particularly important in countries like India, where the demand for healthcare is rising rapidly. By establishing multi-specialty centers in smaller cities, hospital groups are bridging critical gaps in the system.



Strengthening the Backbone of Healthcare

Mergers and investments also bring financial stability to hospitals, especially those struggling to sustain operations independently. By becoming part of larger systems, these institutions gain access to better management practices, shared resources, and long-term sustainability.

At the same time, healthcare professionals benefit from enhanced training opportunities, exposure to advanced technologies, and the ability to collaborate with peers across a network. This leads to more consistent and higher-quality care for patients.

A Boost Beyond Healthcare

The ripple effects of these developments extend beyond hospital walls. New investments generate employment, stimulate local economies, and improve infrastructure in surrounding areas. In many regions, hospitals are becoming hubs of growth and development.

Looking Ahead

The momentum shows no signs of slowing down. As healthcare continues to evolve, mergers and investments will remain key drivers of change. The focus is gradually shifting from volume to value—from simply treating patients to delivering holistic, patient-centered care.

The Human Impact

Ultimately, the success of these transformations is measured not in deal values, but in lives improved. A child receiving timely treatment in a newly established facility, a rural patient accessing specialized care close to home, or a doctor empowered with better tools—these are the real outcomes of a rapidly changing healthcare landscape.

Hospital mergers, acquisitions, and investments are, in essence, building a future where quality healthcare is not a privilege, but a possibility for all.

Article

STRESS AND ANXIETY MANAGEMENT: A SCIENTIFIC APPROACH

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In today's fast-paced world, stress and anxiety have become very common, especially among students and young professionals. Academic pressure, work demands, financial worries, and constant use of digital media all add to mental strain. While stress is a natural response, long-term stress and unmanaged anxiety can harm both mental and physical health. Still, science offers practical ways to manage these challenges and improve overall well-being.

From a scientific view, stress happens when the brain senses pressure or threat, releasing hormones like cortisol and adrenaline. This prepares the body for a "fight or flight" response. But when this response stays active for too long without real danger, it can lead to chronic anxiety. This may affect sleep, focus, immunity, and even heart health. Knowing this helps people manage stress better.

Regular physical activity is one of the most effective ways to reduce stress. Exercise releases endorphins, often called "feel-good hormones," which improve mood and reduce tension. Activities like walking, jogging, yoga, or stretching help relax the body and improve sleep. Even 30 minutes a day can make a difference.

Mindfulness and meditation are also proven to help manage stress. Research shows these practices reduce cortisol levels and improve emotional control. Simple techniques like deep breathing and focused attention calm the mind and help people respond more clearly instead of reacting with fear.

Sleep is very important for mental health. Lack of sleep increases stress and affects emotions. Good sleep helps the brain recover from daily stress. Keeping a regular sleep routine and reducing screen time before bed can help lower anxiety.

Nutrition also plays a role in mental well-being. A balanced diet with fruits, vegetables, proteins, and healthy fats supports brain function. Too much caffeine, sugar, and processed food can increase anxiety, so it's better to limit them.

Cognitive Behavioural Therapy (CBT) is a scientific method used to manage anxiety. It helps people identify negative thoughts and replace them with more realistic ones. It also teaches simple coping strategies like positive self-talk.

Social support matters a lot. Talking to friends, family, or mentors can reduce stress and provide comfort. If stress feels too much, seeking help from a professional is important and should not be seen as weakness.

Stress and anxiety are part of modern life, but they can be managed. Science provides simple solutions like exercise, mindfulness, good sleep, healthy eating, and support from others. By following these, people can improve their mental well-being and live a healthier life.

Stand with science, care for your mind, and build a healthier tomorrow—together.

Ms.Pidaparthi Naga Krishna Sreeja
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Article

THINK BEFORE YOU SHARE: FIGHTING HEALTH MISINFORMATION

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Every year, World Health Day reminds us of the importance of good health and strong healthcare systems. While we often focus on hospitals, medicines, and treatments, there is one important factor that determines how effective healthcare truly is—trust in science. In today's world, where information is available instantly, this trust is being challenged by the rapid spread of misinformation.

We live in a digital age where social media platforms like Instagram, YouTube, and Twitter provide us with constant access to information. Health tips, advice, and opinions are shared widely and quickly. However, not all of this information is accurate. Much of it can be misleading or completely false. Misinformation often spreads faster than factual information because it is designed to attract attention and trigger emotions. As a result, people may believe and share content without verifying its accuracy.

One of the major problems today is that many individuals feel confident about their knowledge, but in reality, they struggle to distinguish between true and false information. This creates what is known as an "illusion of knowledge," where people think they are well-informed but actually lack a proper understanding. This is especially dangerous in the field of healthcare, where incorrect information can lead to harmful decisions, such as avoiding vaccines or following unsafe treatments.

This is where science plays a vital role. Science is based on evidence, research, and repeated testing. It does not depend on opinions or popularity but on facts that have been carefully studied and verified. Every vaccine, medicine, and medical treatment we use today has gone through rigorous scientific testing to ensure safety and effectiveness. Although science is not perfect and continues to evolve, it remains the most reliable way to improve health and save lives.

However, science alone is not enough. It can only make a difference when people trust it. When trust in science is weakened, even the best healthcare systems can fail. Misinformation reduces confidence in doctors, scientists, and health institutions. It creates fear, confusion, and doubt among the public. As a result, people may make poor health choices that not only affect themselves but also put others at risk.

Health is not just an individual responsibility; it is a collective one. The choices we make about our health can impact our families, communities, and society as a whole. For example, following medical advice, maintaining hygiene, and getting vaccinated help protect not only ourselves but also those around us. On the other hand, ignoring scientific guidance can lead to the spread of diseases and weaken public health systems.

In this situation, youth—especially students—have a very important role to play. As active users of digital platforms, they are in a strong position to fight misinformation and support science. Students are not just consumers of information; they can also be responsible contributors and influencers.

Firstly, students must develop critical thinking skills. They should learn to question the information they come across by checking the source, verifying evidence, and identifying bias. This helps in distinguishing between reliable information and false claims.

Secondly, students should practice responsible use of social media. Before sharing any content, they should ensure that it comes from a trusted and verified source. Avoiding the spread of unverified information and reporting misleading content can make a significant difference.

Thirdly, promoting scientific thinking is essential. Students should support evidence-based reasoning and logical thinking. Encouraging curiosity and questioning helps build a scientific mindset that values truth over rumours.

Finally, students can act as peer educators. They can influence their friends and communities by sharing accurate information, correcting misconceptions politely, and spreading awareness. Peer influence is powerful, and when used positively, it can help reduce misinformation.

Education also plays a key role in addressing this issue. Schools and colleges should focus on media literacy, teaching students how to identify fake news, evaluate sources, and understand how digital platforms work. Awareness campaigns, workshops, and collaborations with experts can further strengthen this effort.

In conclusion, misinformation is one of the biggest challenges in today's world, but it can be overcome through awareness, education, and responsible behaviour. The strength of any healthcare system depends not only on medical advancements but also on the trust people place in science.

Youth have the power to lead this change. By supporting science, questioning misinformation, and spreading awareness, they can help build a healthier and more informed society. When people trust science and work together, we can create a safer future for everyone. However, if this trust is lost, even the most advanced healthcare systems may struggle to protect lives.

Article

THE HIDDEN IMPACT OF PASSIVE SMOKING ON HEART HEALTH: A CASE REFLECTION

Mr. Adarsha B S
Batch 2024-26

While working as a Cath Lab Technician in a tertiary care hospital, I routinely see patients undergoing coronary interventions, most of them were above 40 years of age, which is commonly associated with coronary artery disease. However, one particular case left a lasting impression on my clinical understanding. A 23-year-old engineering college student was admitted for coronary stent placement. His young age was curious and concerning, prompting me to review his medical file in detail. The diagnosis mentioned was Premature Coronary Artery Disease (PCAD), defined as the development of significant coronary artery blockages before the age of 40, along with anterior wall myocardial infarction (AWMI), a life threatening heart attack. Notably, the patient had no major non-communicable disease or risk factors and was not obese and when I went through his blood investigations, his cholesterol was little high and cardiac markers were elevated. One striking detail in the clinical history was that he was documented as a “passive smoker.”

On further interaction, the patient confirmed that he did not actively smoke but was frequently exposed to cigarette smoke due to constant association with friends who smoked. This interaction highlighted how passive smoking can be more dangerous, that involved inhalation of toxic substances that damage the vascular endothelium, promote inflammation, and accelerate coronary artery blockage.

