



MAHATMA GANDHI MISSION'S NEW BOMBAY HOSPITAL

PLOT- 35, SECTOR- 3, VASHI, NAVI MUMBAI- 400 703

PHONE NO-2782 22 03/ 16 59, FAX-2782 05 20.

E-Mail-mgmnbhv@bom3.vsnl.net.in

Ref : MGM/NBHV/9/-/2004/255

24th May 2004

Mr. Satish Kini
Principal Consultant & Director
Mumbai

Dear Mr Kini,

I am pleased to give you my impressions and feedback about the manner in which you and your team have handled the successful implementation of the 21st Century HMS at M.G.M.'s New Bombay Hospital.

As you are aware, last year we had undertaken an evaluation exercise, headed by Dr Satish Devane who heads our Computer Centre at M.G.M. Engg. College, to decide on a suitable software consultant whom we could trust to successfully computerize the FOUR Hospitals and Medical College of the MGM Trust in Navi Mumbai and then provide ongoing support in future.

Being an ISO 9002 certified Hospital, we already had good computerized systems and processes at various department levels and what we really required was a truly integrated Hospital Management System which would enhance productivity throughout the hospital, introduce improved processes and provide management with timely and accurate MIS to continuously monitor the performance of the hospital.

We considered many software companies (incl. some large ones) which had successfully implemented Hospital Information System in other Hospitals. But what really helped us to decide in your favour was the fact that 21st Century Health approached the subject of computerization of Hospitals more as a business transformation and a management consulting exercise involving people and processes rather than as a mere software development exercise. Most others approached it as a specialized software project and were focusing more on the technology they would deploy (Oracle/ SQL Server/ Java etc) rather than address the issues faced by hospitals; which is probably why they plan to implement a HMS in 12-24 months while you are able to do it in weeks and months.

Your comment that just having a good knowledge of software technology and the best programmers, no matter how technologically advanced, is not good enough to ensure successful implementation of an HMS; what you additionally need are hospital experts who have a clear understanding of the patients /doctors/ management/staff issues involved in managing Hospitals, and a proven methodology which ensures that the HMS is properly implemented and internalized.

In the last 4 months, we have actually experienced the benefits of the 21st Century Implementation methodology, which has resulted in our Hospital to painlessly, and successfully implement the 21st Century HMS in a systematic and methodical manner. The unique Implementation methodology -involving key users, operational management and top management, has succeeded in knowledge transfer to an extent that our





MAHATMA GANDHI MISSION'S NEW BOMBAY HOSPITAL

PLOT- 35, SECTOR- 3, VASHI, NAVI MUMBAI- 400 703

PHONE NO-2782 22 03/ 16 59, FAX-2782 05 20.

E-Mail-mgmnbhv@bom3.vsnl.net.in

Hospital team is now confident enough to roll out the 21st Century HMS at other MGM hospitals with minimal assistance from 21st Century consultants thus making us self reliant.

Your professional approach of acknowledging and incorporating best practices followed by client hospitals as enhancements into the 21st Century HMS will no doubt help you in your mission to 'Introduce Best Practices in Hospitals' through 21st Century HMS.

I would like to particularly compliment you on the domain knowledge and skills of your lead consultant, Mr Tushar Ratanghayra, who become one with our team and ensured that the HMS implementation progressed methodically and on schedule despite the fact that we were simultaneously expanding and upgrading our Hospital.

I am also very happy with the way you and your team conducted the HAC meetings which ensured that we, as management of the hospital, were fully involved and that our concerns and ideas are taken into cognizance in implementing the 21st Century HMS.

To summarize, I would like to say that 21st Century HMS and the 21st Century Health team has more than met our expectations of a good Hospital Management System and we look forward to continue with the good work in implementing the 21st Century HMS at other MGM group Hospitals during this financial year.

In closing, I have no hesitation in recommending 21st Century Health to be the first choice of any progressive hospital management intending to introduce BEST PRACTICES in their hospitals.

With my best wishes.

Yours sincerely,

**Dr Nitin Kadam
Medical Director**

