

P. D. Hinduja Hospital and Medical Research Centre gets IMC Ramkrishna Bajaj National Quality Award 2017

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P.D. Hinduja Hospital and Medical Research Centre, Mumbai was awarded the prestigious 'IMC Ramkrishna Bajaj National Quality (RBNQ) Award 2017 in Healthcare category' on March 09, 2018 in Mumbai.

This RBNQ Award makes P. D. Hinduja Hospital one of the few hospitals in India to be recognized the second time.

The IMC RBNQ Award criteria focus on the Results (what) and Processes (how) to achieve the Results. The underlying tools for Performance Excellence are: Continuous Improvement, Benchmarking, and Innovation.

The examination process for IMC RBNQ award applicants is spread over four months in four distinct stages – starting with an individual review by examiners and then a consensus review followed by a site visit and in then end a final report is submitted by the team of examiners.

The hospital was evaluated by a panel of specially trained and expert judges from different fields who assessed the hospital on several parameters like, quality of service, leadership, process management, strategic planning, measurement and analysis management and business results for over a period of few months.

A team of seven auditors visited the hospital and studied the process of various departments along with presentations, data audit and interviews.

The assessors then presented the results to the jury who declared P. D. Hinduja Hospital as the winner in the healthcare category.