According to the WHO, passive smoking, also known as second-hand smoke exposure, is responsible for more than 1.2 million premature deaths globally every year. Non-smokers exposed to second-hand smoke have about 25–30% higher risk of developing coronary heart disease and 20–30% higher risk of stroke. Passive smoking is not only associated with heart disease but also linked to lung cancer, chronic respiratory diseases, asthma, low birth weight in infants, and sudden infant death syndrome. The exposure to smoke can damage the lining of blood vessels and increase the risk of blood clot formation, which may lead to myocardial infarction.

In India, tobacco exposure remains a major public health concern. According to the Global Adult Tobacco Survey (GATS India), nearly 38% of adults are exposed to second-hand smoke in public places, and a significant number are exposed at home and workplaces. Studies also estimate that second-hand smoke kills around 200,000 Indians every year, India reports a high burden of premature coronary artery disease, with cardiovascular diseases accounting for nearly 28% of total deaths in the country. This highlights that passive smoking is not just a lifestyle issue but a serious and preventable public health problem.

Article

IS IT WRONG TO LET GO?

Ms. Anandita D. Raju
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Alumna, Batch 2021- 23

The recent Harish Rana passive euthanasia case raises a fundamental dilemma: how should we balance the imperative to preserve a person's life with the respect for their right to die with dignity?

Passive Euthanasia till the year 2018 was considered to be illegal and undignified by the Government of India. The roots of the law could also be considerably attached to the humane mindset to protect life on earth and family-based decision-making. Indian culture has often cited the importance of a close family bond where the elders and the most experienced people make the most important decisions related to the family and the vitality of maintaining the karmic cycle of the universe and the existence of the afterlife.

Harish Rana & Aruna Shanbaug are not just cases with epic landmarks but also a lesson that the Indian Government & people have to accept and rethink. Family Members of Patients who suffer from terminal illness are often forced to watch their loved ones suffer in intolerable pain, in a vegetative state, on continuous medication or ventilator support. Decisions where the dignity of life through death are upheld help to reduce the emotional stress and financial burdens not only over the patient but also their near and dear ones. The emotional, spiritual, and mental toll on the families can lead to the breakage of the family, loss of trust in their religious beliefs, and an extended hope of a miracle. Extension of Article 21, which, after the 2018 ruling, extends its limits to include the right to die with dignity, helps to reduce such a burden.

But, implementation of such laws and acts can be quite complicated in nature in a country with such diversity in population count and culture as compared to other countries. It becomes even more complicated to implement where the culture in the country changes not only based on religion but also on ethnicity, traditional beliefs, and practices. The decision on who is more deserving than others in terms of withdrawal of life-sustaining treatment can cause ethical and emotional dilemmas.

Though the law and act are made simpler than before, the practicality still remains a question. The implementation, no doubt, was a fabulous one, but ground realities affecting the case still led the decision to come out around 8 years after the guidelines publication for withdrawal of life support. Which brings us back to the original question: What is the cost of letting go? & Is it wrong to let go?

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INTERNATIONAL EXPOSURE

ICTROMI 2025

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The 5th International Conference on Tropical Medicine and Infectious Diseases (ICTROMI 2025)

The conference was organized by the Faculty of Medicine, Universitas Sumatera Utara (USU), Indonesia, and held at the Santika Premiere Dyandra Hotel & Convention in Medan. The conference formally ran from 4 to 7 December 2025, beginning with pre-conference workshops on 4–5 December, followed by the main sessions on 6–7 December, under the theme “Sepsis, Pneumonia, and Beyond: Integrated Approaches to Infectious Disease Management Across the Lifespan,”

ICTROMI 2025 served as a distinguished platform for academicians, researchers, clinicians, and public-health professionals to exchange insights, present ongoing research, and engage in multidisciplinary discussions on infectious diseases—from traditional tropical illnesses to emerging global health threats. The conference brought together a diverse community of experts through pre-conference workshops, oral and poster presentations, symposiums, and panel discussions.

We also express our sincere gratitude to the ICTROMI 2025 Organizing Committee for awarding us the Travel Scholarship, which enabled our active participation and allowed us to proudly represent our institution at this esteemed international forum.

Oral presentation entitled
“Emerging Infectious Diseases due to Climate Change.”

The presentation explored the profound impact of changing environmental factors — including rising temperatures, shifting precipitation patterns, extreme weather events, and ecosystem disruptions — on the emergence and re-emergence of infectious diseases. The talk emphasized the urgent need to integrate climate considerations into disease surveillance, early detection, and adaptive public-health interventions. Engaging with a distinguished international audience provided an invaluable opportunity for discussion, feedback, and potential collaborative research initiatives.

Turbo talk titled “Co-epidemics of Diabetes and Tuberculosis: A Growing Public Health Challenge.”

This presentation examined the intersection of non-communicable and infectious diseases, demonstrating how diabetes exacerbates tuberculosis morbidity and mortality, and how infectious diseases complicate the management of chronic conditions. It emphasized the urgent need for integrated healthcare strategies, cross-disciplinary collaboration, and policy-level interventions to manage co-epidemics effectively. The session generated active engagement from attendees and reinforced the conference’s focus on holistic, evidence-based public-health solutions.

ICTROMI 2025 proved to be both professionally and academically transformative, offering an exceptional platform to engage with global experts, exchange meaningful scientific insights, and deepen our understanding of emerging and evolving health threats. The conference particularly strengthened our appreciation for integrated, interdisciplinary approaches—combining technology, research, and public-health strategy—to address complex global health challenges. This experience has not only broadened the professional perspective but also equipped us with actionable insights that will directly guide our future research, policy contributions, and public-health practice.

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GOLD MEDAL

Dr. Ruchi Bokolia

Alumna 2023-25
Manager, Regulatory Data Analytics,
AstraZeneca

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BEYOND THE CLASSROOM

TOGETHER FOR HEALTH.
STAND WITH SCIENCE.

CAHO JEEVAN BANGALORE: STRENGTHENING SMALL AND MEDIUM HOSPITALS

Healthcare management is often taught in classrooms through theories, frameworks, and ideal scenarios. However, the realities of hospital operations especially in small and medium hospitals are more complex. The JEEVAN Bengaluru conference, organized by CAHO & held at Ramaiah Memorial Hospital, Bangalore, provided a grounded, practical perspective on the operational, legal, & administrative challenges faced by small and medium hospitals today.

One of the most impactful sessions was on medico-legal issues, where real-life case studies were discussed. A key takeaway was brutally simple: most legal troubles in hospitals arise not from medical negligence, but from poor documentation & improper patient consent. This session reinforced the idea that doctors & hospitals must treat documentation as a clinical responsibility, not a clerical burden.

The session on workflow efficiency, pharmacy operations, & inventory management highlighted how easily profits leak out of hospitals due to weak systems. Poor inventory tracking, overstocking, & lack of standardized pharmacy workflows directly increase operational costs.

Another crucial learning came from the session on licenses, statutory approvals, and NABH entry-level standards. Many hospitals treat compliance as an afterthought, often reacting only when inspections or audits are due. The speaker emphasized that compliance should be built into hospital processes from day one. Early adoption of quality standards not only reduces future risks but also improves patient trust and operational discipline. Early adoption of quality standards not only reduces future risks but also improves patient trust and operational discipline.

The panel discussion on the survival and sustainability of small and medium hospitals was particularly eye-opening. The panellists stressed that hospitals should never depend on individuals alone. Instead, strong governance, defined systems, and clear accountability are what allow hospitals to scale and survive in a competitive healthcare environment.

The final session on digitalization focused on EMR, HIS, and biomedical equipment management. The message was clear: hospitals who resist digital adoption will struggle in scaling. Digital systems are no longer a luxury but a necessity for efficiency, transparency, and data-driven decision-making.

During the lunch break, we had the opportunity to interact with Dr. Babu Narayanan, Chief Business Officer of GEM Hospital, Chennai. When asked about the essential skills a healthcare management intern must possess, his answer was direct and practical: basic clinical awareness, strong communication skills, a problem-solving mindset, and digital literacy. He emphasized that these competencies are what differentiate average professionals from future healthcare leaders.

Overall, the JEEVAN Bengaluru conference reinforced one critical truth: sustainable healthcare is built on systems, compliance, and efficiency not goodwill or individual heroics. For aspiring healthcare administrators, the conference served as a reality check and a roadmap for building resilient, high-quality healthcare organizations.

NATIONAL CONFERENCE

LEGAL AND DIGITAL CHALLENGES IN HEALTHCARE ADMINISTRATION

A National Conference on Legal and Digital Challenges in Healthcare Administration was held at St. John's Medical College, Bengaluru, organized by St. John's College of Allied Health Sciences in association with the Karnataka Allied and Healthcare Professionals Association (KAHPA).

