CHAPTER – 1

INTRODUCTION OF CORPORATE HOSPITALS
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1. Introduction of Hospitals

A hospital is a health care institution providing patient treatment with specialised staff and equipment. Hospitals are usually funded by the public sector, by health organisations (for profit or non-profit), health insurance companies, or charities, including direct charitable donations. Historically, hospitals were often founded and funded by religious orders or charitable individuals and leaders. Today, hospitals are largely staffed by professional physicians, surgeons, and nurses, whereas in the past, this work was usually performed by the founding religious orders or by volunteers. However, there are various Catholic religious orders, such as the Alexians and the Bon Secours Sisters, which still focus on hospital ministry today, as well as several Christian denominations, including the Methodists and Lutherans, which run hospitals. In accord with the original meaning of the word, hospitals were originally "places of hospitality"."
2. Introduction of Corporate hospitals in India

Until the early 1980s, Government-run hospitals and those operated by charitable organizations were the main providers of subsidized healthcare. However, the last two decades have seen the mushrooming of corporate and privately run hospitals. The corporate hospital sector is most evolved in the south while charitable/trust hospitals proliferate in the west. However, the north and east are also showing a growing trend in private hospital expansion. Previously hospitals were set up as charitable institutions to take care of the sick and the poor. Today it’s a place of diagnosis and treatment of human ills, for the training research, promoting health care activities and to some extent a centre helping biosocial research. World Health Organization (WHO) states that hospitals are

Socio-medical organization whose functions are:

- Curative
- Preventive
- Patient services
- Training of health workers in biosocial research.

India’s healthcare sector has made impressive strides in recent years. With time the classes and quality of hospitals have changed a lot today. Most hospitals today are trying to provide all ultra facilities and are in the process of making state of the art hospitals. Hospitals provide the infrastructure facility to healthcare. Earlier hospitals were thinking in line of prolonging the duration of patients stay. Nowadays they are going for a higher patient turnover ratio. A hospital offers considerable advantages to both patient and society. A number of health problems require intensive medical treatment and personal care, which normally can’t be available in a patient’s home or in the clinic of the doctor. This is possible only in a hospital where a large number of professionally and technically skilled people apply their knowledge and skill with the help of world-class expertise, advanced sophisticated equipment and appliances\(^2\).
3. Factors Attracting Corporate Hospitals

Recognition as an industry: In the mid 80’s, the healthcare sector was recognized as an industry. Hence it became possible to get long term funding from the Financial Institutions. The government also reduced the import duty on medical equipment’s and technology, thus opening up the sector.

Since the National Health Policy (the policy’s main objective was ‘Health For All’ by the Year 2000) was approved in 1983, little has been done to update or amend the policy even as the country changes and the new health problems arise from ecological degradation. The focus has been on epidemiological profile of the medical care and not on comprehensive healthcare.

Socio-Economic Changes: The rise of literacy rate, higher levels of income and increasing awareness through deep penetration of media channels, contributed to greater attention being paid to health. With the rise in the system of nuclear families, it became necessary for regular health check-ups and increase in health expenses for the bread-earner of the family.

Brand Development: Many family run business houses, have set-up charity hospitals. By lending their name to the hospital, they develop a good image in the markets which further improves the brand image of products from their other businesses.

Extension to Related Business: Some pharmaceutical companies like Wockhardt and Max India, have ventured into this sector as it is a direct extension to their line of business.

Opening of The Insurance Sector: In India, approx. 60% of the total health expenditure comes from self paid category as against government’s contribution of 25-30 %. A majority of private hospitals are expensive for a normal middle class family. The opening up of the insurance sector to private players is expected to give a shot in the arms of the healthcare industry. Health Insurance will make healthcare affordable to a large number of people. Currently, in India only 2 million people (0.2 % of total population of 1 billion), are covered under Mediclaim, whereas in
developed nations like USA about 75% of the total population are covered under some insurance scheme. General Insurance Company has never aggressively marketed health insurance. Moreover, GIC takes up to 6 months to process a claim and reimburses customers after they have paid for treatment out of their own pockets³.
4. Introduction of Corporate Hospitals in Gujarat

