



TIMES HEALTH SURVEY

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ALL INDIA MULTISPECIALITY HOSPITALS RANKING SURVEY 2021

The research study aimed to arrive at a list of Top Multispeciality Hospitals in India for 2020-21. The hospitals included in the list had at least 3 or more Critical care speciality departments (Oncology, Nephrology, Urology, Cardiology, Pediatrics, Gynecology/obstetrics, Neurology, Emergency & Trauma and Gastroenterology/ Hepatology).

NATIONAL	1	2	3	4	5
	Apollo Hospitals, Greams Lane, Chennai	Sir.H.N.Reliance Foundation Hospital & Research Centre, Gurgaon, Mumbai	Medanta the Medicity, Sector 38, Gurgaon	Indraprastha Apollo Hospitals, Sarita Vihar, Delhi	Aster Medcity, Cheranelloor, Cochin
TOP MULTI SPECIALITY HOSPITALS	6 Max Super Speciality Hospital, Saket, Delhi	7 Jaslok Hospital & Research Centre, Pedder Road, Mumbai	8 Apollo Health City, Jubilee Hills, Hyderabad	8 Aster CMI, New Airport road, Bangalore	9 Apollo Gleneagles Hospital, Kadapara, Kolkata
	10 Dr L H Hiranandani Hospital, Powai, Mumbai	11 Apollo Hospitals, Bannerghatta Road, Bangalore	12 SIMS Hospital, Vadapalani, Chennai	13 Ruby Hall Clinic, Sassoon Road, Pune	14 Yashoda Hospital, Kaushambi, Ghaziabad
	15 Fortis hospital, Anandapur, Kolkata	16 Jehangir Hospital, Sassoon Road, Pune	17 Kokilaben Dhirubhai Ambani Hospital, Andheri, Mumbai	18 BLK Super Speciality Hospital, Rajinder Nagar, Delhi NCR	19 Manipal Hospital, OAR, Bangalore
	20 MGM New Bombay Hospital, Mumbai				

TOP MULTI SPECIALITY HOSPITALS SOUTH REGION	Rank	Name	City
1	1	Apollo Hospitals	Grems Lane, Chennai
2	2	Aster Medcity	Cheranelloor, Cochin
3	3	Apollo Health City	Jubilee Hills, Hyderabad
4	4	Aster CMI	New Airport road, Bangalore
5	5	Apollo Hospitals	Bannerghatta Road, Bangalore
6	6	SIMS Hospital	Vadapalani, Chennai
7	7	Manipal Hospital	OAR, Bangalore
8	8	Fortis Hospital	Bannerghatta Road, Bangalore
9	9	Gleneagles Global Hospitals	Lakdi-ka-pul, Hyderabad
10	10	Kauvery Hospital	Alwarpet, Chennai
11	11	SRM Medical College Hospital and Research Centre	Kattankulathur, Chennai
12	12	Sri Ramakrishna Hospital	Sidhapudur, Coimbatore
13	13	PSG Hospital	Peelamedu, Coimbatore
14	14	Sree Balaji Medical College and Hospital	Chromepet, Chennai
15	15	CARE Hospital	Barjara Hills, Hyderabad
16	16	Sagar Hospital	Kumaraswamy Layout, Bangalore
17	17	Yashoda Super Speciality Hospital	Somajiguda, Hyderabad
18	18	Madras Medical Mission	Mogappair, Chennai
19	19	Spash Super Speciality Hospital	Yeshwantpur, Bangalore
20	20	M S Ramaiah Memorial Hospital	New Bel Road, Bangalore

TOP MULTI SPECIALITY HOSPITALS CHENNAI	Rank	Name	City
1	1	Apollo Hospitals	Grems Lane, Chennai
2	2	SIMS Hospital	Vadapalani, Chennai
3	3	Kauvery Hospital	Alwarpet, Chennai
4	4	SRM Medical College Hospital and Research Centre	Kattankulathur, Chennai
5	5	Sree Balaji Medical college and Hospital	Chromepet, Chennai
6	6	Madras Medical Mission	Mogappair, Chennai
7	7	MGM Hospital	Aminjikaral, Chennai
8	8	Sugam Hospital	Tiruvottiyur, Chennai
9	9	COSH Multispeciality Hospital	Tambaram, Chennai
10	10	Prashanth Multispeciality Hospital	Velachery, Chennai

TOP EMERGING HOSPITALS CHENNAI	Name	City
1	Naruvi Hospital	Vellore



TOP EMERGING HOSPITALS SOUTH REGION	Name	City
1	Naruvi Hospital	Vellore
2	DT Muthus Hospitals Pvt Ltd	Coimbatore
3	United Hospital	Bangalore
4	Kauvery Hospital	Bangalore

Naruvi Hospitals -Taking quality healthcare at an affordable cost to tier-3 cities



As healthcare takes centre stage in India and abroad, the fort city of Vellore, a medical, educational and leather exports hub in Tamil Nadu, added yet another feather to its cap with the inauguration of 'Naruvi Hospitals', a state-of-the-art multi-speciality hospital of global standards, in February 2021, bringing a new, distinctive dimension to people-centric healthcare.