The conference included expert sessions focusing on medico-legal challenges, electronic medical records, labour laws, data protection laws, and artificial intelligence in healthcare.

Mr. D. Samuel Abraham, Senior Legal Officer, CMC Vellore, underscored the importance of proper patient consent, validation and accuracy of documentation, and maintaining electronic medical records to avoid medico-legal problems in hospitals.

Prof. (Dr.) S. V. Joga Rao, Advocate and Healthcare Consultant, addressed one of the contemporary topics 'Healthcare Law Meets Technology'. He spoke about the policy challenges in digital healthcare and the need for stronger legal frameworks to regulate digital health technologies and protect patient rights.

Dr. Varghese, CMS, St. John's Medical College Hospital, emphasised the role of proper documentation, reporting procedures, and coordination with legal authorities in effectively managing Medico-Legal Cases (MLCs).

Dr. Sanjay Sukumar, Professor and Head, Dept. of Forensic Sciences, St. John's Medical College, presented medical negligence case scenarios and explained how hospitals can reduce negligence cases through proper communication, documentation, and standard procedures.

The session on the Digital Personal Data Protection (DPDP) Act in healthcare systems was delivered by Mr. Raghavendra Rao, Associate Director - Legal, Manipal Health Enterprises. He discussed patient data privacy, data protection, and the legal responsibilities of healthcare institutions handling digital health records. The technical session on Artificial Intelligence in Healthcare was delivered by Dr. Aruna L and Ramya Prakash, Associate Professors at MS Ramaiah Law college, explained the legal responsibility and accountability when artificial intelligence is used in healthcare decision-making and hospital systems.

The conference concluded with a panel discussion on legal accountability in healthcare administration that offered advice and guidance to hospitals on preparing themselves and achieving compliance to emerging healthcare laws, digital regulations, and data protection requirements.

The conference provided useful knowledge about the legal and digital aspects of healthcare administration. It helped students and healthcare professionals understand the importance of legal awareness, proper documentation, digital data protection, and the role of technology in modern healthcare administration.

I-HEAL 4.0 ACCELERATION PROGRAM
AI-ASSISTED CARE: IMPROVING OUTCOMES & EXPERIENCE

In the rapidly evolving landscape of modern medicine, Artificial Intelligence (AI) has moved from the realm of theory into the heart of patient care. Today, AI is actively reshaping the healthcare industry through breakthroughs in sound analysis, advanced medical imaging, ambient intelligence, and genomics—paving the way for unprecedented precision medicine and early diagnosis.

To witness this transformation firsthand, students and professionals attended the full-day training session “AI Assisted Care: Improving Outcomes & Experience,” organized by ISB I-Venture under the I-HEAL Accelerator 4.0. Held on January 31, 2026, at the Vivanta Residency in Bengaluru, the program focused intensely on advancing accessible and affordable healthcare through the lens of digital health, diagnostics, hospital management, and geriatric care.

The program was anchored by dynamic discussions that bridged the gap between raw technology and clinical reality. Dr. Bhaskar Rajakumar provided a comprehensive overview of AI technologies in healthcare, highlighting how AI acts as a powerful ally in diagnosis, patient monitoring, and clinical decision-making. By showcasing real-world applications from pioneering companies like Qure.ai, Niramai, and Dozee, he demonstrated how AI is actively improving healthcare accessibility and efficiency. Looking ahead, the discussion emphasized the soaring value of healthcare data and predicted that AI's potential will completely revolutionize the sector by 2030.

The learning then shifted into an interactive gear led by Dr. Vijay Raghavan. Through engaging activities, he illustrated the sheer complexity of integrating multiple technologies and traced the evolution of AI across various industries. This experience served as a masterclass in practical thinking, encouraging attendees to brainstorm how they can apply AI solutions to solve heavy, real-world healthcare challenges.

The final stretch of the day brought the future to the stage with live startup pitches by Sensio and Kinetic Age. This was followed by an insightful panel discussion with industry experts who explored AI's role in personalized care and virtual assistance, while grounding the room with the harsh realities of implementation challenges like cost, system integration, and governance.

What resonated deeply with the attendees was the honest look at the barriers preventing AI from reaching its full potential. The training addressed the phenomenon of “pilotitis”—where brilliant AI solutions fail to scale up due to regulatory, integration, and organizational roadblocks. It served as a powerful reminder that most AI failures in healthcare are not due to the limitations of the technology itself, but rather poor execution and a lack of structured pathways.

To combat this, a clear, four-stage healthcare transformation roadmap was outlined, showing the journey from basic digital adoption to fully virtual and continuous care systems. Furthermore, market analysis underscored a massive, growing opportunity in senior healthcare, with startups like Kinetic Age proving that an integrated, patient-centric approach is the key to winning in this space.

Reflecting on this full-day program, the experience provided invaluable insights into the future of healthcare. It reinforced a vital message: while technologies like Ambient AI can dramatically reduce clinician workload and streamline documentation, the technology must be paired with effective integration, ethical practices, and human oversight.

Beyond expanding clinical and technological knowledge, the event contributed heavily to professional development. Through rich industry interactions and hands-on event coordination, attendees walked away with strengthened skills in leadership, communication, and modern healthcare management. It proved once again that while AI is driving the future, it is the human collaborators behind it who will ensure the system remains smart, inclusive, and deeply empathetic.

TRAINING ON 5S METHODOLOGY

The Healthcare Management students of Batch 2024–26 attended an academic session on workplace organization and quality improvement practices. The primary objective of this session was to provide practical exposure to structured management techniques used in professional environments, particularly in healthcare settings.

During the session, students were introduced to the 5S methodology, a globally recognized approach for improving efficiency, safety, and discipline at the workplace. The session was highly informative and interactive, enabling students to understand how systematic organisation and cleanliness contribute to better workflow and error reduction. It also emphasized the importance of teamwork, accountability, and continuous improvement.

Overview of 5S Methodology

5S is a workplace management technique that focuses on creating an organized, clean, and efficient working environment. It originated from Japanese management practices and is widely implemented across industries, including healthcare, to improve operational performance.

In hospital settings, the importance of 5S is particularly significant, as improper organisation can lead to serious consequences such as delays in treatment, misplaced medicines, or safety hazards. The 5S methodology helps in eliminating unnecessary items, arranging essential materials systematically, maintaining cleanliness, and establishing standard procedures.

By implementing 5S, organizations can reduce waste, minimize errors, improve productivity, and enhance patient safety. It also supports compliance with quality standards such as NABH by ensuring that processes are well-organised and easily auditable. Additionally, 5S makes workplace problems visible, enabling quick identification and corrective action.

Steps Involved in 5S Methodology

The 5S methodology consists of five systematic steps, each contributing to the overall improvement of workplace efficiency:

1. Seiri (Sort)

This step involves identifying and separating necessary items from unnecessary ones in the workplace. Unwanted items are removed using a tagging system such as red (to be discarded), yellow (to be repaired), and green (to be used later). Sorting helps in reducing clutter, freeing up space, and improving overall organization.

2. Seiton (Set in Order)

After sorting, all necessary items are arranged in a systematic manner. Each item is assigned a specific place to ensure easy identification and quick retrieval. This step follows the principle of "a place for everything and everything in its place," which reduces search time and enhances workflow efficiency.

3. Seiso (Shine)

This step focuses on maintaining cleanliness and conducting regular inspections. Cleaning activities are carried out daily, and equipment is checked for any abnormalities or defects. It ensures a hygienic environment and helps in the early detection of potential issues.

4. Seiketsu (Standardize)

Standardization involves establishing consistent procedures and practices to maintain the first three steps. This includes the use of standard operating procedures (SOPs), visual controls, colour coding, labels, and checklists. It ensures uniformity and consistency across all departments.

5. Shitsuke (Sustain)

The final step emphasizes maintaining discipline and ensuring that the 5S practices are followed continuously. Regular training, audits, and monitoring are conducted to reinforce these practices. It encourages employees to develop habits that support long-term improvement.

Benefits of 5S Implementation

The session also highlighted the various benefits of implementing 5S in organizations, especially in healthcare settings. These include:

* Improved workplace organisation and cleanliness
* Reduction in time spent searching for materials
* Enhanced safety and hygiene standards
* Increased efficiency and productivity
* Better teamwork and employee morale
* Reduction in errors and wastage
* Improved readiness for audits and accreditation

5S also helps in addressing common workplace challenges such as confusion, inefficiency, repeated mistakes, and lack of proper systems, thereby contributing to continuous improvement.

The session on 5S methodology proved to be highly beneficial for the students. It provided them with a comprehensive understanding of workplace organisation and its significance in improving efficiency, safety, and quality.