Major corporate hospital groups such as Sterling, Apollo and Wockhardt have made significant investments in setting up state-of-the-art hospitals in major cities of Gujarat. The other major private players in this market are Shalby Hospitals, SAL Hospital, Medisurge hospital, Krishna Heart Institute. Sterling Addlife India Limited that owns and manages the largest chain of corporate hospitals in Gujarat, in terms of bed strength and markets covered, under the brand name of Sterling Hospitals, today boasts of 725 operational beds in Rajkot, Baroda, Ahmedabad and Mundra SEZ. "We are coming up with three more hospitals in Surat, Bhavnagar and Baroda, which will further ramp up the capacity to more than 1,000 beds by the end of this year. We plan to build a chain of corporate super-speciality hospitals in Gujarat. We strongly believe that we are operating in an underserved market and outstanding opportunity for private healthcare delivery exists in every city in Gujarat in which we have entered and planning to enter to deliver best in class healthcare," according to Rajiv Sharma, CEO, Sterling Addlife India Limited. Sterling Hospitals Group plans to invest close to Rs 200 crore in various green field and O&Ms in the state. "We are going to leverage our brand to workout a sustainable model by charging for it," he adds further.
5. Government Backing

The State Government is also reported to be joining hands with private players to set up medical education facilities in the State. According to Dr MM Anchalia, Medical Superintendent, Civil Hospital, investment is happening from both private and Government. "Our State budget has doubled in the last two years for healthcare sector. We are getting aid from Central Government and World Bank." In the year 2009-10, the health department of Gujarat Government has planned to extend the services and start new medical colleges. "One such college is likely to come next year in Patan. The plans are on for four medical colleges in Ahmedabad, Gandhinagar, Vadodara and Valsad. Hopefully one or two should start next year," adds Dr Anchalia.

Civil Hospital, Ahmedabad is getting aid from the Central Government under Pradhanmantri Swasthya Sudhar Yojana. Started in 2005-06, the hospital has till date received Rs 100 crore from the centre. Under this scheme, a hospital is identified from each state and is given aid by the Central Government to develop one AIIMS-like institution. The hospital has also received aid of Rs 20 crore from the State Government of Gujarat to develop it as Asia's largest medicity. Currently, the hospital is going for a three-fold development which includes strengthening the existing infrastructure, getting newer and advanced equipment and increasing existing capacity.

The Pradhan Mantri Swasthya Suraksha Yojana (PMSSY) aims at correcting the imbalances in the availability of affordable healthcare facilities in the different parts of the country in general, and augmenting facilities for quality medical education in the under-served States in particular. The scheme was approved in March 2006.
6. Challenges Faced by Corporate Hospitals

India's hospital industry faces significant shortage of qualified manpower in all categories of doctors, nurses and paramedical staff. This is perceived to be the single most important challenge that Indian hospital industry will have to reckon with.

"The three biggest challenges India faces in the healthcare sector are: the paucity of hospital beds for people (1 bed for 1050 people, as against 1 bed for 250 people in the US); the lack of skilled health human resources; and the rise in both infectious and non-communicable diseases," Dr Prathap Reddy, chairman of the Apollo Group of Hospitals said. “Every year, about 27 000 graduate doctors [graduate] from Indian medical colleges. But, more than 75% of Indian doctors are based in cities, whereas about 70% of patients in this country are village-based,” says Dr. Swapan Jana, secretary of the Society for Social Pharmacology, an Indian nongovernmental organization. A fee-levying private health care sector comprises 82% of overall health expenditures, while less than 1% of the population is covered by health insurance.

The deterioration in the quality of physician training have been front and center of late as a result of a proliferation of private medical colleges, not all of which produce the high-quality physicians for which India is known. Allegations have continually surfaced over the past decade that some private medical colleges have been taking bribes to admit less qualified students, while delivering substandard education. For example, in the state of Maharashtra, considered India's most progressive, a recent inspection report indicated that 9 of 17 private medical colleges were severely understaffed and often lacked essential infrastructure, including teaching beds and clinical materials.
7. Investment

The private sector has emerged as a vibrant force in India's healthcare industry, lending it both national and international repute. The sector’s share in healthcare delivery is expected to increase from 66 per cent in 2005 to 81 per cent by 2015. The private sector's share in hospitals and hospital beds is estimated at 74 per cent and 40 per cent, respectively.

According to data released by the Department of Industrial Policy and Promotion (DIPP), hospital and diagnostic centres attracted foreign direct investment (FDI) worth Rs 11,272.32 crore (US$ 1.87 billion) between April 2000 and February 2014.

