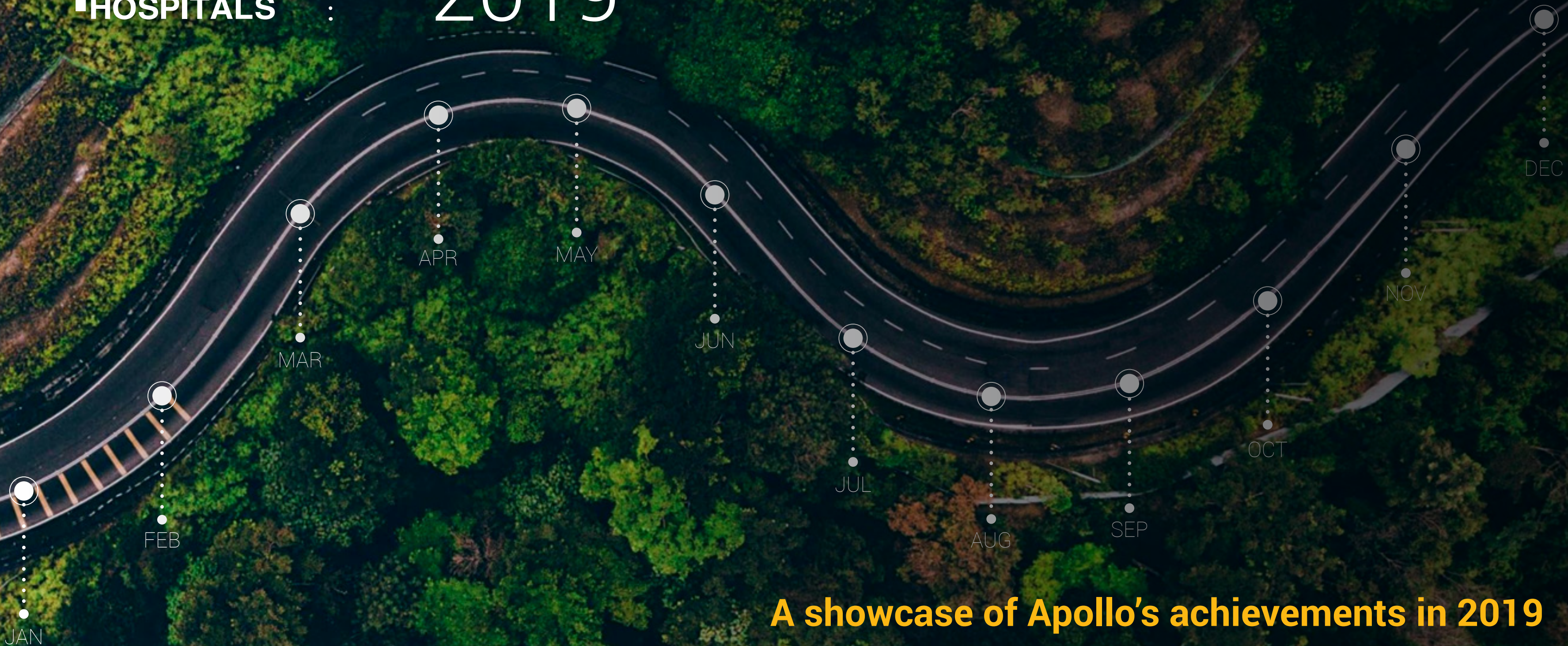




# Milestones of 2019



**A showcase of Apollo's achievements in 2019**





## *Dear members of the Apollo family,*

My heart swells with pride whenever I think of all that each and every one of you contribute as members of our pioneering family for the betterment of India. Another momentous year in our journey of healing came to a close and now we have a fresh beginning ahead of us, another 365 days of new opportunities and prospects towards a newer horizon.

It is also a matter of pride that yet again, all through 2019, Apollo was at the forefront, championing change & guiding the nation towards a healthy tomorrow. This year, Apollo Hospitals was conferred with over 90 prestigious awards & recognition from leading organizations and authorities in India and around the world.

A momentous launch at the start of 2019 was South Asia's very first Proton Therapy at the Apollo Proton Cancer Centre (APCC). It dawned a new beacon of hope to over 3.5 billion people in this part of the world. About 140 patients have been treated at our hospital till today.

Apollo has successfully served both Cure & Care to people to enable them live an enriched health life. Our commitment towards combating Non-Communicable Diseases (NCDs) has created a huge wave in the healthcare industry. The Central Government along with some State Governments have now joined this crusade. Apollo introduced the concept of Preventive Health Checks (PHC) 40 years ago, and achieved over 20 Million Health Checks, serving all sections of our society. A feat recognised by the Government of India by commemorating a special stamp for PHC.

We have now taken a giant step further by introducing the next frontier of proactive healthcare, a new paradigm – **Apollo ProHealth**. It is a goal-oriented, scientifically designed 3-year revolutionary health program, powered by AI (Artificial Intelligence) to **Predict, Prevent, and Overcome** NCDs. A unique App further assists with real time management & access to the Apollo ecosystem. We look forward to the joy of good health and happiness.

Equally, at the top end of the curative spectrum, Apollo is home to maximum solid organ transplants in the world. In 2019, more than

1700 solid organ transplants were performed. In this calendar year alone we have performed over 68,000 successful surgeries including high-end organ transplants, thus providing a new lease of life to thousands of families.

I believe that path breaking partnerships & collective efforts will shape the future of healthcare. Apollo has emerged shining bright in this too. Over the year, Apollo partnered with Samsung, Reckitt Benkiser, Zipline, Abbott, Siemens Healthineers, Uber, Magzter, Bajaj Finserv, Maastricht University and many Government and Non-Government entities to launch various healthcare and academic initiatives for the benefit of humanity.

I am looking forward to 2020 with great optimism and enthusiasm as I am well aware that you will leave no stone unturned to make it an ever more successful year. Most certainly, Apollo will continue to harness the mind-boggling power of contemporary technologies in preventing the onset of diseases, detecting it early on, and, mitigating it through world class treatment if required.

The entire Apollo family should take an oath of wellness. Pledge to be proactive in ensuring you care for your health. Include family, friends & societies in this pledge to show our commitment for India and the world and prepare to face the huge tsunami of NCDs.

**2020 will be a landmark year in our journey towards 'preventing preventable illnesses' and nurturing a healthy life for all in this world.**

Good health and God bless!

**Dr Prathap C Reddy**  
Founder, Chairman, Apollo Hospitals Group

# Milestones

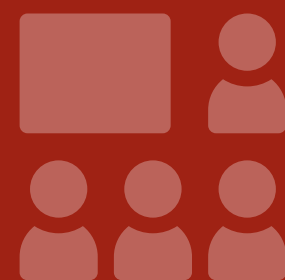


## Honoured with a **postal stamp**

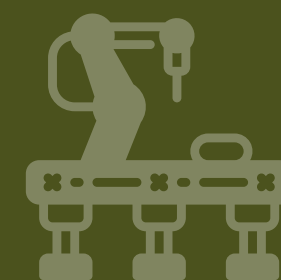
for completion of 20 million  
health checks and 36 years of  
healthcare excellence.



India's first dedicated  
International  
**TAVR Training  
Centre at  
Apollo Chennai,  
trained doctors  
from **over 20  
countries****



Apollo Hospitals, Chennai  
became the first centre in  
India to perform  
**minimally  
invasive-  
Robotic Hybrid  
Revascular-  
ization surgery.**



Apollo Gleneagles Hospitals,  
Kolkata becomes  
**the first  
hospital in the  
Eastern region  
to introduce  
TARE**







## ACCOMPLISHMENTS

## Pride Additions

Launched  
**'Apollo ProHealth'**,  
a first-of-its-kind,  
comprehensive health  
program



Hon'ble President of  
India, Shri Ram Nath  
Kovind inaugurated the  
new 330-bed  
**ApolloMedics Super  
Speciality Hospital** in  
Lucknow.

Launched South India's  
first fully functional  
**Advanced Centre for  
various Movement  
Disorders**

Hon'ble Vice-President  
of India Shri Venkaiah  
Naidu inaugurated  
**Apollo Proton Cancer  
Centre** in Chennai.

Established an  
**information centre** in  
Itanagar, Arunachal  
Pradesh.

**Kronos** workforce  
management system  
was launched across  
Chennai & Madurai  
divisions



Global Association of  
Physicians of Indian Origin  
announced the launch of the  
**"GAPIO Clinical Knowledge  
Development Programme"**

Apollo BGS Hospitals  
launched Mysore's first  
ever **Stroke unit**

South-Asia's first **digital  
PET/CT scanner** was  
introduced at Apollo  
Hospitals, Chennai

Apollo Hospitals  
launched the  
**'Department of Women  
& Child Care'** in  
Bangalore

Apollo Chennai started  
focusing on the **Google  
rating & reviews**

**Dial 30** – Treatwell  
application introduced  
at Apollo Hospital to  
monitor the non-clinical  
requirements

Apollo Hospitals  
Vanagaram launched a  
**dedicated Hotline  
facility**



## ACCOMPLISHMENTS

## Events



Organized the **8th International Patient Safety Conference (IPSC)** and the **9th International Conference on Transforming Healthcare with Information Technology (THIT)** in Hyderabad.



