

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

TOP MULTI SPECIALITY HOSPITALS	HYDERABAD
1 Apollo Health City	Jubilee Hills, Hyderabad
2 Gleneagles Global Hospitals	Lakdi-ka-pul, Hyderabad
3 CARE Hospital	Banjara Hills, Hyderabad
4 Yashoda Super Speciality Hospital	Somaji Guda, Hyderabad
5 Continental Hospitals Pvt Ltd	Gachibowli, Hyderabad
6 Premier Hospital	Mehdipatnam, Hyderabad
7 ASTER Prime Hospital	Ameerpet, Hyderabad
8 Century Hospitals	Banjara Hills, Hyderabad
9 Star Hospital	Banjara hills, Hyderabad
10 Malla Reddy Narayana Multi Speciality Hospital	Jeedimetla, Hyderabad



## 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 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
  - Infrastructure
  - 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

These parameters are then integrated to arrive at a factual score for each hospital

#### 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/ faced 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.

## IUI - AN EFFECTIVE FERTILITY PROCEDURE WITHIN LIMITATIONS

Today, one in six couples face problems when they try to get pregnant naturally. So, you are not alone if you are facing issues with natural conception. There could be several issues behind the inability to get pregnant. A fertility expert can help you find out what the cause might be, and how best you can resolve it. Modern reproductive technology has brought success to several infertile couples.

Intra-Uterine Insemination (IUI) is a simple artificial insemination procedure where the male partner's processed semen sample is inserted into the female partner's uterine cavity during ovulation. Though effective in some cases, IUI is still regarded a blind treatment as ultrasound monitoring of ovulation cannot reveal information about the female egg quality or if it was picked by the tube after ovulation.

### WHAT HAPPENS DURING THE IUI PROCESS?

During IUI, the sperms must travel from the uterine cavity into the tubes and swim across its length to meet the egg at the other end, and still have enough energy to be able to fertilize the egg. The embryo is supposed to develop and get transported back into the uterine cavity. It then selects the most favourable site in the endometrium and establishes a connection to extract nutrition for continuous growth. If this implantation process is successful, then menses will be missed, and the pregnancy test is positive.

### WHEN IS IUI RECOMMENDED?

IUI is ideally recommended when the male partner has mild sperm issues and mild endometriosis. It helps negotiate a tight cervical canal, sexual dysfunction like erectile dysfunction, vaginismus, or non-consummation unexplained infertility, and for donor sperm insemination in case of Azoospermia.

### WHAT IS THE SUCCESS RATE IN IUI?

An IUI procedure offers approximately 10-15% success rate which does not work 80-90% of the time. It may fail because of many uncertainties. Hence,



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Touching Hearts of Millions Since 1977

it is not recommended to try IUI for more than 3-4 cycles.

### HOW DOES ONE FIND THE BEST IUI CENTRE?

Since it is a very short trial with IUI, it is advisable to get it done at a well-established fertility centre, which maintains quality care under the expert guidance of a reproductive medicine specialist where the stimulation protocol and monitoring are best suited to the patient. Further, semen processing must be done by well-trained andrologists using the latest techniques and media. If these steps are not followed, success rates will be less than expected and it will be a futile exercise for couples. It is difficult to distinguish between an actual IUI failure and improper protocol. This assessment is essential to help couples take the next step in fertility planning like IVF/ICSI.

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## 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.

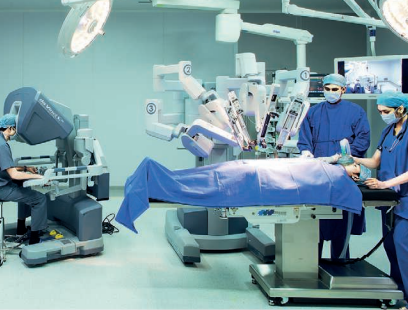
Since 2013, Aster Medcity has emerged as a medical destination that attracts thousands of patients across the world and some of the best talent. The management is committed to keep upgrading technology and foster research, education and a distinctive work culture that is ethically and socially relevant.

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 multispecialty 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 specialities. 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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