Some of the major investments in the Indian healthcare industry are as follows:

- Jaypee Group plans to diversify into healthcare by investing in excess of Rs 2,000 crore (US$ 332.68 million) over the next 3–4 years to set up a hospital chain with a minimum capacity of 3,000 beds.
- Helion Venture Partners has invested Rs 27 crore (US$ 4.49 million) in multi-specialty dental care chain Denty's, as demand for quality patient care increases rapidly in India.
- Medwell Ventures Pvt. Ltd. has acquired Bengaluru-based Nightingales Home Health Services, which has more than 5,000 families subscribing to its annual care plans. The company expects to establish a network in 10 Indian metro clusters serving over a million families in the coming years.
- Strand Life Sciences has partnered with the Mazumdar-Shaw Medical Foundation (MSMF) to set up a lab that aims to bring down the cost of detecting cancer.
- GE Healthcare and Cancer Treatment Services International have announced plans to launch 25 cancer detection and treatment centres all over India with an investment of Rs 720 crore (US$ 119.77 million) in the next five years.
- ChrysCapital has invested around US$ 40 million in Torrent Pharma, expanding its portfolio of healthcare companies and taking up the total exposure in the sector to nearly US$ 300 million.
8. Opportunities Galore

Cities such as Ahmedabad, Baroda, Rajkot, Saurashtra, Kutch, Mundra and Surat are leading the progress path for the healthcare sector in the state. Ahmedabad alone has more than 1000 small and big diversified hospitals providing health treatments with the latest technologies and machines available in the market. According to the Healthcare Practice Division of Frost & Sullivan, South Asia & Middle East, the other major private players in Gujarat’s healthcare sector are Shalby Hospitals, SAL Hospital, Medisurge Hospital and the Krishna Heart Institute. Sterling Addlife India is the largest chain of corporate hospitals in the state. It owns and manages five centres across the state, based in Ahmedabad, Vadodara, Rajkot, Mundra and Bhavnagar. Some of the other groups looking for a share in Gujarat’s healthcare pie are Narayana Hrudayalaya, Bombay Hospital, Artemis Healthcare, Global Hospitals, Cadila Healthcare etc. Furthermore, development is also visible in small cities like Bhavnagar, Jamnagar, Bhuj, Anand and more. “Baroda, Surat, Saurashtra, Kutch, Mundra SEZ Rajkot and Bhavnagar market for tertiary care are expected to grow at a faster rate, due to rise in income levels, increasing adoption of health insurance and rise in complex in-patient ailments (heart diseases, kidney ailments, cancer),” predicts Parwez.

But, what makes the state a prime investment area is the availability of better infrastructural facilities. Over the years, available medical infrastructure and easily accessible healthcare facilities have improved the health of the people remarkably. Government initiatives in this respect have propelled the industry to focus on quality healthcare. All these factors have indeed attracted handsome investments from private players, such as Zydus, Sterling Hospitals, Apollo Hospitals, Fortis (Wockhardt) and the Narayan Hrudayalay Group to name a few.
9. List of Corporate Hospitals in Gujarat

Here is the list of few important corporate hospitals working in Gujarat.

A. Apollo Hospitals International Limited
B. Sterling Addlife India Limited
C. Shalby Hospitals
D. Sal Hospital
E. Hcg Medi-Surge Hospitals
F. Goenka Hospital
G. Care Institute of Medical Sciences (CIMS)
H. Zydus Hospital
I. Rajasthan Hospitals
J. Wockhardt Hospitals

A. Apollo Hospital

Apollo Hospitals, Ahmedabad was founded on the 11th of May 2003. A multi-specialty quaternary care hospital, it is indeed one of the cornerstones of the healthcare infrastructure in Gujarat, setting new benchmarks in quality standards in healthcare delivery. Apollo Hospitals, Ahmedabad provides holistic healthcare that includes prevention, treatment, rehabilitation and health education for patients, their families and clients by touching their lives.

The 234-bed hospital handles an average of 10,000 patients a year. It is the only hospital in Gujarat with a 1.5 Tesla MRI scan. Built over 10 acres of land, the hospital has 68 CCU beds and is the largest corporate hospital in Gujarat. Apollo Hospitals, Ahmedabad is also the second hospital in the Apollo Hospitals Group, performing regular Stem Cell Transplant/Bone Marrow Transplant for various haematological conditions. At least one transplant per month is performed, with over 90% success rate with regard to hospital discharges.

