

# CEO's Perspective on Healthcare Delivery




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# Mind our Mind

'The way your employees feel is the way your customers will feel' - Sybil F. Stershic

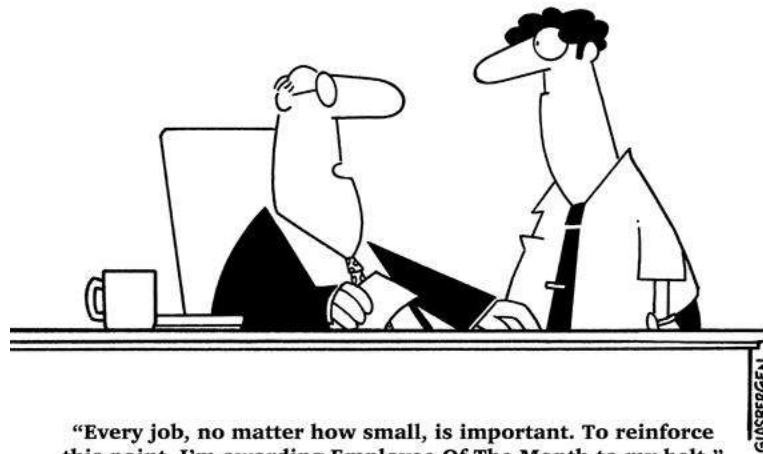
Eg. My visit to shops; sarees, govet offices, old gen banks, airlines, etc..



' The way your staff feel  
about your hospital is the way  
your Patients feel about the  
Hospital'

# Everybody's performance is Important in Healthcare ecosystem

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[www.glasbergen.com](http://www.glasbergen.com)



# Key Differentiator for Hospital

\*\*\*\* People \*\*\*\*



## Unwavering Quality Focus

Complaints that I hear:- Safe for the patient as the conscienceness is increased



Quality is not bringing  
sophistication; but  
enhancing safety care with  
**Personal Touch**

Stationery Heaven

An open book with two blank, aged, cream-colored pages. The book is bound in the center, and the pages show signs of wear and discoloration. The dark cover of the book is visible around the edges. The word "Patient" is printed in a large, black, sans-serif font on the left page, and the word "Experience" is printed in a smaller, black, sans-serif font below it.

Patient

Experience

Most infectious act in hospital?



Smile and be pleasant;  
walk with passion; 😊



# Keep it Affordable

Dr. Adenwalla; Bill of a poor patient;

further investigation followed  
medical school taught  
Patient history, Observation,  
Palpation, Percussion,  
Oscultation.

Diagnositc tool based /  
Technology intervened vs  
personal touch base.

spent a decade in tech. not  
against tech.'intervene  
technology and tools when  
needed only and not for luxury

An open notebook with two pages visible. The left page has the text 'Top line' at the top, 'Vs' in the middle, and 'Bottom Line' at the bottom. The right page has the text 'Increasing revenue' at the top, 'vs' in the middle, and 'Focus on decreasing cost' and 'Operational efficiency is the KEY' at the bottom. The notebook has a dark cover and the pages are a light cream color.