VELLORE'S NEW HEALTHCARE DESTINATION

The 500 bedded hospital in the heart of Vellore city, with its eco-friendly majestic architecture overlooking the Palar river and National Highway, has pioneered an "innovative partnership", having technical collaboration with Michigan-based 'Henry Ford Health System', one of the leading healthcare providers in the U.S., founded by the automobile pioneer Henry Ford in 1915.

"We want to give International standard healthcare at an affordable cost to the people, with strong ethical values pivoted on the Patient-First principle," said Dr. G.V. Sampath, Chairman, Naruvi Hospitals. He has translated this vision into action in a key welfare segment that needs more attention now than before.

The imposing and aesthetic vertical 11-storied structure, including two basements and ground floor with all modern amenities and a home-like ambience, is



spread over an area of five lakh square feet. "It is another landmark in Vellore", added Dr. Paul Henry, noted Neurosurgeon and Executive Director, Naruvi Hospitals. Dr. Aravindan Nair, Chief of Medical Services and P. Manimaran, Chief Operating Officer reiterated this fact.

SPECIALISED PATIENT CARE

"In diagnosis, treatment and after-care of patients, with technology being the key to the best in medicine and surgery today, Naruvi Hospitals offers a whole range of curative disciplines, 19 Super-Specialties and ten Super-Specialties to start with," says Dr. Sampath.

The medical specialties include Anaesthesia, Biochemistry, Critical Care Medicine and Emergency, Dental Sciences, Dermatology, ENT, Geriatric and Internal Medicine, Radiology (Diagnostic & Interventional), Surgery and Transfusion Medicine. "The Super-Specialties offered include an equally vital array of disciplines like Cardiology, Endocrinology, Medical Gastroenterology & Liver Diseases, Neonatal Intensive Care, Nephrology, Neurology, Neurosurgery, Plastic & Reconstructive Surgery and Urology" explains Dr. Sampath. "This is a Rs. 600 Crore hospital project adding to Vellore's quality health segment," he added.

CUTTING EDGE TECHNOLOGY AND EXPERTISE

"Naruvi Hospitals in its initial phase is being manned by 250 doctors, besides 800 paramedics and support staff. The various diagnostic and testing equipment installed in the hospital are from top-class technology providers. For instance, all the radiology equipment is from the U.S.-based GE HealthCare, a leading global, medical technology and digital solutions innovator," said Dr. Sampath.

The unique state-of-art medical facilities at Naruvi Hospitals include:

- 3-Tesla Magnetic Resonance Imaging (MRI) scanners, which enable doctors to see images of internal organs and structures in great detail and from many angles
- 128-Slice CT (Computerised Tomography) Scanner to provide clear, three-dimensional images
- A dedicated, Cardiac Cath Lab
- Special department for Interventional Pulmonology, a key discipline that has emerged to cure Covid-19
- 15 Modular Operation Theatres, all from 'HT Labor', Germany
- 'Rosa Robot' for Epilepsy Surgery, which is a sophisticated equipment from France. This is the third such equipment installed in India as on date
- A 'Robotic Hybrid Cath Lab', first of its kind facility in South Asia, again from GE
- Modular Endoscopic Suite
- All ICU beds are cabinated (individual rooms)
- Mammography for Cancer detection in Women
- Dexa Scan to see if bone is strong
- Fully paperless and filmless Hospital with digitized X-rays including for Ultrasound Imaging
- Pneumatic tube system to automatically carry blood samples, medicines etc. from one place to another
- Dedicated Pharmacy, Blood Bank and NABL (National Accreditation Board For Testing and Calibration Laboratories) accredited Labs, including for RTPCR test, confirmatory test for Covid-19

All these special features and more at Naruvi Hospitals help patients get well in a happy frame of mind.

Since inception, Naruvi Hospitals has also conducted seminars and continued medical education programmes for the benefit of its doctors and para-medical staff.

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RESEARCH METHODOLOGY

The research study aimed to arrive at a list of Top Multispeciality Hospitals in India for 2020-21. The hospitals included in the list had at least 3 or more Critical care speciality departments (Oncology, Nephrology, Urology, Cardiology, Pediatrics, Gynecology/obstetrics, Neurology, Emergency & Trauma and Gastroenterology/ Hepatology).

