

Topic : **Quality in Healthcare**

Speakers : **Dr. Nanda Kumar Jairam**  
Chairman and Group Medical Director,  
Columbia Asia Hospitals, India Pvt. Ltd. Bangalore

Venue : Wing - 11 Committee Room , IIMA

Day & Date : Tuesday, September 08, 2015

Time : 3.15 P.M. (After an informal interaction over tea,  
the Seminar will begin at 3.30 P.M.)

## Abstract

The health care scenario in India is changing rapidly. There is a change in the disease profile, an ever increasing difference between rural and urban India and an increased interest in investments into health care from private players. Further there are issues in terms of manpower and skilled work force. Other issues of inadequacy in health delivery, including inadequate or poor infrastructure remain. Further and prominently quality of delivery has not been evaluated nor given the prominence it deserves.

Quality in health care is a very important concern as it deals with human lives. The assessment of quality requires many facets which need to be covered. This includes commitment, authentic information, a RCA, and closure to be effective.

There are many parameters to define quality in health care. While these imply appropriate clinical practice they would also address standard practices, patient safety, outcomes, patient satisfaction, HR practices, CME's, training and upskilling, governance, accreditation, adherence to regulatory requirements amongst others.

Does quality healthcare mean increase in costs? This is often debated and clearly there is evidence to show that ultimately quality care implies control of costs.

Indian Health care is cost effective relatively speaking. However medical inflation is real and costs can spiral if there is arbitrary use of technology. However using technology appropriately enhances quality and curtails cost.

The journey to establish quality in health care in India is just beginning. This long and arduous journey has many obstacles. Persistence and pushing for quality practice is a dire need.

## Speaker's Profile



### **Dr. Nandakumar Jairam**

Dr Nandakumar Jairam currently is the Chairman and Group Medical Director for Columbia Asia Hospitals in India. He continues to function as a Consultant Colorectal and General Surgery for Columbia Asia as a member of the specialty surgeons group. He is the Chairman of the NABH under the auspices of QCI (Quality Council of India), and Chairman of the health services committee of FICCI. He is the founder member of NATHEALTH and GAPIO as well as the founder trustee for Terry Fox foundation Bangalore until its existence. He founded Krishna charitable trust.

He is also responsible for the development of the self -help group for Ostomy patients, and was the Vice President of Ostomates, India until 2007. He was the Chairman, Health CII institute of quality from 1999 for a period of two years. He also led the delegation of health professionals as its Chairman, to England under the Indo UK partnership treaty. From 1996 to 1998 he was the Medical director of Mallya Hospital, Bangalore.

He was secretary of a charitable hospital the Dhanavanthri Hospital between 1997 and 2000. Between 1980 and 1994, he served at St John's Medical College and Hospital firstly as lecturer, later as assistant professor, associate professor, Professor and head of Surgery and member of the Board of administration of SJMCH.

Dr Nandakumar Jairam is trained in colorectal and Minimally Invasive Surgery. He has spent time in the UK and the USA. He attended a course at St Marks Hospital in Colorectal surgery in 1986. He is an alumnus of Bangalore Medical College, National College, Basavanagudi and Bishop Cottons School, Bangalore, India. He has been an examiner for MBBS and the MS examinations of several Indian Universities and he was also an examiner for DNBE in surgery and inspector for the National Board. He has several papers including publications in the prestigious British journal of Surgery and presentations to his credit.