Apollo Hospitals, Navi Mumbai honoured **Dr. Dhanya Dharmapalan's** entry in India book of records as "Youngest Editor of Paediatric Books"



Hosted the **Futuring Cardiac Care Summit** in Chennai



Indraprastha Apollo Hospitals organised a health awareness programme to mark the occasion of **World Sickle Cell Day**



# Joint Initiatives

Signed an agreement with  
**Jana Small  
Finance Bank**  
for extending healthcare  
benefits to senior citizen

Tied up with US-based  
**Zipline**  
to launch Drone healthcare  
delivery solutions

In partnership with  
**Reckitt  
Benckiser,**  
announced the launch of  
'ArogyaRakshak', a social  
healthcare programme

Came together with  
**Abbott**  
to create a  
cardiac registry

Signed a MoU with the  
Women Doctor's Wing of the  
**Indian Medical  
Association** (IMA)  
to promote organ donation



## ACCOMPLISHMENTS

# Partnerships

## Asian Society for Emergency Medicine

Annual Conference of Society for  
Emergency Medicine (ACEM) 2019

## UBER

Free pick up and drop to  
patients in partnership

## Magzter

Apollo Smart Reading Zone

## Zebra Medical Vision

Validate and deploy AI based screening  
tools across India

## Microsoft India

Set up a National Clinical Coordination  
Committee (NCCC) for the AI-powered  
Cardiovascular Disease Risk Score API

## Maastricht

Microsoft Cardiac Global Data Consortium  
to expand the AI Network for Cardiology  
in Europe.



# Feats achieved across Apollo Family

Milestones of 2019





# Preventive Healthcare

A New Paradigm In Preventive Healthcare

Milestones of 2019



## STAMP LAUNCH



Special Stamp Commemorated by Government of India in recognition of Apollo's relentless efforts in Preventive Health Checks.

**Apollo Master Health Checks**

**36 YEARS**

**20,000,000 Healthchecks**

## PROHEALTH LAUNCH



To counter the biggest Health challenge of the rapidly increasing menace of NCDs or lifestyle diseases, **Apollo launched the next frontier of proactive health care, Apollo ProHealth**. On 17th September 2019, Apollo ProHealth program was launched in Chennai, with over 400 media houses across the world reporting the feat.

## APOLLO INTRODUCES NEXT FRONTIER OF PROACTIVE HEALTH

New Paradigm of Care Before Cure



### 3 Years

- YEAR 1**  
Risk assessment and setting Health Goal
- YEAR 2**  
Persistent working towards achieving Health Goal
- YEAR 3**  
Celebration of Health and Happiness by achieving Life Goals

### 3 Principles

- PREDICT**  
Multi-system Body & Health Assessment Health Pulse
- PREVENT**  
Health Mentor Pan-India Specialist Consultation Physiotherapy Intervention
- OVERCOME**  
Condition Mgmt. Personalised Health & Lifestyle modification Habit Optimisation

### 3 Enablers

- pHRA**  
Personalised, Predictive Health Risk Assessment
- HEALTH MENTOR**  
Long-term nutrition, exercise and wellness support
- PROHEALTH APP**  
Tracks progress and reports and connects employees to the entire Apollo Ecosystem

Specially Curated for Retail, Corporate and Super-HNIs



**SUPER**  
for all Employees



**REGAL**  
for Middle Management



**IMPERIAL**  
for Senior Management



**ZENITH**  
for Corporate Leaders & Super-HNIs

## MOBILE CLINIC LAUNCH



**Apollo Hospitals and Samsung India Electronics came together to launch 'Samsung-Apollo Mobile Clinic'**. This will provide quality, preventive health care as to people with no direct access to health checks as part of CSR initiative.





# Apollo Proton Cancer Centre (APCC)

The Dawn of New Era in Cancer Care in South Asia

Milestones of 2019



A new dawn arose in advanced cancer care with the commencement of operations at the Apollo Proton Cancer Centre in Chennai. Inaugurated by the Hon'ble Vice-President of India Shri Venkaiah Naidu, **APCC is a state-of-the-art facility and South Asia's first modern PROTON beam facility.**

The treatment through Proton Therapy began on 2nd of January 2019, with the first patient being from Australia who travelled all the way for prostate cancer treatment. Given its leadership position as the first Proton centre with state of the art Technology (Pencil Beam, robotic couch, image guidance, Monte Carlo systems etc.).



Ms. Suneeta Reddy, Managing Director, Apollo Hospitals, with the Oncology Team at APCC, on the successful commencement of the 100th Proton Therapy treatment, an important milestone for Proton Therapy in South Asia.



SERVES  
**3.5 BILLION**  
PEOPLE IN THE REGION



Patients are coming to APCC from across India and Australia, USA, UK, Philippines, UAE, Oman, Africa.

## INDIA'S FIRST TOTAL MARROW IRRADIATION (TMI)

In a major milestone in cancer treatment in India, the Apollo Proton Cancer Centre (APCC) in Chennai also successfully performed India's first Total Marrow Irradiation (TMI) on a 35-year-old nurse from Oman, as a conditioning protocol prior to a Bone Marrow Transplant.



**BEACON OF HOPE FOR OVER 3.5 BILLION PEOPLE**

Equipped with Advanced Treatment Procedures in Surgical, Radiation, Medical and all Allied Oncology Specialisations, APCC is a robust, multi-disciplinary centre. It is managed by highly skilled professionals, united by their expertise & commitment to fight Cancer. Focussed CMTs (Cancer Management Team) are formed to treat patients for best possible outcomes. The best academic & research teams work together to prove Cancer is Conquerable.

145	72	14	1000	3	25
Countries Touching	Hospitals	Cancer Centres	Beds Integrated Cancer Hospital	Proton Therapy Rooms	Years of Expertise in Oncology

Address: 4/661, Dr Vikram Sarabai Instructive Estate 7th St, Dr. Vasi Estate, Phase II, Taramani, Chennai, Tamil Nadu 600096  
www.apolloprotoncentre.com 1860 500 2850



# Apollo Proton Cancer Centre (APCC)

The Dawn of New Era in Cancer Care in South Asia

Milestones of 2019



Internationally renowned Radiation Oncologist,

**Prof. Dr. Dattatreyyudu Nori**

appointed as International

**Director, Apollo Cancer Centres**



Internationally Renowned Oncologist,

**Dr. Anil K. D'Cruz**

joined Apollo Hospitals Navi Mumbai as

**Director, Oncology.**





# Apollo Research & Innovations (ARI) Milestones of 2019



## AAHRPP RE-ACCREDITATION

ARI successfully completed a 2 day AAHRPP re-accreditation process in June 2019 and received zero non-conformances. Apollo receives a full AAHRPP reaccreditation for all 5 Ethics Committees & 13 Apollo hospital sites under their purview.

# 01

## APOLLO RESEARCH AND INNOVATIONS (ARI) SITE PRESENCE EXPANDED TO 22 SITES

ARI expanded from 17 to 22 site offices by initiating site offices in Apollo Mysore, Navi Mumbai and Apollo OMR Chennai and are currently in the process of initiating site offices in Vizag, Apollo CVHF Heart Institute Ahmedabad and Apollo CBCC centre Ahmedabad.

# 03



## HACK- A-WAY – APOLLO INNOVATION QUEST (AIQ)

To encourage ideas & innovations in Healthcare, ARI organised Apollo Hack-a-Way, the first of its kind, hospital backed, closed-door health-tech Hackathon, with the theme: “Real Ideas, Real Innovations” The event focused on finding innovative tech-enabled solutions for problems faced by hospitals and exploring cost-effective alternatives to existing expensive solutions. The event saw participation from Medtronics, Microsoft & Philips.

# 04

## INSTITUTIONAL ETHICS COMMITTEES (IEC) FOR CLINICAL STUDIES (CS) AND BIO-MEDICAL RESEARCH (BMR)

- Institutional Ethics Committee (IEC) of the Apollo Hospital have a uniform SOP for EC processes and are registered with the regulatory body of India – CDSCO. The committees are compliant with the latest national / global regulatory requirements.
- As per the new Drugs and Cosmetic Act, IEC-BMR [Bio Medical Research] was formed in various Apollo Hospital centers in compliance to the ICMR guidelines which reviews proposals pertaining to the academic, collaborative research proposals, Investigator Driven Research Studies and healthcare research.

# 02

## DEVICE STUDIES

### ASHA+ commercialised at Apollo Hospitals

ARI successfully conducted a validation study of a vital monitoring device ASHA+ at Chennai, which showed a very good correlation with the current PoC devices used at Apollo for vital monitoring. The device has now been commercialized through the Apollo ecosystem.

### CNOGA

A validation study to evaluate the performance of TensorTip MTX in comparison to standard Point of care devices used at Apollo in measuring the vital signs. Clinical validation study of Israeli device TensorTip MTX, a small, lightweight, portable, novel non-invasive fingertip device that measures 6 vital parameters based on real time colour image sensor by

photographing the fingertip tissue. The device was tested at 2 centres in Hyderabad on over 300 patients for the measurement of physiological and hematological parameters of Blood glucose, hemoglobin, hematocrit, RBC, Mean Arterial Pressure, blood PH, SpO2, blood pressure (systolic & diastolic) and other parameters

### CREDENCE GENOMICS

ARI coordinated the validation of the technology introduced by Micro - Genomics, division of Credence Genomics - a Sri Lankan genomics Company. The study involved validation of NGS (Next Generation Sequencing) technique for diagnosis of infectious disease pathogens with a sensitivity of over 90 % and TAT of 36 hours both for bacterial and fungal infections.

### SALCIT DEVICE FOR ASTHMA DIAGNOSIS

Salcit Tech relies primarily on respiratory sound (cough & wheeze) characteristics, in providing lab free offering of early screening & recovery monitoring services.

