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I feel extremely fortunate and grateful for the chance to shadow Dr. Devi Prasad Shetty, the visionary founder and Chairman of Narayana Health (NH), for a day and I would like to thank ISB for providing me with this opportunity. NH is a pioneering healthcare group dedicated to making private healthcare, accessible and affordable in India through economies of scale.

I'd like to share some of the key takeaways and insights I gained from this enriching experience.

- The morning began with Dr. Shetty consulting over 20 heart patients, meticulously explaining their conditions, the functioning of the heart, and the recommended procedures. What struck me most was his commitment to ensuring that quality healthcare is within reach for all. For several patients who could not afford the treatment, he extended financial assistance through NH's innovative business model, exemplifying his mission to apply the "Walmart Approach" to healthcare.

- Dr. Shetty firmly believes in the transformative power of technology in healthcare. NH has developed its own intelligent healthcare application, designed to enhance care delivery and provide a seamless patient experience. This platform enables doctors to access everything they need digitally, streamlining workflows. Dr. Shetty shared that he completes his ICU rounds in under an hour using a tablet in his house, a testament to the efficiency that technology can bring to healthcare. He envisions a future where patients may not need to physically visit doctors, as the digital world continues to evolve.

- Recognizing the skewed access to private healthcare, Dr. Shetty emphasized the importance of health insurance for all. In line with this vision, NH has established a groundbreaking health insurance scheme for 1.7 million farmers and their families in Karnataka, ensuring that affordability is not a barrier to receiving quality medical care.

- Dr. Shetty believes that just like pilots are rigorously trained in cockpits, nurses and paramedics need to be trained to provide direct care and contribute to decision-making in healthcare. In this aspect, NH facilitates 37 programs for training nurses and paramedics, equipping them with the necessary skills to play a crucial role in delivering quality care. Furthermore, Narayana Health involves patients' companions and caregivers by providing them training to assist with aftercare. By educating these accompanying individuals on the specific care requirements, NH aims to facilitate a continuum of quality care even after the patient is discharged.

I want to conclude my post by highlighting Dr. Shetty's guidance on the importance of preventive care, stating that it is essential for every human to get a health check-up twice a year. By doing so, potential health issues can be detected and addressed early on.