The research was carried using i3RC's proprietary tool i3RC-BRM. It has a 360-degree assessment covering resources, efforts, outcomes, and perceptions and involved a multi-modular research approach with Desk Research, Factual Survey & Perceptual Survey. The data was analyzed using our scientifically developed analysis & ranking system process, i3RC-BRM. The fieldwork for the survey was conducted from November 2020 to January 2021 & September 2021.



Module 1 | Desk Research

MODULE 1 | DESK RESEARCH

Module 1 was a secondary research module. A comprehensive list of hospitals was generated with the help of the internet, magazines, and other publications. The various sources used for the generation of the hospital list included:

- List of hospitals/clinics from previous surveys (based on availability)
- A discussion with specialists to add/delete any hospital to ensure that the list prepared was a comprehensive one
- Any hospital that has three or more speciality departments were considered a Multispeciality hospital

As it is not possible to get an exhaustive list of hospitals and include them in the survey, so if any respondent mentioned any hospital name outside the prepared list, only then its name was included in the survey form. Effectively every hospital had a chance of getting covered in the survey if the respondents mentioned their name.

MODULE 2 | Factual Data Collection

A detailed questionnaire was sent to all hospitals to collect factual information based on various parameters that ranged from the hospital's infrastructure to the quality of treatment provided. A total of 1750 hospitals were contacted for factual information.

MODULE 3 | Perceptual Survey

In the perceptual survey module for Top Multispeciality Hospitals Ranking Survey, a structured questionnaire was administered to selected respondents, including doctors from the treatment areas of Oncologist, Nephrologist, Urologist, Cardiologist, Pediatrician, Gynecologist/obstetrician, Neurologist, Emergency & trauma experts and Gastroenterologist/Hepatologist, patients & their caregivers to get ranking for various hospitals and clinics on different parameters ranging from hospital infrastructure to quality of treatment provided. A total of 2610 interviews were conducted across eleven cities viz. Delhi/NCR, Mumbai, Kolkata, Chennai, Bangalore, Pune, Bhubaneswar, Hyderabad, Coimbatore, Kochi.

Analysis & Final Ranking of Multispeciality Hospitals

A robust approach based on the i3RC-BRM tool was followed to arrive at the final rankings. Final scores and rankings were arrived at through step-by-step rigorous statistical analysis as given below:

Factual Score

- The information was collected under multiple parameters (shown below) to assess key aspects of hospital healthcare delivery
 - Quality of treatment
 - Team of consultants
 - Hygiene and Cleanliness
 - Facilities and Public convenience
 - Innovation and Research Facilities
 - Value for Money

i3RC proprietary tool, i3RC - BRM tool was used for the scoring system, weights and final score and ranking

Perceptual Score

- Different parameters on which Hospitals/Clinics are evaluated (same parameters as taken for Factual score)
 - Quality of treatment
 - Team of consultants
 - Infrastructure
 - Hygiene and Cleanliness
 - Facilities and Public convenience
 - Innovation and Research Facilities
 - Value for Money
- Rating is done on various parameters for

each hospital/clinic

- i3RC proprietary tool, i3RC - BRM tool was used for the scoring system, weights, final score, and ranking
- These parameters are then integrated to arrive at a perceptual score for each hospital

Arrive at Final Scores & Ranking

- The final score for a hospital is a weighted average of respective hospitals Perception Score and Factual Score
- The indexed score of hospitals is developed for each speciality and added as an additional factor to arrive at the final score
- The rating score and their ranks were used to arrive at the multi-speciality hospitals/clinic's final score

Some caveats/assumptions:

- Govt. hospitals & hospitals run by a trust (run as govt. hospitals) have been excluded from this survey
- Best efforts were made to reach maximum hospitals across specialities; however, any hospital that did not send a complete "Fact-Sheet" within the allotted time was assigned an average Factual score for calculating their overall ranking
- Any entity which expressly stated that it did not wish to participate in the survey was excluded from the survey. Also, some hospitals facing/face major issues like license, insolvency case etc., have also been excluded from the survey
- Hospitals established in 2018 or later were categorized as the emerging category. In all other cases, they are a part of the main rankings

About i3rc Insights Pvt. Ltd.

i3rc Insights (i3RC) is a boutique research & consultancy firm that is focused on offering Superior Client Service and Strategic insights through Innovation and commitment to Quality. i3RC has a young and dynamic team of researchers who are very passionate about their work and are always willing to put that extra effort to make every project a great success. In addition, i3RC has a team of highly experienced industry experts as consultants who provide their expertise for specific projects. i3RC is a full corporate member of MRSI and follow the MRSI code of ethics while conducting every research project. Given their commitment to quality, i3RC has developed a 3 tier and multi-stage quality control system to deliver excellent quality.