# 05



## REPRESENTING APOLLO HOSPITALS & ARI AT INTERNATIONAL & NATIONAL FORUMS

- Dr Amitava Ray was invited to moderate a panel discussion on Liquid Biopsy at the Society of Neuro Oncology (SNO) meeting at Phoenix, Arizona. He was also invited to speak at the plenary session at the European Association of Neurosurgical Societies (EANS) meeting at Dublin, Ireland.
- Indian Chamber of Commerce Conference, Hyderabad – ICC conducted “Start Entrepreneurs, 2019”, the grand Pitching Summit on January 24, 2019 at Hyderabad.



### HEALTH-TECH SUMMIT, BENGALURU

Ms. Ishita Shively was invited to be a part of a Panel discussion at Bengaluru Tech Summit 2019. The topic for the panel discussion was 'Nurturing the Next Generation of Smart Innovators'.

06

## INTERNATIONAL CLINICAL TRIAL DAY



ARI Hyderabad organised the first of its kind 'walkathon' jointly with Clinisol & ISCR to mark the occasion with the aim to create awareness about clinical research in public.

ARI, Ahmedabad provided educational assistance of Rs. 5000/- to under privileged school children on the clinical trial day celebrations as a part of its community service program.

ARI Delhi organized the clinical trials day at Indraprastha Apollo Hospitals New Delhi to increase the awareness of clinical research and also significance of pharmacovigilance among the healthcare professionals.

07



# Apollo Research & Innovations (ARI)

Apollo Hospitals Educational and Research Foundation (AHERF)

Milestones of 2019



## GRAB YOUR GRANT – ARI INITIATIVE TO PROMOTE RESEARCH AMONG CLINICIANS

- Dr. Devjani Ghosh became the first Clinician to benefit from the Grab your Grants program & won the BIRAC funded BIG Grant of INR 50 lacs, Dr Devjani incubated her company 'Sephirah' at AHERF. Sephirah will develop salivary diagnostic for detecting HPV positive cancer.
- Dr. Sasidhar Manda, who secured the BIG grant in 2018 under Grab your Grants program, has incubated his company 'Urvogel' at AHERF. Urvogel is expected to complete its proof of concept a non-invasive.

01

## FACULTY DEVELOPMENT PROGRAMS (FDP)

Apollo physicians are encouraged to participate in research projects. Faculty development program (FDP) was established with an idea to provide seed funding of INR 5 Lacs to test the ideas & generate basic data before applying for extramural funding for these research projects. FDP is orchestrated under Prof. Nirmal Kumar Ganguly's (Former DG ICMR ) guidance.

Five studies are approved under FDP in 2019 and are under Ethics Committee review process. Once approved, the studies will be initiated. Six more Apollo consultants have submitted their proposals for consideration under FDP. The outcome of seven studies approved earlier by AHERF was reviewed by a committee which provided suggestions for submission of a validation proposal for funding to ICMR/DBT.

02

AHERF has signed a MoU with DPSRU [Delhi Pharmaceutical Sciences and Research University] for conducting a Joint professional training Program in Clinical Research as a collaborative research proposal. The first batch of the one year, full time, Post-Graduate Diploma in Clinical Research is expected to commence from August 2020.

03

In 2019, AHERF signed MoUs with IIT Hyderabad, NIPER Hyderabad, University of Hyderabad, Manitoba University Australia, Guru Nanak Group of Institutions, IICT Hyderabad, StemCyte India & NIMS, for carrying out collaborative research proposals in many therapeutic disciplines. The proposals have been reviewed and cleared by the Ethics Committees and have been initiated.

04





## LOYALTY PROGRAM

OneApollo Digital was launched to make the healthcare experience and journey of customers more rewarding and enriching across the entire Apollo Eco-system (12 BUs, ~4,500+ locations).

It is entrusted with the mandate of “INTEGRATING THE CUSTOMER ACROSS THE ENTIRE GROUP” and for ensuring “HIGHER CUSTOMER ENGAGEMENT & LIFE CYCLE MANAGEMENT”.

**1.9 CRORE MEMBERS**  
**3.5 CRORE TOTAL UNIQUE CUSTOMERS**

### MEMBERS OF THE PROGRAM CAN:

- Earn & Redeem reward points
- Avail exclusive Discounts & Savings on Health Expenses
- Benefit from Complimentary Services like Health Screening and Consultations

### HIGHLIGHTS

- Developed an In-house State-of-the-art Loyalty Management System (LMS) & Omni-channel Campaign Execution tool, handling the World's largest Healthcare Membership program
- Through Targeted Campaigns to Members, contributed ~91 Crore Revenue
- Revived 1.79 lakh dormant members
- 35 Lakh members are actively transacting in a month
- About 54,000 members are actively Using Tier benefits

## ASKAPOLLO MOBILE APP

AskApollo Mobile App was launched as Apollo Group's one-stop shop for all healthcare services & products offered by various businesses of the Apollo group. This app is available on both Android and iOS platforms.

### FEATURES OF THE APP INCLUDE:

- Schedule doctor appointments
- Order medicine online
- Book health check-ups
- Access Health Records
- Diagnostics at home
- Health Tips

TOTAL APP DOWNLOADS

**6 LAKH+**

TOTAL UNIQUE USERS:

**~1.5 LAKH**

CUMULATIVE VALUE OF THE SERVICES/PRODUCTS BOOKED

**RS 6.3 CRORES**

MONTHLY ACTIVE USERS ON THE APP

**~97,000**



## APOLLO - SBI PARTNERSHIP

A co-branded 'Apollo-SBI Credit Card' has been launched in association with SBI. The Apollo-SBI CC holders avail exclusive offers on Apollo's services and products at Apollo Health Centres.

TOTAL CREDIT CARDS SOURCED:

**30,000**

TOTAL SPEND IN APOLLO ECO-SYSTEM:

**~6 CRORE**

INCREMENTAL REVENUE OF

**~47 CRORES**





# Apollo Remote Health and PPP

Bridging the Healthcare Service Delivery Gap

Milestones of 2019



**100 CITIES**  
**ACROSS 25 STATES**

**48 COUNTRIES**  
**AROUND THE WORLD**

**1 MILLION**  
**TELECONSULTATIONS**

**TOUCHED THE LIVES OF OVER**  
**11 MILLION**  
**INDIVIDUALS**

**700**  
**TELE-CLINICS**

## IMPACT

### ELECTRONIC URBAN PRIMARY HEALTH CENTRES (e-UPHC)- 183 Centres

#### KEY HIGHLIGHTS

- Apollo TeleHealth has been a part of the healthcare reform journey in Andhra Pradesh through the PPP model.
- In addition to primary health facilities, the centres also provide specialist services through connectivity with Apollo Telehealth-Hub
- The facilities of these eUPHCs include pharmacy and laboratory services along with an air-conditioned waiting-hall and purified drinking water.
- The daily metrics including staff attendance, are updated live on the Chief Minister's dashboard - eUPHC.

**2 MILLION +**  
**UNIQUE PATIENTS**

**8 MILLION +**  
**CONSULTATIONS**

**7,70,000+**  
**IMMUNIZATIONS**

**6 MILLION**  
**LABORATORY TESTS**

**8,50,000**  
**TELE SPECIALISTS' CONSULTATIONS**

**DIRECT EMPLOYMENT TO**  
**1100 PEOPLE**



- **48** countries.
- **5.5 Lacs+** App downloads
- **3 Lacs+** App registrations.
- **3 Lacs+** online visitors
- **1.3 Lac+** website registrations
- **www.askapollo.com** ranks at **4200 (India) and 59680 (Globally)**.



### TELE-EMERGENCY - HIMALAYAS – (4 Centres)

#### IMPACT

- Apollo TeleHealth is providing tele-emergency services to a population of **40,000** in Himachal Pradesh through its **4** prominent Tele-Clinics at a height of 14000 ft above sea level.
- **16,000+** teleconsultations have been delivered & **1100** emergencies have been stabilized.
- Also provides screening of cervical cancer & tele-laboratory services.





# Apollo Remote Health and PPP

Bridging the Healthcare Service Delivery Gap

Milestones of 2019



## JHARKHAND TELEMEDICINE PPP PROJECT

- 100 primary health centres converted to Digital Dispensaries in association with the Govt. of Jharkhand.
- The project provides General Physician and specialist consultations over telemedicine

DESIGNED TO CATER TO APPROXIMATELY  
**2 MILLION**  
PEOPLE IN 5 YEARS.

150,000+  
CONSULTATIONS,  
**15,000**  
LAB REFERRALS,  
90,000+  
UNIQUE PATIENTS

## UTTAR PRADESH PPP PROJECT (Tele-Radiology Services) 134 Centres

THE GOVERNMENT OF UTTAR PRADESH HAS ENTRUSTED APOLLO TELEHEALTH FOR TELE-RADIOLOGY SERVICES IN ITS

**134 COMMUNITY HEALTH CENTRES**

APOLLO REMOTE HEALTHCARE WILL BE PROVIDING READ SERVICES FOR X-RAY, CT, MRI, ETC.

MORE THAN  
**20 THOUSAND**  
RADIOLOGY REPORTS WERE DELIVERED, AFTER SUCCESSFUL ACTIVATION OF SERVICES.