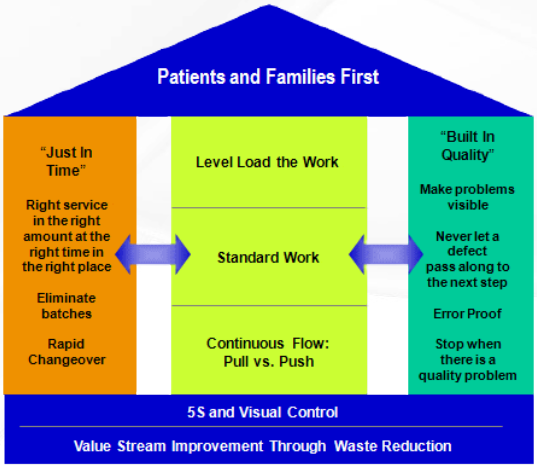
The knowledge gained from this session will help students apply these principles effectively in their future professional roles, particularly in healthcare and management fields. Overall, the session enhanced their practical knowledge, encouraged a disciplined approach to work, and prepared them for real-world challenges in organizational settings.

TRAININIG ON LEAN MANAGEMENT IN HEALTHCARE

Lean Management in healthcare is a structured approach aimed at improving patient care quality, operational efficiency, and resource utilization by eliminating waste and focusing on value-added activities. Originally derived from the Toyota Production System, lean principles have been increasingly adopted in hospitals and healthcare organizations to address challenges such as long waiting times, inefficiencies, rising costs, and increasing patient expectations.

In a healthcare context, value is defined from the patient's perspective—this includes timely access to care, accurate diagnosis, effective treatment, safety, and overall patient satisfaction. Any process or activity that does not directly contribute to patient care or outcomes is considered waste. Common types of waste in hospitals include excessive waiting times, duplication of tests, inefficient patient flow, unnecessary movement of staff or patients, overuse of resources, and administrative delays.

One of the key principles of lean management in healthcare is continuous improvement (Kaizen). This involves regularly analyzing workflows and making small, incremental changes to enhance efficiency and quality. Healthcare professionals, including doctors, nurses, and administrative staff, are encouraged to identify inefficiencies and suggest improvements. This collaborative approach fosters a culture of accountability, teamwork, and innovation within the organization.



Another important principle is respect for people, which is particularly critical in healthcare settings. Lean management emphasizes empowering employees, improving communication, and promoting interdisciplinary collaboration. By involving frontline staff in decision-making, hospitals can develop practical solutions that directly improve patient care and operational processes.

Lean management is applied in healthcare through various tools and techniques. Value Stream Mapping (VSM) is commonly used to analyze patient flow from admission to discharge, helping identify bottlenecks and delays. For example, mapping the outpatient department (OPD) process can reveal inefficiencies such as long registration times or delays in consultation. The 5S methodology (Sort, Set in order, Shine, Standardize, Sustain) helps maintain organized and efficient workspaces, which is essential in areas like operation theatres, pharmacies, and laboratories. Additionally, Standard Operating Procedures (SOPs) ensure consistency and reduce variability in clinical and administrative processes.

The implementation of lean management in healthcare offers several benefits. It significantly reduces patient waiting time, improves service delivery, and enhances patient satisfaction. By streamlining workflows, hospitals can achieve better utilization of resources such as staff, equipment, and infrastructure. Lean also contributes to improved patient safety by minimizing errors, reducing redundancies, and standardizing procedures. Furthermore, it supports compliance with quality standards such as NABH accreditation and promotes data-driven decision-making.

However, adopting lean management in healthcare also presents challenges. Resistance to change among staff, lack of training, and limited awareness can hinder implementation. Additionally, healthcare processes are complex and involve multiple stakeholders, making standardization difficult. Successful implementation requires strong leadership support, continuous training, and a commitment to building a culture of improvement.

Lean management is a highly effective approach for improving healthcare delivery by focusing on patient value and eliminating inefficiencies. It enables hospitals to optimize operations, enhance patient outcomes, and deliver high-quality, patient-centered care. By integrating lean principles into daily practices, healthcare organizations can achieve sustainable improvements and adapt to the evolving demands of the healthcare industry.

Mr. Majeed Ahmed Fazheel J
Classical Acupuncture Practitioner
Alumna, Batch 2020-22

"KNOW THE LANGUAGE OF THE BODY"

The Language of the Body

"Hear the Tone, Heal your Own"

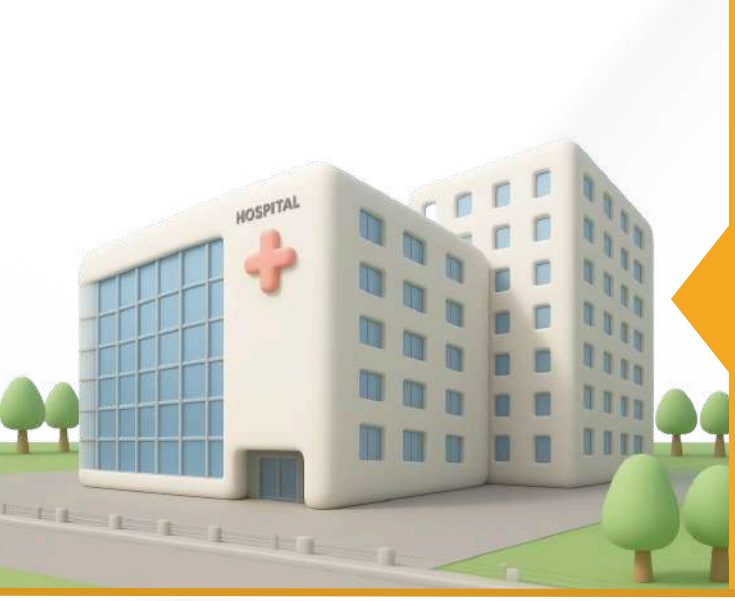
A live online session on Acupuncture was conducted on 22 March 2026 by classical acupuncturist Mr. Majeed Ahmed Fazheel, an Alum, Batch 2020-22, with a focus on understanding health through a holistic and integrative lens.

Acupuncture is a traditional Chinese medicine wherein fine (hair thin) solid needles are inserted into the skin to treat health problems. This is found to be quite effective in relieving back, joint and neck pain, arthritis, migraine, stress, allergy problems and treating infertility by affecting the nervous system, causing direct effect on tissues locally around needle insertion or acting as a placebo. The needles are manipulated manually or stimulated through small electric currents.

The session explored the rising burden of chronic health conditions and emphasized the limitations of treating symptoms in isolation. It highlighted how modern lifestyles—stress, poor sleep, and reduced physical activity—contribute to long-term illnesses, often managed with medication that overlooks root causes.

A key idea was viewing the body as a self-healing system, where disruptions in processes like energy transformation, immunity, circulation, and hormonal balance signal deeper imbalances. Symptoms were reframed as indicators of underlying issues rather than problems to be suppressed. The session encouraged reflection on lifestyle challenges and stressed the importance of daily habits, mental well-being, and environmental factors in shaping health.

Overall, the discussion promoted a proactive, holistic approach that integrates modern healthcare with traditional practices, urging greater self-awareness and responsibility for long-term well-being.



PROJECT ON HOSPITAL PLANNING

Proficiency in hospital planning is a critical competency for healthcare managers, as it dictates the operational efficacy of the medical ecosystem. This discipline transcends basic spatial layout, requiring a strategic synthesis of clinical workflows, resource allocation, and patient care pathways. By understanding the intricate interdependencies between clinical and administrative departments, managers can actively mitigate operational bottlenecks, optimize facility throughput, and ensure compliance with healthcare safety standards. Ultimately, evidence-based hospital planning bridges the gap between healthcare administration and clinical excellence, ensuring the infrastructure seamlessly supports high-quality patient outcomes.

As part of the academic curriculum, a comprehensive project on hospital planning was undertaken by the students. The main objective of this project was to provide practical exposure to hospital infrastructure, layout planning, and departmental functioning, thereby enhancing the students' understanding beyond theoretical concepts.

The project was carried out through both group and individual efforts. For the group activity, students collaboratively designed and developed a detailed Thermacol model representing the Emergency Ward. The model showcased essential components such as the triage area, patient waiting zone, treatment and observation areas, nursing station, and support services. Emphasis was placed on patient flow, accessibility, and efficient utilization of space, reflecting standard principles of emergency department planning.

In addition to the group work, students were assigned different hospital wards and departments individually. Each student was responsible for studying a specific ward in detail, including its structure, functions, layout, and workflow. Based on their analysis, they developed charts and Thermacol models to visually represent their assigned areas. This approach ensured that a wide range of hospital departments were covered, allowing students to gain a broader and more comprehensive understanding of hospital operations.