Also, this is the only hospital with a Radiation Oncology unit in the city. This unit has been established and run by a USA based cancer center, CBCC. It is one of the most advanced centers in the country and the technology is on par with any Western center.
Stem Cell Transplantation is an exciting area of medicine. It is a well-established treatment for several cancers and diseases of blood for the last few decades. Dr. Chirag Shah from Apollo Hospitals, Ahmedabad has done the first successful "Autologus Stem Cell Transplant for Acute Myeloid Leukemia" in Gujarat.

The hospital also has state of the art facilities in several superspecialities such as Cardiology, Cardiothoracic surgery, Neurosciences, Orthopedics and Spine surgery

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**B. Sterling Hospital**

STERLING ADDLIFE INDIA LIMITED came into existence with effect from 29.12.2000 as a Limited Company registered with the office of the Registrar of Companies; Gujarat. Sterling Addlife India Ltd is a dominant player and premier healthcare service provider in Gujarat. It has become one of the leading regional
healthcare companies in India. The philosophy of the company remains to be patient centric, follower of ethical medical practices, and a provider of world class healthcare to global clientele. Sterling Hospital, owned and managed by Sterling AddLife India Ltd., is the leading hospital chain in Gujarat.

The specialties in which it provides medical care include: Cardiology, Neurology, GI Medicine, Hematology, Oncology, Reproductive Medicine, Critical and Emergency treatment, Trauma and Orthopedic, Neonatology and General Medicine. Surgery treatments include CVTS-, Neuro- and Onco-surgeries, Nephrology (with Kidney Transplant), GI surgeries and General Surgeries.

Sterling's multi-specialty hospitals have presence in six major cities of Gujarat.
1) Ahmedabad (310 beds)- NABH & NABL Accredited
2) Vadodara (196 beds)- NABH Accredited
3) Rajkot (190 beds)
4) Mundra SEZ (100 beds)
5) Bhavnagar (180 beds)
6) Gandhidham

STERLING HOSPITAL, the company's largest hospital complex in Ahmedabad has 310 beds, 7 major operation theatres and 84 ICU beds. Multiple facilities are also available at Vadodara complex.

Patients treated by Sterling Hospitals come from Gujarat, Madhya Pradesh, Maharashtra, Rajasthan, as well as from abroad.

In 2009 Sterling became the first hospital in Gujarat to be fully accredited by NABH (The National Accreditation Board for Hospitals & Healthcare). Its laboratories were also the first in Gujarat to be accredited by NABL (National Accreditation Board for Testing & Calibration Laboratories).

In 2010, for the second consecutive year, Sterling Hospital had been named the “No. 1” hospital in Ahmedabad based on the latest THE WEEK – IMRB (Indian Market Research Bureau) surveys.
C. Shalby Hospital

Shalby Hospital is one of the leading multi-speciality tertiary care healthcare institutions in Western India. We provide world class treatment for all types of diseases at the most affordable rates. Patients come from all over India and the world for treatment in Shalby Hospitals.

Ahmedabad-based 240-bed Shalby Hospitals, which started as a single speciality hospital giving orthopaedic care, is also on an expansion spree. The hospital is coming up with three new multi speciality hospitals— two in and around Ahmedabad and one in Surat. "We are planning to add 600-700 beds together in all these three hospitals. The construction will start in a couple of months and we plan to complete it within 15-18 months," shares Dr Vikram Shah, Chairman, Shalby Hospitals, Ahmedabad.

Quality

Shalby render the best patient care through a professional approach. We believe in continual improvements in quality of our services. We implement quality improvement programs across all the departments of our hospitals with the aim of offering the best services to our patients.

The quality of our healthcare services has been certified by accreditations bodies like the NABH, NABL and ISO 9001:2008 and recognised by most prestigious awards like the Rajiv Gandhi National Quality Award and many more.

Modest Beginning

Shalby began its journey as a Joint Replacement Centre in 1994 by Dr. Vikram Shah. It has made tremendous progress in this field, as can be seen by the fact that the highest number of joint replacement surgeries done in a single hospital anywhere in the world are done in Shalby Hospitals’ S G Road, Ahmedabad Unit [Main Branch]. Till date, over 40,000 joint replacement surgeries of different types have been done by the in house surgeons of Shalby Hospitals.
Dental Cosmetic & Implantology Centre

Shalby’s ‘Dental Cosmetic and Implantology Centre’ established in 1995 is a state of the art unit in the field of dental implants and all other comprehensive dental treatments. It offers world class dental care in all aspects of dentistry. People from all over the world regularly visit Shalby’s dental clinic for high end procedures, especially dental implants.