WITH THESE SERVICES, APOLLO REMOTE HEALTHCARE WILL BE CATERING TO A POPULATION OF  
**12 MILLION**

## UTTAR PRADESH PPP PROJECT (Telemedicine Services) 120 Centres

IN A COVETED PROJECT, THE GOVERNMENT OF UTTAR PRADESH HAS AWARDED

**120 COMMUNITY HEALTH CENTERS**  
TO DELIVER TELEMEDICINE FACILITIES.

**40,000**  
TELECONSULTATIONS

SPECIALIST VIDEO CONSULTATIONS WITH VARIOUS INVESTIGATIONS LIKE ECG, BLOOD PRESSURE, BLOOD SUGAR, TEMPERATURE, AND FETAL HEART-RATE MONITORING WILL BE PROVIDED.

CATERING TO A POPULATION OF  
**10 MILLION**





# Apollo Remote Health and PPP

Bridging the Healthcare Service Delivery Gap

Milestones of 2019



**NATIONAL  
THERMAL POWER  
CORPORATION  
(NTPC)**

## IMPACT

**1500+**  
OUT-PATIENT  
TELECONSULTATIONS ACROSS  
MAJOR MEDICAL SPECIALITIES.

**600+**  
TELE-EMERGENCY  
CONSULTATIONS

**CATERING TO  
2500  
NTPC EMPLOYEES  
AND THEIR  
FAMILIES.**

**2600+**  
PHYSIOTHERAPY  
SESSIONS

## e-CLINIC IN SMART CITY

- In a one of its kind initiative, a Cargo Trailer parked in the middle of a busy market is connecting patients to the best healthcare experts and specialist doctors from Apollo Hospitals.
- The service is providing outpatient (OP) Tele-Consultations across various Specialties like Cardiology, Orthopaedics, Nephrology, Dermatology, Neurology, etc.
- The staff at the e-HC (electronic - health centre) are trained to refer patients to higher centres for secondary & tertiary care.

CATERING TO A  
POPULATION OF  
**200,000**



## NCD SCREENING PROGRAM

**OVER  
1.5 MILLION  
SCREENINGS DONE IN THE  
LAST TWO YEARS FOR  
CANCER, HYPERTENSION,  
ASTHMA, ET AL**

Providing Non-Communicable  
Disease screening to Below  
Poverty Line citizens of Indian  
urban slums.

**SOCIAL HEALTH  
EDUCATION DELIVERED TO  
20,000+  
HOUSEHOLDS DURING  
THE LAST TWO YEARS**





# Department of Nursing

Milestones of 2019



The focus has been to create a staff driven performance improvement program that further transforms nursing care at the bed side. The endeavour is supported by the leadership and it will work to improve the quality standards and efficiency of our hospitals.

Nurses do a lot more than what is known and their work entails both - substantial intellectual and technical competency.

Over the year 2019, numerous nursing care developmental initiatives were undertaken across board to enhance patient experience, safety through process improvements and staff engagement.

## HIGH RISK:

Focus on High Risk High Volume processes – Blood Transfusion & Critical Lab Values were taken up.

## DIFFERENTIATORS:

Nursing care differentiators were identified and disseminated for communication.

## CLINICAL PERFORMANCE:

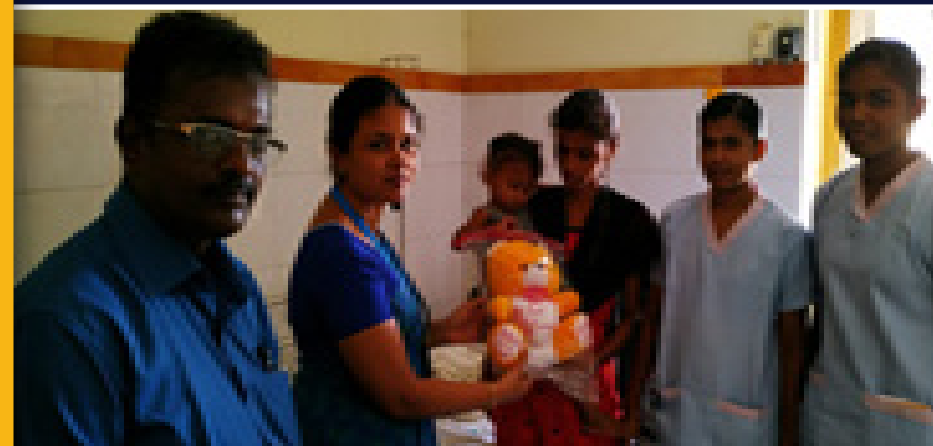
With support from consultants across the group, standardised key care processes were benchmarked and evidence based practice was implemented.

## SUCCESS STORIES

- Children Hospital - poster presentation in SANKALP 2019
- ASH OMR - CII Kaizen Award - Digital documentation.
- Ms. Muthuram (OMR) Nursing Excellence Award in Clinical services
- Vanagaram - AHPI award for Nursing Excellence / 1st in 14th edition of CII Southern region Kaizen competition

## NO HARM NO ERROR CAMPAIGNS (NHNE):

Two campaigns were conducted as Nurses deal with potentially more dangerous and latent errors and prevention is key.



## PATIENT EXPERIENCE

To understand what is most valuable to our patients by 'looking through their eyes' and observing emotional 'touch points', special activities were conducted for multiple groups of patients. Reinforcement done on SHO and TLC moments.

The hand made greetings and some gifts to the paediatric babies were prepared by nurses and given to the patients.



## IPSC

Co-hosted the conference and a large number of nurses from across the country participated.

## MONTHLY VIDEOCONS:

To share best practices and standardize care processes



## NIGHTINGALE CHALLENGE

WHO has declared 2020 as the Year of The Nurse. Under the leadership Ms. Sangita Reddy, JMD, Apollo Hospitals, the Nursing Now initiative has been launched. More than 100 organisations across India have registered.

## COE CAMPAIGNS

With assistance from consultants, Certificate programs were rolled out to enhance COE specific competencies

- Neuro – Rebuilding Lives
- Paediatric – Because children are precious
- Neonatal - Words cannot express the joy of a new life



## STAFF SATISFACTION

To create home away from home and a happy on boarding all festivals etc. were celebrated with merriment. In addition, regular unit get together, birthday celebrations, movies, picnics were conducted.

## HOUSE ACTIVITIES

To foster a strong team spirit, build stronger bonding and for all-round personality development, activities are conducted under 4 houses – like going back to school!



## DIGITIZATION

The nursing core team has been integral to provide inputs for product development along with the corporate IT and DXC. The design process of Nursing processes, forms and formats & OP workflow is ongoing.

## RESEARCH & PUBLICATIONS

10 articles in international journals.





# Retail Healthcare

Milestones of 2019



AHLL received the Gold Award for the Q4E Program from “Asian Hospital Management Awards”



## APOLLO CRADLE

has been growing at 28% YTD over last year.

### UNIQUE INITIATIVES

- Developing in-house CRM for Cradle, this helps in patient care experience right from capture to conversion.
- Rolling out AAA (Apollo Admission Assist tool) – to enable patients to book the hospital room online.
- The Apollo Cradle App was launched – Complete pregnancy, child care & fertility guide offering appointment booking, engagement with Doctors and care-managers, medical report download & other patient support systems.
- The second National Cradle & Fertility Conference, a knowledge sharing and engagement platform was held in Bengaluru

## APOLLO FERTILITY

has grown by over 50% YTD on its new patient base with success rates of IVF treatment at par with global figures. It also won “Game Changer of the year- South Zone award given by Economic Times.

- Apollo Fertility launched the “Think Equal” campaign – it is focused on driving a cultural change by propagating that both partners are tested for right and early detection, leading to better outcomes and subsequently breaking the taboo of infertility being a female-centric issue.
- Complementing the Think Equal campaign, Apollo Fertility also launched “Apollo Androcare” - a vertical dedicated to handle and focus on male fertility issues.
- To support young adult patients suffering from oncological issues and undergoing chemo, Fertility Cryopreservation program was launched to preserve parenthood



## APOLLO SPECTRA

The BU has grown by 16% in H1 FY 20.

Apollo Spectra won the best Orthopedic Clinic Award in India in the Ranking survey conducted by I3 & Times of India. With high focus on patient centricity & communication Spectra has launched its CCS module that allows the centralized control of content, currently being broadcasted on the LCD screens placed in OPD's.



## APOLLO CLINICS

In keeping with the Chairman's vision of curbing the growing prevalence of NCD's, Apollo Clinics launched NCD screening services. The BU has partnered with Health Insurance companies to offer innovative solutions/policies to its customers as value added services. It also engaged with Lens Kart & Hearfon to provide eye care & hearing solution to its patients. The BU's latest venture, Apollo Society Clinics inside Housing Societies, has received tremendous response from customers. The tally has reached 40+ clinics in H1 2019. The BU is growing by 21% on topline in H1 FY 20.



# Retail Healthcare

Milestones of 2019



AHLL received the Gold Award for the Q4E Program from “Asian Hospital Management Awards”

Apollo Diagnostics has a network of 86 labs and 550+ PCCs (Patient Care Centers) across India. The National Reference Laboratory at Hyderabad has been successfully accredited by the College of American Pathologists (CAP) apart from NABL, Govt of India as per ISO 15189 standards. Apart from the National Reference Lab, 15 of our labs are accredited by NABL as per ISO 15189 standards. Apollo Diagnostics currently manages laboratory requirements of 35 hospitals across India. Apollo Diagnostics is the first pathology lab chain in India to have ISO certified logistics and home collection services. The BU has seen an overall growth of 38% in patient numbers compared to last year. Apollo Diagnostics has launched several specialty tests including NIPT and New Born Screening services to provide to the growing needs of our customers. Our Home collection department caters to the testing requirements of 11,000 patients a month across the country.