Note: Present survey has been exclusively conducted by an independent Research Agency named i3rc Insights Pvt. Ltd using stated methodology for arriving at given rankings. The publication house and its affiliates/employees/authorized representatives/group companies are not responsible/liable for the above rankings. Readers are advised to take an informed decision before acting upon the research rankings.

A promise to treat you well



Aster Medcity is set in a soothingly beautiful 40-acre waterfront campus in Kochi, Kerala. Envisioned by Chairman Dr. Azad Moopen, the 670-bed quaternary care facility has been delivering quality healthcare at affordable costs.

Since 2013, Aster Medcity has emerged as a medical destination that attracts thousands of patients across the world and some of the best talent. The management is committed to keep upgrading technology and foster research, education and a distinctive work culture that is ethically and socially relevant.

As one of Kerala's first JCI accredited quaternary care hospitals, Aster Medcity has also been accredited by NABH, received NABH award for Nursing Excellence, Green OT (Green Operation Theatres) Certification by Bureau Veritas, within just a year of launch.

COMPREHENSIVE MEDICAL CARE

Aster Medcity offers quality healthcare under Centres of Excellence in Cardiac Sciences, Neurosciences, Orthopaedics & Rheumatology, Nephrology & Urology, Oncology, Women's Health, Child & Adolescent Health, Gastroenterology & Hepatology and Multi-Organ Transplantation.

The multispeciality hospital within the campus provides unmatched care across Internal Medicine, Infectious Diseases, Interventional Radiology, ENT, Plastic, Cosmetic & Microvascular Surgery, General Surgery, Psychiatry, Dentistry, Maxillofacial Surgery, Pulmonology, Ophthalmology, Nuclear Medicine, Centre for Fertility etc.

Clinical programs including Physical Medicine & Rehabilitation, Bone Marrow Transplant, Liver Transplant, Kidney Transplant, Parkinson and Movement Disorders treatment including Deep Brain Stimulation, Spine



Aster Medcity

We'll Treat You Well

Surgery, Epilepsy Surgery and Cardiac Electrophysiology have benefited hundreds of people worldwide.

Aster' Minimal Access Robotic Surgery program has successfully performed approximately 1200 robotic-assisted surgeries by transplant surgeons, urologists and gynaecologists. The hospital also is one of the very few in the region to offer full-fledged ECMO facilities, reviving critically ill patients.

MEDICAL MARVELS

Aster Medcity has performed numerous life saving and changing procedures including one of India's first synchronized leadless pacemaker procedures, pioneering the Silk Vista Flow Diverter stenting procedure in Kerala, Frozen Elephant Trunk procedure, massive bowel gangrene surgery and enabling a pregnancy using frozen embryos.

HEALING AMBIENCE

Aster Medcity is designed, built, and operated upon a higher understanding that it is not just specialists or technologies that heal, but the ambience and the invisible systems that go on with clockwork precision. The tranquil atmosphere offers spacious rooms, lounges and facilities which assure privacy, access and peace.

ADVANCED TECHNOLOGY AND UNPARALLELED INFRASTRUCTURE

Aster Medcity introduces one of the

most advanced medical technologies and upgrades infrastructure regularly. It houses the da Vinci Robot to assist surgeons to perform minimally invasive surgeries with utmost precision across seven super specialties. Aster Medcity is amongst the first in South India to implement the world renowned ORI Fusion Digital Integrated Operation Theatres using Karl Storz ORI Fusion. The revolutionary ICCA ICUs, account for over one-fourth of the beds. Furthermore, the centre has three Cath labs, including a hybrid Cath lab, 256-slice CT and Rapid Arc.

ACADEMIC AFFAIRS AND RESEARCH

Aster Medcity's Academic and Research wing offers DNB programme accredited by the National Board of Examinations, Internal Medicine Training - Stage I accredited by Joint Royal Colleges of Physicians Training Board (UK), Fellowships in IDCCM, Arthroplasty, Transplant Anaesthesia, Neuro Anaesthesia, Cardiac Anaesthesia, Spine Surgery. The consultants regularly publish articles and papers in peer-reviewed journals.

COMMUNITY ENGAGEMENT AND CSR

Aster Medcity's initiatives Aster Volunteers, Aster DM Foundation and Aster Sick Kids Foundation have touched many lives. Aster's specialist doctors and nurses have been educating the masses on emerging health problems. Approximately 15% of employees are from surrounding villages.

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