



# TIMES HEALTH SURVEY

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An Advertorial, Health Promotional Feature



## ALL INDIA MULTISPECIALTY HOSPITALS RANKING SURVEY 2020

The objective of this research was to arrive at a list of Top Hospitals for various specialties in India for 2019-20. The specialties that we included in the research were Oncologist, Nephrologist, Urologist, Cardiologist, Paediatrician, Gynaecologist/Obstetrician, Neurologist, Emergency & Trauma experts, Gastroenterologist/Hepatologist and Multi Specialty.

Rank	Hospital Name	Rank	Hospital Name
1	Apollo Hospitals, Chennai	13	MGM New Bombay Hospital, Mumbai
2	Indraprastha Apollo Hospitals, Delhi	14	Apollo Hospitals, BBSR
3	Sir H. N. Reliance Foundation Hospital and Research Centre	15	Aditya Birla Memorial Hospital, Pune
4	Apollo Hospitals, Hyderabad	16	Criticare Multispecialty Hospital & Research Centre, Mumbai
5	Medanta The Medicity, Gurgaon	17	Ruby Hall Clinic, Pune
6	Max Super Speciality Hospital, Delhi	18	Dr. Balabhai Navavati Hospital, Mumbai
7	Jaslok Hospital & Research Centre, Mumbai	19	Lilavati Hospital and Research Centre, Mumbai
8	Apollo Hospitals, Bangalore	20	BLK Super Speciality Hospital, Delhi
9	SIMS Hospital, Chennai		
10	AIG Hospitals, Hyderabad		
11	Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute, Mumbai		
12	Dr. L.H. Hiranandani Hospital, Mumbai		

TOP MULTI SPECIALTY HOSPITALS SOUTH ZONE	
Name	Rank
Apollo Hospitals, Greams Lane, Chennai	1
Apollo Hospitals, Jubilee Hills, Hyderabad	2
Apollo Hospitals, Bannerghatta Road, Bangalore	3
SIMS Hospital, Vadapalani, Chennai	4
AIG Hospitals, Gachibowli, Hyderabad	5
BGS Gleneagle Global Hospitals, Kengeri, Bangalore	6
MS Ramaiah Memorial Hospital, New BEL Road, Bangalore	7
Kauvery Hospital, Alwarpet, Chennai	8
Gleneagles Global Health City, Perumbakkam, Chennai	9
Aster Medcity, Cheranellor, Cochin	10

TOP MULTI SPECIALTY HOSPITALS CHENNAI	
Name	Rank
Apollo Hospitals, Greams Lane	1
SIMS Hospital, Vadapalani	2
Kauvery Hospital, Alwarpet	3
Gleneagles Global Health City, Perumbakkam	4
Sri Ramachandra Medical Centre (SRMC), Ramachandra Nagar	5
MIOT International, Manapakkam	6
COSH Multispecialty Hospital, Tambaram	7
Chettinad Super Speciality Hospital, Kelambakkam	8
Vijaya Hospital, Vadapalani	9
Prashanth Hospitals, Velachery	10

  

EMERGING HOSPITALS CHENNAI	
Name	Rank
MGM Health care, Aminjikarai	1
Vihaa Hospital, Annanagar	2
Amrit Medical Centre, Purasaiwakkam	3

  

EMERGING HOSPITALS KANCHIPURAM	
Name	Rank
RMD Specialities Hospital, Amarambedu	1

## RESEARCH METHODOLOGY

Times Health Survey researched and scouted through the best Multi-specialty hospitals across the country and has released the Top Multi Specialty Hospitals in India for 2019-20.

The objective of this research was to arrive at a list of Top Multi Specialty Hospitals in India for 2019-20. Hospitals offering treatment in 3 or more specialties were included in the multi-specialty hospitals list.

The research had 3 major modules i.e. Desk Research, Factual survey & Perceptual Rating survey followed by scientifically developed analysis & ranking process.