**Top line**

**Vs**

**Bottom Line**

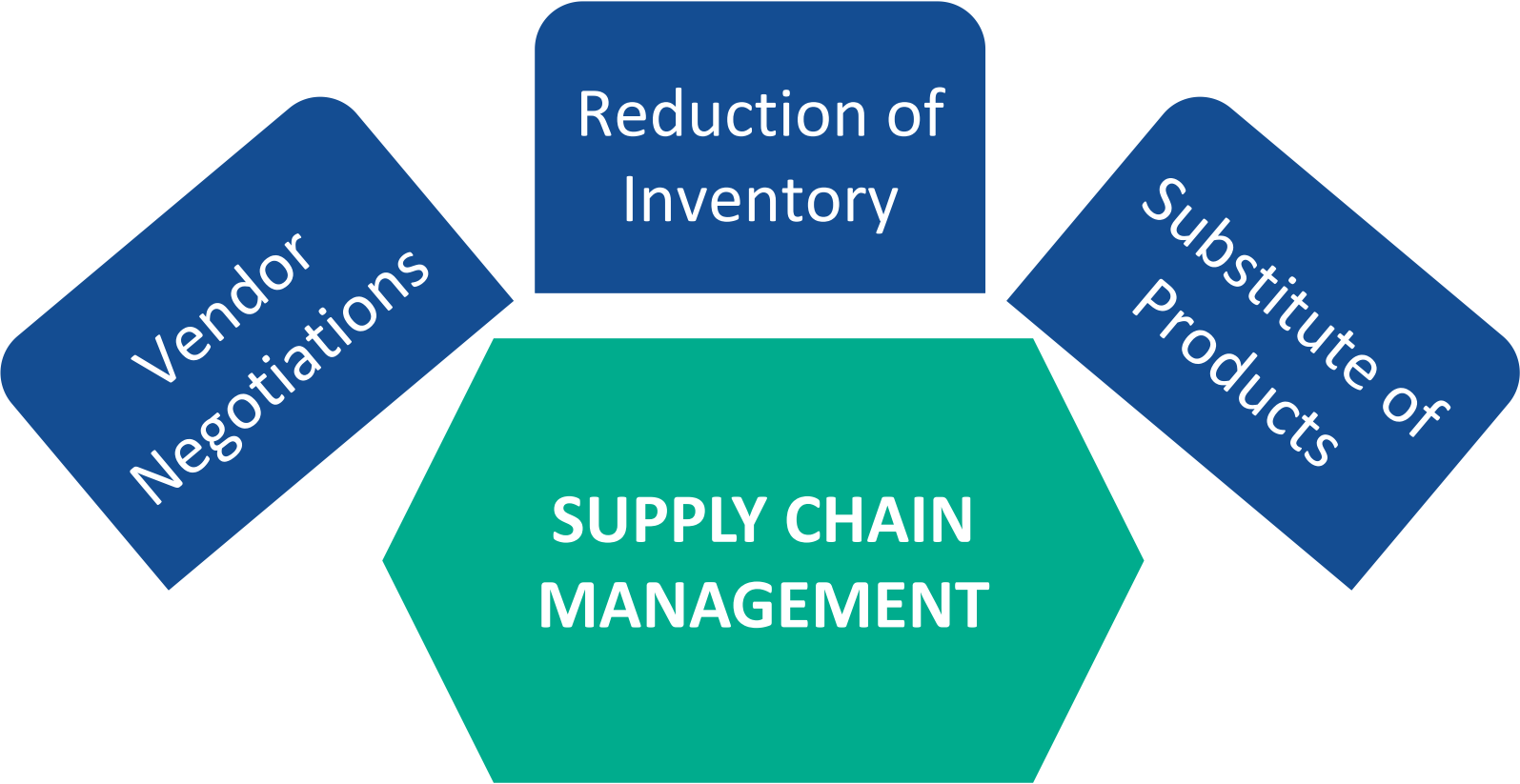
Increasing revenue

vs

Focus on decreasing cost

Operational efficiency is the KEY

COST EFFICIENCY



# COST EFFICIENCY



Costing  
of  
services

Surgical  
packages

ARPOB

COST EFFICIENCY

**MANPOWER RIGHT SIZING**

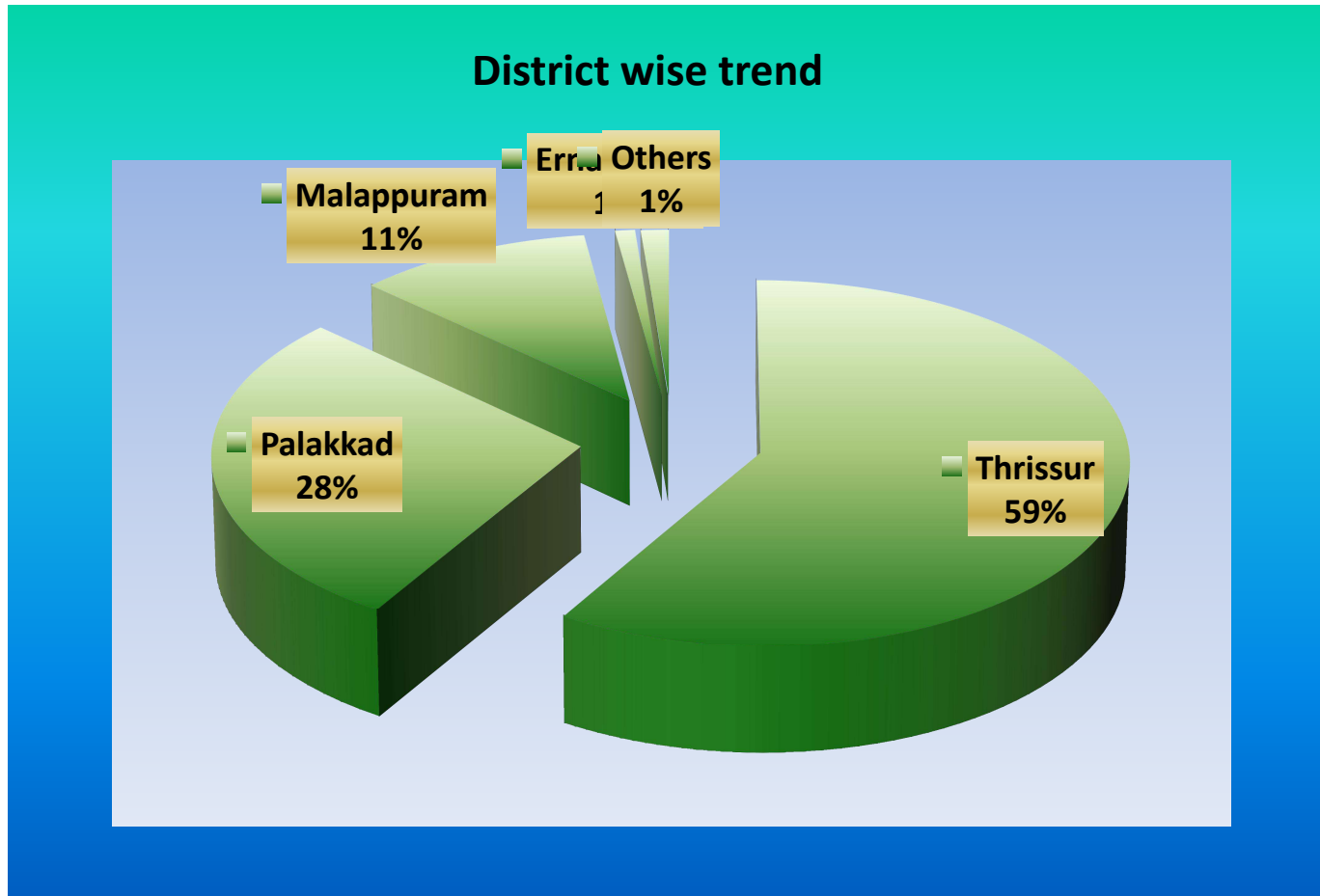
Bed ratios

HSSC

Nursing Unions

NABH

# Data driven decision making process



**\*\* Period : April 2013 to Jun 2014**

CEO be a Servant  
Leader

Influence