A True Multi Speciality Hospital

Other major departments in Shalby Hospitals are Spine Surgery, Orthopaedic Trauma Surgery, Interventional Radiology, Interventional Cardiology, Cardiac & Cardio Thoracic Surgery, Cosmetic Surgery & Cosmetology, ENT Surgery, Plastic Surgery, Oncology (Cancer) and Onco Surgery, Bariatric Surgery, Surgical Gastroenterology, Pain Clinic, Neurology and Neurosurgery, Nephrology, Urology, Kidney Transplant, Paediatric Orthopaedics, Arthroscopy, Sports Medicine, Rheumatology, IVF Clinic, Orthopaedic Cancer Surgery, Health Check and so on. Shalby has supportive support services departments like Pathology, Microbiology, Radiology and Physiotherapy.

Stem Cell therapy is available for incurable heart diseases and a vascular necrosis in bones.

Expansion

Shalby now has multi speciality hospitals in Ghuma [Ahmedabad], Vapi [Gujarat] and Mapusa [Goa]. The 30 bed hospital where Shalby began now houses a state of the art Assisted Reproductive Technologies [IVF] centre.

Shalby offers OPD services in all major cities of India like Mumbai, Delhi, Kolkatta, Surat, Vadodara, Jaipur, Jodhpur, Indore and in African countries like Kenya [Nairobi].

Future

It is the vision of Shalby to continually improve and grow and fulfil its mission ‘TO PRESERVE AND SUSTAIN QUALITY HUMAN LIFE’.
Chairman's Message

Our objective is to provide high quality healthcare to people across the world. We aim to improve the quality of life of patients through compassion and dedication. We are geared to offer the best of healthcare services at competitive costs to people from across the globe. We are proud to have put Ahmedabad on the medical tourism map.

D. SAL Hospital

"Healthcare with human touch" is the central theme at SAL hospital for fast and happy recovery of its patients. SAL hospital is an internationally accredited, multi-specialty hospital located in Ahmedabad, Gujarat, India. Founded in 2001, today it is one of the largest private hospitals in Gujarat with 300 beds and over 10 specialty centers. SAL Hospital offers state-of-the-art diagnostic, therapeutic and intensive care facilities in a one-stop medical center. Out of 300 beds 75 beds are dedicated for ICU's.

SAL serves over a 10,000 patients annually. The hospital serves array of patients including domestic patients from Gujarat & neighbouring states, VIP's including people from rich business class and Government employees, many expatriates and international patients who live in UK, USA and nearby countries also come for the treatment. English is widely spoken at SAL.

Chairman's message

Healthcare with human touch is the theme which Shri Rajendrabhai transforms to its employees and doctors in the hospital for better patient care, with world class medical infrastructure and facilities.

Hospital Accreditation

ISO 9001:2008

NABH

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation program for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. SAL hospital has completed pre-assessment for National Accreditation Board for Hospitals (NABH)

NABL

The National Accreditation Board for Testing and Calibration Laboratories (NABL) undertakes the assessment and accreditation of Testing and Calibration Laboratories, in accordance with the international standard ISO / IEC 17025 and ISO 15189. SAL Hospital & Medical Institute has acquired NABL Accreditation.

Bio-Rad EQAS

Bio-Rad EQAS provides an independent assessment of testing procedure of a laboratory and helps generate international quality reports for better patient management. SAL Pathology & Diagnostic Centre regularly participates in Bio-Rad EQAS (External Quality Assurance Service program)

E. HCG-Medisurge

HCG Multi Specialty Hospital was launched in the year 2003. Established on the principles of compassion, caring outreach and community partnership, HCG Multi Specialty is serving wide-ranging medical needs of Gujarat as well as western India with the highest level of know-how and healthcare across the region.

An exceptional centre of excellence, HCG Multi Specialty Hospital, a 125 bedded hospital, is a part of ‘Health Care Global group (HCG)’, having its presence at 20 locations spread across South-East Asia.

Combining the expertise of our specialists with the latest technology, has enabled us to deliver exceptional quality healthcare at reasonable costs. The team of doctors at HCG Multi Specialty Hospital, are best in their fields with a vast experience in the disciplines of medicine.
Team HCG Multi Specialty is dedicated to make the stay of patients comfortable and a positive one. This is possible only because of the trust and confidence the patients have put on us over the years.  

