Close to one of India’s most vibrant cities, Mumbai, Hiranandani Hospital has in just ten years joined the top ranks of Indian healthcare providers. Thanks to hands-on help from BT, it’s already seen as a beacon of advanced medical practice. And it’s got a string of prestigious awards to prove it.

Chief executive, Dr. Sujit Chatterjee, knew of the transformative impact of BT’s work with Britain’s National Health Service. He needed a strong partnership to help create an ICT infrastructure that would stand the test of time: from a company as familiar with evolving technologies as a top surgeon is with the intricacies of the human body.

"With BT, there’s a good fit. We get on as people; they understand where we’re coming from and what our vision is. They’re very well entrenched in the NHS and in the field of technology in general."

Dr Sujit Chatterjee, Chief Executive, Dr L. H. Hiranandani Hospital
Community hospital transforms into icon of modern medicine

Challenge
The Dr. L. H. Hiranandani Hospital was set up by property developers, Mr Niranjan and Mr Surendra Hiranandani, to honour their father’s pioneering work in medicine and humanitarian causes. Opened in 2004, it originally had 130 beds to serve the burgeoning population of Mumbai’s suburbs, including those living in neighbouring Hiranandani Group developments.

The brothers wanted to turn the facility into one of India’s most advanced healthcare facilities. The next phase would see the hospital offer a full range of advanced services running over an ICT infrastructure scalable and flexible enough to keep up with innovative medical applications for the next 15 to 20 years.

Dr. Sujit Chatterjee, chief executive at Hiranandani Hospital, says: “As far as the field of medicine is concerned, I can tell you the roadmap for the next ten years. But in the field of information technology, we require guidance. We need people we can depend on, who will take us through the processes of what we’re doing now and advise us for the future.”

The Hiranandani Hospital network would have to be able, for instance, to support transport of images from CT and MRI scans or x-rays, enabling a surgeon to access them on screen in mid-operation. The hospital wanted integration of medical data from multiple machines for an all-round view, with digitized medical records securely accessible in the hospital or at a patient’s home if necessary. Furthermore, second opinions from remote experts had to be available at the push of a button.

Solution
Several companies were evaluated and BT was chosen for its outstanding expertise in the medical technology needed to meet the hospital’s aspirations. BT showed that it knows how to use healthcare informatics to make clinical processes faster and safer, with better outcomes and improved patient experiences.

“We never felt any hesitation in explaining to them what we needed,” says Dr. Chatterjee. “Now, I meet with the BT team every week at our project meetings. And my IT team also interacts with BT very, very regularly. Certain questions come up frequently and so, even without my knowing it, my team will work with BT to resolve the issues.”

In a vast country like India, the ability to take into account the views of remote medical specialists is invaluable. With the help of BT, Hiranandani Hospital can now use video conferencing to consult with expert clinicians in places like Chanai, Thane, and Powai, to name but a few. “That’s something that’s quite phenomenal, and the patient’s going to see huge value from it,” says Dr. Chatterjee.

Value
One sign of collaborative success is that the hospital has almost doubled its bed count, from 130 to 240. That growth has been coupled with an expansion of patient services meaning, for example, the hospital is now able to offer organ transplants. In medical jargon, it’s grown beyond tertiary to quaternary care. The achievement of teaching hospital status is another bonus.

“With BT our skills are complementary and we respect each other.”

Public recognition has come by way of a prestigious award from India’s National Accreditation Board for Hospitals and Healthcare providers (NABH). So far, Hiranandani Hospital is one of only eight hospitals in India to have attained this standard, and the NABH later singled out the hospital’s Department of Laboratory Medicine and its blood bank for separate acknowledgment.

The quality of its healthcare is such that without advertising, the hospital has received much interest from abroad. People check the website and like what they see. “In India, we have over a billion people, so there’s no need to invite people in from overseas,” says Dr. Chatterjee. “Our job is to care for our communities; Hiranandani Group plans to build more housing and its new residents will need hospitals too.”

The hospital has also won a Tata Power Energy Conservation Award. Today it’s seeking an international rating for Leadership in Energy and Environmental Design – developed by the US Green Building Council and coveted round the world – by going increasingly paperless. BT is well qualified to support a greener profile for businesses large and small.

The BT contribution shows most clearly on the medical front line, however, where patient care is actually delivered. “What the future holds is that medicine will be taken closer to the people it serves,” concludes Dr. Chatterjee. “For example, patients will be able to securely download MRI scans at their homes. The added value BT brings to the table is enormous.”