## APOLLO DIAGNOSTICS



Apollo Dialysis has shown a revenue growth of 107% Exit H1 FY 20. Dialysis sessions reported a growth of 161% over H1 19.

## APOLLO DIALYSIS



## APOLLO SUGAR

Apollo Sugar, ranked as the leading Diabetes clinic chain by I3 by Times of India. The BU will soon touch 500,000 + Diabetics. It also launched the Diabetes home care kit across all leading e commerce platforms & Apollo pharmacies. The Long-term treatment program enrolments are growing by 50% YOY. POS – partner of Sugar program was initiated to expand the reach in Tier 1 & 2 cities with an extensive system support & best practice learning, to be provided to the neighborhood physicians.



## APOLLO WHITE DENTAL

Apollo White Dental, ranked as the leading dental clinics chain by I3 & Times of India. The BU launched its International patient care campaign to acquire patients from nearby countries. An educational patient engagement platform was initiated to help patients understand the importance of oral hygiene along with on line screening. The unit rolled out the Quality Assurance platform to ensure standardization of processes.





# Apollo Pharmacy

Taking 'Apollo' to every home

Apollo Pharmacy with its network of 3,700+ company-owned pharmacies, served close to 16 crore customers this year. Its presence extends from Kashmir to Kanyakumari and now, with a strong online capability, Apollo Pharmacy can truly ramp up to serve a billion customers.

Apollo Pharmacy serves customer with ethical medicines, error-free (99.01%) and with camps to prescription refill & reminders, they take 'Apollo' to every home.



Milestones of 2019



**KASHMIR** TO  
**KANYAKUMARI**

**3700+**  
**COMPANY**  
**OWNED**  
**PHARMACIES**

**16 CRORE**  
**CUSTOMERS**





# Clinical Excellence – Highlights

Milestones of 2019



1500+

solid organ transplants were performed.

Apollo Main Hospitals Chennai team performs a rare and complicated surgery to remove a recurrent Bone Eating tumour from the leg of 19 year old boy hailing from Bangladesh.



The Maastricht University signed an agreement with the Apollo-Microsoft Cardiology Consortium to help expand the AI Network for Cardiology and research on cardiovascular diseases in the Netherlands. Apollo Hospitals-Microsoft Consortium is building the AI Network for Cardiology to develop an India-specific heart risk score and better predict cardiac diseases for the general population with the help of Apollo's database and expertise.

Trained doctors from over 20 countries in TAVR. The hospital has performed the highest number of MitraClip implants in the subcontinent till date. The oldest patient in India to receive the MitraClip implant is an 86 year old female patient. A unique medical feat at Apollo Hospitals Chennai-January 14, 2019 was a historic day for Apollo Hospitals as five patients underwent TAVR on a single day, which is an Indian record. All the five were in an advanced age, critical condition and had high risk for open heart surgery for valve replacement.

Apollo Hospitals Navi Mumbai is the first hospital in Western India to successfully perform 25 Paediatric Liver Transplants.

AMH became the first centre in India to perform a modern varicose vein removal surgery on a patient using VenaSeal closure system.

Apollo Hospitals, Navi Mumbai redefines the life of a 78-year-old cardiac patient by successfully performing Transcatheter Aortic Valve Replacement surgery.

Indraprastha Apollo Hospitals, Delhi has successfully operated on a 7-month-old Congolese baby for a rare heart disorder.

Apollo Hospitals, Chennai is the first hospital in India to successfully perform a Transfemoral Pulmonary Valve Implantation with an Indian-made valve



Indraprastha Apollo Hospitals, Delhi successfully operated on a 6-month-old Kenyan baby with a rare heart defect and gave a new lease of life



# Clinical Excellence – Highlights

Milestones of 2019



Apollo Hospitals, Hyderabad successfully performed Liver Transplant on a four-month-old baby

The opening of Apollo Proton Cancer Centre marked the dawn of new era in cancer care in South Asia. The team at APCC treated over 100 patients even before completing a year since the launch.

Apollo Hospitals, Chennai became the first centre in India to perform minimally invasive Robotic Hybrid Revascularization surgery to treat blocks in two major blood vessels.

Indraprastha Apollo hospitals, Delhi has successfully operated on a one-and-a-half-year-old child for a rare condition - formation of laryngeal web in the trachea.

Apollo Children's Hospitals successfully performed a RedilatableStent Implantation procedure on a pre-term baby.



Apollo Hospitals, Indore is the first hospital in Madhya Pradesh to perform Transcatheter Aortic Valve Replacement (TAVR) on a 69-year-old female patient.

Apollo Hospitals Madurai successfully performed India's 1st high flow Brain Bypass surgery using Endoscopic Saphenous Vein harvest technique.

Apollo Children's Hospitals successfully treated a pre-term baby suffering from multiple medical conditions and gave a new lease of life.

Indraprastha Apollo Hospitals, Delhi successfully treated a 73-year-old patient for multiple artery blockages by multiple stenting through keyhole surgery.

ApolloMedics Super Speciality hospitals, Lucknow saved an 8-month-old child by performing an emergency endoscopic procedure to remove a set of stapler pins from his food pipe

Indraprastha Apollo hospitals, Delhi successfully operated on an infant, with complex congenital heart disease, who suffered from a heart attack

Apollo BGS Hospitals, Mysore gave a new lease of life to a 59-year-old man by performing a life-saving procedure using spy cholangioscopy with electrohydraulic lithotripsy



# Clinical Excellence – Highlights

Milestones of 2019



Apollo Medics Super Speciality Hospitals, Lucknow successfully treated and saved a 2-day-old baby suffering from Christmas disease.

Apollo Hospitals, Visakhapatnam redefines the life of a 69-yearold cardiac patient by successfully performing Trans-Catheter Aortic Valve Replacement (TAVR) surgery

Apollo Hospitals, Navi Mumbai performed a 3D printed titanium skull implant surgery to save the life of a traumatic brain injury patient.

ApolloMedics Super Speciality Hospitals, Lucknow performed a lifesaving surgery on a 21-year-old patient with Von HippelLindau Syndrome

Indraprastha Apollo hospitals, Delhi has successfully performed a life-saving liver transplant on a 5month-old baby diagnosed with Budd Chiari syndrome

Apollo Hospitals, Guwahati successfully performed Guwahati's first ever Minimally Invasive Cardiac Surgery on a 45-year-old female patient.

Apollo Hospitals performed a liver transplant from the liver donated by two young daughters to save their ailing father, a Yemeni national, suffering from end-stage liver disease.

Apollo Proton Cancer Centre, Chennai successfully performed India's first total marrow irradiation (TMI) on a 35-year-old female patient from Oman



Apollo Hospitals, Chennai successfully performed TAVR on an 82-year-old Ex-Army Major General and helped him cast a vote in Lok Sabha Elections

A 45-year-old patient successfully underwent third kidney transplant at Indraprastha Apollo Hospitals, Delhi.

## DATA OF SURGERIES JANUARY 2019 - DECEMBER 2019

Speciality	Name of surgery	Number
Cardiothoracic and Vascular surgery	Cardiac surgeries	11803
	Vascular surgeries	3024
Neurosurgery	Craniotomies	8906
	Microdisectomies	1319
Orthopedic surgeries	Ortho surgeries	30628
	Spine surgeries	3859
Transplant surgeries	Renal	1213
	Liver	244
	Bone marrow transplants	283
Onco surgery	Onco Surgeries	6878



# Total Health

Towards creating an equitable world

Milestones of 2019



Six years ago, Dr. Prathap C Reddy envisioned and initiated the pilot of a ‘population health model’ under the aegis of the Total Health Foundation in his native district of Aragonda, Thavanampalle Mandal of Chittoor district, Andhra Pradesh.

Total Health aims to provide a “Holistic Health Care” for the entire community, starting from the birth, through their journey into childhood, adolescence, adulthood and in the latter years of their life.

The program started with a baseline household door to door arduous survey to study the health, social and economic status of the communities. The health survey instrument is based on World Health Organization’s “STEP” approach. It covered 31,110 people and classified them according to their ten year risk of getting a non-communicable disease (NCD), into three basic groups of low risk, moderate risk and high risk and is being followed up further by investigations, counseling and medication through “Mobile and Satellite Health Clinics of Total Health”.

In addition, Total Health conducts cancer screening for women and eye screening for the community with a focus on NCD patients, various community development activities linked with health and women empowerment and livelihood support.





Apollo Foundation has been working over the years with the objective of bringing timely and quality healthcare to all. We strongly believe in pioneering social initiatives that help surpass barriers and make a real difference at the grass roots. Therefore, our initiatives have been focused on bringing good healthcare within the reach of the disadvantaged communities. Also to upgrade standards of care, impactful programmes in the fields of Rural Healthcare, Health Awareness, and Medical Camps for underprivileged, Rural Development and Skill Development have been initiated in several regions.

In 2019,  
over **1,58,000**  
People were  
benefitted by  
**Apollo CSR**  
initiative

## TOTAL HEALTH

A population health initiative, it works in the spheres of providing healthcare, health awareness and prevention of diseases, nutritional assistance, sustainable agricultural practices, sanitation, potable water, education and livelihoods for the people of the underprivileged community.

Benefitted over  
**73,000**  
villagers

## BILLION HEARTS BEATING

With the objective of providing healthcare and health awareness to the underprivileged communities, the programmes are currently being run in Delhi & NCR, Tamil Nadu, Karnataka, and Andhra Pradesh & Telangana. Through programmes such as Old Age Home Programme, Children's Home programme and School Programme, BHB provides free health checks, awareness workshops and medicines to 130 Old Age Homes, 26 Children's Homes and 17 NGO/Government schools.