The individual assignments helped students explore the unique requirements and functioning of different wards, such as inpatient wards, outpatient areas, and other specialized units. By working on separate departments, students were able to understand the variations in design, patient care processes, and operational needs across the hospital.

The use of charts and models served as effective tools for presenting ideas and improving conceptual clarity. These visual representations highlighted not only the physical layout but also the coordination between departments, patient movement pathways, and service delivery mechanisms within the hospital.

Through this project, students gained substantial knowledge about hospital settings, departmental organization, and planning strategies required for efficient healthcare delivery. They developed an understanding of how proper design and coordination contribute to improved patient care and operational efficiency.

Moreover, the project contributed to the development of key skills such as teamwork, communication, creativity, and analytical thinking. The collaborative work on the Emergency Ward model encouraged coordination and shared learning, while the individual assignments promoted independent research and critical evaluation.

In conclusion, the hospital planning project provided valuable practical insights into the design and functioning of healthcare facilities. By combining group collaboration with individual responsibilities, the project enabled students to develop a well-rounded understanding of hospital departments and their interrelationships, preparing them for future roles in healthcare management and administration.

INDUSTRY VISIT

TESLON TECHNOLOGIES PVT LTD

The industry visit to Teslon Technologies Pvt. Ltd, located in KSSIDC Complex, Electronics City Phase 1, Bengaluru, provided valuable insights into the rapidly growing field of digital healthcare and telemedicine. Teslon Technologies operates in the healthcare technology sector and focuses on telemedicine, remote patient monitoring, and connected health solutions designed mainly for hospitals and healthcare institutions.

During the visit, it was observed that the company develops digital platforms that enable remote consultation, patient monitoring, and healthcare service delivery. The company primarily runs Business-to-Business (B2B), where they provide software platforms integrated with connected medical devices. These solutions help healthcare providers deliver services remotely and improve access to healthcare, especially in rural and underserved areas.

One of the major platforms developed by the company is Carenation, which includes several digital healthcare products and services. These include health monitoring systems for continuous tracking of patient vitals, backpack clinics which are portable health kits for point-of-care services in remote communities, medical vending machines for automated medicine dispensing, AI kiosks for self-service health assessments, and smart clinic solutions for integrated digital consultations and diagnostics. The company also offers tele-ICU carts, robotic carts for telemedicine operations, centralized tele-ICU monitoring platforms, and 5G-enabled ambulances that allow real-time communication with specialists during patient transport.

The industry visit provided meaningful exposure to the operational, technological, and organizational aspects of a healthcare technology company. It helped in understanding how telemedicine platforms function in real-world settings and the role of digital health technologies in improving healthcare accessibility and efficiency.

The students are thankful to Prof. Shiva Prakash, Professor of Practice & Head - Industry Relations, for organising this visit and enriching experience.

WORKSHOP ON IMPLEMENTATION AND EVALUATION OF OPEN EMR IN A CLINICAL SETTING

When a healthcare organization decides to build, customise, or heavily upgrade an Electronic Medical Record (EMR) system, healthcare managers serve as the critical bridge between the IT developers and the frontline medical staff.

Software engineers know how to write code, and doctors know how to treat patients, but they rarely speak the same language. Healthcare managers step in to translate clinical needs into technical specifications.

Realising this need to prepare the students to meet the industry requirements, a mini-project assigned to study the configuration, management, and operational capabilities of OpenEMR, an open-source Electronic Health Record (EHR) system. The project was undertaken to gain practical exposure to healthcare information systems and to understand how digital solutions can support clinical and administrative workflows in a healthcare setting.

OpenEMR is a comprehensive EHR and practice management system that integrates multiple healthcare functions, including patient registration, appointment scheduling, clinical documentation, electronic prescribing, billing, and patient portal services. Due to its open-source nature, it offers a cost-effective and flexible solution, allowing healthcare organizations to customize the system based on their specific requirements. This makes it particularly suitable for small and medium-sized healthcare facilities.

As part of the project, the students installed and configured OpenEMR using standard technologies such as the LAMP stack and Docker-based environments. This enabled them to understand the system's architecture, database structure, and modular design. To simulate real-world clinical operations, different user roles were created, including administrators, physicians, clinicians, billing staff, and receptionists. Each role was assigned specific responsibilities to evaluate how the system functions in a practical healthcare environment.

The project involved a detailed analysis of key workflows within OpenEMR. These included patient intake and registration, clinical documentation, treatment planning, decision support, billing processes, and coordination among healthcare professionals. The system utilizes the SOAP (Subjective, Objective, Assessment, Plan) format for structured clinical documentation, ensuring consistency and clarity in patient records. Additionally, decision-support features such as drug interaction alerts, preventive care reminders, and abnormal result notifications were observed to enhance clinical accuracy and patient safety.

Through the workflow simulation, it was observed that OpenEMR ensures seamless integration of data across different stages of patient care. Information entered during patient registration is effectively utilised during clinical consultations and further integrated into billing processes. This reduces duplication of work and improves overall operational efficiency.

The students also examined the role-based functioning within the system. Administrators were responsible for system configuration, user management, and security maintenance. Physicians handled clinical documentation, diagnosis, and treatment planning, while clinicians supported patient intake and initial charting. Billing staff managed coding, claims processing, and financial reporting, and receptionists were responsible for appointment scheduling and patient registration. This structured division of roles contributed to efficient workflow management and ensured data security.

Ultimately, this student-led project served as a powerful immersive exercise in healthcare informatics. By stepping out of the textbook and actively building, configuring, and testing OpenEMR, the student team gained a profound understanding of the operational complexities inherent in modern medical practices. Simulating diverse roles—from administration to clinical documentation and billing—not only demystified electronic health systems but also sharpened the team's critical thinking regarding workflow optimization and data security. Despite the technical learning curve required for setup and maintenance, this hands-on experience successfully equipped the students with the practical problem-solving skills and digital competencies required to lead and manage technology-driven healthcare environments in the future.

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SUMMER INTERNSHIP PROJECTS

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BRIDGING CARE AND COMPASSION: MY INTERNSHIP EXPERIENCE IN THE PATIENT CARE DEPARTMENT

Ms.Vartika Gupta
Batch 2024-26

We often think of hospitals in terms of doctors, nurses, and medical procedures. But during my internship at Chandan Hospital in Lucknow, I got to see the other half of the equation: the patient experience, and how hospital administration is really about balancing efficiency with empathy. It was an incredible opportunity to step out of the classroom and see how a hospital actually breathes and operates.

During the rotatory internship in ICU, ER, I watched teams work under intense pressure. It was all about speed, precision, and relying on strict protocols to save lives in real-time; in General Medicine and Gynaecology wards, the pace was different but just as critical. Here, I saw the beauty of long-term care—where a smooth workflow, a gentle tone, and genuine empathy made all the difference for recovering patients.

During the internship, I got to be a bridge between the hospital and the people it serves - explaining the treatments, counseling the anxious patients and families in plain, simple terms so they could actually understand what was happening, being empathetic to their concerns and resolving the complaints at the early stage.

The direct interactions I had with the patients and their family members made me realise that hospital administration isn't just about managing systems—it’s about taking care of people. It takes a lot of emotional resilience and communication to do this job well. Quality healthcare isn't just about the medicine; it's about making patients feel seen, heard, and supported. This internship didn't just confirm that I want a career in healthcare management; it showed me the kind of leader I want to be.

Ms.Taniya Mohan Assariparampil
Batch 2024-26

UNDERSTANDING THE INTERSECTION OF HEALTHCARE QUALITY AND OPERATIONAL EXCELLENCE

As part of PGDM in Healthcare Management, I completed a two-month internship at CARE Hospitals, Banjara Hills, Hyderabad, in the Quality Department. The internship provided meaningful exposure to hospital operations, patient safety practices, and NABH quality standards in a real-time healthcare setting.

I participated in some of the key Quality Improvement projects like Clinical Pathway Audits, Medication Reconciliation, General Consent evaluation, and Laboratory Sample Turnaround Time analysis. These projects primarily focused on assessing compliance levels, identifying process gaps, and understanding operational challenges across departments.

The experience highlighted important areas such as documentation accuracy, interdepartmental coordination, patient communication, and process efficiency. It also provided insights into how quality frameworks are implemented in practice and how they influence patient care and hospital performance.

Through this internship, I developed essential skills in auditing, observation, data handling, and professional communication. Working closely with different hospital departments helped me gain a broader understanding of healthcare systems and their functioning.

Overall, the internship served as a strong link between theoretical learning and practical application. It strengthened my interest in healthcare quality and operations while preparing me for future roles in the healthcare management field.