24X7 Emergency & trauma care

- Round the clock world-class trauma care provided through medical experts.
- ICU on wheels equipped with ventilator to transport critical patients. Well-designed emergency wards managed by a team of casualty medical officers.
- Delivering the entire spectrum of care from assessment & treatment to rehabilitation.
- Advanced emergency management system that can manage road traffic accidents, stroke & industrial accidents.
- Fully equipped for undertaking medico-legal cases like road accidents, burns, poison, stab injuries, gunshots etc.

Critical Care Units

- 13 bedded CCU & 8 bedded SICU
- Equipped with monitoring systems, ventilators, bipap & defibrillator
- Ideal nurse to bed ratio, well trained nursing staff & Registrar.

Specialties

- Accident & Emergency
- Anaesthesiology
- Obesity (Bariatrics) & Metabolic Surgery
- Cardiology & Cardiothoracic Surgery
- Critical Care
- Dentistry
- Dermatology
- Diabetes & Endocrinology
- E.N.T.
- Endoscopy
- Gastroenterology
Bholaram Education Society was established in 2004 with a clear vision to provide education which creates curiosity & values of teamwork. It is managed by professionals having expertise in various fields. Bholaram Education Society spreads its wings by enhancing the level of education by entering into medical education and health care. With this clear vision in mind the trust has decided to start 102 bedded hospital in a rural area of Gujarat near capital Gandhinagar on Pethapur - Mahudi Road, Piplaj linked with Dental College. The hospital aims to serve the surrounding population of 14 lacs. The ultimate goal is to take this institute's name to a national level and boast Gujarat medical tourism.

Goenka Hospital is having ultramodern infrastructure with state of art facilities, equipments, trained, educated and dedicated medical and paramedical staff. Hospital
is equipped to cater all kind of medical, surgical and accidental emergencies. Goenka Hospital is made to serve all socioeconomic class of population. We have following facilities with following bed allocation.

Hospital has total four OT out of them two major Operation Theatre with laminar air flow, 5 para monitor, imported OT light and Table with all attachments. One dedicated OT will take care of Gynecological and Obstetric Surgeries. Casualty Department has got one OT fully equipped for emergency operations. Our Multispecialty Hospital will have full time experienced, dedicated and highly qualified Physician, Surgeon, Gynecologist, Orthopedic, Anesthetists, Pediatrics and round the clock medical officer and ICU registrars. Hospital will have visiting consultants in the specialty of Ophthalmology, Dermatology, etc.

Hospital has own Pathology, Microbiology, Biochemistry, Histopathology, Serology and Immunology Laboratory for routine and higher end investigations. Blood storage centre will be there for the need of whole blood and components. Laboratory has hi-tech equipments to cater our patients. Hospital has Radiology department with digital X-ray, Ultrasound machine, Colour Doppler, 2 D Echo and CT scan facility. Allied facilities include OPD and Health check up. Two Ambulance including one GPRS enabled ICU on Wheel.

Hospital is committed to provide high standards of medical care with emotional touch at affordable cost to surrounding population.

G. CIMS Hospital

CIMS Hospital is a 191-bed multi-super specialty hospital accredited by NABH (National Accreditation Board for Hospitals & Healthcare Providers) and NABL (National Accreditation Board for Testing and Calibration Laboratories). CIMS Hospital is located in Ahmedabad on the Science City Road in the state of Gujarat in India. CIMS Hospital prides as itself one of the best hospitals in India.

Spread over 17000 sq. yards, CIMS Hospital is a spacious, state-of-the-art building (with courtyards and atriums – not seen anywhere else in India) designed to provide
medical services and nursing care of the best and highest standards in all branches of medicine and surgery.

CIMS Hospital is a union of the best medical minds and the latest technology backed by an excellent infrastructure to deliver superior medical care and treatment to its patients.

CIMS Hospital is one of the finest world class hospitals in India offering world class diagnostic, medical and surgical facilities. CIMS Hospital is equipped with the latest diagnostic and interventional equipment to take care of in-patient, out-patient and day care of the patient in the most professional manner.

At CIMS Hospital, we are a team of medical, para-medical, nursing, volunteer and administrative staff working in close co-operation to take care of the patient in a compassionate manner.

Based on hundreds of reviews, a massive majority of the patient and their relatives feedback over the internet as well as through letters collected over the years, we have found a very strong indication that -

"CIMS Hospital is the best hospital in Ahmedabad. CIMS Hospital is now considered the best hospital in Gujarat and more recently CIMS Hospital is considered as a potential best hospital in India."