Fieldwork was conducted beginning the November 2019 to January 2020.

### Module 1 | DESK RESEARCH

The module 1 was a secondary research module. A comprehensive list of Hospitals was generated with the help of internet,



magazines and other publications. The various sources used for generation of hospital list included:

- List of Hospitals/clinics from previous surveys (based on availability)
- A discussion with specialists to add/delete any Hospital to ensure we have a comprehensive list
- Any hospital has 3 + specialty/ departments was considered as a multi-specialty hospital.

As it is not possible to get an exhaustive list of hospitals and include them in the survey, we had option of adding any new hospital name in the survey form if any respondent mentioned it. Effectively every hospital had a chance of getting covered in the survey if their name was mentioned by the respondents.

### Module 2 | Factual data collection

A detailed questionnaire was sent to all hospitals to collect factual information about their hospitals on various parameters which ranged from infrastructure of the hospital to quality of treatment provided. A total of 1027 hospitals were contacted for factual information.

### Module 3 | Perceptual Survey

In the perceptual survey module for Top Multi Specialty, a structured Questionnaire was administered to different stakeholders including doctors as

well as patients. Doctors included Oncologist, Nephrologist, Urologist, Cardiologist, Paediatrician, Gynaecologist/obstetrician, Neurologist, Emergency & trauma experts and gastroenterologist/Hepatologist. Patients & their care givers also spanned across different ailments. All respondents were asked give feedback on different hospitals on multiple parameters ranging from Hospital Infrastructure to quality of treatment provided. A total sample survey of more than 2374 interviews was conducted across 10 cities viz Delhi/NCR, Mumbai, Kolkata, Chennai, Bangalore, Hyderabad, Coimbatore, Bhubaneswar, Pune & Lucknow.

### Analysis & Final ranking of MULTI SPECIALTY HOSPITALS

A robust approach was followed to arrive at the final rankings. Final scores and rank-

ings were arrived at through step by step rigorous statistical analysis as given below:

- Factual Score**
  - The information was collected multiple parameters to assess all key aspects of hospital healthcare delivery
  - A detailed scoring system has been developed for each parameter
  - The raw scores are weighted by their importance to arrive at weighted scores
  - The final entity score is calculated based on accumulated score
- Perceptual Score**
  - Ratings on various parameters for each hospitals/ clinic
  - Calculating importance of various parameters to arrive at weights for each parameter - we use a regression model to arrive at the importance of various parameters
  - Calculation of raw scores and weighted scores for each parameter
  - Calculation of overall score for each hospitals/ clinic using importance weightage
  - The final score for a hospital is a weighted average of respective hospitals Perception Score and Factual Score.
  - Indexed score of hospitals are developed specialty wise and added as an additional factor to arrive on final score.
  - The rating score and their ranks were recalculated to arrive the final score for multi-specialty hospitals/ clinic.

### Some caveats/assumptions:

- Government or partly Govt. funded, Not for profit, and Charitable trust funded hospitals like AIIMS, CMC, Adyar Cancer Institute, TATA Memorial Hospital, Basavarakam Indo American Cancer Hospital & Research Institute, Kanchi Kamakoti Childs Trust Hospital, Madras Medical Mission, The Gujarat Cancer & Research Institute, etc. were not included in the ranking, considering them as a different league of hospitals due to their legacy huge infrastructure, sheer size of procedures performed at highly subsidized treatment cost, etc. We feel they are not directly comparable with other hospitals, thus we limited this survey to private/ corporate tie up hospitals.

- Best efforts were made to reach maximum hospitals across specialties; however, any hospital that did not send 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/ faced major issues like license, insolvency case etc. have also been excluded from the survey.

- Hospitals established in 2018 and onwards have been shown in emerging category. In all other cases they are a part of the main rankings.

**Note:** Present survey has been exclusively conducted by an independent research agency named i3rc Insights Pvt. Ltd (i3rc) using their proprietary model i3rcBMM for arriving at given rankings. The publication house and its affiliates / employees / authorized representative's / group companies are not responsible / liable for the rankings. Readers are advised to take an informed decision before acting upon the survey rankings.