ROLE OF DIGITALISATION IN ENHANCING OPERATIONAL EFFICIENCY IN A MULTISPECIALTY HEALTHCARE ORGANISATION

Ms. Ridhiksha Madhu R
Batch 2024-26

As a part of my live project, I studied how digitalisation is improving operational efficiency in a multispecialty healthcare organisation. With the increasing demand for faster and more reliable healthcare services, hospitals are gradually shifting from manual processes to digital systems. This project helped me understand how these changes are actually working in a real hospital setting.

From the findings, it was evident that digitalisation has brought noticeable improvements in hospital operations. Systems like digital registration, online appointment scheduling, electronic medical records (EMR), and automated billing have reduced manual work and improved efficiency. Most respondents felt that digital registration is faster than the traditional method, and a majority also agreed that waiting time has reduced significantly.

Digital systems have improved accuracy and coordination by reducing errors in billing and medical records. Information now flows easily between departments, making the overall process more organised. It has also reduced paperwork for employees, allowing them to focus more on patient care, while patients benefit from greater convenience and transparency.

At the same time, a few challenges were observed. Some respondents faced difficulty using the systems initially, and occasional technical issues caused delays. This shows the need for continuous improvement and proper training. Unlike many studies that focus only on patients, this project considers both patient and employee perspectives, giving a more complete view of how digitalisation affects hospital operations.

As a result, Digitalisation improves efficiency, reduces errors, and enhances service quality in healthcare. While good progress has been made, further improvements are possible through better systems and training. Overall, it makes healthcare faster, more accurate, and more reliable.

STREAMLINING HOSPITAL OPERATIONS: HANDS-ON EXPERIENCE IN HEALTHCARE PROCUREMENT AND VENDOR MANAGEMENT

Ms. Pidaparthi Naga Krishna Sreeja
Batch 2024-26

Hospital procurement is a critical operational pillar responsible for sourcing pharmaceuticals, medical consumables, and capital equipment. Unlike traditional purchasing, it directly impacts patient safety; a stock-out of a life-saving drug or surgical kit can risk lives.

As a hospital's second-largest expense after labor, procurement is vital for cost containment. Modern healthcare procurement balances the specialized preferences of clinical staff with strict regulatory compliance. Ultimately, its goal is to practice value-based purchasing—ensuring the right product is delivered at the right time and cost to guarantee uninterrupted, high-quality patient care.

I had the opportunity to work as an Intern in the Procurement Department of CARE Hospitals, Banjara Hills, Hyderabad. This exposure offered me hands-on experience to understand the end-to-end procurement process, including quotation analysis, vendor management, purchase order generation, invoice verification, and CAPEX/OPEX classification. Also, I got trained on using Oracle ERP and Microsoft Excel for managing procurement data and documentation.

I actively participated in preparing comparative statements of quotation, purchase order creation, verifying invoices, maintaining compliance documents, and supporting audit-ready documentation. These activities helped me develop strong analytical skills, documentation, ERP handling, communication, and time management. The internship also provided insights into healthcare procurement trends such as ERP integration, vendor consolidation, and AI-based automation, along with challenges like supply chain disruptions and regulatory compliance.

Overall, the internship was a valuable learning experience that enhanced practical knowledge of hospital operations and strengthened interest in healthcare supply chain and operations management. It highlighted the strategic importance of procurement in ensuring cost efficiency, compliance, and uninterrupted patient care.

ASSESSING PATIENT SATISFACTION AND SERVICE QUALITY IN PRIVATE HOSPITALS

Ms.Takur Shashikala
Batch 2024-26

Healthcare services play a vital role in improving the quality of life and well-being of people.

In recent years, private hospitals have grown rapidly in urban India due to increased health awareness, lifestyle changes, and rising patient expectations. Patient satisfaction has become a key indicator of healthcare quality, reflecting experiences related to medical care, hospital facilities, staff behaviour, and administrative services. This live project focuses on assessing the patient satisfaction levels in private hospitals and identifying major service factors influencing overall patient experience.

Cleanliness and hygiene received high satisfaction ratings, indicating good sanitation standards. Doctor–patient communication and nursing behaviour were positively rated, reflecting strong interpersonal care. Infrastructure and facilities were satisfactory. However, waiting time before consultation and administrative delays were major areas of dissatisfaction. Some respondents also expressed concerns about billing clarity during peak hours.

The study suggested measures to improve the appointment scheduling system, reducing waiting time through better patient flow management, and enhancing billing transparency. Regular staff training focused on communication and patient handling can further improve satisfaction. Strengthening digital systems and feedback mechanisms will support continuous service improvement.

Patient satisfaction in private hospitals depends not only on medical treatment but also on service quality factors such as communication, cleanliness, infrastructure, and administrative efficiency. Improving operational efficiency can significantly enhance patient experience. Patient-centred care and continuous quality improvement are essential for long-term success.

PATIENT ENGAGEMENT STRATEGIES AT CARE HOSPITALS, HYDERABAD

Mr. Abhishek Acharya
Batch 2024-26

Mr. Atharva Surwade
Batch 2024-26

A hospital's success relies on more than just high-tech equipment; it depends on how deeply it connects with the community. True patient engagement means actively involving people in their own health journey through clear communication and supportive digital tools. By replacing passive care with active partnership, hospitals can build lasting trust, improve treatment outcomes, and ensure that every patient feels genuinely seen and heard.

Founded in 1997, CARE Hospitals stands as a premier multi-specialty healthcare provider in India, celebrated for its advanced medical technology and deeply patient-centered care. During a two-month internship at the Banjara Hills facility in Hyderabad, the primary objective was to see how a top-tier hospital bridges the gap between clinical excellence and the community. This rotation provided a front-row seat to the engine room of healthcare growth, focusing heavily on driving digital marketing strategies, improving patient retention, and executing financial revenue mapping.

Digital Marketing and Patient Engagement Activities

This involved both strategic planning and day-to-day operations, utilizing advanced digital tools to bridge the gap between healthcare services and the community.

- The CRM platform LeadSquared was utilized to actively manage patient inquiry tracking and follow-up reminders via customized SMS and WhatsApp messaging. This initiative yielded measurable success in patient retention, particularly for individuals managing chronic conditions like diabetes and hypertension.
- The responsibility of maintaining the hospital's website ecosystem involved auditing and updating doctor profiles for pinpoint accuracy, collaborating with clinical departments, and optimizing digital content for better search engine visibility and patient accessibility.
- A key task involved analyzing the reach and engagement of the hospital's digital media, such as doctor podcasts on YouTube, Facebook, and Instagram. By diving deep into viewer behaviour metrics using Excel and Power BI, a clear trend emerged: straightforward, practical health advice resonated far more with the public than complex, jargon-heavy medical talks. This data directly informed future content strategies.

FOSTERING HOSPITAL CULTURE: OUR EXPERIENCE AT CARE HOSPITALS, HYDERABAD

Mr. Atharva Surwade
Batch 2024-26

Mr. Abhishek Acharya
Batch 2024-26

Human Resource Management is the beating heart of any hospital, where staffing decisions directly impact patient survival. Beyond traditional hiring, hospital HR manages critical shift rotations to prevent clinician burnout, enforces strict medical compliance, and fosters a culture of empathy. In an industry where the workforce is the care system, effective HRM ensures that clinical excellence and human compassion go hand in hand.

During the rotation in the human resource department, responsibilities included working on talent acquisition, tech integration, and organizational culture.

Talent Acquisition and Tech Integration

The internship supported the recruitment process by drafting clear job descriptions, coordinating candidate communication, and setting up interviews. Professional platforms like LinkedIn and Naukri were leveraged to assist in talent acquisition.

Practical operational experience was gained with the HRMS tool PeopleStrong. Using this software, assistance was provided for employee data management, document verification, and onboarding, which gave direct exposure to the strict regulatory and compliance standards required in the medical field.

Fostering Hospital Culture

The rotation demonstrated that maintaining high staff morale is directly tied to the quality of patient care delivered on the floor. Beyond documentation and compliance, the role involved participating in the planning and execution of hospital-wide team-building events. These included International Yoga Day and Doctor's Day, which improved company culture and raised morale at work, highlighting how crucial a motivated staff is to delivering high-quality patient care.

This internship served as a real-world study in workforce dynamics within the medical field. The core takeaways included the irreplaceable value of cross-functional teamwork between clinical staff and administrative arms like HR, and the absolute necessity of maintaining organized employee data for audit and compliance readiness.

The time spent in the Human Resources department at CARE Hospitals was an invaluable, transformative milestone. Observing how strong workforce management, streamlined onboarding, and cultural initiatives directly support clinical excellence reinforced a commitment to pursue a lasting career in healthcare management and operations.