**H. Zydus hospital**

Zydus Cadila is a fully integrated, global healthcare provider, with strengths all along the pharmaceutical value chain. With a core competence in the field of healthcare, Zydus Cadila provides total healthcare solutions ranging from formulations, active pharmaceutical ingredients and animal healthcare products to wellness products. Zydus is the only Indian pharma company to launch its own patented NCE – Lipaglyn, the world’s first drug to be approved for the treatment of diabetic dyslipidemia.

The group’s origin can be traced to 1952 when it was founded by Late Mr. Ramanbhai B. Patel, a first-generation entrepreneur and one of the stalwarts of the Indian Pharmaceutical Industry. In 1995, the group restructured its operations and
Cadila Healthcare came into being under the aegis of the Zydus group. Zydus Cadila, today, is spearheaded by Mr. Pankaj R. Patel, the Chairman and Managing Director of the group. From a turnover of Rs. 250 crores in 1995, the group posted revenues of Rs. 6300 crores in FY13. The group had posted a turnover of Rs. 4600 crores in FY 11, making it a billion dollar company. The group was declared as the ‘Emerging Company of the Year’ by the Economic Times Awards for Corporate Excellence 2010. In January 2014, Mr. Pankaj Patel was conferred the India Innovator Award 2013 at the India Business Leaders Awards instituted by CNBC.

I. Rajasthan Hospitals

The Gujarat Research & Medical Institute (Rajasthan Hospitals) is a Charitable Trust registered under Bombay Public Trust Act, 1950. It provides medical relief by way of medical research, medical treatment and medical education.

At present the Operational Bed Capacity of the Institute is 250 Beds which includes, Economic bed, Special room, Deluxe room, Deluxe Suite and separate intensive care treatment unit for trauma, critical care, post surgical intensive care, pediatric and neonatal intensive care unit.

The Gujarat Research & Medical Institute (Rajasthan Hospitals) is a charitable trust, founded and registered in the year 1982, when the then members felt dearth of specialty health care facilities in and around the city of Ahmedabad and more so in Gujarat, Rajasthan and Madhya Pradesh. The trust aims to provide high quality health care and medical facilities and contribute to the advancement of knowledge in medical science by conducting research and providing training and educational facilities in the field of medicine.

It started on 15th November, 1984 with basic general healthcare facilities of outpatient consultation and 50 indoor patient beds. During the past three decades or so, the Institution has grown into

1. 250 bed multidiscipline, super specialty tertiary health care centre providing succor in nearly all disciplines of medical science including alternative sciences under one roof, without distinction in caste, creed or religion
2. Recognized Post-Graduate diploma for Critical Care Medicine.
3. Recognized Nursing School and Nursing College
4. Recognized Scientific Research Organisation (SIRO)

The journey has been of achievements through vision and resolute efforts encompassed by compassion, the leverage of our key strengths being the revered donors, selfless executive body, highly educated and experienced professionals, devout staff, compassionate practices and quality processes.

The Institution is a proven pioneer in health care not only in Ahmedabad but in whole of Gujarat and in certain aspects in the whole of western India. Its facilities are boon to the people of this part of the country. It has an enviable record of patient care. A neat, hygienic and comfortable infrastructure is maintained by sincere and courteous staff that provides sensitive service with a smile.

All facilities are provided 24 x 7 by qualified Doctors and Nurses trained in India and abroad. To aid in diagnosis and treatment the Institute has its own investigation facilities supported by latest & quality medical equipment. For surgery we have an operation theatre complex having modular operation theatres with hepo filters, central oxygen and suction, pendants, LED surgical lights, electronic operation table and equipped with modern medical equipment. The complex seamlessly opens in the state of art Post-Operative Care Unit and the Surgical Intensive Care Unit.

All treatments are provided by qualified and expert Doctors’ trained in India and abroad, committed to patient care with compassion. The treatments provided include management of complicated and critical patients. Many difficult and rare cases are reported in national and inter-national journals. The trust has invested substantial amount in research and development. Findings of such research work have been recognized as original articles by reputed national and international journals. Various research programs are ongoing.

The Institution continually strives to upgrade its human resources, technology and quality processes. Scientific symposiums, workshops, seminars, continuous medical education programs are regularly held. The quality processes and standard operating
procedures are continually upgraded and redefined. Adoption of latest technology and equipment has become a habit.