Benefitted over  
**42,500**  
people

## DELHI IMCL CSR

Delhi IMCL's Corporate Social Responsibility division is focussed towards the health of children and women of the underprivileged community, as well as the frontline workers of the Forest Department.

Benefitted  
over  
**28,000**  
people

## HYDERABAD CSR

The CSR division of Apollo Hospitals in Hyderabad focuses on providing medical care for the people from underprivileged community through health camps and awareness workshops.

Benefitted  
over  
**1000**  
elderly & children

## CHENNAI CSR

Chennai CSR operates daily free clinics and 24X7 Emergency care centres for underprivileged people at various centres of Apollo Hospitals Chennai. The free medical services are provided throughout the year.

Benefitted by  
**13,600**  
Patients



# Apollo Munich Health Insurance

Uncomplicating health insurance

Milestones of 2019



## INNOVATIVE EDGE

Apollo Munich marks one another milestone with 'Protector Rider', that makes a health insurance policy 3 times more powerful. While it protects claims with no deductions, it covers everything, including non-payables. The multiplier benefit/cumulative bonus continues to grow even if there is a claim. This rider ensures that base sum insured gets adjusted for inflation every year.

## AWARDS THAT COME OUR WAY

Apollo Munich is proud to have been recognised by industry stalwarts for its brand value and business ethics. Some of the prestigious awards won by the company are

### GOLD AWARD

by Outlook, best marketing campaign for iCan, best mobile application for HealthJinn.

Apollo Munich won the

### NHRD TECHEART 2018

for the Best Practices in HR.

### THE JUMP IN OUR GREAT PLACE TO WORK 2019 STUDY FROM 33RD TO 28TH

this year is a testament of our commitment to our employee philosophy of CARE, which stands for our belief in being Compassionate, Accountable, Responsive and Expert.

## PEOPLE AT THE CORE OF BUSINESS

Apollo Munich has continued to build momentum on existing initiatives like

### AMLEARN

Digital Playbook which makes learning engaging, accessible anywhere anytime and byte sized;

### KUDOS

Digital Appreciation platform which enables instant recognition for the employees and

### NIRAMAYA

Holistic well-being program with focus on physical, mental and financial wellness.

### 1 UP

My Amazing Ride Into the Organization. Its been acknowledged in the international ERGO community for its interactivity, engagement and exciting methodology for new joiners to know about the organization

### SUMMIT

A structured hiring & development track to hire high potential talent from premier business schools in India.

### YOUNG MANAGER PROGRAM

an industry first structured mass hiring and training program for attracting young leaders

### SMART ON-DEMAND DIGITAL ATTRITION

This Digital Attrition Tracker makes us as the first and till date the only firm in the insurance sector to have leveraged the power of Data Visualization tools for our daily attrition data needs.

### WE-WOMEN ENABLED

As a step towards gender diversity, a program has been setup at Apollo Munich Health Insurance.

RECEIVED OVER  
**32 LAKHS**  
TOTAL  
ENGAGEMENT  
AND **OVER 77  
LAKHS** TOTAL  
REACH ON OUR  
PROTECTOR  
DIGITAL  
CAMPAIGN.





## The Apollo Medical College Chittoor

**15th Annual Conference of Indian Association for Geriatric Mental Health** was held at AIMSR Chittoor

**1st College day and Cultural day** was celebrated. Dr Prathap C Reddy Chairman Apollo Hospitals Group was the Chief Guest.

**Ashtavadhanam** was conducted as a part of cultural program

**Sports meet** sponsored by Dr NTRUHS was held at Rangaraya Medical College, Kakinada

**Orientation program on Leprosy** for final year Medical students at AIMSR Chittoor

**Fresher's day** was celebrated, Dr Vanajakshamma, Professor of cardiology SIVMC Tirupathi addresses the students.

Conducted **MINerVA** (Mortality Network in India through Verbal autopsy)

## Apollo Nursing Education

**12 Apollo** nursing colleges/schools in India and Bhutan. **3000 undergraduate** students. **260 Post graduate** students

All Apollo college/schools of nursing have taken up the **nightingale challenge** to develop next generation leaders

5 faculty members successfully **completed PhD** at Apollo College of nursing

7 students from Chennai Apollo and 2 students from Ahmedabad received **gold medals for top-ranks**

About 1000 nursing candidates are given **100% placement** in Apollo Hospitals.

Apollo College of Nursing, Chennai has received the **Quality Brands India College Award 2019**

Apollo College of Nursing, Chennai was the **test venue** for OET exams

Projects of 4 faculties were **selected for funding**

4th batch of 30 students from Ngee Ann Polytechnic, Singapore **gained clinical experience** for 2 weeks

**International Conference** on Healthcare communication was organized. 534 delegates from various institutions attended the event.

**National level workshop** on Robotic surgery was organized

Q Infinity - **a state level quiz program** was organized

2 Faculty members were selected by Indian Nursing Council and **trained as master trainers**

A **new integrated method of teaching** involving patients suffering from chronic illness was implemented and its effectiveness was published as article.

A tool on Ventilator associated pneumonia bundle for newborn was developed in Association with Apollo Children's hospital, Chennai, researched its effectiveness and **published the results** in journal.

**Books authored** by faculty on OSCE in Community Health Nursing was Published

A **text book on Midwifery** and Gynecological Nursing was published

The **faculty published 17 articles** from Chennai, 3 from New Delhi, 3 from Kolkata, 3 from Ahmedabad and 1 from Hyderabad colleges of nursing in indexed journals

5 faculty members from Chennai and one faculty from Madurai colleges are **selected as editors of Journals**

All the nursing students were **trained in BL** by Laerdal Company.

**Training program** on Life skills and Personality Development was conducted

**Workshop on disaster management** was conducted by Aragonda Apollo College of Nursing.

**Short term courses** on ECG skills, First Aid, Infection control nursing, Peri - operative nursing, Ambulance nursing, critical care drugs administration, chemotherapy, Lactation management, innovative methods of teaching learning, Hospital accreditation (JCI/NABH), IELTS/OET preparatory course were conducted for the students in addition to regular syllabus.



## Apollo Institute of Hospital Management and Allied Sciences -AIHMAS

Students were **awarded with Gold medals** for outstanding performance in MBA-HSM under Alagappa University.

**B.Sc Dialysis Technology and B. Sc Medical Lab Technology** courses have been added to the existing courses

A **Soft Skill training programme** was conducted for all batches.

AIHMAS team was awarded with **First Prize in Inter College Quiz competition** to II year CCT students held at Vijaya Educational Academy.

**Special Health Awareness programmes** have been conducted in different schools for class +2 students under College Social Responsibility. **BLS training Sessions** for B. Sc Allied Health Science students was organized.

## Apollo MedSkills Limited

**Over 2500** un-employed youth and women have been provided with livelihood opportunities in the healthcare sector

**Over 15000** students have undergone up-skilling training for gaining better-career opportunities.

Students had the great privilege of meeting and **interacting with Hon'ble Governor** of Telangana State Dr.Tamilisai Soundarajan.

Students from Bhopal centre working as Emergency Medical Technicians were awarded with **"Best EMT" of the month** for their dedicated work at Manipal Hospitals, Bengaluru.

Apollo MedSkills Director, Mr Karthik Anand Reddy along with Apollo MedSkills CEO Dr.Srinivasa Rao Pulijala **signed MoU with University of Bolton** to offer healthcare management programs for healthcare professionals.

Apollo MedSkills **facilitated the visit of the delegation from Govt. of the Republic of Maldives**, accompanied by officials from NSDC to Apollo MedSkills Centre of Excellence in Delhi.

**Best PIA Award** received by Apollo MedSkills, Kerala and Tamil Nadu.

**Won the FICCI Heal 2019 "Gold Award"** under Skill Development Category during the FICCI Healthcare Excellence Awards 2019 for the Skill Training and Enhancement Project (STEP) supported by Telangana Academy for Skill and Knowledge (TASK), Govt. of Telangana to train the govt. hospital staff and nurses across 30 districts in the state.

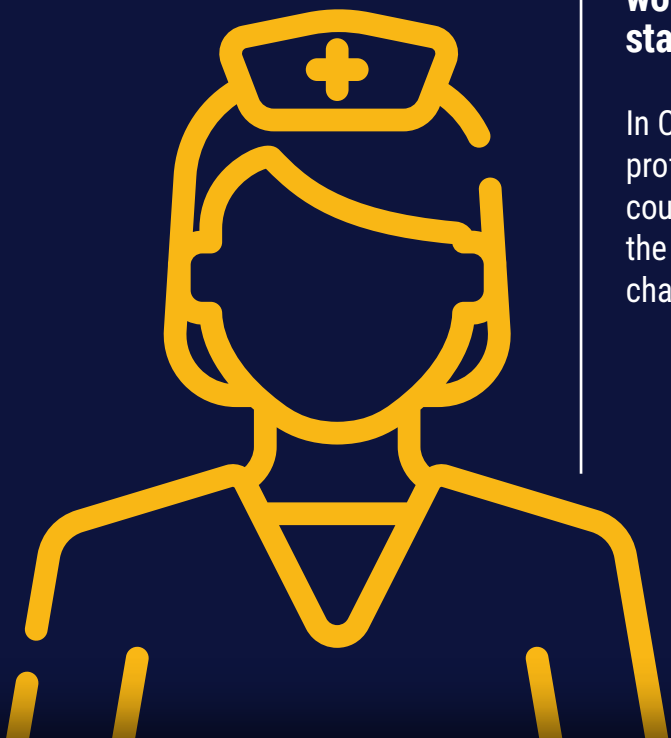
Apollo Medskills student, achieved the **"Medallion for Excellence"** in the 41st Health and Social Care Category at the 45th WorldSkills 2019 competition on August 27th, 2019 at Kazan, Russia.

