We also continue to make our hospital systems more transparent and interactive for patients.

How does Fortis operate with excellence to achieve quality with low cost? What are you focusing on to drive the next stage of innovation?

It is important for us to standardize our processes and systems, so as to deliver services in a predictable manner that are consistently of good quality. Our aspiration, to set up a large network of hospitals, must be accompanied by a strong focus on developing and running processes that are replicable and scalable. In a sector that is not well-organized in our country, this approach would not only generate patient loyalty but also be a significant differentiator.

Consequently, there has been a lot of management focus on standardization and effecting improvements. All hospital processes have been studied by relevant internal experts and reengineered to become efficient and repeatable, and supported by a rigorous measuring and monitoring system. The scorecard is shared widely and the bar continues to be raised through a process of continuous improvement. We are able to manage efficient turnaround of our assets and deliver with respect to our promises regarding consistently low discharge time, fast emergency response time, issuing of radiology and pathology results interactive for patients.