In doing all this, the commitment to compassion continues. The super specialty treatments are provided at rates affordable to common man with special assistance to the poor and needy patients. The outdoor patient consultation is nearly free. Artificial prosthesis -Jaipur foot and limbs, are provided free to all handicapped patients. Free and concessional camps for diagnosis and treatment of various ailments are continuously held at various places throughout India.26

J. Wockhardt hospital

Wockhardt Hospitals, entered into a public-private partnership (PPP) agreement with the Government of Gujarat to manage Palanpur Civil General Hospital.

Commenting on the agreement, Habil Khorakiwala, chairman of Wockhardt Hospitals, said, "Wockhardt will bring in its professional expertise in managing the civil hospital at Palanpur."

Under the agreement, Wockhardt Hospitals' objective will be to run the free and charitable Palanpur Civil General Hospital efficiently within the allocated budget, besides providing patients treatment and facilities at tariffs fixed by the government.

For this a Special Purpose Vehicle (SPV) 'Rogi Kalyan Samiti' will be created and will have three nominees from the government. The agreement will be initially for 10 years, to be renewed for another 10 years by mutual consent.

Wockhardt Hospitals will appoint a hospital administrator to handle the day-to-day functioning of the hospital and all the existing staff will report to him.

The agreement was signed in the presence of chief minister of Gujarat, chairman of Wockhardt Hospitals Habil Khorakiwala and other top officials of the Gujarat government. The Palanpur Civil General Hospital is a 275-bed hospital based in Himatnagar district of Gujarat.

According to the state government, this initiative is for the development of healthcare infrastructure at the grassroots, for the progress of Gujarat. The state government
believes that this public-private partnership model adopted for Palanpur would become a role model for other states across the country.

According to Khorakiwala, Wockhardt Hospitals is on the verge of commissioning its super-speciality hospital in Rajkot and a heart hospital in Surat.

Presently, it runs a cluster of super specialty hospitals in Mumbai dedicated to cardiology, neurology, orthopaedics, ophthalmology and minimal access surgery. It runs dedicated super speciality hospitals in Bangalore, Nagpur, Rajkot, Surat, and Hyderabad and a super speciality kidney hospital in Kolkata.

**K. Narayana Hrudalaya**

In 2001, Dr. Devi Shetty Chairman - Narayana Health stepped in to make a difference to the Indian healthcare and he put into place a dream hospital project called Narayana Hrudayalaya that started modestly with 225 beds in Bangalore and went on to become a Health City with 3000 beds currently. In little over a decade the Narayana Health group grew exponentially into a multiple location hospital network with 26 hospitals across 16 cities in India with nearly 6900 beds as on date. From a truly humble beginning from one man's passion that ignited this spark, the hospital network currently caters to 80,000 patients per month and performs 3500 surgeries.

The Narayana Health network today has hospitals in Bangalore, Kolkata, Jamshedpur, Raipur, Jaipur, Ahmedabad, Hyderabad, Guwahati, Durgapur, Shimoga, Mysore, Dharwad, Davangere, Kolar, Kuppam in addition to its international subsidiary in Cayman Islands, North America. Two units of NH, Narayana Institute of Cardiac Sciences, Bangalore and Narayana Multispecialty Hospital, Jaipur are JCI accredited and 4 others are NABH accredited.

Narayana Health (formerly known as Narayana Hrudayalaya) founded by Dr. Devi Shetty has its flagship hospital in Bangalore at NH Health City, houses India's largest Bone Marrow Transplant Unit at Mazumdar Shaw Cancer Centre, Dialysis units and has tertiary care expertise in Liver, Kidney and Heart transplants. One of the world's largest heart hospital, we have performed the largest number of successful paediatric heart surgeries in the world. The group has one of the largest telemedicine networks in the world.
Milestone Achievements

- Conducts 40 heart surgeries every day
- Expertise in liver transplants on babies less than 10 kg weight with 95% success rate
- First heart hospital in Asia to Implant an artificial heart
- Performed combined kidney and pancreas transplant, offers formal training program for paediatric cardiac surgery
- Narayana Foundation conducts 61 training programmes and is short-listed by the University Grant Commission (UGC) for the status of a Deemed University
- Thrombosis Research Institute, Bangalore a division of Narayana Health is working towards discovering a vaccine to prevent heart attack. The Institute has come up with markers to diagnose heart disease early\(^\text{28}\).
10. Reference

15. http://shalby.org/about.php
23. http://www.cims.me/