### About i3rc Insights Pvt. Ltd.

i3rc Insights (i3rc) is a boutique research & consultancy firm that is focused on offering Superior Client Service, Strategic Insights, Innovation, Quality & Commitment. 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 member of MRSI and follow 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.

## WHEN TOO MUCH OR TOO LITTLE MOVEMENT CAUSE SIGNIFICANT DISABILITY – DO NOT LOSE HOPE

Imagine the plight of a 49 year old lady, who struggled to walk for about 20 long years. The condition was so disabling that she could not take a step without assistance and was terribly afraid of walking lest she falls. After a detailed evaluation she was diagnosed to have a very rare disorder stiff person syndrome (one of the stiff person spectrum disorders). She was treated with immunomodulation that showed tremendous improvement in her condition.

A young man in his 20s developed muscular weakness in his left hand and leg due to an infarct in the brain resulting from sudden pulmonary thromboembolism (which followed a skiing accident). He was diagnosed with spasticity, a condition which results due to signal interruption from the brain to muscles. He was treated with Botulinum toxin injection, which substantially reduced his disability.

A young girl from Puducherry presented with tremors and mild abnormal posturing of hands. She was investigated and found to have Wilson's disease, treatment for which has led to significant relief from the tremor and the dystonia she had.

The conditions in the above three cases fall under a category that encompasses a gamut of abnormalities in nervous system known as "Movement Disorders". "Both purposeful and reflex movements are initiated by the cortex in the brain; but they are fine-tuned and made accurate by regions of the brain known as basal ganglia and cerebellum. When disease processes affect these regions and their connections, they manifest as movement disorders", explains Dr. U. Meenakshisundaram, who currently is the Director of Neurology at SIMS Hospital, Chennai, and also the Secretary of the Movement Disorders Society of India. In light of the above mentioned cases treated by him, Dr. Meenakshisundaram further mentions that these conditions are generally intriguing in nature, and early intervention by a specialist is recommended to reduce disability and improve the quality of life of the person who is affected. Though movement disorders are rarely life threatening, they can severely impact a person's independence and ability to perform activities of daily living.

Movement disorders can manifest in various ways and can sometimes be of mixed variety. Broadly these can be classified into Hypokinetic (Inadequate movement) and Hyperkinetic (Excessive movement) disorders. Parkinson's disease (PD) is one of the best known movement disorder and is the prototype of a hypokinetic disorder. The treatment of PD has advanced tremendously in the last two decades with the addition of newer treatments and Deep Brain Stimulation (DBS) to the armamentarium. Abnormal, excessive movements (hyperkinetic movement disorders) include dystonias (abnormal posturing of a body part), tremors, chorea (dancing move-



ments), tics (habitual uncontrolled movements) and myoclonus (sudden jerky movements). In addition, there can be abnormal movements that can occur only during sleep. Movement disorders is a subspecialty in neurology which practices and cultivates the art of clinical medicine, as the solution to many a puzzling problem lies in the observation and the ability to use pattern-recognition, which then form the base on which further tests would lead to the diagnosis. Such disorders need a keen and trained eye to make a quick diagnosis which would be the most important step in the management of these patients. Tests including MRI scans, neurophysiology, blood tests and genetic evaluation then help in clinching the diagnosis. The treatment for movement disorders depends on the type and the underlying cause; for example, Writer's cramp is a common focal dystonia, most of which can be ameliorated with medicines and botulinum toxin injections. Torticollis (turning of neck to one direction) is a form of cervical dystonia which can be treated similarly. At any stage, one can always strive to improve the quality of life of the person affected by movement disorders.