WORKFORCE CHALLENGES AND JOB SATISFACTION AMONG PARAMEDICAL STAFF

Mr. Adarsha B S
Batch 2024-26

Healthcare organizations depend heavily on paramedical professionals for diagnostic procedures, treatment support, emergency care, rehabilitation, and patient monitoring. Despite playing a crucial role in patient care, paramedical staff often face several workplace challenges that affect their job satisfaction, performance, and overall well-being. This project attempts to explore workforce challenges faced by paramedical staff and how these challenges influence their job satisfaction in hospital settings.

The study considered factors such as workload, staffing adequacy, salary and benefits, occupational stress, safety measures, training opportunities, communication, career growth, and overall job satisfaction. Staff shortages and excessive workload, often lead to extended working hours and fatigue. Occupational stress was found to be high during night shifts, and emergency duties. Communication gaps between doctors, management, and paramedical staff were also reported. Although basic training and safety measures were available, many staff expressed the need for advanced training and improved safety practices. Financial emoluments had a direct influence on job satisfaction. Limited career growth opportunities and lack of recognition were also major concerns among staff. Overall job satisfaction among paramedical staff was found to be low to moderate due to workload, salary issues, stress, and limited growth opportunities.

Manpower planning and adequate trained staffing, compensation for workload and overtime, occupational safety, team work, incentives, recognition and growth opportunities were found to enhance job satisfaction among the paramedical staff.

The study highlights that improving working conditions, compensation, safety, communication, and career development opportunities for paramedical staff is essential not only for employee satisfaction but also for improving hospital efficiency and the overall quality of patient care

THE FINANCIAL HEALTH OF A HOSPITAL: MY LEARNINGS

Dr. Gaganpreet Kaur
Batch 2024-26

Hospitals that are dedicated to provide a lifeline to people, do require a lifeline for their survival - financial lifeline. It's not often we stop to consider the financial health of hospitals that quietly keeps everything running. Behind every successful procedure and well-equipped department, there's a financial system carefully working to ensure that resources are available uninterrupted. I really came to understand this during my two-month summer internship at Apollo Hospitals, located on Bannerghatta Road in Bengaluru.

During my time in the Finance Department, I got a firsthand look at how one of India's top corporate hospitals balances top-notch patient care with solid financial management. When I wore the financial lenses, I could appreciate how connected the Finance Department is with every other part of the organization—clinical teams, HR, marketing, and facility management. Financial decisions are intertwined with patient services, staffing, and overall hospital performance. They're not just numbers on a spreadsheet; they have real-life implications.

One of the key things I learned early on was about the hospital's revenue cycle. From the moment a patient walks in to the final billing and insurance claims, each step is part of a detailed financial process. Observing this journey helped me understand the need for transparency, accuracy, and speed in processing.

Translating this insight into action, I began working on the ground with the hospital's daily financial routines. A big chunk of my work was focused on auditing invoices. While those tasks may sound mundane, they play a crucial role in keeping financial records accurate and reliable. Verifying invoices and helping with purchase orders gave me a closer look at how hospitals control costs and avoid overspending. Beyond this, I had the chance to pitch in on process improvement projects. By spotting gaps and inefficiencies in current workflows, I worked with my team to create simple digital audit tools. These tools helped with compliance tracking, cutting down errors, and boosting reporting efficiency. I also shared my findings, especially in areas like manpower planning and optimizing operations.

This internship went beyond practical experience, helping me bridge the gap between theory and real-world application. It strengthened my analytical skills, improved my ability to communicate across departments, and deepened my understanding of healthcare auditing and accountability.

More importantly, I realised that healthcare finance is not just about budgets, but about ensuring that medical teams have the resources needed to deliver quality care. Overall, the experience was both challenging and rewarding, reinforcing my interest in healthcare operations and showing me that financial management is an essential part of patient care.

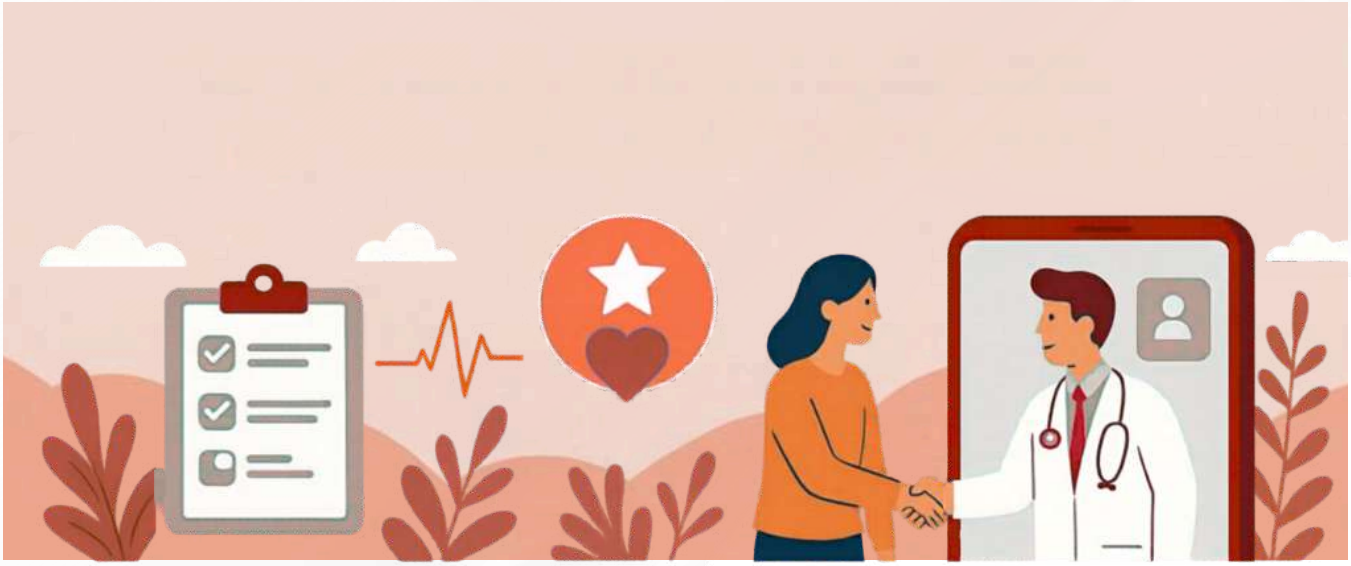
Strategic Branding and Revenue Mapping

To understand how non-clinical functions directly support hospital growth, the internship involved close participation in high-level branding initiatives and financial impact assessments.

- Targeted Campaigns: Support was provided for high-level branding initiatives for cutting-edge services. This included promotional efforts for evening outpatient departments (OPD), advanced robotic surgery, and emergency care. Notably, work was done on the "Power of 3" emergency campaign, which centered on prompt response times and optimized patient care pathways.
- Financial Impact Analysis: Rather than looking at marketing in a vacuum, revenue mapping was conducted. By comparing raw patient leads and campaign conversion metrics against actual hospital income, a deep understanding was gained regarding the exact financial impact strategic marketing has on a hospital's bottom line.

The experience significantly sharpened technical capabilities—specifically in Power BI, CRM systems, and content management—while expanding data analysis skills in a high-pressure environment. The internship served as a real-world study in modern healthcare dynamics, highlighting the growing reliance on clean, accessible data to drive major hospital decisions.

The time spent in the marketing and analytics department at CARE Hospitals was an invaluable, transformative milestone. Observing how deliberate data analysis, empathetic patient engagement, and campaign execution come together to sustain hospital growth reinforced a commitment to pursue a lasting career in healthcare operations, analytics, and strategy.



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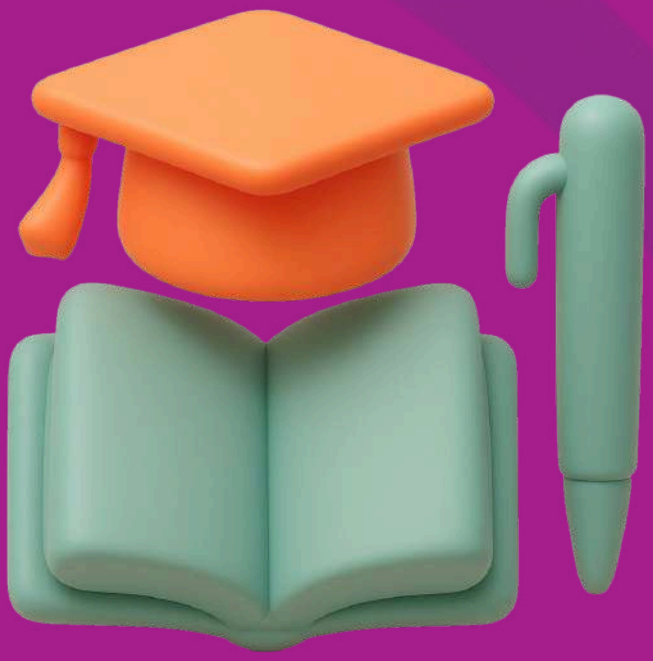

DISSERTATION PROJECTS

TOGETHER FOR HEALTH.
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Ms. Pidaparthi Naga Krishna Sreeja
Batch 2024-26
Freelancer, Digital Marketing

Beyond the First Visit: Strengthening Patient Retention in Healthcare

Success in healthcare is not merely limited to attracting new patients but increasingly depends on retaining them through consistent and high-quality care. With most of the private hospitals observing more than 60 percent of footfalls by the follow-up cases, indicates that the patients were influenced by certain characteristics that drew them to these hospitals. This triggered me to take up the study on “Beyond the First Visit: Innovative Approaches to Patient Retention in Varied Healthcare Settings”.

