

2014 MARKS THE ENTRY OF JAPANESE HEALTHCARE INTO INDIA AT BANGALORE

Kirloskar brings Japanese healthcare to India by joining hands with Toyota Tsusho and Secom hospitals Japan – **Sakra World Hospital**

300-BED MULTI-SPECIALTY HOSPITAL



>> State-of-the-art ICU beds

Sakra World Hospital is a 300-bed hospital, providing healthcare across all specialties such as neuro sciences, cardiac sciences, ortho sciences (bone and joint), women and child care, digestive and hepatobiliary sciences, renal care, emergency and trauma care among others.

There are 12 integrated modular operation theatres (OTs) with cutting-edge, state-of-the-art technologies like OR integration solution that features video input recording, saving and displaying from a range of sources like surgical camera, peripheral camera and MIS camera. The OT complex has a dedicated world-class hybrid OT, featuring an advanced bi-plane cathlab and a fixed column OT table with common iso-centre for high-precision surgeries. The procedures using bi-plane cathlab, enable visualization of smaller body parts like thin vessels of the heart and facilitates intra-operative 3D imaging.

The 80 ICU beds are supported by high-end equipment with a central monitoring system. This facilitates quick and easy collection / access and transmission of patient's data to any department in the hospital network. There are dedicated isolation rooms for patients who are highly infection prone.

The 24-hour level 1 emergency and trauma care unit, the first of its kind, is top-notch. To enhance the response time for medical emergencies, the triage area (casualty), resuscitation area (revival), ICU and OT are all located on the same floor. The emergency bay has a mini lab / static lab facility with critical equipments such as blood gas analyzer, cell counter etc., to empower doctors in taking quicker and better informed decisions.



>> First-of-its-kind "H" shaped - Sakra World Hospital

From a "pensioners' paradise", the city of Bangalore has transformed itself into a vibrant city, to be reckoned in the world for its capabilities, for its potential, and for its opportunities. Bangalore is now not just the 'Silicon Valley of India', it is also fast becoming an 'aerospace hub' and 'healthcare destination'. The city is home to professionals from different realms and these professionals demand the best, healthcare being right at the top.

Driven by this demand, the city is fast emerging as a high-quality healthcare services provider, not just on a pan-India basis, but also attracting patients from various countries. It is gradually becoming a hub for medical value tourism.

Adding to this profile of the city are three large global companies, which have come together to establish - Sakra World Hospital - a chain of multi-specialty hospitals across India, beginning with Bangalore. The first of the chain of hospitals will be commissioned in Devarabeesanahalli, near Marathahalli on the outer ring road and will be fully

operational by the first week of January 2014.

Sakra World Hospital is the coming together of Kirloskar's 125 years of experience and excellence in technology, Toyota Tsusho's excellence in process driven systems and Secom Hospital's over 22 years of experience in running hospitals in Japan, across 18 hospitals with 5500 beds.

The synergies of these three large entities are being channelized to provide the best of healthcare and that is defining. The integration of the best clinical process and hospital practices from Secom, the quality measures and management methodologies of Toyota Tsusho, and the technical expertise of the Kirloskar group makes Sakra World Hospital, a truly world class Hospital.



>> Lobby in its Splendor

ENABLED BY TECHNOLOGY

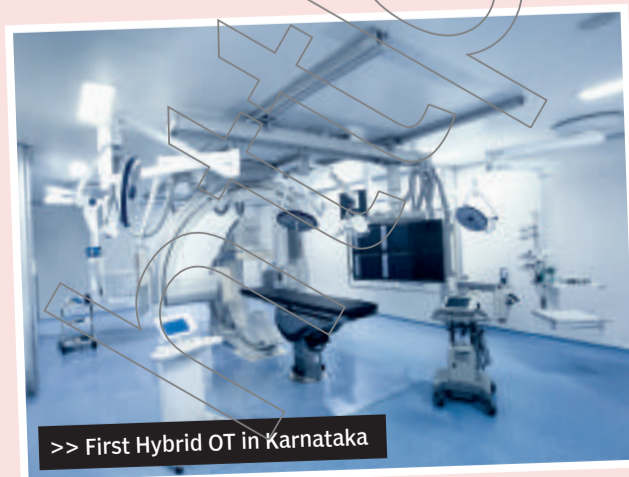
STATE OF THE ART - OPERATION THEATRES

Sakra World hospital has 12 operation theatres, including one dedicated for emergency and trauma care and another one for obstetrics and gynaecology. The main operating theatre complex catering to all surgical specialties like cardiac, neuro, and orthopaedics is situated on the second floor along with a major intensive care area. The OT complex consists of dedicated pre-op and post-op areas, sterile and decontamination room besides a waiting area for the relatives of patients and a counselling room. While designing the OT complex, the work flow of patient, staff, material and equipment with respect to the infection prevention and patients' seamless movement have been prioritised. Each OT is designed based on accreditation norms in terms of air conditioning, the room dimension, etc.

The imported HPL (high pressure laminate) walls

are fused to avoid any deposit of dust. The smooth walls have anti-fungal, anti-scratch, anti-impact properties and are fire retardant. All OTs have dedicated AHU (air handling unit) having terminal HEPA filter with 30 positive air changes per-hour. The control panel in the operation theatres have advanced features of controlling temperature inside the OT, peripheral lights, blinds etc. The panel can display and alert medical gas pressures, in real and elapsed time. The hands-free telephones enable the OT staff to communicate effortlessly. The 42 inch PACS (picture archival and communication system) monitor, ceiling suspended surgical booms (pendants), storage racks, write-up boards are additional features to give a clutter free OT.