Won the **"Excellence Award" for Re-Skilling and Up-Skilling Training for Hospital Staff & Nurses** in Talent Development category at Hospital Management Asia.

## Apollo Crewe Campus

Apollo Buckingham Health Sciences Campus is the **UK's first dedicated Health Science Campus committed to the support and welfare of all students by accessing the latest techniques in medical education and research and working in partnership with other stakeholders.**

In Crewe, ABHSC provides a hub for professional healthcare in the region. Our courses offer routes to essential careers for the changing approaches, requirements and challenges of healthcare globally.





# Awards and Accolades

Apollo Hospitals Group

Milestones of 2019



Apollo Hospitals were ranked as the best hospital in different specialties in the **Times of India – ALL INDIA critical care HOSPITAL RANKING SURVEY**. Apollo Hospitals, Chennai was ranked as the best multispecialty hospital in India, for the specialties of Oncology, Cardiology, Pediatrics, Neuro Sciences, Nephrology, Gastroenterology and Hepatology, Urology, Emergency and Trauma.



At the HMA Awards 2019, held at Hanoi, Vietnam, there were 500 entries from 129 hospitals in 17 countries. **Apollo Hospitals won 10 awards in 8 categories**, the highest number for a hospital group in Asia for the fifth consecutive year.



**Asian Hospital Management Asia Awards –** Project 365 in the category of Innovations in Hospital Management Project



Apollo Hospitals were ranked as **the best Asian Hospital Management Asia Awards – Gold Award** - category of Innovations in Clinical services



**Express Healthcare excellence awards-** Operational Excellence



Apollo Hospitals bagged **6 awards in different categories at the 3rd Edition of FICCI, Advantage Healthcare India.**

Apollo Hospitals, Group has been awarded as **India's Most Admirable Brand 2019** by The Brand Story.

**Express Healthcare excellence awards-** Financial Excellence

**Golden Peacock Award** for HR Excellence in the healthcare sector



# Awards and Accolades

Indraprastha Apollo Hospitals

Milestones of 2019



## Hospital Management Awards (HMA) -

Everyone Goes Home Safe  
Creating A Culture Of Safety in the category of Patient Safety Project



## FICCI Award -

'Uberization of Patient Transportation'



## AHPI Healthcare Excellence Award

- Nursing Excellence  
- Quality Beyond Accreditation



## Max Healthcare Awards

Paper presentation -  
Category- staff skilling and education

2nd prize- Silent Hospital Helps Healing

## Poster presentation

Category - Use of technology - 2nd prize  
- Porter management system

Category - Clinical audits/measures/outcomes category - 3rd prize - Peace to panic

Category - Patient education - 1st prize - Drug information Centre



## 9th MT India Healthcare Awards April 2019

Best Hospital in Facility Management & Hospitality from



## CSR health impact award

July 2019  
(3rd annual edition) -  
Category- WASH initiative



## CAHOTECH 2019 award

Sep 2019  
DIAL 77

## Medical Value Travel Awards

Liver Transplant  
Kidney transplant

(Apollo Hospitals Group was recognised for its outstanding contribution to Medical Value Travel with the FICCI Medical Value Travel Awards during the Advantage Health Care India, 2018 Summit held in Delhi)



# Awards and Accolades

Apollo Hospitals Hyderabad

Milestones of 2019



**ET NOW -world HRD Congress-13th Employer Branding Awards** - Best Employer 2018-2019



**Apollo Distinguished Clinician Award 2018** - Dr PC Rath for Year 2018.



Apollo Health City, Hyderabad was awarded **Best CRM Programme at 6th Customer Loyalty Awards**



**ET NOW - World HRD Congress - Dream Companies to Work For (8th edition)** -Managing Health at Work



Apollo Health City, Hyderabad was **awarded by AHPI as Patient Friendly Hospital**



Apollo Hospitals, Hyderabad received the **'Best Medical Tourism Facility' award for pioneering private healthcare revolution in the country.** It emerged as Asia's foremost integrated healthcare services provider. Vice President M Venkaiah Naidu presented the awards at a ceremony in New Delhi.





# Awards and Accolades

Apollo Gleneagles Kolkata

Milestones of 2019



**Dream Companies to  
work for** 8th Edition-Award  
for Managing Health At work"  
at 27th Edition World HRD  
Congress by ET now



**The Week-Hansa  
Research Survey Top  
Hospital 2019:** No 1  
Hospital in Eastern India.



**AHMA 2019 -  
Excellence Award** on  
"Creating a Sustainable  
Facility along with  
Associated Opportunities of  
Cost Saving: The GO GREEN  
INITIATIVES"- Facility  
Management and Financial  
Improvement category



**Secona Shield  
Awards 2019** (Safe  
Hospital of the Year)-January  
2019



**QIMPRO Quality  
Fables Competition  
2019** on "How a Needle  
Changed Lives" in November  
2019



**Best Green Hospital  
Award** (Organization  
Category) at the ABP  
Healthcare Leadership  
Awards



**Best CEO of the Year**  
(Individual category)Award at  
the ABP Healthcare  
Leadership Awards





# Awards and Accolades

Apollo Hospitals Navi Mumbai | Apollo Hospitals Ahmedabad

Milestones of 2019



**Making of  
Developed India  
Award for  
Excellence in  
HR Sector**  
Mr. Jagdeep Chauhan

**Swaach Bharat  
Mission  
(NMMC) Winner  
2019**  
at the Swaach  
Hospital  
Competition 2019

**Philips Techno  
Connect  
Cup Winner  
2019** Service  
Excellence to Achieve  
High Up Time 019



**Employer  
Branding  
Awards  
(2019-2020)**  
Maharashtra Best  
Employer Brand  
Awards 2019

**Award - 101 top  
HR minds** to Mr.  
Jagdeep Chauhan

**Asian Hospital  
Management  
Asia Awards** -  
Innovations in Energy  
Efficiency Leading to  
Reduction in Cost &  
Carbon Footprint of  
the Hospital - in the  
category of cost  
reduction project



Apollo Hospitals,  
Ahmedabad has been  
awarded  
**Times Health  
Icon Award  
2019**  
in 5 Categories



**Golden Peacock  
Awards** for Energy  
Efficiency



Apollo Hospitals,  
Ahmedabad won 1st  
**Price in CAHO  
Healthcare  
Award 2019**



NAVI MUMBAI



AHMEDABAD



# Awards and Accolades

Apollo Hospitals Chennai



Milestones of 2019



## International Cancer Centre of the year

: Apollo Speciality Cancer Hospital, Chennai was the winner of the IMTJ Medical Travel Awards 2019. The award is for the cancer centre that demonstrates the greatest success in attracting and serving international patients (medical tourists).

Won 1st place under Group C category -

**Best TLC awards to Paediatric Patients**

**Appreciation Award from Tamil Nadu Government in performing highest number of Cardiac procedures**

under CM Scheme in 2019

Apollo Hospitals were rated as the top hospital in several cities in "The Week" Magazine's India's Best Hospitals Survey. Apollo Hospitals, Chennai was

**ranked as number one corporate hospital in the country**

Apollo Hospitals, Chennai awarded the **Best Multispecialty Hospital of the Year** - Global Healthcare & Medical Tourism Conclave

**Ranked Best paediatric Hospital** from Week Magazine

The CSSD department of Apollo Main Hospital received the prestigious **Asia Pacific Society of Infection Control COE Gold Award**. The award was presented at "The 9th International Congress of The Asia Pacific Society of Infection Control"

Government of Tamil Nadu felicitated Apollo Cancer Centre, Teynampet for **"High scores among the empanelled hospitals"** in the TN Chief Minister's Comprehensive Health Insurance Scheme

Apollo Cancer Centre, Teynampet, Chennai has been awarded the **5S Sustenance Award 2019** in "The Large Scale Service Category" from the Confederation of Indian Industry - Southern Region.

