

INNOVATIVE PRACTICES

Study shows there have been noticeable developments in India's health care sector.

Management structure of hospitals:
led by physician executives

Price discrimination by service providers:
to target multiple segments of the ever-changing Indian population

Quality in a fixed-price model:
allows patients as payers (in the absence of insurance) to shop for medical procedures

Efficiency in supply and delivery chains:
by reengineering service delivery models to maximize use of capital equipment

Engineering perspective on service management:
for instance, continuous measurement and comparison of data across facilities

Competing on quality and paying for mistakes:
quality assurance and improvement are integral to business models which minimize adverse events, reduce cost