The Department of Neurology at SIMS Hospital has a team of accomplished Neurologists who are passionate about the management of movement disorders. As a part of the SIMS Institute of Neuroscience, it is ably supported by the department of neurosurgery, which is equipped with cutting-edge technology and is capable of carrying out functional neurosurgery. The department also has access to a state-of-the-art Neuro rehabilitation unit which is a must as an additional treatment tool in many of these disorders.

For more details, contact SIMS Hospital: 044 - 2000 2001 / 9677715362 www.simshospitals.com

## STROKES - THE IMPORTANCE OF TIMELY CARE FOR EFFECTIVE CURE

Although often mistaken as a heart attack, a stroke is in fact a "brain attack". As the brain cannot store oxygen or nutrition within it, it is dependent on an uninterrupted blood supply. Strokes occur when the blood flow to the brain is blocked or there is bleeding in the brain, resulting in oxygen starvation, brain damage and loss of function.

"After a stroke, the brain cells in the immediate area begin to die within minutes due to lack of oxygen and nutrients. Time is of essence, as around 30,000 cells can die every second," says Dr. Sridhar K, Director and Group Head, Institute of Neurosciences & Spinal Disorders, MGM Healthcare.

Although a stroke is a disease of the brain, it can affect the entire body. The effects of a stroke range from mild to severe and can include loss of hand or leg function, inability to speak or understand what others say, vision disturbance, difficulty getting around or walk outdoors, problems with thinking and planning, memory loss and emotional problems.

### RECOGNISING A STROKE

World over, BE FAST is the technique used to detect stroke symptoms and enhance responsiveness.

- B** - Balance. Does the person have a sudden loss of balance?
- E** - Eyes. Has the person lost vision in one or both eyes?
- F** - Face. Does the person's face look uneven?
- A** - Arms. Are the arms weak or numb?
- S** - Speech. Does the person have trouble speaking or seem confused?
- T** - Time. Rush to the hospital or call for an ambulance immediately.

### TIME IS OF THE ESSENCE

Recognizing stroke symptoms promptly and getting treatment within the golden hour (less than 4.5 hours) can prevent disability. If not treated properly, strokes can be fatal. Reaching the right hospital with a hyper acute stroke unit and trained emergency room staff, can restore blood flow and brain function and increase chances of recovery.

MGM Healthcare has one of the most experienced Stroke Rapid Response Teams, to offer treatment in case of Brain emergencies. If the team is alerted within the 'Golden Hour' they act immediately and offer treatment within 15 minutes, thereby greatly improve the patient's chance of survival, re-establishing blood flow at the earliest and avoiding permanent damage.

### TREATMENT OPTIONS FOR STROKE

**IV THROMBOLYSIS**  
Intravenous injections (tPA) or "Clot Busters" when infused into veins within the golden hour, can dissolve brain vessel clots to restore flow. Delayed treatment results in poor recovery. Nearly 10% of strokes happen during sleep. With modern brain



scanners, stroke specialists can identify if clot busting therapy can help.

### MECHANICAL CLOT REMOVAL

For large clots, the patient is taken to a cath lab, where special catheters are passed into blood pipes to mechanically remove the clots by interventional neuro radiologist. Mechanical thrombectomy is performed under angiographic guidance, through a needle puncture in the upper thigh. A series of special devices called catheters are then inserted through this access into the area of block inside the brain, to remove the clot.

### A COMPREHENSIVE STROKE CENTER

MGM Healthcare has a team of several skilled specialists, working together around the clock, and the necessary technology and infrastructure to reverse strokes and prevent permanent damage. The stroke rapid response team is managed by specialists from the emergency, radiology, neurology, neuroradiology and neurosurgical teams who work together seamlessly with fully trained nurses, technicians and support staff. The hospital is fully equipped to receive and prioritize stroke patients and expedite treatment on priority.

Do not ignore stroke symptoms, or delay proper care. Try to reach a well-equipped hospital with CT, MRI and Cath lab facilities at the earliest to reverse the effect of strokes and ensure the best outcome.

For more information log on to: www.mgmhealthcare.in

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