Completed NABH with **Zero Non compliance**

HOSPITAL	AWARDED BY	PROJECT	CATEGORY
Apollo Cancer Institute, Teynampet	Confederation of Indian Industry	The Southern Region Kaizen Competition 2019	Supervisor and Operator Category
Apollo Specialty Hospitals, OMR	APOLLO CLINICAL PROGRAM	A PROMISING POCT IN SEPSIS - POSTER PRESENTATION	SAFETY
Apollo Specialty Hospitals, OMR	CII -SR KAIZEN COMPETITION 2019	OPTIMUM WATER CONSUMPTION	PRODUCTIVITY -SUPERVISOR LEVEL
Apollo Medical Centre, Karapakkam	IPSC -2019	Safe Arm Card	SAFETY
Apollo Medical Centre, Karapakkam	AHMA-2019	Project KEN Talent Development Category	
Apollo Hospitals Greams Road Chennai	Global Healthcare & Medical Tourism Conclave Awards & Expo	Organization Wide - Quality Initiatives	Best Multi-Specialty Hospitals of the Year - South
Apollo Hospitals Greams Road Chennai	National Healthcare Leadership Congress and Awards - Zee Business	Organization-Wide Quality Initiatives	Best Multi - Specialty Hospital
Apollo Specialty Hospitals, Vanagaram	Prime Time Media - Global Healthcare Excellence	Best Multispeciality Hospital	Best Multi specialty Hospital in Tamil Nadu 2019
Apollo Specialty Hospitals, Vanagaram	Express Healthcare Excellence Award	Best Patient Satisfaction programme	Best Patient Satisfaction programme
Apollo Specialty Hospitals, Vanagaram	Express Healthcare Excellence Award	Best Green Hospital	Best Green Hospital
Apollo Specialty Hospitals, Vanagaram	Confederation of Indian Industry (CII- SR)	Defect free room	Second prize - Kaizen Competition -Operators category
Apollo Specialty Hospitals, Vanagaram	Confederation of Indian industry (CII - SR)	Discharge process Vs Customer Satisfaction	First prize for Kaizen Competition -Supervisors category



# Awards and Accolades

Apollo Hospitals, Bhubaneswar

Milestones of 2019



Odisha Best Employer Brand Award

The Best Green Hospital

The Best Customer Service in Health care

Brand Leadership Award

Healthcare Leadership Award for Doctors - General Medicine

Healthcare Leadership Award for Doctors - Gastroenterology

Odisha State Energy Conservation Award

Best Gastroenterologist in Odisha

Best Hospital in Odisha for Cardiac Sciences

Best Hospital in Odisha for Urology

Best Hospital in Odisha for Orthopaedics

Best Hospital in Odisha for Emergency and Trauma

Best Hospital in Odisha for Nephrology

# Awards and Accolades

Apollo Hospitals Trichy, Madurai, Karur, Karaikudi

Milestones of 2019



## “Swachh Bharath

**Award”** is an initiative to recognize and encourage top performing organizations in the space of sanitation and cleanliness and Apollo Speciality Hospitals, Trichy has bagged it twice continuously from the Corporation of Trichy.

A case of Radical Prostatectomy was operated in Apollo Speciality Hospitals, Trichy a distinctive and first kind of case in the region and so far totally 4 cases had been successfully performed.

# TRICHY

Apollo Speciality Hospitals, Madurai is the first and the only centre in South Tamil Nadu to perform Interventional Pulmonology, Endobronchial Ultrasound, Medical Thoracoscopic Pleural Biopsy, Medical Throscopic Pleurodesis, Balloon Tracheoplasty and Self Expanding Metallic Stenting.

Apollo Speciality Hospitals, Madurai touched yet another milestone by performing the First Paediatric Liver Transplant in South Tamil Nadu and this accomplishment gains yet another momentum as this being the First Living Donor Liver Transplant in Paediatrics.

# MADURAI



Apollo Loga Hospitals, Karur very recently bagged the **Award of Appreciation for the year 2019** from the Honourable Minister for Health, Dr. Vijaya Bhaskar, towards Chief Minister's Comprehensive Health Insurance Scheme.

# KARUR



Apollo Reach Hospital, Karaikudi received the **“Kayakalp Award”**, an award to recognize and felicitate public health facilities that demonstrate high levels of cleanliness, hygiene and infection control measure on promoting cleanliness in public space.

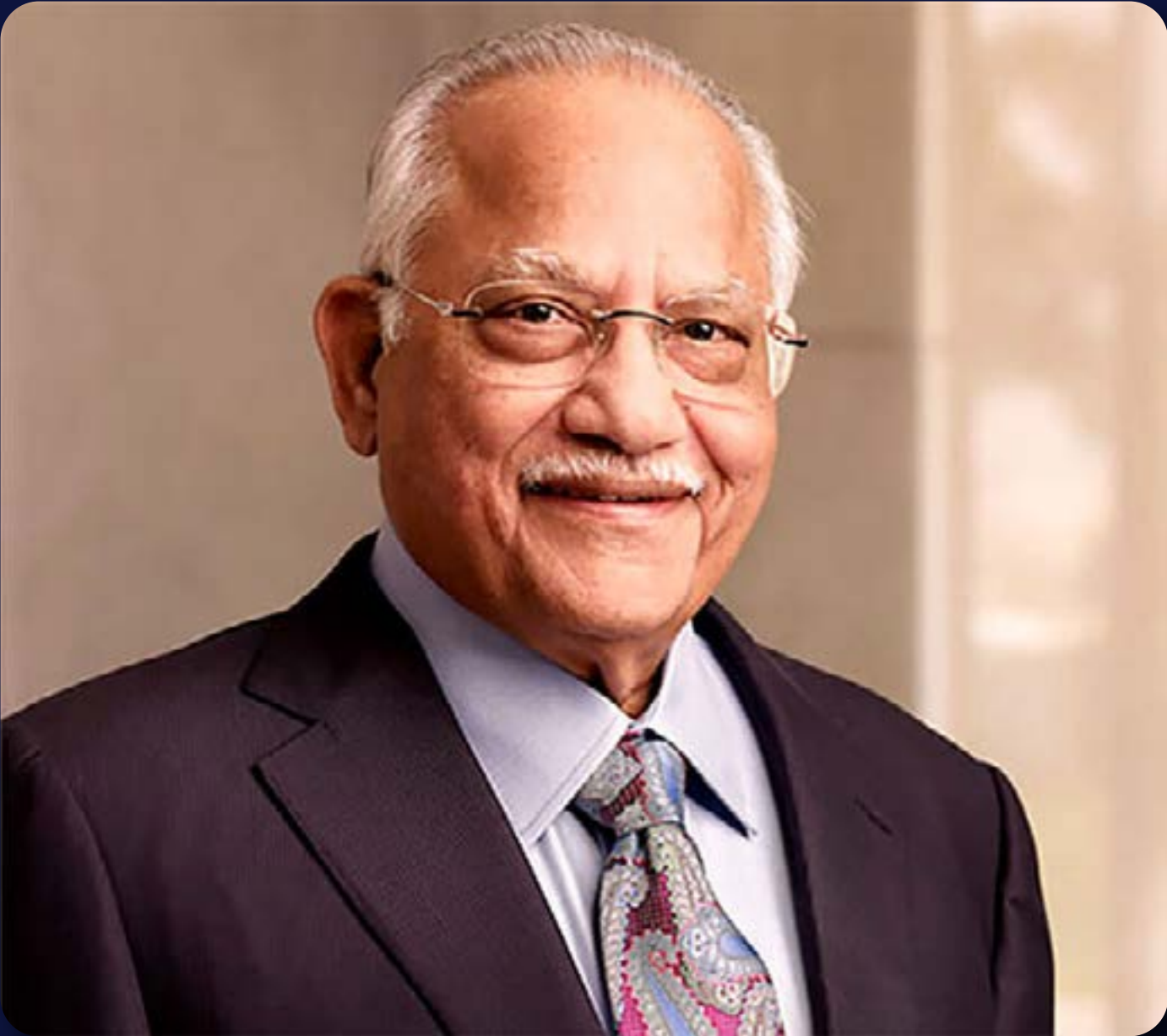
# KARAIKUDI



# Awards and Accolades

Conferred Upon Apollo's Leadership

Milestones of 2019



Dr. Prathap C Reddy, Chairman, Apollo Hospitals Group was conferred with **Outstanding Institution Builder award** by the All India Management Association.

Dr. Prathap C Reddy, Chairman, Apollo Hospitals Group was conferred with the **'Effective Succession Planning' award** at the Economic Times Family Business Awards.

A **Lifetime Achievement Award** was presented to Dr. Prathap C Reddy at the Valedictory of 18th AISCCON National Conference, in Hyderabad.

**The Mayor of Padang, Indonesia, Honorable Mahyeldi Ansharullah, felicitated** Dr. Prathap C Reddy during his recent visit to Apollo Hospitals in Chennai.

**Sanjiv Malik Lifetime Achievement award** was presented to Dr Prathap C. Reddy at the IMTJ Medical Travel Awards 2019. This award is for an individual who had made a significant contribution to the development of medical travel and medical tourism over many years.

Rotary Institute 2019 **Super Achiever Excellence in Health care award** presented to Dr. Prathap C Reddy for pioneering Innovation in accessible healthcare, bringing high quality cutting edge healthcare within the reach of all and conceptualizing preventive healthcare model.

# Awards and Accolades

Conferred Upon Apollo's Leadership

Milestones of 2019



**Ms. Preetha Reddy** was made the **Senior Vice President of NatHealth**. **NATHEALTH** is the forum that facilitates the shift in mindset, delivery and decision making in the Indian medical ecosystem



**Ms. Suneeta Reddy, Managing Director, Apollo Hospitals**, has been named one of the **'Most Influential People in UK power list'**. She was also named amongst **India's Most Powerful Business Women in 2019 - Fortune India**.



**Ms. Shobana Kamineni** was named amongst the **Most Influential Woman of India by Business**



Dr. Sangita Reddy, was presented with the **"Best Female Healthcare Leader"** Mediko award from the prestigious Indian Medical Association Awards.

She was awarded the **International Women Entrepreneur 2019 from India** by IWEF Foundation.

She was felicitated with the prestigious **Healthcare Transformation Leader's Award** for the exemplary role in India's healthcare sector at India's Biggest Event on Innovation in Healthcare 'Annual Healthcare Innovation Summit – Healthcare in today's Digital India'







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**AT APOLLO, EXCELLENCE IS  
NEVER BY ACCIDENT. IT IS DERIVED  
THROUGH FOCUS, SINCERITY,  
KNOWLEDGE & DESIRE TO SERVE.**

**- Dr Prathap C Reddy**

Founder, Chairman, Apollo Hospitals Group

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