The settings of various medical devices like surgical light, OR table can be adjusted from a single control panel as a feature of OR integration. The HIS (hospital information system) and PACS have been well integrated. Live video and audio streaming of surgeries from the operating room to the auditorium has also been facilitated.



>> First Hybrid OT in Karnataka

'RADIOLOGY & IMAGING SERVICES'



>> Advanced 3 Tesla MRI system

The latest and best diagnostic and imaging equipment in the world. The hospital is equipped with the latest technologies including the most advanced 3 Tesla MRI system, 128 slice multi-detector CT scanner, 3D & 4D Ultrasound machines, OPG and bone mineral densitometry machines. The 3T MRI with advanced MRI applications such as diffusion/perfusion scan, functional MRI/diffusion tensor imaging/spectroscopy/cardiac MRI/MR angiogram/cartilage mapping is beneficial to patients with suspected stroke, tumour, cardiac, breast, prostate, hepatobiliary, vascular, neonatal, paediatric and musculoskeletal ailments. The 128-slice CT scanner provides faster as well as excellent quality images and is 'equipped with advanced software such as virtual colonoscopy, virtual bronchoscopy, and cardiac/vascular analysis which will enable non-invasive screening.

The team of radiologists and radiology technologists possess not only general expertise but also sub-specialty experience. The vision at SAKRA Radiology and Imaging, in addition to providing patients with the best quality care, is to provide accurate and timely diagnostic services, maintaining the highest ethical principles.



>> In-depth Research

Medical technology has been increasingly playing an instrumental role in diagnostic and therapeutic applications. With newer and better innovations in imaging technology, early diagnosis and less invasive treatment options have emerged, resulting in an exponential improvement in the quality of healthcare. Sakra World Hospital has invested in

QUALITY The Deciding Factor

Medical treatment demands very complex and coordinated efforts from various clinicians, surgeons and paramedical staff, calling for a systematic approach with zero tolerance towards errors. Towards this, Sakra World Hospital has established a system called Sakra Clinical Excellence System. This is a quality initiative with the sole intention of providing the best of the world's clinical care. This system has been derived after detailed evaluation of various systems and best practices across industries. The system has been inspired by national and international quality accreditation systems followed in Toyota Kirloskar Motors; SECOM medical system, Japan; and Malcolm Baldrige.

SAKRA CLINICAL EXCELLENCE SYSTEM

Quality metrics are comprehended through key performance indicators (KPIs). Sakra has developed comprehensive KPIs encompassing quality checks with regard to various aspects of hospital



>> Know-how Shared

functioning. Prompt emergency care is a KPI with zero tolerance. Similarly, the waiting time for consultation in OPD is

10 minutes, beyond which the KPI reflects a bad rating.

Primarily, health outcomes are measured and evaluated on a regular basis and clinical audits are carried out by inter-departmental teams for identifying new ways to improve treatment. Senior doctors are involved in the advisory committee meetings to strategize and set benchmarks for the medical team.

This system is made foolproof by monitoring daily activities including care coordination amongst doctors, nurses & paramedical staff. This is achieved by organizing group rounds to see patients at a precise time with each of the team member; and by mapping patient's daily activity on a big display screen in the briefing room on each floor. This ensures that everyone knows the care plan and the patient is provided the right medication/treatment at the right time by the person responsible for patient care. Every nursing station captures area, hand hygiene and bed sore rate and immediate measures are taken to ensure an ultra-clean hospital. Regular mock exercises are done keeping international standards such as NABH & JCI as benchmarks.

The Sakra Clinical Excellence System is centred around patient feedback for infusing best practices with quality being continuously checked on speedy, prompt, and timely delivery of health care service, effectiveness of service and infection control. The belief is that these efforts will enhance patient experience.

Nursing

THE NURSING TEAM AT SAKRA COMBINES ITS KNOWLEDGE AND UTMOST CARE WITH JAPANESE CLINICAL PRACTICES

The Japanese, famed for their discipline and cleanliness, are universally appreciated in geriatric care. The nurses of Japan have a tradition called Setsugu or the human touch, etiquette, mannerism, hospitality, and above sensitising them to patient needs. The Sakra nursing team was in Japan for a week to imbibe the Setsugu tradition, besides gaining knowledge of best practices. More significantly, a team of senior nurses from Japan will work alongside Indian nurses at Sakra World Hospital in Bangalore for the next one year.



>> Excellent Care

Many of the nursing procedures widely practiced in Japan are known to make a significant impact on patient recovery. For example, the decontamination room is so unique to Japanese treatment process wherein a road traffic accident patient is likely to be given a wash, if the patient's clinical conditions permit, before other medical procedures commence. This procedure is recognized to drastically reduce the chances of infection. Similarly, the use of hand rub from Saraya Japan has been adopted as there have been proven results in infection control. The nursing team gives specific attention to learning and practicing international nursing protocols and Japanese procedures, in its endeavour to provide the best of patient care.

Sakra World Hospital respects nurses as an indispensable part of the hospital functioning and patient care. They are continuously trained on processes, quality and technology and sensitized to patient condition, through both internal programmes and exchange programmes with Japan.

Sakra World Hospital is Located at:
52/2 & 52/3, Devarabeesanahalli,
Varthur Hobli, Opposite Intel,
Outer ring road, Marathahalli,
Bangalore - 560 103.
Ph: 080 49 69 49 69
Email - info@sakraworldhospital.com
Website: www.sakraworldhospital.com