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DR. RAVI P SINGH IN NAMS 2018

I am thankful for inviting me for this convocation. I congratulate Dr. Joshi, the president and the president elect for organizing this NAMS Convocation in Puducherry for the first time and giving us the opportunity to see this wonderful university with so many programs and specialties in Healthcare.

I had been thinking about the discussions we had in Dean's chamber prior to coming here on how to connect profession to academics. I was a student of BANARAS HINDU UNIVERSITY, even our president elect is from the same university and we come from a university which was started by Pt. Madan Mohan Malviya ji. We have seen how an idea like a small seed can germinate into something which the world now recognizes with awe and respect.

We all should make sure that researchers and Ph.D students inculcate the habit of writing as Dr. Joshi said and we all who have been honored here must commit to contribute to research in India and mentor the next generation. Though many in India still want to do research, the ecosystem of research is not very strong in India. Medical professionals doing research should be promoted because Indian healthcare requirement in a tropical environment is in many cases very different than the rest of the world. As the Secretary General of Quality Council of India, I would also want to leverage the potential of this august house as well as the organization NAMS to improve healthcare services delivery and make the medical services available at an affordable cost to all, without any discrimination.

Recently, we were assigned a task of verifying in a small health care organization, which was paneled under government schemes. The client wanted us to audit that place and to verify whether the cost of care charged by the hospital was legitimate or overcharging was happening. A panel of three doctors were sent to audit which made me realize that at some level academics have to learn the art of costing and understand the ground realities of the healthcare Industry. Only then can we think of finding a solution to many ailments which we see in the sector.

Only 7% of health care organizations in the public sector have taken an assurance of quality and gone through the rigorous process of accreditation. This has happened primarily because of not able to comply with the norms of manpower in terms of support for care. When we went around many nursing colleges for G to G negotiations for market access to nursing professionals across the boundaries, we could get only one quality Nursing Institute which was worth the salt of quality. We are unable to create the human resources and are still at the deficient level of 627 doctors / 1 lakh population. But yet in last 20yrs, no other country has changed the many indices in healthcare so strongly that India has! This shows that we are doing something clearly right and this needs to be protected and promoted in the future. We should always honour the best, but at the same time we need to check on the affordability of medical education as well. Private setup is necessary for India and I am happy that there are some effort to make Medical education affordable for the bright and committed.

I need this organization to do a few things with us. We have got engaged in 2 very important government schemes "AYUSHMAN BHARAT" and the other is that IRDA has asked us to certify more than 20,000 small health care organizations within next one year. It can't be done unless I have good, ethical and moral people who go to small health care organization and report to me their compliance to the certification standards. I don't want good inspectors but want good mentors who can identify a good hospital and hospitals that can be improved over a period of time. In "AYUSHMAN BHARAT", if your hospital is certified for pre-entry level, it is eligible to get 10% more than the package rates assigned by the government. On full accreditation it can get 15% more than the package rate decided by the government for different procedures. This is good enough incentive for the hospitals to come forward for NABH accreditation.



The other most important thing is to build in capacity to promote quality by conducting CMEs and we at NABH continuously strive to connect with like-minded organizations to conduct awareness programmes and POIs. Whatever experience or knowledge we have gained should be transferred to the next generation through such national initiatives.

I would be grateful, if the panel comes up with a plan on improving the quality of the health services in India, and Dr. Saroj Chooramani Gopal will be able to discuss it further with us and take it forward. In next one or two years we can show what we did here, stands out in the history of this organization and our collaboration would be a shining example for improving the healthcare in the country.

THANK YOU VERY MUCH AND GOD BLESS YOU!!!

A handwritten signature in black ink, appearing to read 'R. P. Singh', is written over a horizontal line.

**(Dr. Ravi P Singh)
Secretary General**