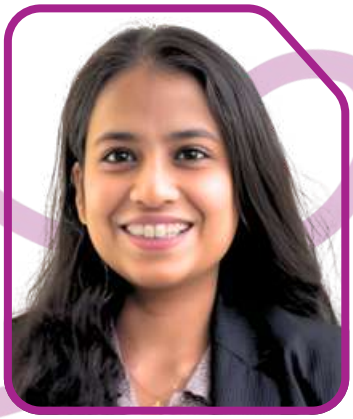
Patient retention can be interpreted as the ability of healthcare providers to establish and maintain long-term relationships with patients, ensuring continuity of care. Patient retention reflects both organisational efficiency and trust built with patients.This not only supports organisational sustainability but also improves patient outcomes.

The study re-emphasised that patient retention is influenced by both clinical and non-clinical factors. Service quality, staff behaviour, communication, waiting time, and trust significantly shape patient experiences. Even when clinical care is effective, long waiting times or poor communication can negatively influence patient satisfaction.

The study recognised the importance of digital transformation in healthcare. Technologies such as electronic health records, telemedicine, and online appointment systems improved accessibility and engagement. However, challenges like administrative delays, lack of transparency, and communication gaps still affected patient satisfaction.

In my understanding, service quality is the most important factor influencing patient retention. It includes both accuracy of treatment and the way care is delivered. Effective communication and empathy build trust, while inefficiencies in administrative processes such as registration and billing lead to dissatisfaction. Although most healthcare organisations have adopted unique and some similar patient retention strategies, issues like waiting time and administrative inefficiencies remain key concerns.

In conclusion, patient retention is a strategic priority that reflects the overall quality of healthcare delivery. Organisations that prioritise patient experience and trust are more likely to achieve long-term success.



Ms. Taniya Mohan Assariparampil
Batch 2024-26
Claims Analyst,
CIGNA Group

Challenges Faced by Hospitals and Outsourcing Agencies in Managing Non-Clinical Services: A Comparative Study

Challenges in Managing Outsourced Non-Clinical Services in Hospitals

This study examines the operational and administrative challenges associated with outsourcing non-clinical services in hospitals, including housekeeping, security, billing, and support services. Although outsourcing is adopted to achieve cost efficiency and operational flexibility, it often results in service quality gaps, coordination issues, & contractual conflicts.

The study adopted a comparative approach by capturing perspectives from both hospital managers and outsourcing agency managers. Key issues identified include inconsistent service delivery, high staff turnover, monitoring difficulties, delayed payments, unclear contractual terms, and communication gaps. These challenges highlighted a misalignment of expectations and lack of standardized processes between stakeholders.

The findings revealed that hospitals primarily struggled with quality assurance and operational control, while agencies faced financial constraints, payment delays, and compliance pressures.

Overall, the study emphasised the need for structured contract management, process standardization, effective communication, and collaborative governance models. It provided actionable insights to strengthen outsourcing relationships, improve service delivery, and enhance efficiency in hospital non-clinical operations.

This study contributes to healthcare management literature by integrating dual stakeholder perspectives, enabling a more balanced understanding of outsourcing challenges. The findings offer practical, implementable strategies that can support hospitals and service providers in improving operational efficiency, reducing conflicts, and strengthening long-term partnerships.

Ms. Ria Chhibber
Batch 2023-25
Screening Specialist, TA
at Randstad India

Transforming Industrial Waste Management through Enzymatic Innovation: A Sustainable Approach

Industrial waste management remains one of the most pressing challenges in India's rapidly growing distillery and sugar industries. With increasing production levels, these sectors generate vast quantities of organic waste, often exceeding the capacity of conventional treatment systems. Traditional methods, while widely used, are typically energy-intensive, costly, and insufficient in meeting stringent environmental regulations. In this context, the adoption of eco-friendly and efficient alternatives has become essential.

This article explores the role of enzymatic process enhancements as a sustainable solution, with a focus on the innovative approach adopted by Aaradhya Scientific Cellutions. Enzymes, being biological catalysts, facilitate the breakdown of complex organic compounds into simpler, biodegradable substances. This not only improves waste treatment efficiency but also reduces environmental impact significantly.

A case-based analysis of four distillery units across Maharashtra, Uttar Pradesh, and Karnataka highlights the practical benefits of this technology. The implementation of enzyme-based solutions resulted in a substantial reduction in waste output, lower operational costs, and improved effluent quality. Additionally, plants achieved full compliance with environmental standards, demonstrating the reliability of this approach. Beyond environmental benefits, enzymatic solutions also contribute to operational excellence. Improved process efficiency, reduced chemical dependency, and enhanced working conditions collectively lead to higher employee satisfaction and productivity. Financially, the technology proves viable, offering strong returns on investment and a relatively short payback period.

In conclusion, enzymatic process enhancements represent a transformative step toward sustainable industrial operations. By integrating biotechnology with traditional processes, industries can achieve a balance between economic performance and environmental responsibility. The success of Aaradhya Scientific Cellutions underscores the potential for wider adoption, paving the way for a greener and more efficient industrial future.

ARCHIVES

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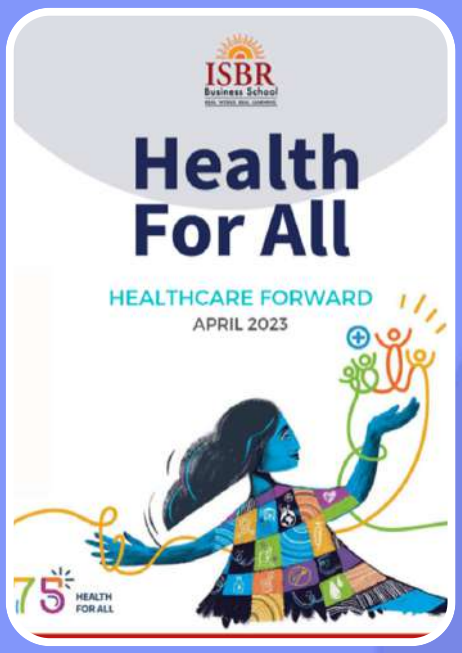

SCAN ME

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About ISBR Business School

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The academic architecture at ISBR is designed to provide students with a unique and holistic learning experience. It combines student ambassadors, club activities, specialized programs, in-depth projects, case studies, research opportunities, and publications to nurture a passion for knowledge and a love of learning. This approach, coupled with excellent placement services and continuous support for individual development, equips ISBR students with a real world learning experience.

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ISBR offers world-class infrastructure. Our technology enabled classrooms, well-equipped libraries, modern laboratories, and student friendly campus with nearby hostel facilities, offer every ISBRian a wholesome learning experience. We are at the forefront of fostering entrepreneurship culture in the country with numerous IIC activities. ISBR Business School has a strong alumni network with presence all over India and abroad who frequently engage with us.

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- *Ranked in India's Best B-School Category for 5 Consecutive Years - Dalal Street Journal.*
- *Ranked 10th Best in Industry Interaction - Silicon India Survey.*
- *Ranked as 12th Best in South India - Bhaskar Lakshya, Dainik Bhaskar Group.*
- *Ranked 6th Best in Placements: Go-Getter B-School Placements Survey.*
- *India's Top 29th Institute - Silicon India Survey.*
- *Voted Grand Jury Award in the Categories of (a) Quality of Campus Life and (b) Student Diversity by Education World India Private Higher Education Awards 2019-20.*
- *Awarded Business Excellence - Bharti Group.*
- *Awarded Exemplary Placement Award - Discovery Education.*
- *Awarded National Championship for Entrepreneur Activities - National Entrepreneur Network (NEN).*
- *Awarded Centurion Award - Centum Learning Centre.*
- *Awarded Management College of the year in Global Exposure - Higher Education Reviewer.*

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